

# 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.

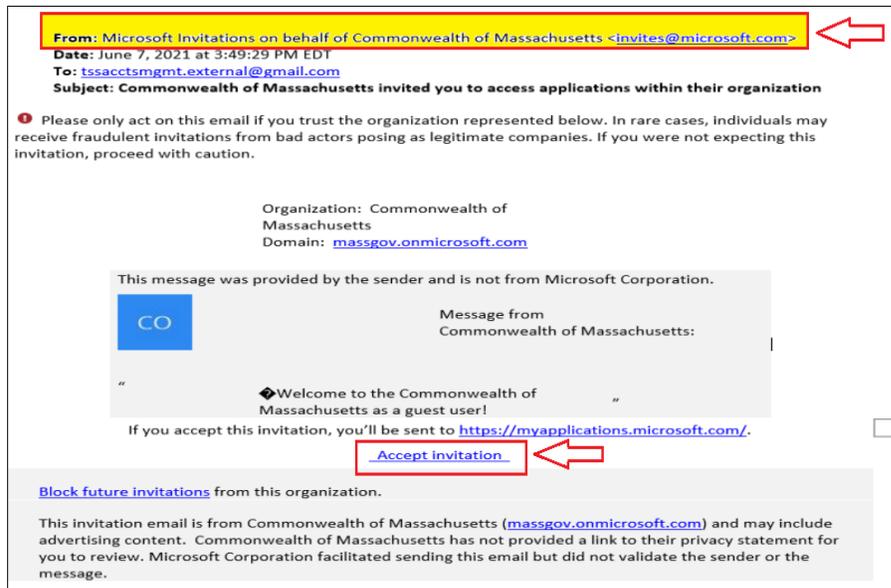
### QUICK INSTRUCTIONS

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

### LONG INSTRUCTIONS

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

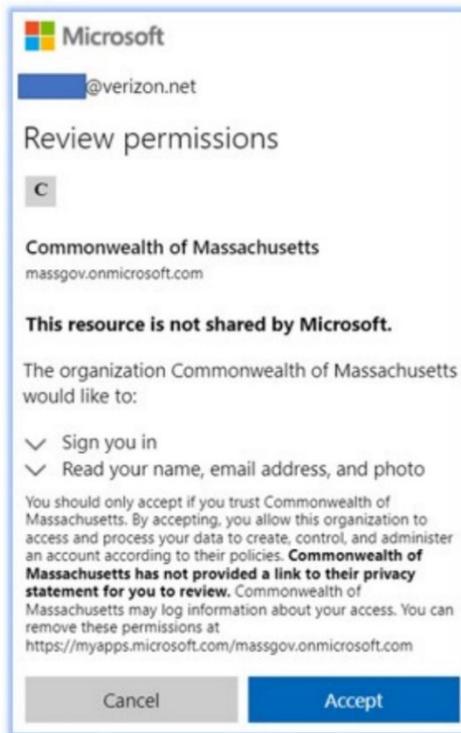
*Sample of Invitation from Microsoft: [invites@microsoft.com](mailto:invites@microsoft.com)*



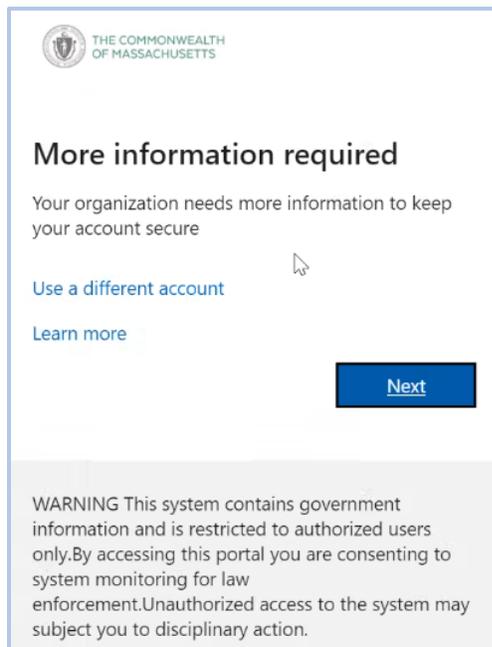
**Step 2.** You will be prompted to sign in and verify your mobile device. Click “Send notification” to begin.



**Step 3.** The below screen will appear; click “Accept” to continue.

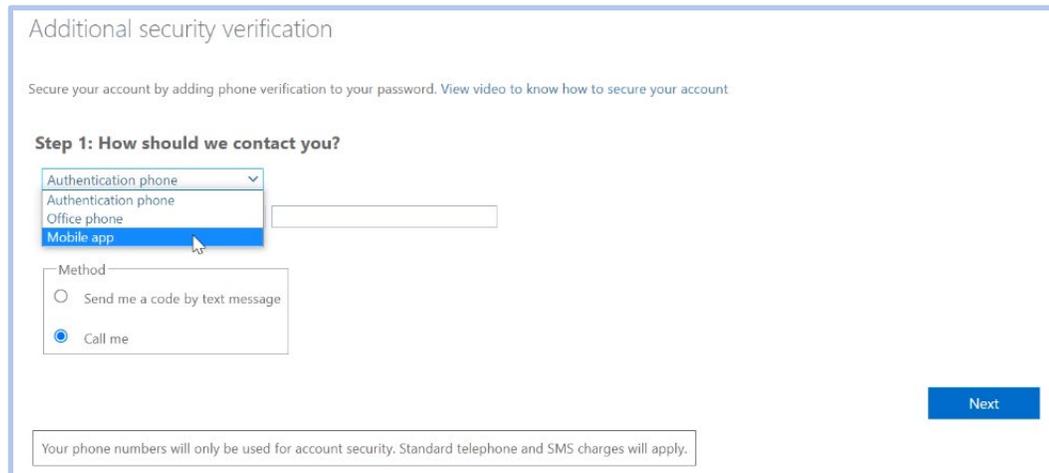


**Step 4.** The below screen will appear. Click “Next” to continue.



**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.



Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Authentication phone

Authentication phone  
Office phone  
Mobile app

Method

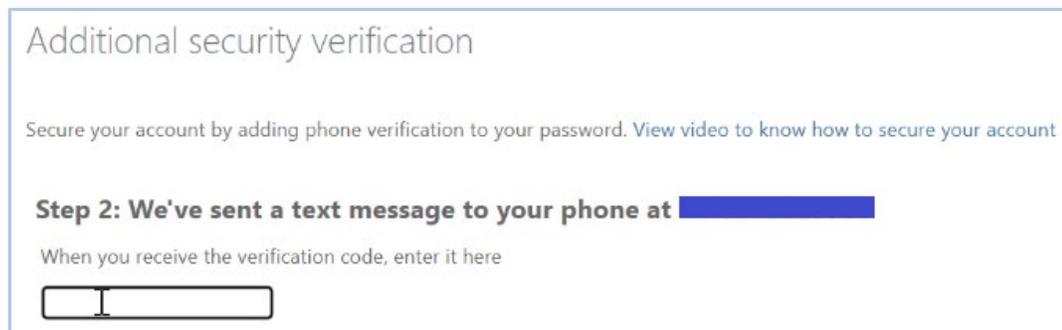
Send me a code by text message

Call me

[Next](#)

Your 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 [redacted]**

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: <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](mailto:massgov@service-now.com)

## Document History

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