Multifactor authentication (MFA) using text message or phone call verification

This guide will show you how to set up multifactor authentication (MFA) using text message or phone call verification.

These instructions only apply if MFA has been enabled on your account.

Step 1

Open a web browser, go to email.essex.ac.uk and sign in with your University email address and password.

Step 2

After you sign in, you will see “More information required”.

Choose Next.
Step 3

Choose **Authentication phone**.

Choose your country code, and then enter your personal or University mobile phone number. Important note for staff – please do not use your University telephone extension number.

Choose either **Send me a code by text message** or **Call me**. Then choose **Next**.

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**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
- Select your country or region

Method:
- Send me a code by text message
- Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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Step 4

Enter the code you receive on your phone (from text message or phone call). Then choose **Verify**.

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**Additional security verification**

Secure your account by adding phone verification to your password. View video to know how to secure your account.

**Step 2: We’ve sent a text message to your phone at +44 ******.

When you receive the verification code, enter it here

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Set up complete