

## Using Multi-Factor authentication (MFA) for remote work access

Multi-Factor authentication (MFA) is a method of protecting your identity on the network by using:

- Something you know – your password
- Something you have – your phone via a call-back, text message or application.

The ACT Government will be enabling this for remote access to services including Outlook Web Access and exciting new services like Office 365.

This article provides staff instructions on how to register to enable them to continue to use these services.

If you are comfortable using computers and mobile phones, you may only need to read the documentation if you are having problems. You can start the process by visiting <http://aka.ms/MFASetup> from a work or personal device.

The most up to date instructions for registering your phone is available directly from the Microsoft site here: <https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-end-user-first-time>

Note: some screenshots may vary from what you see with ACT Government branding on our logon pages.

### Registering your mobile phone for callback or text message

- 1) In your browser open <http://aka.ms/MFASetup>
- 2) You will be prompted to pick an account or get a 'Sign in' option where you will need to type in your email address and click 'next'. Note: If you have a CIT, Courts or Parliament email address, you MUST enter your act.gov.au email address version. As an example, CIT users will be required to enter [firstname.lastname@act.gov.au](mailto:firstname.lastname@act.gov.au) instead of [firstname.lastname@cit.edu.au](mailto:firstname.lastname@cit.edu.au). You may see other personal accounts if you have used other Microsoft services like university or home Office 365. If you see other accounts, make sure you select the option to 'use other account' and type your work act.gov.au email address.
- 3) You may be asked to provide your password, or it may log you in automatically if you are on an ACT Government computer. Once logged in you will see the following screen – press Next to continue.

