



Eastern Cape Department of Education

# Multi-Factor Authentication (MFA) Guide

A guide on how to activate MFA on work accounts

3-18-2026

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## Document Control

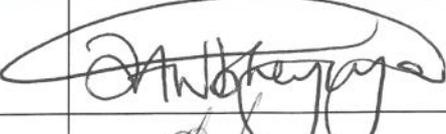
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# 1. WHAT IS MULTI-FACTOR AUTHENTICATION (MFA)?

Multi-Factor Authentication (MFA) is a security control that requires more than one method of verification to access departmental systems and data.

Instead of only using:

- Something you know (username and password)

MFA also requires:

- Something you have (your mobile phone with Microsoft Authenticator)

This significantly reduces the risk of:

- Password compromise
- Phishing attacks
- Unauthorized access to Microsoft 365 services

MFA is mandatory for all ECDoe Microsoft 365 users.

## 2. WHY MFA IS IMPORTANT

MFA:

- Protects departmental email and data
- Supports audit compliance requirements
- Reduces cybersecurity incidents
- Aligns with ICT Governance and risk management controls

Once registered, MFA prompts are minimal and only appear when:

- Signing in from a new device
- Changing locations
- Performing sensitive administrative actions

## 3. MICROSOFT AUTHENTICATOR APP REGISTRATION

The Microsoft Authenticator App provides the most secure verification method.

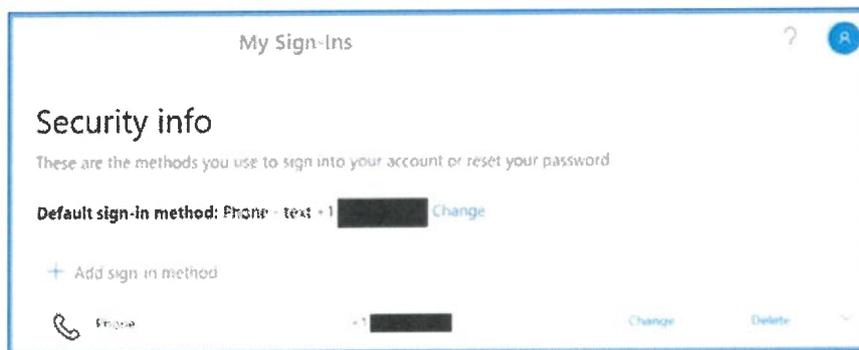
Download the app from:

- Google Play Store (Android)
- Apple App Store (iOS)

## 4. STEP-BY-STEP SETUP GUIDE

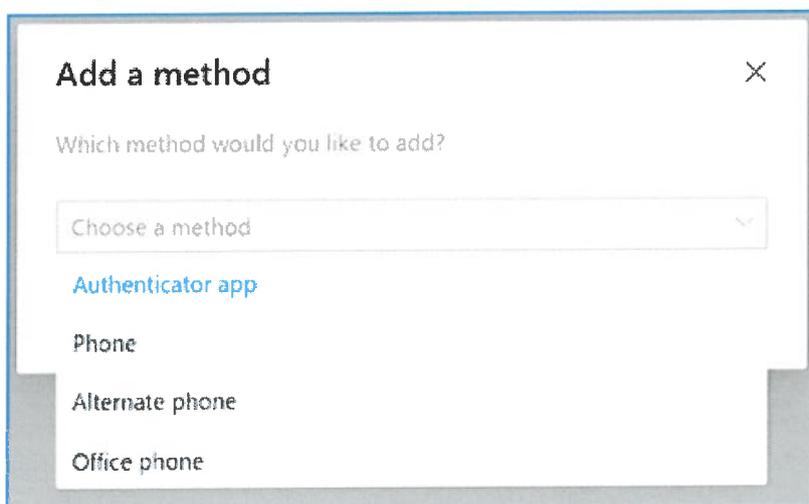
### Step 1: Access Security Info Portal

On your computer, visit: <https://aka.ms/mysecurityinfo> Sign in using your ECDoe email credentials.



