



How to Activate Multi-Factor Authentication (MFA) for Your Microsoft 365 Student Account at Karlstad University

Hello Karlstad University students!

We care about your online security, which is why we're introducing Multi-Factor Authentication (**MFA**) for all student accounts. MFA helps protect your academic data by adding an extra layer of security. During the setup process, you'll need both your **password** and your **phone** to complete the MFA activation. Let's walk through the steps to set up MFA—it only takes a few minutes!

Note:

Starting **January 1, 2025**, MFA will be required for all **new** students to ensure every account is protected from the start. This guide is specifically designed for newly enrolled students in 2025 to help set up MFA during their first login.

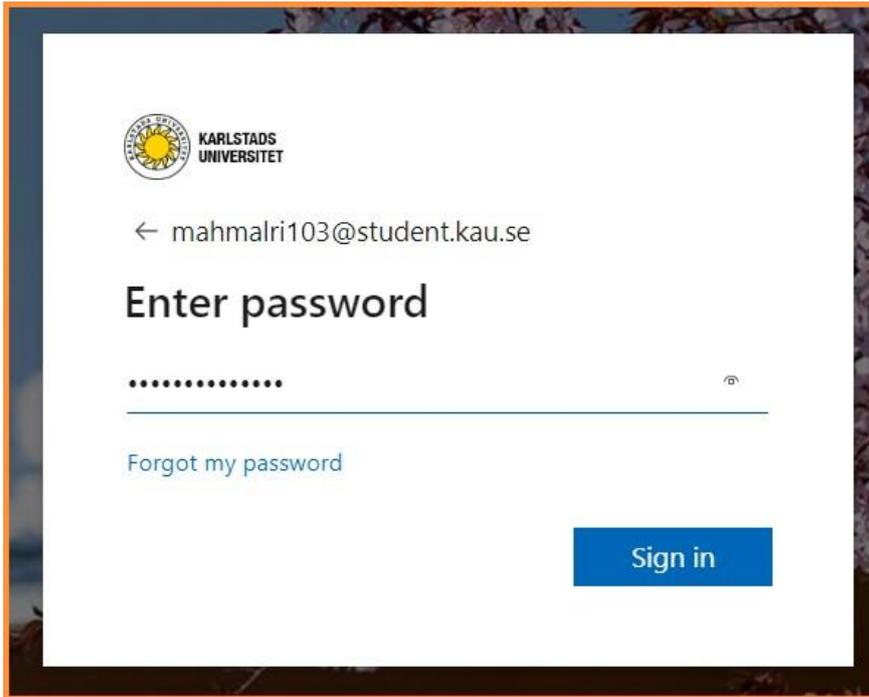
For existing students, MFA will become mandatory during the fall of 2025, which is why we recommend you set it up as soon as possible for enhanced security. If you're an existing student and need help setting up MFA, please refer to the guide **Activate-MFA-existing-students** for detailed instructions.

Step 1: Sign in to your Microsoft 365 account

- On your computer, go to the Microsoft 365 homepage <https://www.microsoft365.com> or <https://www.office.com> and click **Sign in**.
- Enter your KaulD email address, your Karlstad University email address, and click **Next**.
This is your account you use for your student email and other Microsoft services (e.g., mahmalri103@student.kau.se).
- Enter your password and click **Sign in**.
(See example screenshots below).

