

User Guide for MFA

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Overview

Microsoft Multi-Factor Authentication (MFA) is the standard two-step login process MMS uses for authenticating against below listed services. The sign in process requires your username (typically your MMS E-mail address), your MMS account password, and a code generated via the [Microsoft Authenticator](#) mobile app.

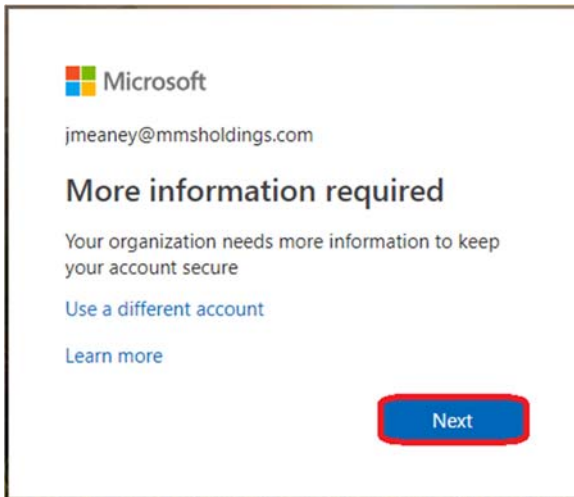
Services that use MFA:

- SharePoint Online Site
- Project Online (Project Web App)
- Project (Desktop Application)
- Skype for Business
- Dynamics 365 CRM
- IT Support Site
- Office 2013

