

**Getting started – the first step is to secure your identity**

**Download Microsoft Authenticator**  
for Multi-Factor Authentication to verify who you are



**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=uWbkLu14g30>



**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’**

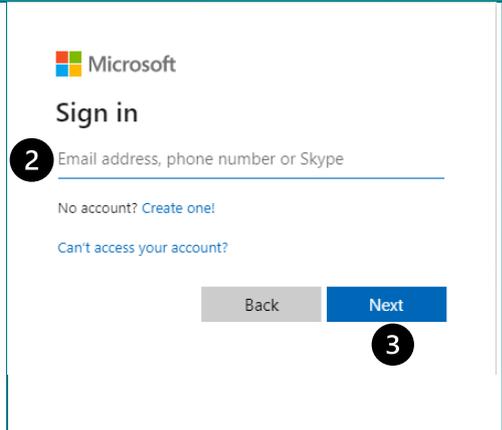
1. Re-open your browser
2. Try another browser
3. Contact IT Service Desk for a license

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

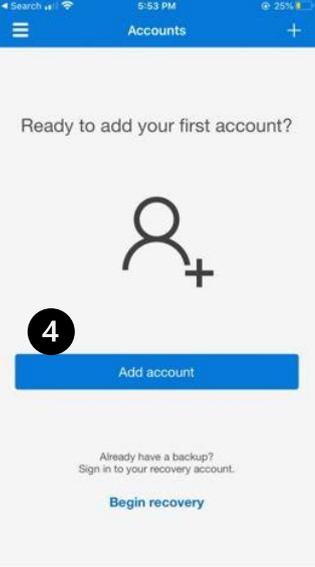
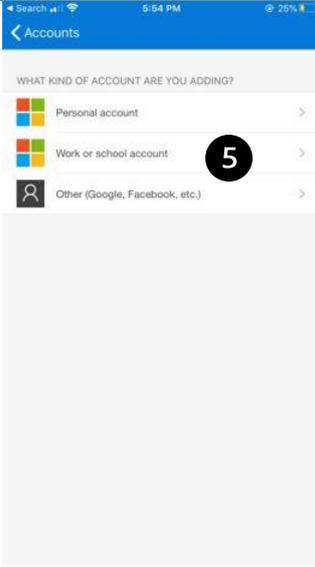
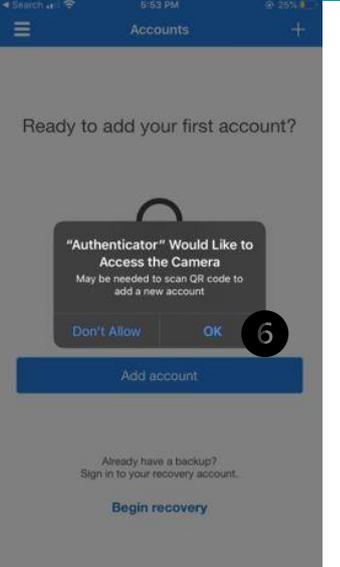
**Use your main email account.**  
**If unsure and unable to register, call the IT Service Desk.**

3. Click **Next**



|   |  |   |
|---|--|---|
| <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 <b>work password</b></p> <p>5. Click <b>Sign in</b></p> |   |
|   | <p><b>STOP</b> here and go to your mobile phone</p>                      |  |

