EOHHS-Information Technology
Executive Office of Health and Human Services

User Guide Library Series

MFA:
Install an MFA
Authenticator App and
Configure MFA User Account

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

Summary	The following instructions will explain how to install a multi-factor authentication (MFA) authenticator app, setup the MFA user account, and how to use the authenticator app to obtain MFA codes. These instructions do not 'activate' a new MFA account. An MFA account should already be created by the Massachusetts Executive Office of Technology Services and Security (EOTSS) before using these instructions.

Content	• Enroll in Multi-Factor Authentication (MFA)
	    ○ Download the Authenticator Mobile App
	    ○ Setup MFA User Account
	• How to Obtain MFA Code with the Authenticator App

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

ENROLL IN MULTI-FACTOR AUTHENTICATION (MFA)

Download the Authenticator Mobile App

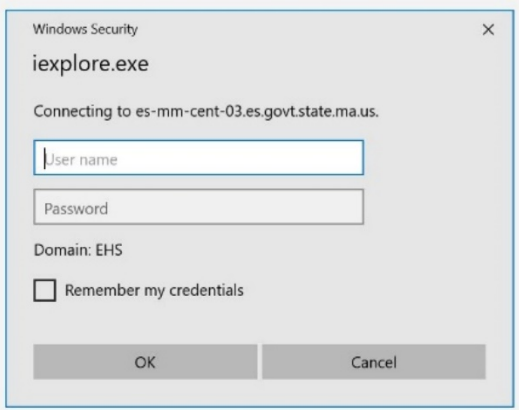|	
Step 1	**NOTE:** These instructions do not 'activate' a new MFA account. An MFA account should already be created by the Massachusetts Executive Office of Technology Services and Security (EOTSS) before using these instructions. Install the **Microsoft Authenticator** mobile app from the Apple App Store or Google Play store on a mobile device. • **After downloading DO NOT OPEN THE APP.** • **Wait** to open and setup Microsoft Authenticator or Google Authenticator in a future step. • If Microsoft Authenticator was already installed and being utilized, additional instructions will be provided in a future step. • Do not delete the authenticator app after completing these steps. You will continue to utilize the authenticator app each time an MFA code is requested.

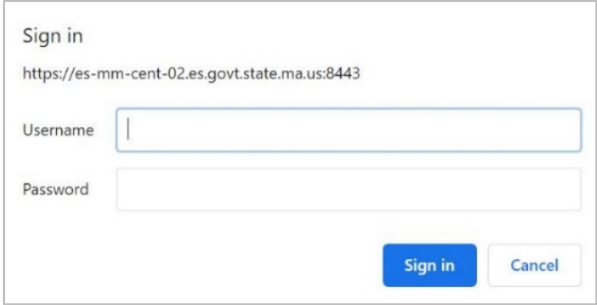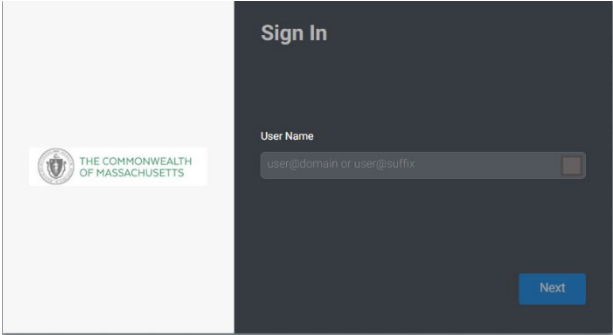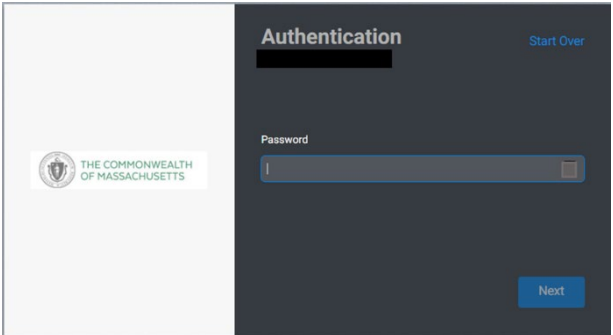| Microsoft Authenticator	Apple Devices Apple App Store	Android Devices Google Play

