Multi-Factor Authentication

To help confirm your identity, when accessing information while you're away from the office, we are adding multifactor authentication (MFA) to your Office 365 account.

MFA is an authentication method in which a computer user is granted access only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism. Our method will be to supplement your network ID and password with a one-time password or code generated or received by an authenticator such as a smartphone which only you possess.

In order to add MFA to your account, you need to set up a couple of methods to prove your identity when accessing your Office 365 or WebMail account from a non-State of Illinois device. Examples: Using your home PC, laptop or personal cell phone. Once MFA is "enabled" or turned on, you will only be alerted when your State Microsoft accounts are accessed from a **non-State of Illinois connected network device.** If you are on a State of Illinois Network, you will not be alerted. State of Illinois Networks include: State Wi-Fi, Cisco AnyConnect, NetMotion, Citrix, and your office workstation.

Setup a first Alert Method – A walk thru the text alert authentication method first

1. From your PC or laptop , either click on the link below or copy the link into your browser https://aka.ms/setupsecurityinfo ****Note that the Safari browser does not work well for this setup. If you are accessing with Mac or iPad, use the Chrome browser.
2. If a Sign-in or Windows Security box pops up next, enter your state email address and password in this field *(ex. First.lastname@illinois.gov)*
3. After signing in, click "Add Method" (You may see your office phone number pre-populated on this screen. Please ignore and do not attempt to edit. This is not your method of authentication when away from the office.)
4. Use the pull down and Select "Phone"
5. Click "Add"
6. Use the pull down to select "United States (+1)"
7. Enter a cell phone number in the "Enter Phone Number" field. *Note: If you have a state mobile device AND texting has been blocked on that state device, do not use that phone number below. Choose a different cell number to receive a text or skip to the 2nd authentication method described on the next page*
8. Make sure you select the circle "Text me a code"
9. Click Next
   a. You should get a text message with a 6-digit code on the mobile device phone number you provided
   b. Open the text and note the 6-digit code
10. Go back to your PC or op and enter the 6-digit code

11. Click Next
12. You should receive a message on your computer that the SMS verified and the phone was registered successfully
13. Click Done. You've now setup one alert authentication method. Time to set up a backup alert/2nd alert method.

Setup a 2nd alert method –
This second method will help you to continue accessing your account remotely, in the event your first phone alert method is unavailable.
NOTE: There are 2 other alert authentication methods but the easiest is to set up an alternate phone #. Later, you can set up the Microsoft authenticator app to send you notice, but while it provides a smooth user experience, it can be labor intensive to set up for some users. Those directions are provided as an OPTION at the end of this document.

<u>Adding an Alternate phone to call you - Easiest 2nd method</u>

1. Click "Add Method". (NOTE: You should still be on your PC and on the screen where you choose the methods of authentication. If you logged out of the screen, simply click on this link again or paste it into your browser. https://aka.ms/setupsecurityinfo
2. Use the pull down and Select "Alternate phone"
3. Click "Add"
4. Use the pull down to select "United States (+1)"
5. Enter a phone number in the "Enter Phone Number" field
    a. NOTE: It is recommended you choose a different phone that the number you set up for your text alert. If you don't have another option like a home phone, then simply reuse the number from before.
6. Select the circle "Call me". Note: this is the only option for alternate phone.
7. Click "Next". NOTE: A pop up screen will appear and say it is calling the number you entered on step 6
8. Answer the phone call
9. Per the instructions on the call, press the # key on your phone to finish your verification (Note: the caller will say you have successfully completed your verification and will hang up)
10. Click "Done" on the pop-up screen on your computer. (NOTE: pop up screen will say something like 'Call answered. Your phone was registered successfully')
11. You are finished. Close the browser.

Keep reading if you are interested in downloading the Microsoft Authenticator app for a different method of authentication. If you are satisfied with these two methods, you are finished. Once you have one method set up, you can always return to the site to adjust your methods or change the default method of authentication.

Optional

Interested in the Authenticator App as an Alert Method?

Cell Phone:

1. Download the Microsoft Authenticator app to your phone. Do NOT open yet.
2. Use the same link as before if you exited out of it. Either click on the link or paste it into a browser.
   https://aka.ms/setupsecurityinfo
3. Click "Add Method"
4. Use the pull down and Select "Authenticator App"
5. Click "Add"
   NOTE: At this point you will be following directions on both your computer screen and your phone. Read directions carefully.
6. **COMPUTER**: Click "Next". NOTE: This screen about downloading the app. You already did this.
7. **CELL PHONE**: Tap on the Microsoft Authenticator app
8. **CELL PHONE**: Tap "Allow" for Notifications
9. **CELL PHONE:** Tap "OK" for the pop up regarding non-personally identifiable usage data.
10. **CELL PHONE:** Tap "Skip"
11. **CELL PHONE:** Tap "Skip" again
12. **CELL PHONE:** Tap "Add work account"
13. **CELL PHONE:** Tap "OK" to the pop-up window asking to access your camera. NOTE: Your phone should now be on a screen where it is ready to Scan QR code.
14. **COMPUTER**: Click "Next". NOTE: This screen discusses setting up your account. After you click next, a QR code pops up on your computer screen
15. **CELL PHONE** and **COMPUTER**: Bring the Cell Phone which has the QR code reader up on screen to focus on the QR code on your computer screen. NOTE: It will automatically snap a picture of the code and then the phone will switch over to a countdown on the screen.
16. **COMPUTER**: Click "Next"
17. **CELL PHONE**: Click "Approve" on the Approve sign-in Pop up window on the phone
18. **COMPUTER**: Click "Next" on the Microsoft Authentication, Notification approve pop up window.
19. You are finished. Exit out of the browser on your PC and the app on the phone.