

Getting started – the first step is to secure your identity

Download Microsoft Authenticator

for Multi-Factor Authentication to verify who you are



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=uWbkLu14g30>



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

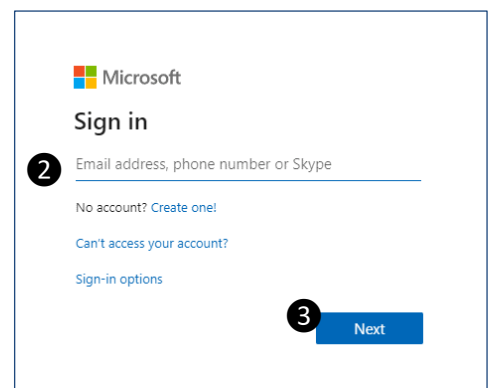
1. Click on <https://aka.ms/mfasetup> or type the link into the address bar at the top of your browser screen

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**



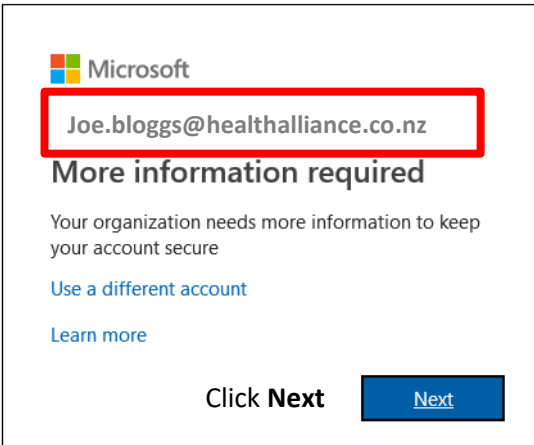
<p>! If you forgot your password, do not click on 'Forgot my password', call the IT Service Desk.</p> <p>! If you have multiple accounts, make sure the right account is showing or select 'Sign in with another account'</p>	<p>4. Enter your work password</p> <p>5. Click Sign in</p>	
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	<p>STOP here and go to your mobile phone</p>	
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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>! Skip through all the options until you see <u>Add work account</u></p> <p>Microsoft Authenticator is free ! At no stage add credit card details, click SKIP</p>	<div style="display: flex; justify-content: space-around;"> <div data-bbox="470 1232 790 1792"> <p>4. Add account</p> </div> <div data-bbox="805 1232 1125 1792"> <p>5. Select work account</p> </div> <div data-bbox="1141 1232 1460 1792"> <p>6. Allow camera - OK</p> </div> </div> <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>
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Continue on your computer



Microsoft

Joe.bloggs@healthalliance.co.nz

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Click **Next** Next

If asked to **Stay signed in**, select **No** (for now, later when asked, select Yes)

Click down arrow and select **Mobile app**

Click in the first circle next to **Receive notifications for verification**

Click **Set up**

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 v

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.

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.

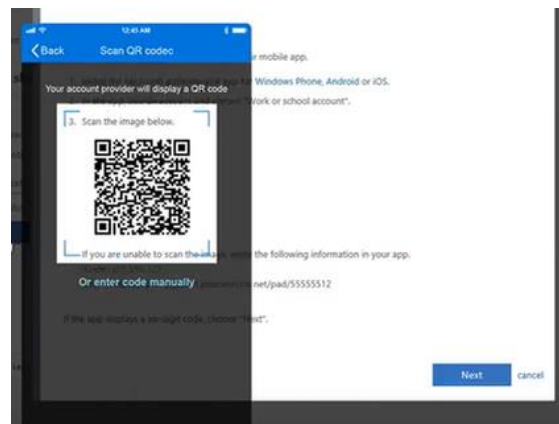
Code: 857 634 999

Url: <https://co1pfpad16.phonefactor.net/pad/648069390>

If the app displays a six-digit code, you are done!

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.



Click **Next** on computer

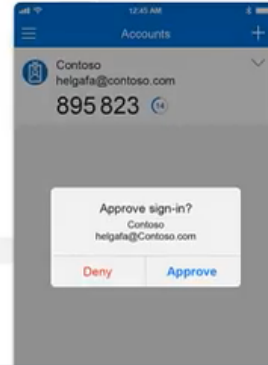
! NOTE: If unable to use a Smart phone or camera – enter the Code and URL manually instead when prompted on your mobile phone.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: Let's make sure that we can reach you on your Mobile App device

Please respond to the notification on your device.



