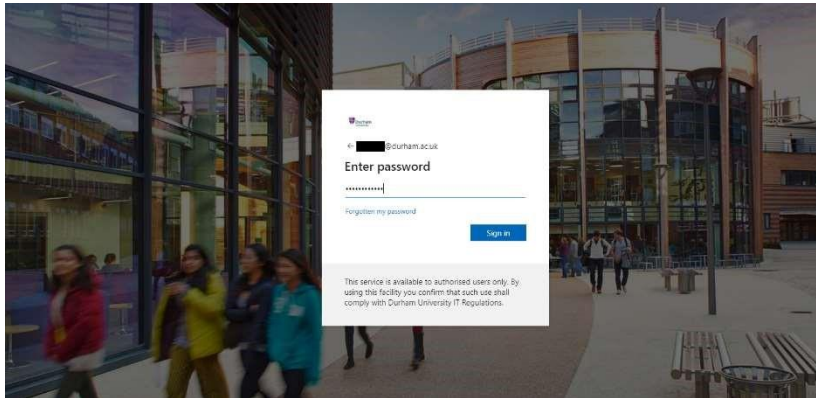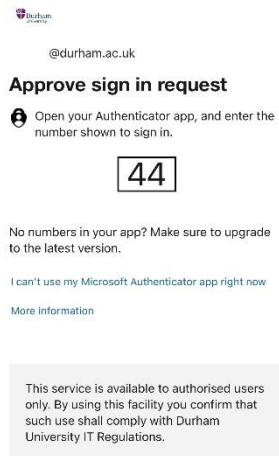# How to use Multi Factor Authentication

Step 1: If you are attempting to access an IT Service which requires MFA you will be challenged to enter you login credentials

Step 2: After entering valid credentials you will be asked to Approve the sign-in request using the Authenticator app on your smartphone.

Step 3: Open the Microsoft Authenticator App on your mobile device and enter the number to complete the MFA login process (This may look different in Android)
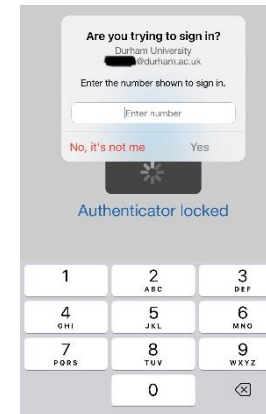
You will then be redirected and logged into the application

Having issues?
IT Service Desk

Check the FAQs or log a call in our self-service portal: https://servicedesk.durham.ac.uk

Live Chat: https://www.durham.ac.uk/about-us/professional-services/computing-information-services/support/