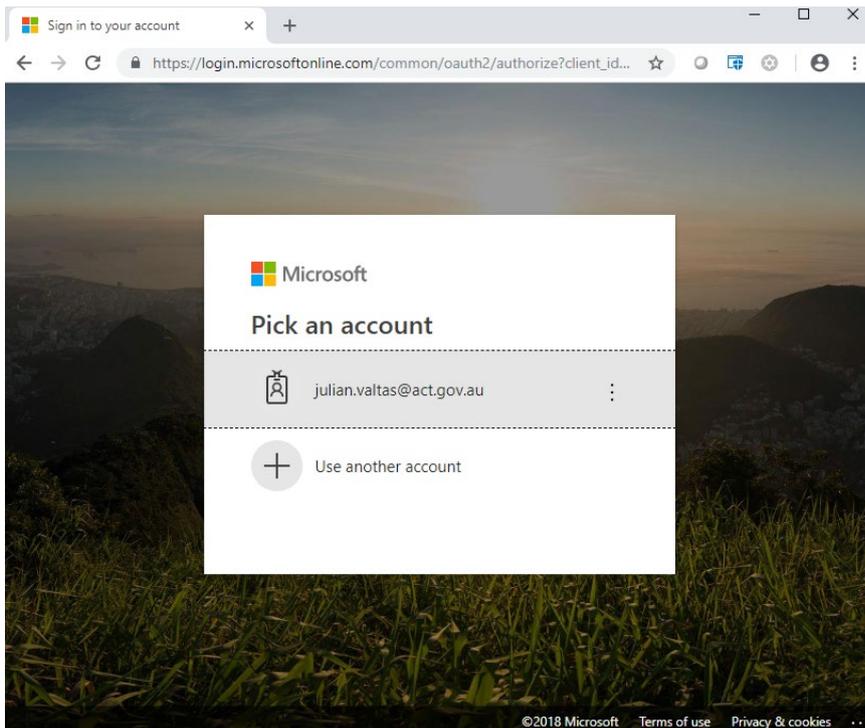


Figure 1-an example of account selection

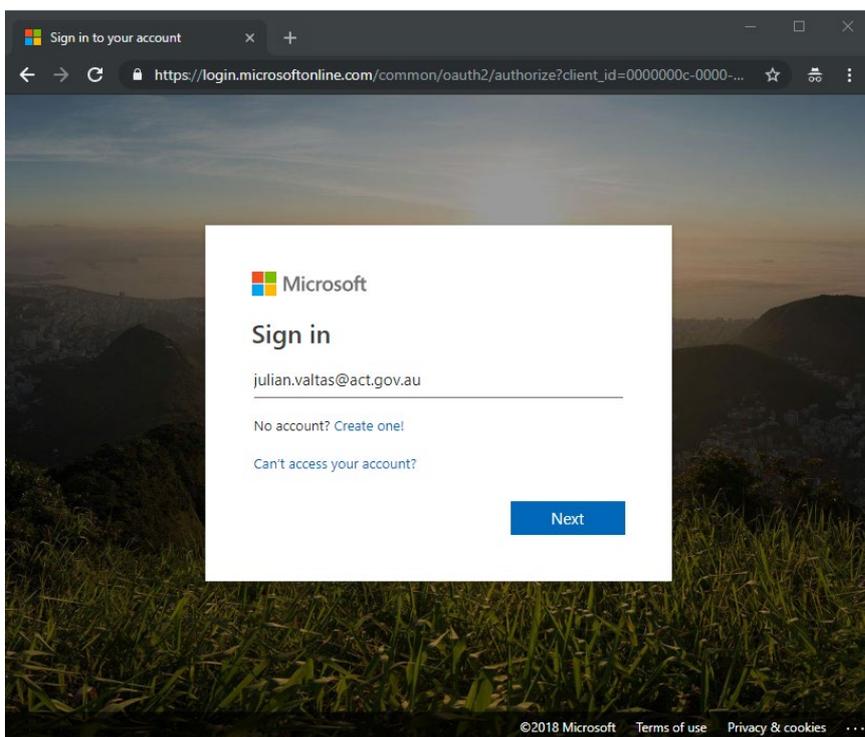
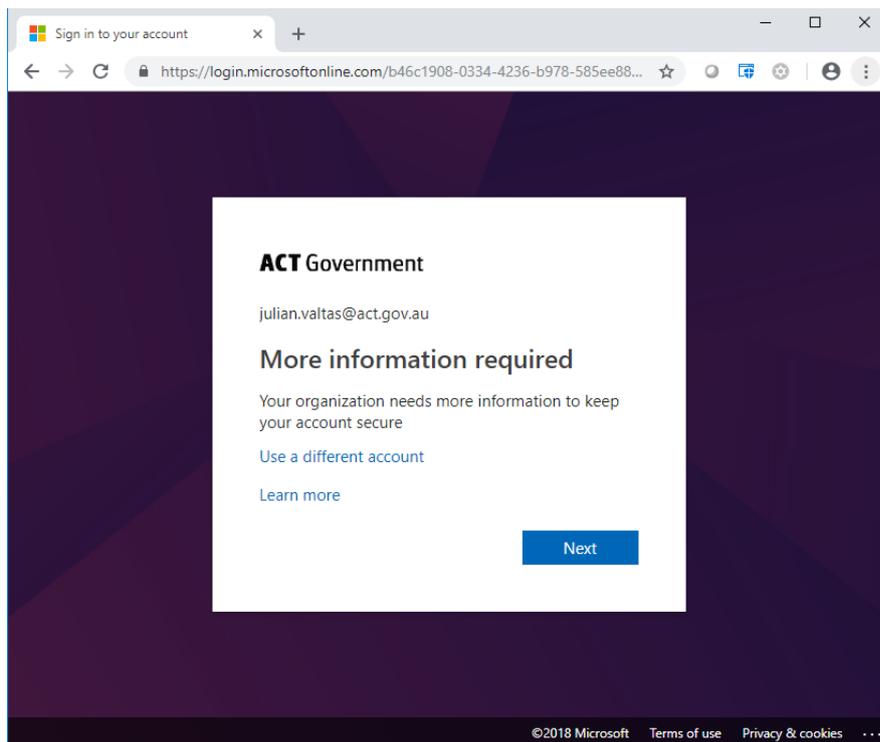


Figure 2- an example of being asked to sign in with no choice of account

- 4) You will then be prompted to enter in your ACT Government password. Please enter this in, it is the same password you use to logon to your ACT Government computer. Once entered, and if you have not registered for using MFA, you will see this screen:



- 5) You then need to choose authentication phone or mobile app. To register your phone select 'authentication phone'. If you are trying to use your home phone for callback, make sure you are at home when you do this registration as you will need to answer a phone call. Note: Despite the message on this page, you will not be charged SMS or telephone charges – ACT Government has a license to use this service and no end user billing will be applicable.
- 6) Type your phone number in and press 'Next' and option to 'call me'.

