

New Features to Protect your Data

Please READ this first page first

To help confirm your identity, when accessing your accounts from non-State of Illinois (SOI) devices, we are adding multifactor authentication (MFA) to your Office 365 account and updating your email application on your SOI mobile device. **Make sure you have access to a PC or laptop as well as any phone that you want to set up as your method of authentication. During the setup, it will test the methods you set up. (Text, call, or app notification)**
Example: If you want to send a text to a personal phone, have that device handy.

Outline of the step by step instructions on the following pages. You will be:

- Installing 2 new applications on your SOI mobile cell phone
 - Microsoft Outlook
 - Microsoft Authenticator

Important NOTE: Read directions carefully and open apps when instructed to do so and not before.
- Visiting a website on a PC or laptop and setting up 2 method two prove your identity (authentication)
 - This adds another layer of security to your account. You will receive a notification when your State Microsoft accounts are accessed from a non-State of Illinois connected network device.
 - Working in office or other State of Illinois Networks such as State Wi-Fi, Cisco AnyConnect, NetMotion, Citrix, will not trigger your MFA authentication and will allow you to work without authenticating.
 - As you set up a method, Microsoft will test it immediately. Example: If you choose a phone call to a cell phone, the system will call you to test and verify the number you entered. If you set up a text to a mobile phone, the system will send a text and a code for you to enter and verify.
- Testing your new Microsoft Outlook application that are installing on your mobile device to make sure you are receiving email.

If you encounter any issues during setup, they can be submitted through the [Report-A-Problem online form](#) OR by calling the DoIT IT Service Desk at: Springfield: 217-524-DoIT (217-524-3648) or Chicago: 312-814-DoIT (312-814-3648)

NOTE: Please include in the email what step you're on and what heading it falls under, so we know where you are in the process and can jump in and assist.

Before you get started: Make sure your State of Illinois (SOI) iPhone or iPad have been updated to the latest iOS version. (See FAQs for why this is necessary) Also make sure your signal strength or Wi-Fi connection is strong as anytime you download apps, signal and connection strength affects download time.



Install the 1st application on SOI iPhone or iPad – Microsoft Outlook

1. On your phone or mobile device, find the “Apps@Work”
2. Tap the “Apps@Work” icon to open it
NOTE: It should open to the “Categories” page
3. Tap “Productivity Tools”
4. Tap Microsoft Outlook
5. Tap on the Install button on the right



NOTE: You should get a message “App Installation in Progress”

6. Tap OK to close the message



Install the 2nd application – Microsoft Authenticator

From the Apps@Work app Tap the Categories button to go back to the Categories page

1. Tap “Utilities”
2. Tap Microsoft Authenticator
3. Tap on the Install button on the right

NOTE: You should get a message “App Installation in Progress”

4. Tap OK to close the message
5. Exit out of Apps@Work. You may do this by simply going back to your home screen. You should see the two new apps downloading. **Do not open them yet.**

*****If for any reason your State of Illinois Mobile device is not working properly and cannot complete the above instructions, please skip to page 3 and 4 before you contact the Help Desk for help on the above issues**

Setup a first Alert Method – we’re going to walk thru the text alert authentication method first.

Note: If texting has been blocked on your state mobile device, do not choose that phone number for a text or skip to the 2nd authentication method described on the next page.

1. From a PC or laptop, copy the link below into the 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
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 your mobile device phone number you provided
 - b. Open the text on your mobile device and note the 6-digit code
10. On your PC browser, Enter the 6-digit code
11. Click Next
12. You should receive a message on your PC that SMS verified and your phone was registered successfully
13. Click Done
14. 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 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 an alert, 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.

Adding an Alternate phone to call you - Easiest 2nd method

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 paste <https://aka.ms/setupsecurityinfo> into your browser again.)
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 number for your second alert.
 - b. Select the circle “Call me”. Note: this is the only option for alternate phone.
6. Click “Next”. NOTE: A pop up screen will appear and say it is calling the number you entered on step 6
7. Answer the phone call
8. 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)
9. Click “Done” on the pop-up screen on your PC. (NOTE: pop up screen will say something like ‘Call answered. Your phone was registered successfully’)
10. You are finished. Close the browser.

