

Multi-Factor Authenticator Guide

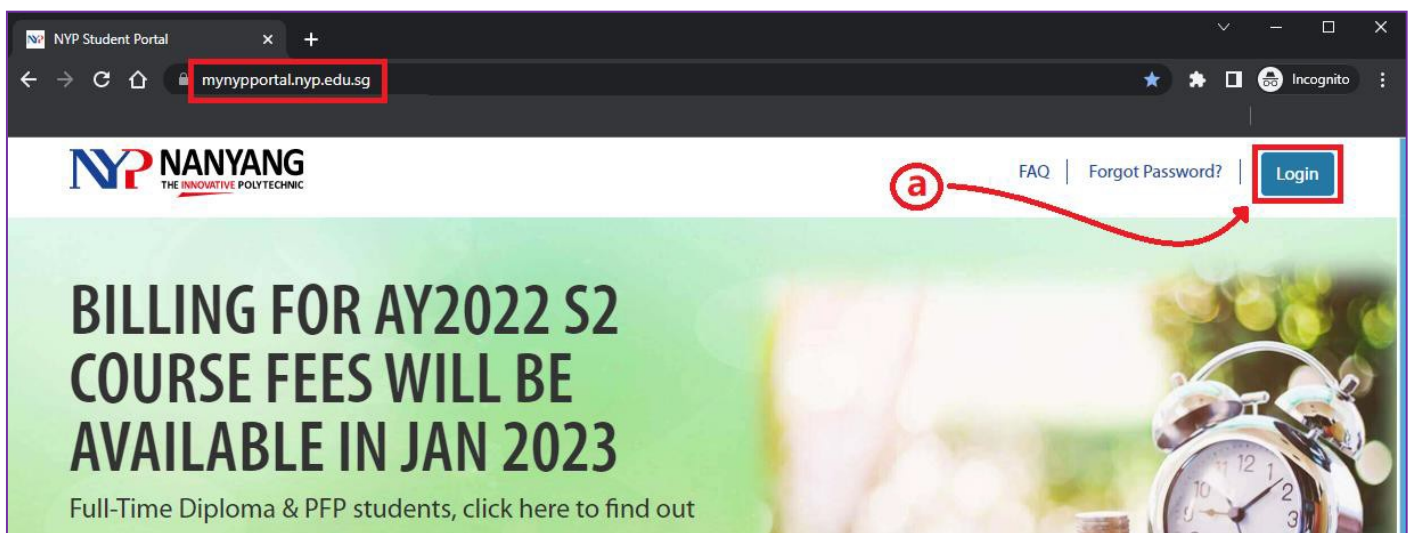
SETTING UP MULTI-FACTOR AUTHENTICATION (MFA)

Please use your laptop to setup MFA for the first time.

You are strongly advised to download and install the Microsoft Authenticator app before proceeding with this guide.
(Note: Do not sign-in to the Microsoft Authenticator app after download.)

Step 1:

Go to “https://mynypportal.nyp.edu.sg/” and click on (a)Login.




- i) Enter your NYP email address (**student admin no@mymail.nyp.edu.sg**) when prompted then click “Next”,
- ii) Enter your password (**Use the same password that you last used in the e-enrolment system**) and click “Sign in”.

A screenshot of the NYP Sign in page. It features the NYP logo at the top left. Below the logo, the text 'Sign in' is displayed. Underneath, there is a label 'NYP Email Account' followed by a text input field. A link 'Can't access your account?' is located below the input field. At the bottom right, there is a blue button labeled 'Next'. At the very bottom, there is a section titled 'Sign-in options' with a magnifying glass icon.A screenshot of the NYP Enter password page. It features the NYP logo at the top left. Below the logo, there is a text input field containing an email address ending in '@mymail.nyp.edu.sg'. Underneath, the text 'Enter password' is displayed, followed by a password input field. A link 'Forgot my password' is located below the password field. At the bottom right, there is a blue button labeled 'Sign in'.

iii) After you see the below message click “Next” to proceed with the MFA setup.




[redacted]@mymail.nyp.edu.sg

More information required

Your organization needs more information to keep your account secure


[Use a different account](#)

[Learn more](#)

[Next](#)

Step 2:


You will see this prompt. Download Microsoft Authenticator App on your mobile phone (app store for IOS and play store for android). Once done, press next.