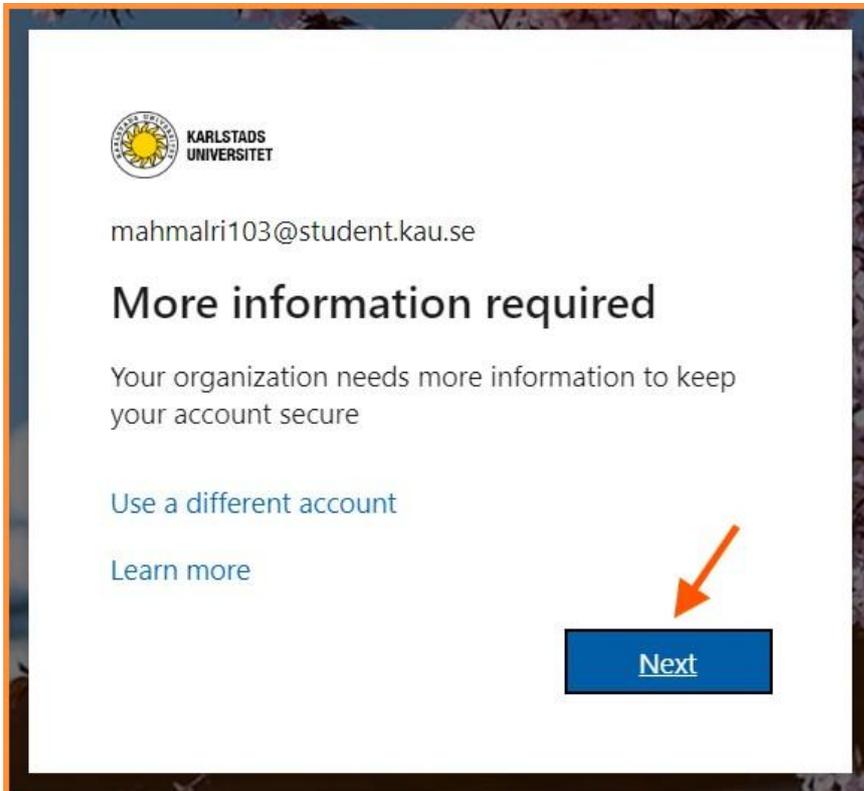
The screenshot shows the Microsoft 365 homepage. At the top, there is a navigation bar with the Microsoft logo, 'Microsoft 365', and links for 'Products', 'Resources', 'Templates', 'Support', 'My account', and 'Buy now'. The main heading is 'Welcome to Microsoft 365' with a subtext: 'The Microsoft 365 app (formerly Office) lets you create, share, and collaborate all in one place with your favorites apps now including Copilot.*'. Below this, there are two buttons: 'Sign in' and 'Get Microsoft 365'. An orange arrow points to the 'Sign in' button. Underneath the buttons, there is a link: 'Sign up for the free version of Microsoft 365 >'. The background features a blue bowl containing icons for PowerPoint (P), Word (W), Excel (X), and the Microsoft 365 logo.

The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the heading 'Sign in'. The email address 'mahmalri103@student.kau.se' is entered in the sign-in field. Below the field are two links: 'No account? Create one!' and 'Can't access your account?'. At the bottom right, there is a blue 'Next' button with an orange arrow pointing to it. At the bottom left, there is a key icon and the text 'Sign-in options'.



Step 2: Begin MFA setup

After signing in, you will be prompted with 'More information required'. Click **Next**.



Step 3: Install Microsoft Authenticator app

On the 'Start by getting the app' page, you are instructed to download and install the Microsoft Authenticator app on your **smartphone**. This app is required for MFA and is available for both Android and iOS. You can search for 'Microsoft Authenticator' in Google Play Store (for Android phones) or the App Store (for iPhones).

On your **smartphone**, you can click these links to go directly to the download page:

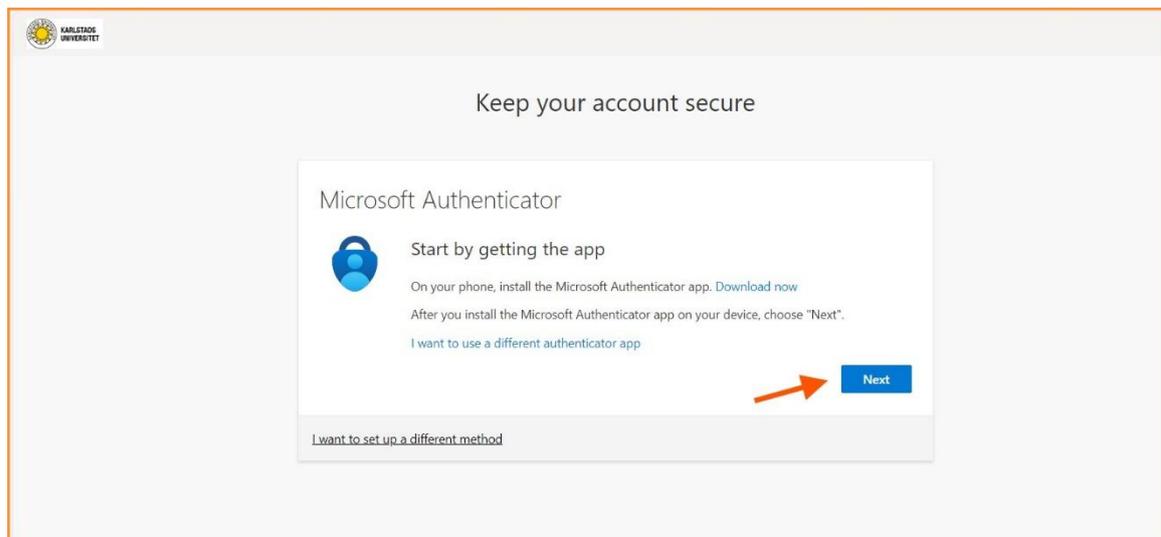
- Android: <https://play.google.com/store/apps/details?id=com.azure.authenticator>

