

Mobile Apps – Getting Started

Setting up Microsoft Authenticator

Last Updated: November 2024



Setting Up Microsoft Authenticator



ABOUT MULTI-FACTOR AUTHENTICATION

What is multi-factor authentication?

Multi-Factor Authentication (MFA) is a security process that requires users to verify their identity using two or more methods before gaining access to an account or system. This typically involves something the user knows (like a password) and something the user has (like a smartphone app or a security token). By adding an extra layer of protection, MFA helps safeguard your accounts against unauthorized access, even if your password is compromised.

Multi-factor authenticators at St John of God Health Care....

At St John of God Health Care (SJGHC), we utilise two types of Multi-Factor Authenticators, depending on the system you are accessing, to provide an additional layer of security alongside your SJGHC username and password. For all Microsoft applications, the **Microsoft Authenticator** app is used as our MFA. This guide will help you set up Authenticator to enable access to mobile apps such as Teams and Outlook. For other mobile apps, like Dimensions, we use **NetIQ** Advanced Authentication as our MFA. You can find more details on Cora.

BEFORE YOU START

1. Check your mobile device version

Please make sure your mobile device is updated with the latest version. If you are unable to update your phone ask a super user at site for support.

Supported versions:

- Android: version 9 or above
- Apple iOS: version 16 or above

2. Access to web browser

To make Authenticator set-up easier, it is best to use a computer to enable you to take photos of QR code. However, mobile device browsers can still work effectively.

3. Check your personal details in MyPay

Check and update your contact details through the MyPay app in ZENworks. From the 'My HR' drop-down menu, select 'Personal Details' then 'My Contact Details'.

If you are completing this set-up while you are not connected to the SJGHC network (e.g. at home), you may need to enter a code that will be sent to your mobile phone.

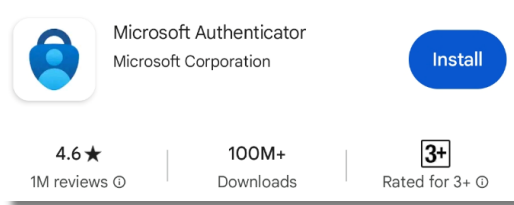
Setting Up on a **Mobile Phone** refer to **page 3**. Setting up on a **Computer** refer to **page 7**.



Setting Up Microsoft Authenticator with a Mobile Phone

STEP 1: INSTALL MICROSOFT AUTHENTICATOR

- If you already have MFA set up head to **Step 2**
- **1.1** INSTALL the **Microsoft Authenticator** app on your mobile device from your device's App Store.



OR scan the QR code below on your mobile device

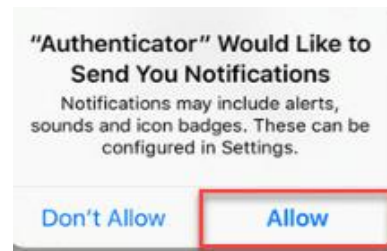
Apple
App Store



Android
Google Play



- 1.2** 'Authenticator would like to send you notifications', select **Allow**



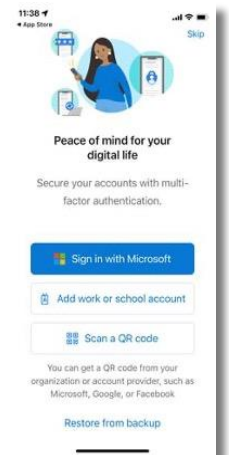
- 1.3** 'Microsoft respects your privacy', select **Accept**