Keep your account secure


Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App

2
Phone

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

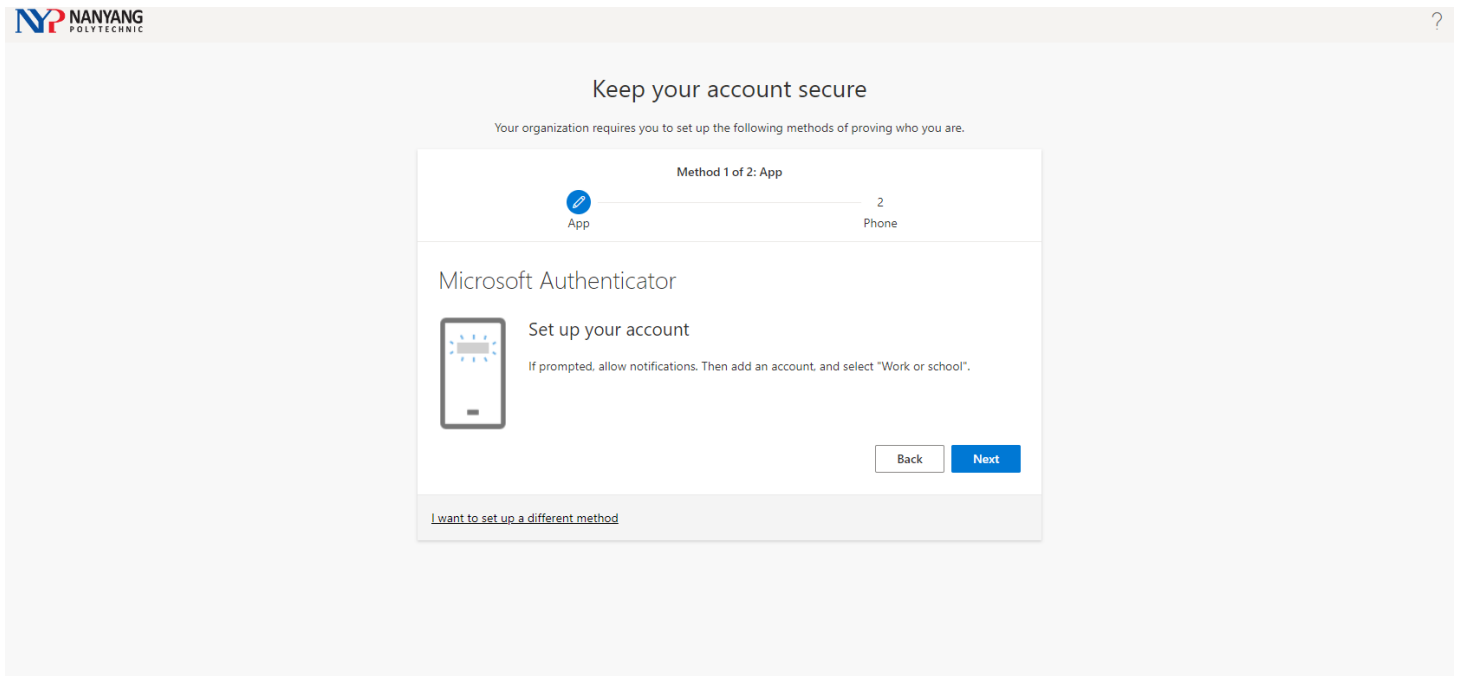
After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

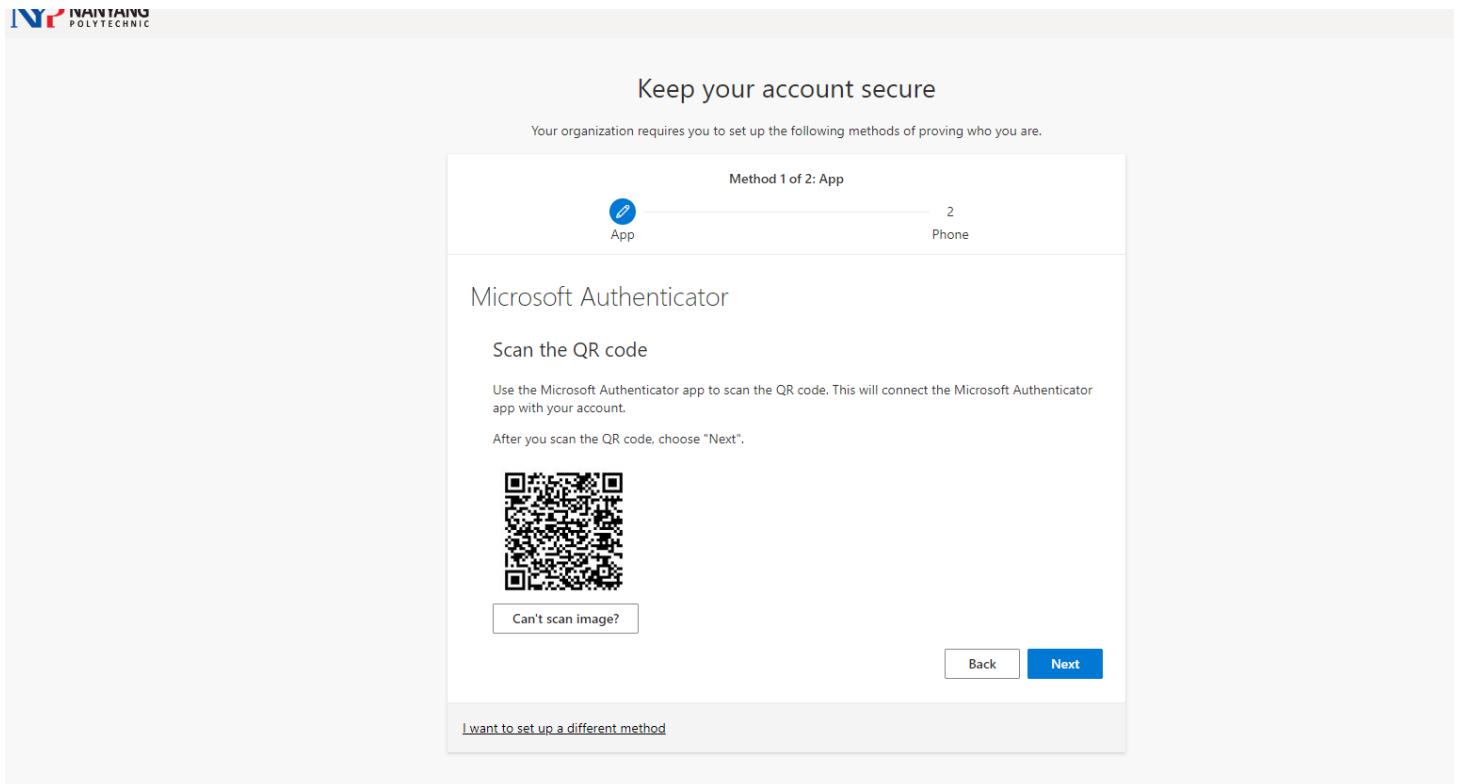
[Next](#)

