

SOH MFA Fact Sheet

A quick guide to Multifactor Authentication and how to use it

1. **What is MFA?** Multifactor Authentication provides additional account verification via registered device when accessing Office 365 after providing your valid username and password.
2. **How often must I MFA?** MFA is ONLY required when accessing O365 account outside of the office (State Network). Your desktop access remains unchanged.
3. **How does it work?** Once registered, an additional security prompt will appear directing you to interact with a registered device to verify identity
4. **What types of devices can I register?** Smartphones/Tablets, Mobile Phones, Landline Phones
5. **Supported Apps?** Microsoft Office, Outlook Mobile App, Any web browser.
6. **May I register multiple devices?** Yes. In fact, its recommended to register at least two (2) different means of authentication if possible.
7. **What do the prompts look like?** Once credentials are accepted, a prompt will appear directing you to your registered device to interact to complete login. The content will display slightly different based on the method chosen.
8. **What Do I Do Now?** Read the MFA Registration Documentation below. Navigate to <https://aka.ms/MFASetup>. Complete registration and test account access OUTSIDE a State Network connected device. Only accept MFA requests that follow prompt screens (above)