### Step 2: Add Sign-In Method

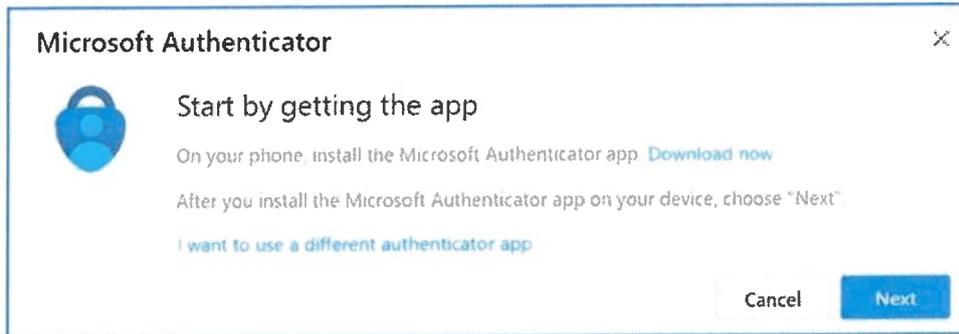
1. Click **Add sign-in method**
2. Select **Authenticator app**
3. Click **Add**



### Step 3: Install Microsoft Authenticator

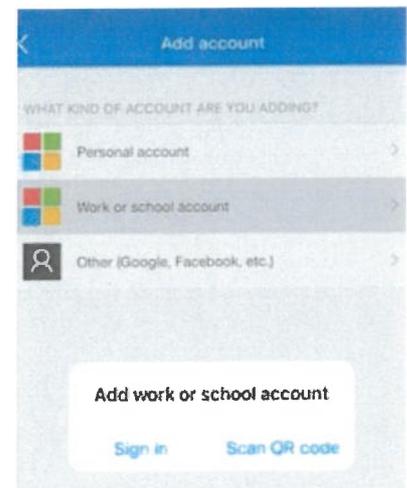
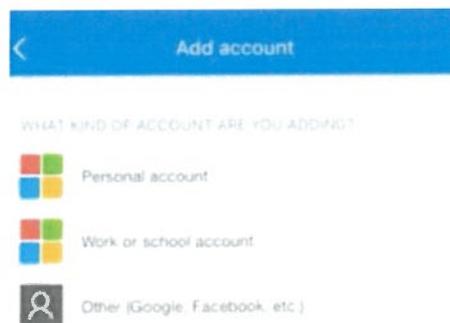
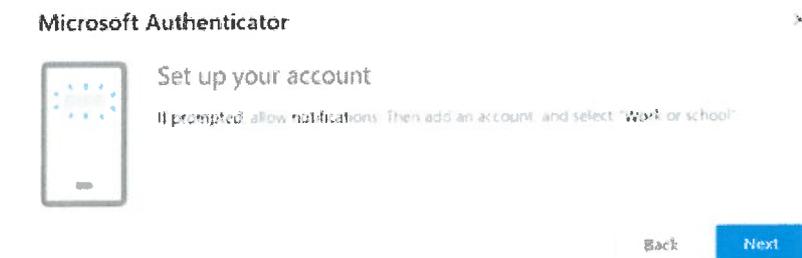
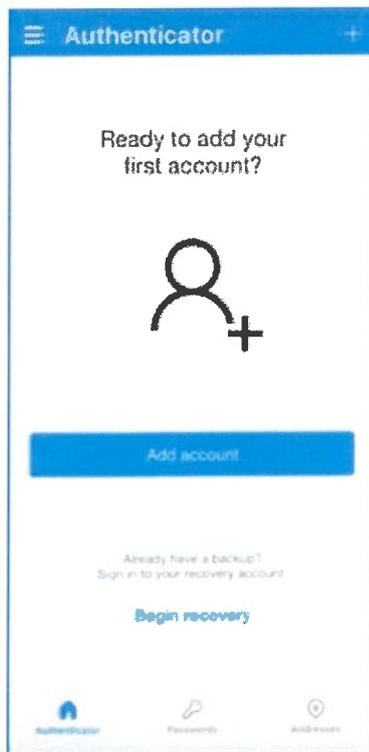
On your mobile phone:

