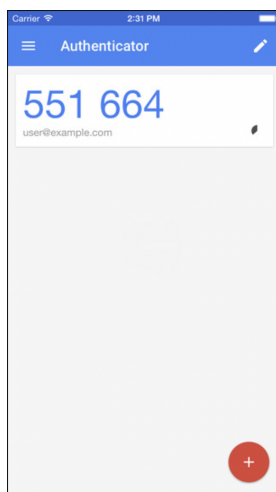


# Student Portal Multi-Factor Authentication Guide

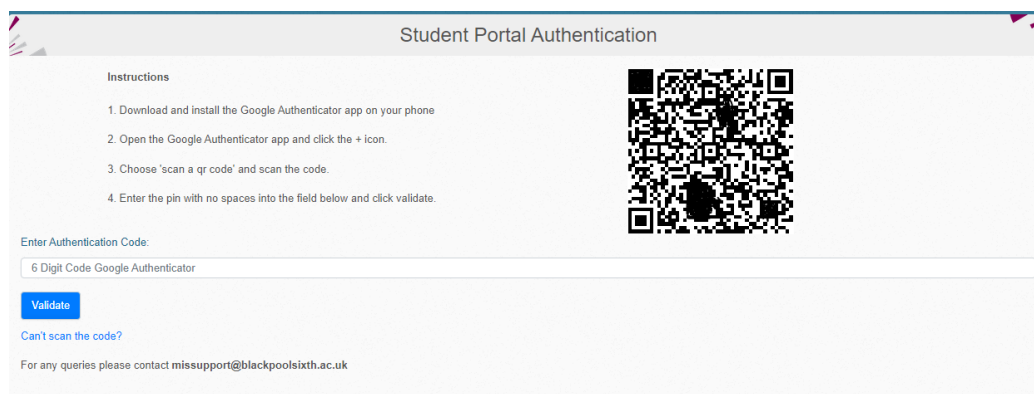
Multi-Factor Authentication (MFA) is due to be introduced for the Student Portal during the Easter break.

## To use the Student Portal on a desktop/laptop/tablet device

1. On your phone go to the app store and download the **Google Authenticator app**.
2. On your computer log onto the **Student Portal** using your usual login details.
3. Open the **Google Authenticator app** on your phone and click the **+** icon.



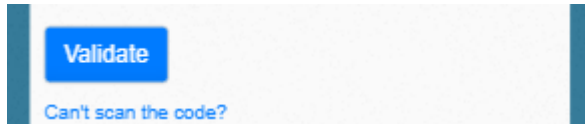
4. Choose **scan a QR code** on your phone
5. Scan the QR code you see on the Student Portal using your phone to create a code.



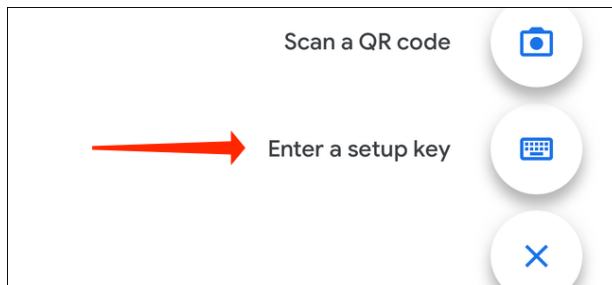
6. Enter the code into the field on your computer and click **Validate**
7. If you entered the key correctly you will now be logged into the Student Portal and will not have to authenticate again **on the same device** for 60 days.
8. If you enter the code incorrectly you will see an error message telling you the code is wrong, please re-enter the code and click **Validate**

## To use the Student Portal on your phone

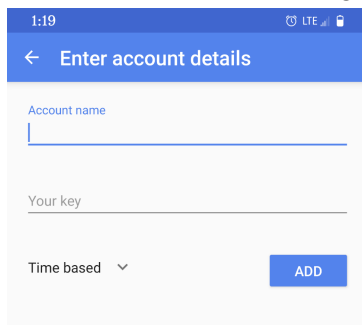
1. On your phone go to the app store and download the **Google Authenticator** app.
2. Log onto the **Student Portal** using your usual login details.
3. Click the **Can't scan the code?** link under the blue Validate button.



4. Open the **Google Authenticator** app on your phone and click the + icon
5. Choose **Enter a setup key**.



6. Enter an account name e.g. Student Portal.



7. Enter the 'Key' shown on the **Student Portal** into the **Your Key** field in the **Google Authenticator app**.
8. Leave the 'type of key' as **Time based**
9. Press the **Add** button.
10. You will now see a six digit **Google Authenticator code**.
11. Enter this code into the **Enter Google Authenticator Code** field in the **Student Portal**
12. Click **Validate** to access the Student Portal (If you enter the code incorrectly you will see an error message telling you the code is wrong, please re-enter the code and click **Validate**).

If you have any issues logging in please contact [techsupport@blackpoolsixth.ac.uk](mailto:techsupport@blackpoolsixth.ac.uk)