



MULTIFACTOR AUTHENTICATION (MFA)

University of Cyprus, in its ongoing efforts to improve information security, mandates the use of a multifactor authentication method for accessing Microsoft 365 and other IT services provided to its community.

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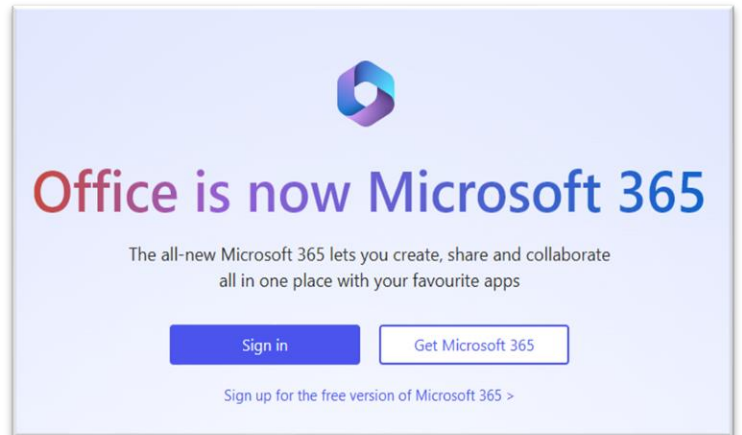
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Comprehensive Setup Guide

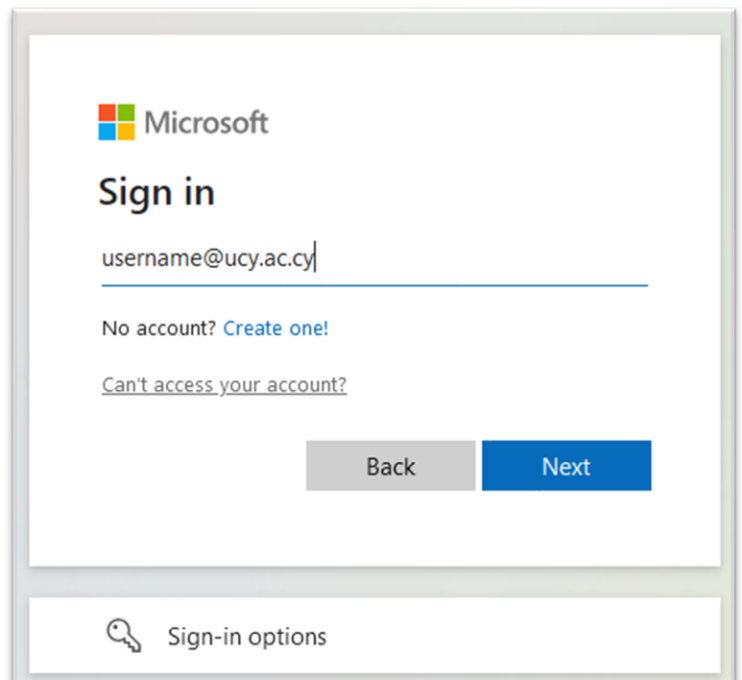
1. Open www.microsoft365.com in an Incognito / inPrivate window in your browser
2. Sign in using your account username (username@ucy.ac.cy) and your password
3. You will be presented with a **More Information Required** screen. Click **Next**
4. If you have the Microsoft Authenticator app already installed on your phone, click **Next**, otherwise proceed to installing the app on your phone and then click **Next**
5. A QR code appears on your screen
6. Open Authenticator app on your phone and select **Add Account** (plus symbol + top right corner) > **Work or School** > **Scan QR code**
7. Scan QR code
8. Click **Next**
9. Enter the 2-digit number that appears on your screen in the prompt that has arrived on your phone. Click **Next**
10. Click **Done** to complete the setup

Extensive Setup Guide (with images)

