

Due to a change in security, you will be challenged to **approve sign in requests** when you access VU from:

1. Home or an offsite external Wifi connection
2. A mobile (eg 3G/4G) connection
3. Connected to the VU network or the VPN

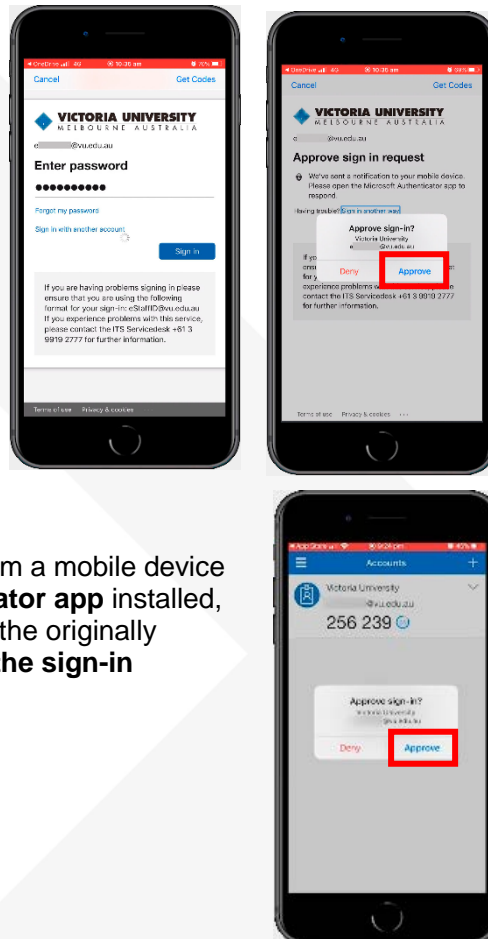
Once you have registered for **Multi-factor Authentication (MFA)** these challenges can be approved through the **MS Authenticator app** on your mobile phone or tablet.

Mobile MFA Challenge Experience

When accessing Office 365 (O365) apps, such as Outlook or OneDrive, on your registered **mobile device** where the **MS Authenticator app** is installed, you'll be given a **challenge request**. You'll need to:

1. Enter **your Password**
2. click **Approve** on the challenge

Note: When accessing O365 apps from a mobile device that *does not* have the **MS Authenticator app** installed, the **challenge request** will be sent to the originally registered device for you to **approve the sign-in request**.



Laptop MFA Challenge Experience

When accessing certain VU systems, such as O365, from your laptop you will be prompted to log into your account using your staff ID (e5000000@vu.edu.au) and password, and then you'll be challenged. Example:

When accessing Outlook, occasionally it will require you to:

1. Sign-in with your username & Password
2. Approve the challenge that appears on your registered device

NOTE: Only approve challenges that you know you have initiated. If you are ever unsure **always contact IT Helpdesk**.

