How To Setup Microsoft Multi-Factor Authentication (MFA)

Introduction

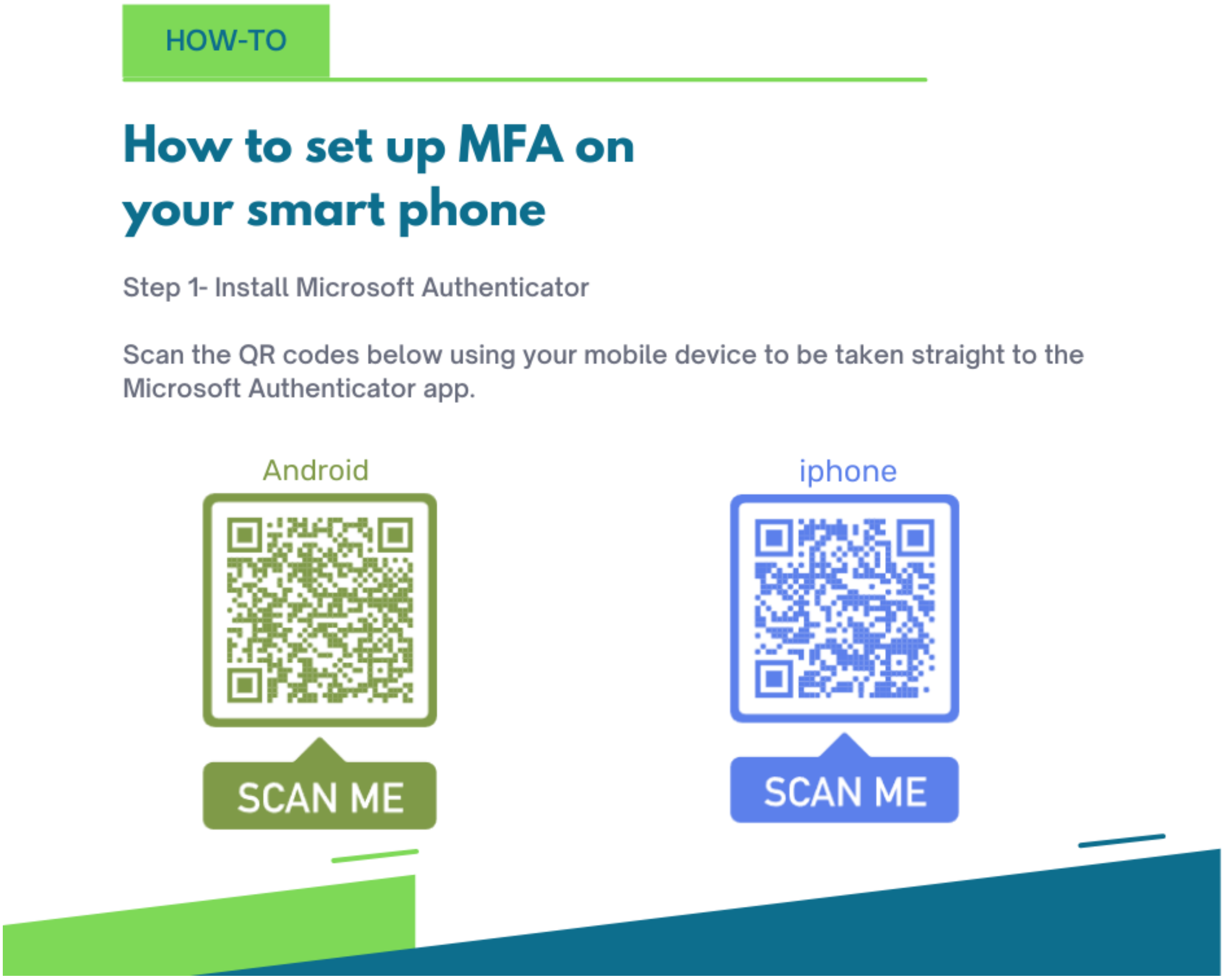
Below you will find step-by-step setup instructions and FAQ's for setting up Microsoft MFA on your Smart Device.

Note: Where it says click here in image steps below, follow this link: https://aka.ms/mfasetup

NOTE: To setup up **New or Additional Devices** to your initial Smart Device:

- Ensure you have your existing smart device handy, to respond to MFA prompts.
- On the new/additional device, follow the below instructions.
- To access the MFA setup page, you need to be on a SWARH-network connected device,or be in Citrix/Netscaler.