1. Download and install **Microsoft Authenticator**
2. Open the app
3. Allow notifications when prompted



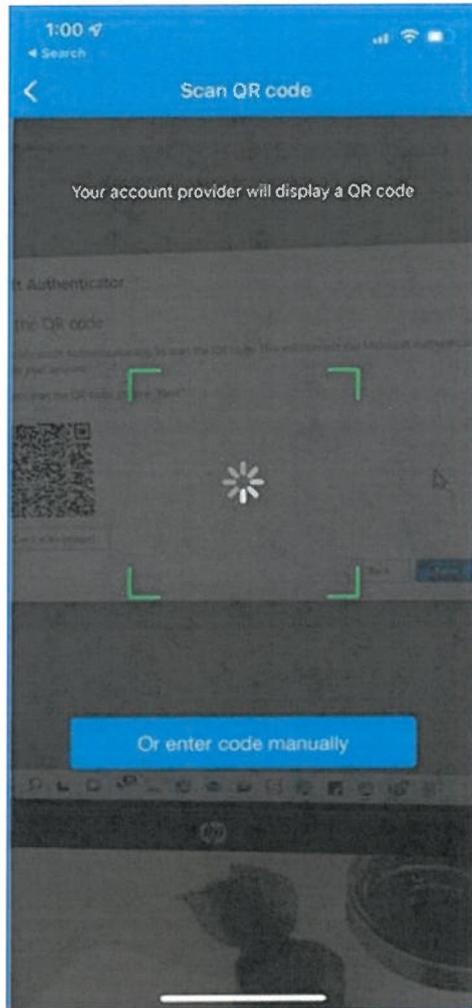
### Step 4: Add Work or School Account

1. Open Microsoft Authenticator
2. Tap **Add Account**
3. Select **Work or School Account**
4. Select **Scan QR Code**



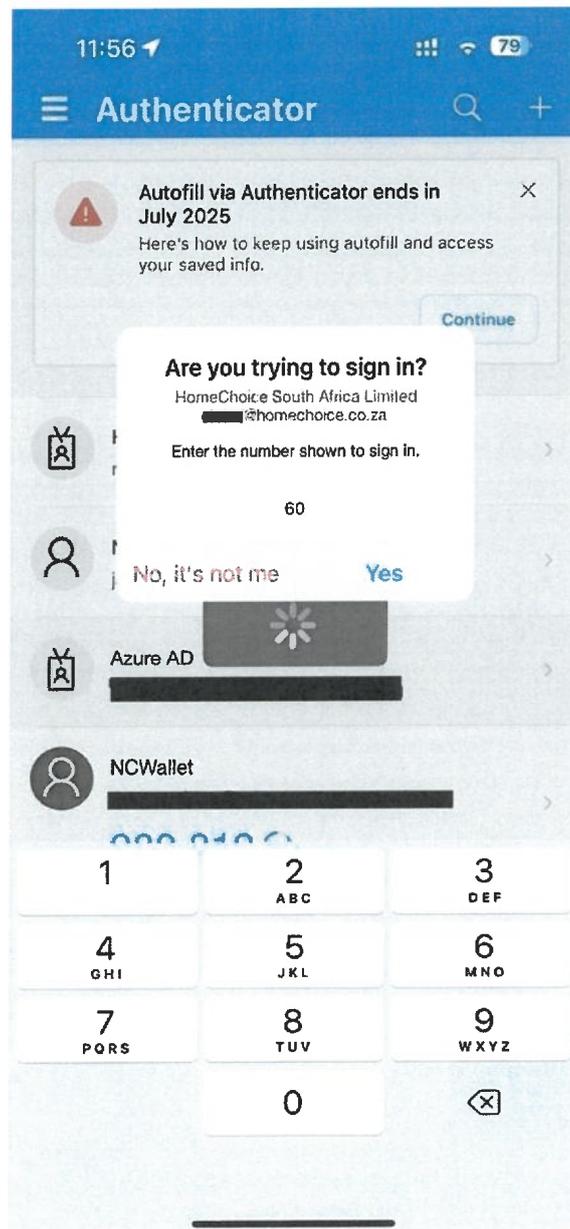
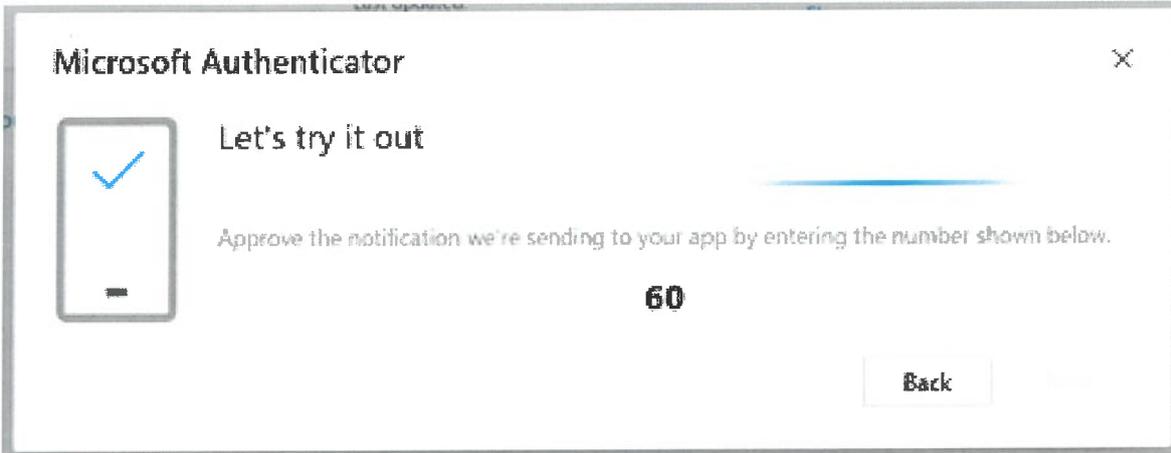
### Step 5: Scan QR Code