[I want to set up a different method](#)

- (a) You will see the prompt below. Follow the instructions to add the account on your phone via the Microsoft Authenticator App. Make sure you select Scan QR code, not sign in.

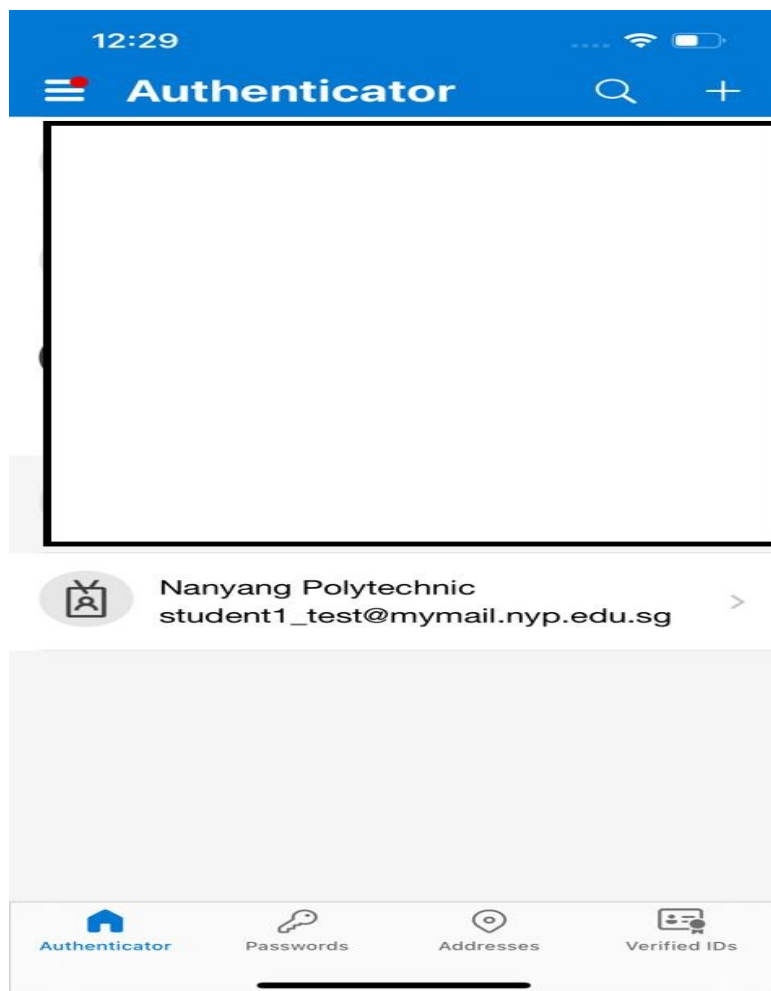


- (b) You will see the prompt below. Scan the QR Code that you saw on the laptop via the Microsoft Authenticator app.