- 1.4** 'Help us improve Microsoft Authenticator', select **Continue**



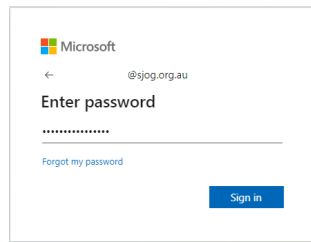
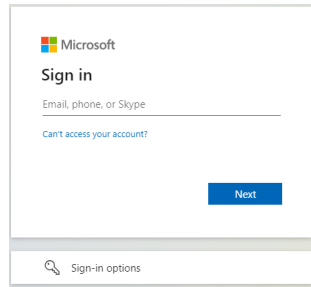
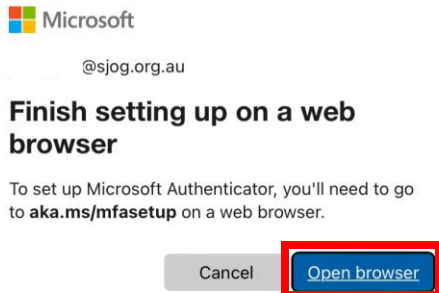
- 1.5** When prompted to Sign in, **Add Work or School Account**.



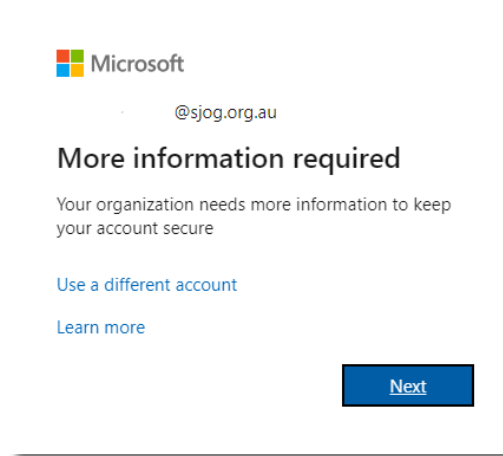
Setting Up Microsoft Authenticator

STEP 2: INITIATE MFA SETUP

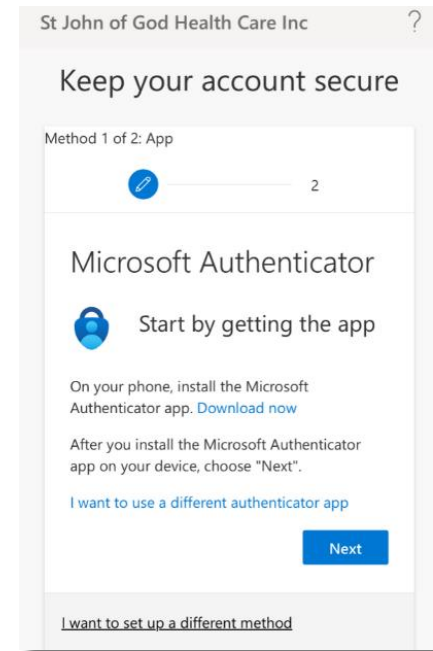
2.1 When prompted open the browser on your phone and Sign-in using your @sjog.org.au email address and password.



2.2 'More information required', click **Next**



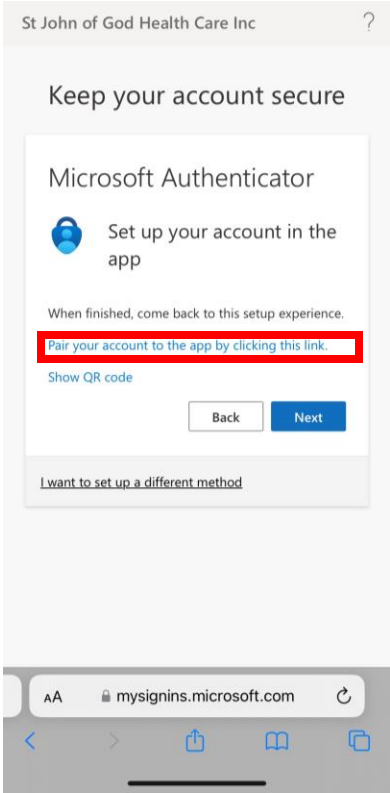
2.3 The next step assumes you may not have previously installed the Microsoft Authenticator app. Click '**Next**' once you have done this.