Click **Approve** on your mobile phone and **Next** on computer



Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 3: In case you lose access to the mobile app

New Zealand (+64)

Done

Select **New Zealand**

Enter **your mobile phone number** (leave off the '0' and no spaces or dashes)
i.e. 21123456

Click **Done**

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 App Passwords

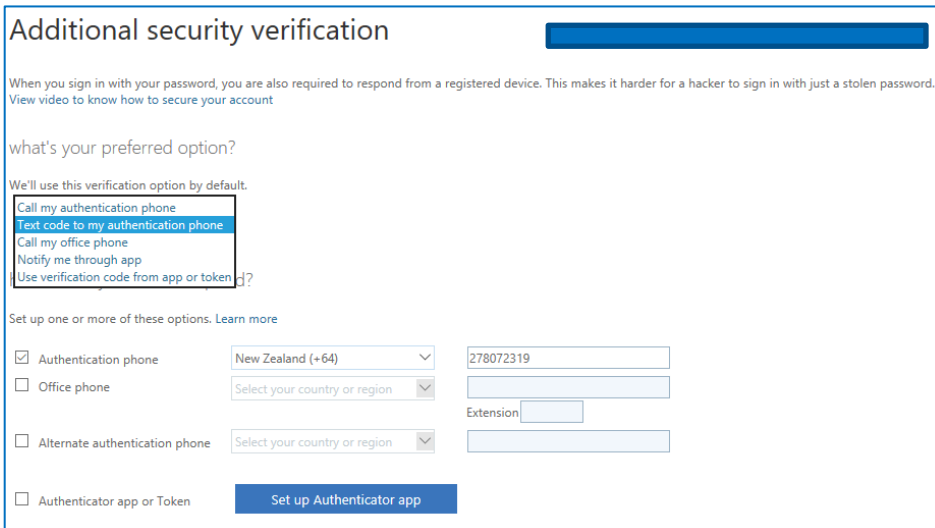
When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Notify me through app

Can I change my preference on how I want to receive the code?

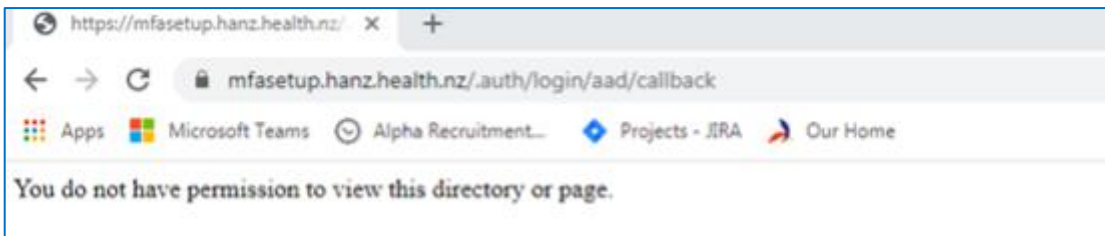


This screen appears when typing in <https://aka.ms/mfasetup> and you are already registered for Microsoft Azure MFA.

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**

I get an error message that I do not have permission

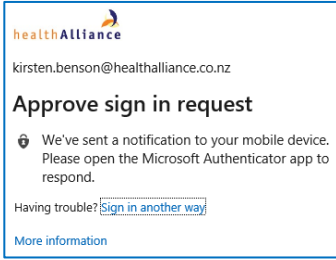
If you get an error message like the one below, first try to refresh your browser, or try another browser. If you still get this error message, it means you need a license to proceed with the sign-up process. Contact the IT Service Desk.



I am unable to receive the verification code (MFA)

I followed the instructions but I am not getting the notification or verification code.

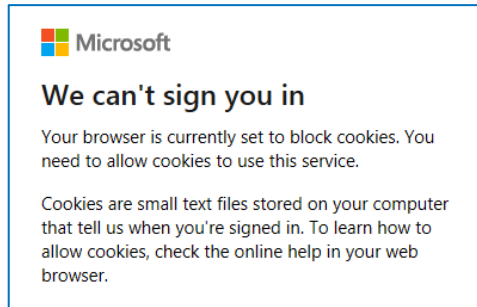
- 1) The Authenticator App did not complete the set up process.
 - a. Go back a page if hanging a long time on the message 'Verifying phone'.



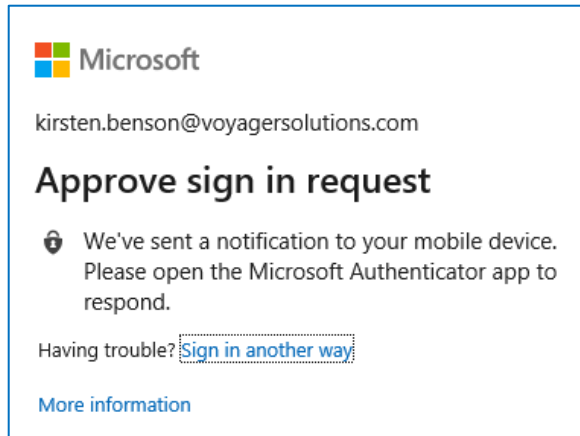
- b. Select **Approve** on your mobile phone (you may have missed that step).
 - c. Check the number entered, and leave out the '0' at beginning of the phone number and no spaces, if SMS text code is chosen as form of verification.
- 2) The mobile phone may not be on WiFi or not have data. Check WiFi 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

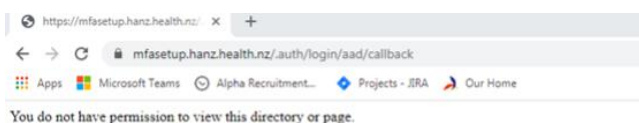
*"We can't sign you in
Your browser is currently set to block cookies. You need to allow cookies to use this service..."*



Or...



