





(d) You will see the prompt below after clicking (c) “Set up”.


Scan the QR in that prompt with the MS Authenticator app on your phone as instructed.

(d)

### Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.




Configure app without notifications

If you are unable to scan the image, enter the following information in your app.  
Code:   
Url:

If the app displays a six-digit code, choose "Next".

[Next](#) [cancel](#)

On your mobile phone, go to the Microsoft Authenticator app then select “Accept”, followed by “Scan a QR code”.



### We need your help to improve


Microsoft needs to collect required diagnostic data to keep Authenticator secure and updated. This doesn't include your name or sensitive data.

Improve the app by sharing your app usage data

**Just click here**

[Decline](#) [Accept](#)

[Microsoft Privacy Statement](#)



### Peace of mind for your digital life

Secure your accounts with multi-factor authentication.

[Sign in with Microsoft](#)

[Add work or school account](#)

[Scan a QR code](#)

QR code will be shared by your account provider (e.g Microsoft, Google, Facebook) or organization

[Restore from backup](#)

Go back to the web page on your laptop, click “Next” and “Next” to proceed.

### Step 3:

You will be prompted to enter the verification code in the MS Authenticator app, like shown below.

### Additional security verification

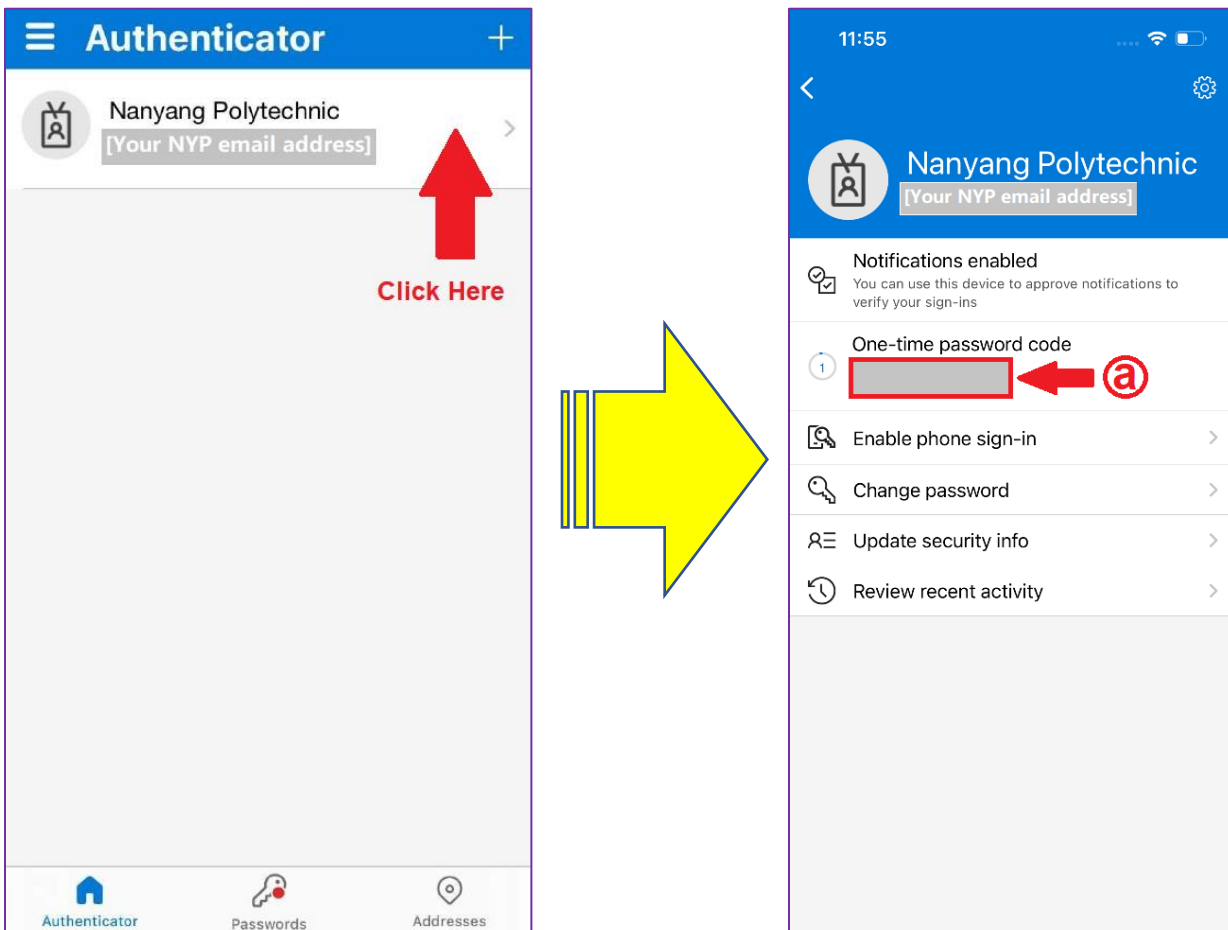
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: Enter the verification code from the mobile app**