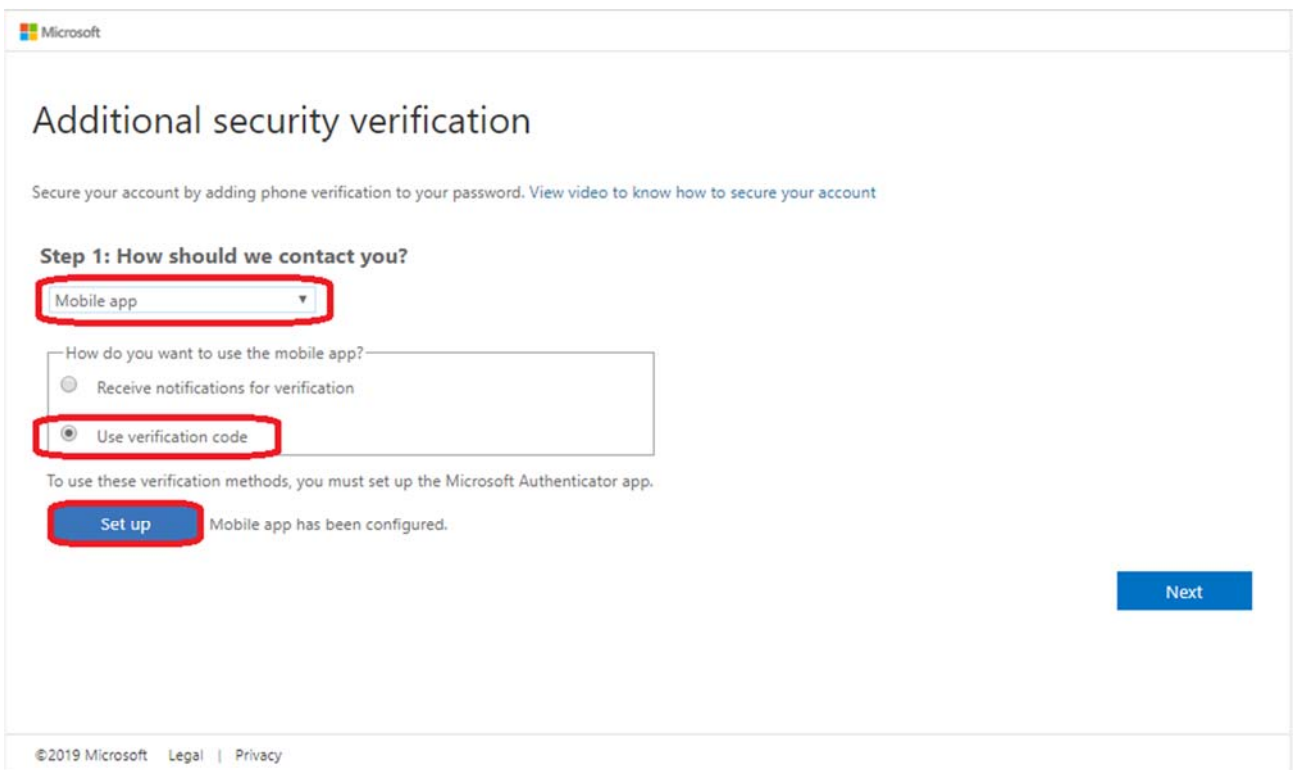
Initial Setup

Note: To carry out this process you need your mobile phone and computer

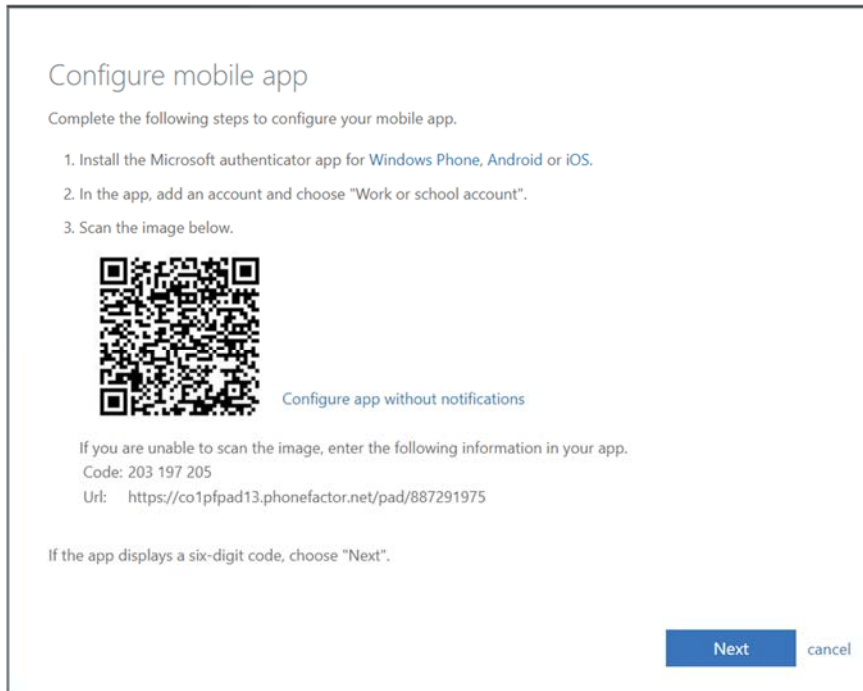
1. On your computer navigate to <https://aka.ms/mfasetup>
2. Sign in with your MMS email address and password (make sure to choose “work or school account” if prompted with an option)
3. You will be presented with a screen that says, “More information required” click “Next” to start the setup process (If you do not see this screen MFA has not been activated on your account, please contact IT and wait to continue further)



4. On Step 1 of the “Additional security verification” page please select [Mobile app](#) from the drop-down and [Use Verification Code](#) from the “How do you want to use the mobile app” section, then click the [Set up](#) button (please refrain from choosing any of the other options)



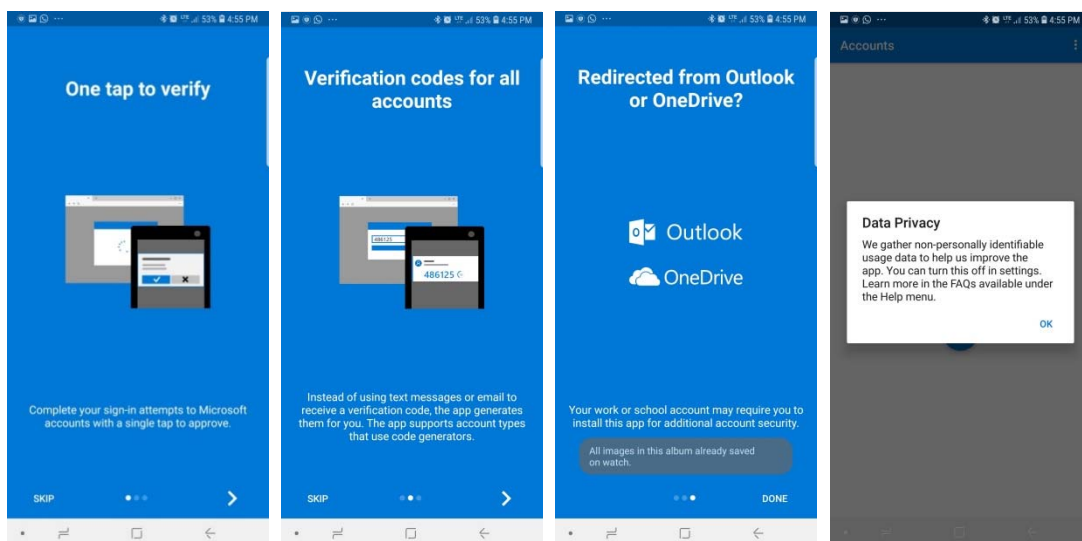
5. A pop up with the heading “Configure mobile app” will be displayed with details on how to setup the mobile app



