# 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 <u>Microsoft</u> <u>Authentication App</u> for its Multi-Factor Authentication. Users may choose to use phone authentication by clicking I want to set up a different method</u> 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

Smith, Donna invited you to access applications wit	hin their organization 🕨 Inbox x
Microsoft Invitations on behalf of Commonwealth of Massachusetts - EOT	'SS <invites@microsoft.com></invites@microsoft.com>
Please only     may receive fra     invitation, proce	act on this email if you trust the individual and organization represented below. In rare cases, individuals udulent invitations from bad actors posing as legitimate companies. If you were not expecting this ed with caution.
	Sender: Smith, Donna ( <u>donna@massgovlest.onmicrosoft.com</u> ) Organization: Commonwealth of Massachusetts - EOTSS Domain: <u>massgovlest.onmicrosoft.com</u>
	This message was provided by the sender and is not from Microsoft Corporation.
	SD Message from Smith, Donna:
	" Welcome to the Commonwealth's test tenant "
If you accept th	is invitation, you'll be sent to <u>https://myapplications.microsoft.com/?tenantid=dad6969a-986b-4b3c-964b-</u> c9e7162bfage.

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

Microsoft Sign in	
@gmail.com	
No account? Create one!	
	Next

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

Microsoft @gmail.com Sign in We'll send a code to @gmail.com to sign you in. Use your password instead	Microsoft Content code We emailed a code to Oggmail.com. Please enter the code to sign in. Enter code Use your password instead Sign in
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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.

	Keep your account secure	
Micros	oft Authenticator	
•	Start by getting the app On your phone, install the Microsoft Authenticator app. Download now After you install the Microsoft Authenticator app on your device, choose "Next". I want to use a different authenticator app	
Lwant to set up a different method		

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.

Microso	ft Authenticator
	Let's try it out
Ŀ	Approve the notification we're sending to your app by entering the number shown below. <b>27</b>
	Back Next
<u>l want to set up</u>	a different method

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

Keep your account secure
Microsoft Authenticator  Notification approved  Back Next
Lwant to set up a different method

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

Keep your account secure			
SUCCESS! Great job! You have successfully set up your security info. Choose "Done" to continue signing in. Default sign-in method:			
Ricrosoft Authenticator iPhone 12 Pro			
Dicrosoft Authenticator			
Done			

# Add Additional sign-in methods:

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

III My Apps	~	✓ Search apps		品	?	DS
	🗸 My Apps					
Apps	My Account		🛱 Add apps  🕀 Create colle	ction 🏓 Customize	view	_
	My Groups					_
Apps						_

**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:

My Sign-Ins $\vee$			å ?
오 Overview 윤 Security info	Security info These are the methods you use to sign into your account or reset your password. You're using the most advisable sign-in method where it applies.		
Devices     Password     Organizations	Sgn-in method when most advisable is unavailable: Microsoft Authenticator - netification Change + Add sign-in method  Password Last updated: an hour ago	Change	
A Settings & Privacy	Microsoft Authenticator     Push multi-factor authentication (MFA)     IPhone 12 Pro		Delete
Recent activity	Lost device? Sign out everywhere		

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

Security info		
These are the methods you	use to sign into your account or reset your password.	
OU're using the most adv gn-in method when most advisable	Add a method	×
+ Add sign-in method	Which method would you like to add?	
••• Password	Phone	~
Microsoft Authenticat Push multi-factor auth	Cancel	Add

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.

Phone	$\times$		
You can prove who you are by receiving a code on your phon	e.		
What phone number would you like to use?			
United States (+1) V 857			
• Receive a code			
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.			
Cancel	Next		

**Step 6.** The below screen will appear. Click "Next" after entering the code.

nost adv t advisable	Phone	×
nethod	We just sent a 6 digit code to +	. Enter the code below.
uthenticat actor auth	Resend code	Back Next

**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 Authentication Application on your mobile device: <u>https://www.mass.gov/info-details/microsoft-authenticator-application</u>

### Helpful Links

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

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

#### 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-changingdefault- 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