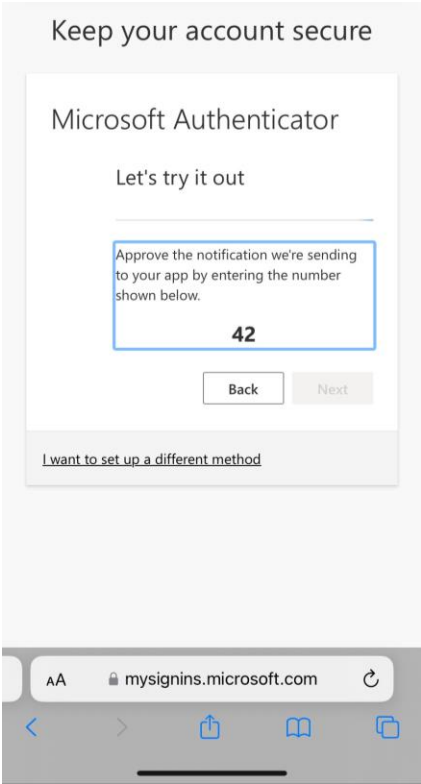
Setting Up Microsoft Authenticator

STEP 2: INITIATE MFA SETUP

2.4 Select **Pair your account to the app by clicking this link** and then **Next**.



2.5 You will be prompted for a method to Authenticate, take note of the bolded Number e.g. **42**



2.7 Tap on the **"Approve sign-in?"** notification taking you to the **MFA** app



2.8 Enter the number from before e.g. **42**

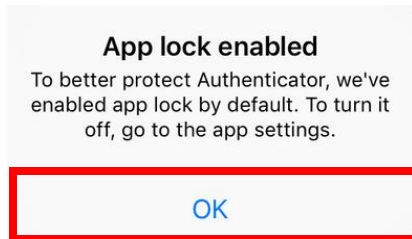


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STEP 3: COMPLETE SETUP

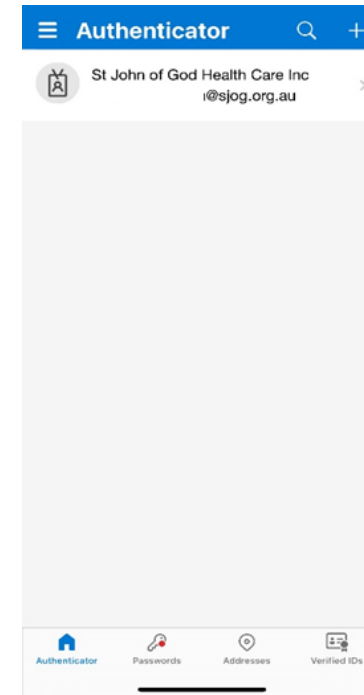
3.2 A message may appear saying 'Unable to add the account'. Click "**Cancel**".

'App Lock enabled' message may appear, click "**Ok**"



3.3 You're initialised!

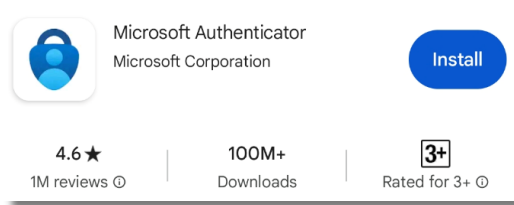
Your 'St John of God Health Care Inc' authentication profile should appear in the list...



Setting Up Microsoft Authenticator With a Desktop or Laptop

STEP 1: INSTALL MICROSOFT AUTHENTICATOR

- If you already have MFA set up head to **Step 2**
- **1.1** INSTALL the **Microsoft Authenticator** app on your mobile device from your device's App Store.



OR scan the QR code below on your mobile device

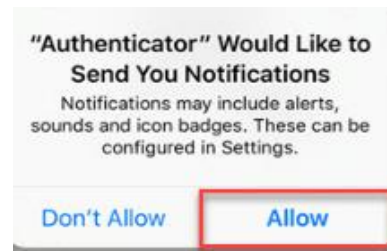
Apple
App Store



Android
Google Play



- 1.2** 'Authenticator would like to send you notifications', select **Allow**



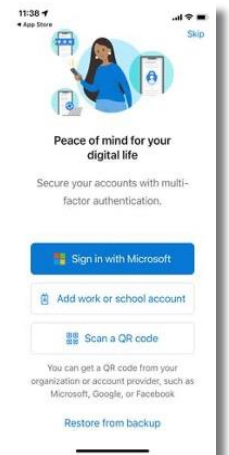
- 1.3** 'Microsoft respects your privacy', select **Accept**



- 1.4** 'Help us improve Microsoft Authenticator', select **Continue**



- 1.5** When prompted to Sign in, **hold-off** for now and go to Step 2.



