

EOTSS Multi-factor Authentication (MFA): Enrollment for Guest Users



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Introduction

Please follow the below instructions to create a new user account and set up Multi-factor Authentication (MFA) as a Guest/External user. The Commonwealth uses the [Microsoft Authentication App](#) for its Multi-Factor Authentication. Users may choose to use phone authentication by clicking [I want to set up a different method](#) during the enrollment process.

To install Authenticator on your iOS device:



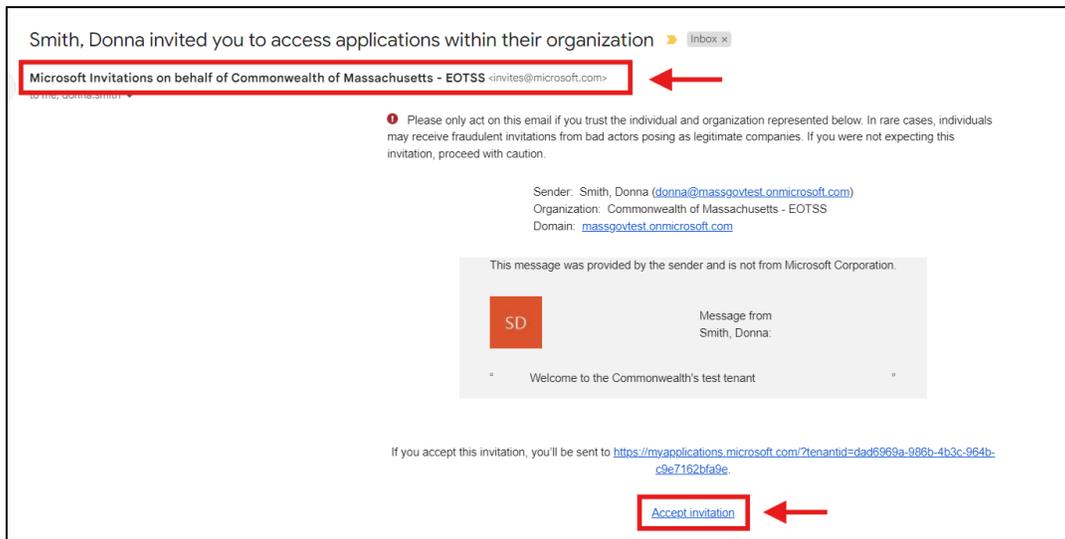
To install the Authenticator on your Android device:



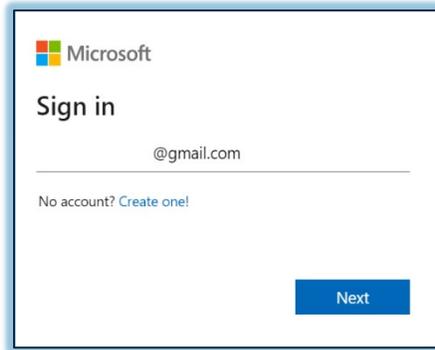
Instructions for Guest Users

Step 1. Accept an email invitation from Microsoft and follow the instructions to register and set up MFA.

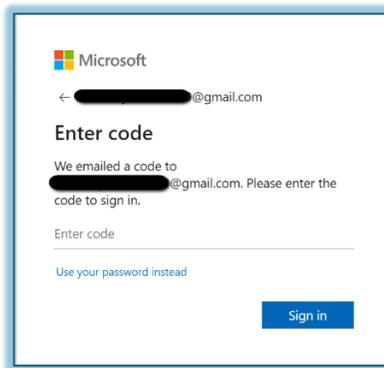
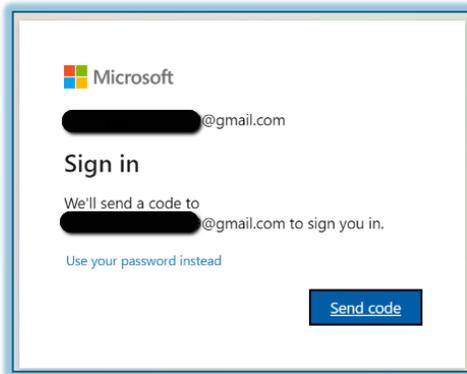
Sample of Invitation from Microsoft: invites@microsoft.com



