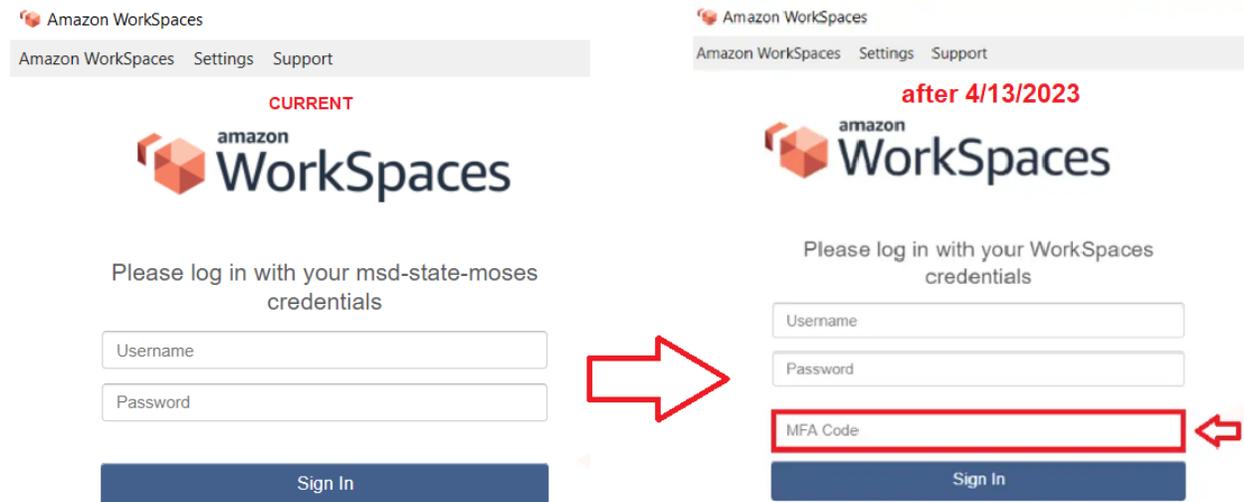


EOTSS is initiating changes to Amazon WorkSpaces (AWS) on **April 13, 2023**. Logging in to AWS will require multi-factor authentication (MFA) and you will see a new field labeled “MFA code” after your usual username and password fields.



Please check which **default MFA method** is selected for your mass.gov account. Only certain default MFA methods are supported for logging in to AWS.

If the default MFA method is Microsoft Authenticator OR phone call, **you don't have to do anything**.

If the default MFA method is something else, **you will need to change it to either Microsoft Authenticator or phone call**.

Log in here: <https://mysignins.microsoft.com/security-info>

Use your @mass.gov account – the same account you use to log in to your state laptop & email/Office 365 account. If you need the password reset, call the EOTSS helpdesk: (844) 435-7629

Your Default sign-in method is OKAY if it is one of the following (and you don't have to do anything else, you can close this guide):

- Microsoft Authenticator notification
- Phone – call [your cellphone number]

Mass.gov AWS WorkSpaces Multi-Factor Authentication (MFA) Setup
MassHire Department of Career Services (MDCS)
Updated April 5, 2023

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [change](#) 

+ Add sign-in method			
	Phone	+1 413 [REDACTED]	Change
	Microsoft Authenticator	SM-G781V	Delete

Default sign-in method: Phone - call +1 413 [REDACTED] [change](#) 

+ Add sign-in method			
	Phone	+1 413 [REDACTED]	Change
	Microsoft Authenticator	SM-G781V	Delete

Your Default sign-in method NEEDS TO BE CHANGED if it is one of the following:

- Phone – text [your cellphone number]
- 3rd party app based authentication – Google Authenticator, Authy, RSA token, or ANY authenticator app OTHER than Microsoft Authenticator

