Set Up Multi-Factor Authentication (MFA) on Authenticator Apps
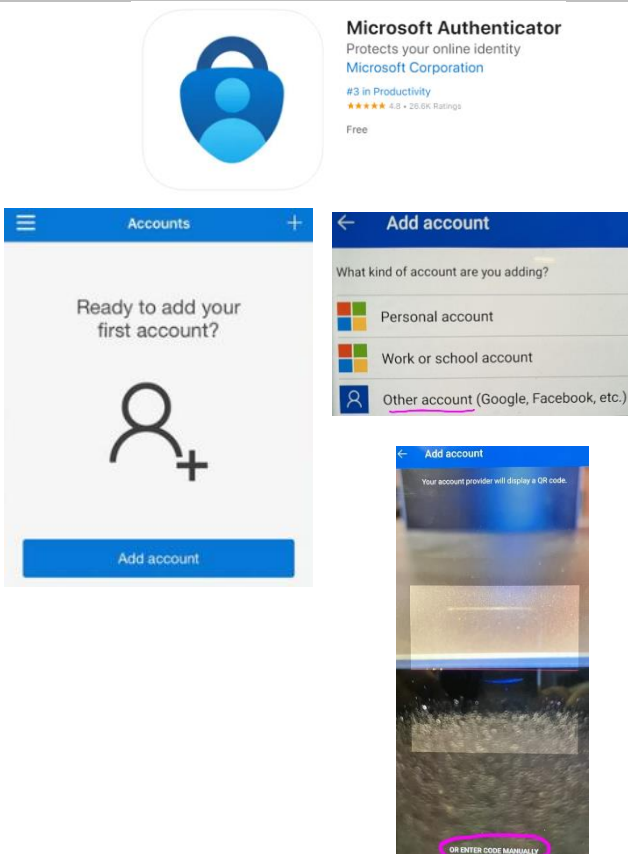
INFORMATION SHEET

WHAT DO I NEED TO KNOW?

TAFE NSW has introduced MFA for Students to help ensure the safety of our students' information. PingID is the MFA software used by TAFE NSW. This guide will show you how to set up MFA using an Authenticator App such as Microsoft or Google Authenticator.

To complete this set up, you will need an Internet connected computer to log in on (it can be your own or a TAFE one), and your mobile device with your choice of Authenticator App. This guide will cover Microsoft Authenticator; however, all Authenticator setups are very similar.
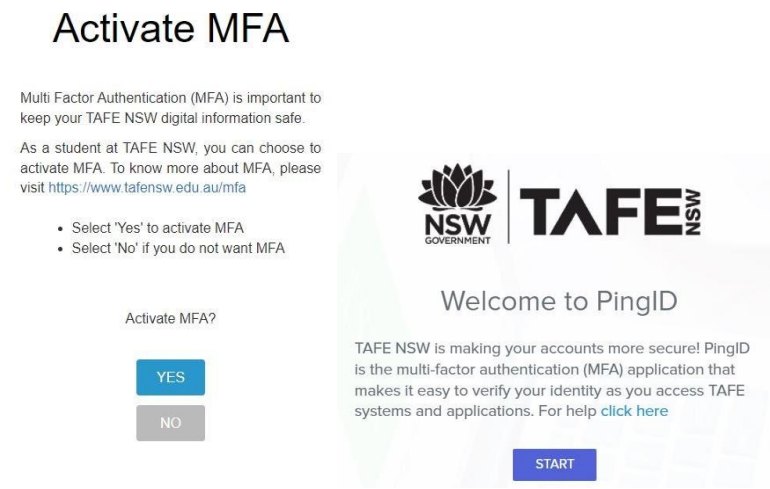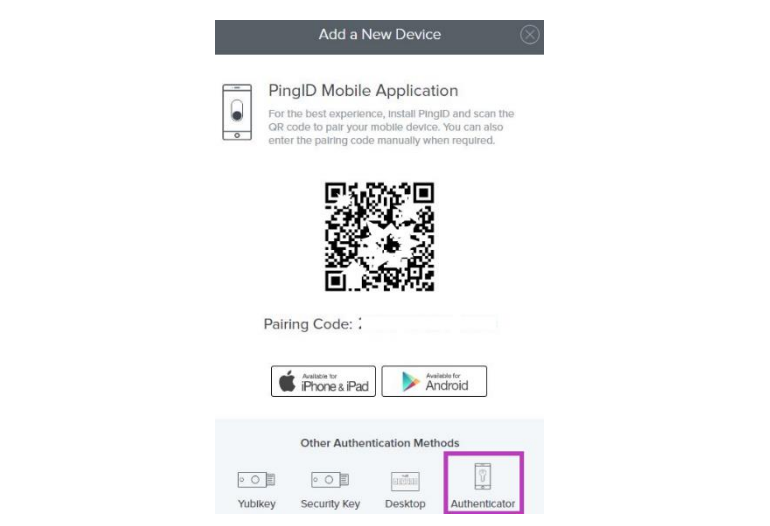
Steps

