# STATE OF NEVADA
# MULTI-FACTOR AUTHENTICATION

If you have any questions about information in this document, please reach out to the Service Desk at 775-684-4333 or ServiceDesk@it.nv.gov.

## FREQUENTLY ASKED QUESTIONS

### WHAT IS MULTI-FACTOR AUTHENTICATION?

Multi-factor authentication (MFA) is a method to improve security when users are logging into online programs and tools from outside of SilverNet, the state's secure network. This additional security comes from having to approve any sign-ins to your account using a secondary factor, like a mobile device or landline telephone. This way if bad actors have somehow managed to get your password, they will not be able to access your email or other tools that use your state email and password because they will not have access to your secondary factor to approve the sign-in.

### WHO DOES THIS AFFECT?

MFA affects any person who connects to the state enterprise email system via portal.office.com or the Outlook app using a mobile device or home computer that is not connected to the state's internal network.

Employees do not need multi-factor authentication if they access the state enterprise email system from the state's network.

### WHY DID THE STATE IMPLEMENT MFA?

Scammers and other bad actors want access to your email account and other information systems to launch ransomware and other attacks. MFA is a security tool that provides better protection to both the state and your information.

### WHEN WILL THIS BE IMPLEMENTED?

As soon as your account gets moved to the cloud, MFA will be enabled.

### WHAT ARE MY OPTIONS WHEN SETTING UP MFA?

Any employee who attempts to access the state enterprise email system from a mobile device or computer that is not on the state's internal network will be automatically prompted to set up MFA.

There are two different methods for using MFA, which are outlined below.

### METHOD ONE: MOBILE APP

This method uses the Microsoft Authenticator app, which needs to be installed on your mobile device. This is the recommended and most secure method of MFA. There are two options the user can choose from.

1. *Receive Notifications for Verification*

   For this option, when a user logs into email, a notification will be sent to the mobile app asking the user to select *yes* or *no* for the login attempt.

2. *Use Verification Code*

   When using this option for email login, the user will be prompted to open the mobile app and retrieve a six-digit code to enter as a second password.

### METHOD TWO: AUTHENTICATION PHONE

This method is designed for use with a land line phone that does *not* use an extension number or on a mobile phone/device that the user does *not* want the authentication app installed on. There are two options the user can choose from.

1. *Send Me a Code by Text Message*

   This option will only work with a mobile phone/device that is able to receive text messages. When logging into your email, you will be prompted to enter a six-digit code to access the account. The code will be sent to the mobile phone/device you choose in the setup steps.

2. *Call Me*

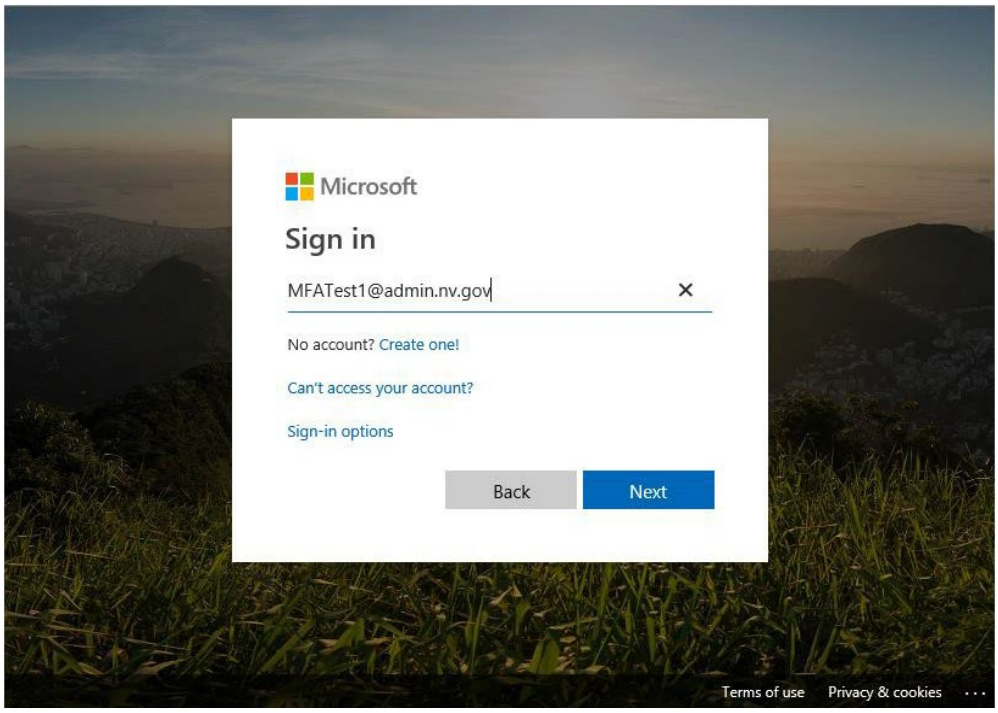
   This option will work with a phone that does *not* use an extension number. When logging into your email, you will receive an automated phone call that asks you to press the number symbol (#) to complete the login. You will receive the automated calls only on the phone number provided during setup.

## MULTI-FACTOR AUTHENTICATION SETUP

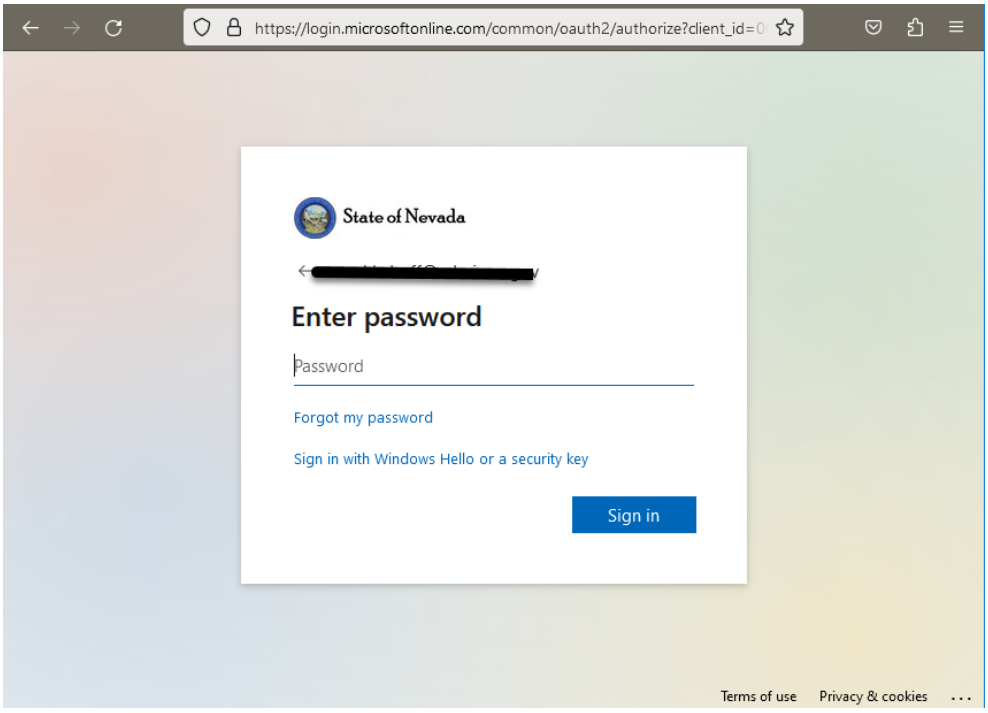
The first five steps are the same for everyone. During step five you will decide which method of MFA you will use. Read step five carefully.

1. From a computer or device that is *not* on the state network, browse to https://portal.office.com to sign into your email.

