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 <u>ServiceDesk@it.nv.gov</u>.

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 <u>https://portal.office.com</u> to sign into your email.

2. To sign in, enter your email address.

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Sign in			Courter of
MFATest1@ad	min.nv.gov	×	
No account? Cre	ate one!		
Can't access your	account?		
Sign-in options			S.G.
	Back	Next	S. A.
			State

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

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				State of Nevada			
				Enter password			
				Password			
				Forgot my password			
				Sign in with Windows Hello or a security key			
				Sign in			
					Terms of use	Privacy & cookies	

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.

Additional	security vernicat	ion		
Secure your account by a	lding phone verification to your pas	sword. View video to know how to see	cure your account	
Step 1: How shou	ld we contact you?			
Authentication phone	V			
United States (+1)	555555555	×		
Send me a codeCall me	by text message			
				Next
	II wale has somed find account manuality	Standard telephone and SMS charges	will apply	

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.

Microsoft Microsoft Corp	Authenticator
Business #	3 Top Free
UNINSTALL	OPEN
What's new • Last updated May 9, 2019 We're always working on new and performance improveme stay updated with the latest v READ MC	features, bug fixes, nts. Make sure you ersion for the besi DRE
Rate this app Tell others what you think	
	\$ \$
WRITE A RE	VIEW

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*.

Addition	al security veri	fication			
Secure your accour	t by adding phone verification to	o your password. Vi <mark>ew video t</mark> o	know how to secure your acco	punt	
Step 1: How	should we contact you?	2			
Mobile app					
How do you w	ant to use the mobile app?				
O Receive no	otifications for verification				
O Use verific	ation code				
To use these veri	fication methods, you must set u	p the Microsoft Authenticator a	pp.		
Set up	Mobile app has been config	gured.			
					Next

-

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.

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.



If you are unable to scan the image, enter the following information in your app. Code: 588 067 886

Url: https://bn1napad07.na.phonefactor.net/pad/467553549

If the app displays a six-digit code, choose "Next".



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*. 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.



If you are unable to scan the image, enter the following information in your app. Code: 588 067 886

Url: https://bn1napad07.na.phonefactor.net/pad/467553549

If the app displays a six-digit code, choose "Next".

cancel

- 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*.

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*.

Microsoft	
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? O Receive notifications for verification Use verification code	
To use these verification methods, you must set up the Microsoft Authenticator app. Set up Checking activation status.	
	Next
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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.

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Ø	State of Nevada MFATest2@admin.nv.gov 807 989 (15	~
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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*.

Additional sec	urity verification			
Secure your account by adding p	phone verification to your password. Y	View video to know how to secure y	our account	
Step 2: Enter the verif	ication code from the mob	oile app		
Enter the verification code disp	played on your app			
475430 ×				
			Cance	l 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*.

Additional	ecurity verification	
, la ancionario		
Secure your account by ad	ling 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	
United States (+1)		
		Done
Your phone numbers wi	only be used for account security. Standard telephone and SMS charges will apply.	

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*.

Additional s	curity verification	
C	-	
secure your account by add	g phone verification to your password, view video to know now to secure your accou	nı
Step 1: How should	we contact you?	
Authentication phone		
United States (+1)	775-1	
Method		
Send me a code b	text message	
O Call me		
		Next
Your phone numbers will	nly be used for account security. Standard telephone and SMS charges will apply.	

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*.

Addition	al security veri	ification				
Secure your accour	it by adding phone verification to	o your password. View video	to know how to secure yo	ur account		
Step 2: We'v	e sent a text message t	o your phone at +1 7	75-1			
When you receive	the verification code, enter it he	ere				
721005	×					
					Cancel	Verify

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

Microsoft	
Additional security verification	
Secure your account by adding phone verification to your password. View video to know how to secure your account	
Step 2: We've sent a text message to your phone at +1 775-	
	Done
©2019 Microsoft Legal Privacy	

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*.

Additional s	ecurity verifica	ition		
Secure your account by add	ing phone verification to your p	assword. View video to know how to secure your accour	nt	
Step 1: How should	we contact you?			
Authentication phone	~			
United States (+1)	775-	×		
Method Send me a code b Call me	y text message			
				Next
Your phone numbers will	only be used for account securi	ty. Standard telephone and SMS charges will apply.		

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.

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Additional securi	ty verification	
Secure your account by adding phone	verification to your password. View video to know how to secure your account	t
Step 2: We're calling your	phone at +1 775-4	
Answer it to continue		
		Next

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.