### On your Smart phone

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



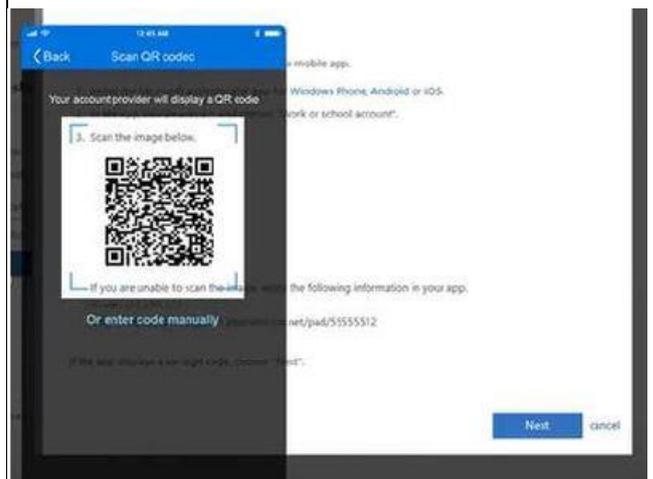
Configure app without notifications

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

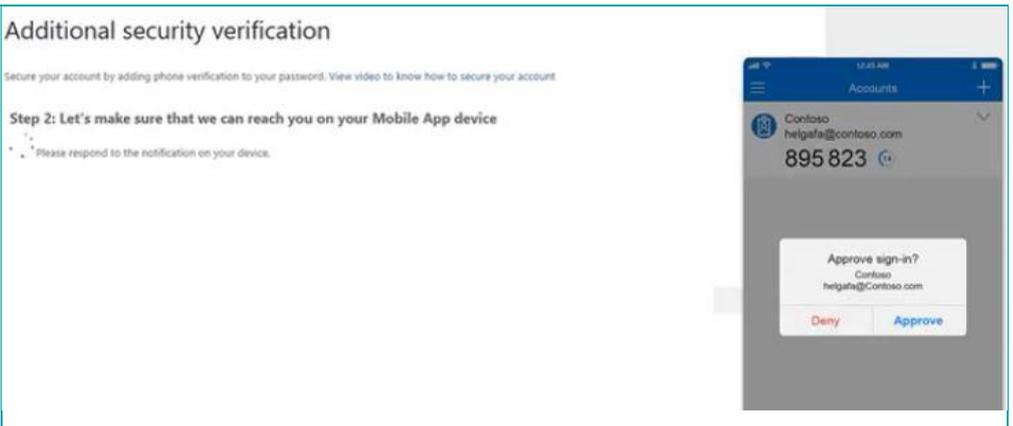
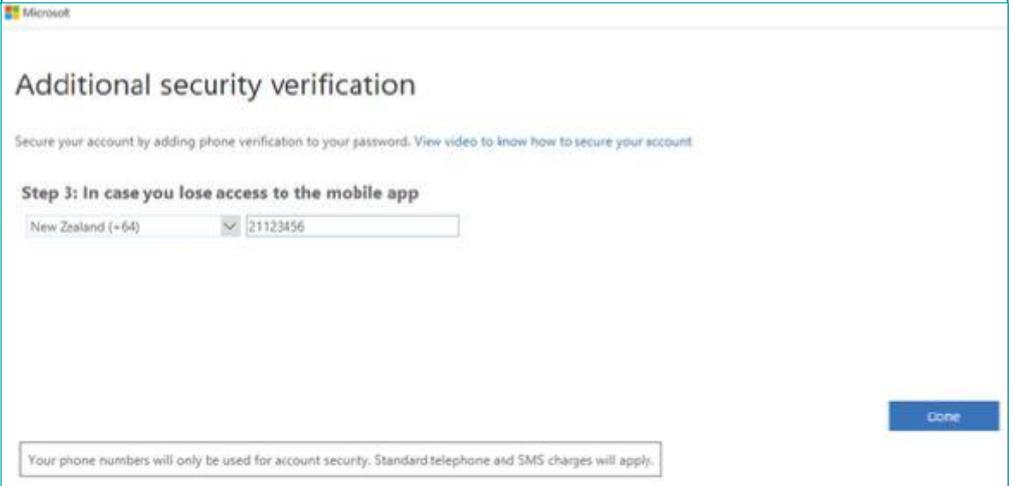
Code: 857 634 999

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 <b>Approve</b> on your mobile phone and <b>Next</b> on computer</p>  |   |
| <p>Select <b>New Zealand</b><br/>Enter <b>your mobile phone number</b> (leave off the '0' and no spaces or dashes)<br/>i.e. 21123456</p> <p>Click <b>Done</b></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 \* New Zealand (+64) 21123456  
 Office phone (do not use a Lync phone) Select your country or region Extension  
 Alternative authentication phone Select your country or region  
 Authenticator app or Token [Set up Authenticator app](#)

## 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.



You do not have permission to view this directory or page.

