

USE A ONE-TIME PASSCODE TO MFA IN A LOW-DATA AREA

These instructions cover how to use a One-Time Passcode to pass an MFA verification request if you are in a low-data area.

The Microsoft Authenticator app can produce a one-time code to allow you to pass an MFA verification request without using any data. [A video of these instructions is available.](#)

STEP 1 – Log into a UniSC system.

STEP 2 – Pass an MFA verification request using a One-Time Passcode.

STEP 1 – LOG INTO A UNISC SYSTEM.

LOG INTO A UNISC SYSTEM AS NORMAL



Open a web browser and log into a UniSC system such as Canvas, Zoom, Student Portal, Microsoft 365 by entering your username and password.



STEP 2 – PASS AN MFA VERIFICATION REQUEST USING A ONE-TIME PASSCODE

PASS AN MFA VERIFICATION REQUEST



After you have entered your login details and clicked **Next**, you'll see the 'Approve sign-in request' page as normal.



sue1@usc.edu.au

Approve sign-in request




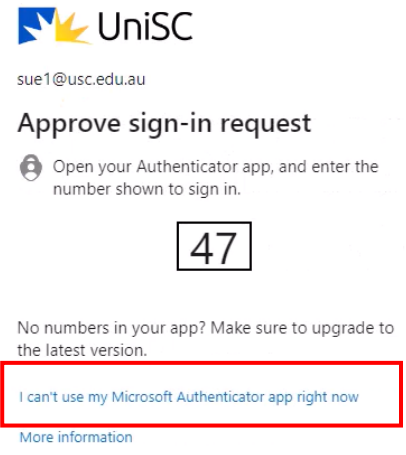

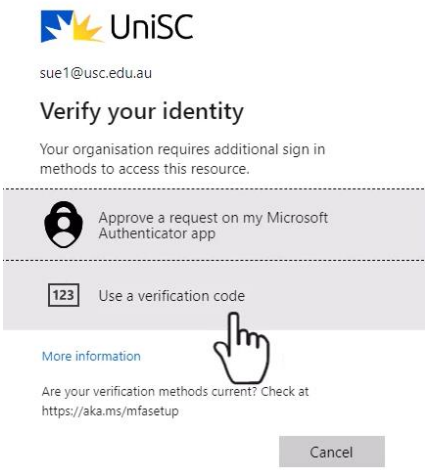

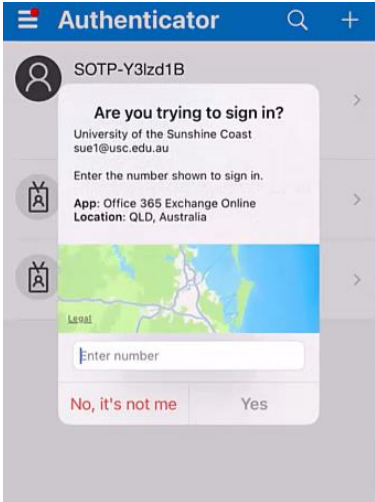

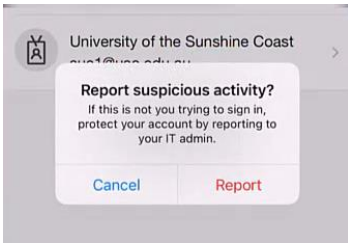
Open your Authenticator app, and enter the number shown to sign in.


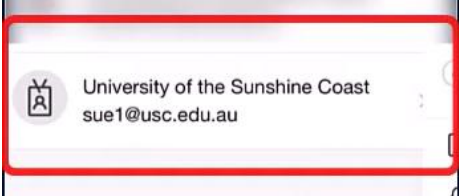

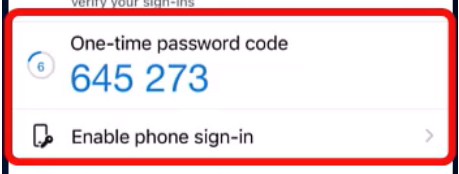



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No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

	<p>Instead of entering the numbers into the app, click I can't use my Microsoft Authenticator app right now.</p>	 <p>UniSC sue1@usc.edu.au</p> <p>Approve sign-in request</p> <p>Open your Authenticator app, and enter the number shown to sign in.</p> <p>47</p> <p>No numbers in your app? Make sure to upgrade to the latest version.</p> <p>I can't use my Microsoft Authenticator app right now</p> <p>More information</p>
	<p>On the following 'Verify your identity' page, click Use a verification code.</p>	 <p>UniSC sue1@usc.edu.au</p> <p>Verify your identity</p> <p>Your organisation requires additional sign in methods to access this resource.</p> <p>Approve a request on my Microsoft Authenticator app</p> <p>123 Use a verification code</p> <p>More information</p> <p>Are your verification methods current? Check at https://aka.ms/mfasetup</p> <p>Cancel</p>
	<p>Open the Authenticator app and dismiss the prompt by tapping No, it's not me.</p>	 <p>Authenticator</p> <p>SOTP-Y3lzd1B</p> <p>Are you trying to sign in?</p> <p>University of the Sunshine Coast sue1@usc.edu.au</p> <p>Enter the number shown to sign in.</p> <p>App: Office 365 Exchange Online Location: QLD, Australia</p> <p>Level</p> <p>Enter number</p> <p>No, it's not me Yes</p>
	<p>Tap Cancel on the suspicious activity warning.</p>	 <p>University of the Sunshine Coast sue1@usc.edu.au</p> <p>Report suspicious activity?</p> <p>If this is not you trying to sign in, protect your account by reporting to your IT admin.</p> <p>Cancel Report</p>

	<p>Tap on your UniSC account.</p>	
	<p>This will display a page with a six-digit code and a countdown timer. Take note of this number.</p>	
	<p>Return to the web browser and enter the six-digit code then click Verify.</p> <p>If the code in the app expires before you can enter it, just use the next number that appears.</p>	
	<p>Queries and support</p> <ul style="list-style-type: none"> If you have any queries or need support, please contact the Student IT Help Desk - via UniSC Connect or phone +61 7 5459 4455. 	