

Download Microsoft Authenticator

for Multi-Factor Authentication to verify who you



Overview

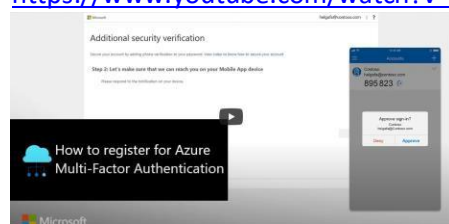
Multi-Factor Authentication (MFA) is used to verify a person's identity and authorised access. There are a number of products that do MFA, and we use the one provided by Microsoft Azure. For you to use applications provided by your workplace, like Citrix or Teams for example, you need to register for 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=uWbkLuI4g30>



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**



Sign in

2 Email address, phone number or Skype



No account? [Create one!](#)

[Can't access your account?](#)



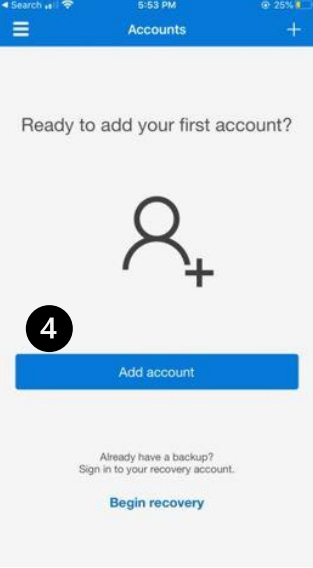
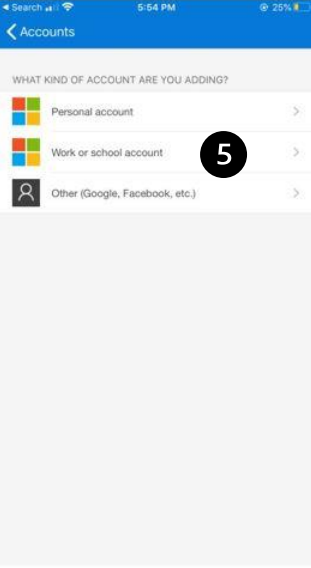
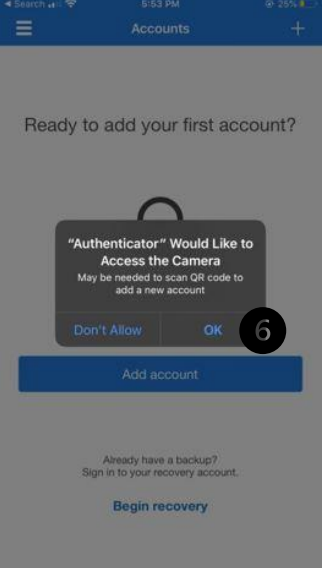
Back