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20
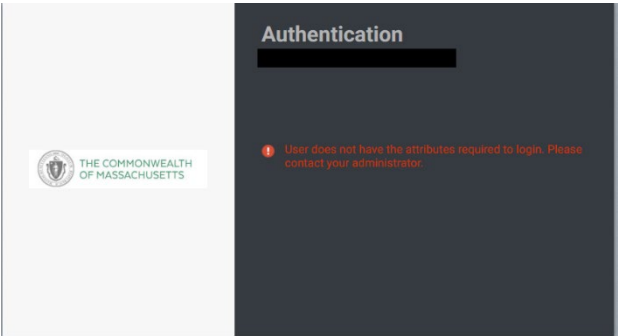
Setup MFA User-Account

Step 1	On a separate computer (not the mobile device the authenticator app was downloaded on), go to https://EOTSS.My.Centrify.com.	
Step 2	If the following sign-in request windows appear (images below): • Click **Cancel.**	
Step 3	The correct sign-in window will appear. • In the **User Name** field, enter a user work email. (Formats: *@mass.gov* or *@massmail.state.ma.us*) • Click **Next.**	
Step 4	• In the **Password** field, enter user Windows password. • Click **Next.**	

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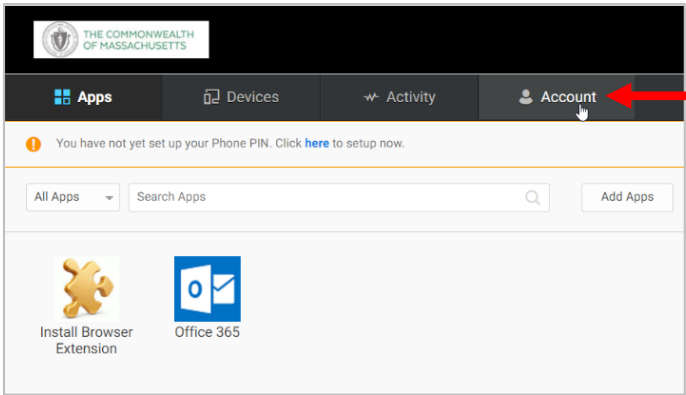MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

NOTE: If an error message appears, call EOHHS-IT Service and Support Center (SSC): 617-994-5050.

NOTE: Anytime this "Welcome" message appears, close the window by clicking X located in the upper-right corner.
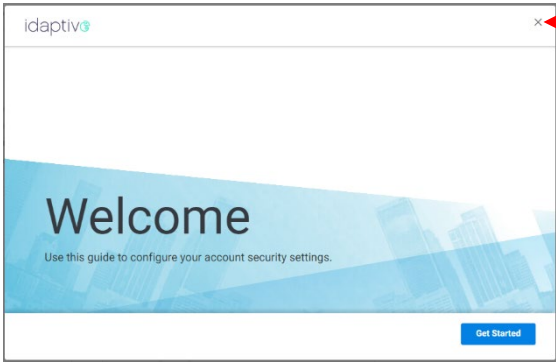
Step 5	Click **Account**.

An **Authentication Factors** window will open.

Leave the screen open in the web browser to be used in a later step.

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

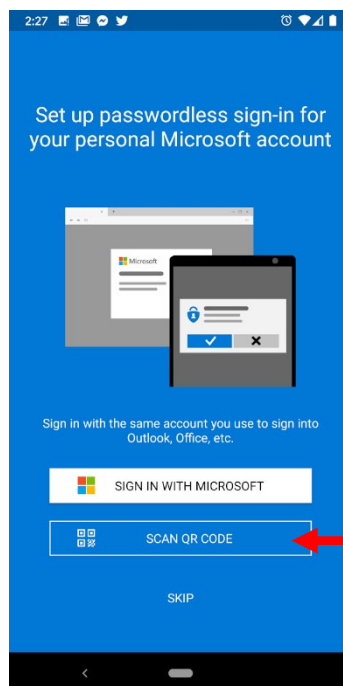| Step 6	**NOTE:**
	• **If** Microsoft Authenticator was already installed and being utilized, **skip this step and go to Step 7.** If not, complete this step (Step 6).
	• **If** Microsoft Authenticator was opened prior to this step and the Data Privacy terms were accepted, **skip this step and go to Step 8.** If not, complete this step (Step 6).
	Data Privacy We gather non-personally identifiable usage data to help us improve the app. You can turn this off in settings. Learn more in the FAQs available under the Help menu. **OK**
	Open the **Microsoft Authenticator** mobile app. **Data Privacy** • Tap **OK.**
	Data Privacy We gather non-personally identifiable usage data to help us improve the app. You can turn this off in settings. Learn more in the FAQs available under the Help menu. **OK**
	Set up passwordless sign-in… • Tap **SCAN QR CODE.**

