

Multi Factor Authentication (MFA)

When signing into some Durham University services, including but not limited to: **Blackboard, Banner Self Service, the Oracle Portal or Worktribe**, you will be required to complete an additional security check called **Multi-Factor Authentication (MFA)**.

MFA helps protect your account and University data by confirming it is really you who is signing in.

Benefits of MFA

MFA provides an **additional layer of security** for your Durham account by requiring a **second form of verification** when signing in. This helps protect your account and University data from **unauthorised access**, even if your password is compromised.



MFA Token

If you do not have a compatible smartphone to use the Microsoft Authenticator app, Durham University can provide a physical MFA token to help you sign in. Once the Token has been setup and sent to you, please follow these steps to be able to login to the appropriate service.

Follow these steps to sign in

1. Type your IT Username in the format **username@durham.ac.uk** and select **Next**.
2. Enter your IT Password and select **Sign In**.
3. The website will then request a verification code.
4. Press the grey button on the left side of your MFA Token.
5. A 6-digit number will be displayed.
6. Enter the 6-digit number into the website and select Verify to sign in.

Important: A code is required each time you login to these secure services and is different each time you press the button. If you do not type the code into the sign in screen before it disappears, press the button again to generate another code to use.

Need Help? Contact the [IT Service Desk](#) if you need assistance.