Multi-Factor Authentication

Setting up app passwords

The Multi-Factor Authentication project is responsible for providing all Oxford Single Sign-On users with additional verification methods when accessing materials which are currently protected by Single Sign-On. The project is adopting a phased approach to the second factor being switched on. You will receive communications in set intervals informing you of when you are due to go-live with your second factor.

When this is switched on, your access to existing applications will be suspended. This guide will show you how to set up App Passwords. Before you can set up an App Password you must request App Password enablement via the Self-Service Catalogue. Please note this feature is only enabled once your account has gone Live.

App Passwords can only be set-up once your initial multi-factor authentication method has been set-up (e.g., Authenticator App or a phone). There is guidance on how to initially set this up on the multi-factor authentication project website.

An App Password is required in situations where you use apps or older devices that are incompatible with the multi-factor authentication method. The app password proves to the system that you have multi-factor authentication set-up. When accessing an older application (e.g. Outlook 2009) you will be prompted for your multi-factor authentication details.

You must enter the app password in place of your Single Sign-On password for the application or device you have created it for. You can create up to 40 app passwords. Each app password should be unique to an application or device for greater security. Please ensure when creating app passwords you follow University guidelines for creating strong passwords and don’t reuse passwords across multiple applications/devices.

Once this is done you will no longer be prompted for MFA for that specific application.

1. Following the successful set-up of a multi-factor authentication method go to Microsoft Account page
2. Click Security Info
3. On the security info screen click Add Method

![Security info](attachment:image.png)
4. Click the **drop-down menu** and select **App Password**

![Add a method]

*Note: Some users report not being able to see App password in their list of methods. To fix this, add a different second method, delete it and then add it again. When you click Add Method again, App password will be in the list.*

5. **Click Add**

6. **Enter an App Password name**

![App password]

7. **Click Next**

8. **The App password screen will display**

![App password]

9. **Click **Done** to complete the process**

10. **The App password will now appear in your list of sign-in methods**

    The app password should now be entered for the relevant application or device instead of your Single Sign-On password