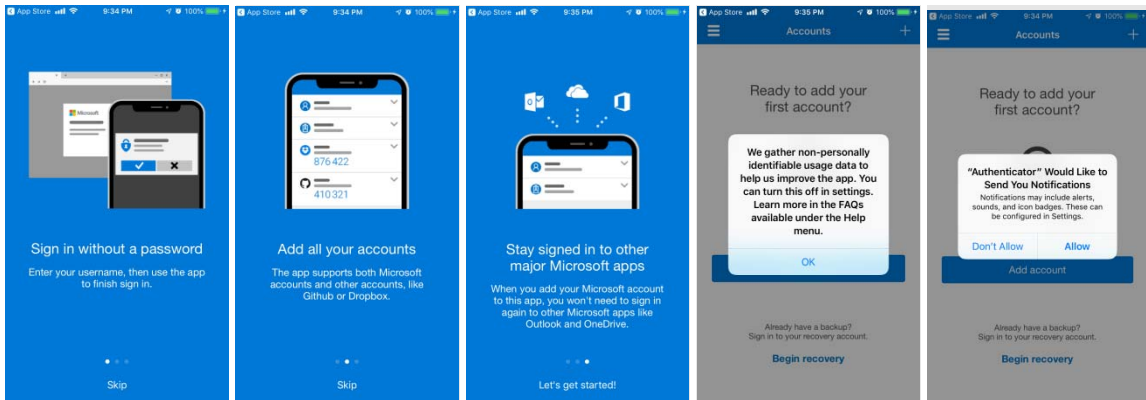
6. From your mobile smartphone install the [Microsoft Authenticator](#) app from the Google Play Store or Apple App Store

The following are screenshots from both Android and Apple phones and are representative of the [Microsoft Authenticator](#) app initial launch screens

Android:

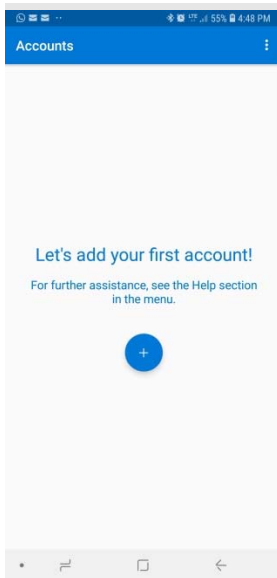


Apple:

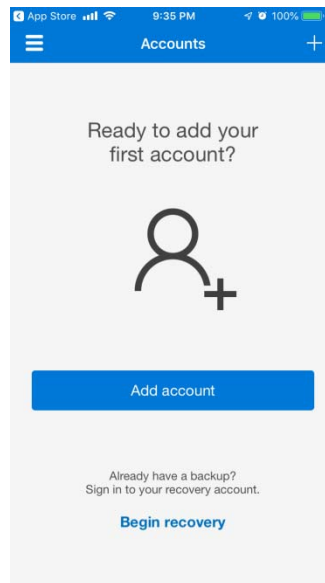


7. After accepting the previous app permissions hit the “+” icon or [Add Account](#) button

Android:

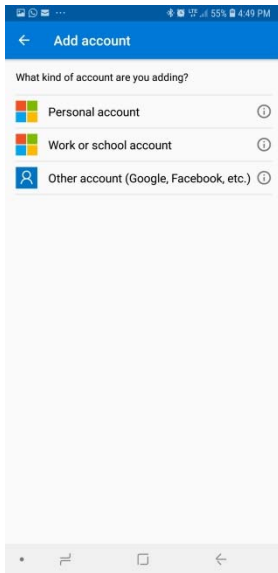


iOS:

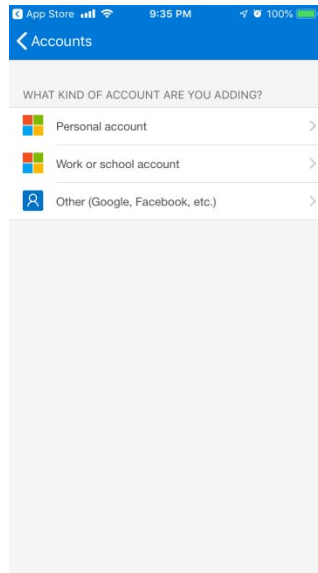


8. Select [Work or school account](#) for “what kind of account are you adding?”

Android:

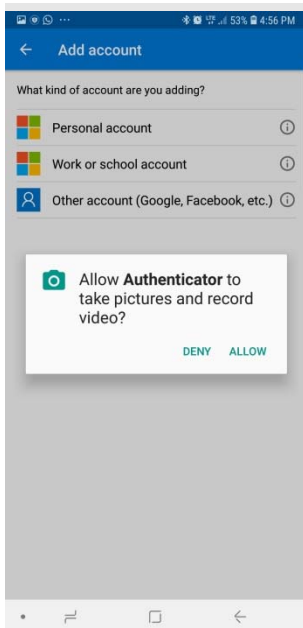


iOS:

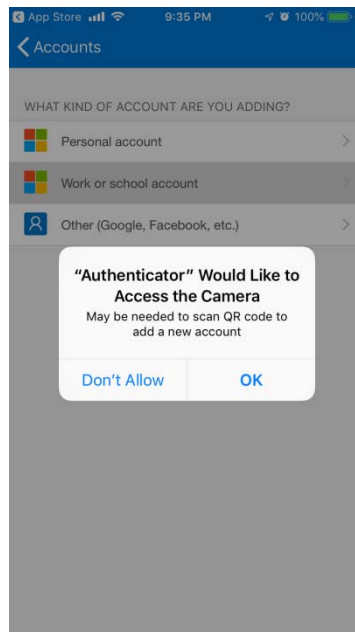


9. You will be prompted to allow access to your camera – Please allow this (the app needs access to your camera to scan the QR code for account synchronization)

Android:



iOS:

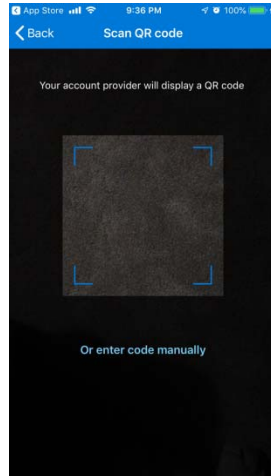


10. Scan the QR Code present in the pop up window on your computer (refer to step 5)

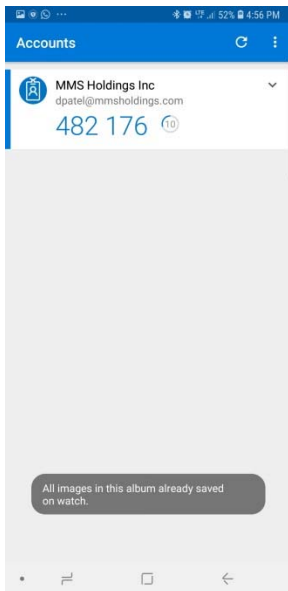
Android:



iOS:



11. After the code is scanned your phone will automatically add an “MMS Holdings Inc” account to the [Microsoft Authenticator](#) app



12. From your computer click [Next](#) on the pop up screen (refer to step 5). The window will now close and you will see a screen that says “Checking activation status”

Microsoft

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](#)  Checking activation status.

[Next](#)

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13. After few seconds, it should complete and state, "Mobile app has been configured for notifications and verification codes," Click [Next](#)

Microsoft

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?

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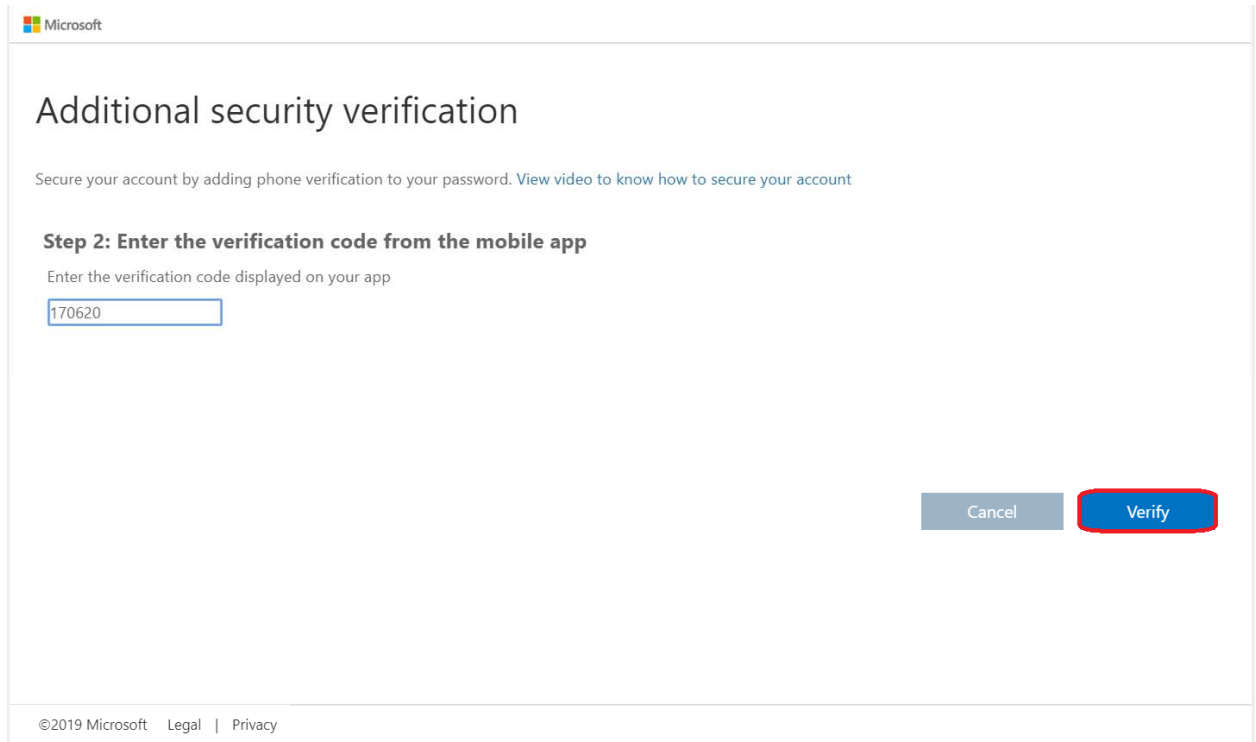
To use these verification methods, you must set up the Microsoft Authenticator app.

