OFFICE OF INFORMATION TECHNOLOGY

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Getting Started with Multi-Factor Authentication
v11/19/20.1

To improve the security and privacy of employee accounts and State of Alaska data the Office of Information Technology (OIT) is making Multi-Factor Authentication (MFA) available for Office 365 and other Azure Active Directory service (i.e. Outlook, Teams, OneDrive, etc.) to SOA Executive Branch Departments. Departments will determine which employees or employee groups will be enabled for MFA.

Multi-Factor Authentication (MFA) is a common and effective tool against compromised passwords. It is used frequently by banking and commerce websites throughout the world. It uses two or more independent means of evidence to confirm the identity of a user accessing an application or service. You are already familiar with providing a username and password; this is something you *know*. The second method utilizes something you *have*, namely a device or phone number. The intent is to increase security with minimal impact on work.

Two Step Setup

I. **Selection/Setup**: Select the method that works best for you, A) Microsoft authenticator app notifications, B) text message PIN, or C) Call back to a phone number

   Instructions are listed below for each method. Complete the setup for your chosen method.

II. **Activation**: Login to the activation portal to start getting prompts.

Note: MFA is not active until both steps are complete.

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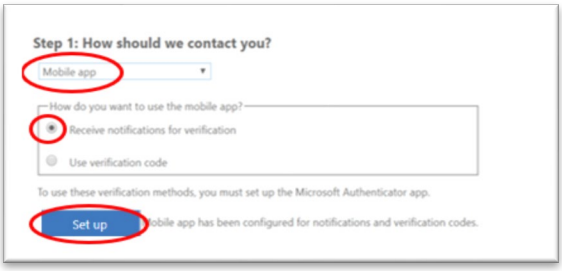
Method A: Using Microsoft Authenticator App notifications on an IOS/Android device

Using a mobile app for MFA requires you to respond to an in-app approval notification after you enter your SOA login credentials (name and password) on your computer for your Office 365 account.

To set up:

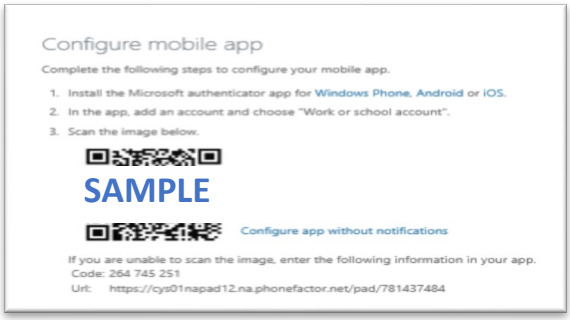
1. Install the free “Microsoft Authenticator” app on your mobile device from your app store.

2. On your computer, navigate to aka.ms/mfasetup and log in using your SOA credentials.



3. Select “Mobile App” as the method of contact.

4. Select “Receive notifications for verification.”



5. Select “Set Up.” A window displaying a QR code will appear.

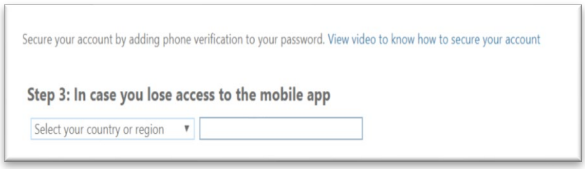
6. On your mobile device, open the Microsoft Authenticator app and add a “Work or School Account.”

7. Scan the QR code with your mobile device camera. (There are alternate instructions if the QR scan doesn’t work)

8. When the mobile app displays a 6-digit code, select “Next” on the computer screen. You will now receive a text notification. *You do not need to enter the code. If you are unable to scan the QR code, follow the prompts on the computer screen for alternate verification.*

9. On your mobile device, Approve the test notification.

10. On your computer, you will be prompted to add a phone number as a back-up verification method. Select “United States (+1)” as your country or region, enter the desired phone number in the format (###) ###-### and select “Done.”



    This phone number will serve as back-up if you lose access to the mobile app. Consider providing a phone number that is not associated with the device where the app is installed.

    On the next screen, confirm your preferred and back-up verification options.

11. MFA is now set up but not active. Please complete Activation.

12. Activation can be completed with one click in a self-service protal, https://aws.state.ak.us/mfa/

    Login with your SOA credentials and click on the 'Activate MFA' button.

13. Once MFA is enabled on your SOA O365 account, you will begin to receive notifications on your mobile device. *Please review Additional Information at the end of this document.*

Method B: Using text messages to receive a PIN

Using text messages for MFA requires you to enter a code sent to your phone via text message after you enter your SOA login credentials (name and password) for your Office 365 account.

