

SMU 2FA Setup

(Option A: Pre-registration before 2FA is activated)

Setup

1 Go to <https://smu.sg/2fa> and log in using your SMU username & password

Multi-Factor Authentication

Username

Username

Password

Log In

2 Setup Preferred 2FA Method

To enable Multi-Factor Authentication for your account, please specify a phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will send a one-time passcode in a text message to the phone number you entered. When prompted, enter the one-time passcode to activate the method.

Method

- Phone Call
- Text Message
- Mobile App
- OATH Token

Text Message

Phone

United States & Canada +1

Text Me Now to Authenticate Cancel

3 Setup Security Questions

Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support with Multi-Factor Authentication.

Question 1

What was your high school mascot?

Answer

Question 2

What was your favorite pet's name?

Answer

After Setup



Welcome SMUSTF\username

For security reasons, we require additional information to verify your account

We've sent a text message with a verification code.

Verification code

After login to 2FA enabled application, your preferred authentication method will appear.

You'll receive a phone call. Follow the instructions in the phone and press "#" key to sign in.

You'll receive a SMS with verification code. Key in the code to sign in.

You'll receive a push notification (prompt window) on your phone. Press "Approve" or "Verify" to sign in.

Open the Authenticator app on your phone, key in the verification code to sign in.

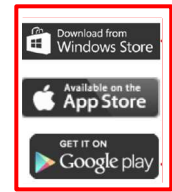
2FA Methods

● **Phone Call** - You'll need to specify the phone number you will use to authenticate. 2FA System will call the number you entered. Answer and press # to authenticate.

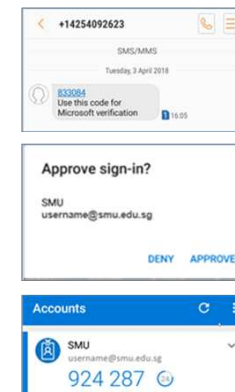
● **Text Message (SMS)** - You'll need to specify the phone number you will use to authenticate. 2FA System will send a one-time passcode in a text message to the number you entered. When prompted, enter the one-time passcode to authenticate.

Note that this is the recommended method and has been defaulted on the setup page.

● **Mobile App and OATH Token** - Install Azure/Microsoft Authenticator app on your phone. Use 2FA System to generate an activation code. Enter the activation code in the mobile app to complete the activation process. **OATH Token (requires no roaming) is recommended when you need to travel overseas.**



Search for Azure/Microsoft Authenticator app.



Register & Update Your 2FA Authentication Mechanism



My Account

- Change Method
- Change Phone
- Change Language
- Activate Mobile App
- Change Security Questions

Go to <https://smu.sg/2fa>.

- Change your preferred authentication method.
- Change your phone number.
- Add a new device that can be used to approve or generate a token for authentication.
- Modify your security questions.

If you have any questions, please contact: helpdesk@smu.edu.sg

SMU 2FA Setup

(Option B: After 2FA has been activated and 2FA pre-registration has not been done)

1 Access 2FA enabled application *



Sign in with your SMU user ID or SMU Email address.
e.g.

Staff: smustf\marylim

Student/Alumni: smustu\john.2014

or

Staff: marylim@smu.edu.sg

Student/Alumni: john.2014@business.smu.edu.sg

* Login not require if you have already logged in to iNet Intranet.

Setup

2 Setup Preferred 2FA Method



Welcome SMUSTF\username

For security reasons, we require additional information to verify your account

Your admin has required that you set up your account for additional security verification.

How should we contact you?

Text message

Phone call

Text message

Mobile app

Token

Verification

3 Setup Security Questions



Welcome SMUSTF\username

For security reasons, we require additional information to verify your account

Your admin has required that you set up security questions for additional security verification.

Question 1

What was your high school mascot?

Answer

Question 2

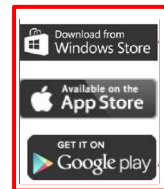
2FA Methods

Phone Call - You'll need to specify the phone number you will use to authenticate. 2FA System will call the number you entered. Answer and press # to authenticate.

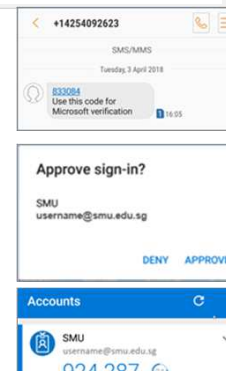
Text Message (SMS) - You'll need to specify the phone number you will use to authenticate. 2FA System will send a one-time passcode in a text message to the number you entered. When prompted, enter the one-time passcode to authenticate.

Note that this is the recommended method and has been defaulted on the setup page.

Mobile App and OATH Token - Install Azure/Microsoft Authenticator app on your phone. Use 2FA System to generate an activation code. Enter the activation code in the mobile app to complete the activation process. **OATH Token (requires no roaming) is recommended when you need to travel overseas.**



Search for Azure/Microsoft Authenticator app.



After Setup



Welcome SMUSTF\username

For security reasons, we require additional information to verify your account

We've sent a text message with a verification code.

Verification code

After login to 2FA enabled application, your preferred authentication method will appear.

You'll receive a phone call. Follow the instructions in the phone and press "#" key to sign in.

You'll receive a SMS with verification code. Key in the code to sign in.

You'll receive a push notification (prompt window) on your phone. Press "Approve" or "Verify" to sign in.

Open the app "Authenticator" on your phone, key in the verification code to sign in.

Register & Update Your 2FA Authentication Mechanism



My Account

- Change Method
- Change Phone
- Change Language
- Activate Mobile App
- Change Security Questions

Go to <https://smu.sg/2fa>.

- Change your preferred authentication method.
- Change your phone number.
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