



Knowledge Management

Using your Microsoft MFA Token to login to Secure Durham University Services when Off-Site

When accessing a number of services off-site (including the Oracle Portal, CRM, Worktribe, Raiser's Edge), you will be required to use an additional security method known as [Multi-Factor Authentication](#). If you do not have a compatible smartphone to use the Microsoft Authenticator Application, we can provide a physical Token to help you login.

Once the Token has been setup and sent to you, please follow these steps to be able to login to the appropriate service –

- Visit the sign in page for the service you would like to login to, as if you were on-site (for example, the [Oracle Portal](#), pressing the 'Oracle Portal' Link)
- Type your **IT Username** in the format [username@durham.ac.uk](#) and press **Next**
- Enter your **IT Password**, and press **Sign In**
- The website will then request a Verification Code



- Press the grey button to the left of the screen on your Token.
- A 6-Digit Number will be displayed.
- Enter this 6-Digit Number into the website and press **Verify** to sign in.

Please Note – A code is required each time you login to these secure services, and is different each time you press the button. Therefore, if you do not type the code into the sign in screen before it disappears, please press the button to generate another code to use.

If there are any further questions, please contact the [IT Service Desk](#).

Information –

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Version Control –

Version	Release	Author	Update Comments	Published Date	Date of Review
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1.1	2.0	James Steel	Updated Sign in process due to service change	28/07/2020	28/2/2021