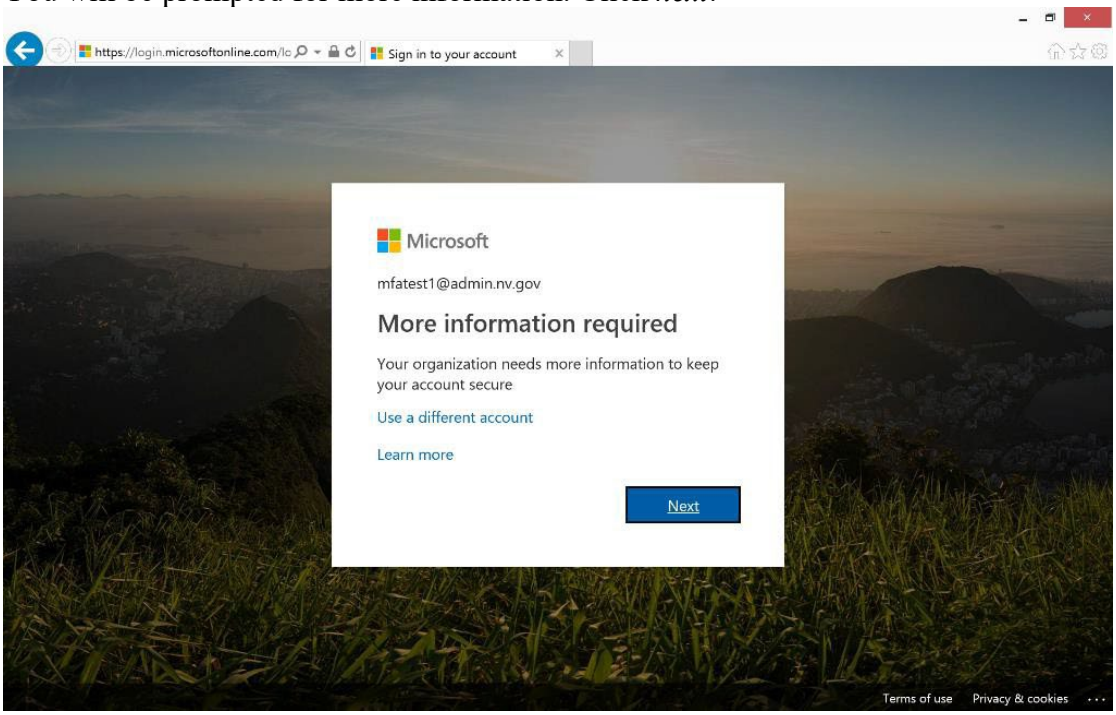
2. To sign in, enter your email address.



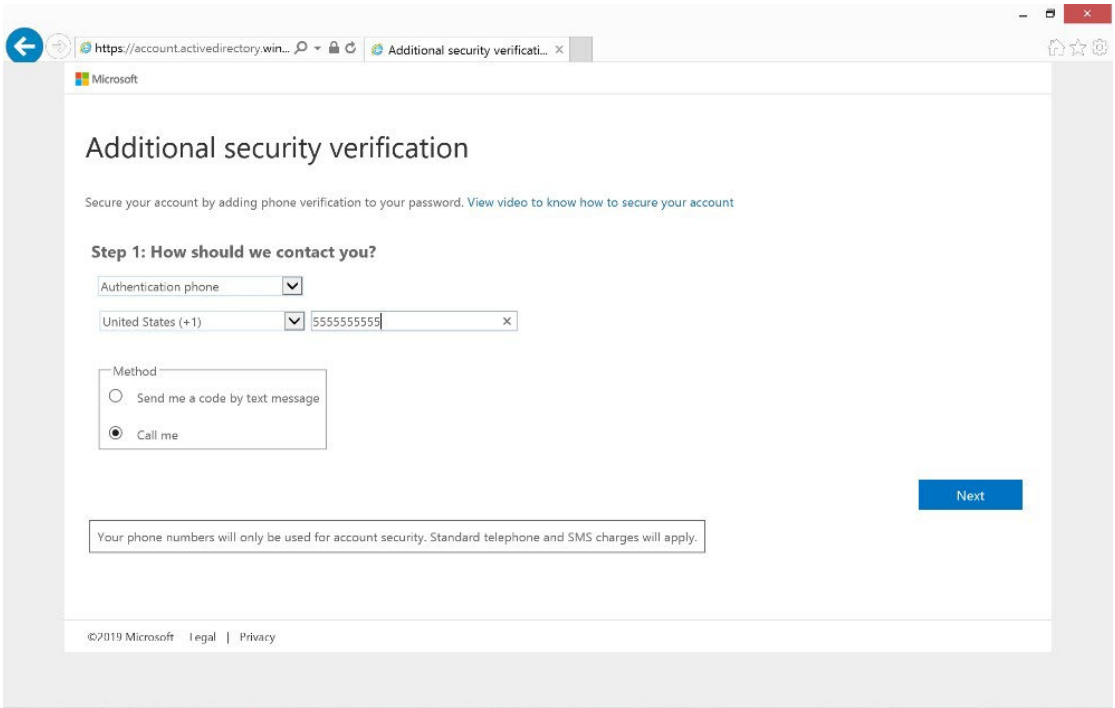

3. You will be directed to the State of Nevada login page. Enter your password.



4. You will be prompted for more information. Click *next*.



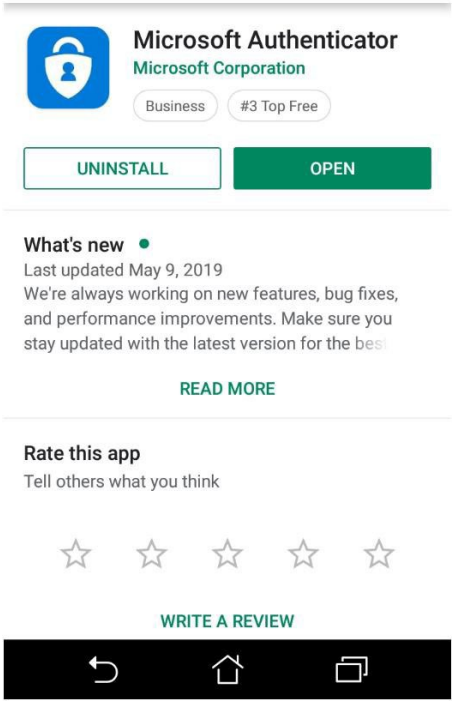

5. You will be presented with the additional security verification screen. This is where you decide which method you will use. Your choices are authentication phone or mobile app. The instructions for the mobile app (recommended) start in the next section on p. 5. The instructions for the authentication phone begin on p. 16.



## METHOD ONE: MOBILE APP

You will need to install the Microsoft Authenticator app on your mobile device. Without this app, you will not be able to login to your email.

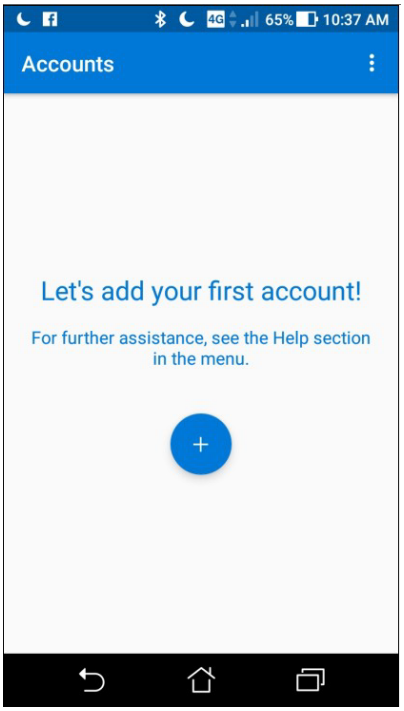
1. Open the App Store on your mobile device and search for "Microsoft Authenticator." The app is free.



