

Multi-Factor Authenticator Setup Guide

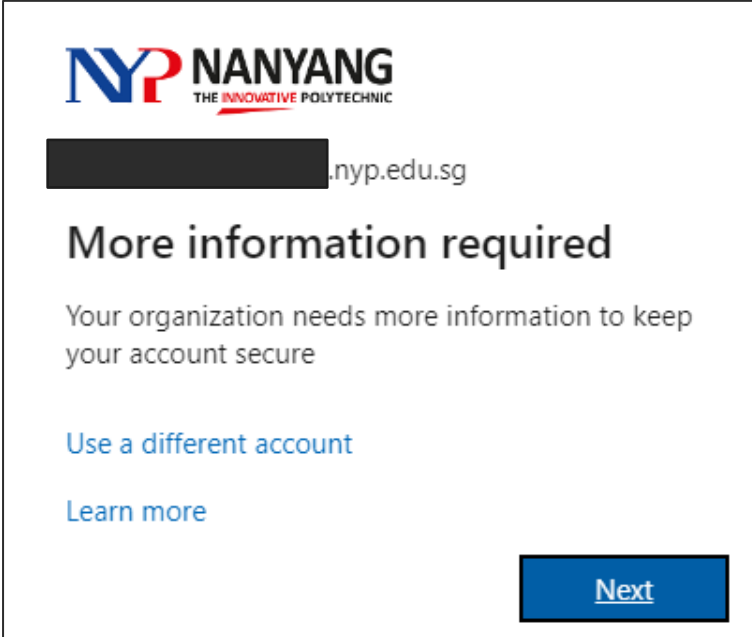
SETTING UP MULTI-FACTOR AUTHENTICATION (MFA) FOR THE FIRST TIME – VIA LOGIN

Please use your laptop to setup MFA for the first time.

Step 1

Check the email shown is your NYP student email e.g. 220000A@mymail.nyp.edu.sg.

Click **[Next]**, otherwise click on Use a different account to change to your NYP student email.



The screenshot shows the Nanyang Polytechnic login interface. At the top left is the NYP logo with the tagline 'THE INNOVATIVE POLYTECHNIC'. Below the logo is a redacted email address followed by '.nyp.edu.sg'. The main heading is 'More information required'. Below this, a message states: 'Your organization needs more information to keep your account secure'. There are two blue links: 'Use a different account' and 'Learn more'. At the bottom right is a blue button labeled 'Next'.

Step 2

Under **Step 1: How should we contact you?**, please choose Mobile app (Recommended) and select use verification code. Click on **[Set up]**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Please configure the mobile app.

Next

Step 3

Please follow the following steps to setup on your mobile phone*.

You may refer to how to install Microsoft authenticator app [here](#).

* Note:

- If you have encounter issues installing Microsoft (MS) authenticator app on your mobile. Please contact [Student IT Helpdesk](#).
- The QR in this guide is for illustration purpose only please use the QR as shown on your laptop to add your account.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



Configure app without notifications

If you are unable to scan the image, enter the following information in your app.

Code:

Url:

If the app displays a six-digit code, choose "Next".

Next

cancel

Step 4

After you have added your account successfully, the Additional Security verification will display a message "Mobile app has been configured". Click **[Next]**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

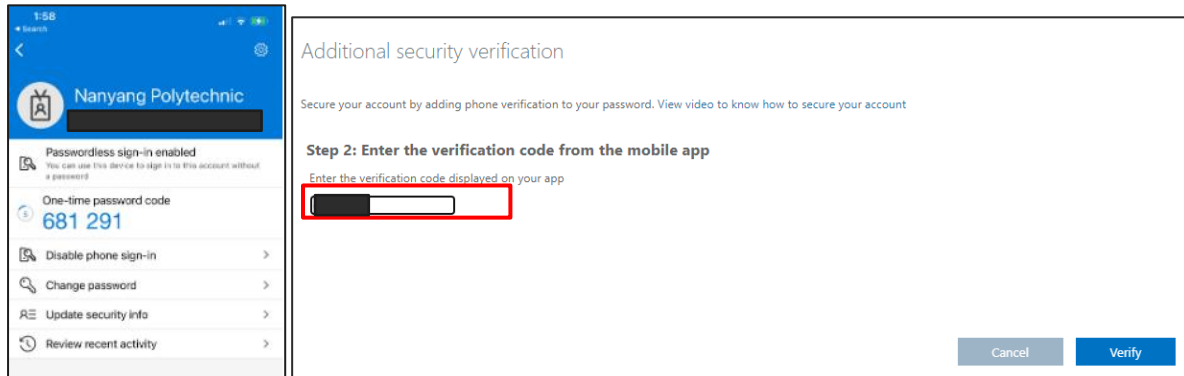
Set up

Mobile app has been configured.