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

I followed the instructions, but I am not getting the notification or verification code.



- 1) The Authenticator App did not complete the setup process.
  - a. Go back a page if hanging a long time on the message 'Verifying phone'.
  - b. Select **Approve** on your mobile phone (you may have missed that step).
  - c. Check the number entered and leave out the '0' at beginning of the phone number and no spaces, if SMS text code is chosen as form of verification.
- 2) The mobile phone may not be on WiFi or not have data. Check WiFi is on or that data is available.
- 3) If having trouble, click on **Sign in another way**, and you can receive an SMS text, a phone call, enter code from App (the 6 digit code that changes every 30 seconds) or select notification sent to phone app again

## I am unable to open/sign-up for Microsoft Azure Multi-Factor Authentication

*"We can't sign you in  
Your browser is currently set to block cookies.  
You need to allow cookies to use this service..."*



### We can't sign you in

Your browser is currently set to block cookies. You need to allow cookies to use this service.

Cookies are small text files stored on your computer that tell us when you're signed in. To learn how to allow cookies, check the online help in your web browser.

OR...

- 1) This may appear when using Internet Explorer, typically on a Windows 7 desktop.
  - a. Use a different web browser like
 

  
Microsoft Edge

  
Google Chrome

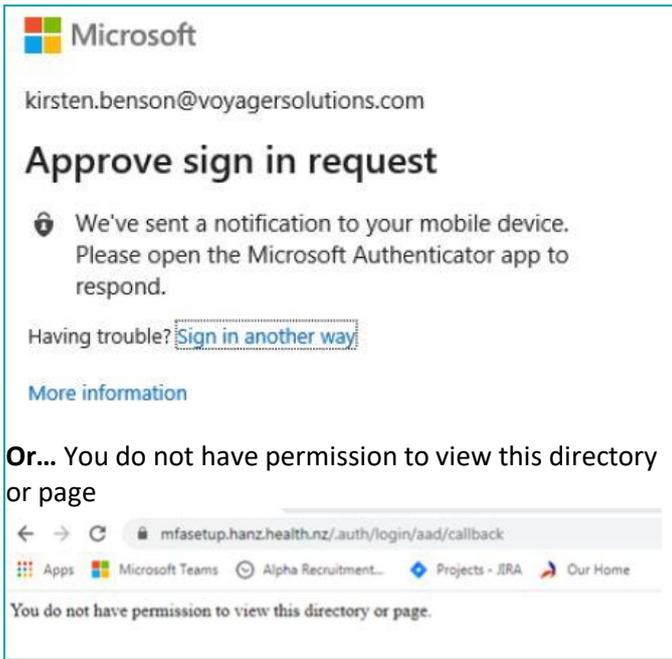
  
Firefox

  
Safari
  - b. Check if cookies are blocked if using a personal device. Changes in settings will not work on a work desktop, as these are restricted.

#### To Enable or Disable Cookies in Internet Explorer 11

1. Select the gear in the upper-right corner of the screen, then select **"Internet Options"**
2. Click the **"Privacy"** tab.
3. Select the **"Advanced"** button.
4. Under **"First-party Cookies"** and **"Third-party Cookies"**, choose one of the following:
  - Accept / Block / or Prompt

Select the **"Sites"** button if you wish to set options for



Microsoft

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### Approve sign in request

We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

Having trouble? [Sign in another way](#)

[More information](#)

**Or... You do not have permission to view this directory or page**



mfasetup.hanz.health.nz/.auth/login/aad/callback

Apps Microsoft Teams Alpha Recruitment... Projects - JIRA Our Home

You do not have permission to view this directory or page.

specific websites.