- iPhones: <https://apps.apple.com/app/microsoft-authenticator/id983156458>

For more details on the Microsoft Authenticator app, visit:

<https://www.microsoft.com/en-us/security/mobile-authenticator-app>

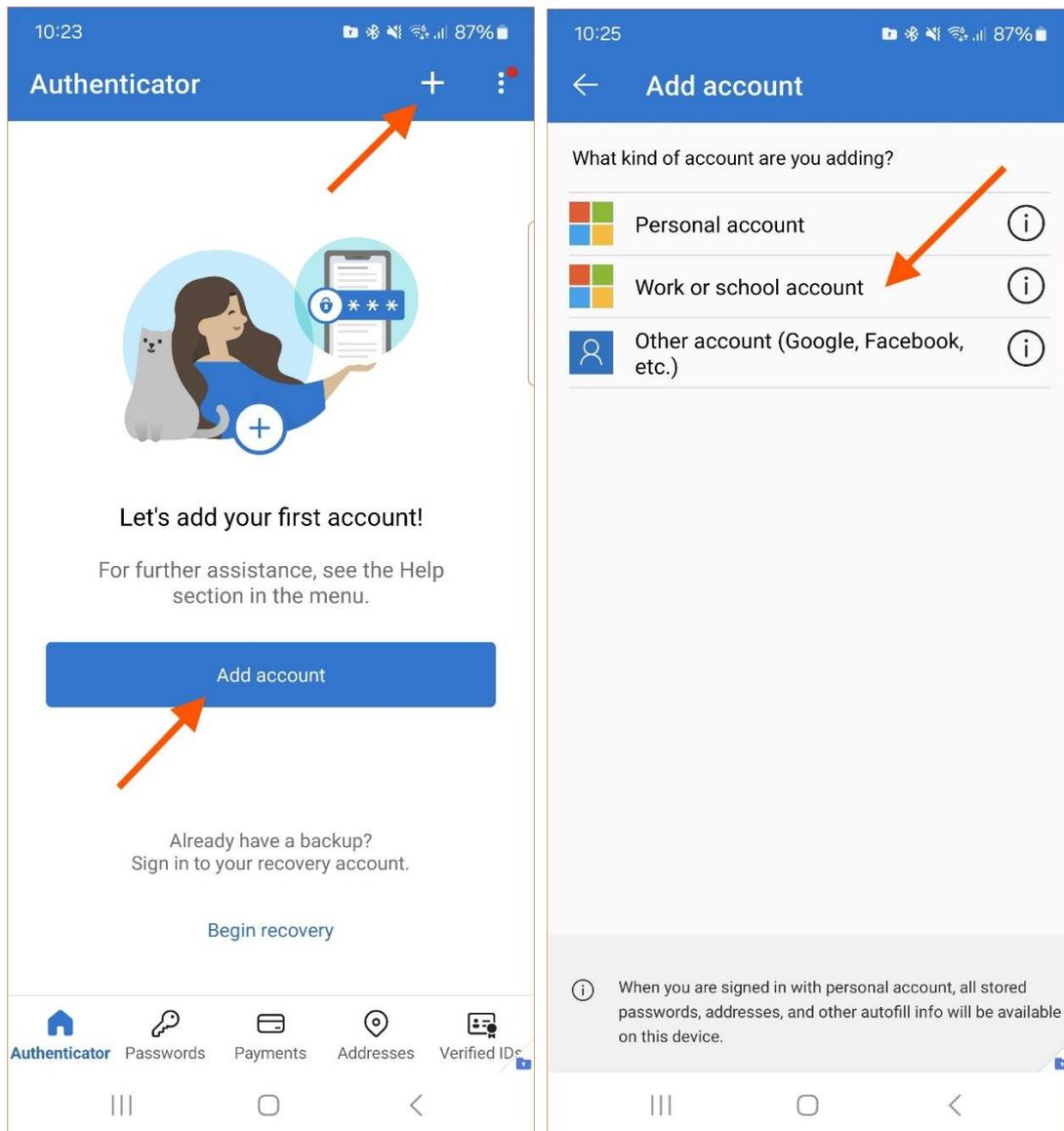
Once the Microsoft Authenticator app is installed on your phone, click **Next** on your computer.