Instructions



HOW-TO

How to set up MFA on your smart phone

Step 1- Install Microsoft Authenticator

Scan the QR codes below using your mobile device to be taken straight to the Microsoft Authenticator app.

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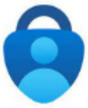
How to set up MFA on your smart phone

Alternatively if you can not scan the QR codes, open the Play Store for Android devices or the App Store for Apple devices and search for 'Microsoft Authenticator"

The icon should look like this: 

and you should notice that the app is made by the Microsoft Corporation:

2. Click install/ download to install the app on your device. If you can not find or install the Microsoft Authenticator app please contact SWARH Support via the SWARH Support Portal or by phone on 1800 479 274.

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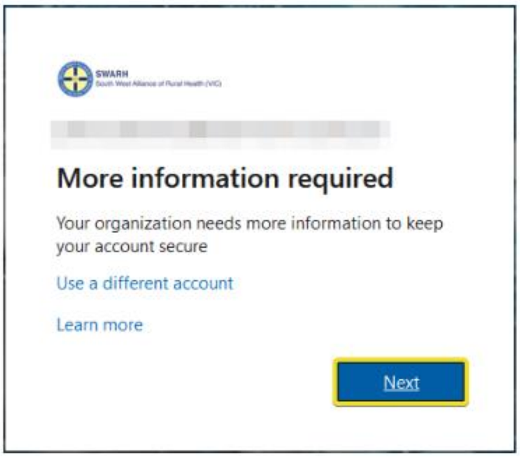
How to set up MFA on your smart phone

3. Click here to be taken to the MFA setup page for your account. If you see the below pop up, click 'Next".



SWARH
South West Alliance of Rural Health (VIC)

[redacted]

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

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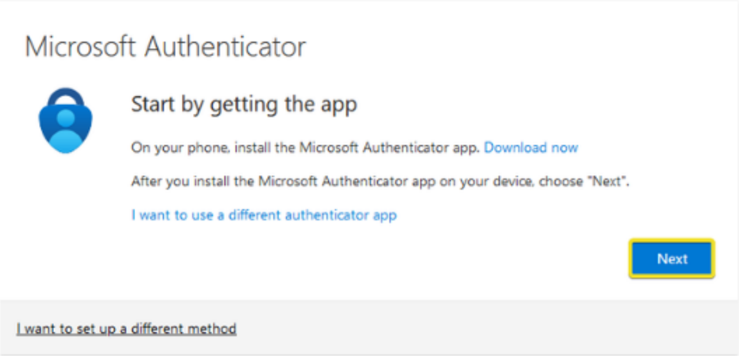
How to set up MFA on your smart phone

