Setting up MFA, Logging in for the First Time and Changing Your Password

Before logging in for the first time or changing your password you must set up MFA first on your smartphone to begin with.

Automatic Set up of MFA

1. Install smartphone app on your device
Download and install the **NetIQ Advanced Authentication app** to your smart device from your app store:
Apple App Store
Google Play Store
The First time you launch the app, it will ask you to set up a PIN (6 digits) to access the device.

2. Using the browser on your smartphone go to **https://aaf.am.lshtm.ac.uk/smartphone/enroll**

3. You will be directed to the smartphone app and prompted for your LSHTM username and password.

    The app will then automatically enrol for you. You will see a 6-digit code refreshes every 30 seconds. You have set up MFA.

Manual set up of MFA

1. Install smartphone app on your device
Download and install the **NetIQ Advanced Authentication app** to your smart device from your app store:
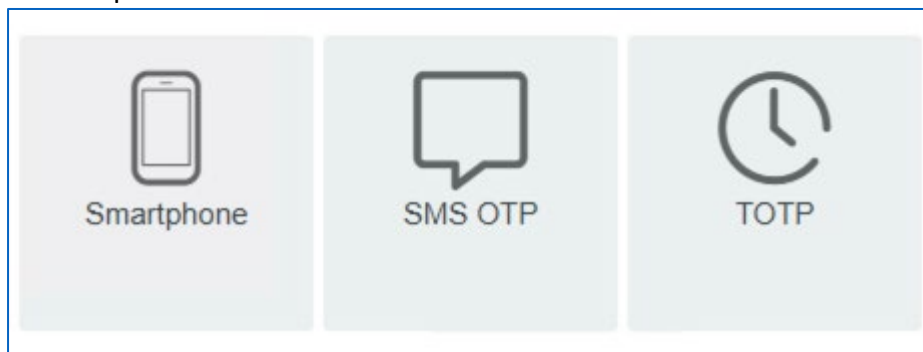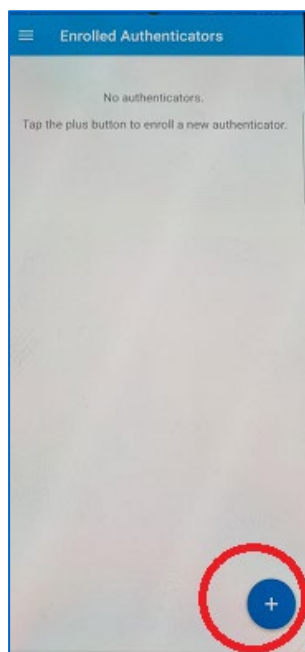**Apple App Store**
Google Play Store
The First time you launch the app, it will ask you to set up a PIN (6 digits) to access the device.

2. On your laptop go to the Advanced Authentication Self-Service Portal **https://aaf.am.lshtm.ac.uk** and choose **+Add**
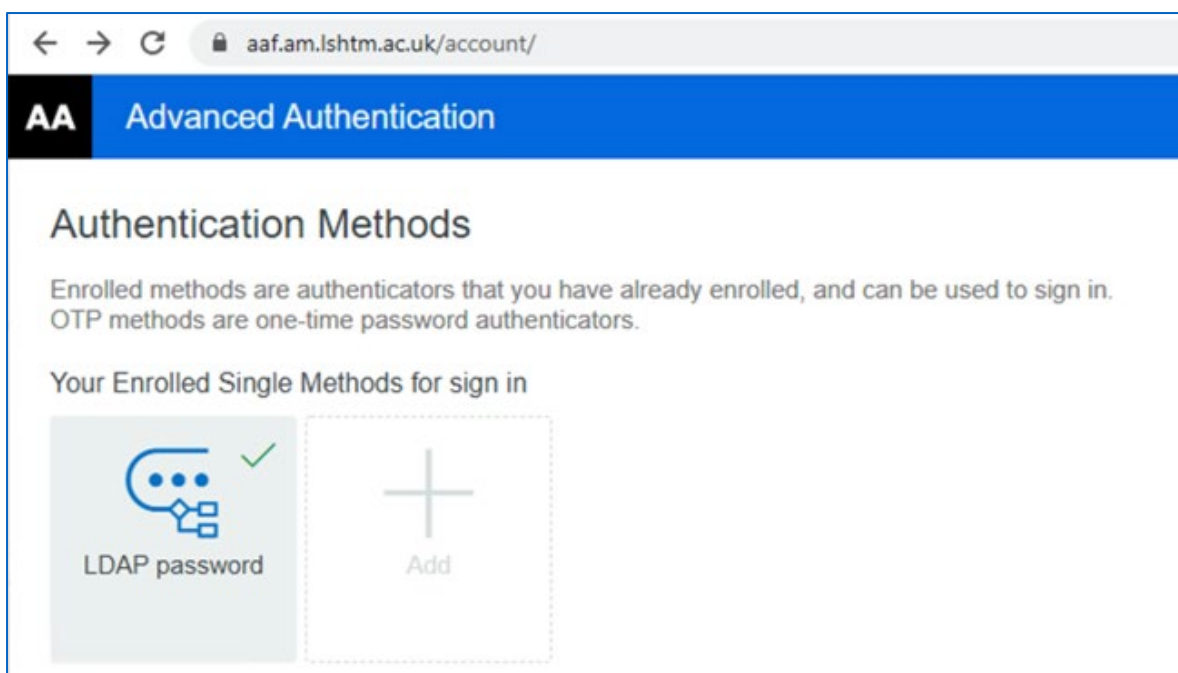
3. Choose Smartphone from the list