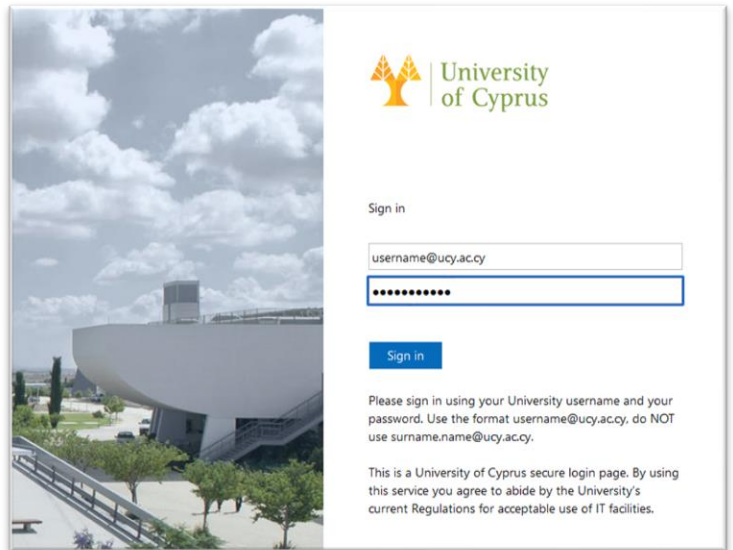
1. Open www.microsoft365.com in an Incognito / inPrivate window in your browser



2. Sign in using your account username (username@ucy.ac.cy)

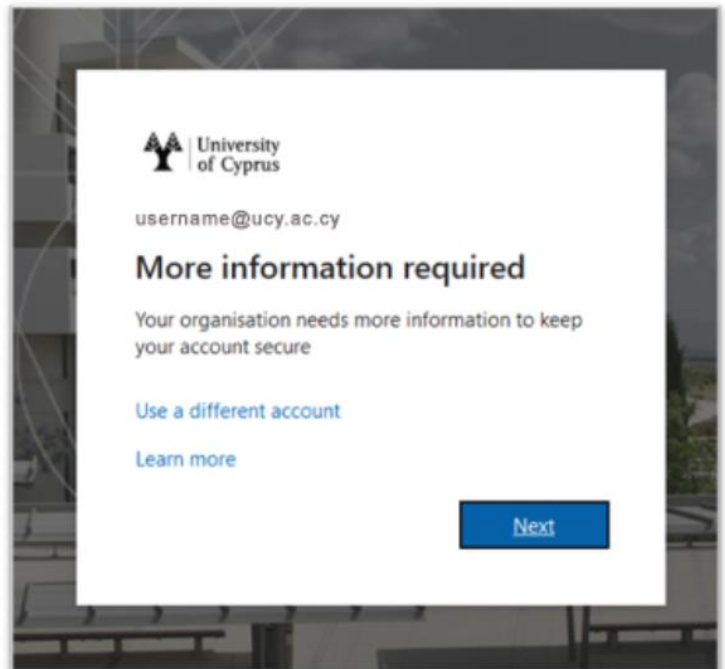


3. Enter your password



The screenshot shows the University of Cyprus sign-in interface. On the left is a photograph of a modern building. On the right, the University of Cyprus logo is at the top. Below it, the text "Sign in" is followed by two input fields: one for the username (containing "username@ucy.ac.cy") and one for the password (masked with dots). A blue "Sign in" button is positioned below the password field. Underneath the button, there is a disclaimer: "Please sign in using your University username and your password. Use the format username@ucy.ac.cy, do NOT use surname.name@ucy.ac.cy." At the bottom, another disclaimer states: "This is a University of Cyprus secure login page. By using this service you agree to abide by the University's current Regulations for acceptable use of IT facilities."