To set up:

1. On your computer, navigate to aka.ms/mfasetup and log in using your SOA credentials.

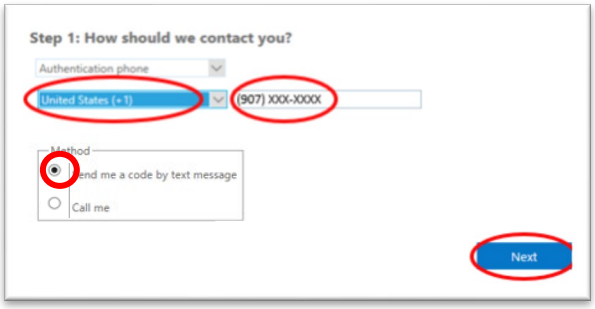
2. Select "Authentication phone" as the method of contact.

3. From the dropdown menu, set your country or region to "United States (+1)"

4. Enter a phone number capable of receiving text messages in the format (###) ###-####.

5. Select "Send me a code by text message" as the method and select "Next."

6. You will now be prompted to verify your phone by entering a code sent via text message to the phone number provided. Once you retrieve the code from your phone, enter it, and select "Verify."



7. Once you have successfully verified your phone, click "Done." On the next screen, you will be prompted to add a back-up verification option. Select "Alternate authentication phone" and provide the country/region code and phone number to complete this process.

8. MFA is now set up but not active. Please complete Activation.

9. Activation can be completed with one click in a self-service protal, https://aws.state.ak.us/mfa/

   Login with your SOA credentials and click on the 'Activate MFA' button.

10. Once MFA is enabled on your SOA O365 account, you will begin to receive notifications on your mobile device. *Please review Additional Information at the end of this document.*

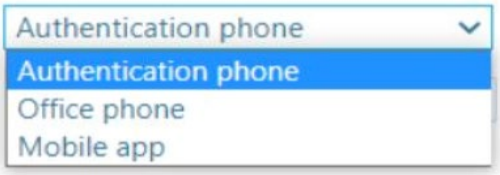
Method C: Using Authentication Phone to call cack for confirmation

Using Call Back for MFA requires you to specify a phone number in the application so that you may receive a phone call at the number of your choice in order to be authenticated after you enter your SOA login credentials (name and password) for your Office 365 account.

To set up:

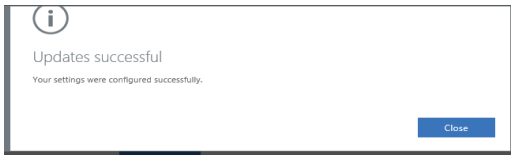
1. Open the site aka.ms/mfasetup in a web browser and login with your SOA enterprise credentials.

2. Select the Authentication Phone (Mobile, Office or Alternate Phone) in the application for the call back.



3. Once you have selected a phone number for call back, when authentication is needed, you will receive a phone call. When prompted, press # and you will be authenticated for access.

4. Once you have completed Step 3 above, you will get the display shown.



5. MFA is now set up but not active. Please complete Activation.

6. Activation can be completed with one click in a self-service protal, https://aws.state.ak.us/mfa/

   Login with your SOA credentials and click on the 'Activate MFA' button.

7. Once MFA is enabled on your SOA O365 account, you will begin to receive notifications on your mobile device. *Please review Additional Information at the end of this document.*

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Additional Information

1. Remember to access the self-service portal to activate MFA after you set it up.

2. Users who have MFA enabled on their SOA enterprise accounts will be required to use MFA when accessing applications that use Microsoft Azure Active Directory (AAD). This list of applications is expected to grow. It currently includes, but is not limited to:

   - Microsoft Teams
   - Microsoft OneDrive for Business
   - Microsoft Outlook on the Web
   - Microsoft Stream

3. In most cases, apps like Teams or Outlook will only need to authenticate once the first time you sign in. If you need to sign in on another computer, or close the web browser for some browser-based apps, you may need to provide your second factor again.

   Some users may need to delete and re-add SOA email, Skype, or similar accounts on mobile devices after MFA is enabled.

4. Microsoft's MFA options do not distinguish between personal and business devices. Departmental policies on issuance of SOA devices and use of personal devices for SOA business apply. Check your department's policy if you have questions. None of the MFA options and combinations triggered DOPLR concern during an initial review for opt-in (voluntary) MFA. State of Alaska employees should be aware that personal devices are not exempt from public records requests and state employee acceptable use policies related to state information and state system access.

5. If needed, MFA can be disabled by submitting a request ticket to Partnership Services. This is not an option if MFA is mandatory for your department or division.