



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
MassHire DCS Operations Managers

cc: WIOA State Partners

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

Date: April 5, 2023

Subject: **Multi-Factor Authentication to Be Activated on Mass.gov Amazon WorkSpaces**

Purpose: To notify Local MassHire Workforce Boards, MassHire Career Center Operators, and other local workforce partners that Multi-Factor Authentication (MFA) will be activated for all mass.gov (MSD) Amazon WorkSpaces users. Review of current MFA default option is required for each affected user and changes to the MFA default method may be required.

Background: Amazon WorkSpaces (AWS) is currently used by all mass.gov employees to access MOSES and Crystal Reports.

Beginning April 12, 2023, Multi-Factor Authentication (MFA) will be required to login to AWS. Users will see a new input field in AWS after username and password labeled "MFA Code".

Only Microsoft Authenticator app push notifications and phone call default MFA methods are supported for AWS. If the user's default MFA method in Microsoft is anything other than Microsoft Authenticator or phone call, it must be changed to ensure continued access to AWS and MOSES.

Policy: EOTSS (Executive Office of Technology Services and Security) will initiate changes to require Multi-Factor Authentication (MFA) to login to Amazon WorkSpaces (AWS). Users must change their Microsoft default MFA method to either Microsoft Authenticator OR phone call. If the default MFA method is not one of these two options, the user will not be able to login to AWS.

Action

Required: All mass.gov users must log in to the Microsoft Security Info webpage with their mass.gov email address, password and verify or update their default MFA sign-in method to be either Microsoft Authenticator or phone call.
<https://mysignins.microsoft.com/security-info>

Detailed instructions can be found here: <https://www.mass.gov/doc/mfa-setup-for-msd-massgov-aws/download>

Effective: Immediately

Inquiries: Please email all questions to lukas.booker2@mass.gov. Please reference this MassWorkforce Issuance number in your inquiry.