How to REGISTER for O365 Multifactor Authentication (MFA)

Introduction

This document provides guidelines on how to register for Multifactor Authentication (MFA) for State of Hawaii (SOH) Exchange Online accounts. If you desire access to Office 365 services outside of the SOH network, you will be required to do a one-time registration before accessing your Exchange Online services from devices NOT connected to the SOH network. Once registered, your Office 365 account will have nearly impenetrable protection from unauthorized external access as a secondary authentication factor will be required when logging in from outside the SOH network.

NOTES:

- Enabling MFA on an account is voluntary and a value-add capability with Office 365 access
- Registration requires the chosen authentication device to be functional to fully complete.
- Users will <u>only</u> be prompted for MFA when the Office 365 account is accessed from outside a SOH network connected device (ex. home, cellular network, public hot-spots).
 For this reason, we prohibit providing an office phone number as an authentication phone.
- MFA requires the user's awareness when they have made a request for authentication. Meaning the user has the option of denying the authorization if they did not submit the request themselves. A user must be aware if they deny three (3) consecutive authentication challenges, their account will go into a short lockout period and will be unable to access Office 365 resources for a few minutes. Once released from the lockout, any further consecutive denials will result in progressively longer lockout periods. This is important as an unprovoked authentication challenge could mean that the user's credentials have been compromised and malicious actors are attempting to access the account from outside the SOH network. Anytime this occurs, user should immediately change their password and inform their IT staff of the incident.
- A user can "miss" (or not answer) three (3) MFA challenges before the account locks.
- If you are not expecting an authentication prompt, you can decline the authentication:

By app: Press Decline upon receiving the notification

By phone: Press zero (0) then pound (#) to prevent anyone from accessing your account.

 If you have any questions or concerns, please contact the ETS Service Desk at ETS.ServiceDesk@hawaii.gov.

1. To access the registration page

a. Open the following URL in a web browser:

https://aka.ms/MFASetup

- b. Enter your State of Hawaii Office 365 email address and password.
- c. Click "Sign in."



2. To begin registration

a. Select Next button to begin the registration process



Registration Information – Read Only

The following is for informational purposes only and requires NO action. After reading this page, please proceed to Step 3.

Important: <u>You will need to register using at least two (2) of the following options.</u> We recommend registering for ONLY options a and b.

a. Authenticator App (Requires download to device)

- i. Choose between **Receive notifications for verification** or **Use verification code**.
 - 1. **Receive notifications for verification**: Notifications are pushed to your device for approval (requires network connection)
 - 2. **Use verification code**: Use the app to provide a six-digit code (does not require network connection)
- ii. Receive notifications for verification method is RECOMMENDED for devices that are regularly connected to a data or Wifi network and will incur a negligible data charge (less data than receiving an email). Use verification code is RECOMMENDED for devices that may not always be connected to a data or Wifi network or for users wanting to avoid data charges for push notifications.

b. Authentication Phone (Requires phone number)

- ii. **Call Me** option is **RECOMMENDED** for this option. **Send me a code by text message** can be used but this method IS vulnerable for spoofing or hijacking but is still an option if desired.
- iii. Most phone plans do not charge for incoming calls so no fees should be incurred by listing a non-SOH phone number. Text message charges will apply depending on plans; another reason why the text code option is not recommended.
- c. Office Phone (Recommended for self-service password reset use only)
 - i. This method is automatically configured from the user's AD account and is noneditable. It requires the country code (+1 for US) to be entered in AD account.
 - ii. If you do NOT have an Office Phone number in the Active Directory, this will not be filled out automatically and cannot be configured. Please disregard.

MFA Fact Sheet link: <u>http://o365.hawaii.gov/o365/mfa-setup/</u>

To jump to the setup instructions for the **Mobile App**, click <u>here</u>.

To jump to the setup of an **Authentication Phone**, click <u>here</u>.

To set up both, you may continue through the document.

ETS **DOES NOT** recommend using the **Office Phone** option for MFA.