4. Open the **NetIQ Advanced Authentication App** on your smartphone. Click the **Plus (+)** symbol to add and enrol the App.

5. Click on Get QR code

6. Point the camera at the QR code on the computer screen and scan the QR Code
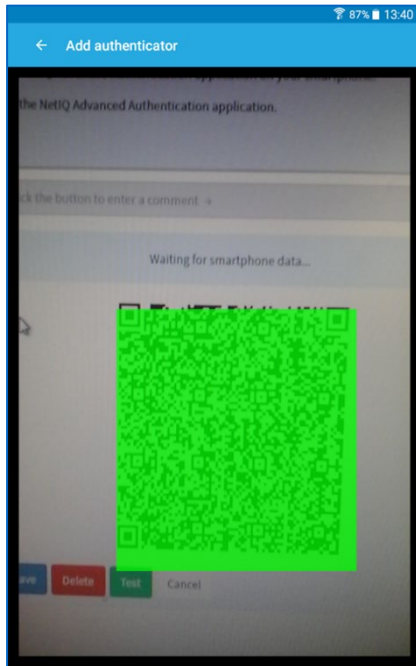
Once the smart device completes the enrolment, the screen will close (no need to click save).

The smartphone method will then be listed in the enrolled authenticators section and is ready to be used as a second factor in authentication

You can now login for the first time and change your password.

1. Visit **password.lshtm.ac.uk** and click on *'Manage password and account'*

2. Enter your username and password. Your username to log in at LSHTM is your student number prefixed with the letters **'lsh' in lower case**. **Example username:** lsh123456

3. Your temporary password is the word *'Pass'* **followed by your date of birth**. Passwords are case sensitive. **Example password:** Pass18031978

