



UNIVERSITY
of ARKANSAS
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Multi-Factor Authentication (MFA)

Multi-factor authentication (a.k.a. two-step login) is available for many campus services, making your account and personal information much more secure. UAPB services are protected with Microsoft's two-step login.

Get Started with MFA

What is MFA? With a two-step login, you verify your identity with your password, then use a physical device such as a mobile phone, tablet, or landline phone to complete the login. This approach further protects your account from fraudulent access.

How does it work? Once you have enrolled and logged in to an MFA-enabled service with your UAPB email and password, you will be prompted for an additional step by any of the following methods you choose:

Phone call to your mobile phone or landline phone.

Push notification or a **passcode** via an app on your mobile device (smartphone, tablet, etc.)

Text message (SMS) to your mobile device.

Who is it for? Two-step login is available for all users as part of your individualized login experience.

Why should I use it? Strong passwords are essential, but they are not enough. Phishing attacks and data breaches put your personal and university data at risk. MFA provides additional security for your UAPB account and protects your privacy and personal information.

Why must I use a Personal Device to set up MFA?

We request that you use your personal device as your device is unique to you. This helps to ensure your account can only be accessed by the person in possession of your phone. Even if someone has your UAPB ID and password, they cannot access your Microsoft 365 account without your personal device.

Where do I modify my MFA authentication settings?

You can make changes to your authentication settings by visiting this link <https://aka.ms/MFASetup>.

What if I experience an issue with MFA?

If you have any issues with MFA, please get in touch with the IT Service Desk at 870-575-4773 or email tsrequest@uapb.edu

What if I need to change my phone number?

Visit this weblink <https://aka.ms/MFASetup>, to make modifications to your security MFA settings.

If I purchase a new phone/change my number, do I have to do anything?

You must verify with your new phone whether your MFA method is the authenticator app or change your number. You must contact the IT Service Desk at 870-575-4773 to reset your authentication. You will have to verify your identity.

How often do I have to re-authenticate?

Re-authenticate may vary depending on your security or use of a new device or browser.

Additional Support Resources

- [Set up your Microsoft 365 sign-in for multi-factor authentication](#)
- [Use two-step verification with your Microsoft account](#)
- [Set up the Microsoft Authenticator app as your verification method](#)
- [Change your two-step verification method and settings](#)