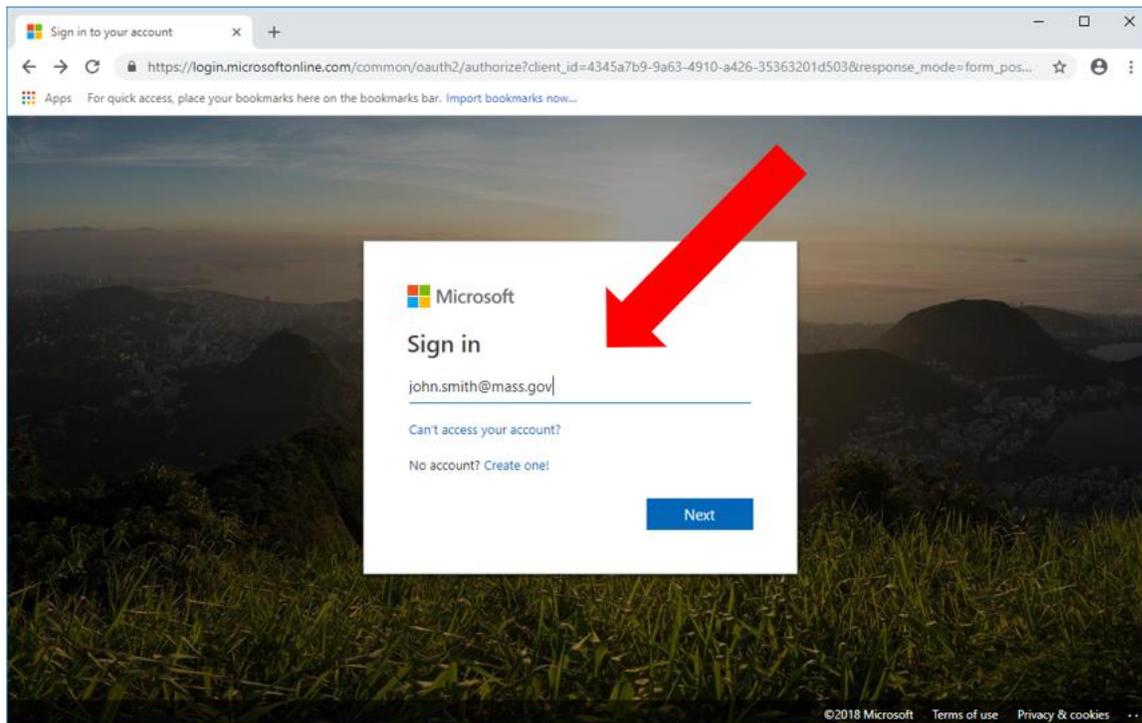


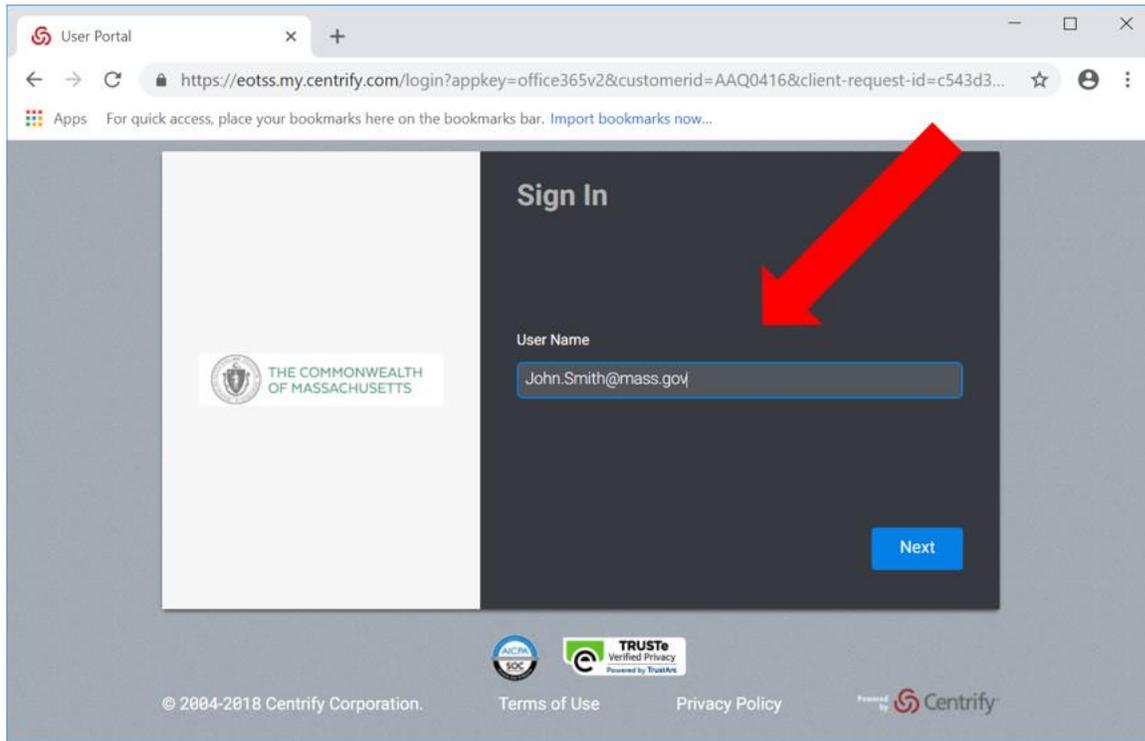
Logging in to Outlook Web Access using Multi-factor Authentication

STEP 1: Open your internet browser and go to <https://outlook.office.com/owa/>

STEP 2: Enter your Commonwealth email address.



STEP 3: Log in via the Centrify portal with your Commonwealth credentials.



STEP 4: Enter your password and choose your authentication method. For an authentication