

User Guide on Activating Multi-Factor Authentication (MFA)

Prerequisite:

- Your mobile phone (connected to a good data signal or wifi)
- A PC or tablet connected to the internet.

Setup Procedures:

1. On your **mobile device**, install Microsoft Authenticator App ([Android](#)/[iOS](#).)

Get the app on your phone*

Scan the QR code with your Android or IOS mobile device.

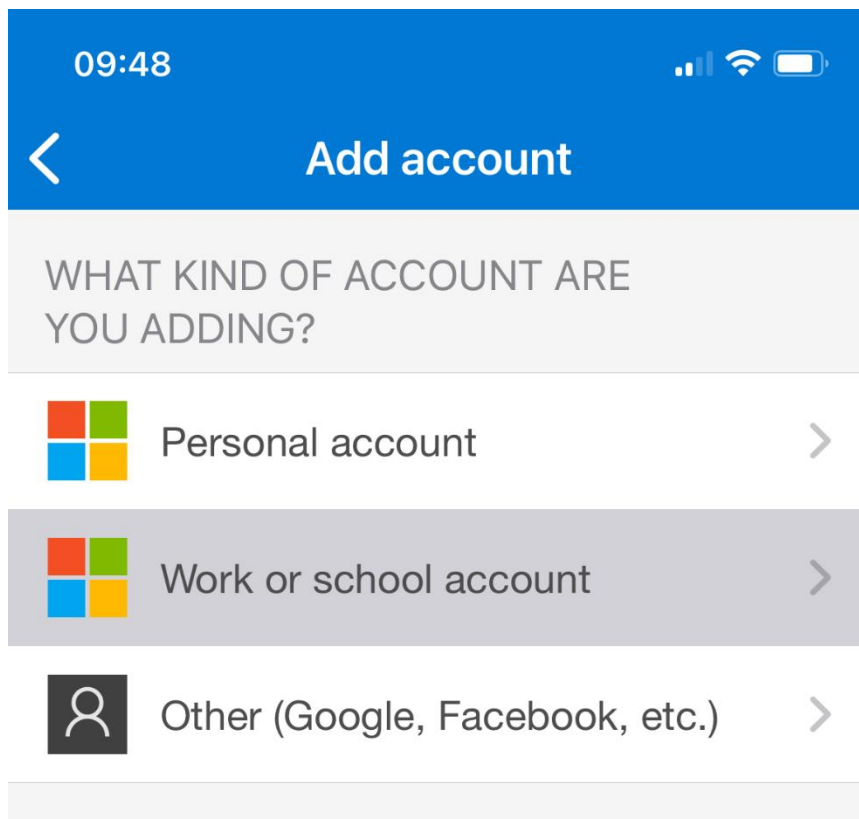


Google Play

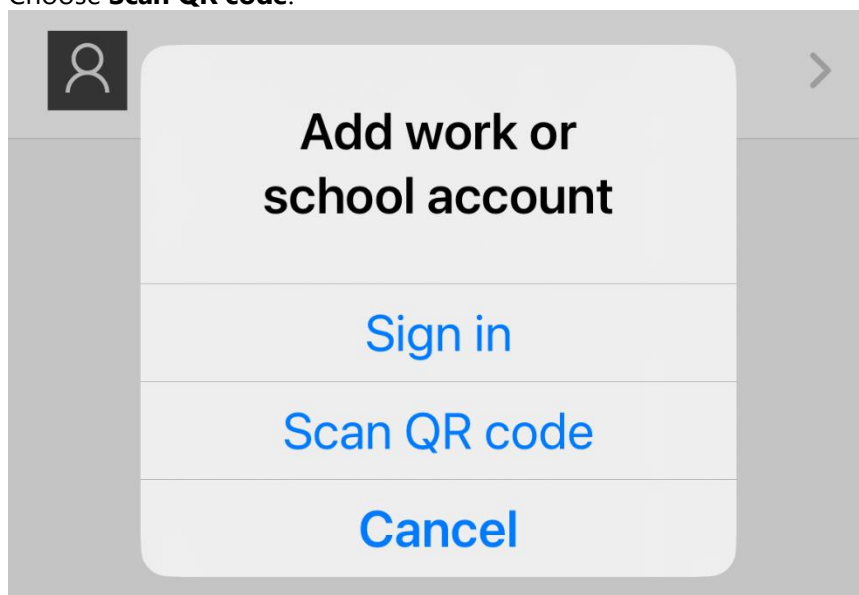


App Store

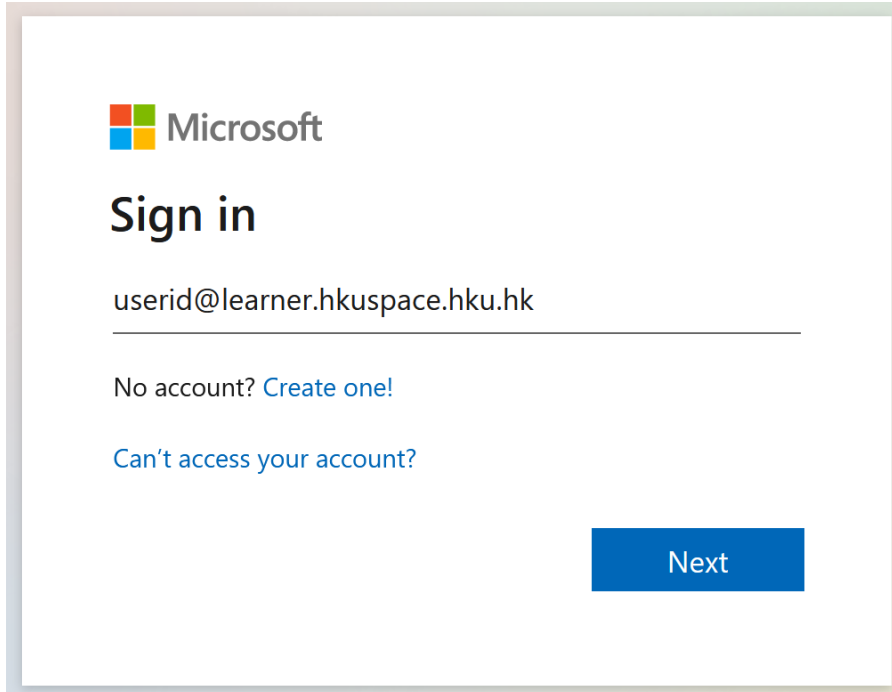
2. Once installed, start the app, and choose **Work or school account**.



3. Choose **Scan QR code**.

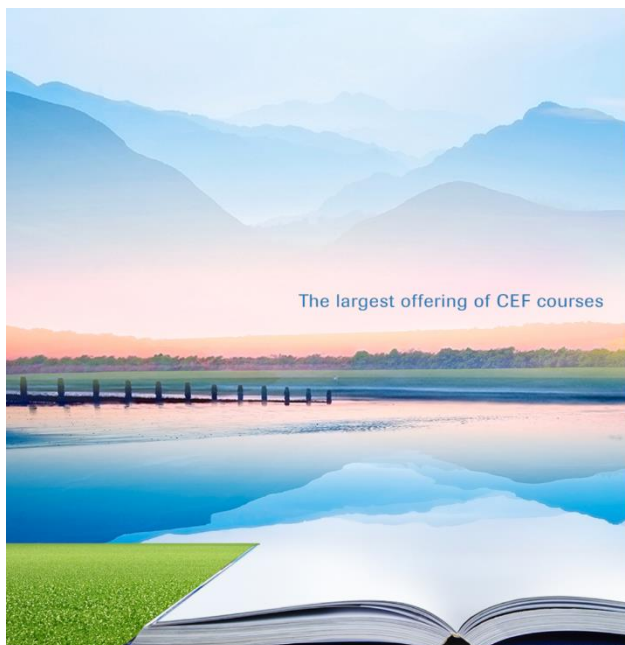


4. Now on your **computer or tablet**, go to <https://aka.ms/mfasetup> and enter your **school email address**, e.g. 12345678@learner.hkuspace.hku.hk.



The image shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, there is a text input field containing the email address "userid@learner.hkuspace.hku.hk". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there is a blue button labeled "Next".

5. Enter your password and click **Sign in**.



Please enter your Student No. or Part-time Teacher No. and Password:

@learner.hkuspace.hku.hk

Sign in

[Home](#) [Privacy](#) [Help](#) [Change Password](#)

Keep your account secure

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

[I want to set up a different method](#)