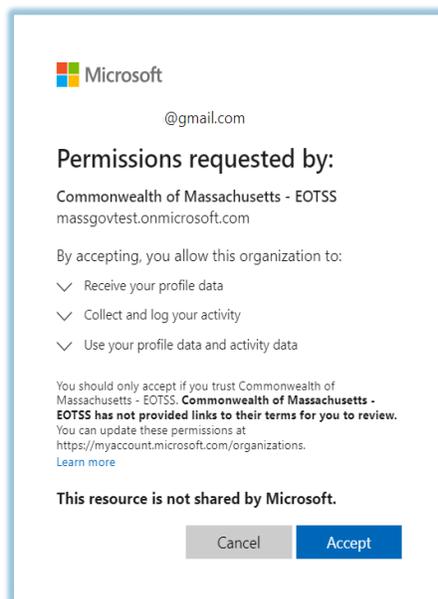
Step 2. You will be prompted to sign in and verify your device. Click **Next** to begin.



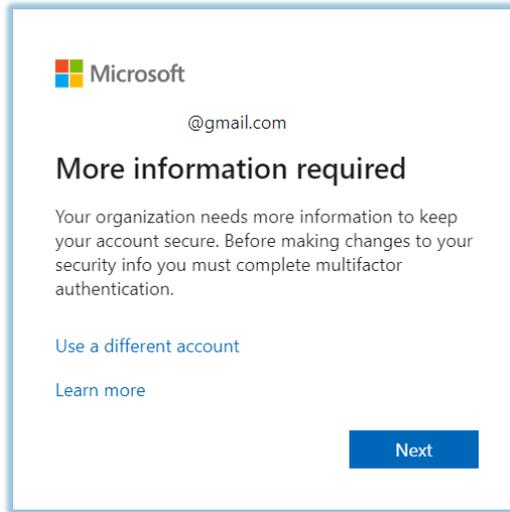
NOTE: Some users may receive a **Send Code** verification at this step. Follow the steps and enter the code emailed from Microsoft to continue.



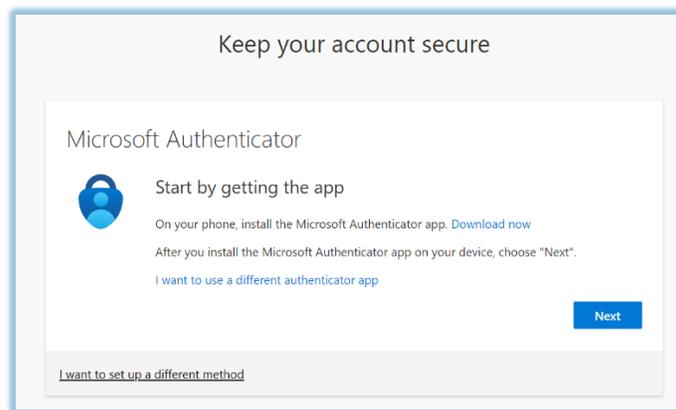
Step 3. The below screen will appear. Click **Accept** to continue.



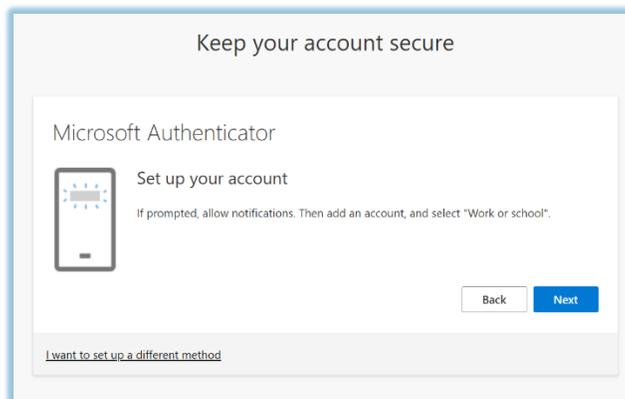
Step 4. The below screen will appear. Click **Next** to continue.