4. When you see this click 'Next' again.



Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

I want to set up a different method

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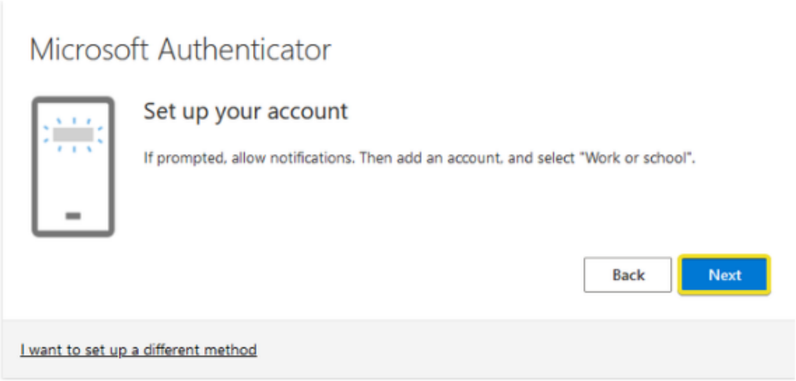
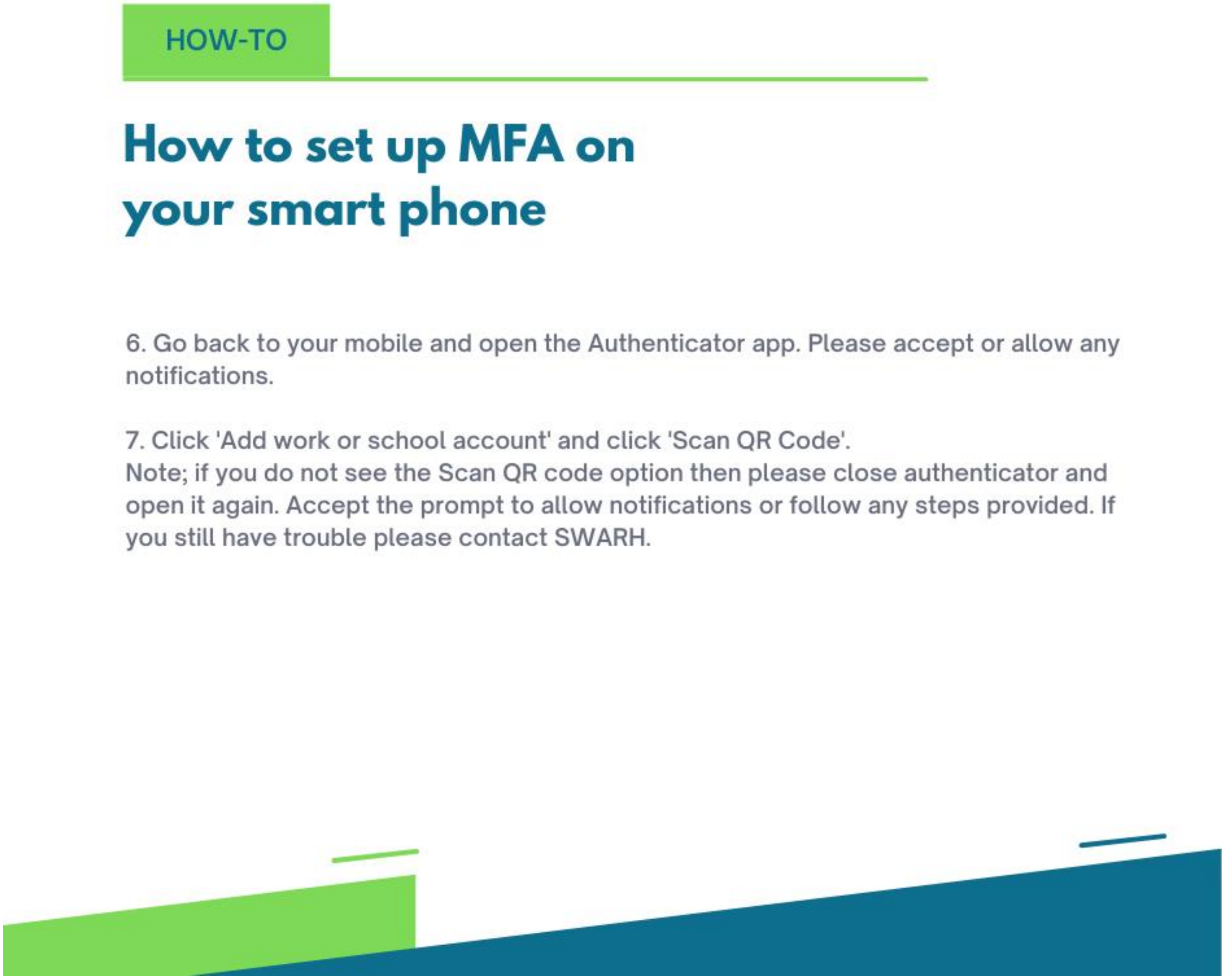
5. When you see this click 'Next' again.



Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".



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6. Go back to your mobile and open the Authenticator app. Please accept or allow any notifications.

7. Click 'Add work or school account' and click 'Scan QR Code'.
Note; if you do not see the Scan QR code option then please close authenticator and open it again. Accept the prompt to allow notifications or follow any steps provided. If you still have trouble please contact SWARH.

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8. Using the authenticator app on your phone, scan the QR code on your computer screen.

9. You should now see your account appear in Microsoft Authenticator. On your computer click 'Next'.

10. You will now receive a notification on your phone. Tap "Approve" on the notification.

11. Your Microsoft Authenticator MFA setup should now be complete! Click "Next" and "Done" to finish.

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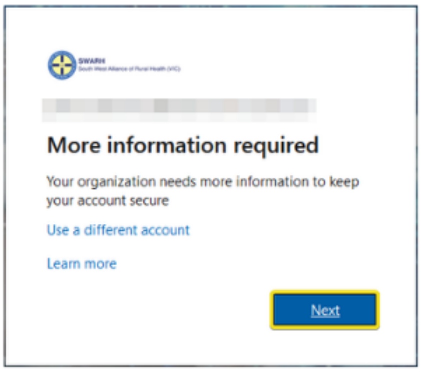
How to set up MFA WITHOUT a smart phone (Alternative method)

If you do not have a smart phone and are unable to download any apps you can still set up Multi-factor Authentication using the following steps.