- At times the system may recognise a previously registered email address, and not give you the option to select your work email. It means the system has stored it in its memory (cache). To resolve this, either clear the memory / cache, or open a private browser page (new incognito window). In **Internet Explorer**, click on **Settings** (⚙️), select **Safety**, select **InPrivate Browsing** or Ctrl+Shift+P.
- If you see the error '**You do not have permission to view this directory or page**', either:
  - Try another browser
  - Refresh your browser (close it and re-open)

You may not be allocated a license - contact the IT Service Desk

**I cannot find the QR code to scan**

- See Page 3 in this guide
- Be sure to select **Mobile app** in Step 1
- Download the app on your mobile phone, then proceed on your computer to configure the mobile app

**I do not have a camera on my phone, how do I scan a QR code?**

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

Configure mobile app

Complete the following steps to configure your mobile app.

- Install the Microsoft authenticator app for Windows Phone, Android or iOS.
- In the app, add an account and choose "Work or school account".
- 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

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

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

Done cancel

You can enter the code manually. Just click on option to enter the code manually on your phone and enter the URL and code listed below the QR code on the computer. See below:

**I cannot download the Microsoft Authenticator app on my phone**

- My phone (Android) does not show the app to download OR
- I don't have a google account to download the app



**Microsoft Authenticator**  
Microsoft Corporation

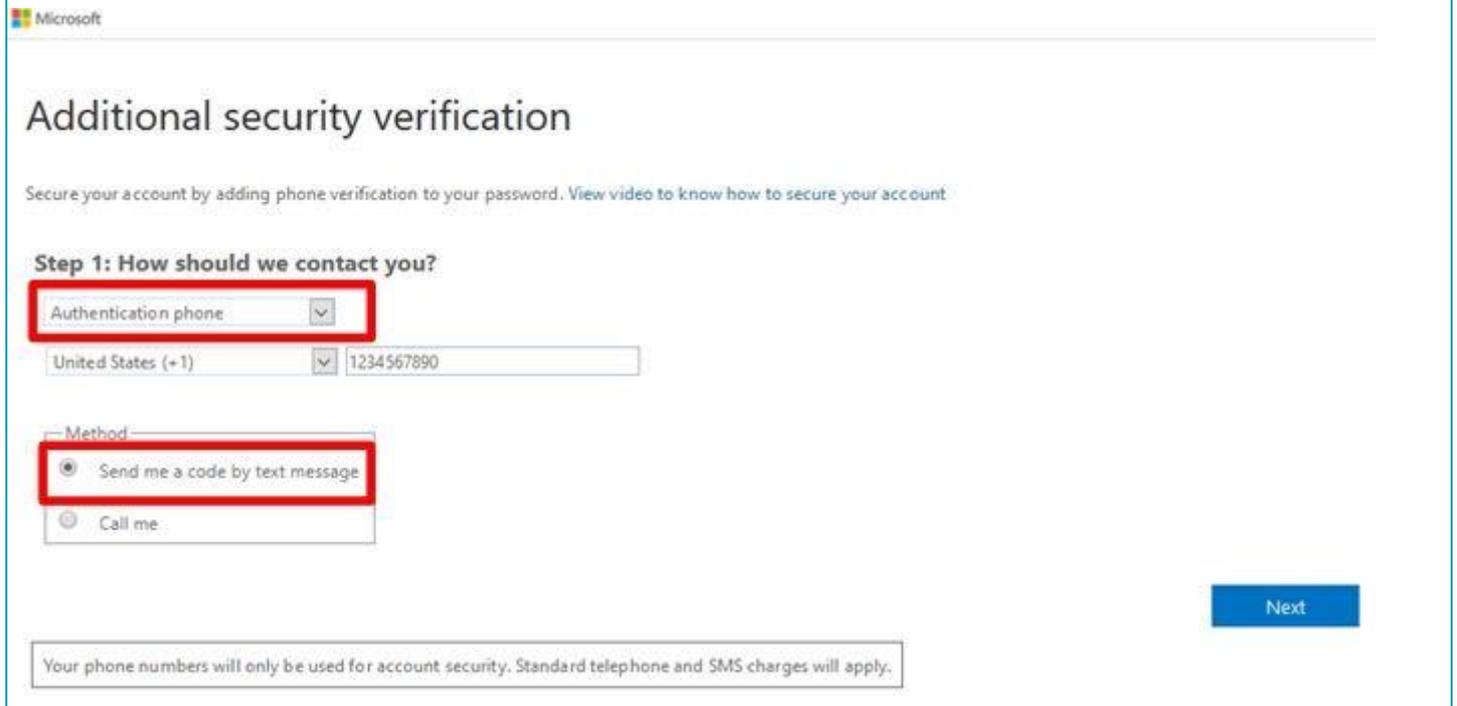
#15 in Productivity

★★★★★ 4.6 (33.2k Ratings)

Free

1. Some Android phones are known to have an issue and do not list the app to download, or the version is incompatible. In this case, start again and at Step 1, instead of choosing Mobile app, click on the down arrow and select **Authentication phone**, select New Zealand and enter your mobile phone number, leave out '0' and no spaces between numbers. Under **Method**, select **Send me a code by text message**. Click **Next**.

Enter the code you receive by text message in the space shown in Step 2. Click **Verify**.