Setting Up Microsoft Authenticator

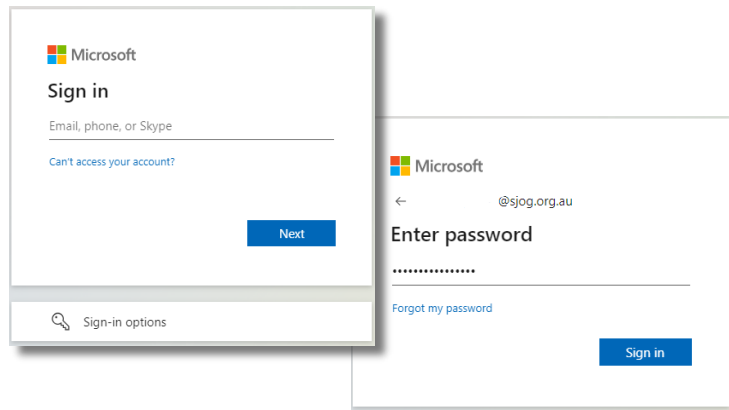
STEP 2: INITIATE MFA SETUP

2.1 Open a browser and access the below URL:

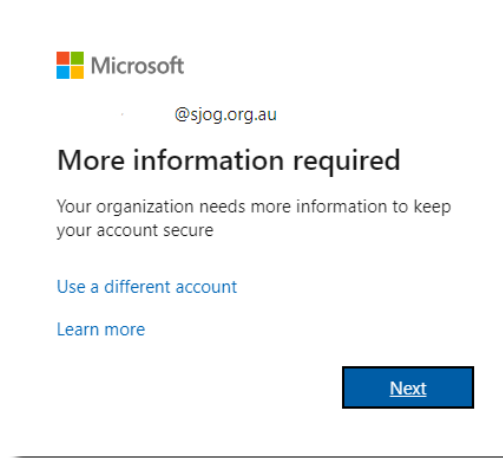
<https://aka.ms/mfasetup>

Sign-in using your @sjog.org.au email address and password.

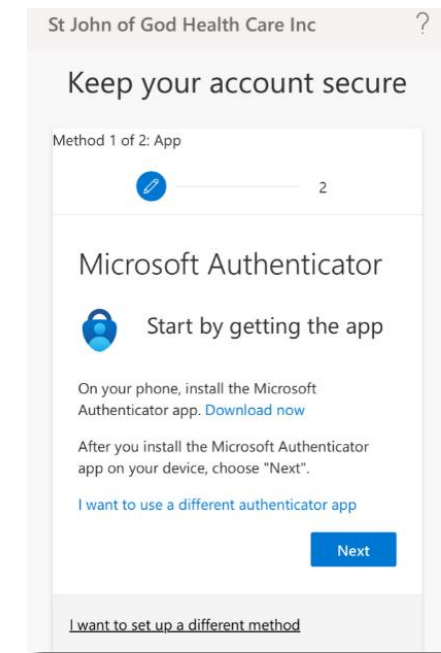
If you are not using a SJOG workstation you will be prompted to enter your e-number and password to authenticate.



2.2 'More information required', click **Next**



2.3 The next step assumes you may not have previously installed the Microsoft Authenticator app. Click '**Next**' once you have done this.

