

# Cybersecurity - Two-factor Authentication (2FA) FAQs

I don't want to download another app. Can I set up 2FA without using the Microsoft Authenticator app?

Yes. You can [set it up](#) introducing your mobile phone number, without having to download the Authenticator app. However, at ICT services, we recommend the Esade community use the app since the user experience is better.

If you set up 2FA using just your phone number, you'll receive an SMS text message or call (instead of an alert) each time you try to use a Microsoft service.

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## Additional security verification

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

### Step 1: How should we contact you?

Authentication phone

Spain (+34)  666666666

Method  
 Send me a code by text message  
 Call me

Next

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After setting up your account via the Microsoft page, you'll see the following:

Microsoft | esade.edu | ?

### Additional security verification

#### App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.  
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default:

**1** Text code to my authentication p...

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone \* Spain (+34) 6... **2**

Office phone (do not use a Lync phone) Select your country or region Extension

Alternate authentication phone \* Spain (+34)

Authenticator app or Token [Set up Authenticator app](#)

restore multi-factor authentication on previously trusted devices

[Restore](#) **3** [Save](#) [cancel](#)

**Why do I need to set up 2FA? What added value does it provide?**

Cybersecurity is extremely important today, and Esade has decided to implement 2FA as an additional security measure. Click [here](#) for more details about 2FA.

**Do I have to pay to use my phone number?**

No. You don't have to pay to use either of the 2FA options.

**What happens if I don't want to or can't use my personal phone number?**

In this case, with due justification, you can set up the app for use via your computer. Go to: Authy -> [Cybersecurity - Setup Esade 2FA with Authy app in your computer \[ENG/CAT/ESP\]](#).

However, the user experience may vary compared to using your mobile phone for 2FA.

**What happens if I accidentally leave my phone at home or I've lost it?**

You'll still be able to access Moodle (eCampus) trouble-free via the direct link: <https://ecampus.esade.edu>.

If you've lost your phone, contact CAU ([cau@esade.edu](mailto:cau@esade.edu)) to reset 2FA for your account.