[Set up](#)  Mobile app has been configured for notifications and verification codes.

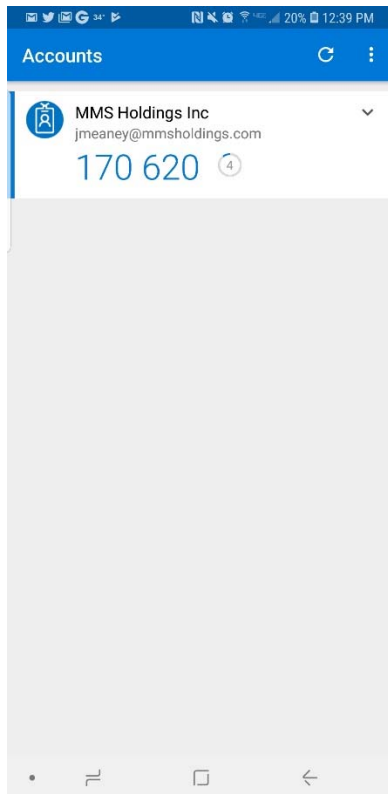
[Next](#)

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14. On Step 2 of the “Additional security verification” page, enter the verification code displayed on your app and hit [Verify](#)



The screenshot shows the Microsoft 'Additional security verification' page. At the top, the Microsoft logo is visible. The main heading is 'Additional security verification'. Below it, a subheading reads 'Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)'. The current step is 'Step 2: Enter the verification code from the mobile app'. A prompt says 'Enter the verification code displayed on your app'. A text input field contains the code '170620'. At the bottom right, there are two buttons: 'Cancel' and 'Verify'. The 'Verify' button is highlighted with a red border. The footer contains '©2019 Microsoft | Legal | Privacy'.



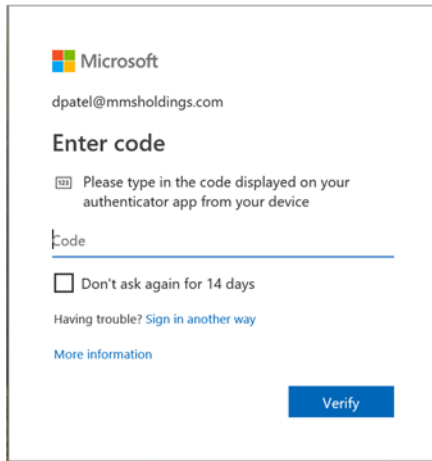
15. On Step 3 of the “Additional security verification” page, enter your mobile number and click [Next](#) (This will be used as a backup in the event you lose access to the mobile app)

The screenshot shows the Microsoft 'Additional security verification' page. At the top, it says 'Additional security verification' and 'Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)'. Below this, it says 'Step 3: In case you lose access to the mobile app'. There is a dropdown menu for 'United States (+1)' and a redacted phone number field. A 'Next' button is on the right. At the bottom, there is a disclaimer: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.' The footer shows '©2019 Microsoft Legal | Privacy'.

16. On Step 4 of the “Additional security verification” page, Click [Done](#)

The screenshot shows the Microsoft 'Additional security verification' page. At the top, it says 'Additional security verification' and 'Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)'. Below this, it says 'Step 4: Keep using your existing applications'. It explains that in some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#). Below this, it says 'Get started with this app password:' and shows a text box with the password 'mggykydsdhexfbhl' and a copy icon. A 'Done' button is on the right. The footer shows '©2019 Microsoft Legal | Privacy'.


17. Close all browsers and try to access SharePoint Online. It should prompt you to enter a Code, this is the 6-digit pin currently displaying in your authenticator app. On trusted devices you can select [Don't ask again for 14 days](#)