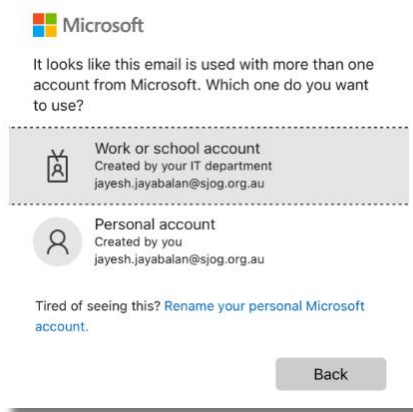
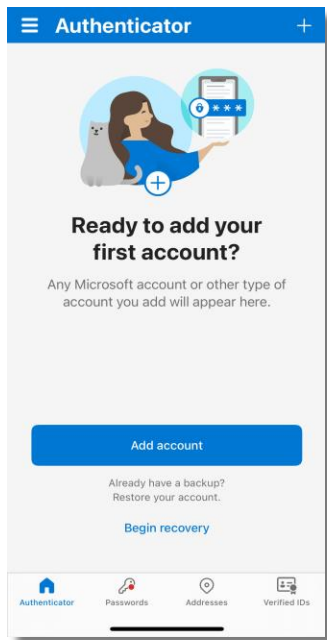


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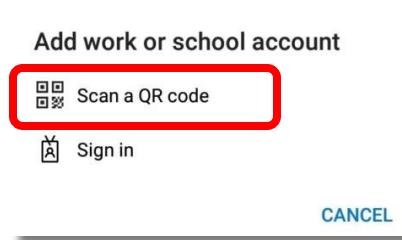
STEP 2: INITIATE MFA SETUP

2.4 Open Microsoft Authenticator app on your mobile device.

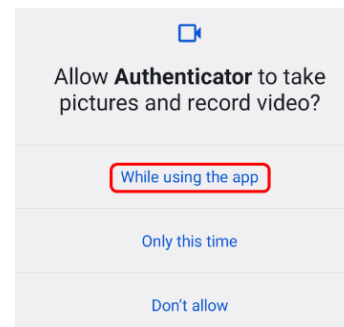
Add account or click the '+' in top right corner or select **"Add Work or School Account"**



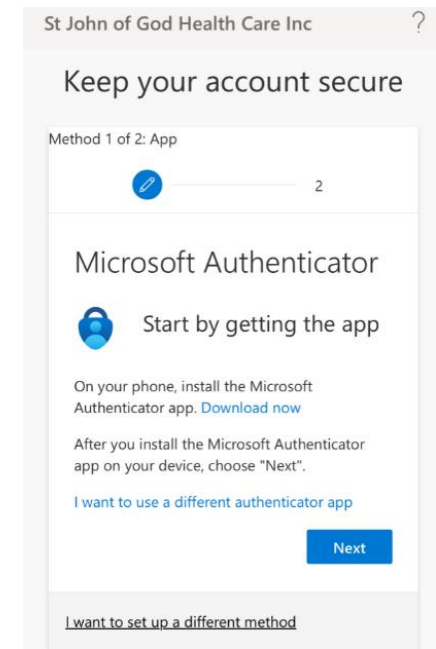
2.5 You will be prompted for a method to initiate, select "Scan a QR code"



2.6 Allow Authenticator to take pictures and record video, select **"While using the app"**



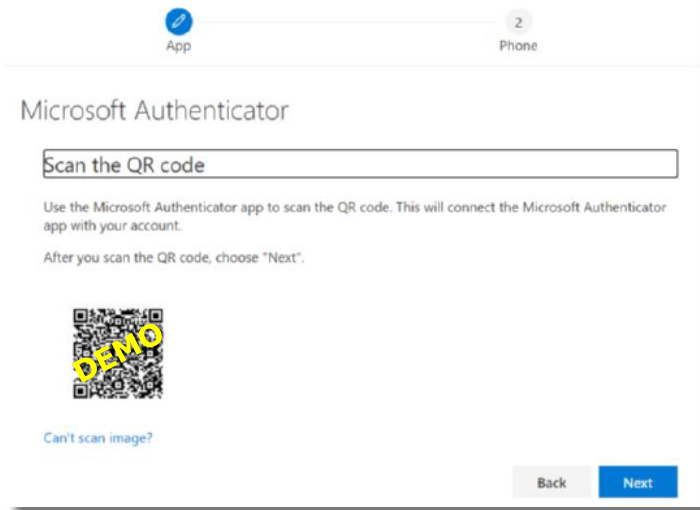
2.7 Go back to your web browser, click "Next"