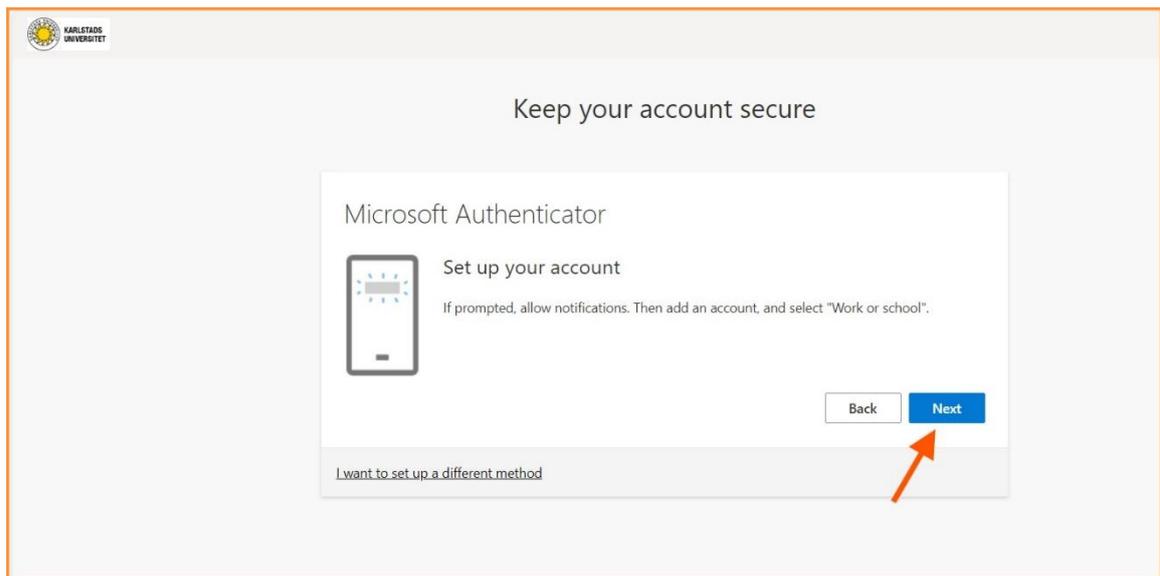
Step 4: Set up the authenticator app

Launch the Microsoft Authenticator app on your phone.

- Tap the + icon or select Add account.
- Choose Work or school account as the account type.
- If prompted, grant the app permission to send notifications.

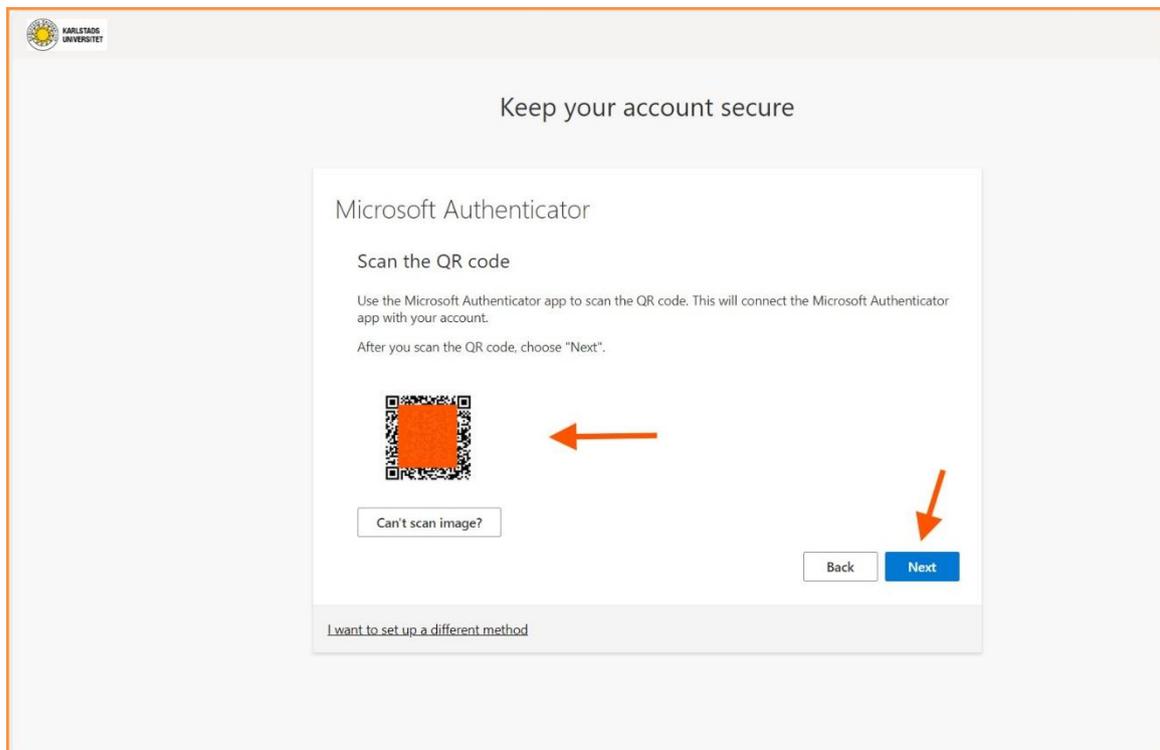


Return to your computer and click **Next** to continue.