Or... You do not have permission to view this directory or page



- 1) This may appear when using Internet Explorer, typically on a Windows 7 desktop.

- a. Use a different web browser like



- 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 specific websites.

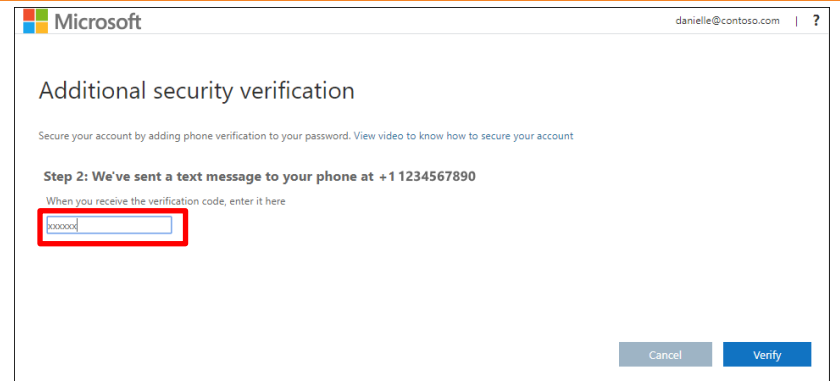
1. At times the system may recognise a previously registered email address, and not give you the option to select your work email. It means the system has stored it in its memory (cache). To resolve this, either clear the memory / cache, or open a private browser page (new incognito window). In **Internet Explorer**, click on **Settings** (⚙️), select **Safety**, select **InPrivate Browsing** or Ctrl+Shift+P.
2. If you see the error **'You do not have permission to view this directory or page'**, either:
 - a. Try another browser
 - b. Refresh your browser (close it and re-open)
 - c. You may not be allocated a license - contact the IT Service Desk

<p><u>I cannot find the QR code to scan</u></p>	<ol style="list-style-type: none"> 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
<p><u>I do not have a camera on my phone, how do I scan a QR code?</u></p> <p><i>“If you are unable to scan the image, enter the following information in your app...”</i></p>	<p>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:</p> <div data-bbox="794 562 1541 1133" style="border: 1px solid blue; padding: 10px;"> <p>Configure mobile app</p> <p>Complete the following steps to configure your mobile app.</p> <ol style="list-style-type: none"> 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.  <p style="text-align: right;">Configure app without notifications</p> <p>If you are unable to scan the image, enter the following information in your app.</p> <div style="border: 2px solid red; padding: 5px;"> <p>Code: 857 634 999 Uri: https://co1pfpad16.phonefactor.net/pad/648069390</p> </div> <p>If the app displays a six-digit code, you are done!</p> <p style="text-align: right;">Done cancel</p> </div>

<p><u>I cannot download the Microsoft Authenticator app on my phone</u></p>	
<ol style="list-style-type: none"> 1. My phone (likely Android) does not show the app to download OR 2. I don't have a google account to download the app 	 <div data-bbox="1086 1317 1265 1400" style="font-size: small;"> <p>Microsoft Authenticator Microsoft Corporation #10 in Productivity ***** 4.8, 10.0K Ratings Free</p> </div>
<ol style="list-style-type: none"> 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. <p>Enter the code you receive by text message in the space shown in Step 2. Click Verify.</p>	<div data-bbox="719 1480 1533 1906" style="border: 1px solid gray; padding: 10px;"> <p>Microsoft</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 1: How should we contact you?</p> <div style="border: 2px solid red; padding: 2px;"> <p>Authentication phone</p> </div> <p>United States (+1) <input type="text" value="1234567890"/></p> <p>Method</p> <div style="border: 2px solid red; padding: 2px;"> <p><input checked="" type="radio"/> Send me a code by text message</p> <p><input type="radio"/> Call me</p> </div> <p style="text-align: right;">Next</p> <p style="font-size: x-small;">Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.</p> </div>

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
- 7) Click **Verify**



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 **Set up 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=uWbKLu14g30>

IT Service Desk

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

- Call 09 631 0701 (ADHB)
- Call 09 276 0276 (CMHB)
- Call 09 486 8980 (WDHB, hA, NZHP, NRA, BSA)
- Call 09 430 4101, extn. 7469 (NDHB)

Select Option 7