

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.

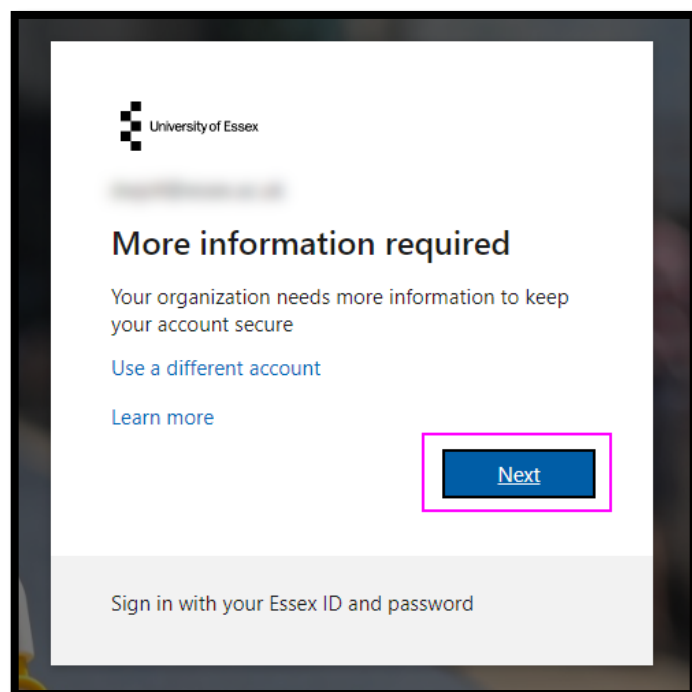
Step 1

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**.

The screenshot shows a web form titled "Additional security verification" with the University of Essex logo in the top left. Below the title is a sub-header "Step 1: How should we contact you?". The form contains several fields: a dropdown menu for "Authentication phone" (highlighted with a pink border), a dropdown for "Select your country or region" followed by a text input field, and a "Method" section with two radio buttons: "Send me a code by text message" and "Call me" (selected). A blue "Next" button is on the right, also highlighted with a pink border. At the bottom, a text box states: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

Step 4

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

The screenshot shows the same "Additional security verification" form, now at "Step 2: We've sent a text message to your phone at +44 [redacted]". Below the sub-header, it says "When you receive the verification code, enter it here" followed by a text input field. At the bottom right, there are two buttons: a grey "Cancel" button and a blue "Verify" button (highlighted with a pink border).

Set up complete
