UEA University of East Anglia

Using your YubiKey as a method of Multi-Factor Authentication (MFA)

This guide is for staff and students.

MFA will be enabled on all UEA accounts, and will trigger a prompt on UEA services, such as Microsoft Office (Word, Excel, etc), Teams and the MyUEA website, as well as the University systems such as Blackboard.

You won't have to use the two-step process every time you login. Instead, it is triggered by changes in behaviour, for example, switching devices or the applications you are using.
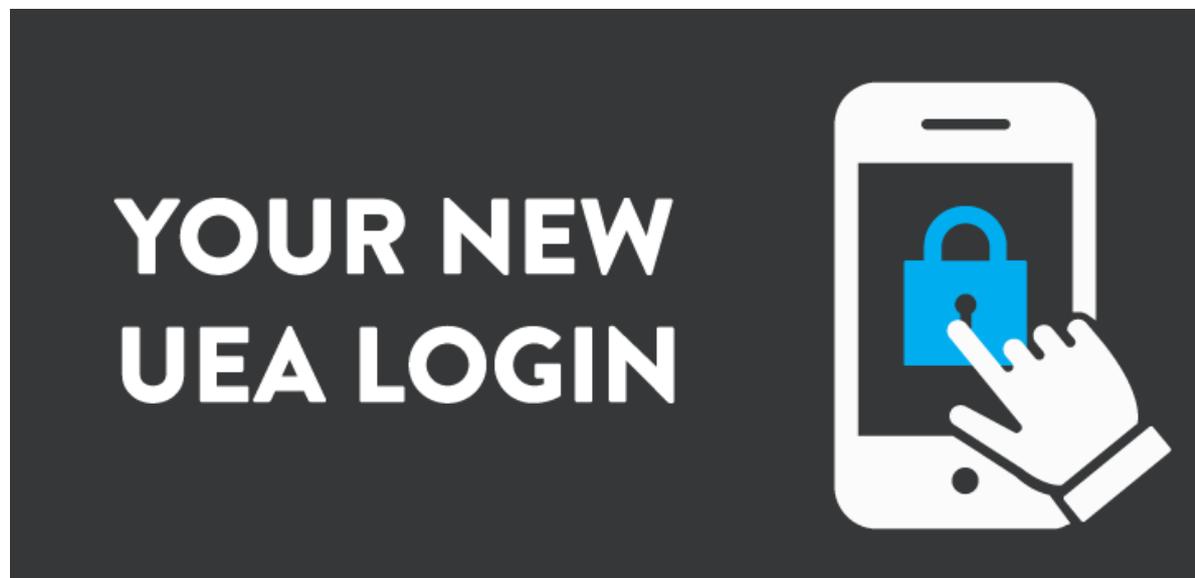
Before you start

- You should only complete these instructions if you have a Yubikey set up by the IT service desk. To request a YubiKey, please complete the request form by going to the online IT portal at https://itsupport.uea.ac.uk/ and click on Log a New Ticket
- You will need a working and available USB port on your device
- You will need to have your YubiKey plugged into your laptop or desktop for this process
- We do advise that you **read through the guidance** before starting as the set-up process is designed to **time out** after a few minutes. The guided process will be clear on screen.
- The phone icon shown below appears when you need to use your **mobile device** and the computer icon show below appears when you need to use your **desktop or laptop**.


What will I see if I'm prompted?

You should have already had your YubiKey set up by the IT Service Desk. If you haven't done this, please request this via the online portal https://itsupport.uea.ac.uk/ and click on Log a New Ticket.

When you receive a prompt to complete MFA, you will see a box come up on screen to indicate that **More information** is required. Follow the instructions on screen and you can use the method you have set up to authenticate.

