

Multi-factor Authentication: Things to Keep in Mind Outside of Japan



Signing in using multi-factor authentication outside of Japan can involve complications because of such differences as how phone lines work, so it is important to keep a few things in mind. Before you depart Japan, be sure to read these things over carefully to make sure you are properly prepared.

EXAMPLE: You are using your mobile phone to authenticate through telephone voice call or SMS text message, but will not be able to receive voice calls or text messages while outside of Japan: before leaving Japan, be sure to set up OTP software on a PC you can bring with you from Japan to ensure you can successfully complete multifactor authentication when signing in.

How to Prepare

Please be aware that if you use data roaming (e.g., international roaming) for multi-factor authentication, extra charges may arise from telephone voice calls, SMS text messages or app notifications used to sign in.

If You Use a Smartphone for Multi-factor Authentication

Be sure to bring your device with you.

Sign in using your default multi-factor authentication setting.

Default Multi-factor Authentication Setting: Microsoft Authenticator App Verification Code

Can be used to sign in even without a mobile phone line or wireless LAN (Wi-Fi).

App verification codes require no action before departing Japan.

Default Multi-factor Authentication Setting: Microsoft Authenticator App Notifications

Any wireless LAN (Wi-Fi) connection will allow you to receive app notifications.

If you do not have access to a wireless LAN (Wi-Fi) connection, authenticate by going to the multi-factor authentication screen and clicking “Sign in another way”, then entering the code displayed in Microsoft Authenticator.

Default Multi-factor Authentication Setting: Telephone Voice Call or SMS Text Message

Install Microsoft Authenticator on your smartphone and change your default authentication setting to “Authentication app or Token”.

cf.) Multi-factor Authentication Smartphone App Initial Setup Guide (Optional) [Faculty/Students]

If You Use a Security Token or OTP Software for Multi-factor Authentication

Be sure to bring your device with you.

No specific action is required before departing Japan.

If You Use a Mobile Phone for Multi-factor Authentication

Choose any of the following usable methods:

Method 1: Use Data Roaming (e.g., international roaming) on your Mobile Phone

No action is required before departing Japan. Just take the device you are going to use with you.

Be aware, however, extra charges may arise from telephone voice calls and SMS text messages.

Method 2: Rent a Mobile Phone or SIM Card that can be Used Locally

Before leaving Japan, be sure to register the phone number of the mobile phone or SIM card you will rent as “Alternative authentication phone”.

To authenticate using multi-factor authentication in your location outside of Japan, on the multi-factor authentication screen click “Sign in another way”, then select “Call <Your alternative authentication phone number>”.



“Alternative authentication phone” can only be authenticated by telephone voice call. Be sure you have a device available that is capable of telephone voice calls if this is how you will complete multi-factor authentication to sign in.

Method 3: Setting up OTP Software on a PC You will Bring from Japan

Be sure to set up the OTP software on your PC before departing Japan.

cf.) Multi-factor Authentication WinAuth Initial Setup Guide [Faculty/Students]

cf.) Multi-factor Authentication OTP Manager Initial Setup Guide [Faculty/Students]

Method 4: Use a Security Token

Before departing Japan, be sure to purchase your security token, and to make sure your application to use that security token has been completed.

cf.) Multi-factor Authentication: Security Token Usage Guide [Faculty/Students]