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



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Instructions for Guest Users

Please follow the below instructions to create a new user account and set up Multifactor Authentication (MFA) as a Guest/External user.

QUICK INSTRUCTIONS

"Accept Invitation" > "Send Notification" > "Accept" > "Next" > "US", your phone number, select method of contact, "Next" > enter verification code > "Verify"

Sample of Invitation from Microsoft: invites@microsoft.com

LONG INSTRUCTIONS

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

From: Micros Date: June 7, To: <u>tssacctsm</u>	soft invitations on behalf of Commonwealth of Massachusetts < <u>invites@misrosoft.com</u> >. , 2021 at 3:49:29 PM EDT ngmt.external@gmail.com	$\langle -$
Subject: Com	nmonwealth of Massachusetts invited you to access applications within their organization	
Please only act receive fraudulent invitation, proceed	t on this email if you trust the organization represented below. In rare cases, individuals may c invitations from bad actors posing as legitimate companies. If you were not expecting this d with caution.	/
	Organization: Commonwealth of Massachusetts Domain: <u>massgov.onmicrosoft.com</u>	
This	message was provided by the sender and is not from Microsoft Corporation.	
C	CO Message from Commonwealth of Massachusetts:	
	♦Welcome to the Commonwealth of Massachusetts as a guest user!	
If y	you accept this invitation, you'll be sent to <u>https://myapplications.microsoft.com/</u> .	[
Block future inv	vitations from this organization.	
This invitation of advertising con you to review. message.	email is from Commonwealth of Massachusetts (<u>massgov.onmicrosoft.com</u>) and may includ ttent. Commonwealth of Massachusetts has not provided a link to their privacy statement f Microsoft Corporation facilitated sending this email but did not validate the sender or the	e or

Step 2. You will be prompted to sign in and verify your mobile device. Click "Send notification

Step 2. You will be prompted to sign in and verify your mobile device. Click "Send notification" to begin.



Step 3. The below screen will appear; click "Accept" to continue.



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



Step 5. You will then see the Security Verification window below:

- Select "US" for your country or region;
- Enter your phone number in the box next to country or region;
- Select your method of contact;
- Click "Next" to continue.

dditional security verification	
ure your account by adding phone verification to your password. View video to know how to secure your account	
tep 1: How should we contact you?	
Authentication phone	
Office phone	
Mobile app	
- Method	
O Send me a code by text message	
Call me	
	Next
our phone numbers will only be used for account security. Standard telephone and SMS charges will apply.	

Step 6. Once you receive the verification code, enter the code in the box indicated and click "Verify".

Additional security verification
Secure your account by adding phone verification to your password. View video to know how to secure your account
Step 2: We've sent a text message to your phone at
When you receive the verification code, enter it here

Step 7. 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 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 <u>https://www.mass.gov/info-details/configuring-azure-mfa-security-options-and-changing-default-methods</u>

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: <u>massgov@service-now.com</u>

Document History

Version	Author/Editor	Reason for Change	Date
1.0	Jessica Powers	Initial Document	July 2023