Enter the verification code displayed on your app

**Cancel** **Verify**

Go to the MS Authenticator app on your mobile phone and select your NYP account, then get the (a)OTP for the verification code.



After entering the code in the webpage, click **“Verify”** at the bottom right to proceed.

**Step 4:**



- (a) Select the region of your mobile number,
- (b) enter your mobile number and click “Done”.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)


**Step 3: In case you lose access to the mobile app**

Singapore (+65)

 (a)  (b)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

You will see the prompt below again, click “Next” to proceed.

  
@mymail.nyp.edu.sg

**More information required**

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

## Step 5:

Click on **“Verify”** to verify your mobile number.

### Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

⚠ Authentication Phone is set to + [redacted] **Verify** ←

! Security Questions are not configured. [Set them up now](#)

- (a) Select the region of your mobile number and enter your mobile number,
- (b) Then click on **“text me”** to request for the OTP SMS.

### Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Singapore (+65) [dropdown arrow]

[input field]

- (c) Enter the OTP from the SMS and click **“Verify”**

### Don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Singapore (+65) [dropdown arrow]

[input field]

We've sent a text message containing a verification code to your phone.

[input field]

## Step 6:

Click on **“Set them up now”** to setup your Security Questions and Answers.

### Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 2 of the options below.

✔ Authentication Phone is set to +65 92775869. [Change](#)

! Security Questions are not configured. [Set them up now](#) ←

[finish](#) [cancel](#)

- (a) Select your preferred questions from the drop-down list and provide an answer for them.

When you reset password, please key in the exact answers as you have entered here.

### Don't lose access to your account!

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

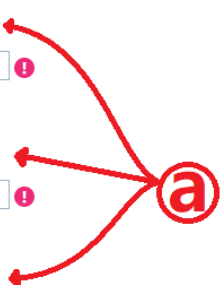
Security question 1

Security question 2


Security question 3

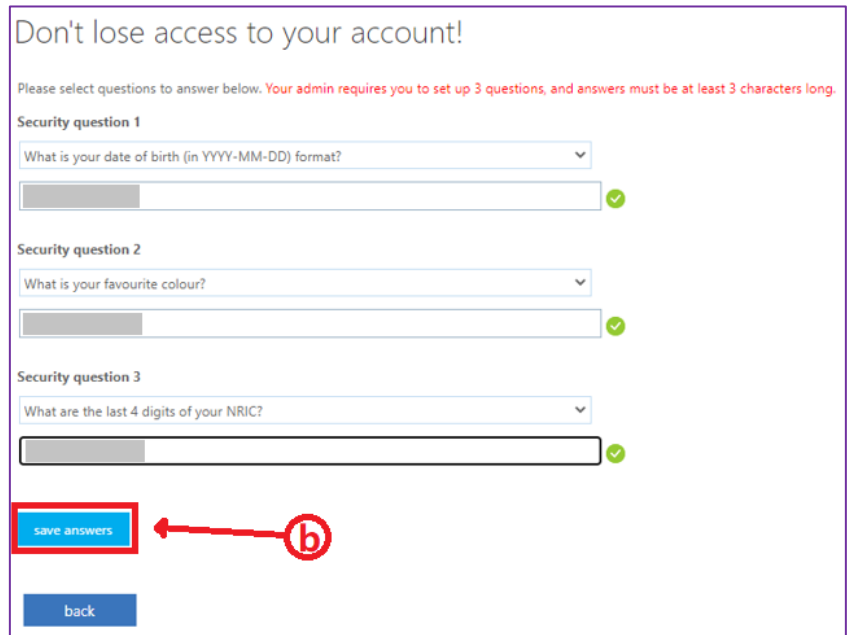
[save answers](#)

[back](#)





(a)



- (b) Ensure that you receive a  tick next to your answer.  
Click on “**save answers**” to complete the setup.






