

Download Microsoft Authenticator

for Multi-Factor Authentication to verify who you



Overview

Multi-Factor Authentication (MFA) is used to verify a person's identity and authorised access. There are a number of products that do MFA, and we use the one provided by Microsoft Azure. For you to use applications provided by your workplace, like Citrix or Teams for example, you need to register for Microsoft Azure MFA to confirm you are authorised to access these applications.

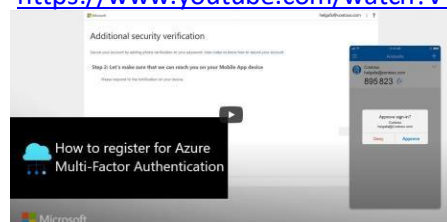
MFA means you have a number of options to verify your identity, and during set-up you select your preferred way.

Prefer to watch a video than read instructions?

Click on video links / pictures or copy and paste the link into a browser.

This video walks you through set up step by step

<https://www.youtube.com/watch?v=uWbkLul4g30>



Before you begin

No need to register again if already registered for MFA.

You'll be moving between your phone and computer while setting up the app, so make sure you've got access to both before you start. Can be work or personal mobile or computer.

- ✓ you need an internet connection (Ethernet/Wi-Fi), can be at work or at home
- ✓ know your network email address and password

NOTE: if you have multiple emails, use your main email account.

You may be registered already with another account. Select **'Add account'**, to add a 'healthAlliance' work account. If unable to register, call the IT Service Desk.

Open an internet browser on your laptop/computer.



Microsoft Edge

Google Chrome

Firefox

Safari

Internet Explorer

Get started – First on your computer

1. Start on your laptop / computer, can be work or personal

If you get an error message 'You do not have permission'

1. Re-open your browser
2. Try another browser
3. Contact IT Service Desk for a license

1. Click on <https://aka.ms/mfasetup> or type the link into the address bar at the top of your browser screen

2. Sign in with your work email address

Use your main email account.

If unsure and unable to register, call the IT Service Desk.

3. Click **Next**



Sign in

2 Email address, phone number or Skype



No account? [Create one!](#)

[Can't access your account?](#)

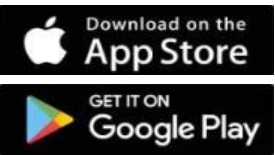

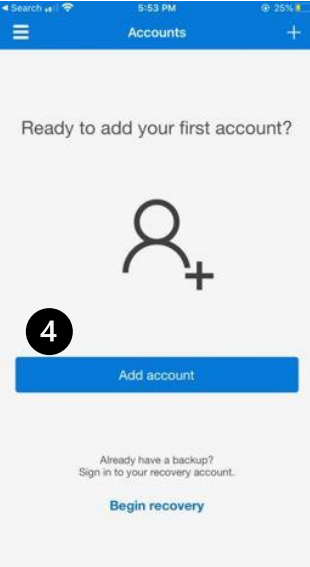
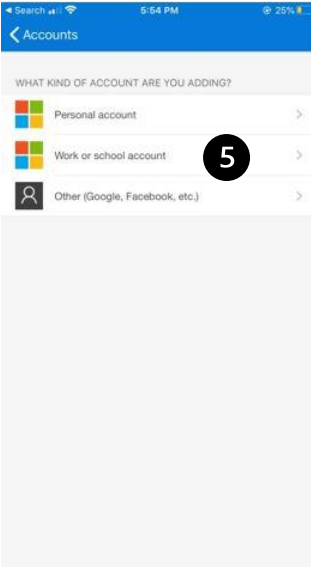
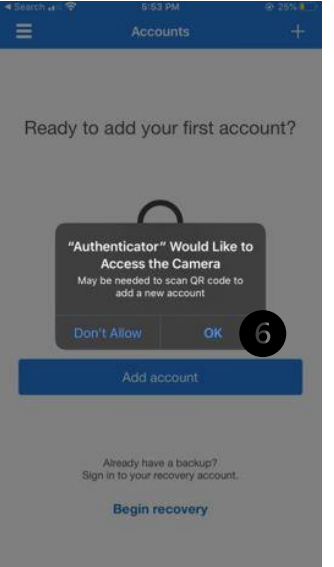
Back

