

Register for Multi-factor Authentication

To help make your Royal Holloway account safer, more secure and easier to manage, we are now introducing multi-factor authentication (MFA).

You may already use MFA outside of your studies for online accounts such as banking or your personal email address. Having it adds an extra layer of protection, keeps your information safer, and also means the College is better protected against cyber threats.

When will MFA be introduced?

From 13 June, you will be prompted to self-register for multi-factor authentication. If you don't self-register, MFA will be automatically introduced for everyone on the 27 June. From this point, MFA will be essential for you to login to your account.

When will I need to use MFA?

From 27 June, you'll be prompted to authenticate when signing into Moodle, your emails, and any Microsoft apps (e.g. Word). You will not need to use MFA for signing into some of our services, such as Campus Connect.

What do I need to do?

On the 13 June, you will be prompted to complete a few extra steps when you sign into your Royal Holloway account, so that MFA can be set up.

You'll be asked to add two methods of authentication – this is how you will confirm your identity, as well as using your password.

There are a few different methods of MFA you can choose from, including receiving a phone call or text message, but we recommend you use the Microsoft app as it's quick and easy to use.

Once you've set it up, you can get your device or browser to remember you so you don't have to use MFA every time. There will be a tick box when you sign in; just select that, and you'll be asked to authenticate less frequently.

Can I register now?

You can! We would encourage you to register as soon as possible – it only takes five minutes.

[Register here](#)

Need help?

There are guides online that you may find useful. We have some more information up on the student intranet, and Microsoft have created a helpful how-to video.

MFA on the intranet:



Download the app:



Watch the training video:



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