4. Complete the **Authentication Request** step on the NetIQ Advanced Authentication app on your smartphone
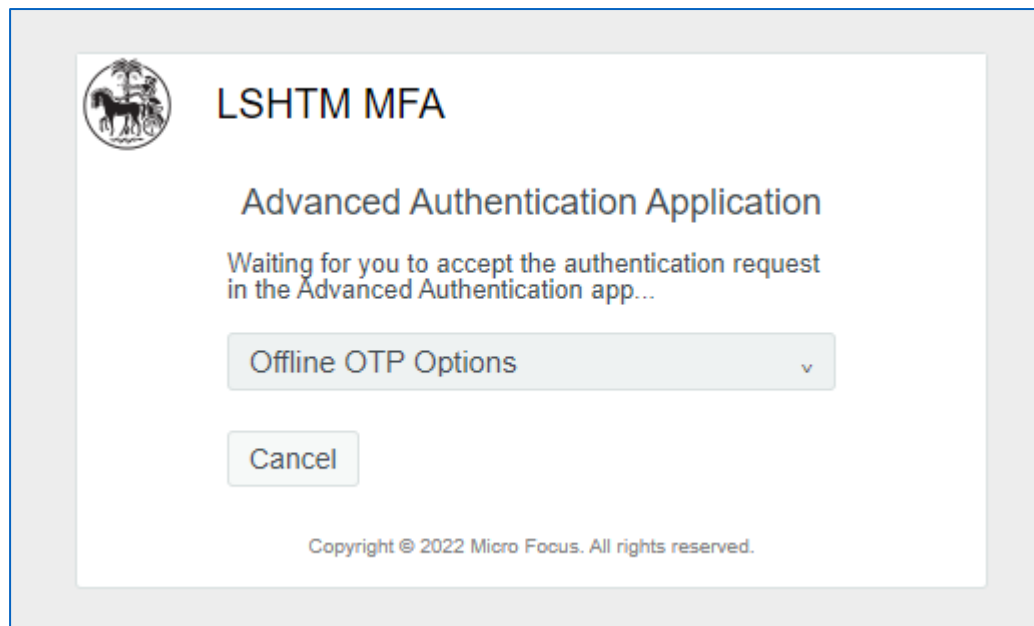
5. You now need to set your own password, ensuring you follow the on-screen guidance
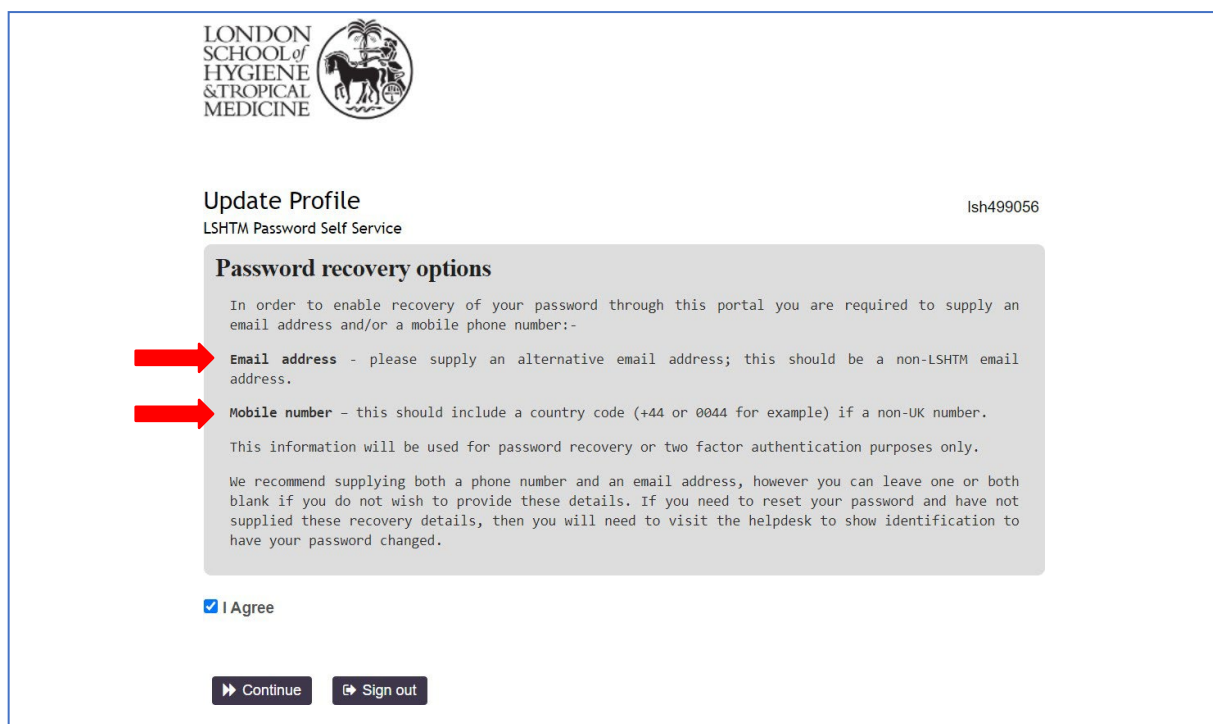
6. You will then need to set up your password recovery option where you can enter a non-LSHTM email address **OR** a mobile phone number (**not both**)

7. Proceed to enter either a non-LSHTM email OR a Mobile number and then click 'update'

8. Check the details you have entered and select '*Confirm*' to proceed or '*Go Back*' if you would like to change the details

9. You should shortly then receive a verification code to your email address or phone number
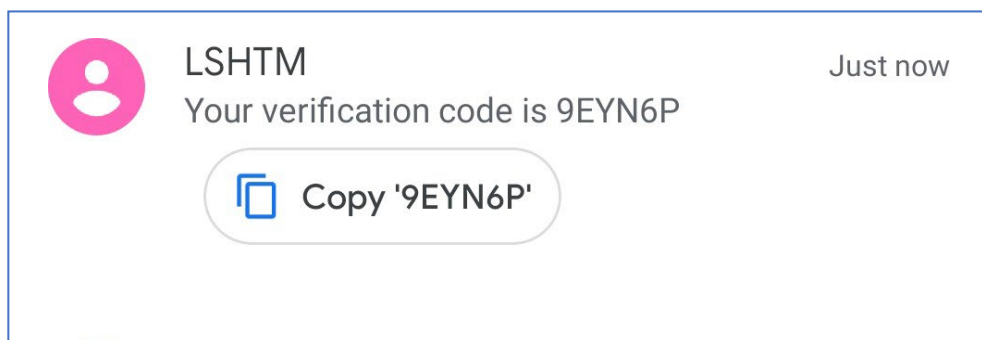
10. Enter your verification code into the field as shown and then select '*Check Code*'

11. Your account has now been activated and verified. Select '*Continue*' to complete the process