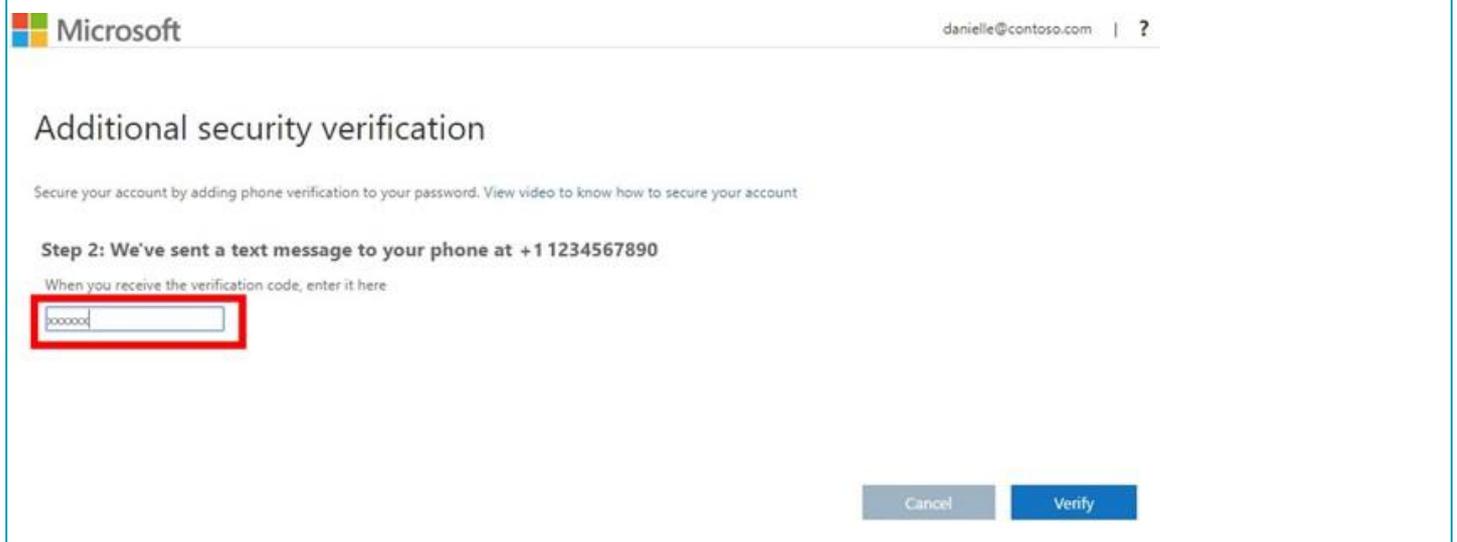


The screenshot shows the Microsoft account verification page. At the top left is the Microsoft logo. The main heading is "Additional security verification". Below it is a sub-heading: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The page is titled "Step 1: How should we contact you?". There are two main sections: "Authentication phone" and "Method". In the "Authentication phone" section, a dropdown menu is set to "Authentication phone", a country dropdown is set to "United States (+1)", and a text input field contains "1234567890". In the "Method" section, there are two radio button options: "Send me a code by text message" (which is selected and highlighted with a red box) and "Call me". A blue "Next" button is located on the right side. At the bottom, there is a disclaimer: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

2. If asked for a Google Account before downloading the app, and you don't know if you have one, you can set up a Google Account and then proceed.

- 1) Go to the [Google Account creation page](#)
- 2) Enter your name
- 3) Click **Use my current email address instead**
- 4) Enter your current email address
- 5) Click **Next**
- 6) Verify your email address with the code sent to your existing email

Click **Verify**



The screenshot shows the Microsoft account verification page at Step 2. At the top left is the Microsoft logo. The main heading is "Additional security verification". Below it is a sub-heading: "Secure your account by adding phone verification to your password. View video to know how to secure your account". The page is titled "Step 2: We've sent a text message to your phone at +1 1234567890". Below this is the instruction: "When you receive the verification code, enter it here". There is a text input field with a red box around it, containing a series of dots "••••••". At the bottom right, there are two buttons: "Cancel" and "Verify".