1. Click here to be taken to your MFA setup page for your account.

2. If you receive the below prompt click "Next"



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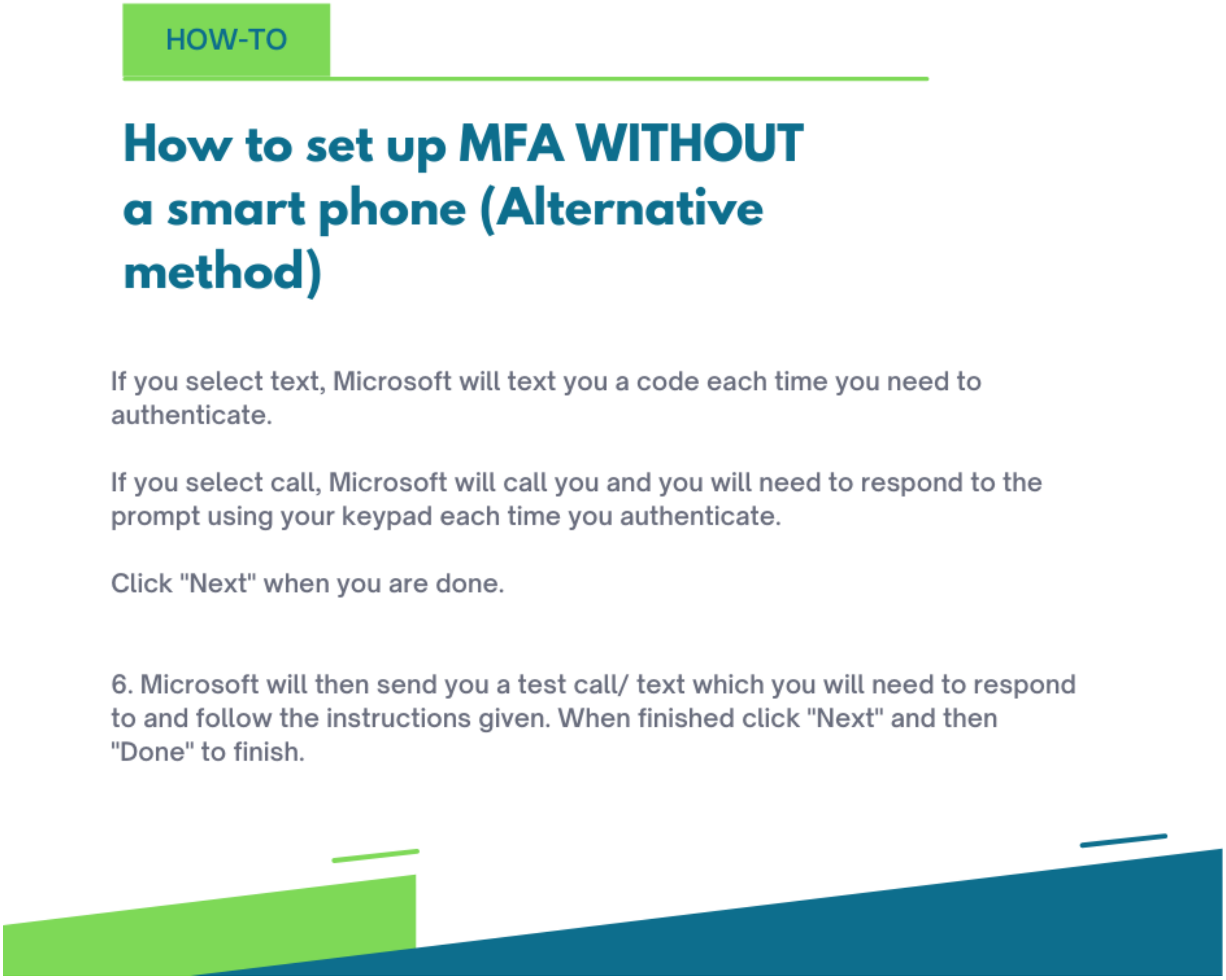
How to set up MFA WITHOUT a smart phone (Alternative method)

3. Click " I want to set up a different method".

4. Select "Phone" from the drop down list and click "Confirm".

5. On phone set up screen, select Australia from the list, enter your phone number and then select whether you would like to setup a text or call for your MFA.



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How to set up MFA WITHOUT a smart phone (Alternative method)

If you select text, Microsoft will text you a code each time you need to authenticate.

If you select call, Microsoft will call you and you will need to respond to the prompt using your keypad each time you authenticate.