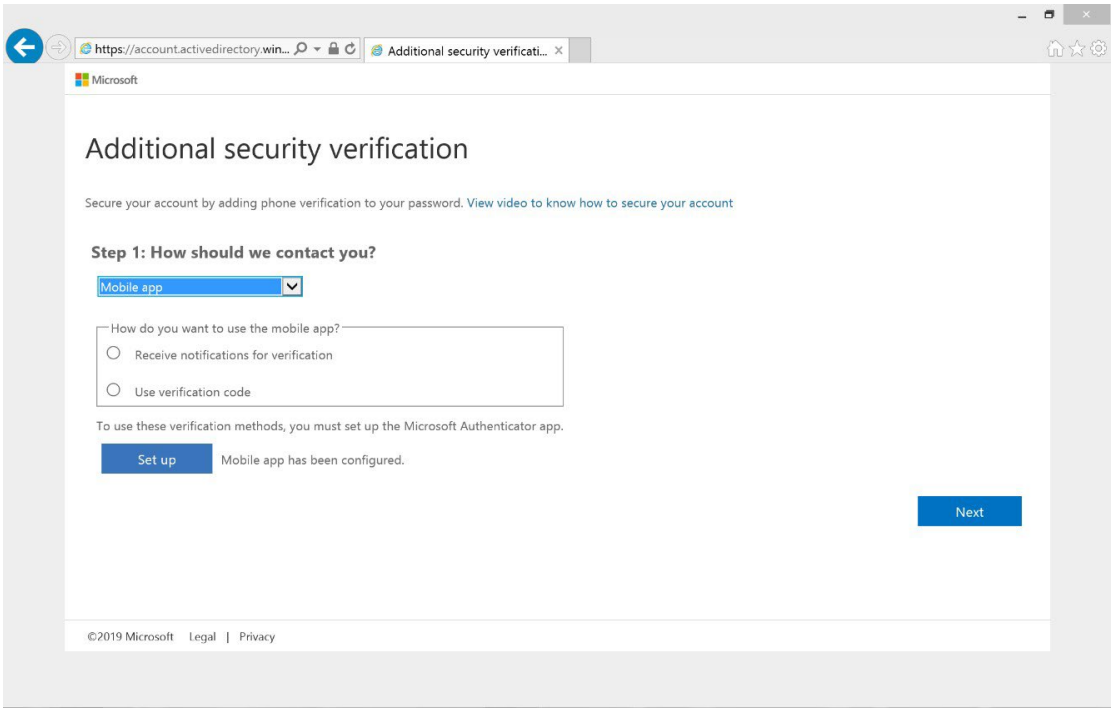

2. Install the app.

3. After the app is installed, you will see a blue and white padlock icon on your mobile device's home screen.

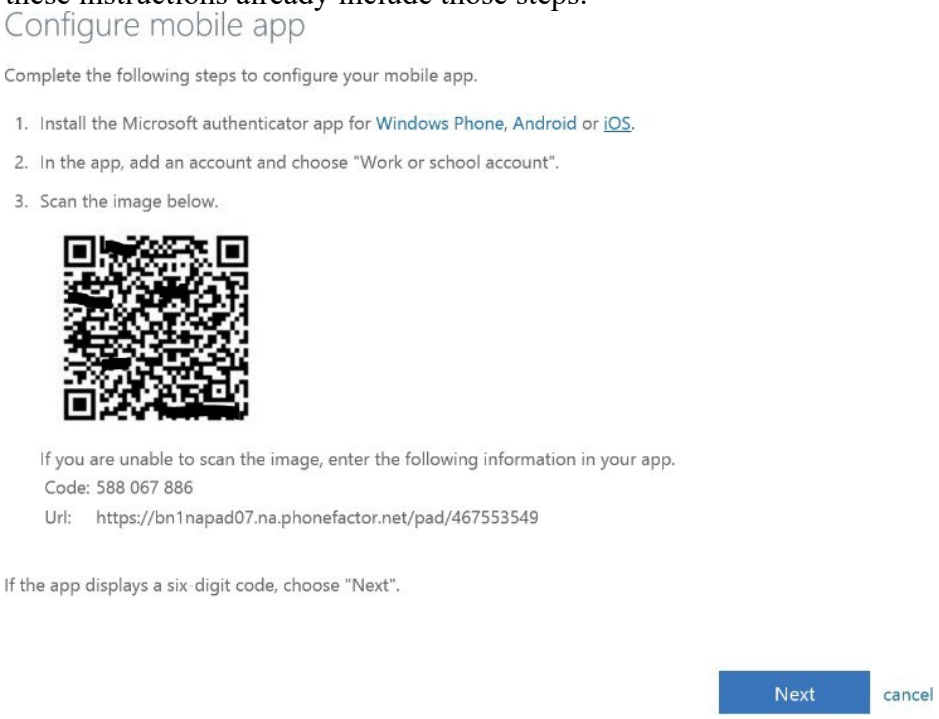

4. Open the app and click through the welcome screens until you are prompted to add your first account.



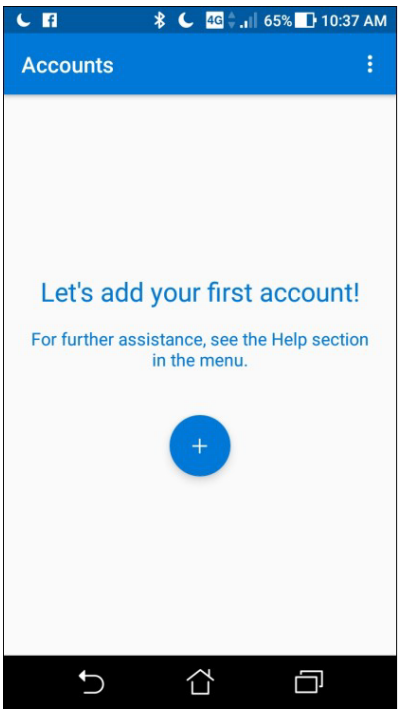
5. At this point, you will need to decide which option you want to use with the mobile app. You can either receive notifications for verification or use the verification code on the mobile app. The next set of instructions are the same for both options.
6. Switch to the device and browser you are using to log on to your email. On the additional security verification screen, select *mobile app* in the first drop-down box. Next, answer "How do you want to use the mobile app?" by selecting either the *receive notifications for verification* button or the *use verification code* button. Then click *set up*.



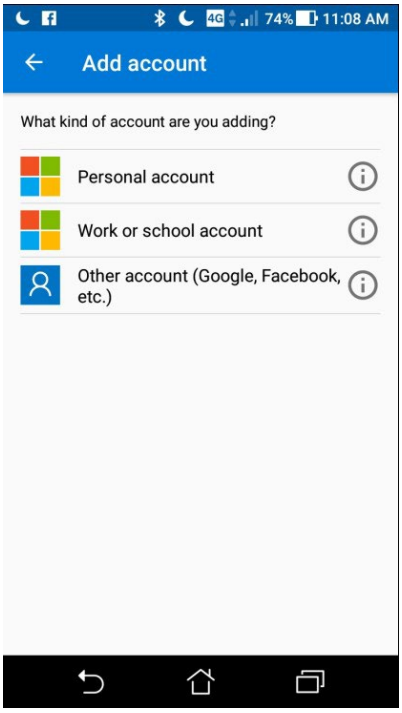
7. You will be presented with a QR code (square barcode) and instructions to configure the mobile app. You can disregard the additional instructions shown on this screen because these instructions already include those steps.



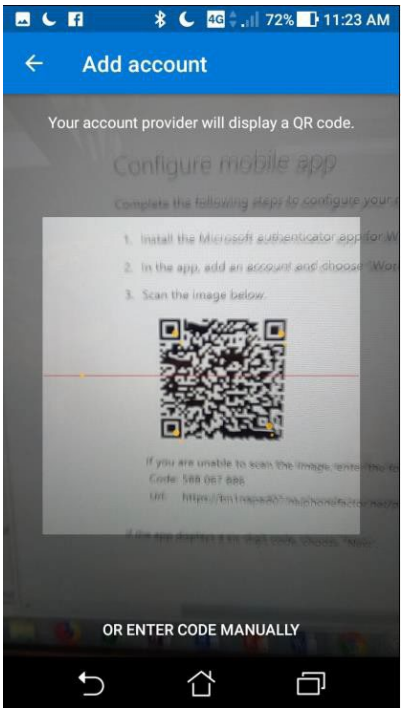

8. Switch to the Microsoft Authenticator app on your mobile device. Tap the blue dot with the plus sign.



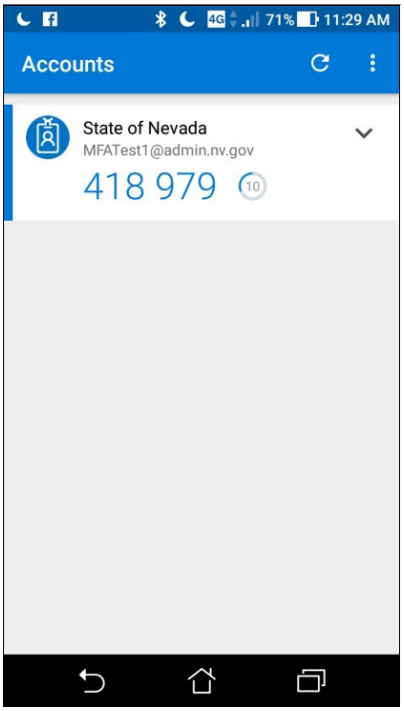
9. Select *work or school account*.