Next

Step 5

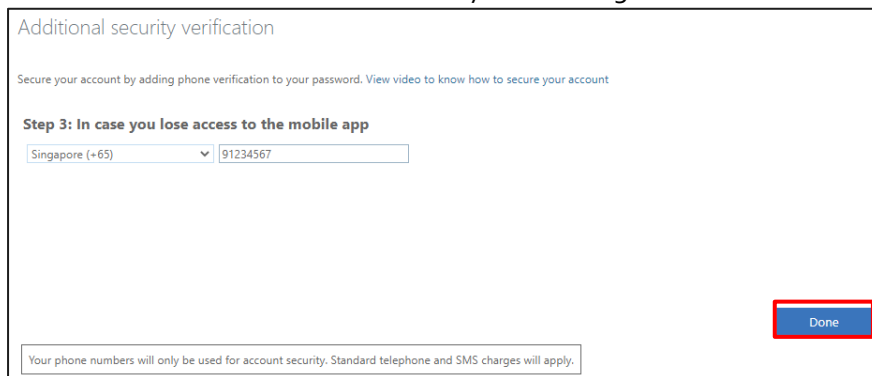
Go to the MS Authenticator App on your mobile, click on your account, you will see a One-time password code. Enter the one-time password code shown in the app in step 2 and click **[Verify]**.



Step 6

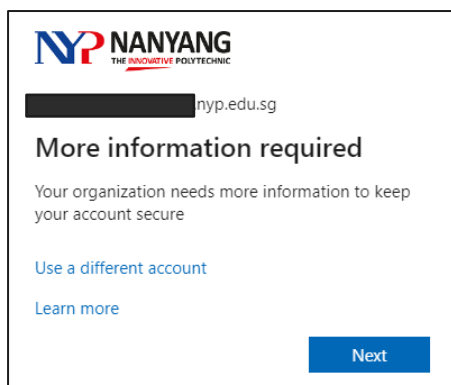
Select [Singapore +65] or any other region and enter your mobile number. Click **[Done]**.

* Please use an active mobile line that you are using.



Step 7

After step 6, you will see the following screen and click **[Next]**.



Step 8

Click on **[Verify]** to verify your mobile number.

Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

⚠ Authentication Phone is set to [redacted] **Verify**

! Security Questions are not configured. Set them up now

finish

cancel

Step 9

Enter your mobile number and choose either [text me] / [call me] options.

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Singapore (+65)

[redacted]

text me call me

back

Step 10

If you choose [text me], you are to enter verification code sent to your phone and click on **[verify]**.
If you choose [call me], you will receive a phone call, enter the verification code that has been read to you and click on **[verify]**.

Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Singapore (+65)

[redacted]

text me call me

We've sent a text message containing a verification code to your phone.

[redacted] **verify**

back

Step 11

After verification, you will see the following, continue to setup your 3 Security Questions by clicking on [Set them up now]

Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

✔ Authentication Phone is set to [redacted] [Change](#)

! Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

Step 12

Click on the dropdown arrow to choose your preferred Security questions. It is important to remember your answers as you are required to input the correct answers during password reset.

Don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1
[dropdown arrow] [input field] !

Security question 2
[dropdown arrow] [input field] !

Security question 3
[dropdown arrow] [input field] !

[save answers](#)

[back](#)

Step 13

Ensure that all the answers have a tick ✔ beside it. Click on [save answers] to complete the setup.

Don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1
What is your date of birth (in YYYY-MM-DD) format?
[redacted] ✔

Security question 2
What is your favourite colour?
[redacted] ✔


Security question 3
What are the last 4 digits of your NRIC?
[redacted] ✔

[save answers](#)

[back](#)

Step 14

Click **[finish]** to complete the setup.

[redacted]@mymail.nyp.edu.sg | ?

Don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

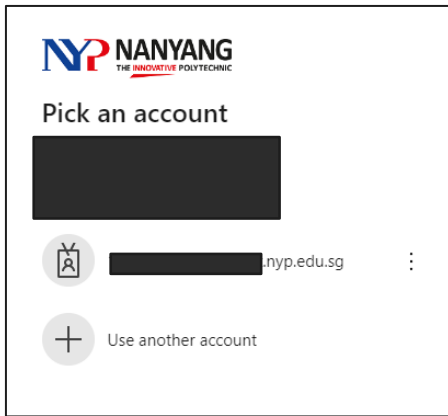
- ✔ Authentication Phone is set to [redacted] [Change](#)
- ✔ 3 Security Questions are configured. [Change](#)

[finish](#) [cancel](#)

LOGIN

Step 1

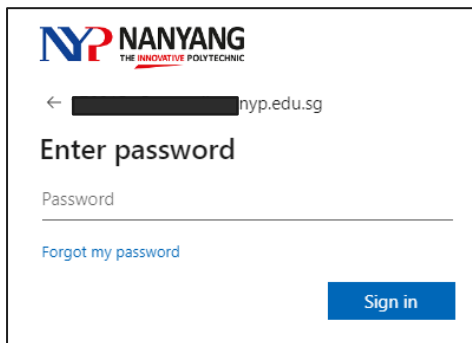
Enter your NYP student email e.g. 220000A@mymail.nyp.edu.sg or Pick your account.