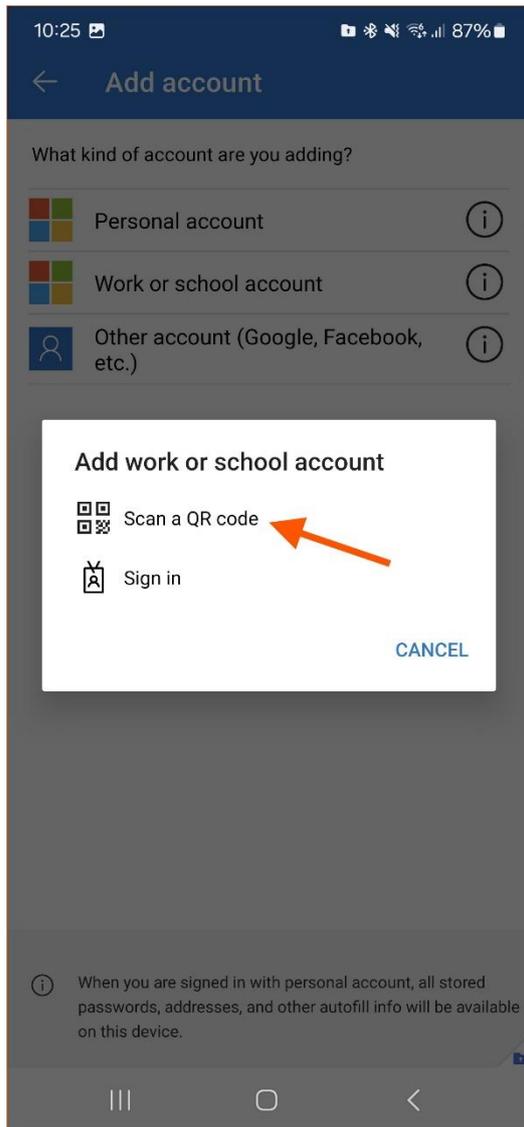


Step 5: Scan the QR code

A QR code will appear on your computer screen. Use the Microsoft Authenticator app on your phone to scan this QR code.



Open the Microsoft Authenticator app on your phone and choose 'Scan a QR code'.

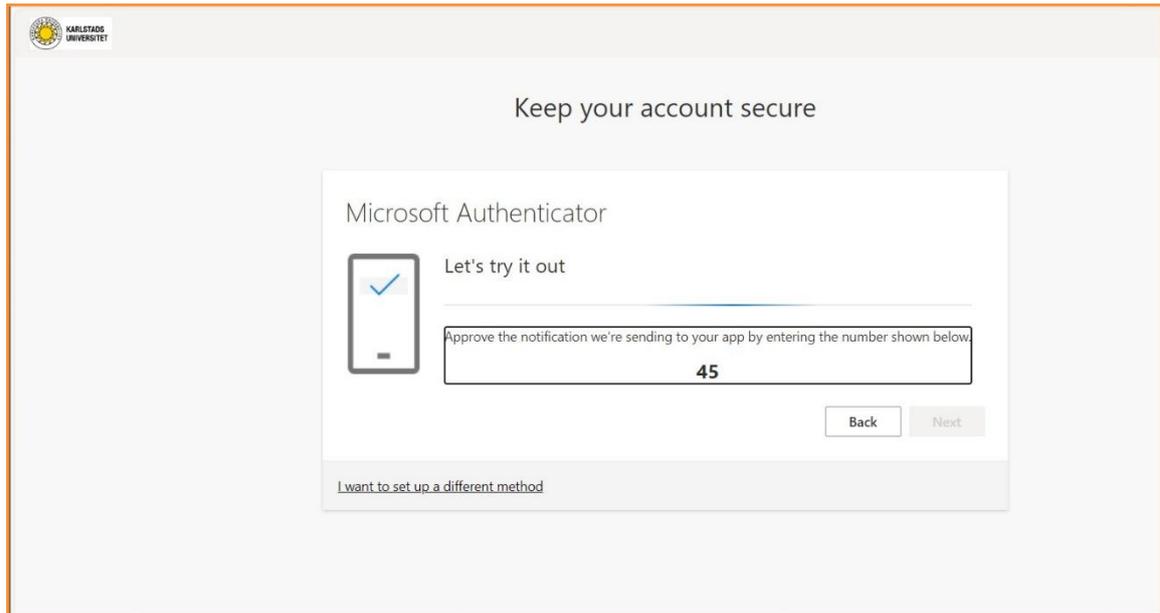


Once you've scanned the QR code, your Microsoft 365 account will be added to the Authenticator app. After pairing, click **Next** on your computer.