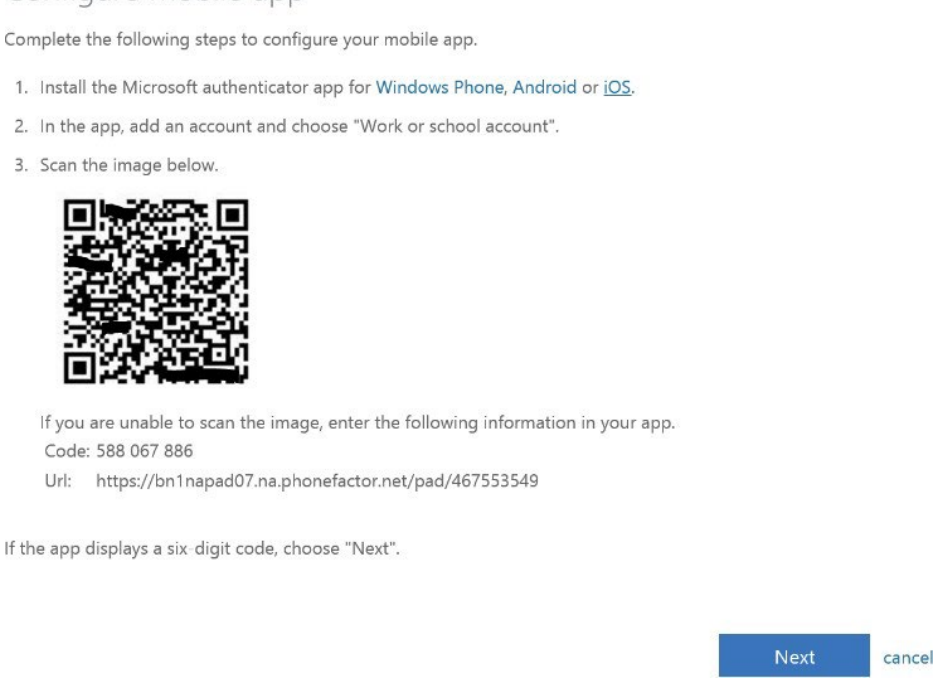

10. The app will now access your mobile device's camera. Point the camera at the device you were using to log on to your email to scan the QR code. Align the red line with the center of the code. If it doesn't scan, you can click *enter the code manually* on your mobile device and enter the code shown right below the QR code.



11. The app will display a screen that has a finish button on it. No action is required on your part. Give it a minute or two for the setup process to automatically finish, and it will then display a six-digit code.



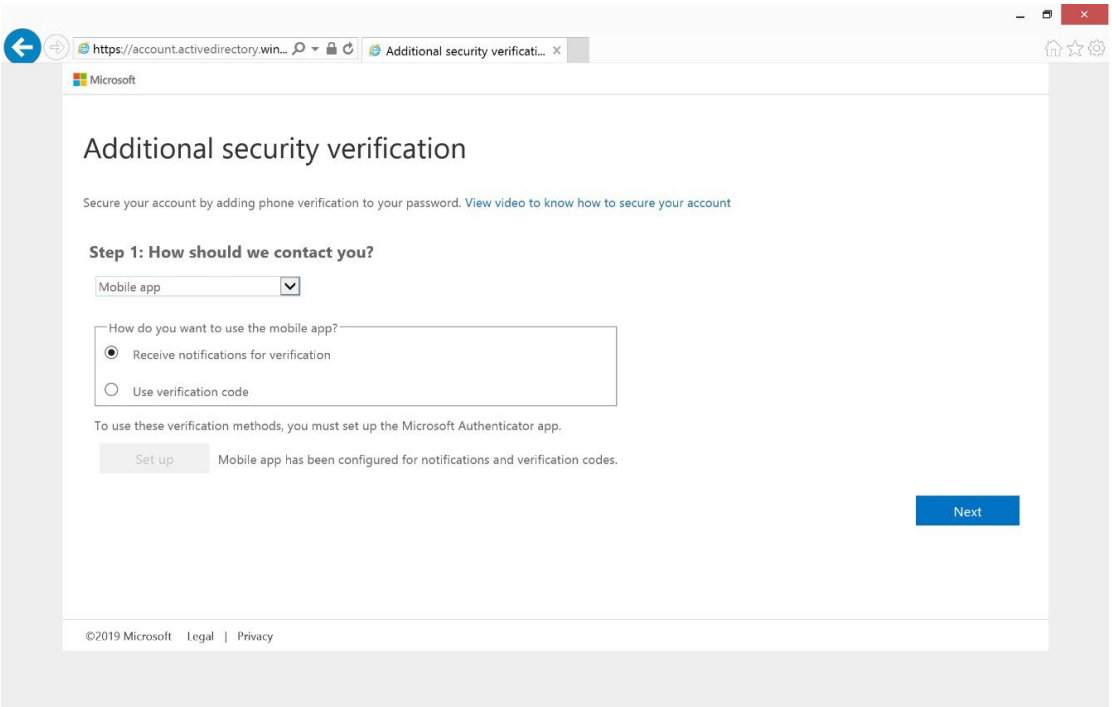

12. Switch to the device and browser you are using to log on to your email. Click *next*.



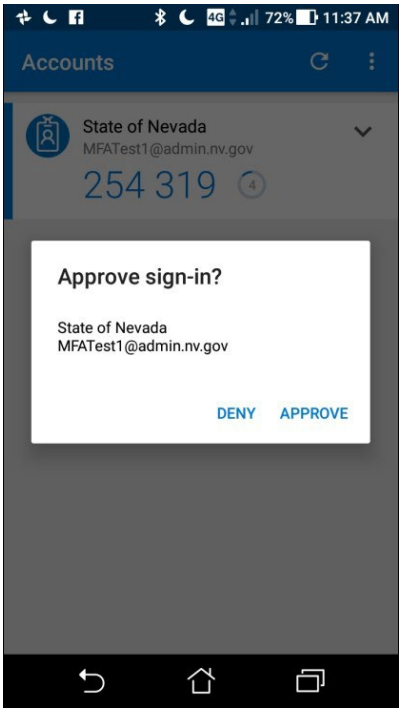
- If you selected *receive notifications for verification* in step five above, follow the instructions for option one below.
- If you selected *use verification code* in step five above, follow the instructions for option two on p. 13.

## OPTION ONE: RECEIVE NOTIFICATIONS FOR VERIFICATION

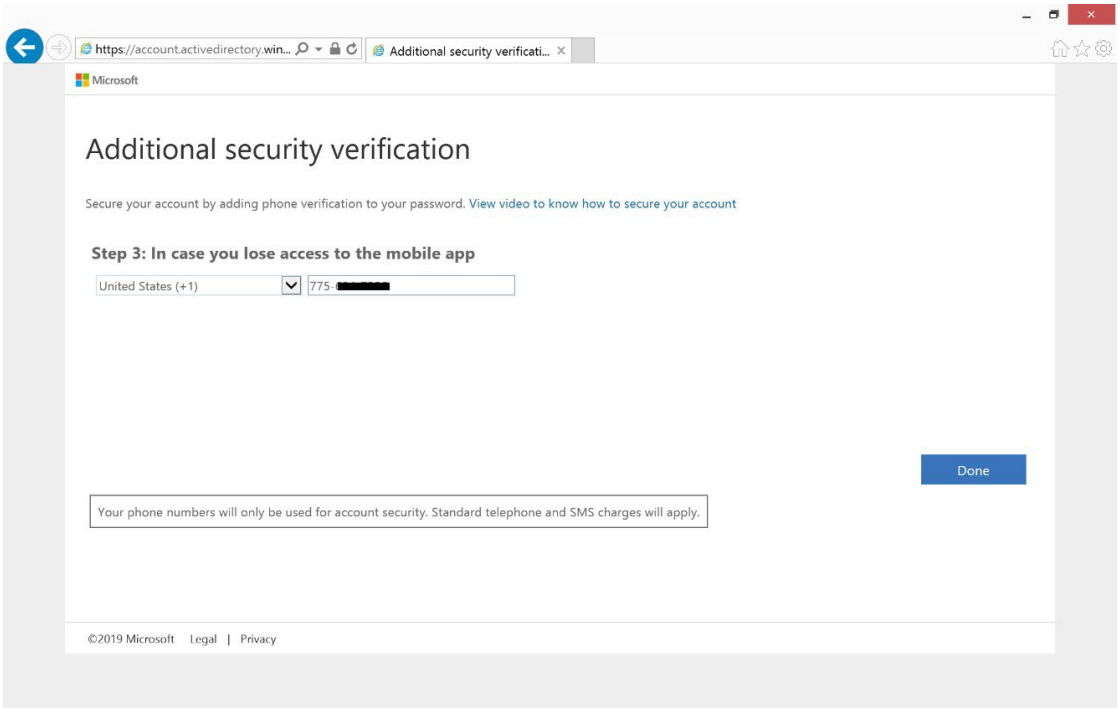
1. The additional security verification screen will go through a verification process. When it's done, click *next*.