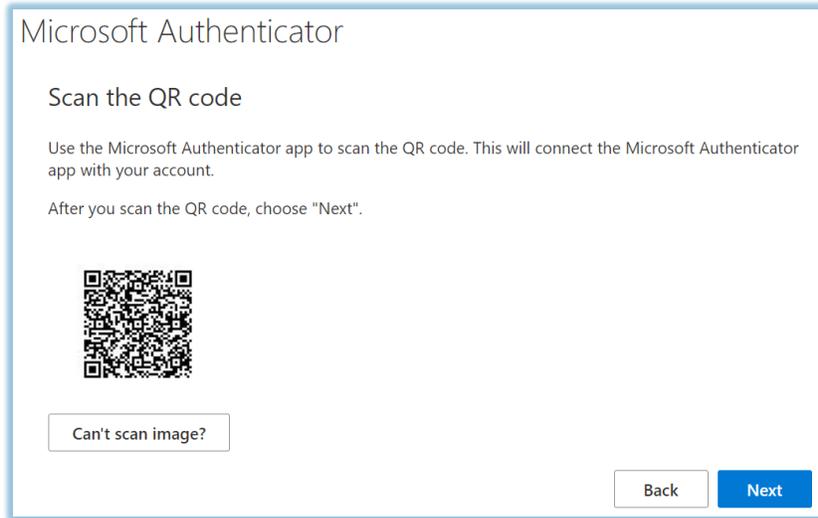
Step 5. The below screen will appear. Click **Next** to continue.



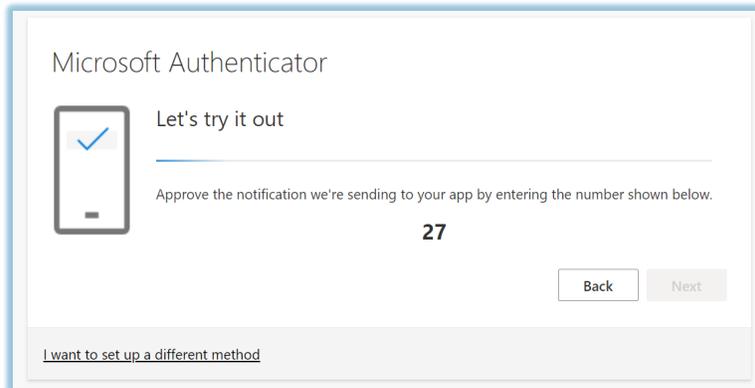
Step 6. The below screen will appear. Click **Next** to continue.



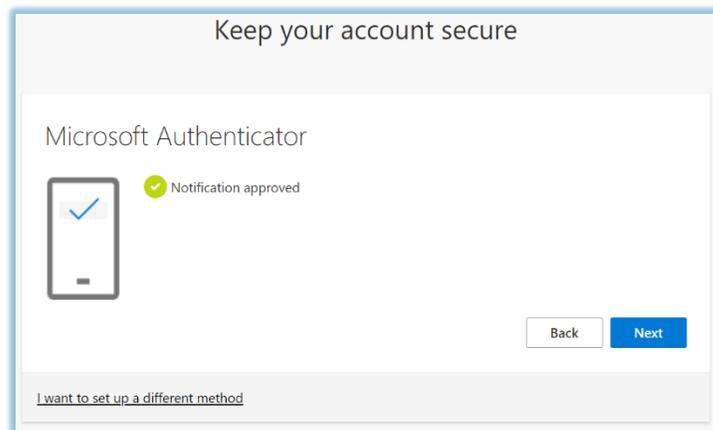
Step 7. The below screen will appear. After you scan the QR code, click “Next” to continue.



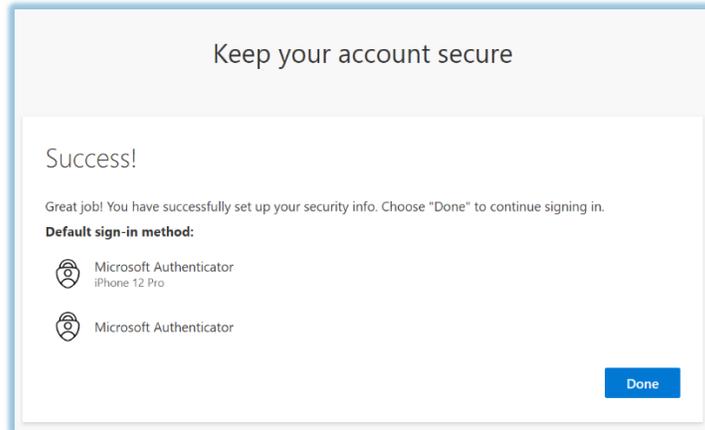
Step 8. The below screen will appear. After entering the number, click “Next” to continue.



Step 9. The below screen will appear. Click “Next” to continue.