Microsoft

dpatel@msholdings.com

Enter code

 Please type in the code displayed on your authenticator app from your device

Code

☐ Don't ask again for 14 days

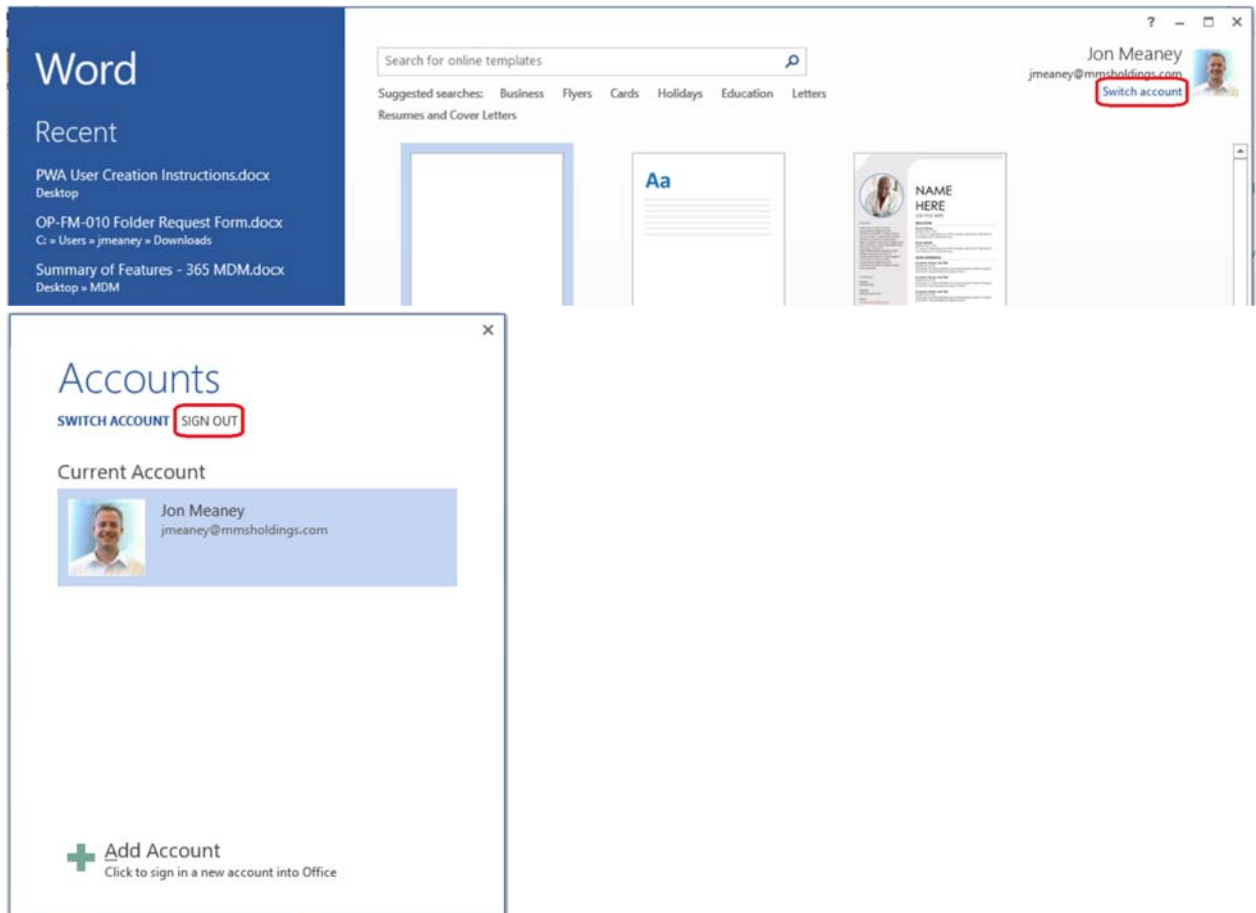
Having trouble? [Sign in another way](#)