Step 6: Verify and test MFA

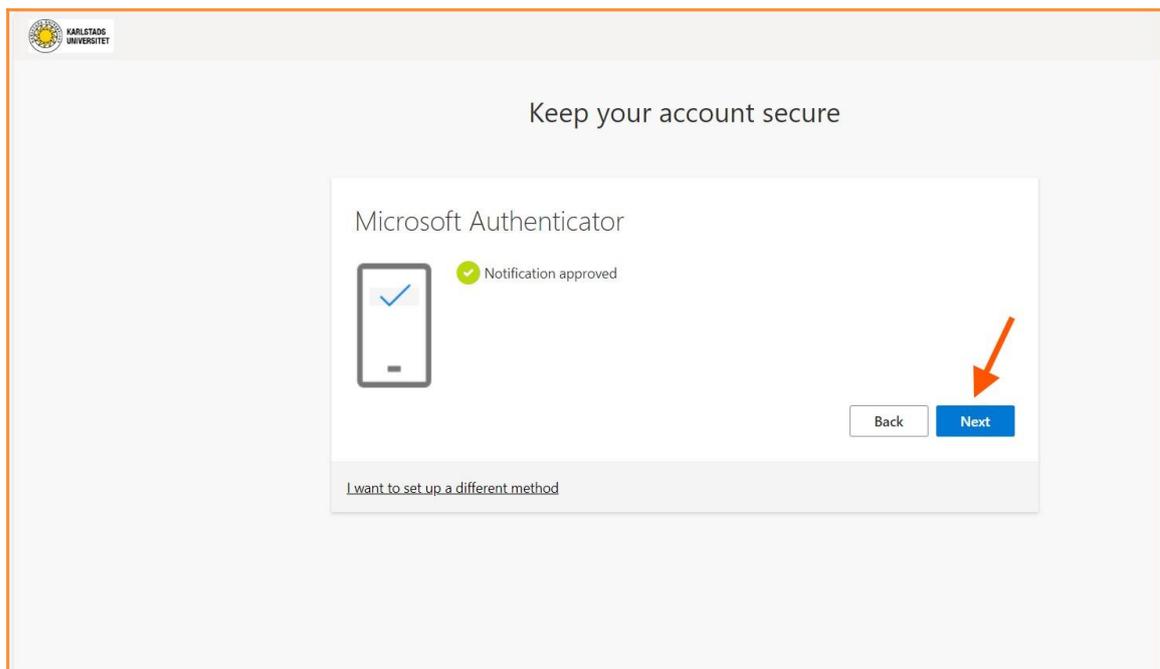
The system will send a test notification to the Microsoft Authenticator app on your phone.

- Open the app and approve the request to complete the verification.
- After approving the notification, return to your computer and click **Next** to finalize this step.