Next

3

<p>If you forgot your password, do not click on 'Forgot my password', call the IT Service Desk.</p> <p>If you have multiple accounts, make sure the right account is showing or select 'Sign in with another account'</p>	<p>4. Enter your work password</p> <p>5. Click Sign in</p>	
	<p>STOP here and go to your mobile phone</p>	

On your Smart phone

<p>1. Open App Store on iPhone or Play Store on Android and download Microsoft Authenticator App</p>   <p>2. Click Install or Get</p> <p>3. Open the app when downloaded</p>	 <p>4. Add account</p>	 <p>5. Select work account</p>	 <p>6. Allow camera - OK</p>
<p>Skip through all the options until you see <u>Add work account</u></p> <p>Microsoft Authenticator is free (At no stage add credit card details, click SKIP)</p>	<p>Your Smart phone may show a Privacy statement, click 'OK'</p> <p>You may be asked to allow notifications, click 'Allow'</p> <p>Some Smart phones go straight to allow camera and 'Scan QR code'</p> <p>STOP once you open Scan QR code on mobile phone and go back to Computer</p>		

Continue on your computer

If asked to **Stay signed in**, select **No** (for now, later when asked, select Yes)

Te Whatu Ora
Health New Zealand

Joe.Bloggs@healthalliance.co.nz

More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

Click down arrow and select **Mobile app**
Click in the first circle next to **Receive notifications for verification**

Click **Setup**

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.

The QR code will activate your mobile authenticator app.

Pick up your phone and point the camera at the QR code on your computer and your account will be added.

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.



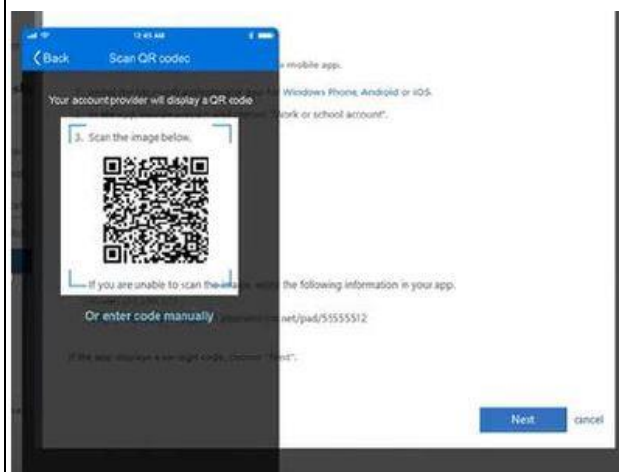
Configure app without notifications

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

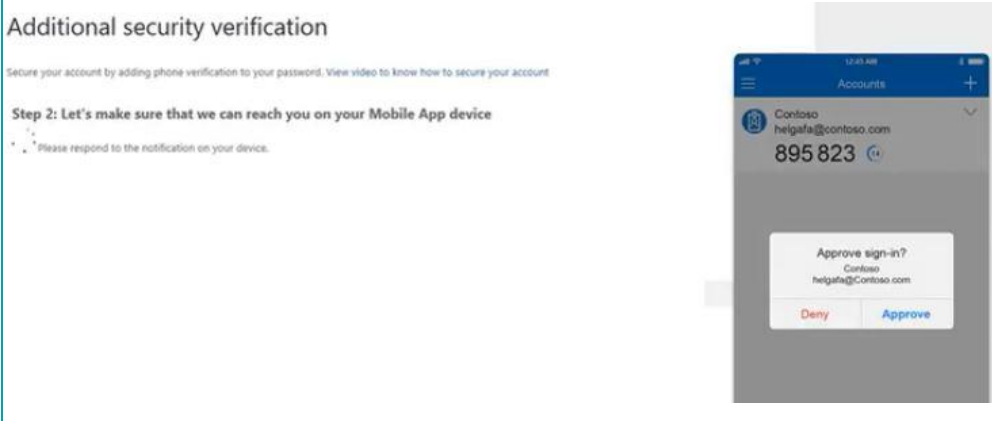
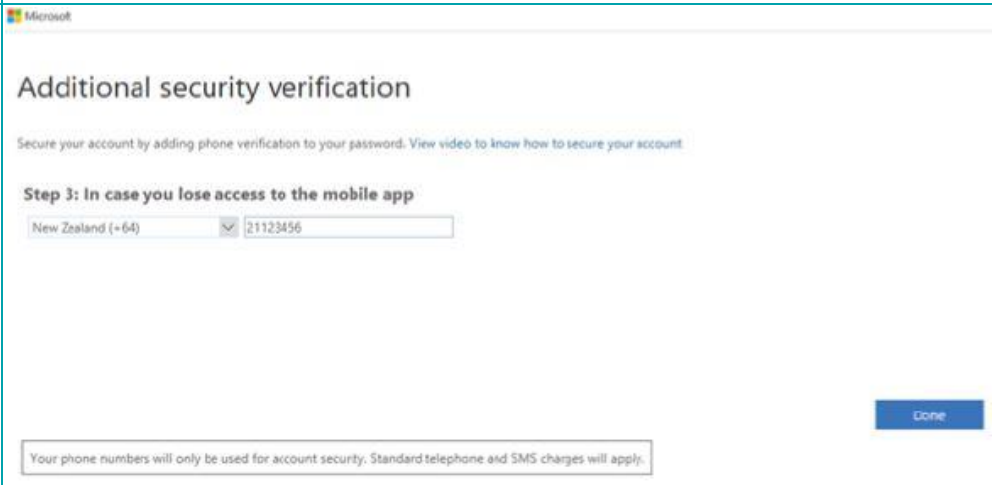
Code: 857 634 999