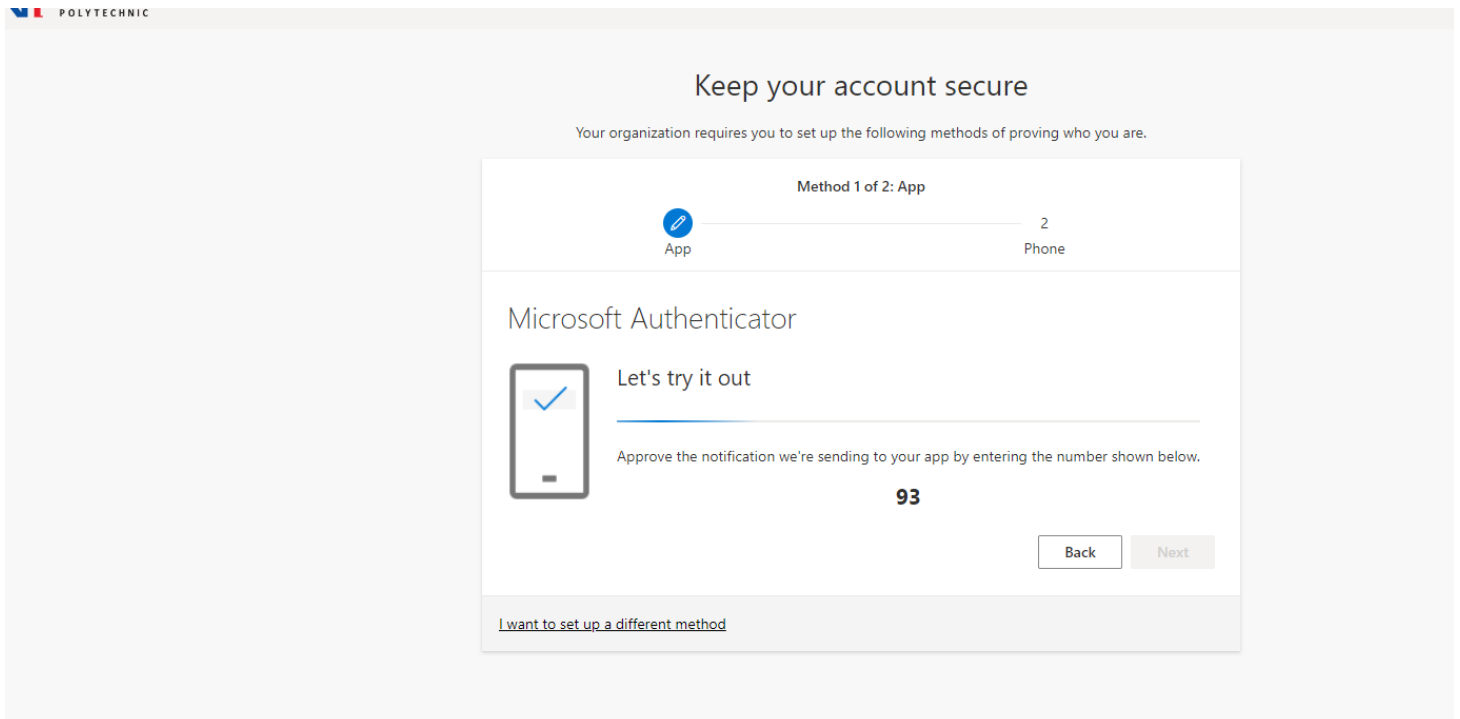
Step 3:

Once you see the account being added on the Microsoft Authenticator app, you can press on next.



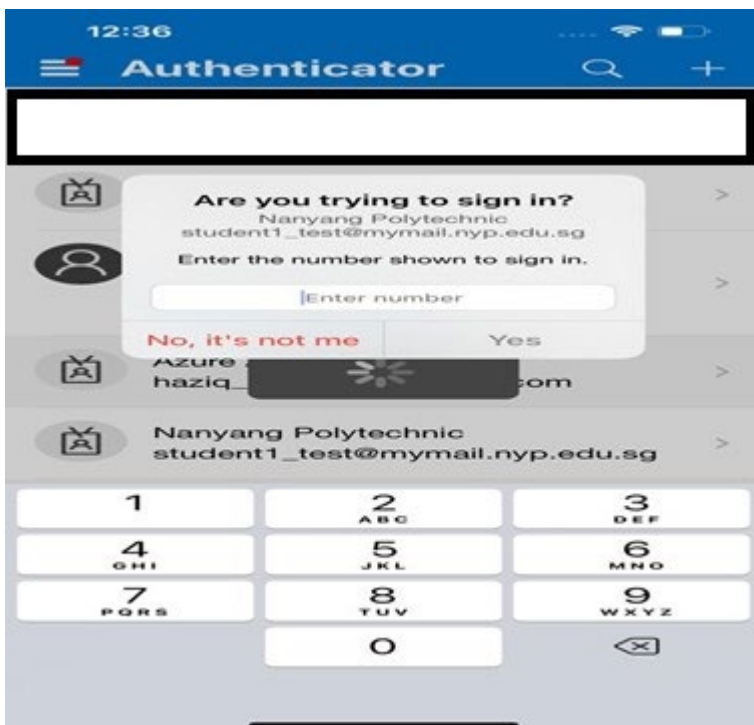
Step 4:

You will see this prompt. They are trying to send notification to the Microsoft Authenticator app. Take note of the number appeared as it is random.