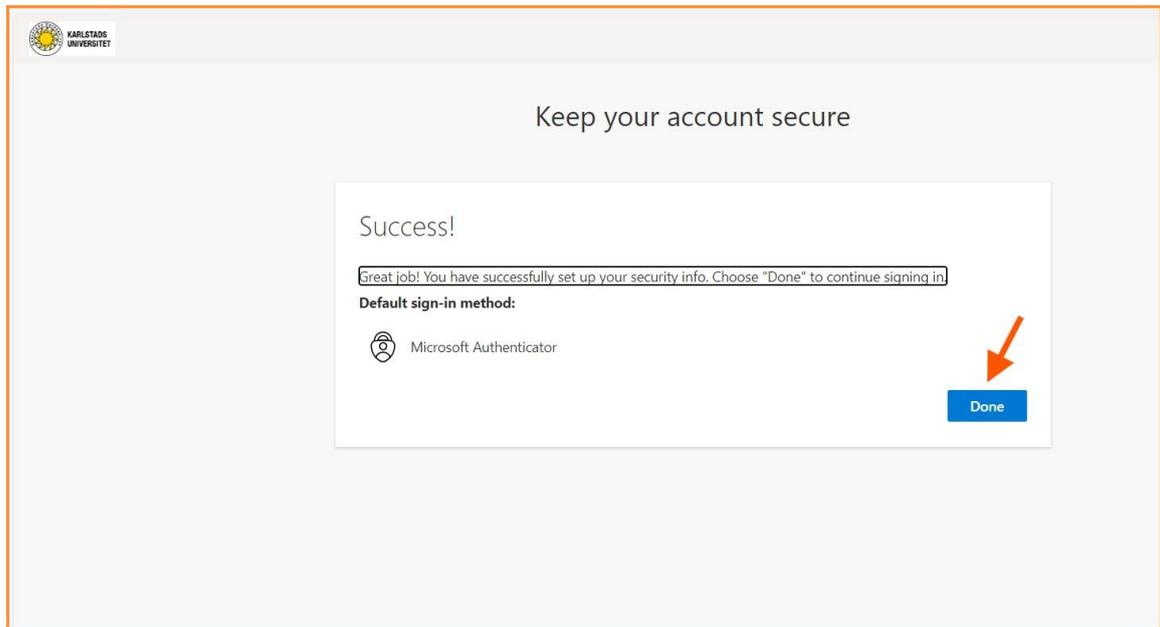


Step 7: Complete the setup

When you see the 'Notification approved' message, click **Next**.

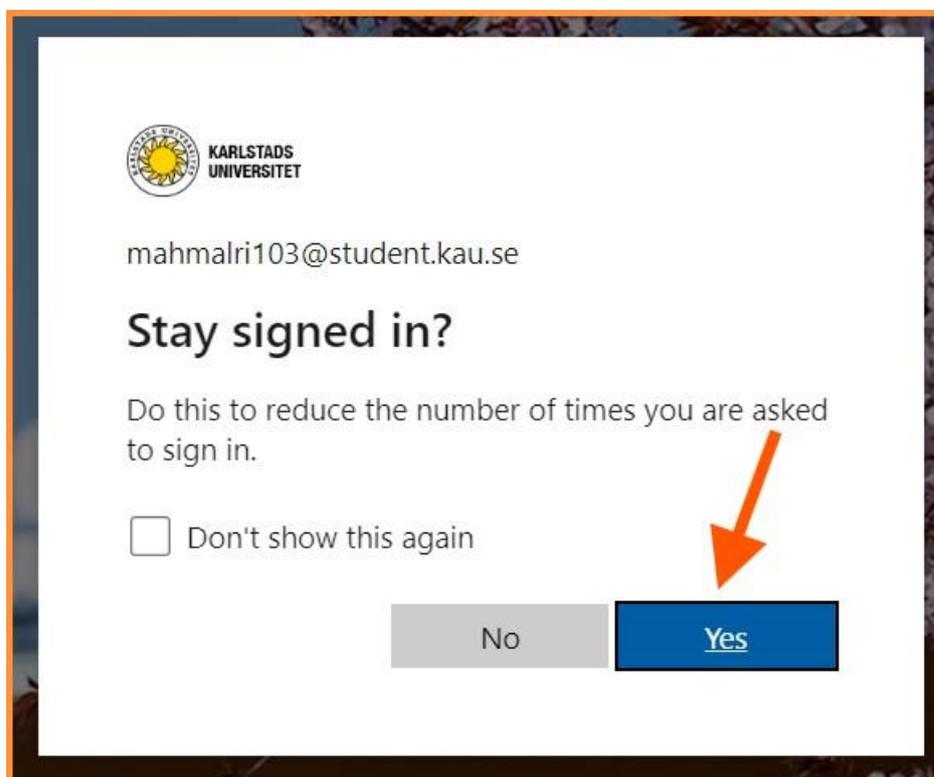


Once, you get the 'Success!' message, click **Done**. Your MFA setup is now complete!