3. Converged MFA/SSPR setup

Microsoft has now allowed MFA registered options to be leveraged as methods to verify your identity to self-service password reset and vice versa. The only exception to this is you may **NOT use security questions you've set up for password reset as an MFA verification method**. This means that when you register MFA options, you are also registering options allowing you to reset your password yourself. This process can be initiated anytime you've forgotten your password. For instructions on how to initiate self-service password reset, please click <u>here</u> or scroll to the last section of this guide.

4. Registration

When you sign into <u>https://aka.ms/MFASetup</u>, you will be presented with options to register your MFA verification methods. These can be set up in any order.

a. Start by selecting your primary MFA method. Default is the Microsoft Authenticator app, but you are free to choose alternate methods by selecting I want to set up a different method link.

State o Office 365/Azar	f Hawaii re Logon Service		?
	K	eep your account secure	
٢	our organization rec	quires you to set up the following methods of proving who you are.	
		Method 1 of 2: App	
		2	
	Арр	Choose a different method ×	
Micros	oft Authe	Which method would you like to use?	
6	Start by	Authenticator app	
	On your pho	Phone d now	
	After you install	Office phone rice, choose "Next".	
	I want to use a d	lifferent authenticator app	
		Next	
<u>I want to set u</u>	<u>p a different method</u>	1	

b. Once you choose your preferred option, you can continue to those option instructions below.

5. Registration Options

Authenticator App

The following details the Authenticator App verification option.

a. On your mobile device, navigate to the appropriate App/Play Store and search for "Microsoft Authenticator" (pictured below). Install the app (you will need to provide your Apple/Google account and password) and continue with the next step on your browser.



b. Choose Next on Authenticator App from the dropdown menu (from Step 4a above)

State of Office 365/Aas	n of Hawaii Caree Capiton Saraka	?
	Keep your account secure Your organization requires you to set up the following methods of proving who you are.	
	Method 1 of 2: App	
	2 App Phone	
Micros	soft 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	đ
<u>I want to set u</u>	up a different method	

Note: You can choose an existing authenticator app if you'd rather not to use the Microsoft one

c. Select **Next** after you've followed the on-screen instructions.

Ditter of Hannal Officer Mil/Acure togen Service	?
Keep your account secure Your organization requires you to set up the following methods of proving who) you are.
Method 2 of 2: App	
Office phone App	
Microsoft Authenticator	
Set up your account If prompted, allow notifications. Then add an account, and select "Work or	school".
Ba	ick Next
I want to set up a different method	

d. Choose Scan QR Code on your app and move the camera over the QR code presented. Once the account shows up on your app, you can click **Next** button

State of Haussi Office 563/Aurure Lagon Service	?
Keep your account secure	*
Your organization requires you to set up the following methods of proving who you are.	- 1
Method 2 of 2: App	
2	
Office phone App	-1
Microsoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.	
After you scan the QR code, choose "Next".	
Can't scan image?	
	a 🗄
Back	1
	-

e. When you register the authenticator app, ensure your device is near you and press **Approve** when you receive the prompt on your device to complete.

Microsoft	Authenticator Let's try it out		×
_	Approve the notification we're sending to your app	Back Next	
State of How Office 365/Azure Log	di n Senite		?
Your	Keep your account secure	oving who you are.	
	Method 2 of 2: App	- 🖉 App	
Microsof	t Authenticator		
-	Notification approved	Back	
l want to set up a	different method		

f. If you would like to use verification code option, you'll be able to select the option once you've finalized your app registration. You'll be able to change your default MFA option by clicking the Change link. Then choose Authenticator app or hardware token - code option. Click Confirm to commit the change. This will set the authenticator app code as your default option.

State of Hawaii Online Stat/Autore lingues Sankar My Sign-Ins 🗸	8	?	•
Security info These are the methods you use to sign into your account or reset you	r password.		
Default sign-in method: Phone - text +1 Change			
+ Add sig Change default method	×		
S Phot Which method would you like to use to sign in?		Delete	
Coffice Phone - text +1	~	Delete	
Phone - call +1	rm		
Phone - call +1		Delete	
? Security Phone - text +1	_	Delete	
Microsoft Authenticator - notification			
Lost device? Sig Authenticator app or hardware token - code			

g. You are now ready to choose a second (2nd) MFA option to register before completing the registration process. Once complete, you'll be presented with a list of your registered options.