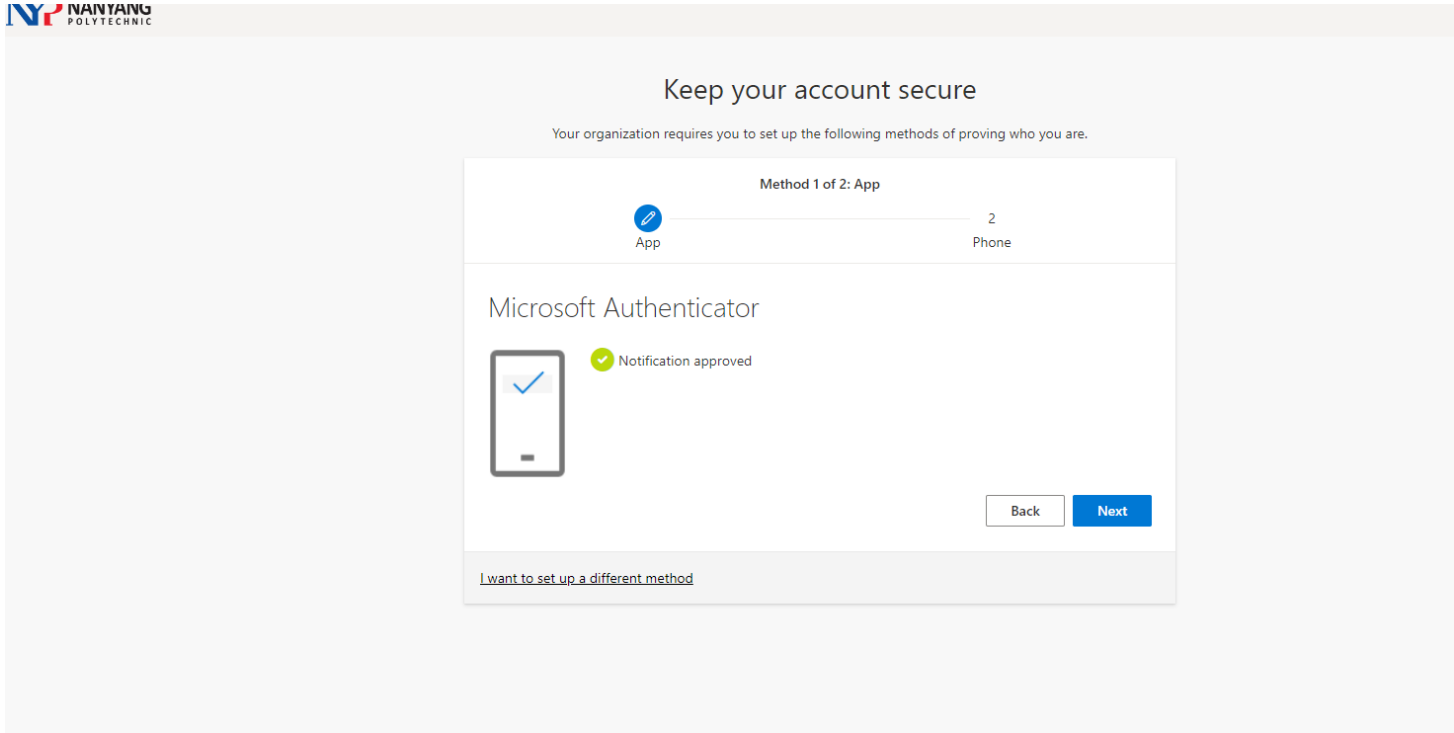
Step 5:

Enter your code you saw on the Microsoft Authenticator app that pop up on your phone.



