

Two-factor Authentication (2FA)

About two-factor authentication

Two-factor authentication (2FA) is an extra layer of security used when logging into websites or apps. With 2FA, you have to log in with your username and password and provide another form of authentication that only you know or have access to.

⚠Warning!

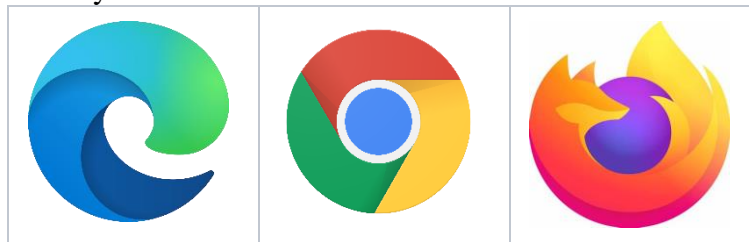
It is very important to download the Microsoft Authenticator app, as this will provide 2 login methods: Microsoft Authenticator app and phone number. Thus, in case of loss of mobile or change of phone number, the Esade session can be started.

Smartphone 2FA app: Microsoft Authenticator

- **Configuring Esade 2FA with Microsoft Authenticator in your phone**
To access the guide, click [here](#).
- **Sign in using Microsoft Authenticator**
To access the guide, click [here](#).

Alternative without a smartphone – Client 2FA in your computer browser

- **Install Authenticator: 2FA Client plugin in your computer browser**
 1. Select your browser below and install the extension from the blue button.

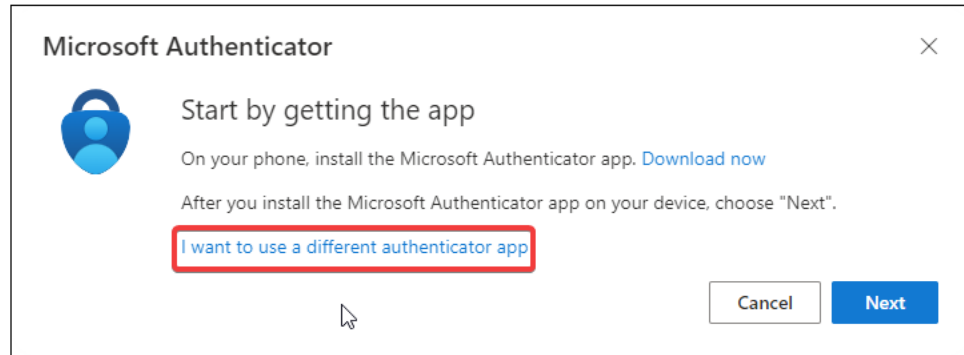


2. Click on add extension in the popup that will appear
- **Configure Esade 2FA in Authenticator: 2FA Client plugin**

To add two-factor authentication (2FA) to your Esade account, follow these steps:

1. Open a browser window and go to this [Microsoft link](#). Sign in using your Esade ID and password.
2. Select add sign-in method and select authenticator app. Then click on the add button.

3. Select I want to use a different authenticator app.



4. Now, click on next button.
5. A QR code will appear on screen. Now go to the right top of your screen and select the Authenticator: 2FA Client.
6. When Authenticator opens, click on Scan QR code and mark where QR is located on the screen.
7. A popup will appear saying that your esade account has been added. Select ok.
8. On your screen select next button.
9. Open the Authenticator: 2FA Client and copy the 6 digit code that will display. Select next button.
10. You are now ready to use Authenticator: 2FA Client. From now on, the next time you login to MyEsade/Oulook, you will be prompted to type in the 6-digit temporary code generated by the Authenticator: 2FA Client.

What can I do if I have changed my mobile number or don't have access to it temporarily? I can't use 2FA on MyEsade / Office365

In case of not having an alternative method temporarily available.

Contact CAU through the [IT Support portal](#), by email at cau@esade.edu, or by phone at 935 676 699 (ext. 5555), indicating that you don't have your mobile **temporarily**. CAU will generate a temporary access code that lasts 8 hours.

In case of changing or lost your mobile phone.

Contact CAU through the [IT Support portal](#), by email at cau@esade.edu, or by phone at 935 676 699 (ext. 5555), indicating that you have changed your mobile number or lost your phone. CAU will reset the 2FA for the corresponding account so that you can reconfigure it from scratch with a new number.

I don't want to download another app. Can I set up 2FA without using the Microsoft Authenticator app?

Yes. You can set it up introducing your mobile phone number, without having to download the Authenticator app. However, at ICT services, we recommend the Esade community use the app since the user experience is better.

If you set up 2FA using just your phone number, you'll receive an SMS text message or call (instead of an alert) each time you try to use a Microsoft service.

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?

Authentication phone

Spain (+34) 666666666

Method

Send me a code by text message

Call me

Next

After setting up your account via the Microsoft page, you'll see the following:

Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default:

Text code to my authentication p

1

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone

* Spain (+34)

▼

6

2

Office phone (do not use a Lync phone)

Select your country or region

▼

Extension

Alternate authentication phone

* Spain (+34)

▼

Authenticator app or Token

Set up Authenticator app

restore multi-factor authentication on previously trusted devices

Restore

3

Save

cancel

Why do I need to set up 2FA? What added value does it provide?

Cybersecurity is extremely important today, and Esade has decided to implement 2FA as an additional security measure. [Click here for more details about 2FA.](#)

Do I have to pay to use my phone number?

No. You don't have to pay to use either of the 2FA options.

What happens if I don't want to or can't use my personal phone number?

In this case, with due justification, you can set up the app for use via your computer. Go to: [Authy -> Cybersecurity - Setup Esade 2FA with Authy app in your computer \[ENG/CAT/ESP\].](#)

However, the user experience may vary compared to using your mobile phone for 2FA.

What happens if I accidentally leave my phone at home or I've lost it?

You'll still be able to access Moodle (eCampus) trouble-free via the direct link:

<https://ecampus.esade.edu>.

If you've lost your phone, contact CAU (cau@esade.edu) to reset 2FA for your account