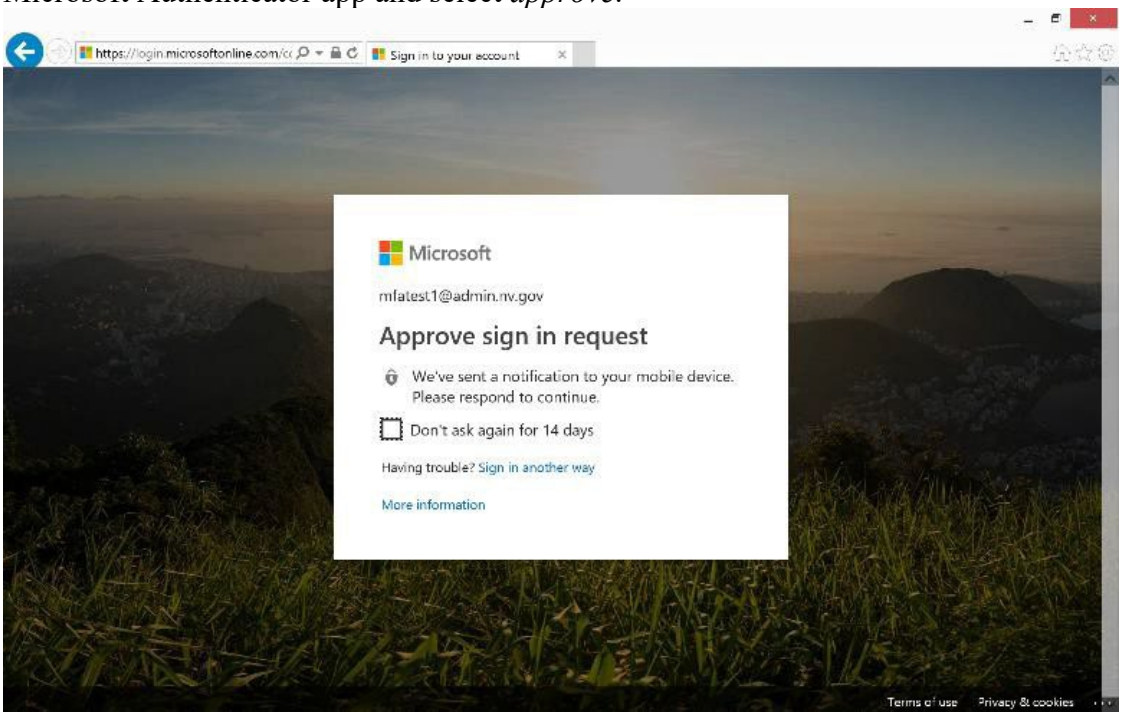
2. The additional security verification screen will say that it is sending a test notification to your Microsoft Authenticator app. Go to the app on your mobile device and, when you see the "Approve sign in?" message, click *approve*.




3. The additional security verification screen will prompt you to enter a phone number as a backup authentication option. Change the drop-down box to *United States (+1)*, and then enter the phone number you want to use as a backup. Click *done* and you will be taken to Outlook Web Access. The MFA setup is complete.

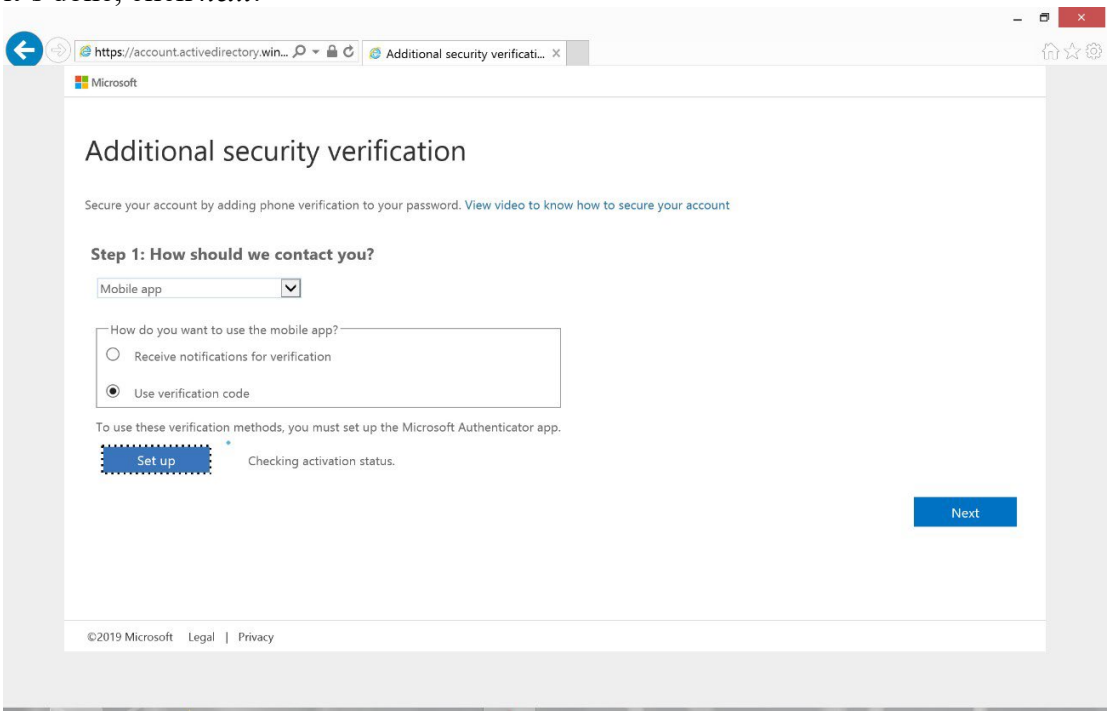


4. This next screen is what you will normally see when logging into your email. Open the Microsoft Authenticator app and select *approve*.

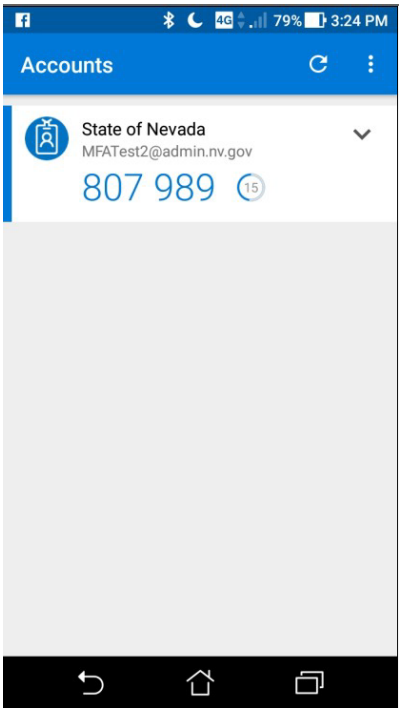



OPTION TWO: USE VERIFICATION CODE

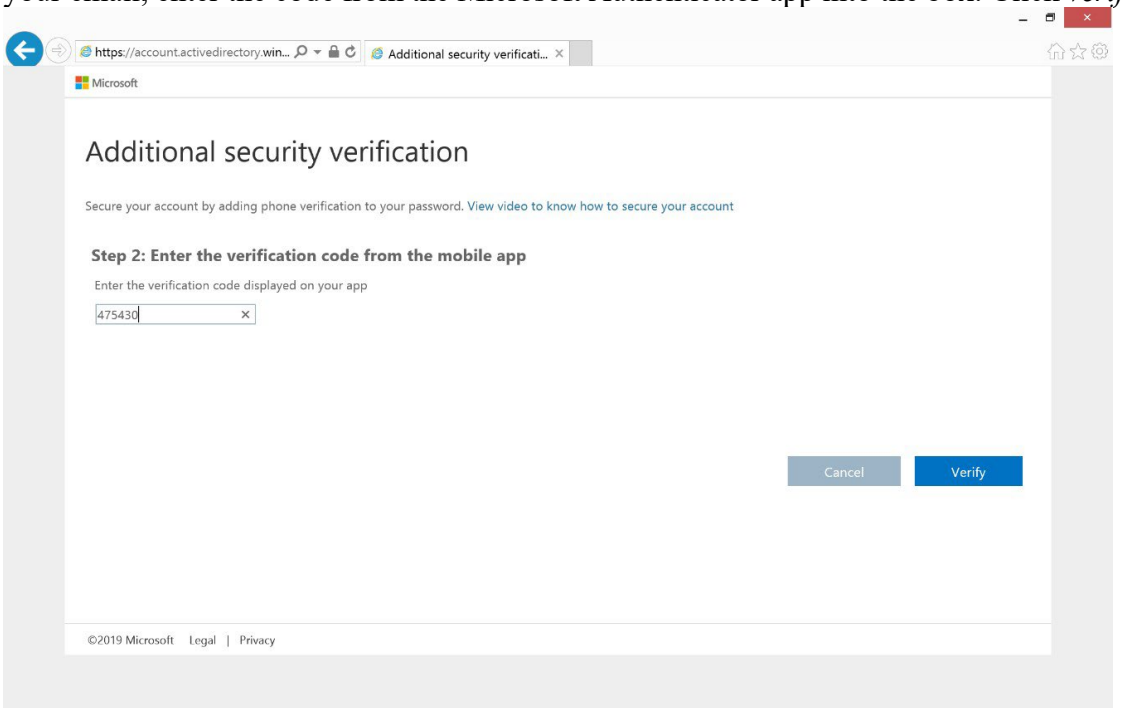
1. The additional security verification screen will go through a verification process. When it's done, click *next*.