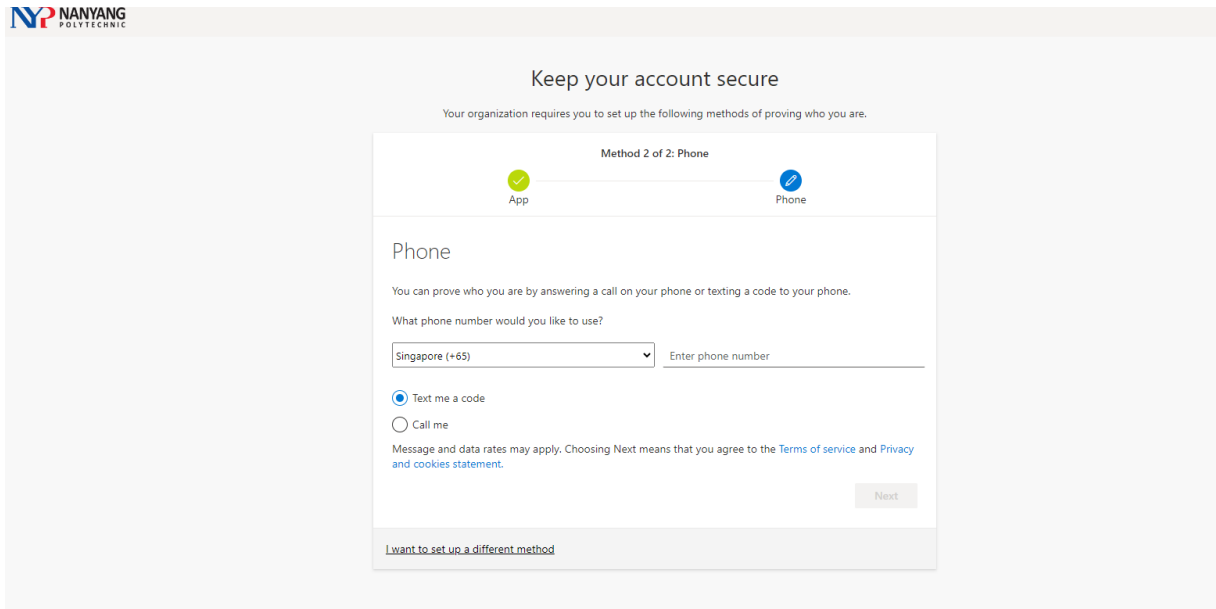
Step 5:

Once approved, you will see this prompt below and press next.



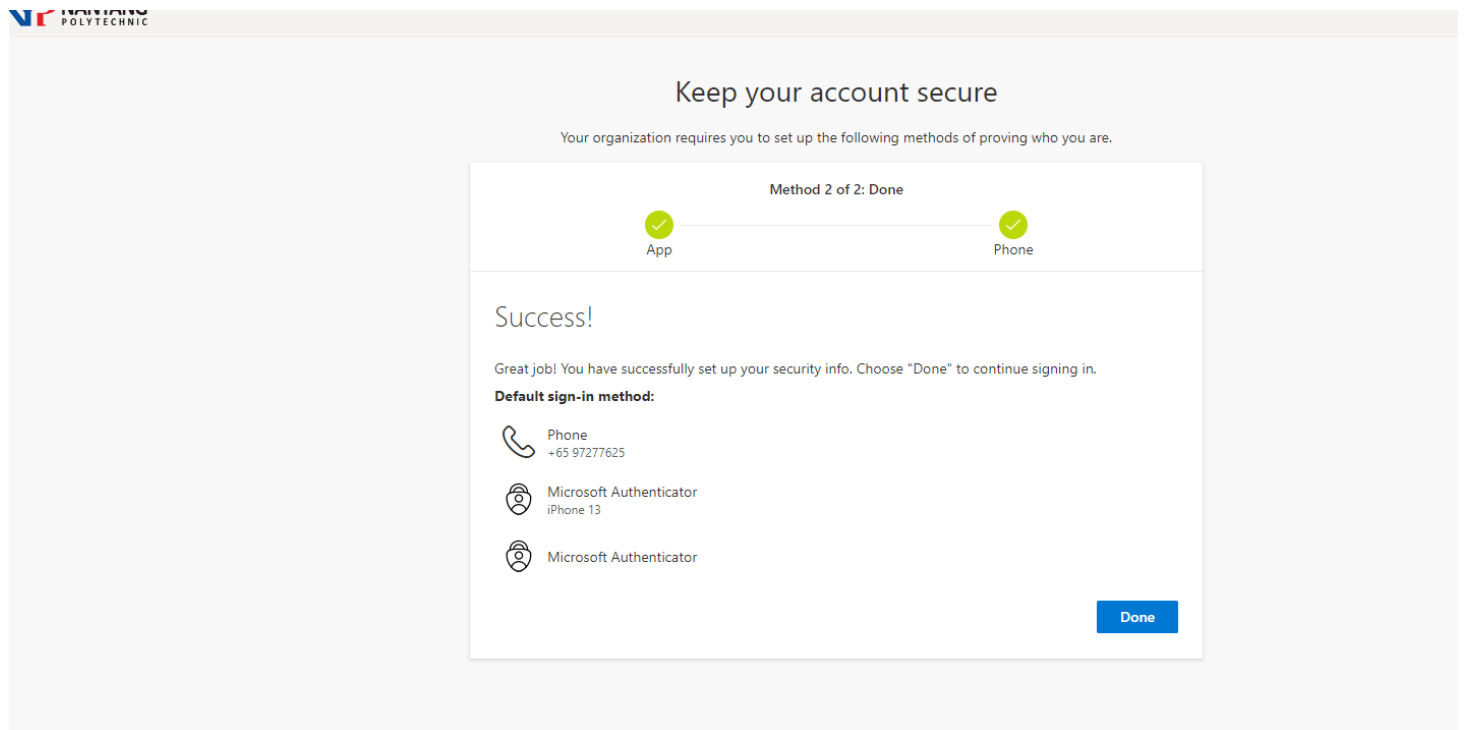
Step 6:

Enter your mobile number and make sure it is “text me a code”. Press next.