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

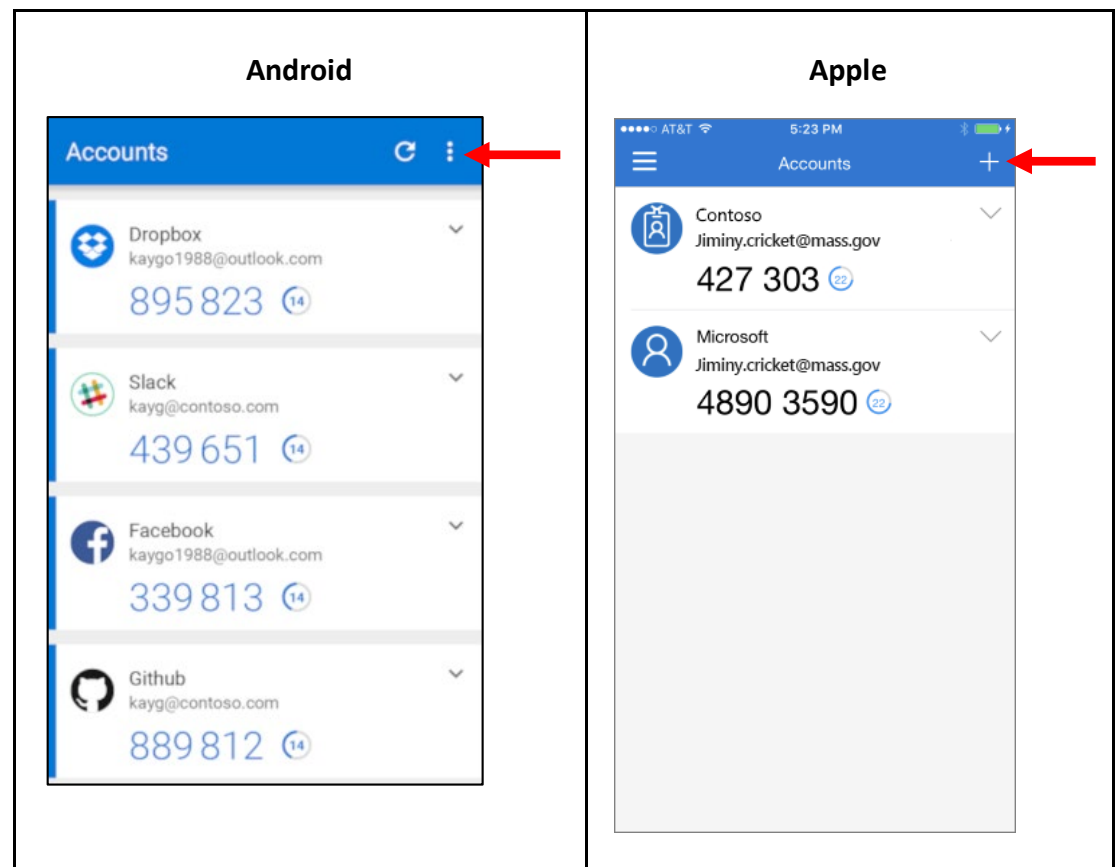|	
	Allow Authenticator to take pictures… • Tap **Allow**. • A QR scanner window will open. **Go to Step 10**.