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

Australia (+61) 0261234567

Method

Send me a code by text message

Call me

Next

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

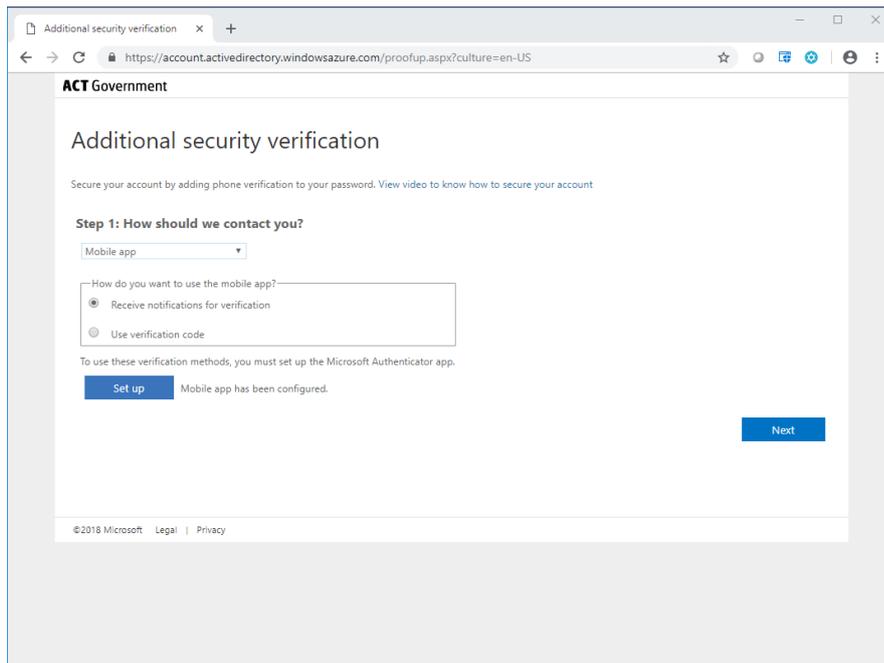
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- 7) You will then get a phone call - please press '#' even if it asks you to press the 'pound' key.
- 8) The computer browser will then confirm you have been successfully verified – select 'Done'.
- 9) At this step you may need to login again. If it does ask you to logon, just login as you did previously.
- 10) You can now choose to setup other options like the app, or even another phone. If you do not wish to register any other option you can now close the page – your registration was successful.

### **Registering via mobile app:**

If you have an Android or iOS phone you can use the authenticator app which provides the best user experience. It also means you will continue to have access to authenticate if you change SIM/phone number or have poor cellular coverage but enjoy good internet access via Wi-fi. Before you commence this process make sure you install the 'Microsoft Authenticator' app from the Google Play or Apple Appstore.

- 1) Choose 'mobile app'
- 2) Select 'notify me through the app'



- 3) Open the Microsoft authenticator app on your phone and click the + button to add the account.
- 4) Select 'work or school account'
- 5) It will use the camera where you can show the QR code.
- 6) It will then ask you to click next on your computer and you just need to click 'approve' when the mobile phone app asks you to.
- 7) You are now registered for the mobile phone app. You can now login again to setup other methods of MFA, or close your browser.

## Other useful information.

- **Use multiple sign in options.** You can setup multiple MFA options. For example, you may want to have your home phone as another option in case your phone is not charged.
- **I don't have a mobile, but want to use Outlook Web App from home.** You can continue to use Outlook Web Access from home without a mobile so long as you have a land line phone. You will need to do the initial registration from home so you can validate your home phone number.
- **You lost your phone or got a new phone number?** If you've lost your phone or have received a new number, you can either sign in using a different method or ask Shared Services servicedesk to clear your settings. Please let Shared Services servicedesk know so the appropriate updates can be made to your account. After your settings are cleared, you'll be prompted to register the next time you sign in.

- **Not getting the authentication text or phone call.** There are several reasons why you might not get the text or phone call. If you've successfully gotten texts or phone calls in the past, this is probably an issue with the phone provider, not your account. If you often have delays due to a bad signal, we recommend you use the [Microsoft Authenticator app](#) on your mobile device. This app can generate random security codes for sign-in, without requiring any cell signal or Internet connection.
- **Office Phone option does not work.** This is not currently a functional option, and since you won't be asked to use MFA when on the network, it is generally not recommended to enrol your work phone.
- **Problems enrolling?** Try close your browser and restart and follow the up to date Microsoft instructions instead: <https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-end-user-first-time>. If you are still having problems – contact the ICT Service Desk on 62079000.