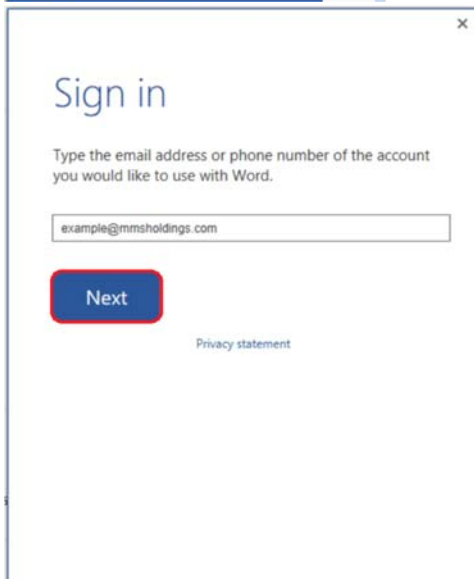
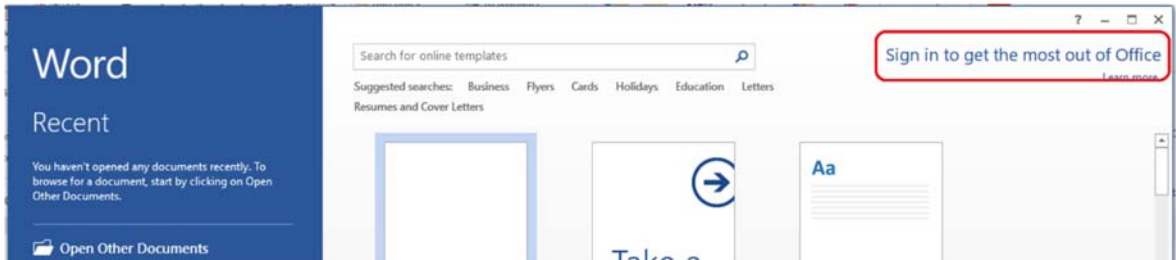
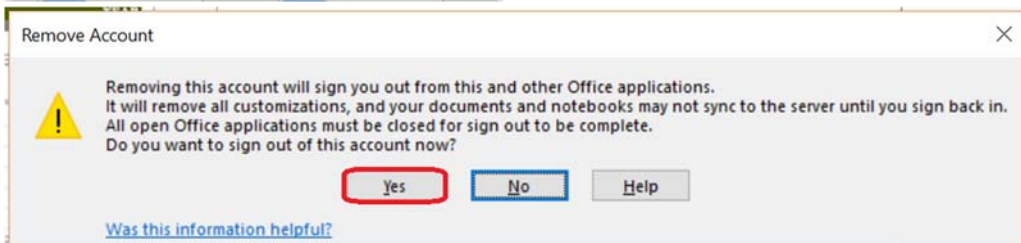
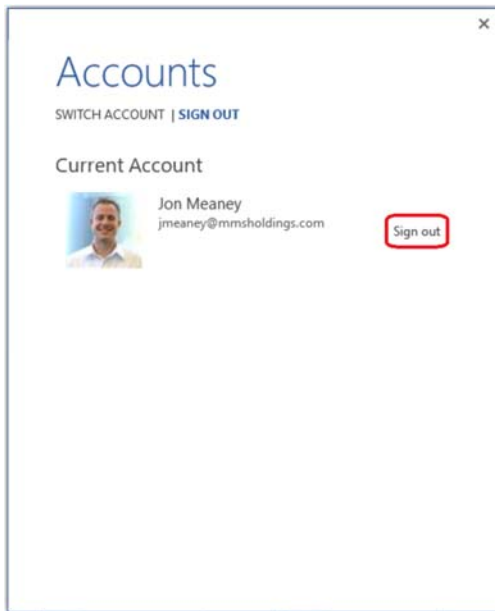
[More information](#)

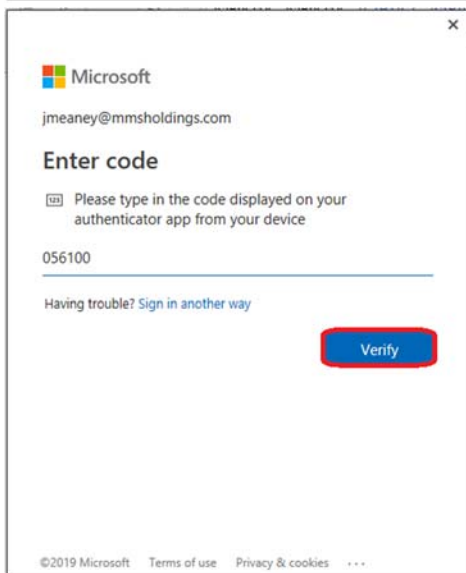
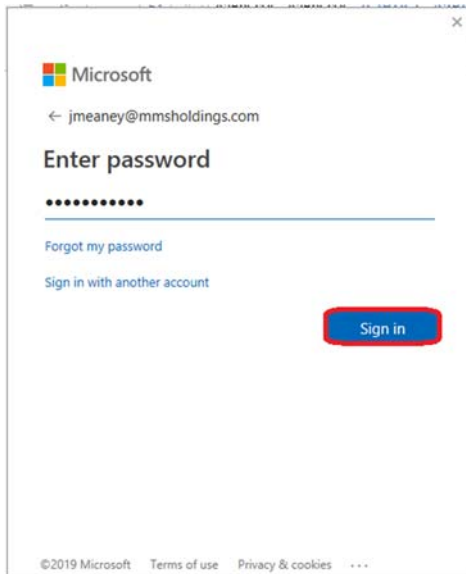
[Verify](#)

18. Open Microsoft Word 2013 from your desktop, sign out and back into your Microsoft account

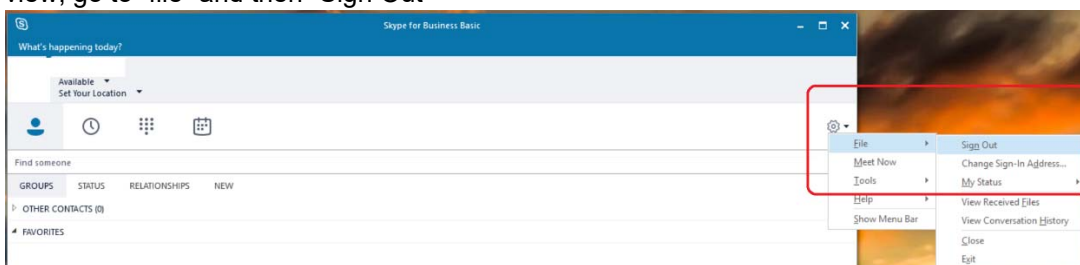
Below are step-by-step pictures of this process



