

Multi-Factor Authentication

Frequently Asked Questions (FAQs) for those based in China

The University of Canterbury (UC) has implemented Multi-Factor Authentication for all Microsoft 365 applications (e.g., Outlook, Word, Excel, OneDrive, PowerPoint, Teams) as well as other services and applications.

What are my authentication options from China?

Due to some restrictions in China on the push notification option, you can choose from these two methods:

- Passkey
- Time-based One-Time Password from an authenticator app

How do I set up MFA from China using an authenticator application?

1. First download an authenticator application according to your phone's operating system. You can find guides on our webpage
2. Use the guide to set up MFA with the 'use verification code from app or token' option.

Do I have to pay for the MFA service?

There is no charge for the verification code generated within the Microsoft Authenticator app or the passkey option.

If we are logging into MFA on multiple devices, do we need to download the app on each device?

You will only need to download the application on one single device to be able to authenticate using the Microsoft Authenticator app.

What if my app store doesn't have an MFA app available?

If your device app store doesn't have an MFA app available, you will need to select an alternative on a device that is capable.

How does this work with traveling abroad?

There should be no impact when you travel. You might notice you may have to MFA upon arrival to a new location. We recommend using the authenticator app with the verification code method. Please remember to access your UC Microsoft 365 applications you will also need to have access to Wi-Fi/data.

What if I don't have a smartphone or have an accessibility need?

Any student that feels they don't have the technology to successfully enrol or has concerns about how the process will work for them should contact the UC IT Service Desk or alternatively log a ServiceNow ticket. An IT professional will work directly with each student to find a solution that works best for them.

How does this impact my privacy?

Please refer to our FAQs document on privacy considerations on our webpage.