application, including Google Authenticator, select 'OATH OTP Client'.

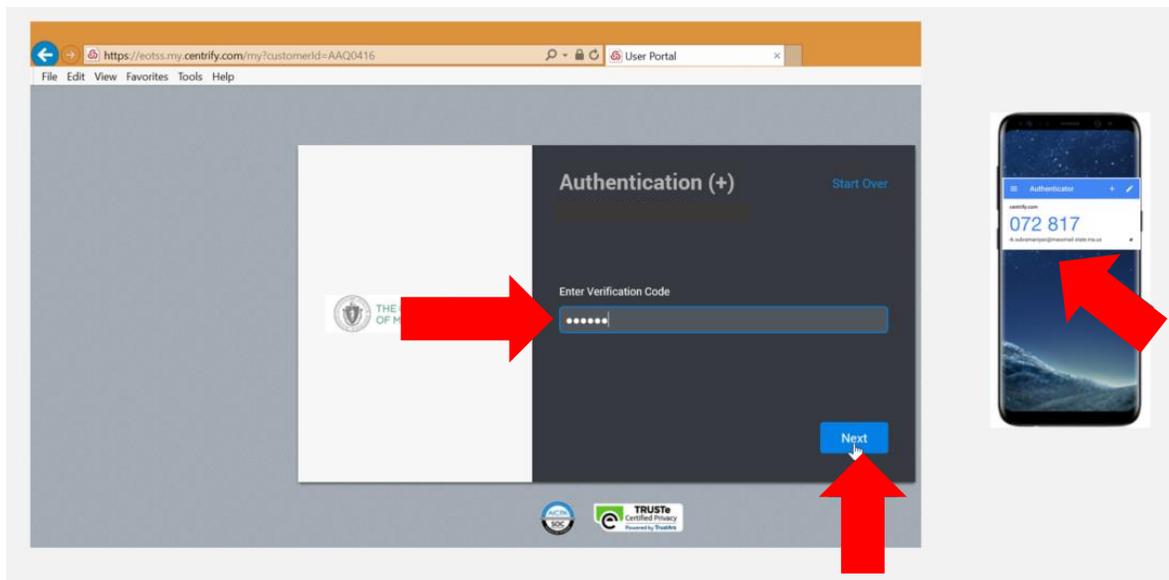
The screenshot shows a web browser window with the URL <https://eotss.my.centify.com/my?customerId=AAQ0416>. The page title is "User Portal". The main content area is divided into two sections. On the left, there is a logo for "THE COMMONWEALTH OF MASSACHUSETTS". On the right, the "Authentication" section contains the following elements:

- A "Start Over" link in the top right corner.
- A "Password" label and a "Forgot password?" link in the top right corner.
- A password input field with a cursor.
- An "Authentication Method" label and a dropdown menu currently showing "OATH OTP Client".
- A blue "Next" button at the bottom right.

At the bottom of the page, there are two logos: "AICPA SOC" and "TRUSTe Certified Privacy Powered by TrustArc".

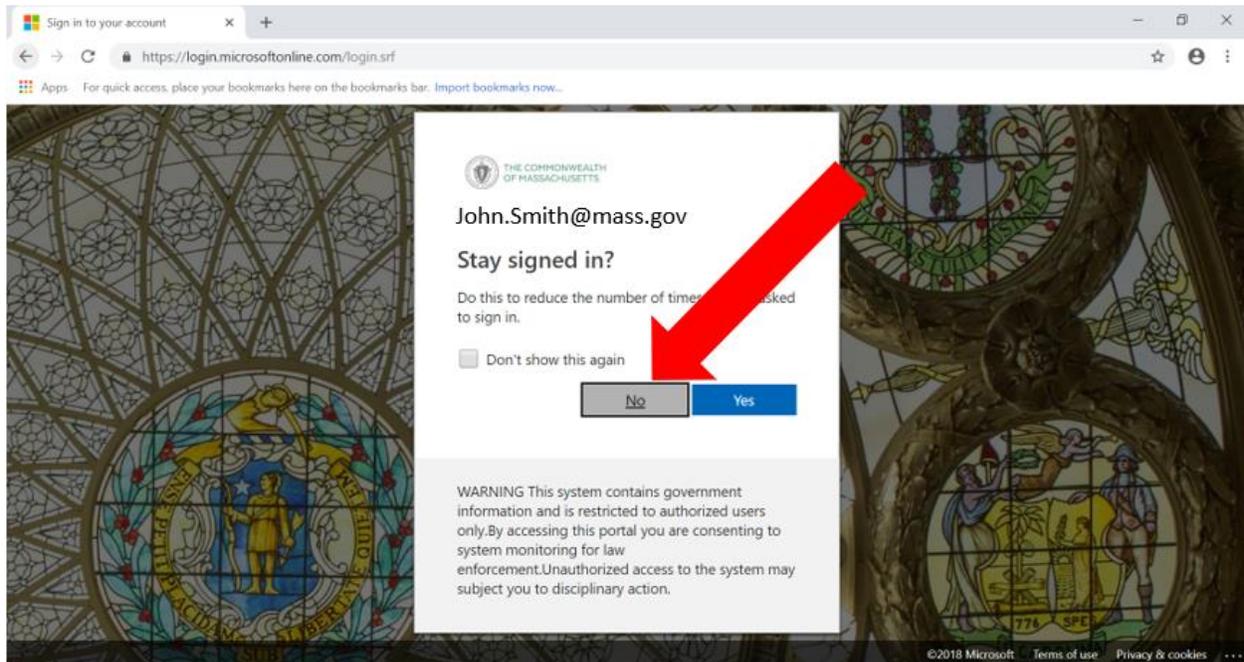
STEP 5: You will be prompted to enter a verification code. If you choose to receive your PIN via SMS then make sure your phone has good signal. You will receive a text message; you can click the link or enter the eight-digit code and click 'next'.

If you choose to receive your code from an authentication application, then open the app you set up and select your 'Commonwealth of Massachusetts' account.



Enter the six-digit code shown, then click Next.

STEP 6: It is recommended that you do not stay signed in on public or shared devices



After you select an option, your mailbox will load. If you encounter any issues, please contact your Secretariat IT help desk.