



MFA Overview

Multifactor Authentication provides additional protection for staff or 3rd Parties accessing Council systems externally i.e. working from home.

MFA requires 2 levels of verification:

- 1. Username and Password
- 2. Microsoft Authenticator App approving the log-on request

To setup the Microsoft Authenticator App and MFA, follow the steps below.

Please note: MFA is only required when accessing Council systems from an **External** network only. Personal phones can be used as the Authenticator App does not store Personal or Council data.

1. On your Mobile - Get the Microsoft Authenticator App



2. On your Computer - Logon to MFA setup

- Open a web browser (E.g. Chrome, Microsoft Edge) and start an Incognito or InPrivate window by pressing:
 Ctrl + Shift + n
- In your web browser go to <u>https://aka.ms/mfasetup</u> and login with your work email address and password
- Click next on the following screens until you see the QR code
- When you see the QR code do not click next straight away, complete Section 3 to setup the Microsoft Authenticator App on your mobile, then scan the QR code on your computer screen







3. On your Mobile - Setup the Microsoft Authenticator App						
Open the Micr your mobile de	osoft Authenticator App on evice & tap the + symbol	E Auth	© 10:38 am enticator	© ◙ 46% Q +		
> Tap Work or se	chool account	HITEISTR 40 O 10:39 am Add account WHAT KIND OF ACCOUNT ARE YOU		en • 0 9 42% • 1		
Tap Scan QR code, then scan the QR code on your computer screen from Section 2		Personal account Work or school account Other (Google, Facebook, et Add work or school a	tc.) > Your account provid	Ner will display a		
		Sign in Scan	QR code Or enter code (je manually		

4. On your Computer & Mobile – Complete the MFA setup					
Once you have scanned the QR code click next	Microsoft Authenticator Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account. After you scan the QR code. choose "Next".				
	Cart scan image? Back Next Keep your account secure				
Take note of the number on your computer screen	Your organisation requires you to set up the following methods of proving who you are. Microsoft Authenticator Let's try it out				
> You will receive a MEA patification on your	Approve the notification we're sending to your app by entering the number shown below.				
mobile device asking you to type in the number from the previous step	Are you trying to sign in? Rockhampton Regional Council vandemhurk_agerc.qid.gov.au Enter the number shown to sign in. Enter surgest bare Type number				
	47 ves from computer on your mobile				
Once MFA has successfully matched the numbers click Next & then Done	CAN'T SEE THE NUMBER Keep your account secure Keep your account secure Wor regeneration regime you is using the following methods of proving who you are. Microsoft Authenticator Success!				
MFA setup is now complete!	Image: Construction operated Construction operated				





How to approve sign-in using Microsoft Authenticator App						
		When signing into a Council resource that requires MFA, your computer will prompt you to type in the corresponding number on your mobile device	Are you trying to sign in? Microsoft Sockhampton Regional Council vandenhurkr_a@rrc.qld.gov.au			
		Check your mobile notifications or open the MFA app if you missed the popup	Approve sign-in request Copen your Authenticator app, and enter the number shown to sign in. 19 YES			
		If you receive a notification and you <u>are not</u> trying to logon you should report this to your manager and IT Services ASAP	No numbers in your app? Make sure to upgrade to the latest version. NO, IT'S NOT ME More information Cancel I CAN'T SEE THE NUMBER			
	A	When connecting to your Council computer via remote desktop (eg. working from home) you will not receive a MFA prompt on your computer, nor will you need to enter a number, you simply must tap approve to authenticate	g to your Council computer cop (eg. working from home) ive a MFA prompt on your rill you need to enter a nply must tap approve to Below is for Remote Desktop only Approve sign-in? Rockhampton Regional Council holly.dickson@rrc.qld.gov.au DENY APPROVE			
TIP	If working from outside the office and logging onto Remote Desktop, you will not be prompted on your computer to approve MFA. You need to approve the sign-in on your mobile device to proceed					