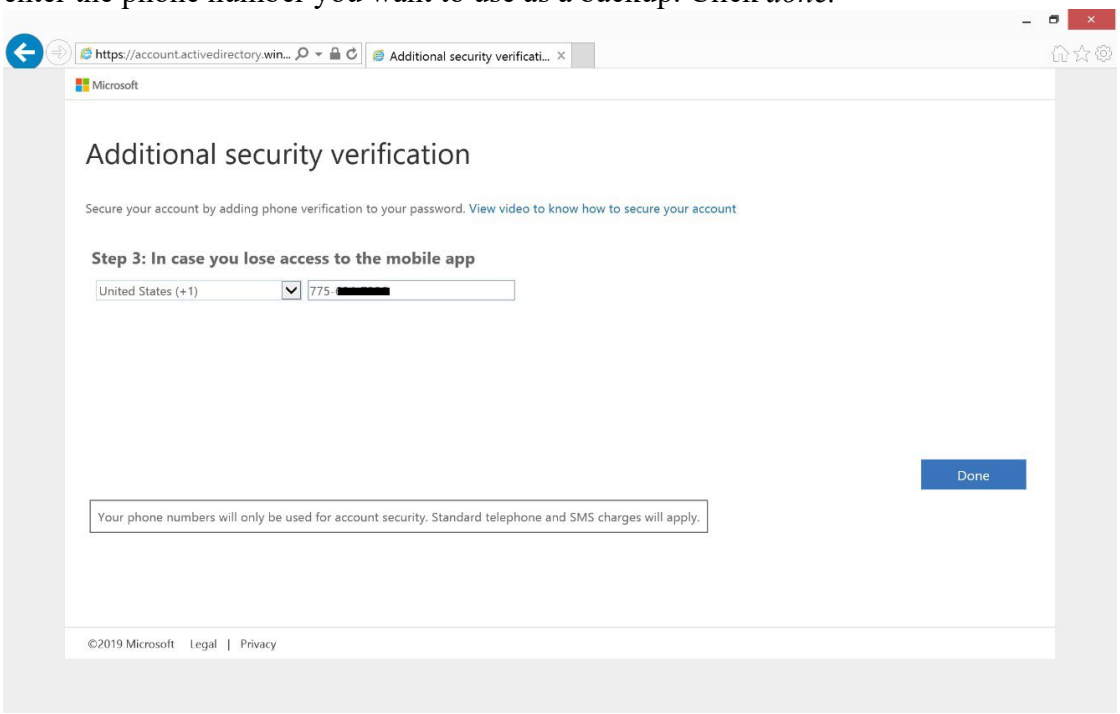
2. The next screen will ask you to enter a six-digit code from the Microsoft Authenticator app. Switch to your mobile device with the Microsoft Authenticator app to retrieve this six-digit code.



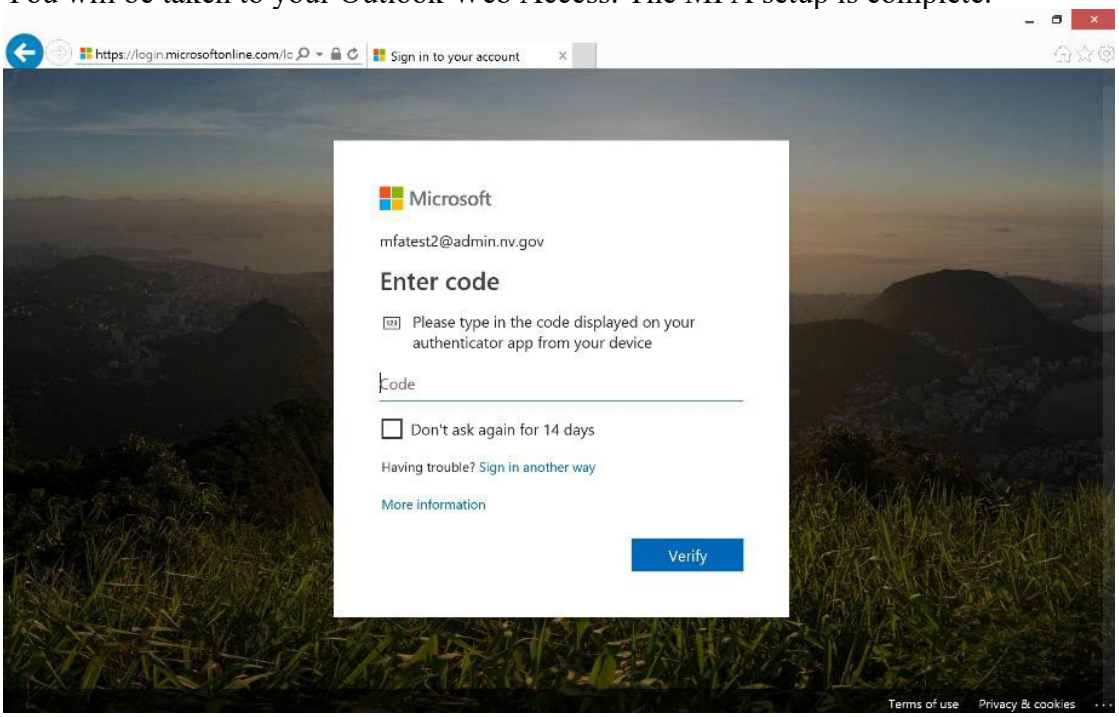

3. On the additional security verification screen of the browser you are using to log on to your email, enter the code from the Microsoft Authenticator app into the box. Click *verify*.



4. The additional security verification screen will prompt you to enter a phone number as a backup authentication option. Change the drop-down box to *United States (+1)*, and then enter the phone number you want to use as a backup. Click *done.*




5. This screen is what you will normally see when logging into your email. On this screen, enter the new code that is displayed in the Microsoft Authenticator app and click *verify*. You will be taken to your Outlook Web Access. The MFA setup is complete.



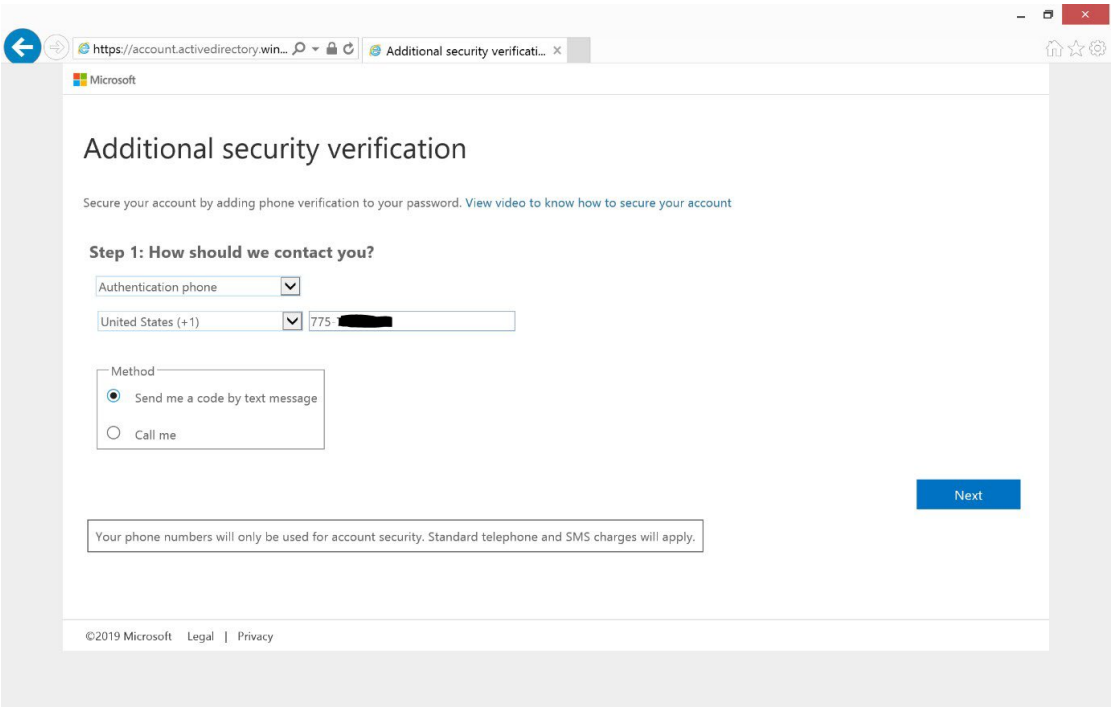
## METHOD TWO: AUTHENTICATION PHONE

At this point, you will need to decide which option you want to use with your phone.