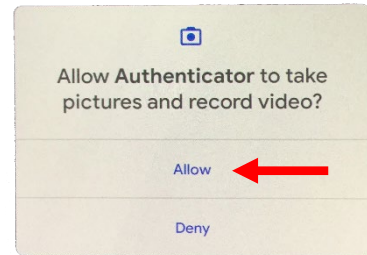
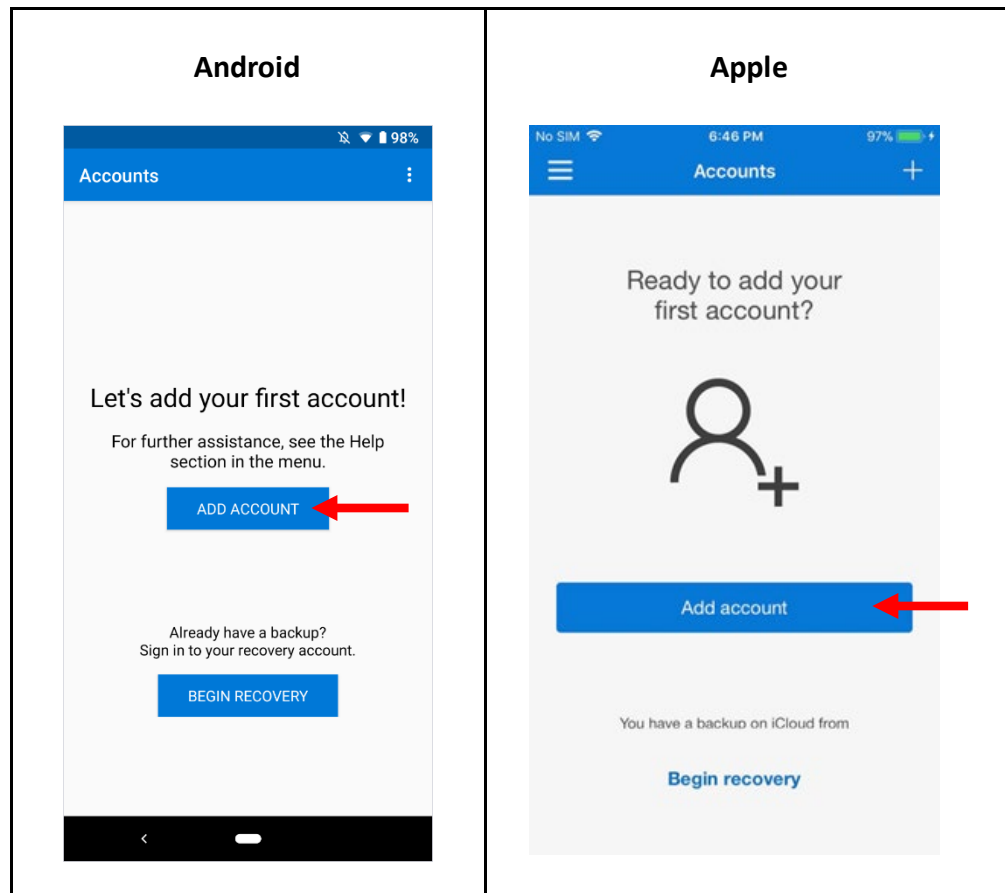| **Step 7** | Microsoft Authenticator was already installed and being utilized:

• Open **Microsoft Authenticator** mobile app.

• A screen will display listing all existing accounts.
    o Tap the symbol at the upper-right corner of the screen (images below).

Go to Step 9. |

Android	**Apple**

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20
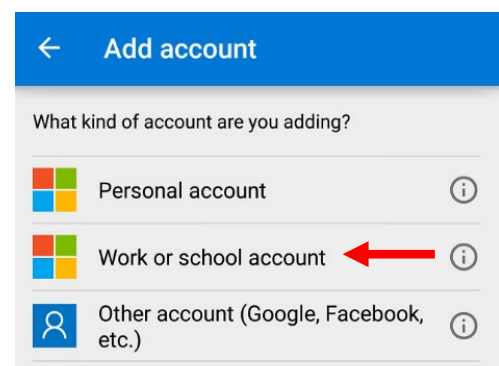
|	
Step 8	After installing Microsoft Authenticator, the app was opened and the Data Privacy terms were accepted: • Open the **Microsoft Authenticator** mobile app. • Tap **Add Account.**
Step 9	• **What kind of account are you adding?** o Tap **Work or school account.** • A QR scanner window will open.

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

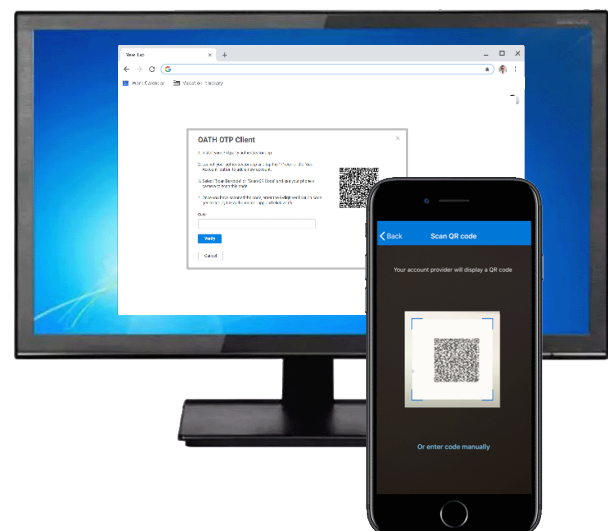| Step 10	The QR scanner window in Microsoft Authenticator **should be open and ready to scan**.
	• Go back to the MFA user-account window that was left open.
	• Click on **Show QR Code.**
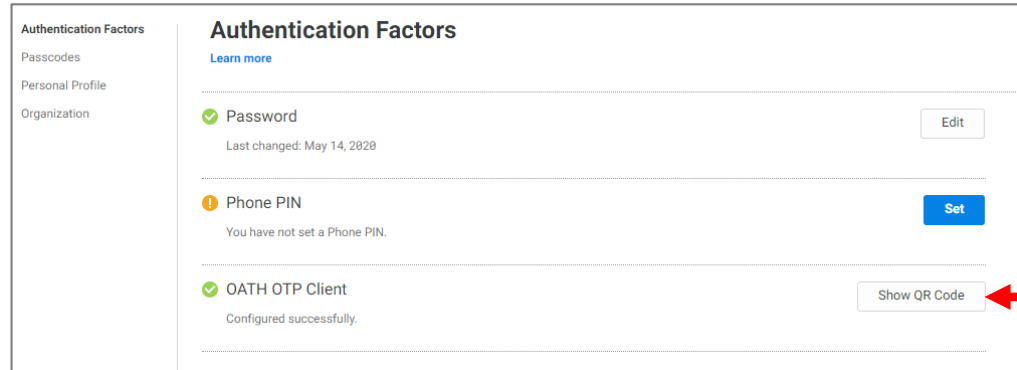
• A QR code will appear.
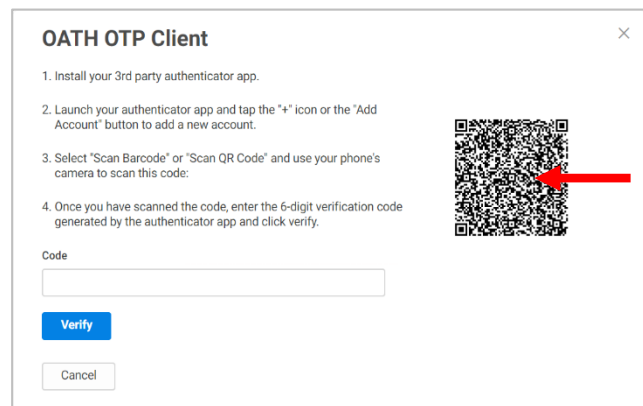
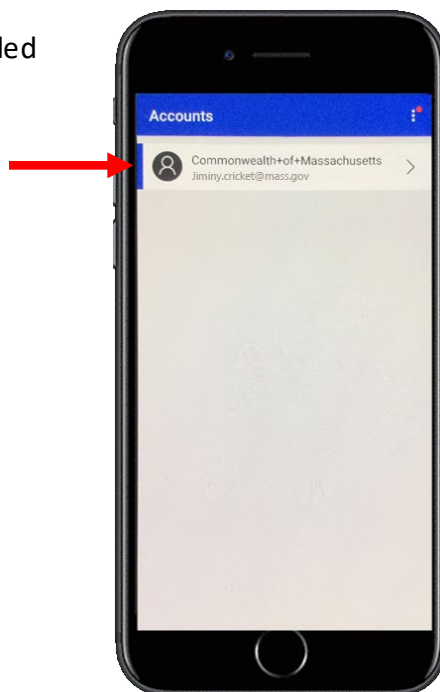• Using the **Microsoft Authenticator** app**, scan** the QR code displayed in the web browser.

   NOTE: Do not close the **OATH OTP Client** window after scanning.