1. On your computer, click **Next**
2. A QR code will appear
3. Scan the QR code using your phone
4. Click **Next**



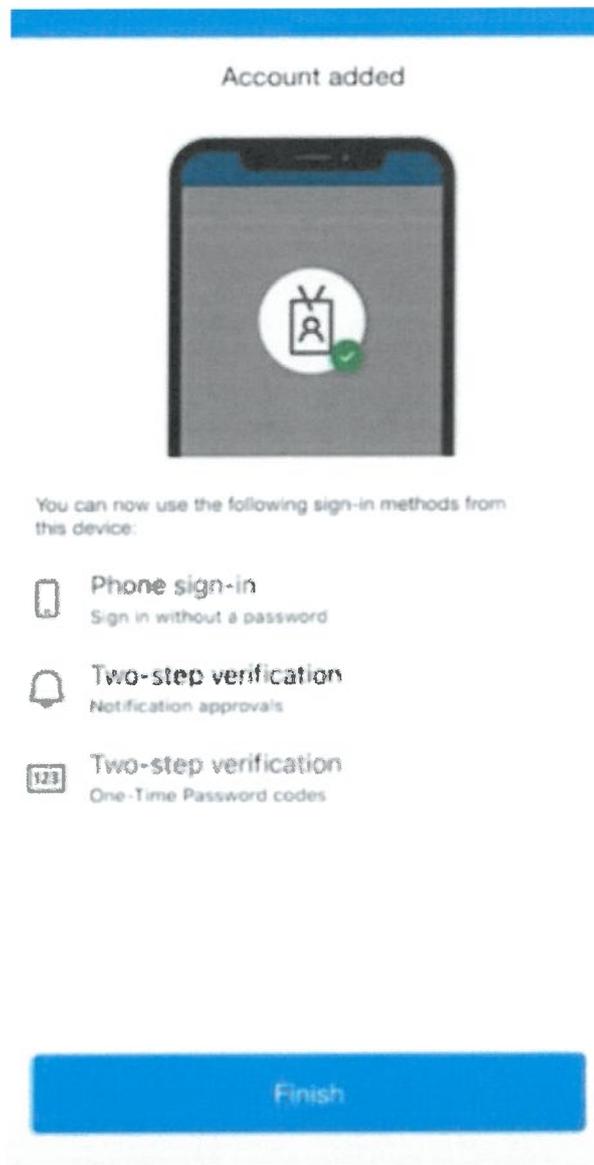
### Step 6: Complete Verification

1. A number will appear on your computer screen
2. Enter the same number in the Microsoft Authenticator App on your phone
3. Approve the sign-in request



## Step 7: Finalise Setup

1. Select **Continue**
2. Select **Finish**



## 5. COMPLETION CONFIRMATION

Congratulations!

You have successfully enabled Multi-Factor Authentication. You will now be prompted to approve sign-ins using your mobile device when required.



*Yours in Quality Education...*

### ICT SUPPORT

If you experience any issues during setup:

Contact: ICT Service Desk

Email: [ServiceDesk@ecdoe.gov.za](mailto:ServiceDesk@ecdoe.gov.za)