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 only 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

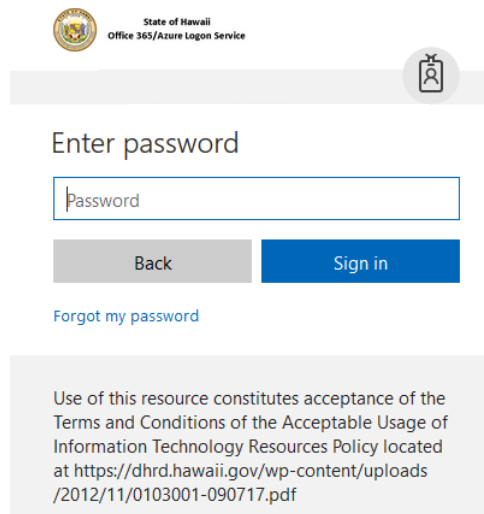   By phone: Press zero (0) then pound (#) to prevent anyone from accessing your account.

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

a. To access the registration page

    a. Open the following URL in a web browser:

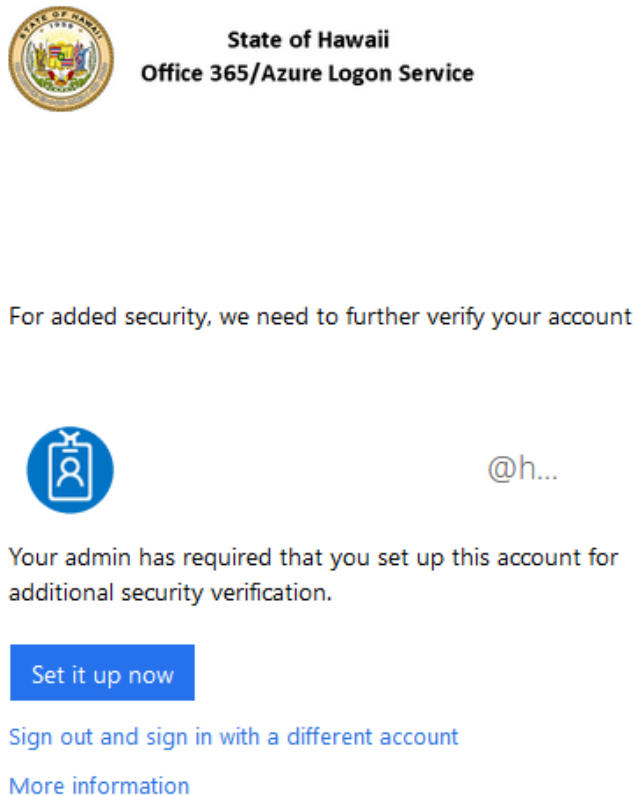   **https://aka.ms/MFASetup**

    b. Enter your State of Hawaii Office 365 email address and password.

    c. Click "Sign in."

b. To begin registration

    a. Select **Set it up now** 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: You will need to register using at least (1) of the following options. We recommend registering for ONLY options a and b.

a. **Mobile 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)**

   i. Choose the appropriate country code; **United States (+1)** is default. The field CAN be configured with any phone number using the XXXXXXXXXX (10 digit) format.

   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 (not supported)**

   i. This method is automatically configured from the user's AD account and is non-editable. 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.

Registration video tutorial link: http://o365.hawaii.gov/o365/mfa-setup/

To jump to the setup instructions for the **Mobile App**, click here.

To jump to the setup of an **Authentication Phone**, click here.

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

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

c. Registration Verification

Mobile App

The following details the **Mobile 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.

Microsoft Authenticator
Productivity
★★★★☆ 10

b. Choose **Mobile App** from the dropdown menu (from Step 2 above)

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?

Mobile app

┌─ How do you want to use the mobile app? ─────────────────┐
│ ○ Receive notifications for verification   │
│   │
│ ○ Use verification code   │
└──┘

To use these verification methods, you must set up the Microsoft Authenticator app.

[Set up]   Please configure the mobile app.

[Next]

c. Select **Receive notifications for verification** or **Use verification code**

d. Click **Setup**

e. Your browser will display the following screen. Follow the instructions on the page to configure the mobile app. Then select **Next**.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.

2. In the app, add an account and choose "Work or school account".

3. Scan the image below.

[QR code image with SAMPLE watermark]

If you are unable to scan the image, enter the following information in your app.

Code: 4

Url: https://

If the app displays a six-digit code, choose "Next".

[Next]   cancel

i. If you have chosen **Receive notifications for verification**, ensure your device is near you and press **Approve** when you receive the prompt on your device.

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Step 2: Let's make sure that we can reach you on your Mobile App device

Please respond to the notification on your device.

Next

ii. If you have chosen **Use verification code**, provide the six (6) digit code displayed under your account name in the mobile app into the browser. Select **Verify**.

Note: A new verification code will appear every thirty (30) seconds

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Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

Cancel   Verify

f. Provide a backup phone number in the event that the mobile app gets deleted from your device. This can be the same number attached to the device. Select **Next**.

Additional security verification

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Step 3: In case you lose access to the mobile app

United States (+1)

Next

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

g. Your browser will display a page saying you have successfully registered. Click Done.

h. The browser will display a page of Additional Security Verification where you may set up alternate authentication methods.

i. You are now registered for MFA mobile app authentication on your hawaii.gov O365 account.

Authentication Phone

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

a. Choose **Authentication Phone** from the dropdown menu

b. Select the location **United States (+1)**

c. Enter your phone number in XXXXXXXXXX format

d. Select ONE of the following:

    Send me a code by text message

    Call me

e. Click **Next**

f. Your browser will display the following screen. Ensure you are near the device tied to the authentication phone number provided and that it is connected to a network to receive the call.

g. 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 actually 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. If your phone is on silent, you can answer the call, press #, then hang up without ever speaking a word.

h. Your browser will display a page saying you have successfully registered. Click Done.

i. The browser will display a page of Additional Security Verification where you may set up alternate authentication methods.

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
View video to know how to secure your account

what's your preferred option?

We'll use this verification option by default.

[Notify me through app ▾]

how would you like to respond?

Set up one or more of these options. Learn more

☑ Authentication phone   [United States (+1) ▾] [   ]
☐ Office phone   [Select your country or region ▾] [   ]
                                                         Extension [   ]
☐ Alternate authentication phone [United States (+1) ▾] [   ]

☑ Authenticator app   [Configure]   Mobile app has been configured.

restore multi-factor authentication on previously trusted devices

[Restore]

[Save]   cancel

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

j. You are now registered for MFA phone authentication on your hawaii.gov O365 account.