IT SERVICES GUIDANCE

Sign into your UEA account

You will be asked to log into your account if you access any services that MFA has been applied on. For example, if you log into My UEA, you may be prompted.
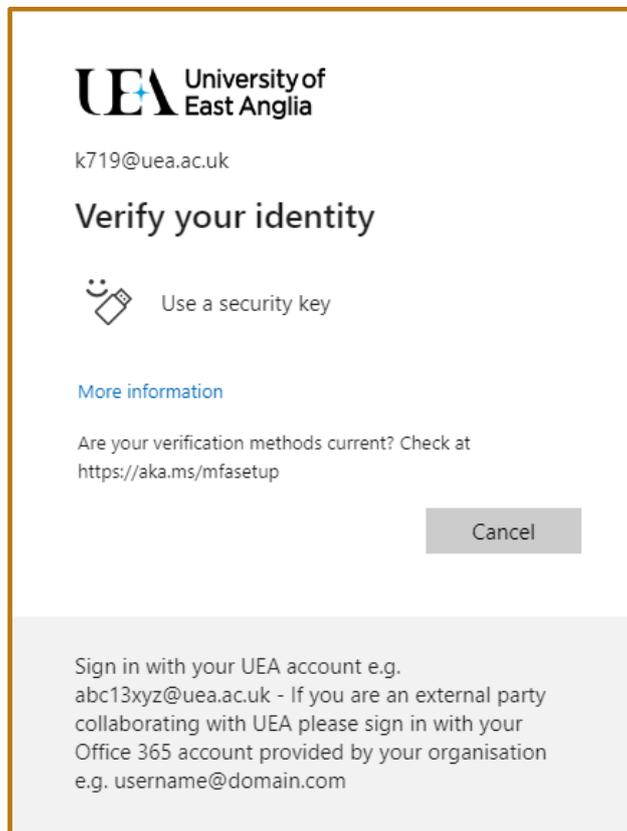
Enter your **username** in the format of abc123xyz@uea.ac.uk and click on **Next**
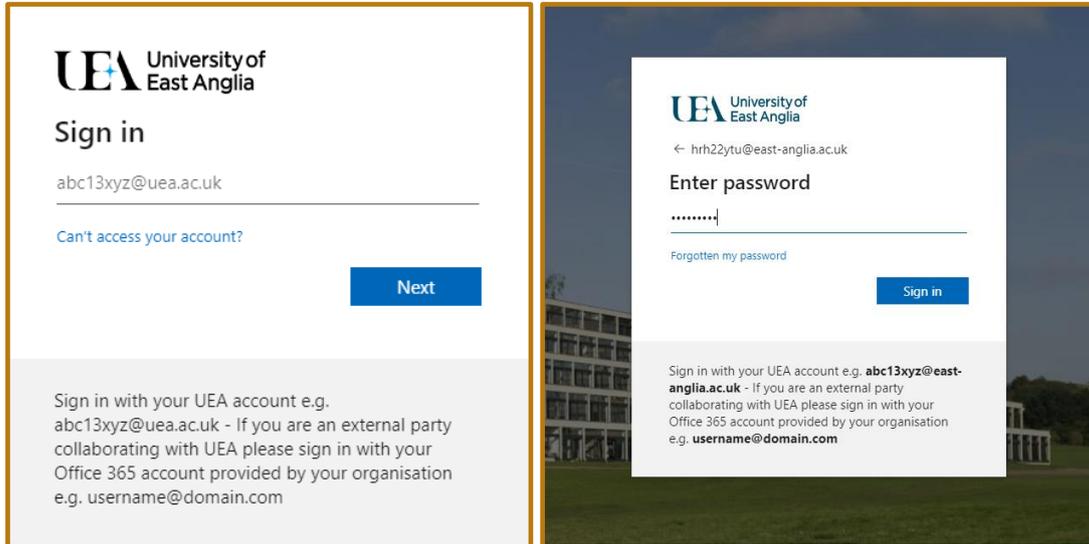
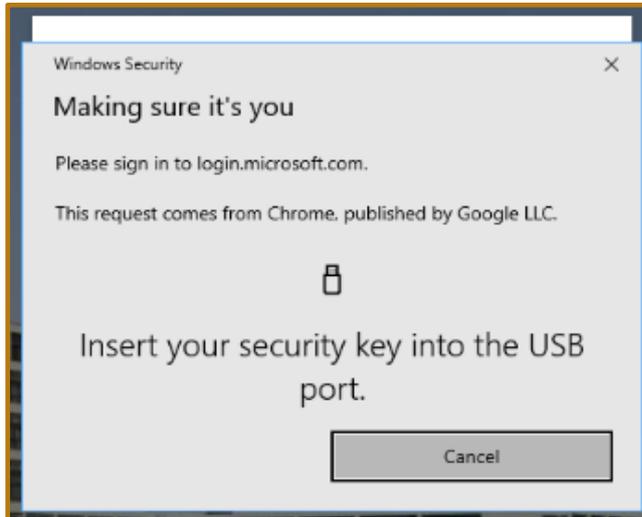Enter your **password** and click on **Sign in**

If you are already signed into your account, you may not see these screens.