Setting Up Microsoft Authenticator

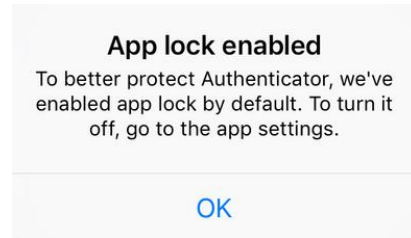
STEP 3: COMPLETE SETUP

3.1 Using the camera on your mobile device, scan the QR code that appears on your screen.



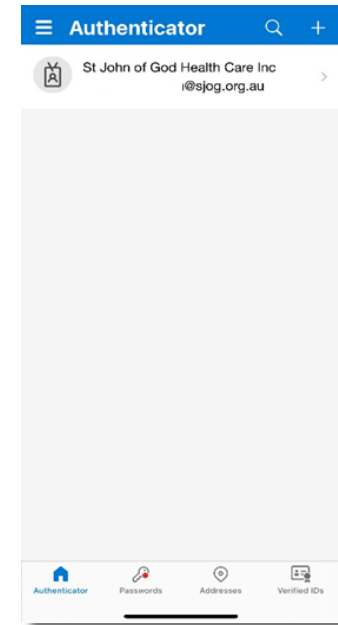
3.2 A message may appear saying 'Unable to add the account'. Click "**Cancel**".

'App Lock enabled' message may appear, click "**OK**"



3.3 You're initialised!

Your 'St John of God Health Care Inc' authentication profile should appear in the list..



Authenticating using Microsoft Authenticator

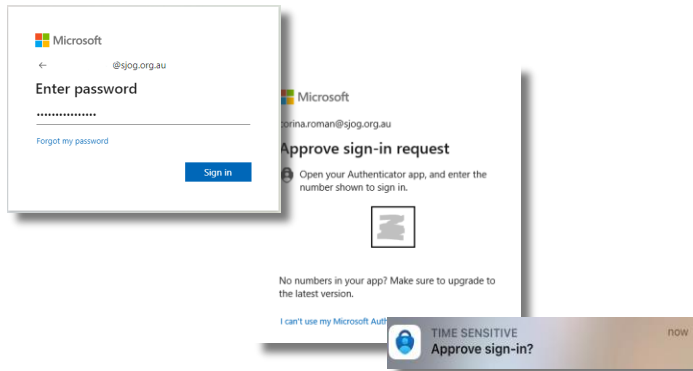
AUTHENTICATING

1. To commence authentication, attempt to open your Microsoft app (eg Teams, Outlook) via browser or mobile app.

You'll be prompted to enter your SJOG email address and password.

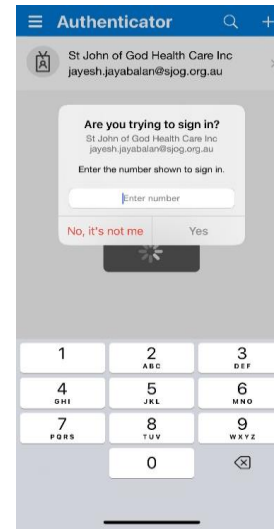
A successful login will trigger you to receive a 2-digit number and a notification from Microsoft

Authentication to sign-in using this number.

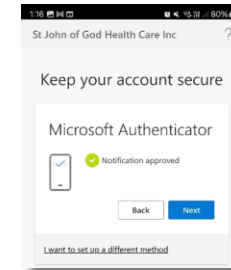


2. Go back into Microsoft Authenticator and **enter the 2-digit number** and select '**Yes**'.

If you did not initiate the sign-in, you should select 'No, it's not me'.



3. You will be prompted for a second type of authentication which is often face recognition or a finger print scan.



4. Once completed, go back to your browser where your Microsoft session should successfully start-up.