Authentication Phone

The following details the **Phone** verification option.

a. Choose **Phone** from the dropdown menu (from Step 4a above). Provide the phone number you wish to register.

State of Neurall Office SoS/Azure Lagon Service	?
Keep your account secure Your organization requires you to set up the following methods of proving who you are.	
Method 2 of 2: Phone	
Office phone Phone	
You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use? United States (+1)	
Text me a code Call me Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Pr and cookies statement.	rivacy
I want to set up a different method	

- b. Select the location **United States (+1)** and enter your phone number in XXXXXXXXXX format
 - i. If you select **Call me** and click **Next**: Once the call is received, press the pound/hash (#) key to accept the authentication. You can then end the call.





- *Note: You do not need to talk into the phone at any point to respond to the phone call option. This might be useful information for those who believe that the phone option will be obtrusive and distracting. You can use this method even if your phone is silenced.
- ii. If you select the **Text me a code** and click **Next**: Once you receive the text message code, enter it into the area provided. Click **Next**.

FIIOTE	~
We just sent a 6 digit code to +1 Enter code	. Enter the code below.
Resend code	
	Back Next
Phone	×
SMS verified. Your phone was re	gistered successfully.
	Done

c. Once complete, you'll be presented with a list of your registered options.



Self-Service Password Reset

With the verification option registration converged, you can now leverage the options you use to MFA for reseting your account password from anywhere. To reset your password at any time, follow these instructions:

- a. Navigate to <u>https://portal.office.com</u> or attempt to sign into any SSO enabled service. Enter your username and click **Next**.
- b. Select the Forgot my password link under where you can enter your password



c. With your username already populated, fill out the Captcha prompt and click Next.



d. You will need to complete two (2) separate verification steps before being able to reset your password. You can choose any options you've previously registered.

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State of Ha Office 365/Azure L	waii ogon Service		
Get back into y	our account		
verification step 1 > verific	ation step 2 > choose a new password		
Please choose the first contact met	hod we should use for verification:		
• Text my mobile phone	In order to protect your account, we need you to enter your complete mobile phone number (**********44) below. You will then		
○ Call my mobile phone	receive a text message with a verification code which can be used to reset your password.		
○ Call my office phone	Enter your phone number		
○ Answer my security questions	Tevt		
O Approve a notification on my authenticator app	TEAL		
O Enter a code from my authenticator app			•
		- b.	

e. Once you've verified through both of your required methods, you'll be presented with a screen to create a new password.

State of Hawaii Office 365/Azure Logon Service	
Get back into your account	
verification step 1 \checkmark > verification step 2 \checkmark > choose a new password	
* Enter new password:	
* Confirm new password:	
Finish Cancel	
Microsoft ©2021 Microsoft Corporation	Support code

You do have 2 additional methods to register if you'd like to have more options available for SSPR verification: Office Phone and Security questions. The office phone is similar to the phone method described above. Security questions can be registered as follows:

a) Choose Add a sign-in method.

	State of Navali Office S&S/Accere Logon Service	My Sign-Ins 🗸	E E	點 ?	(
Se	curity info				
These	e are the methods you	u use to sign into your account or re	set your password.		
Defa	ult sign-in method: /	Authenticator app or hardware toke	n - code Change		
Defa	ult sign-in method: /	Authenticator app or hardware toke	n - code Change		
Defa	ult sign-in method: , Add sign-in method	Authenticator app or hardware toke	n - code Change		
Defa	ult sign-in method: Add sign-in method	Authenticator app or hardware toke	n - code Change	Delate	
Defa +	ult sign-in method: / Add sign-in method	Authenticator app or hardware token	n - code Change Change	Delete	
Defa	ult sign-in method: / Add sign-in method	Authenticator app or hardware token +1	n - code Change Change	Delete	

b) Select **Security questions** from the dropdown and click **Next**.

Securit	v info		
These are the	methods you use to sign into your account or reset your password.		
Default sign-	in method: Phone - call +1 Change		
+ Add sign			100
S Offic	Add a method	X	Delete
🕲 Micr	Which method would you like to add?		Delete
	Choose a method	\sim	
Lost device?	Authenticator app		
	Phone		
	Alternate phone		
	Security questions		

c) Pick 5 questions and provide answers and click **Done**.

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