Step 7:

You will see this prompt. Press Done.

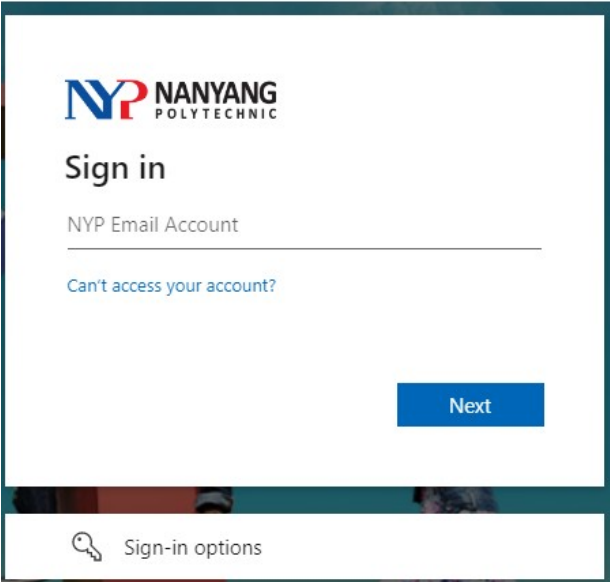



[Note]

- If you encounter issues or have any enquires with the MFA setup. Please contact Student IT Helpdesk.
Hotline 6550 0099
Email : NYP_STUHELPIT_from.pccw@nyp.edu.sg
Location : Blk A Level 1, room A.152 (Behind the vending machines at Food Central)
Our operating hours
Mon – Fri: 0830Hrs to 1800Hrs

LOGGING IN TO STUDENT PORTAL AFTER MFA HAS BEEN SETUP

Step 1:




NYP NANYANG
POLYTECHNIC

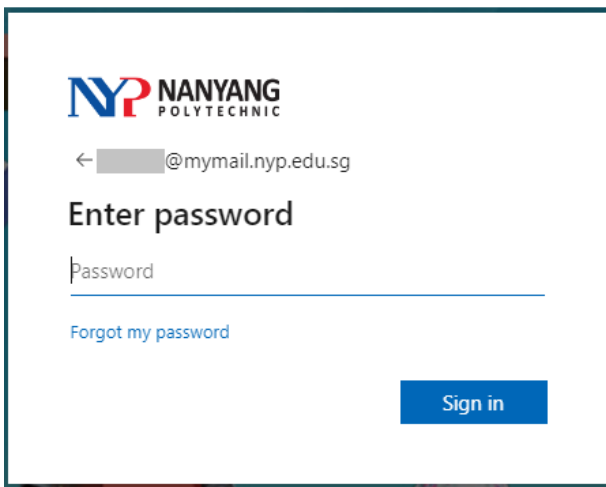

Sign in

NYP Email Account

[Can't access your account?](#)

Next

 Sign-in options



NYP NANYANG
POLYTECHNIC

← @mymail.nyp.edu.sg

Enter password

Password

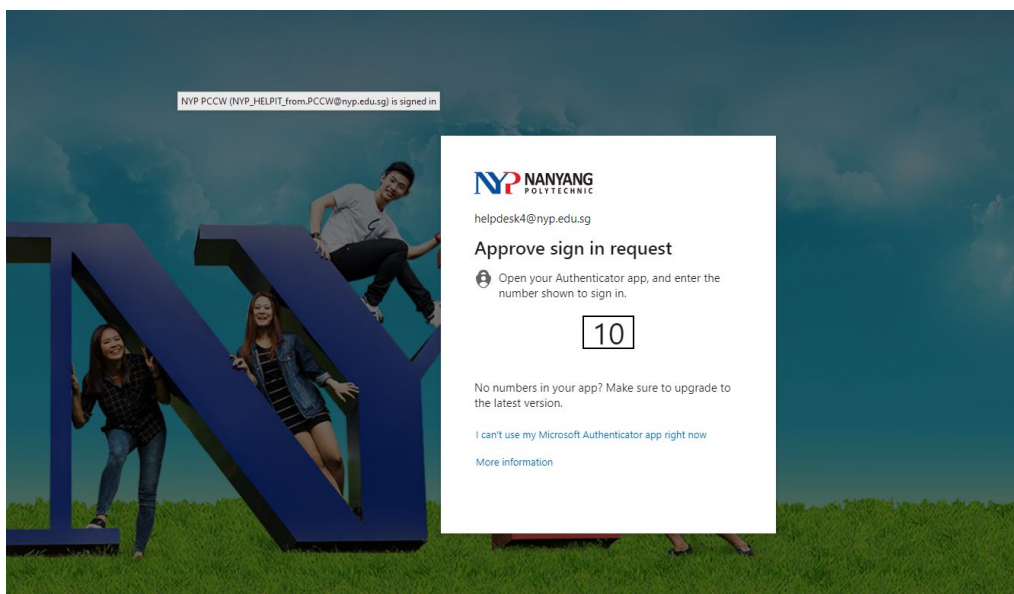
[Forgot my password](#)