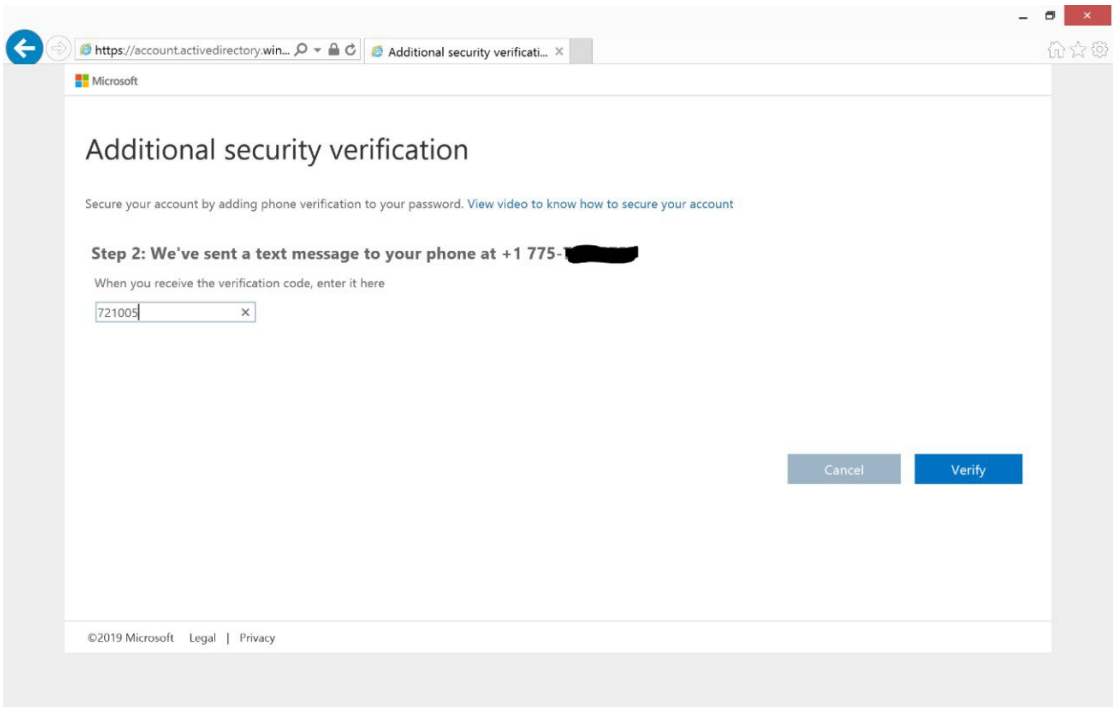
- To receive a text message with a six-digit code, follow the instructions for option one below.
- To receive an automated phone call for verification, follow the instructions for option two on p. 18.

### OPTION ONE: SEND ME A CODE BY TEXT MESSAGE

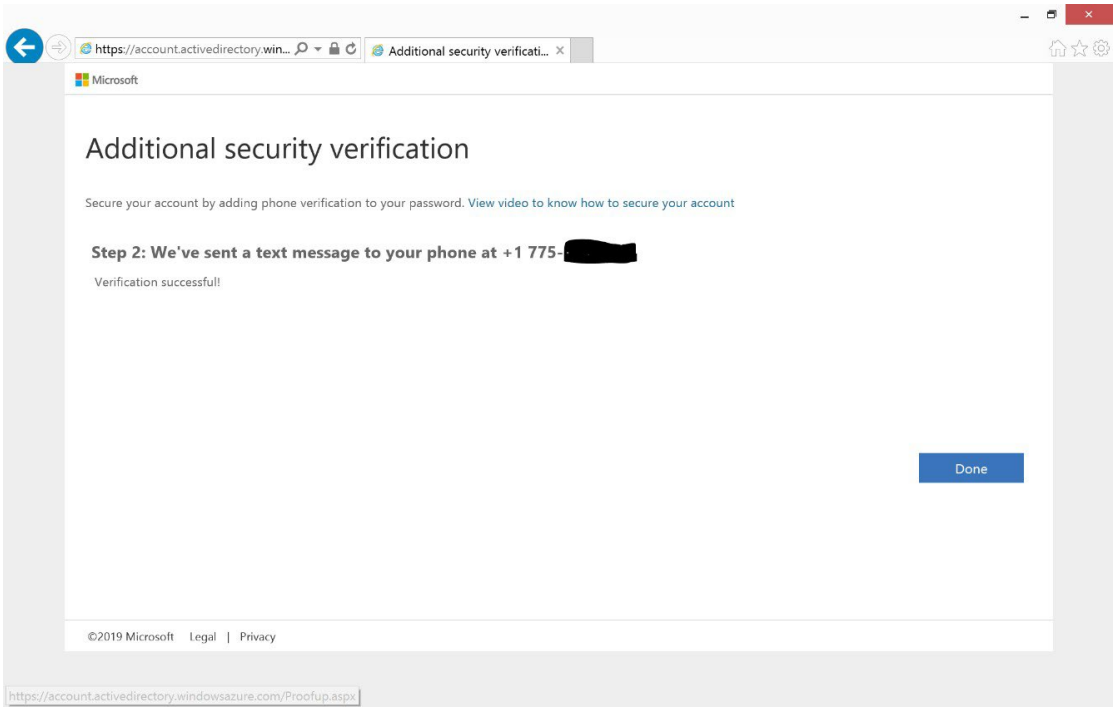
1. On the additional security verification screen, select *authentication phone* in the first drop-down box. Next, select *United States (+1)* in the second drop-down box and enter your phone number in the box to the right. In the method box, select *send me a code by text message*.



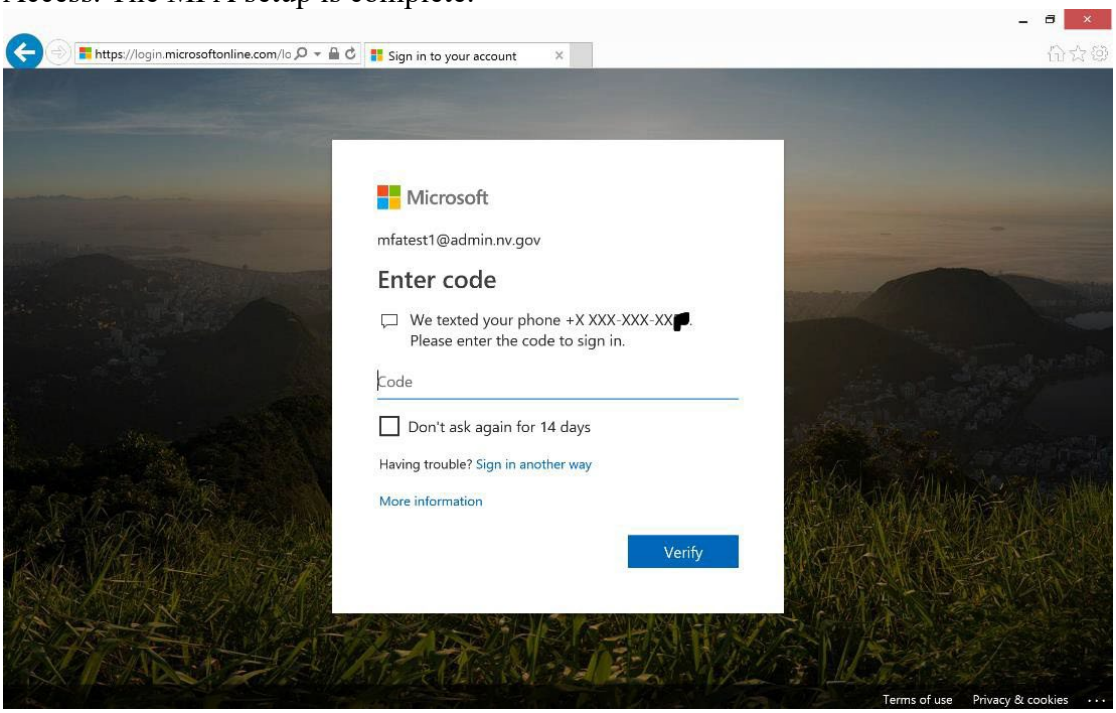
2. Click *next*, and you will receive a text message with a six-digit code. Enter the code in the box provided and click *verify*.




