



Workforce Issuance

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☒ Policy ☐ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
MDCS Operations Managers

cc: WIOA State Partners

From: Diane Hurley, Acting Director
MassHire Department of Career Services

Date: September 2, 2022

Subject: **Multi-Factor Authentication for MOSES AppStream Access Required by Non-State Users**

Purpose: To notify MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners that non-state MOSES users must set up Microsoft Multi-Factor Authentication (MFA) in order to access AppStream and continue to use the MOSES staff view application.

Background: Amazon WorkSpaces is going to be replaced by AppStream for all non-state employees who use MOSES.

Amazon AppStream will be deployed as a replacement for Amazon WorkSpaces for non-state MOSES users starting September 10, 2022.

Non-state users will be given a short overlap period during which they can access both Amazon WorkSpaces and AppStream. This period will be no longer than 1 week. After this period has ended, Amazon WorkSpaces will be deactivated and will no longer be accessible.

Policy: EOTSS (Executive Office of Technology Services and Security) requirements will initiate changes for how non-state users will access MOSES. Access will be

through a new web-based application known as AppStream. In order to access AppStream, non-state users must set up Microsoft Multi-Factor Authentication (MFA) on their Microsoft DETMA account. MFA is used to verify the user's identity by providing a code via text message, authenticator app, automated phone call to a cellphone or desk phone, or push notification using the Microsoft Authenticator mobile application. There is no option to receive an MFA code via email.

Action

Required: All non-state users will receive an email to their Microsoft DETMA account informing them to set up Multi-Factor Authentication (MFA) and providing instructions for how to do so. **MFA must be set up before users can access MOSES through AppStream.**

Non-state users moving to AppStream must set up and use MFA in order to continue to access the MOSES staff view application.

Effective: Immediately

Inquiries: Please email all questions to PolicyQA@detma.org. Please reference this MassWorkforce Issuance number in your inquiry.