6. You will be re-directed to the Microsoft Authenticator setup page. Click Next to continue.

Keep your account secure

Microsoft Authenticator



Set up your account

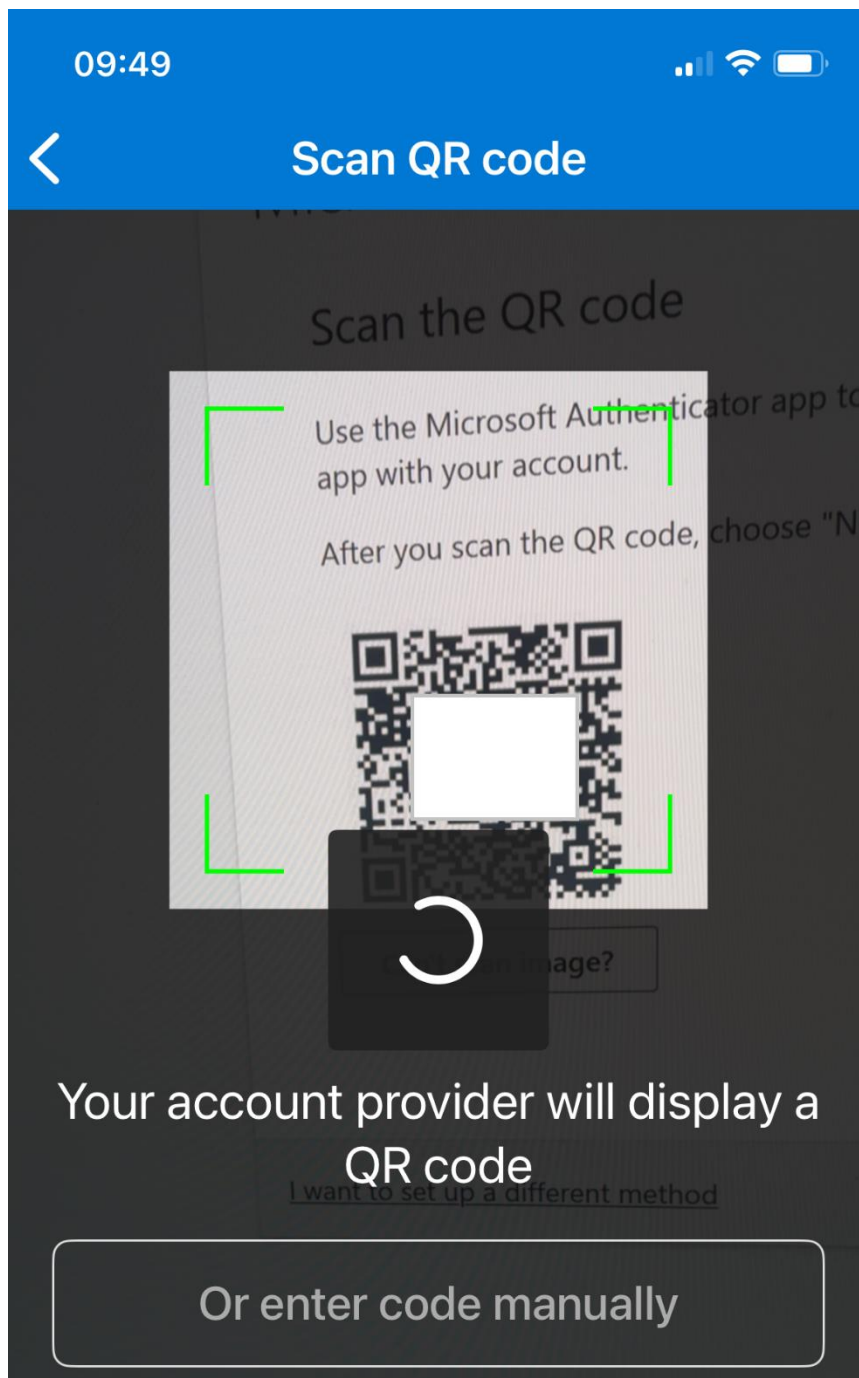
If prompted, allow notifications. Then add an account, and select "Work or school".

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Next

[I want to set up a different method](#)

7. Now, use your **mobile device** to scan the QR code displayed on your browser.



8. Click **Next** on your browser.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

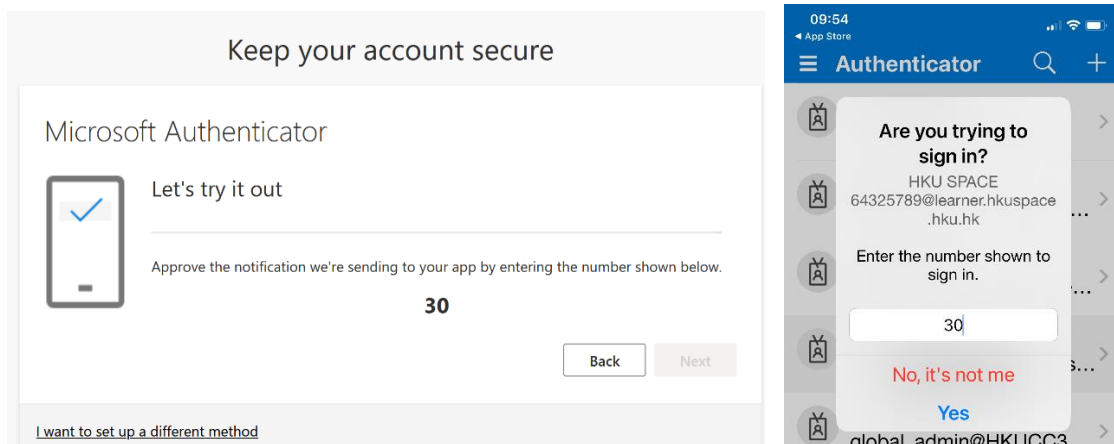


[Can't scan image?](#)

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Next

- Next, you need to try out the app. **In the app on your phone**, type the number shown on your computer screen or other device and click **yes** to confirm sign in.



- MFA is now activated on your account.
- You are recommended to add an additional sign-in method such as **Phone** as a backup authentication method.
- On your browser, click +Add sign-in method.

Security info

These are the methods you use to sign into your account or reset your password.

[+ Add sign-in method](#)

- Choose Phone, choose the area code and enter your phone number.

Phone

×

You can prove who you are by receiving a code on your phone.

What phone number would you like to use?

Hong Kong SAR (+852) ▾

61234567

☒ Receive a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel

Next

14. Enter the code received on your phone and click Next.

15. Your phone is now registered.

Phone

×

✓

Verification complete. Your phone has been registered.

Done