3. The next screen confirms that the verification is successful. Click *done*.

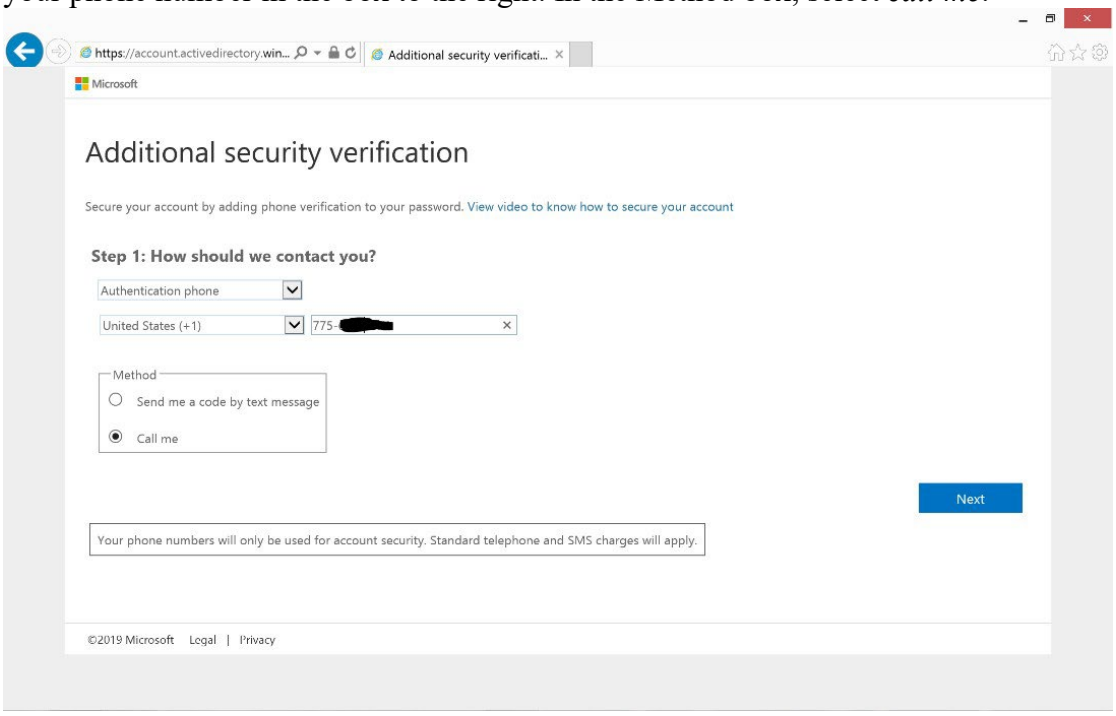


4. This next screen is what you will normally see when logging into your email. You will receive another code. Enter it and click *verify*. You will then be sent to Outlook Web Access. The MFA setup is complete.

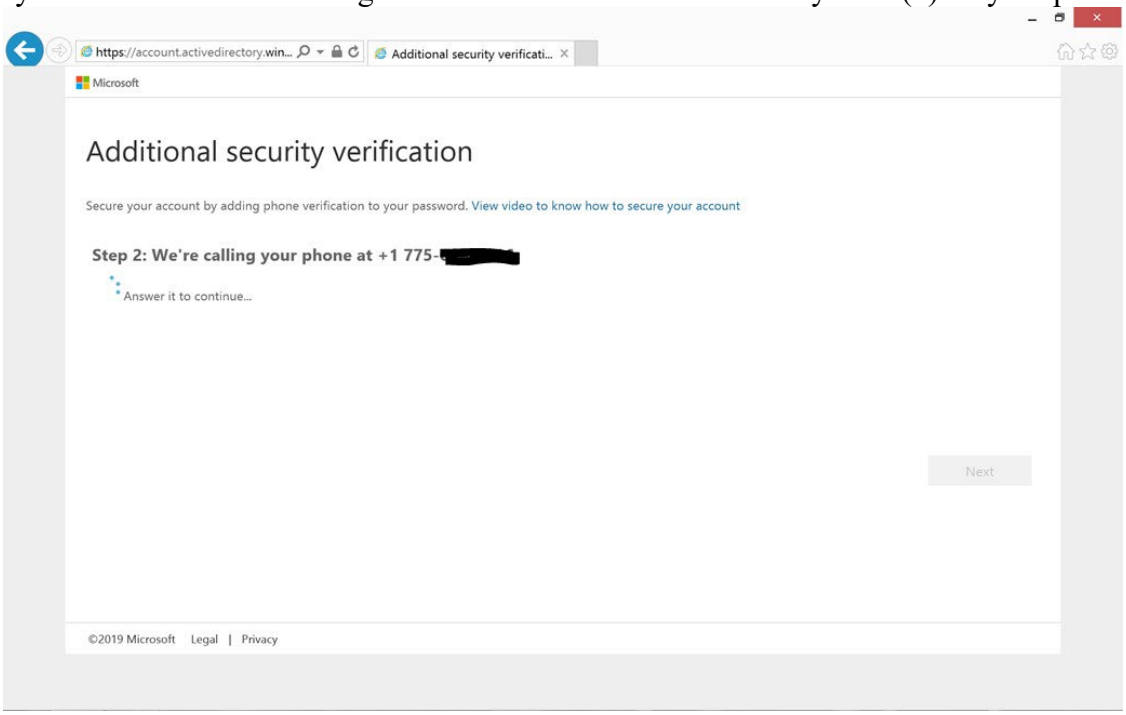



OPTION TWO: CALL ME

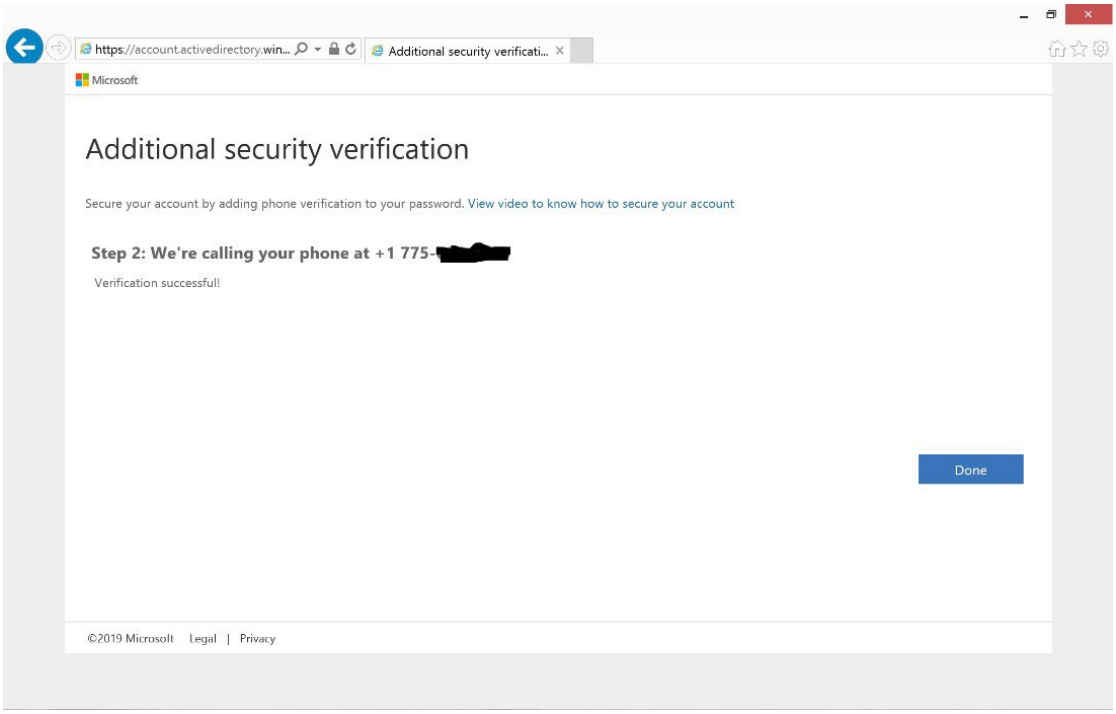
1. On the additional security verification screen, select *authentication phone* in the first drop-down box. Next, select *United States (+1)* in the second drop-down box and enter your phone number in the box to the right. In the Method box, select *call me*.



2. Click *next*. Click Next. You will be taken to the screen below. You will receive an automated phone call that says, “Thank you for using the Microsoft sign in verification system. Press the number sign to continue.” Press the number symbol (#) on your phone.




3. The next screen confirms that the verification is successful. Click *done*, and you will then be sent to Outlook Web Access.



4. This next screen is what you will normally see when logging into your email. You will receive a phone call. Answer it and follow the instructions. The MFA setup is complete.