



Multi-factor Authentication Method: Update Mobile Phone Number

Quick Reference Guide

Introduction

This Quick Reference Guide (QRG) is intended for users who have already registered for multi-factor authentication (MFA) and wish to update their mobile phone number for authentication.

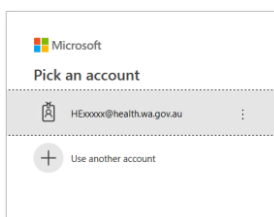
Note: To be able to update your mobile phone number, you must have already completed the Self Service Password Reset registration process. Refer to QRG 'How to Register for Self Service Password Reset'.

The following steps illustrate how to update your mobile phone number, via the Azure portal.

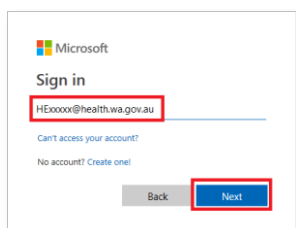
Step 1

Go to <https://myapps.microsoft.com> and select your account to access the Azure portal.

If this site has been previously accessed on the device you are using, then you will be presented with a list of one, or more, accounts to select from. Click on your account in the list. Note: If your account does not appear in the list, click on the 'Use another account option' and you will be taken through the step below.



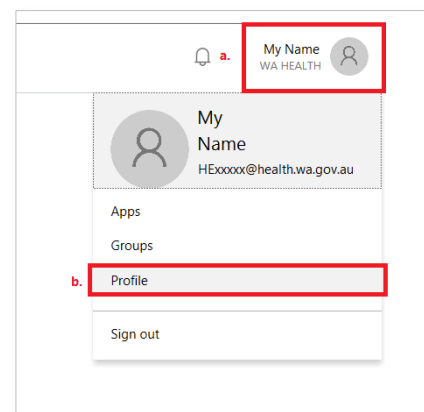
If this site has not previously been accessed on the device you are using, then you will be prompted to sign in. Log in using your HE number (e.g. hexxxxx@health.wa.gov.au), and click on the 'Next' button.



Step 2

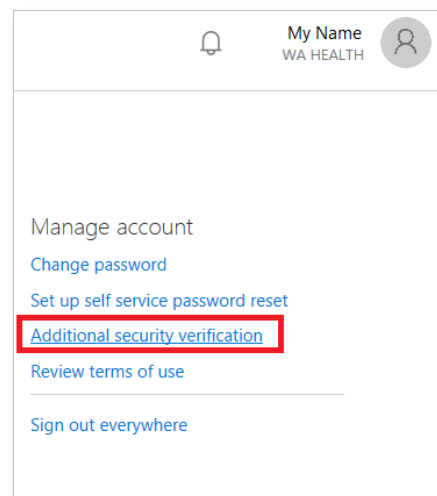
Once you have successfully logged into the Azure portal:

- Click on the icon in the top right hand corner of the screen, next to your name, and
- select the option 'Profile' from the drop down menu.



Step 3

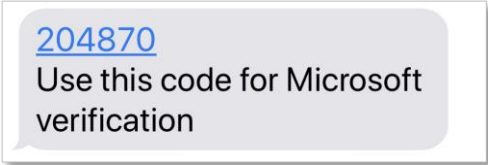
On the right hand side of the page, click on the menu item 'Additional security verification'.



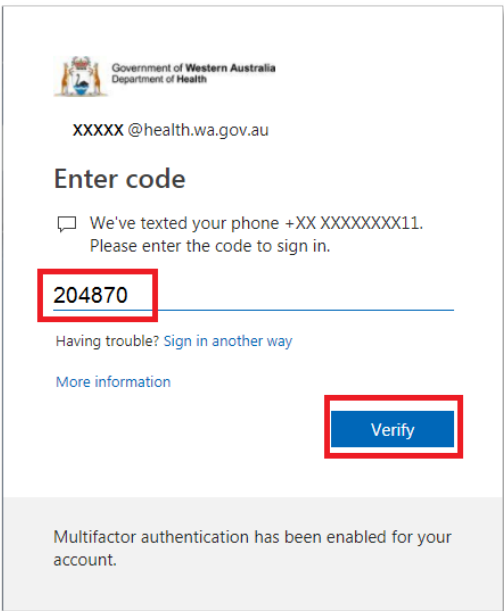
Step 4

The MFA system will now attempt to authenticate via your current default method such as the phone, as illustrated below.

- a. The system will send a text message to your nominated mobile phone number.



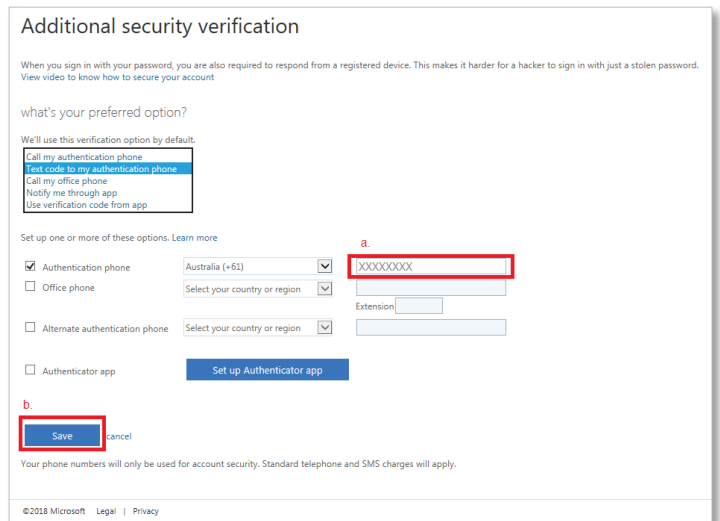
- b. Enter the text code shown in the text message into the empty field. Click 'Verify'.



Step 5

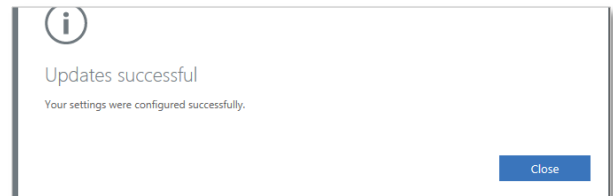
Once you are successfully authenticated you will be logged into 'Additional Security Verification'.

- a. Update the Authentication phone number field with your new mobile phone number, and
- b. click on the 'Save' button to complete the process.



Step 6

If your mobile phone number has been updated correctly, then the following screen will appear. Click 'Close'.



Help! For further information, please contact your ICT Service Desk.