You will then be asked to **Verify your identity.**

Click on **Use a Security key**

If you have not inserted your YubiKey into your computer, you will be prompted to do so at this step.

You will then be asked to enter your **security key PIN**. This will have been set up by you at the appointment with the IT Service Desk. If you do not have your PIN, please contact the IT Service Desk

Enter your **security key PIN** and click **OK.**
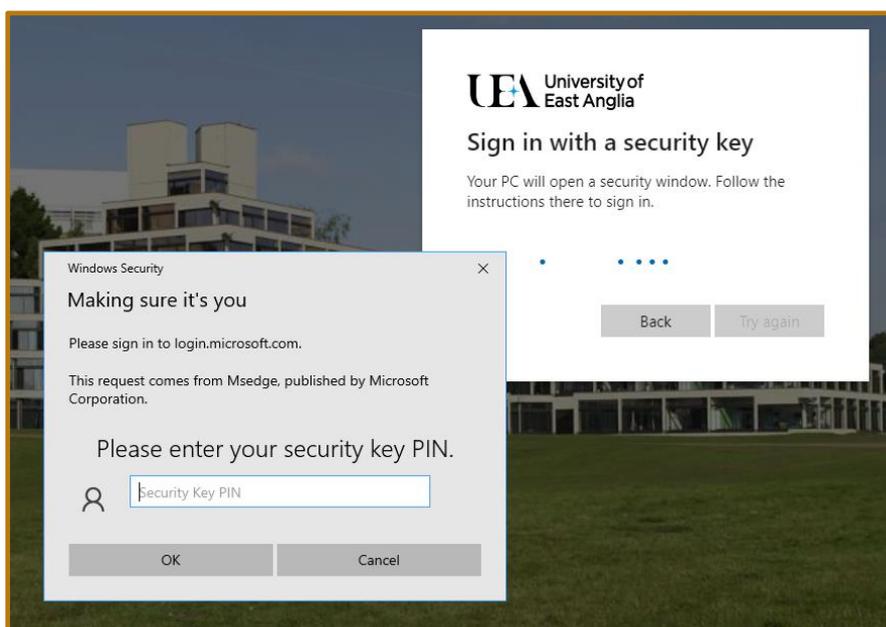
You will then be asked to **Touch your security key.** You should use a finger to touch the circle which shows the Y in the middle, for a couple of seconds.
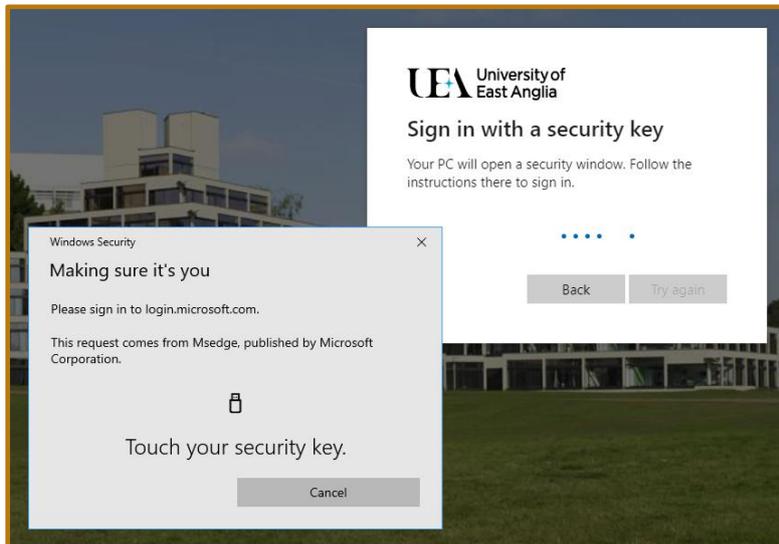
You can also use a stylus pen to complete this step.

You may be prompted to authenticate for other services, so we advise **leaving your YubiKey plugged into your device.**

You can use your YubiKey in any computer that has an available and working USB port, including those in teaching spaces on campus.

More information about MFA can be found on My.UEA: https://my.uea.ac.uk/newlogin

For support, please contact the IT Service Desk visit: https://www.uea.ac.uk/itsupport (you do not require your UEA login to access this page).