Don't lose access to your account!

Please select questions to answer below. *Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.*

Security question 1  
What is your date of birth (in YYYY-MM-DD) format?   
 

Security question 2  
What is your favourite colour?   
 

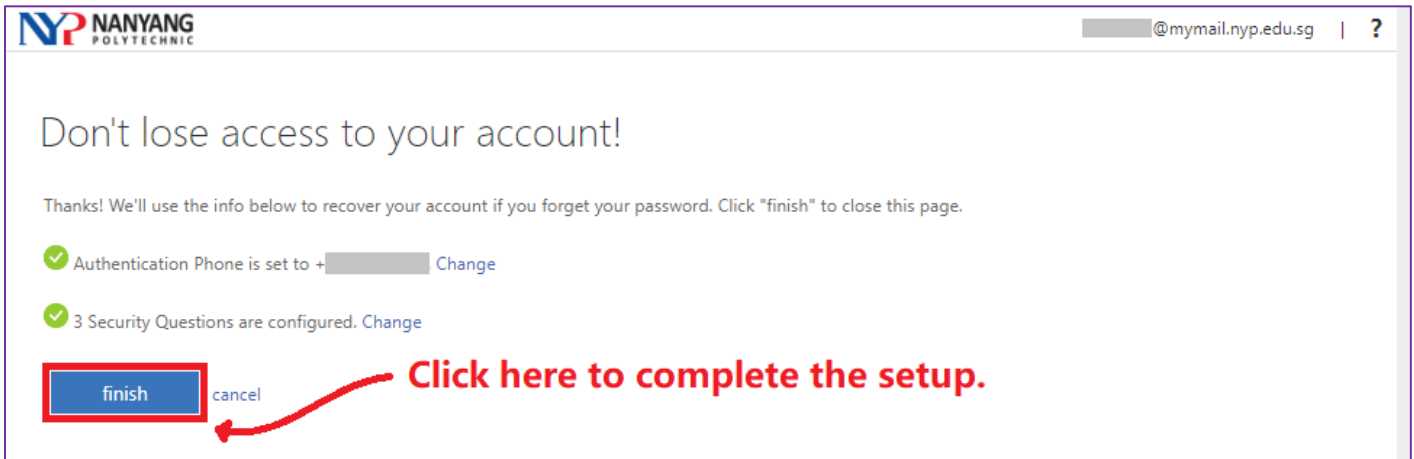
Security question 3  
What are the last 4 digits of your NRIC?   
 

**save answers** 

back


**Step 7:**


Click on “**finish**” to complete the setup.



Don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

 Authentication Phone is set to + [redacted] [Change](#)

 3 Security Questions are configured. [Change](#)

**finish** [cancel](#) **Click here to complete the setup.**

**[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:

The first screenshot shows the Nanyang Polytechnic login page. It features the NYP logo and the text 'Sign in'. Below this is a text input field labeled 'NYP Email Account' with a 'Next' button to its right. A link 'Can't access your account?' is located below the input field. At the bottom, there is a 'Sign-in options' section with a magnifying glass icon.

The second screenshot shows the 'Enter password' page. It features the NYP logo and the text 'Enter password'. Below this is a text input field labeled 'password' with a 'Sign in' button to its right. A link 'Forgot my password' is located below the input field.

- (i) Enter your NYP email address when prompted then click “Next”,
- (ii) Enter your password and click “Sign in”.

### Step 2:

You should be prompted for the verification code after step 1 (i) & (ii).