**Test your Microsoft Outlook application on your mobile device
(Some phones will occasionally vary the order of the instructions and/or
have additional questions)**



1. Tap on the newly installed Outlook app
2. The screen will come up with your email address with Managed Exchange Account, Tap on Skip
3. You will then be prompted for your email address, then tap on Add Account
4. On the Please Authenticate screen, tap Open Authenticator
5. Tap on Allow for “Authenticator” Would Like to Send You Notifications...”
6. Tap OK on the pop up telling you “We gather non-personally identifiable usage data to help us improve the app...”
7. Type in your password in the password field. Your email address will already be prepopulated. Then tap Sign In
8. Tap Register on the Microsoft “Help us keep your device secure” page
9. If a screen asks you if “Would like to add another account”, choose maybe later. Note: Your phone may skip this.
10. Tap OK on the pop up “Your Organization is now protecting its data in this app. You need to restart the app to continue”
11. Restart Outlook by tapping on the Outlook app again
12. Tap Ok to the pop up “Your IT administrator is now helping protect work or school data in this app”
13. You need to select a 6-digit PIN for Outlook. Note: this PIN is separate from your mobile Device access PIN, however it can be the same as long as it is not sequential numbers.
14. Confirm the PIN by entering it again
15. Tap Turn On to the pop up “Enable Notifications”
16. Tap Allow to the Pop up “Outlook” Would Like to Send You Notifications
17. You are done setting up your new Outlook email.
18. Your email should begin to be populated into your Outlook app. NOTE: Please begin using the Outlook app as the old email will soon not work.
NOTE: You will now access Contacts within your new Outlook application.

******PLEASE CONSULT the FAQ document for questions about Contacts******

Optional

Interested in the Authenticator App as an Alert Method?

The authenticator app is already downloaded on your state phone but is probably not on your personal device. If you want to use the Authenticator App as an alert method on your personal phone, you will need to download the app but not open it. Below are two sets of instructions. One for your SOI cell phone, which already has the app, and another set of instructions for your personal phone.

SOI Cell phone:

1. Paste the link below into Edge or Chrome and hit enter.
<https://aka.ms/setupsecurityinfo>
2. Click "Add Method".
3. Use the pull down and Select "Authenticator App"
4. Click "Add"

NOTE: At this point you will be following directions on both your computer screen and your phone. Read directions carefully.

5. **COMPUTER:** Click "Next". NOTE: This screen talks about downloading the app. You have already done this.
6. **SOI PHONE:** Tap on the Authenticator app to open it
7. **SOI PHONE:** Tap on the "+" symbol in the upper right of the screen
8. **SOI PHONE:** Tap on "Work or school account". NOTE: this will take you to a "Scan QR code" screen.
9. **COMPUTER:** Click "Next". NOTE: This screen discusses setting up your account. After you click next, a QR code pops up on your computer screen
10. **SOI PHONE and COMPUTER:** Bring your SOI 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 your phone will switch over to a countdown on the screen.
11. **COMPUTER:** Click "Next"
12. **SOI PHONE:** Click "Approve" on the Approve sign-in Pop up window on your phone
13. **COMPUTER:** Click "Next" on the Microsoft Authentication, Notification approve pop up window.
14. You are finished. Exit out of the browser and the app on your phone.

Personal Phone:

1. Download the Microsoft Authenticator app to your phone. Do NOT open yet.
2. Paste the link below into Edge or Chrome and hit enter.
<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. **PERSONAL PHONE:** Tap on the Microsoft Authenticator app
8. **PERSONAL PHONE:** Tap "Allow" for Notifications
9. **PERSONAL PHONE:** Tap "OK" for the pop up regarding non-personally identifiable usage data.
10. **PERSONAL PHONE:** Tap "Skip"
11. **PERSONAL PHONE:** Tap "Skip" again
12. **PERSONAL PHONE:** Tap "Add work account"
13. **PERSONAL 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. **PERSONAL PHONE** and **COMPUTER:** Bring your Personal 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 your phone will switch over to a countdown on the screen.
16. **COMPUTER:** Click "Next"
17. **PERSONAL PHONE:** Click "Approve" on the Approve sign-in Pop up window on your 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 your phone.