Sign in

- (i) Enter your NYP email address (**student admin no@mymail.nyp.edu.sg**) when prompted then click “**Next**”,
- (ii) Enter your password (**Use the same password that you last used in the e-enrolment system**) and click “**Sign in**”.

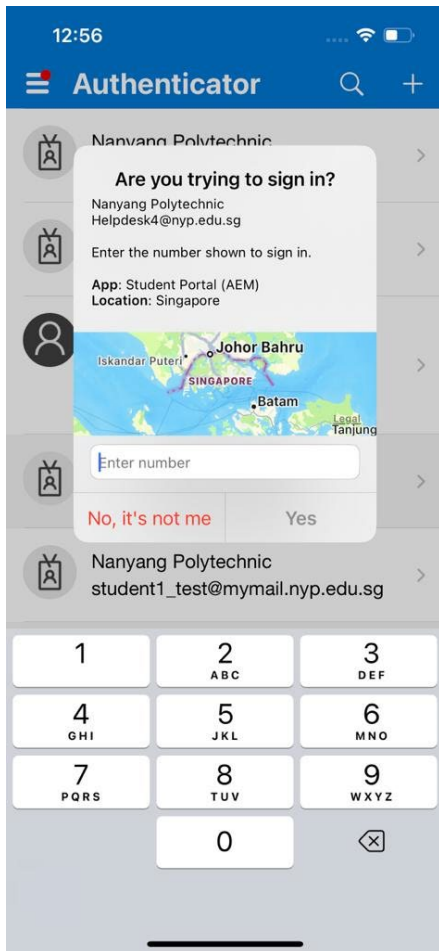
Step 2:

You will prompt this. So, enter this code you see on your screen as it will be random and enter it on the pop-up prompt you see on your phone which is via the Microsoft Authenticator app.



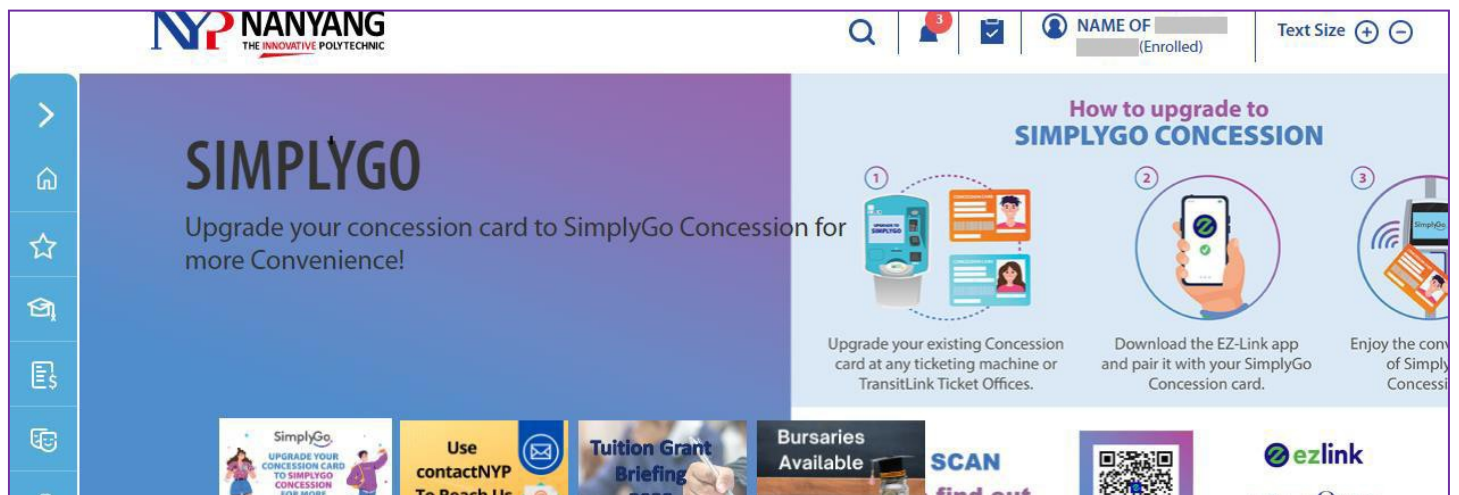
Step 3:

Enter the code you see on the previous step and enter it on the prompt which is on your mobile phone.



Step 4:

After completing step 3, you will be directed to the main page of the student portal.



END