Go to the MS Authenticator app on your mobile phone,

- Click on your NYP account to retrieve the one-time passcode.
- Enter the one-time passcode onto the following screen and click “Verify”.

The screenshot shows the Nanyang Polytechnic verification code entry screen. It features the NYP logo and the text 'Enter code'. Below this is a text input field labeled 'Code' with a 'Verify' button to its right. A link 'Having trouble? Sign in another way' is located below the input field. A link 'More information' is located below the input field.

**Step 3:**

You may be prompted the following: you may click Yes.



**NYP NANYANG**  
THE INNOVATIVE POLYTECHNIC

██████████@mymail.nyp.edu.sg

## Stay signed in?

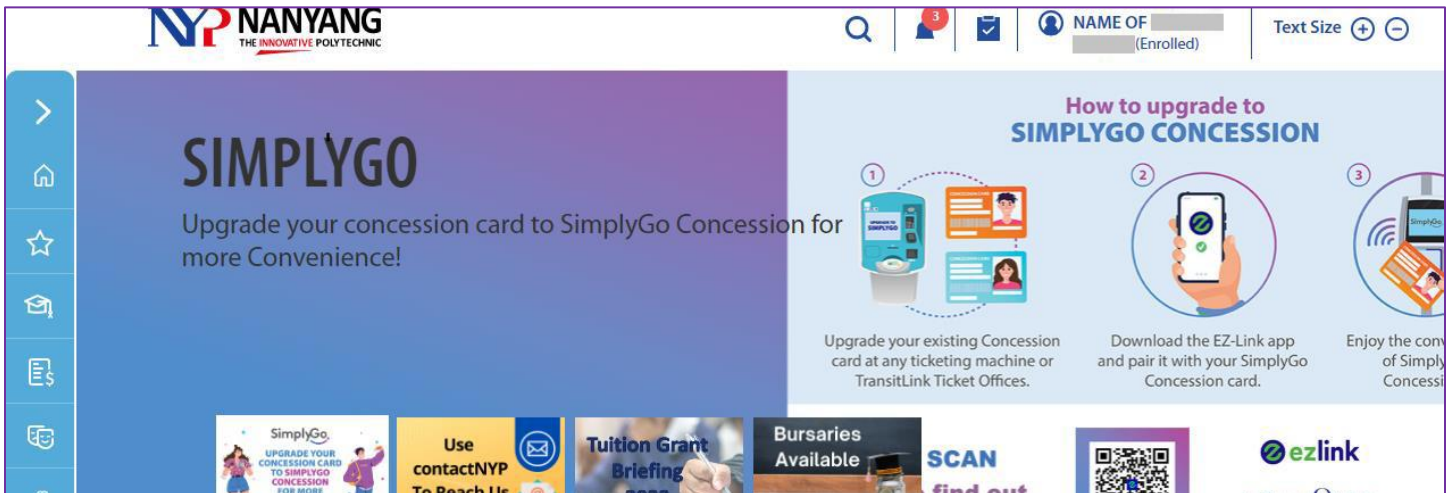
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No Yes

**Step 4:**

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



The screenshot shows the main page of the Nanyang Polytechnic student portal. At the top, there is a navigation bar with the NYP logo, a search icon, a notification bell with a red '3', a checkmark icon, and a user profile section with the name 'NAME OF ██████████ (Enrolled)' and a 'Text Size' control. The main content area features a large purple banner for 'SIMPLYGO' with the text 'Upgrade your concession card to SimplyGo Concession for more Convenience!'. To the right of the banner is a 'How to upgrade to SIMPLYGO CONCESSION' section with three numbered steps: 1. Upgrade your existing Concession card at any ticketing machine or TransitLink Ticket Offices; 2. Download the EZ-Link app and pair it with your SimplyGo Concession card; 3. Enjoy the convenience of SimplyGo Concession. Below the banner and upgrade section is a horizontal row of promotional tiles: 'SimplyGo UPGRADE YOUR CONCESSION CARD TO SIMPLYGO CONCESSION FOR MORE', 'Use contactNYP To Reach Us', 'Tuition Grant Briefing 2022', 'Bursaries Available', 'SCAN find out', and 'ezlink'.

END