VICTORIA UNIVERSITY

To improve security and protect Victoria University, you will be challenged to **approve sign in requests** when you access VU systems from:
1. A computer connected to the VU network;
2. Home or an offsite external Wi-Fi connection, or
3. Mobile phone connection

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 VU Portal apps, 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**; and
2. Complete the 2-digit **number match challenge** between your **mobile browser** and the **MS Authenticator App**.
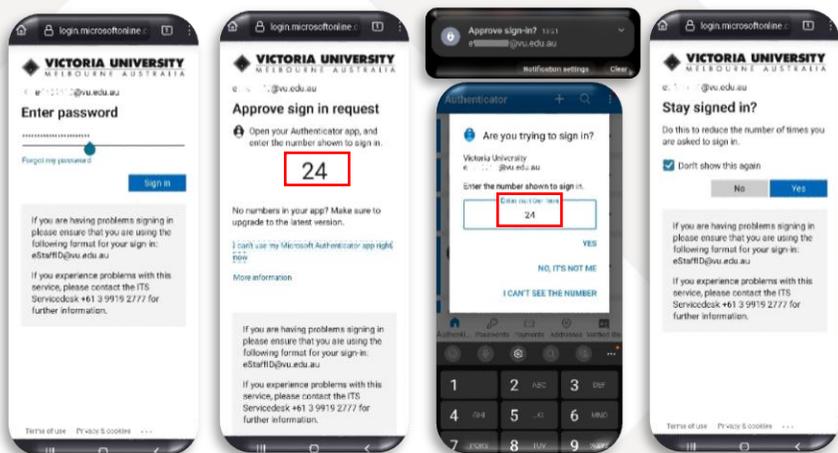

Note: When accessing O365 apps from a mobile device that *does not* have the **MS Authenticator app** installed, the **challenge request** will be sent to the originally registered device for you to **approve the sign-in request**.

Laptop MFA Challenge Experience

When accessing VU systems, such as O365, VU Portal and VU VPN from your computer, 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.

When accessing VU systems, you will be required to:
1. Sign-in with your VU username & password; and
2. Complete the **number match challenge** that appears on your **computer screen** by typing the 2-digit number into the **MS Authenticator App** once prompted.
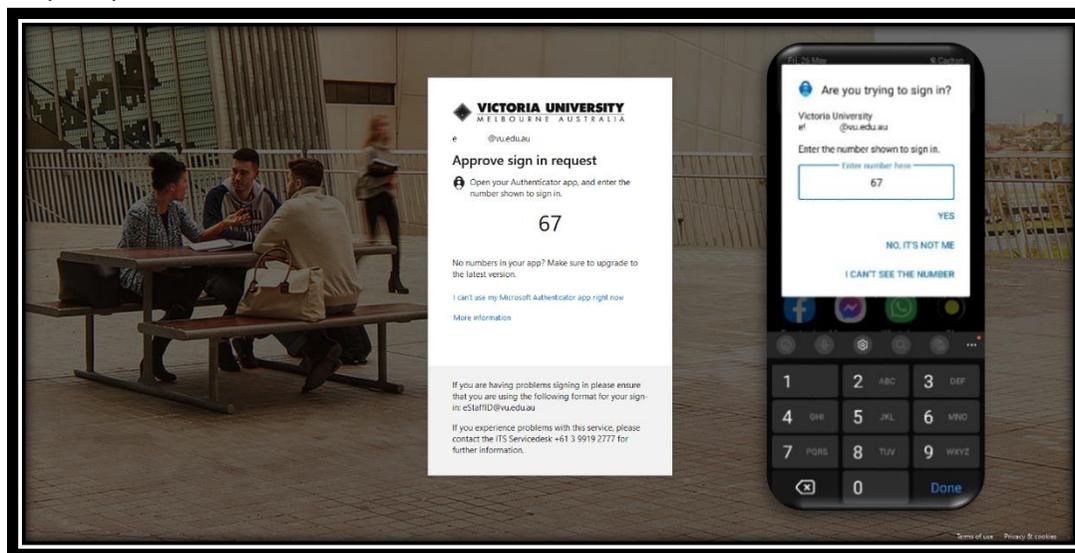
Note: Only approve challenges that you know you have initiated. A suspicious number match challenge may mean someone is trying to gain access to your account!

If you are ever unsure **always contact IT Service Desk**.