| Self-help  | IT Service Desk  |
|--|--|
| <p><b>Do a few checks before contacting the Service Desk</b></p> <ul style="list-style-type: none"><li>✓ Did you already register for Multi-Factor Authentication? In which case no action is needed.<ul style="list-style-type: none"><li>○ Check <a href="https://aka.ms/mfasetup">https://aka.ms/mfasetup</a> or</li><li>○ Check <a href="https://myprofile.microsoft.com/">https://myprofile.microsoft.com/</a></li></ul></li><li>✓ If you want to change the way you authenticate, for example you get a code sent by text and want to use the mobile app instead:<ul style="list-style-type: none"><li>○ Use <a href="https://aka.ms/mfasetup">https://aka.ms/mfasetup</a> to change options to verify your identity</li><li>○ Recommended is to use <b>'Authenticator app or Token'</b> (last option listed). Click on <b>Setup Authenticator app</b> and follow the set-up steps listed in this guide and as prompted on your computer.</li></ul></li></ul> <p><input checked="" type="checkbox"/> Authenticator app or Token <span style="background-color: #0070C0; color: white; padding: 2px 10px; border-radius: 3px;">Set up Authenticator app</span></p> <ul style="list-style-type: none"><li>✓ Is my browser blocking my access?<ul style="list-style-type: none"><li>○ Try switching to another web browser</li></ul></li></ul> <p>Watch the video<br/><a href="https://www.youtube.com/watch?v=uWbkLu14g30">https://www.youtube.com/watch?v=uWbkLu14g30</a></p> | <p>If unable to resolve your issue, contact one of the Service Desk numbers listed below:</p> <ul style="list-style-type: none"><li>• Call 09 631 0701 (Te Toka Tumai Auckland)</li><li>• Call 09 276 0276 (Counties Manukau)</li><li>• Call 09 486 8980 (Waitematā, hA, NZHP, NRA, BSA, HealthSource)</li><li>• Call 09 430 4101, extn. 7469 (Te Tai Tokerau) Select Option 7</li></ul> |