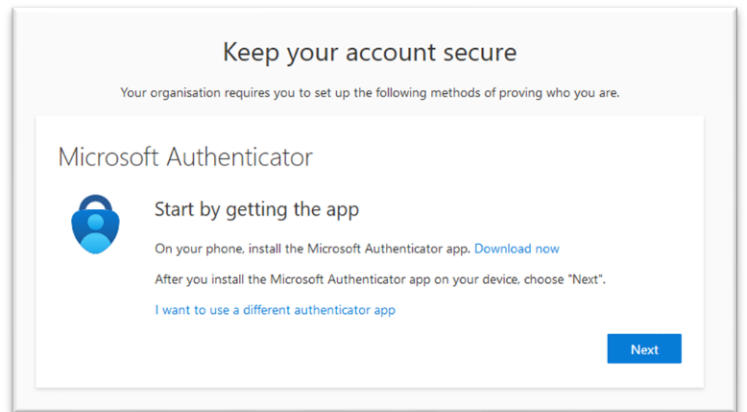
4. You will be presented with a **More Information Required** screen. Click **Next**



The screenshot displays a "More information required" dialog box. At the top left is the University of Cyprus logo. Below it, the username "username@ucy.ac.cy" is shown. The main heading is "More information required", followed by the message "Your organisation needs more information to keep your account secure". There are two blue links: "Use a different account" and "Learn more". A blue "Next" button is located at the bottom right of the dialog box.



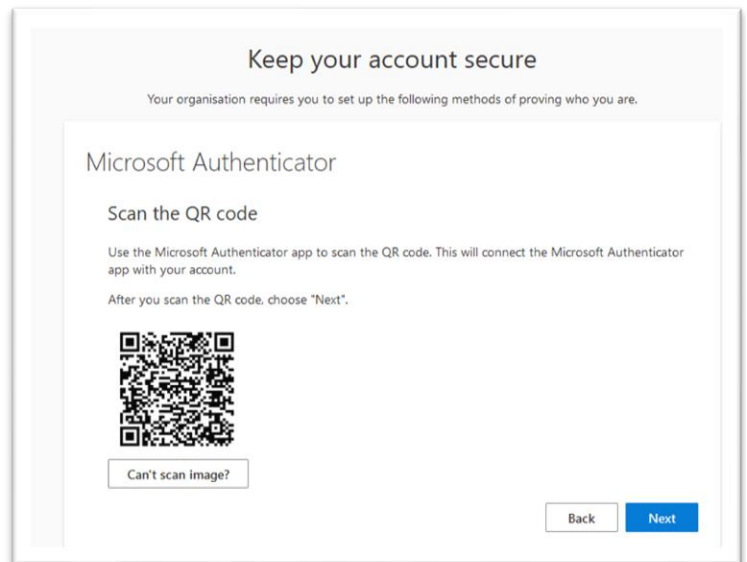
5. If you have the Microsoft Authenticator app already installed on your phone, click **Next**, otherwise proceed to installing the app on your phone and then click **Next**



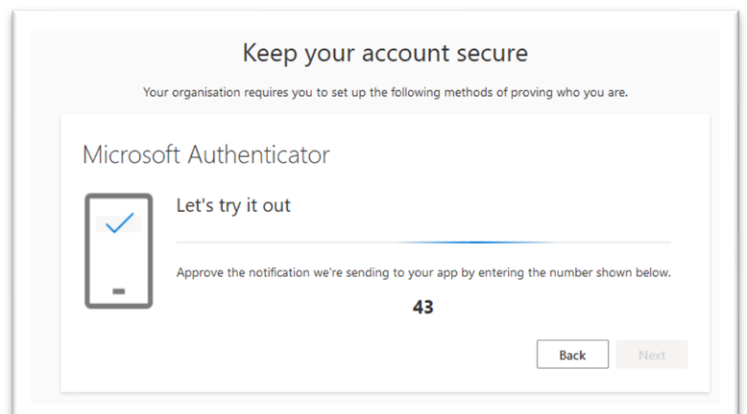
6. A QR code appears on your screen.