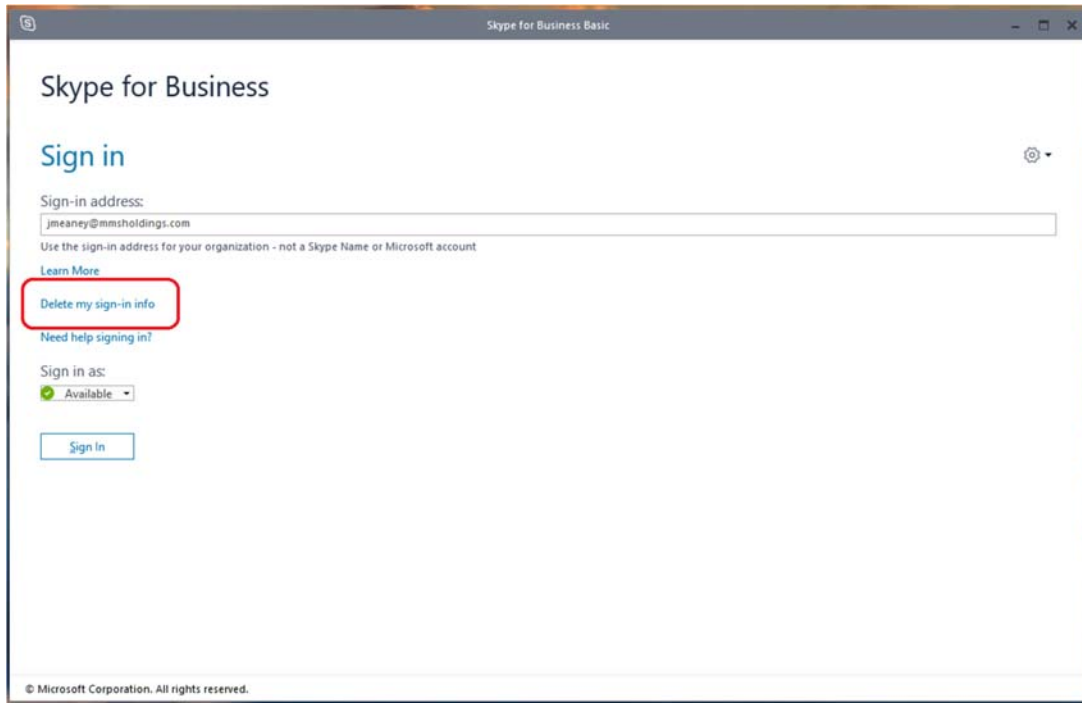




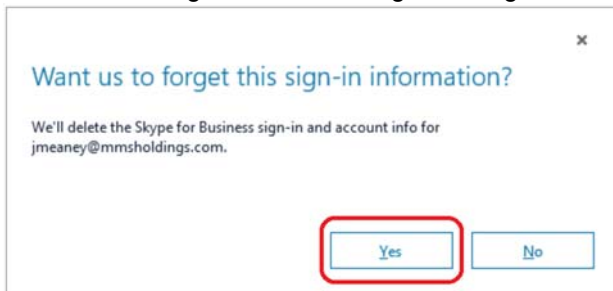
19. From the Skype for Business desktop application, click the gear icon on the right edge of the view, go to “file” and then “Sign Out”



20. Click the option to, “Delete my sign-in info”



21. A window asking, “Want us to forget this sign-in information?” will appear, click “Yes”



22. Login back into the Skype for Business application, you are now finished

Reinstalling Authenticator App

In the case that your authenticator app is uninstalled or you purchase a new phone please go through the following steps to relink a device after the initial setup has taken place.

From Desktop:

1. Open a browser and navigate to <https://aka.ms/mfasetup>
2. Login to your Microsoft Office [work or school account](#) associated with MMS (example@mms Holdings.com)
3. Click the "Set up Authenticator app" button

Microsoft jmeaney@mms Holdings.com | ?

Additional security verification App Passwords

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.

Use verification code from app o ▾

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) ▾ | 2486605208 |
| <input type="checkbox"/> Office phone | Select your country or region ▾ | |
| <input type="checkbox"/> Alternate authentication phone | Select your country or region ▾ | Extension |
| <input checked="" type="checkbox"/> Authenticator app or Token | Set up Authenticator app | |

Authenticator app - SM-N950U [Delete](#)

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.

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From Phone:

4. Install and launch the Microsoft Authenticator application
5. Click the plus button in the middle of the screen (to add your account)
6. Select "Work or school account"
7. Scan the QR code displayed on your desktop with your phone (alternatively you can select "or enter code manually" and enter the 9 digit code displayed on your desktop)

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: 243 665 899

Url: <https://bn1pfpad07.phonefactor.net/pad/802365921>

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

[Next](#) [cancel](#)

8. Your account should now be linked successfully