Step 1 – Select and Install an Authenticator App on your Mobile Device

Detailed steps	Screenshots
On your mobile device, go to the relevant App Store for your device (Apple or Android), search for Microsoft Authenticator and install it on your device. When installed, it will ask you to add an account to it. Tap on "Add Account". Then tap on "Other account". Tap on "ENTER CODE MANUALLY".	

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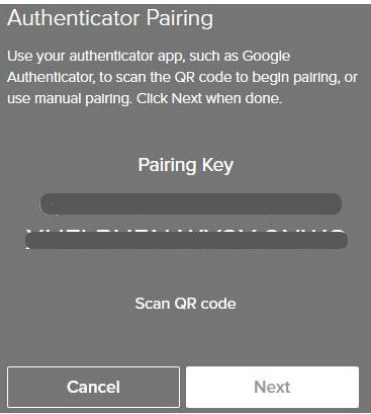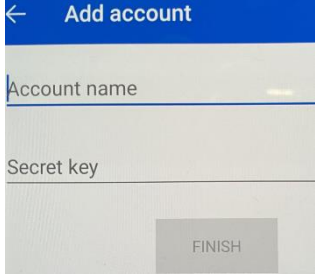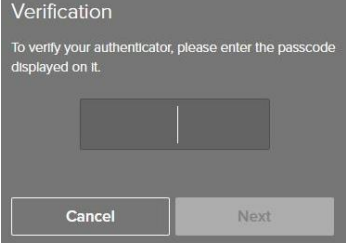
Step 2 – Sign into Your TAFE Student Account and Pair with Your Authenticator App

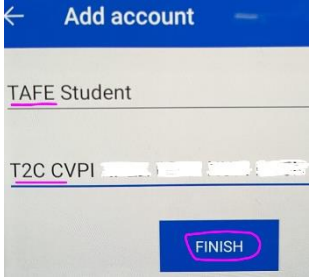| Detailed steps	Screenshots
When you log in to a TAFE NSW system with your username and password for the first time, you will see the Activate MFA screen. If you click on "YES", you will then see the "Welcome to PingID" screen on your computer. You can then click on "START" to begin the process. If you do not want to use MFA at all, you can click on "NO".	 Click on Start to begin the pairing process.
If you clicked on "YES" and "START" in the previous step, your computer screen will show an "Add a New Device" screen. You will now need to click on "Authenticator".	 Click on "Authenticator" to start the pairing process with your Authenticator App.

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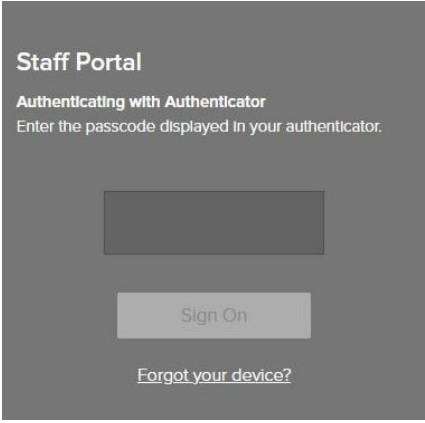
Detailed steps	Screenshots
On the "Authenticator Pairing" screen, click on "Manual pairing". Note the "Pairing Key" and then enter it into your Authenticator App along with a name for the account, e.g.: TAFE. Tap on FINISH in your Authenticator App. In the Authenticator Pairing screen on your computer, click on NEXT. Your Authenticator App should now be displaying a One-time Password Code that will change every 30 seconds. Your computer screen should be requesting that you verify your Authenticator by entering the One-time Passcode that is showing in your App. Do this and then click on NEXT. You should then be Authenticated and logged in.	

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Step 3 – Logging in with your Authenticator App Each Day

Detailed steps	Screenshots
From now on, when you log into your TAFE account with your password, you will need your mobile device with the Authenticator App on it. After typing in your TAFE password, you will see a screen asking for a code. Open your Authenticator App to get the code and enter it into the screen, then click on Sign On.	**Staff Portal** **Authenticating with Authenticator** Enter the passcode displayed in your authenticator. Sign On Forgot your device? Enter the code from your Authenticator App and click on "Sign On".
Once successful, you should see a green "Authenticated" screen on your computer and then be logged in.	Authenticated Successfully entering the code from your Authenticator App and clicking on "Sign On".