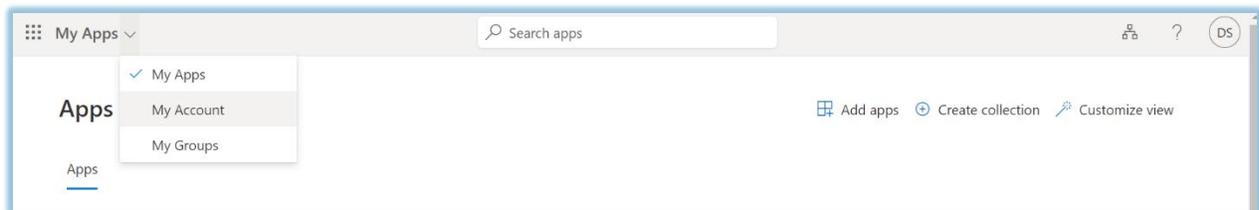


Step 10. The below screen will appear. Click “Done” to sign in.

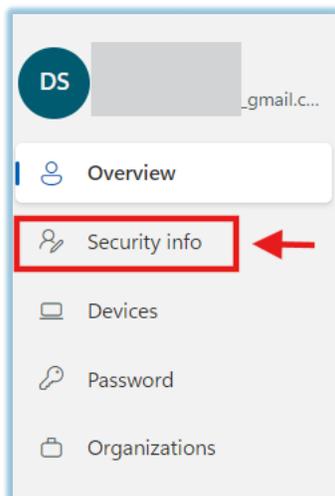


Add Additional sign-in methods:

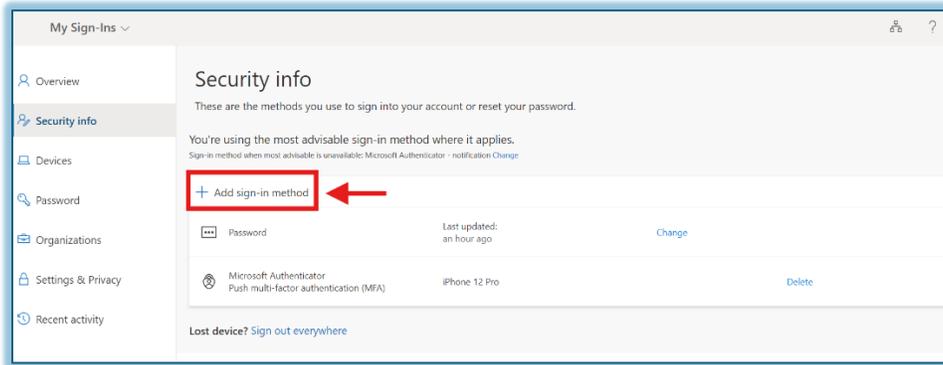
Step 1. To add additional sign-in methods, click “My Account” to access your account.



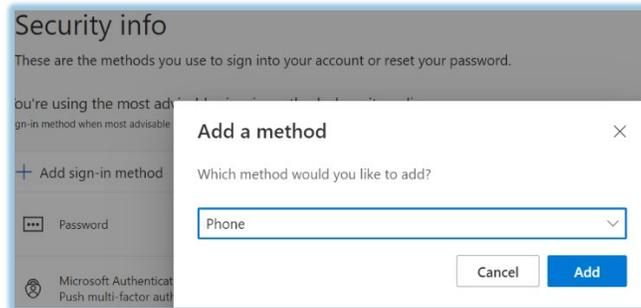
Step 2. The below screen will appear. Select “Security Info” to access your security information.



Step 3. “Add sign-in method” to add an additional sign-in method:

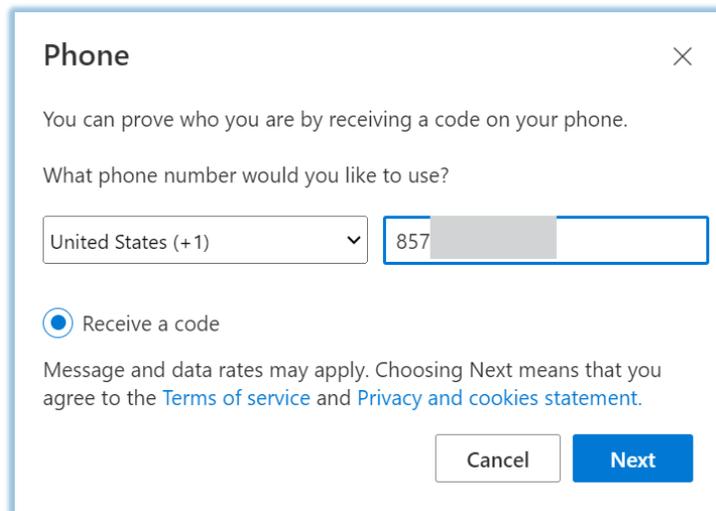


Step 4. Select Phone from the drop-down menu and click “Add” to register a SMS phone number.

