NKU OFFICE OF Information Technology

Multi-Factor Authentication for Email

Despite our best efforts, hackers continue to use more sophisticated means to compromise passwords and accounts. Adding Multi-Factor Authentication to your email account drastically reduces the likelihood that your account can be compromised.

What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is an additional layer of security for your email account. With MFA, you must interact with a notification provided to you before logging in to your account, such as a push notification or text message.

Step 1: Contact the IT Department

The IT Department **must** be notified before configuring MFA. Contact the IT Helpdesk at (859) 572-6911 to have MFA enabled for your mailbox on the server.

Step 2: Choose a Notification Method

There are 3 supported methods to receive MFA Notifications: mobile app, SMS text, or phone.

Note: While there are three supported methods, users may only select one.

Mobile App notifications use a 3rd party mobile application (Microsoft Authenticator). While this necessitates the installation of another application, the Authenticator allows a simple one-click acknowledgement of an authentication request, making it extremely convenient. Additionally, the authenticator app does not explicitly require a phone; it can run on any mobile device with Wi-Fi access.

SMS notifications are text messages sent to your phone that contain a unique code. You must then enter this code to log in to your email account. They are subject to normal phone/data usage charges, but do not require a separate application for authentication.

Phone notifications are automated calls made to your phone that audibly speaks the authentication code. You must then enter this code to log in to your email account.

Setting Up Mobile App Notifications

1. Install the Microsoft Authenticator app on your smartphone:
   Android: Google Play Store
   Apple: App Store
2. From a computer **other** than your mobile device, log in to webmail.
   a. You will be prompted for an additional security verification option. Select "Mobile app". Then choose "Authenticator app", and then click "Set up Authenticator app".
3. Follow the instructions to setup your NKU account in the Microsoft Authenticator app on your phone.

Questions?
Contact the IT Help Desk at https://inside.nku.edu/it/help.html or (859) 572-6911.

Updated: 2/27/2019

Setting Up Text Messages

1. Log in to webmail.
    a. You will be prompted for an additional security verification option. Select "Authentication Phone". Select "Next", then enter your country or region and phone number in the boxes provided, and select "Send me a code by text message".
    b. Once you receive the text containing the verification code, enter it in the box provide to complete the login process.

Setting Up Phone Notifications

1. Log in to webmail.
    a. You will be prompted for an additional security verification option. Select "Authentication Phone". Then enter your phone number in the box provided, and select "Call me".
    b. Once you receive the automated phone call, press # to complete the login process.

Important Considerations

Multi-Factor Authentication only protects your NKU mailbox. MyNKU, Canvas, etc. are **not** protected.

While there are varying degrees of support for some stock mobile email applications (the built-in "mail" application on your phone), the only 100% proven method for MFA is using the Outlook mobile application. Therefore, we recommend using the Outlook Mobile app if MFA is used when accessing email on your phone.

Microsoft Outlook Mobile App

MFA works best with the Microsoft Outlook Mobile App. Follow the links below to setup Outlook on your mobile device:

Android: Google Play Store
Apple: App Store

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