



Microsoft Multifactor Authentication (MFA)

Quick Reference Guide



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

- If the Microsoft Authenticator App is already installed on the device skip to Section 2

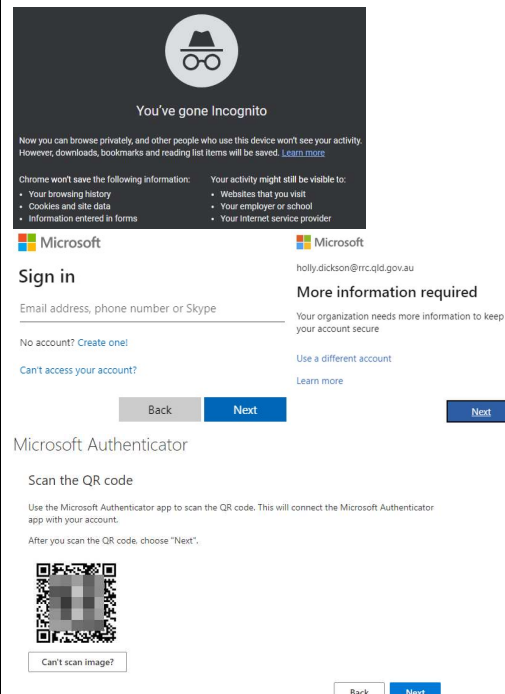


- Download the Microsoft Authenticator App from either Apple App Store or Google Play



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 <https://aka.ms/mfasetup> 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





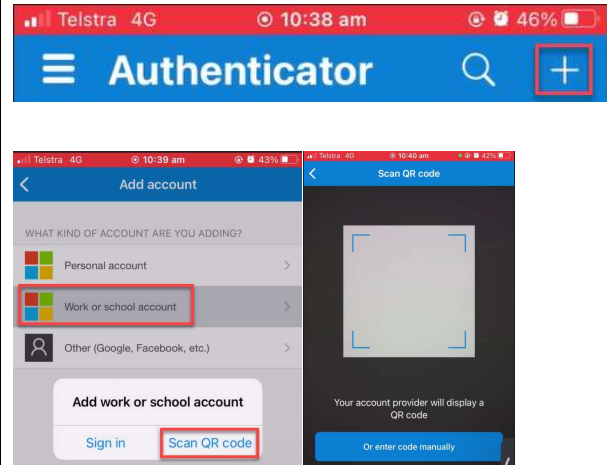
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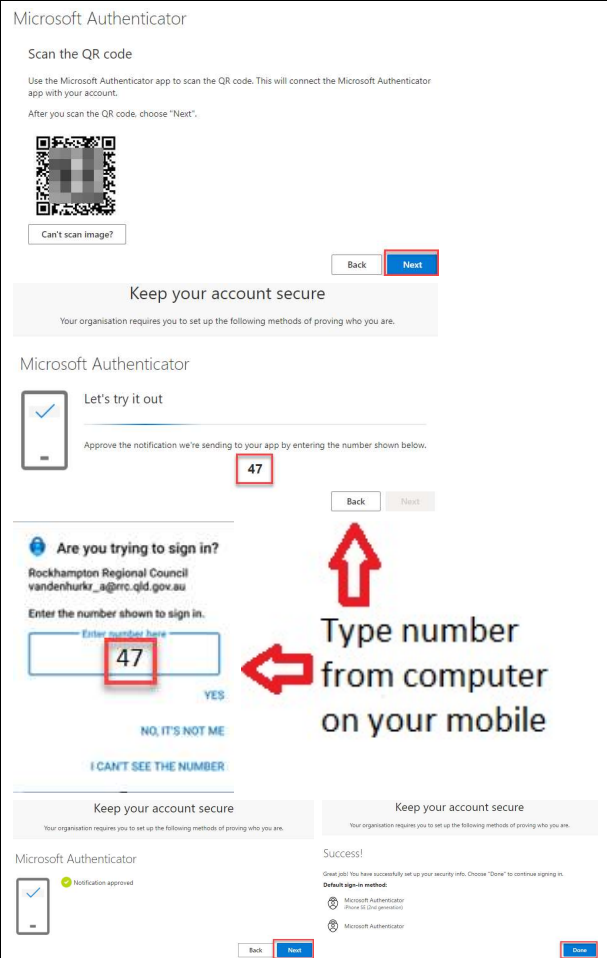
3. On your Mobile - Setup the Microsoft Authenticator App

- Open the Microsoft Authenticator App on your mobile device & tap the + symbol
- Tap Work or school account
- Tap Scan QR code, then scan the QR code on your computer screen from Section 2



4. On your Computer & Mobile – Complete the MFA setup

- Once you have scanned the QR code click next
- Take note of the number on your computer screen
- You will receive a MFA notification on your mobile device asking you to type in the number from the previous step
- Once MFA has successfully matched the numbers click Next & then Done
- MFA setup is now complete!





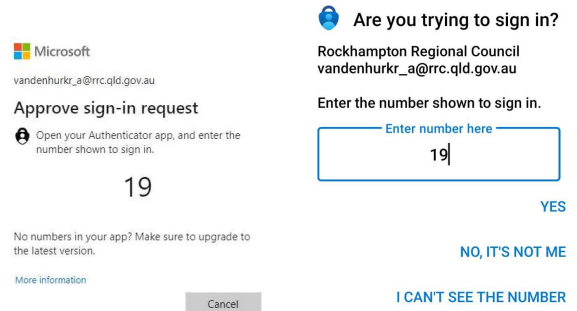
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How to approve sign-in using Microsoft Authenticator App

- When signing into a Council resource that requires MFA, your computer will prompt you to type in the corresponding number on your mobile device
- Check your mobile notifications or open the MFA app if you missed the popup
- If you receive a notification and you are not trying to logon you should report this to your manager and IT Services ASAP
- 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



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