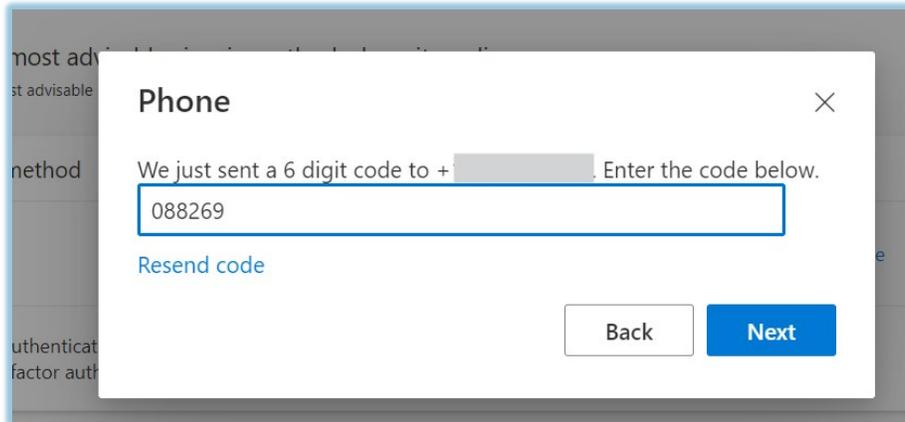


Please note, the phone number provided, must be able to receive SMS text messages, as a 6-digit code will be sent.

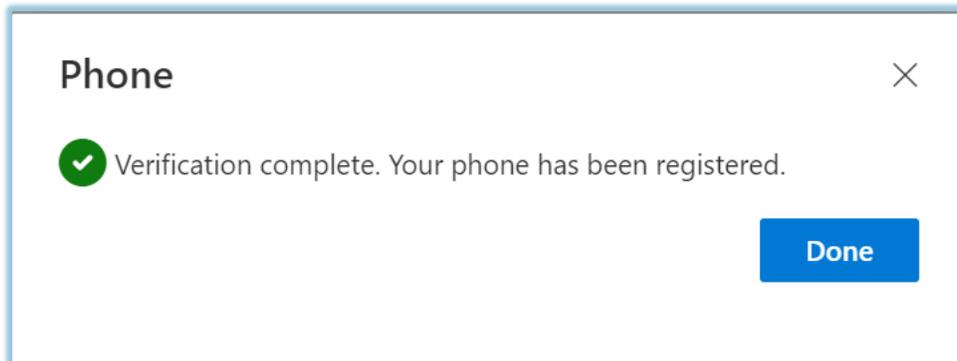
Step 5. The below screen will appear. Click “Next” to receive a code.



Step 6. The below screen will appear. Click “Next” after entering the code.



Step 7. The below screen will appear. Click “Done” to conclude your phone registration.



Resources

This now completes the initial invitation setup process. Please click the following link for additional instructions on configuring the Microsoft Authenticator Application on your mobile device: <https://www.mass.gov/info-details/microsoft-authenticator-application>

Helpful Links

Multi-factor Authentication service page <https://www.mass.gov/multi-factor-authentication>

How to set up Microsoft Authenticator Application <https://www.mass.gov/info-details/microsoft-authenticator-application>

Multi-factor authentication FAQs

<https://www.mass.gov/info-details/multi-factor-authentication-faqs>

Changing your Azure MFA security information and default options

<https://www.mass.gov/info-details/configuring-azure-mfa-security-options-and-changing-default-methods>

Support

If you run into any issues, please call the EOTSS End User Support Service Desk at **1-844-435-7629**. Please tell the agent you are experiencing issues configuring Multi-factor Authentication (MFA) as a Guest/External user.

Phone: 1-844-435-7629

Email: massgov@service-now.com

Document History

Version	Author/Editor	Reason for Change	Date
1.0	Darcy Smith	Initial Document	September 2024