

FAQs for Mobile Device Users MFA process

1. Why does my phone need to be updated to the latest iOS version?

Answer: *There are numerous security reasons you should update your iOS version but for the Outlook App on your State mobile device to update, your phone must be updated. Microsoft Outlook will soon be updated to need a minimum of 13.0 to work properly.*

2. How do I check what version of iOS I have?

Answer: *Go to Settings, General, About. This screen will tell you what software version you have. (State Cell phone users – Your iOS will need to be updated in order to download Outlook. Microsoft changes what that minimum version is often. Keep your phone updated.)*

3. How do I update my iOS version?

Answer: *To update, simply go to Settings, General, Software Update, download and install. Just like your personal phone, this is best done connected to power source and with a strong signal or wi-fi.*

4. While Updating my iOS, the process never finished and is locked and cant be used. What should I do? My agency will soon be enabled.

Answer:

- a. *For the Mobile Device contact your agency Telecom Coordinator. They may need to replace your device.*
- b. *You can and should still setup your MFA alert methods. See page 3 and 4 of the instructions to do so. This is to ensure you are not locked out of Office 365 or webmail once MFA is enabled. When you receive your new device or resolve your iOS issue, you can then setup your device apps.*

5. I've been enabled for MFA and now I can't find my Contacts on my state mobile device.

Answer: *Your contacts are still within your Outlook application and are not lost.*

To see contacts:

- *Tap the Outlook icon on your mobile device*
- *Tap the Search button (Magnifying Glass, bottom middle of screen)*

- Tap Contacts

6. I've been enabled for MFA and now I can't find my Calendar on my state mobile device.

Answer: Your calendar can be displayed within your Outlook application on your mobile device and is not lost.

To see the calendar:

- Tap the Outlook icon on your mobile device
- Tap the Calendar button (bottom right screen)

7. My Notes are Missing after MFA Enable

Answer: Your Notes will no longer sync to your State phone as this is a limitation of the Outlook App at this time.

To see Notes:

- Use Outlook desktop client or access via webmail.

8. What's the best way to enter Contacts on my state mobile device, when I'm away from the office?

Answer: It's VERY important to read the CAUTION information listed below the steps for Adding a new contact.

Adding a contact:

- Tap on the Outlook icon on your mobile device
- Tap the Search icon (Magnifying Glass)
- Tap the word Contacts (towards the upper left)
- Tap the + sign
- Add information
- Tap Done

CAUTION:

The way Contacts syncs to Email has changed, so it's important to do it within the Outlook app. If you use the Contact App or the Phone icon app, they will **NOT** sync to Exchange which means NOT backed up. So, if your phone is lost, wiped or destroyed, that information will **NOT** be recoverable should you add a contact outside of the Outlook App. As mentioned above, the recommended way is to add them within the

Outlook app, and they will sync with the Email Exchange server and are accessible from the Outlook client or webmail.

9. **When someone calls or texts on my state mobile device, I can't tell who's trying to contact me. Can I change that setting so it also looks at my Exchange contacts and shows the contact names?**

Answer: Yes, you can change it, but when you change this setting, it's very important to read and understand how/where to add Contacts on your mobile device and how they backup to the Email server. (See previous FAQ and Caution note)

- Open the Outlook app.
- Tap the round circle in the upper left-hand corner.
- Tap the gear icon, click on the Office 365 mail account
- Toggle the Save Contacts setting so it's green

10. **I have access to a shared mailbox. How can I add it on my state mobile device?**

Answer: You can add the shared mailbox within your Outlook application.

To add the shared mailbox:

- Tap the Outlook icon on your mobile device
- Tap the round circle in the upper left of your Inbox
- Tap the Envelope icon with the + sign
- An Option to Add a Shared Mailbox should pop up on the bottom of your screen
- Click on Add Shared Mailbox
- Type in the name of the Mailbox
- Then click Add Shared Mailbox
- You should now see that mailbox as an option below your personal Inbox circle.

11. **I have access to a shared calendar. How can I add it on my state mobile device?**

Answer: You can add the shared calendar within your Outlook application.

To add the shared calendar:

- Tap the Outlook icon on your mobile device
- Tap the round circle in the upper left of your Inbox
- Tap the Envelope icon with the + sign
- An Option to Add a Shared Mailbox should pop up on the bottom of your screen
- Click on Add Shared Mailbox
- Type in the name of the Mailbox
- Then click Add Shared Mailbox

- *You should now see that mailbox as an option below your personal Inbox circle*

12. When I edit Contacts in the Outlook app on my state mobile phone, how quickly does it sync to my phone contacts?

Answer: Instantly, if you have a good Wi-Fi or cellular signal.

13. How do I change my calendar view in Outlook?

Answer: Calendar views can be changed by opening the calendar in Outlook, then choosing the square icon in the upper right corner. From here, users can select Agenda, Day, 3-day, and Month views. Day provides an hourly day-at-a-glance type view.

14. After unlocking my state mobile phone, I am prompted again to enter either a 6-digit pin or a thumbprint. Is that normal?

Answer: Yes, that is normal. Depending on the age of your phone, you can enable the Touch ID by going to Settings/Touch ID & Passcode/enter your passcode and then choose what you want to use your Touch ID for.

15. I am trying to set up my PIN for my Outlook App on my state mobile device and it won't allow me to choose 1,2,3,4,5,6 or 2,3,4,5,6,7. Why?

Answer: Microsoft will not allow a series of sequential numbers as a PIN. It is too easy to guess.

16. My phone is a 5C and I must order a new phone but can't get it before MFA is enabled for my agency. What should I do?

Answer:

- a. If you haven't done so, contact your agency Telecom Coordinator. They will need to replace your device.
- b. You can and should still setup your MFA alert methods. See page 3 and 4 of the instructions to do so. This is to ensure you are not locked out of Office 365 or webmail once MFA is enabled. When you receive your new device or resolve your iOS issue, you can then setup your device apps.

17. I used to go to Passwords & Accounts and then SOI email and see my email account, click on it and see Password and I could change it there. How do we change a password for email if you have to go in to correct it?

Answer: Users who are enabled for MFA will be prompted for the password in the Outlook app if they change it on their desktop. They won't be using the Settings, Passwords & Accounts anymore.

18. **If the user does not use ANY type of cell phone, iPad, computer, laptop to access State Services remotely, do they need to setup MFA methods?**

Answer: It is not mandatory to have MFA methods setup; however, it is encouraged to setup authentication methods to ensure they have access to State of Illinois resources outside the network should it be needed.

19. **If the user USES WINDOWS equipment to access State Services remotely such as a PC, laptop, surface, etc., does this apply to them. If so, how would a WINDOWS user follow those instructions for equipment other than a Phone?**

Answer: If a user accesses State of Illinois resources outside of SOI on any platform, they will be challenged for their authentication methods. For example, if a user logs into webmail on a Windows PC at home, they will be challenged. If they have not setup authentication methods, they will NOT be able to access their data.

20. **If I do not own a personal mobile phone or prefer not to use my personal phone to receive text, can I still be setup for MFA?**

Answer: If you have a home land phone #, you can use this as an authentication method. When you are alerted for an authentication you will receive a phone call, and it will provide you the code to enter for your authentication. You could do the same for a mobile phone (have it call you instead of texting).

Note: setting up your Office phone as an authentication method will have no effect, since you will not need to authenticate while in the office and will not have the phone available when away from the office.

21. **Does this pertain to everyone that may check their work emails from nonwork computers or only pertains to those with mobile phones.**

Answer: MFA Pertains to everyone that may check their work emails from non-work computers or personal devices, or any device not connected to the state network.