Next

3

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

On your Smart phone

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



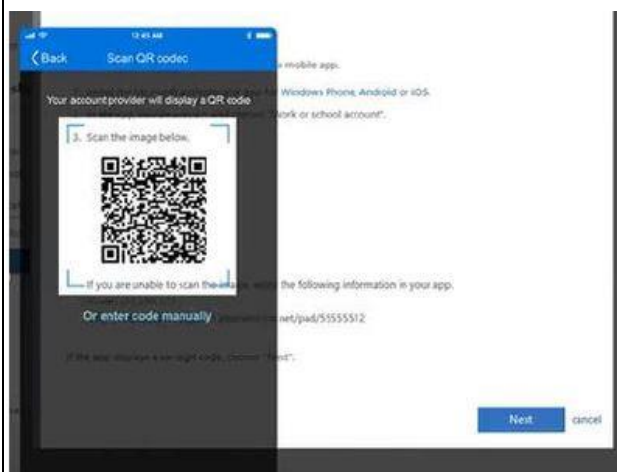
Configure app without notifications

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

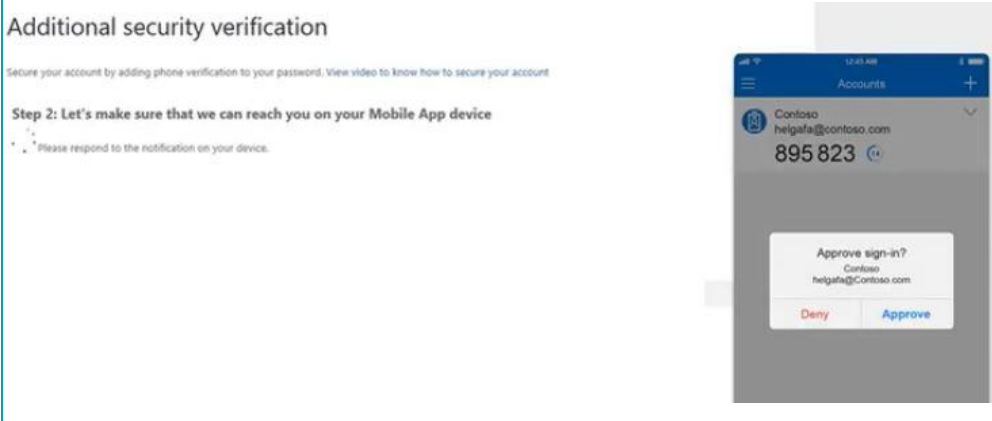
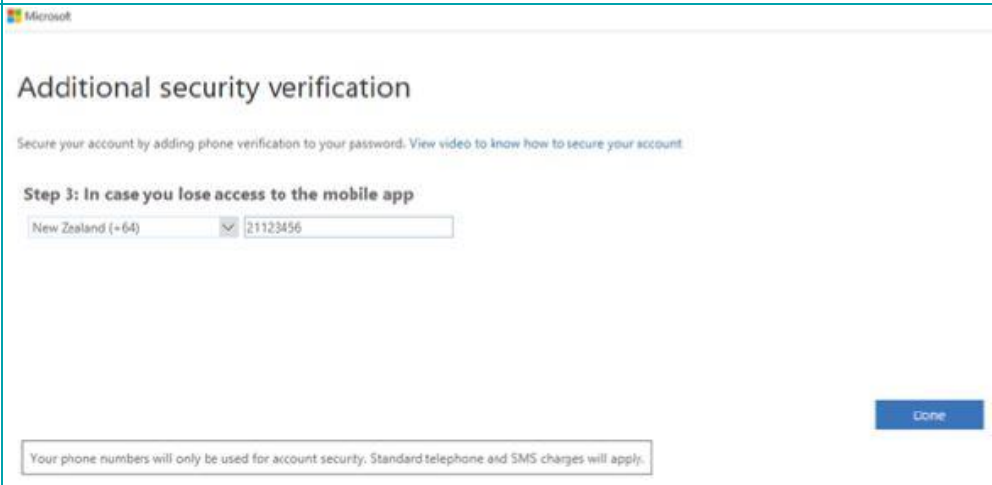
Code: 857 634 999

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 Approve on your mobile phone and Next on computer</p>	 <p>Additional security verification</p> <p>Secure your account by adding phone verification to your password. View video to know how to secure your account</p> <p>Step 2: Let's make sure that we can reach you on your Mobile App device</p> <p>Please respond to the notification on your device.</p>
<p>Select New Zealand Enter your mobile phone number (leave off the '0' and no spaces or dashes) i.e. 21123456</p> <p>Click Done</p>	 <p>Additional security verification</p> <p>Secure your account by adding phone verification to your password. View video to know how to secure your account</p> <p>Step 3: In case you lose access to the mobile app</p> <p>New Zealand (+64) 21123456</p> <p>Done</p> <p>Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.</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 *
 Office phone (do not use a Lync phone)
 Alternative authentication phone
 Authenticator app or Token

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.



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

kirsten.benson@voyagersolutions.com

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

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

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.

- 1) See Page 3 in this guide
- 2) Be sure to select **Mobile app** in Step 1
- 3) 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.

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

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

1. My phone (Android) does not show the app to download OR 2. I don't have a google account to download the app

Microsoft Authenticator
Microsoft Corporation
#15 in Productivity
★★★★★ 4.8 (22.6k 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 'Additional security verification' page. At the top left is the Microsoft logo. Below it is the title 'Additional security verification' and a subtitle 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 1: How should we contact you?'. There are three main sections: 1. 'Authentication phone' with a dropdown menu showing 'United States (+1)' and a text input field containing '1234567890'. 2. 'Method' with two radio button options: 'Send me a code by text message' (which is selected and highlighted with a red box) and 'Call me'. 3. A blue 'Next' button 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.'

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 'Additional security verification' page, Step 2. At the top left is the Microsoft logo. Below it is the title 'Additional security verification' and a subtitle 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is '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: a grey 'Cancel' button and a blue 'Verify' button.

Self-help

Do a few checks before contacting the Service Desk

- ✓ Did you already register for Multi-Factor Authentication? In which case no action is needed.
 - Check <https://aka.ms/mfasetup> or
 - Check <https://myprofile.microsoft.com/>
- ✓ 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:
 - Use <https://aka.ms/mfasetup> to change options to verify your identity
 - Recommended is to use **'Authenticator app or Token'** (last option listed). Click on **Setup Authenticator app** and follow the set-up steps listed in this guide and as prompted on your computer.

Authenticator app or Token

[Set up Authenticator app](#)

- ✓ Is my browser blocking my access?
 - Try switching to another web browser

Watch the video

<https://www.youtube.com/watch?v=uWbkLuI4g30>

IT Service Desk

If unable to resolve your issue, contact one of the Service Desk numbers listed below:

- Call 09 631 0701 (Te Toka Tumai Auckland)
- Call 09 276 0276 (Counties Manukau)
- Call 09 486 8980 (Waitematā, hA, NZHP, NRA, BSA, HealthSource)
- Call 09 430 4101, extn. 7469 (Te Tai Tokerau) Select Option 7