The screenshot shows the NYP logo at the top left. Below it, the text 'Pick an account' is displayed. A large black redaction box covers the account selection area. Below the redaction, there is a circular icon with a person silhouette next to a redacted email address followed by '.nyp.edu.sg'. Below this, there is a plus sign icon and the text 'Use another account'.

Step 2

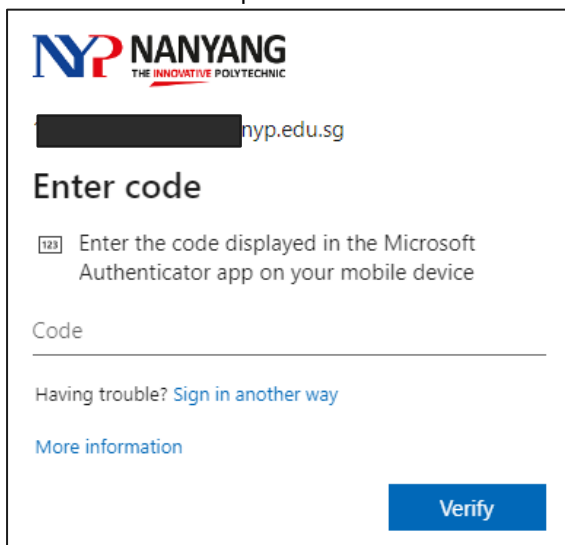
Enter your login password and click [Sign in].



The screenshot shows the NYP logo at the top left. Below it, a back arrow icon is followed by a redacted email address and '.nyp.edu.sg'. The text 'Enter password' is displayed. Below it, there is a 'Password' label and a text input field. Below the input field, there is a blue link that says 'Forgot my password'. At the bottom right, there is a blue button labeled 'Sign in'.

Step 3

Go to your mobile's MS Authenticator, click on your account to retrieve the one-time passcode. Enter the one-time passcode onto the following screen and click [Verify].



The screenshot shows the NYP logo at the top left. Below it, a redacted email address followed by '.nyp.edu.sg' is displayed. The text 'Enter code' is displayed. Below it, there is a small icon with the number '123' followed by the text 'Enter the code displayed in the Microsoft Authenticator app on your mobile device'. Below this, there is a 'Code' label and a text input field. Below the input field, there is a blue link that says 'Having trouble? Sign in another way'. Below that, there is another blue link that says 'More information'. At the bottom right, there is a blue button labeled 'Verify'.

Step 4

You may be prompted the following: you may click Yes.



[Redacted]@nyp.edu.sg

Stay signed in?

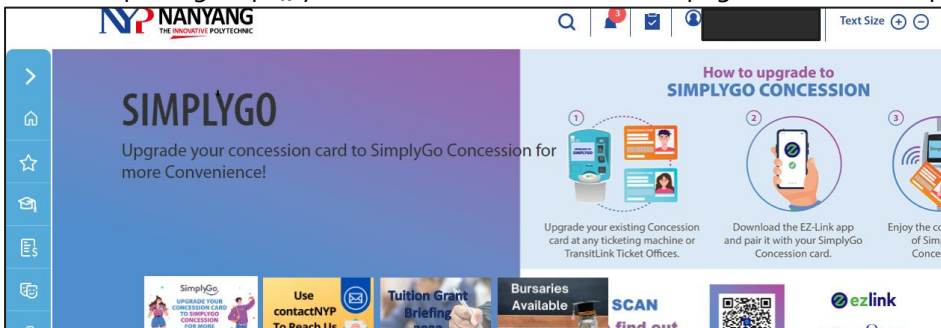
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

Step 5

After completing step 4, you will be directed to the main page of the student portal.



The screenshot shows the main page of the Nanyang Polytechnic student portal. At the top, there is a navigation bar with the NYP logo, search, notification, and user profile icons, and a text size control. The main content area features a large purple banner for 'SIMPLYGO' with the text 'Upgrade your concession card to SimplyGo Concession for more Convenience!'. To the right, there is a section titled 'How to upgrade to SIMPLYGO CONCESSION' with three numbered steps: 1. Upgrade your existing Concession card at any ticketing machine or TransitLink Ticket Offices; 2. Download the EZ-Link app and pair it with your SimplyGo Concession card; 3. Enjoy the convenience of SimplyGo Concession. Below the banner, there is a row of smaller promotional tiles for 'SimplyGo', 'Use contactNYP To Reach Us', 'Tuition Grant Briefing 2023', 'Bursaries Available', 'SCAN find out', and 'ezlink'.

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