Open Authenticator app on your phone and select **Add Account** (plus symbol + top right corner) > **Work or School** > **Scan QR code**

Click **Next**

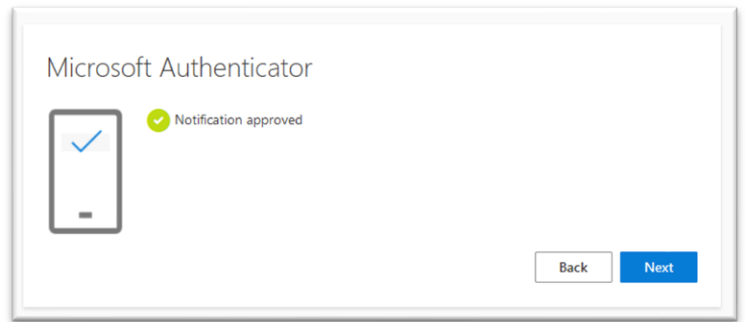


7. Enter the 2-digit number that appears on your screen in the prompt that has arrived on your phone. Click **Next**

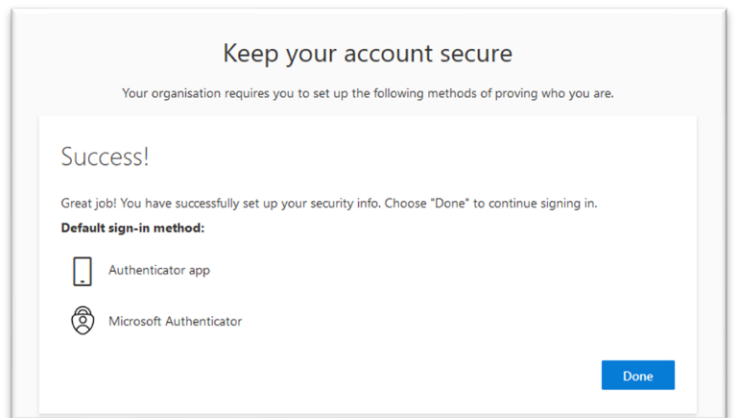




8. Click **Next**



9. The setup has been completed successfully.
Click **NextDone**



Device Management

In case you have replaced your phone device, Microsoft Authenticator must first be installed on your new one and configured so that it is added in the available Authentication Apps for your account. To do this, follow the steps below:

1. Open the webpage www.microsoft365.com
2. If you are prompted to sign in, enter your username and password and then use the 2-digit authentication number from your old device to proceed
3. Click on your account icon in the top right corner of the webpage and then select **View account**
4. From the left pane, select **Security Info** and then **Add Sign-in Method** and proceed with the on-screen steps to add MFA to your new device

In case your old device has stopped working or you do not have access to it, you will need to contact [ServiceDesk](#) to have your MFA reset so that you may proceed to configuring it on your new device.

Frequently Asked Questions (FAQs)

1. I have changed mobile phone / do not have access to my mobile phone.

In this case you will need to contact ServiceDesk to have your MFA reset so that you may proceed to configuring it on your new device.

[ServiceDesk Contact Info](#)

2. I have uninstalled the Microsoft Authenticator app from my phone.

In this case you will need to contact ServiceDesk to have your MFA reset so that you may proceed to configuring it on your new device.

[ServiceDesk Contact Info](#)

3. I would like to install the Microsoft Authenticator app on another, additional device.

For optimal function and security reasons, installing the Microsoft Authenticator app on more than one device is not recommended. If this is deemed necessary, you may follow the procedure as presented on the [Device Management](#) section of this guide.

4. How can I install the Microsoft Authenticator app on my mobile device?

Microsoft Authenticator app is available on both PlayStore and AppStore. Depending on your device's operating system, proceed to scanning the respective QR code from the images below. Alternatively, you may visit <https://www.microsoft.com/en-us/security/mobile-authenticator-app>



Google Play



App Store



Contact Info



Call Centre – ServiceDesk: **22 89 2222**



Email: servicedesk@ucy.ac.cy (the *servicedesk@ucy.ac.cy* email address accepts messages only from UCY email accounts, example@ucy.ac.cy)

To view details on working hours and availability: <https://www.ucy.ac.cy/itis/working-hours>