Click "Next" when you are done.

6. Microsoft will then send you a test call/ text which you will need to respond to and follow the instructions given. When finished click "Next" and then "Done" to finish.

Frequently Asked Questions (FAQ)

What is Multi-factor authentication?

Multi-Factor Authentication or MFA is in laymans terms a back-up for your password, when you are off-site. Instead of just entering a password when you login to your computer using your home connection, the MFA process will also require you to enter a one-time code or use your fingerprint on your phone to verify that the person using your password is in fact you. It's like the eye-retina scanning thing from James Bond movies, only less... lazery.

Sounds annoying- do I have to do it?

In a word... yes. MFA is common practice in most organisations now including government agencies, banks, schools etc, and you too will soon get used to the extra 2 second step of signing in.

The establishment of MFA was prompted by the 2019 cyber attack and our on-going response to ensure that does not happen again.

Where does this one-time code come from?

The code will be sent straight to the app, which will 'unlock' your account for you. If you do not have a smart phone and can not download the app, there is an option for Microsoft to text or call you with a code.

You can follow the handy 'How to set up MFA on your smart phone' guide above.

If you do not have a smart phone you can follow the alternative how-to guide also provided above.

OK fine, but will there be someone to help me for the first few weeks?

Absolutely! Tea rooms and common areas will have some step-by-step posters for people who need help setting up MFA, there will also be some online training sessions for people who like to 'talk to a real human'. The great news is, once you're set up for MFA you won't have to think about it again. It takes 5 mins to get started and then you'll be off and away!

I don't have a smartphone- what do I do?

Good question! If you don't have a smartphone, choose the (non-work) email or phone option when setting up MFA. This is the 'Alternate MFA set up'. This will mean you'll get an email, text or call with the code you need to sign-in after you enter your password.

I don't have any room left on my phone and I'd rather delete my banking app than the 2,000 photos of my kid/ cat sleeping. What alternatives are there for me?

While it's recommended that you use the Authenticator app for its ease of use, if you don't have space for it on your phone you can choose the text message or phone call option instead when setting up your MFA.

If I change my computer password do I have to re-set up authenticator?

Nope! How good is that?!

Why do I have to use my personal device?

MFA is only required when you are not on-site, ie. not using SWH's secure network.

When you are at home or elsewhere Microsoft need a secondary way to get in touch with you, to let you in. If you would prefer not to download the app, you can register for an alternative method where you get a phone call instead.

SWH can not access any of your personal information by downloading the Microsoft Authenticator app. The app itself does record some data, which we have listed below.

If I install authenticator on my personal device can Microsoft or SWARH see any of my information or access my device?

Absolutely not! The Authenticator app may only collect or use the following information it requires to function:

- Account information on the account that you setup in the app

- Non-personally identifiable usage data

- Diagnostic data

The Microsoft Authenticator app seems to need a lot of permissions...

Here is a list of all the things it wants to access in your phone and why. You can customise these permissions anytime you want.

- Location - sometimes your organisation wants to know your location before allowing you to access certain resources.
- Biometric hardware - The App needs your permission to use your fingerprint or facial recognition
- Camera - the app requires your permission to use your camera to scan QR codes.
- Contacts and phone: The app requires your permission to search for work or school Microsoft accounts on your phone and add them to the app for you.
- SMS: Used to make sure your phone number matches the number on record when you sign in with your Microsoft account for the first time.
- Draw over other apps: Authenticator can also work for other apps.
- Receive data from the internet: the app needs to borrow some of your internet to function.
- Prevent phone from sleeping: If you register your device with your organisation your organisation can change this policy on your phone.
- Control vibration: you can choose if you'd like your phone to vibrate with notifications.
- View network connections: you need this to get started.
- Read the contents of your storage: this is only used when you report a technical problem.
- Full network access: This permission is required for sending notifications to verify your identity.
- Run at start up: If you re-start your phone, this permission ensures that you continue to receive notifications to verify your identity.

What are the codes for in my app and why do they keep changing?

You are witnessing MFA in action my friend! When you sign in to your work computer and pop in your password, your phone (which should be sitting next to you diligently waiting) will buzz. You will have a notification from the Authenticator app. Use your fingerprint or passcode to open the phone and the message and it will automatically put in the second unique code you need, and let you in.

Each code is a single-use password that the app receives and processes for you. They keep changing all the time to keep the baddies on their toes.

If you need to enter a code manually and the timer pops up that means its about to change, wait for it to tick over then use the new one shown.