

How to REGISTER for O365 Multifactor Authentication (MFA)

Introduction

This document provides guidelines on how to register for Multifactor Authentication (MFA) for Department of Health (DOH) email accounts. If you desire access to Office 365 services outside of the DOH network, you will be required to do a one-time registration before accessing your Exchange Online services from devices NOT connected to the DOH 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 DOH network.

NOTES:

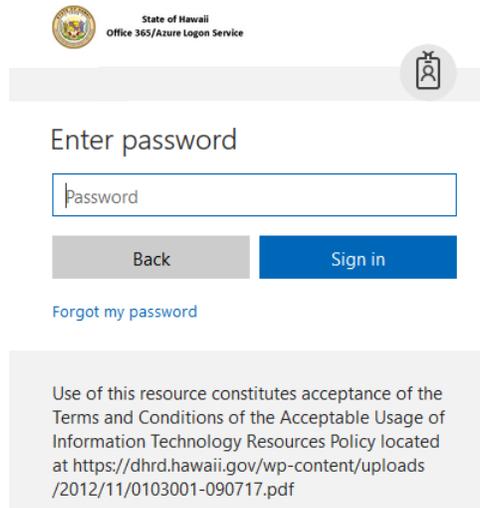
- Enabling MFA on an account is voluntary and a value-add capability with Office 365 access
- Registration requires the chosen authentication device to be functional to fully complete.
- Users will only be prompted for MFA when the Office 365 account is accessed from outside a DOH network connected device (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 DOH 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. After 30 minutes, the account will automatically be re-enabled.
- 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 your IT help desk.

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.”



The screenshot shows the login page for the State of Hawaii Office 365/Azure Logon Service. At the top left is the State of Hawaii seal and the text "State of Hawaii Office 365/Azure Logon Service". At the top right is a user profile icon. The main heading is "Enter password". Below it is a password input field with the placeholder text "Password". There are two buttons: a grey "Back" button and a blue "Sign in" button. Below the buttons is a link that says "Forgot my password". At the bottom, there is a grey box containing the text: "Use of this resource constitutes acceptance of the Terms and Conditions of the Acceptable Usage of Information Technology Resources Policy located at <https://dhrd.hawaii.gov/wp-content/uploads/2012/11/0103001-090717.pdf>".

b. To begin registration

- a. Select **Set it up now** button to begin the registration process



State of Hawaii
Office 365/Azure Logon Service

For added security, we need to further verify your account



@h...

Your admin has required that you set up this account for additional security verification.

[Set it up now](#)

[Sign out and sign in with a different account](#)

[More information](#)

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-DOH 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.



- 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.



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

Code: 477 221 019

Uri: <https://www.officeappsui.com/owa/Auth.aspx>

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.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

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*

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

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

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

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

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.

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](#)

<input checked="" type="checkbox"/> Authentication phone	United States (+1) ▼	<input type="text"/>
<input type="checkbox"/> Office phone	Select your country or region ▼	<input type="text"/>
		Extension <input type="text"/>
<input type="checkbox"/> Alternate authentication phone	United States (+1) ▼	<input type="text"/>
<input checked="" type="checkbox"/> Authenticator app	<input type="button" value="Configure"/>	Mobile app has been configured.

restore multi-factor authentication on previously trusted devices

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

- i. You are now registered for MFA mobile app authentication on your doh.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.

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Notify me through app

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Set up one or more of these options. [Learn more](#)

<input checked="" type="checkbox"/> Authentication phone	United States (+1)	
<input type="checkbox"/> Office phone	Select your country or region	Extension
<input type="checkbox"/> Alternate authentication phone	United States (+1)	
<input checked="" type="checkbox"/> 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 doh.hawaii.gov O365 account.