Url: <https://co1pfpad16.phonefactor.net/pad/648069390>

If the app displays a six-digit code, you are done!



NOTE: If unable to use a Smart phone or camera – enter the Code and URL manually instead when prompted on your mobile phone.

<p>Click Approve on your mobile phone and Next on computer</p>	 <p>Additional security verification</p> <p>Secure your account by adding phone verification to your password. View video to know how to secure your account</p> <p>Step 2: Let's make sure that we can reach you on your Mobile App device</p> <p>Please respond to the notification on your device.</p>
<p>Select New Zealand Enter your mobile phone number (leave off the '0' and no spaces or dashes) i.e. 21123456</p> <p>Click Done</p>	 <p>Additional security verification</p> <p>Secure your account by adding phone verification to your password. View video to know how to secure your account</p> <p>Step 3: In case you lose access to the mobile app</p> <p>New Zealand (+64) 21123456</p> <p>Done</p> <p>Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.</p>

Congratulations! You are now successfully set up for MFA.

If you need help...

Troubleshoot – how to resolve the issue

If having trouble, check this list to get answers. Click on the one that applies. If still stuck, contact the **IT Service Desk**.

[I see different screens to what is shown when trying to sign-up for Microsoft Azure Multi-Factor Authentication](#)

[Can I change my preference on how I want to receive the code?](#)

[I get an error message that I do not have permission](#)

[I am unable to receive the verification code \(MFA\)](#)

[I am unable to open/sign-up for Microsoft Azure Multi-Factor Authentication I cannot find the QR code to scan](#)

[I do not have a camera on my phone, how do I scan a QR code?](#)

[I cannot download the Microsoft Authenticator app on my phone](#)

Need more help, check Microsoft's Troubleshooting page or copy this link into the browser

<https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-end-user-troubleshoot>

Check out the [Microsoft FAQ page](#) or copy this link into the browser <https://docs.microsoft.com/en-us/azure/active-directory/user-help/user-help-auth-app-faq>

I see different screens to what is shown when trying to sign-up for Microsoft Azure Multi-Factor Authentication

If you are already registered, when you type in the link <https://aka.ms/mfasetup>, you may be asked to log in to MFA, enter your email and password, authenticate, and then see a page with your account details as shown below.

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

Can I change my preference on how I want to receive the code?

This screen appears when typing in <https://aka.ms/mfasetup> and you are already registered for Microsoft Azure MFA.

Here you can change the way you receive the verification code, for example if not set up to receive the code by SMS text, you can set this up by entering your mobile number (do not include any spaces or preceding '0').

Or set up Authenticator app on your mobile phone – **Recommended**

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
Call my authentication phone number
Text code to my authentication phone number
Call my office phone number
Notify me through app
Use verification code from app or token

Authentication phone *
 Office phone (do not use a Lync phone)
 Alternative authentication phone
 Authenticator app or Token

I get an error message that I do not have permission

If you get an error message like the one below, first try to refresh your browser, or try another browser. If you still get this error message, it means you need a license to proceed with the sign-up process. Contact the IT Service Desk.