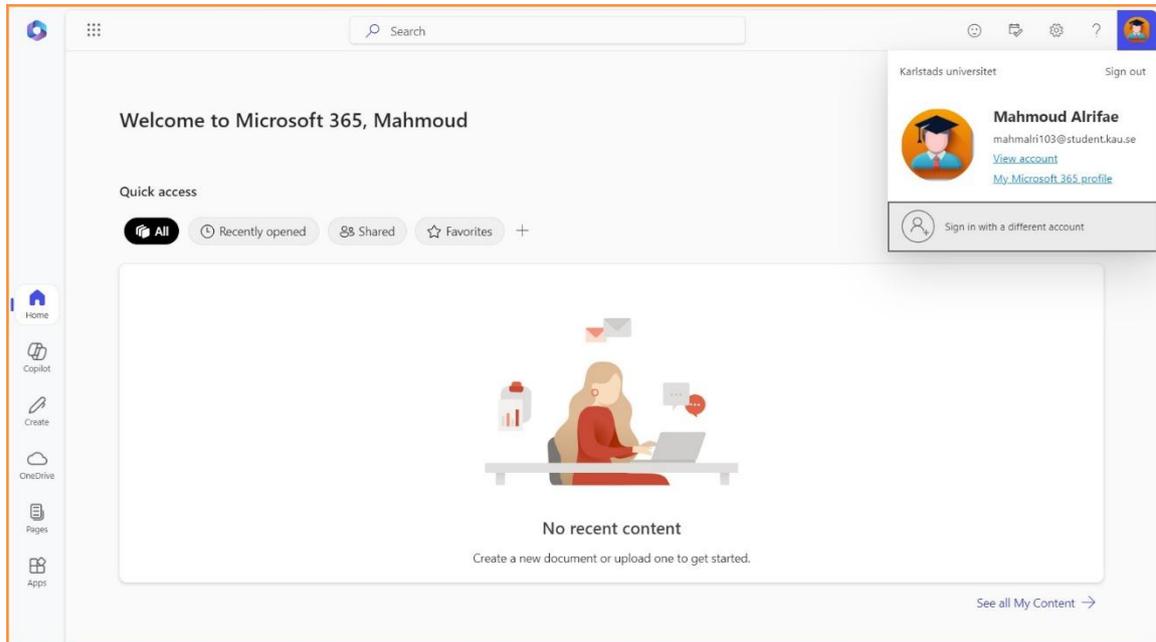
Step 8: Stay signed in

After completing the MFA setup, you will see a prompt asking if you'd like to stay signed in. Choose **Yes** to reduce the frequency of sign-in prompts.



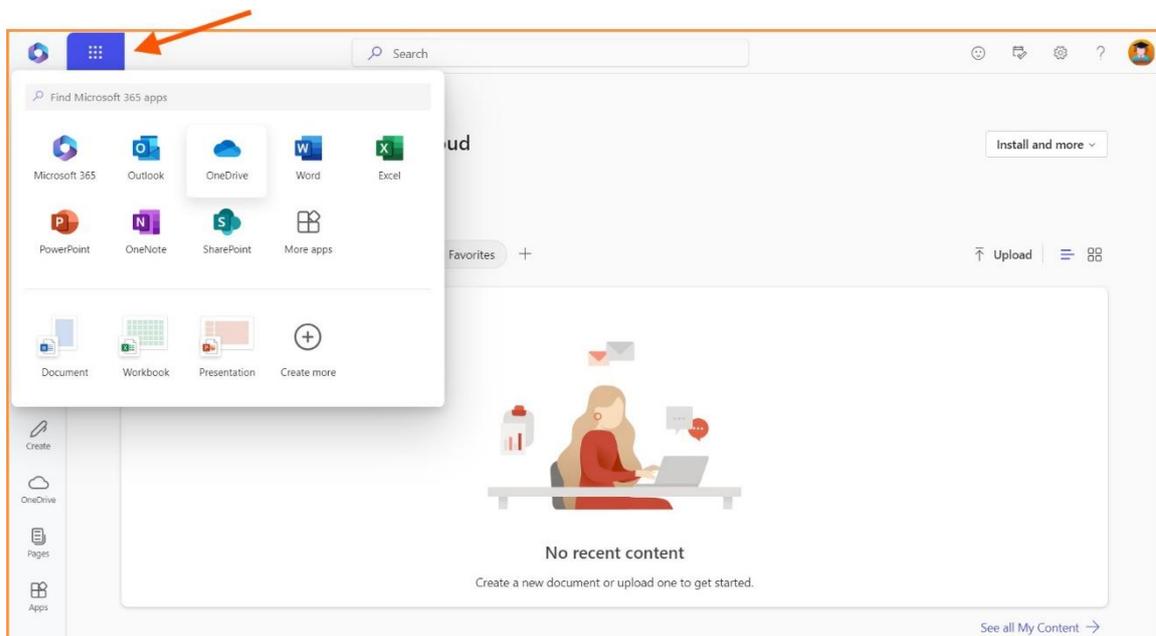
Step 9: Access Microsoft 365 apps

After logging in, you will be taken to your Microsoft 365 home page.



To explore apps such as Word, Excel, PowerPoint, and OneDrive:

- Click the App Launcher (grid icon) in the top-left corner.



Congratulations! Your Microsoft 365 account is now secured with MFA. For further assistance, please contact student support at Karlstad University.

- In person: Weekdays from 11:00 AM to 1:00 PM
- Email: studentsupport@kau.se
- Phone: 054 - 700 16 95