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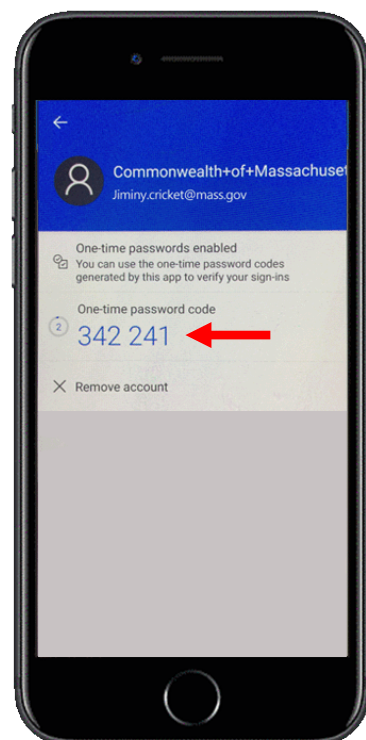MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

- A successful scan will add a new account called **Commonwealth+of+Massachusetts.**

- Tap on the account.

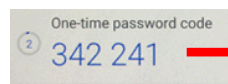- A **one-time password code** is displayed and provided for authentication.

  NOTE: The password will change every 30 seconds.

- Go back to the MFA user-account window and enter the
  one-time password code in the **Code** field.

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- Click **Verify.**

OATH OTP Client   ✕

1. Install your 3rd party authenticator app.

2. Launch your authenticator app and tap the "+" icon or the "Add Account" button to add a new account.

3. Select "Scan Barcode" or "Scan QR Code" and use your phone's camera to scan this code:

4. Once you have scanned the code, enter the 6-digit verification code generated by the authenticator app and click verify.

One-time password code

② 342 241

Code

[   ]

Verify

Cancel

- Successful verification will display **Oath OTP verified!**

- Click **Close.**

OATH OTP Client   ✕

1. Install your 3rd party authenticator app.

2. Launch your authenticator app and tap the "+" icon or the "Add Account" button to add a new account.

3. Select "Scan Barcode" or "Scan QR Code" and use your phone's camera to scan this code:

4. Once you have scanned the code, enter the 6-digit verification code generated by the authenticator app and click verify.

Code

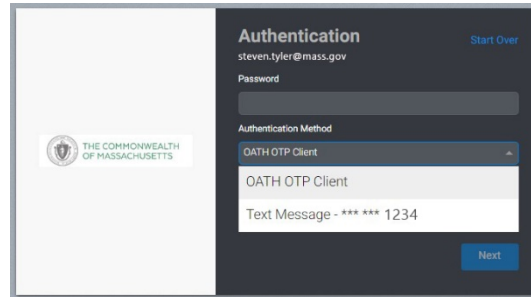[515327   ]

✓ OATH OTP verified!

Close

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MFA: Install an Auth. App and Configure MFA User Acct.   As of 11/10/20

How to Obtain MFA Code with the Authenticator App
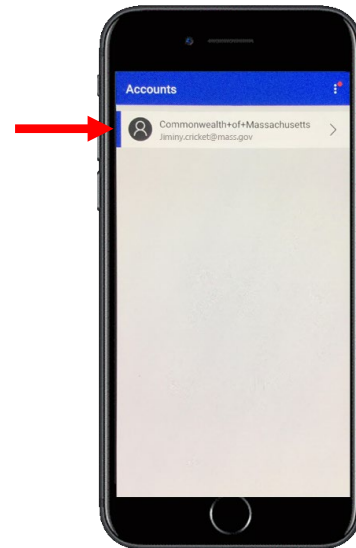
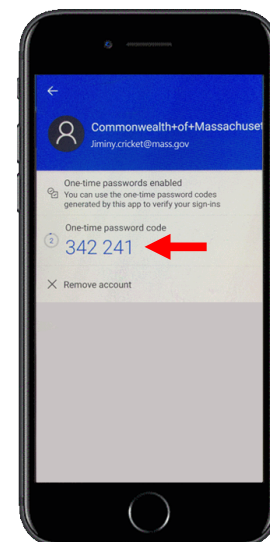|	
Step 12	Every time an MFA code is being requested as an "OATH OTP Client":
	Open the authenticator app on your mobile phone: • Tap on **Commonwealth of Massachusetts**:
	• A one-time password code (MFA code) is displayed for use: **NOTE**: The password will change every 30 seconds.