Security info

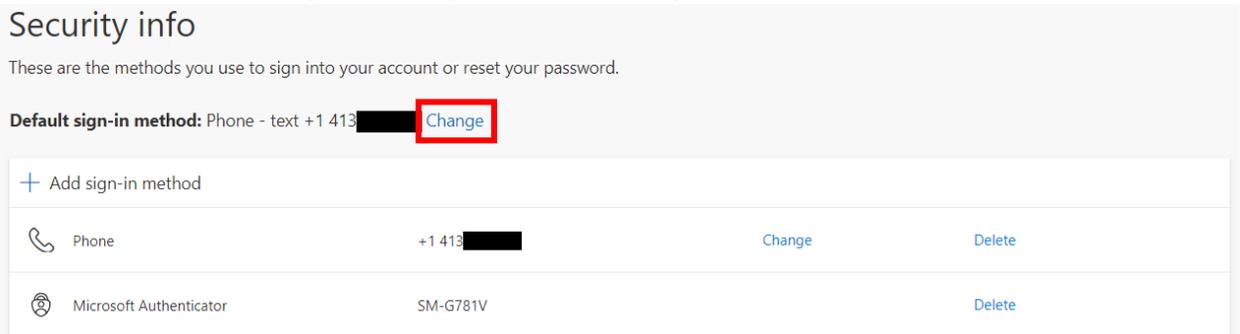
These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 413 [REDACTED] [change](#) 

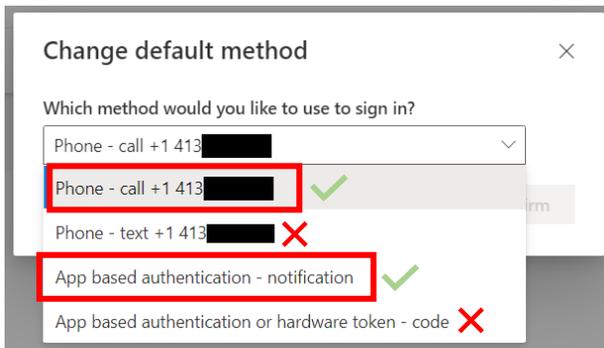
+ Add sign-in method			
	Phone	+1 413 [REDACTED]	Change
	Microsoft Authenticator	SM-G781V	Delete

How to change your default sign-in method:

1. Click the blue word “Change” to the right of to **Default sign-in method:**

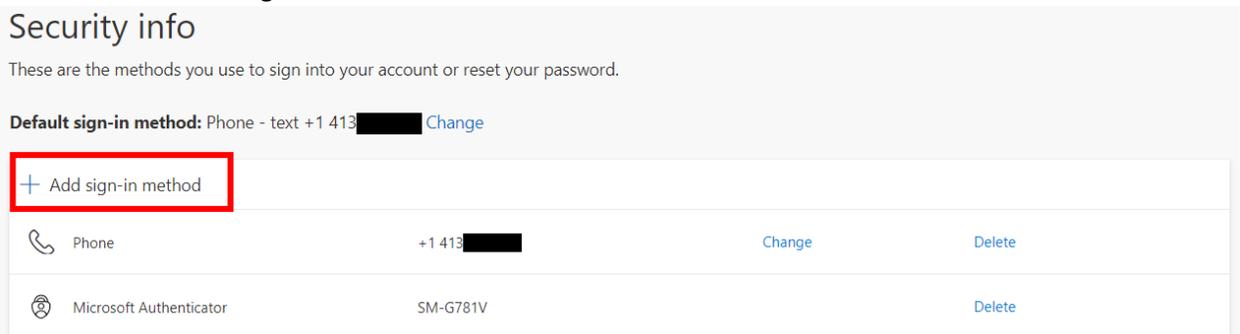


2. A new box will pop up. Choose **either** “Phone – call [your number]” or “App based authentication – notification”



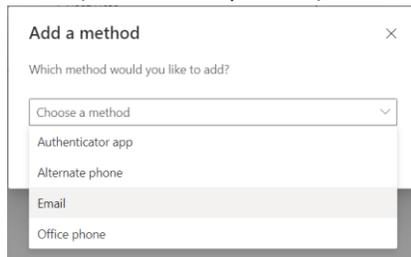
3. **If you are missing one of these options, do this:**

- a. Click “+ Add sign-in method”



- b. A new box will pop up – choose the method you wish to add, whether that is Phone or Authenticator app and follow the on-screen instructions to add the method
- c. If you are adding Microsoft Authenticator (also called “App-based authentication – notification” or “Authenticator app”), you will be given on-screen instructions to download the Microsoft Authenticator app onto your smartphone using the Google Play

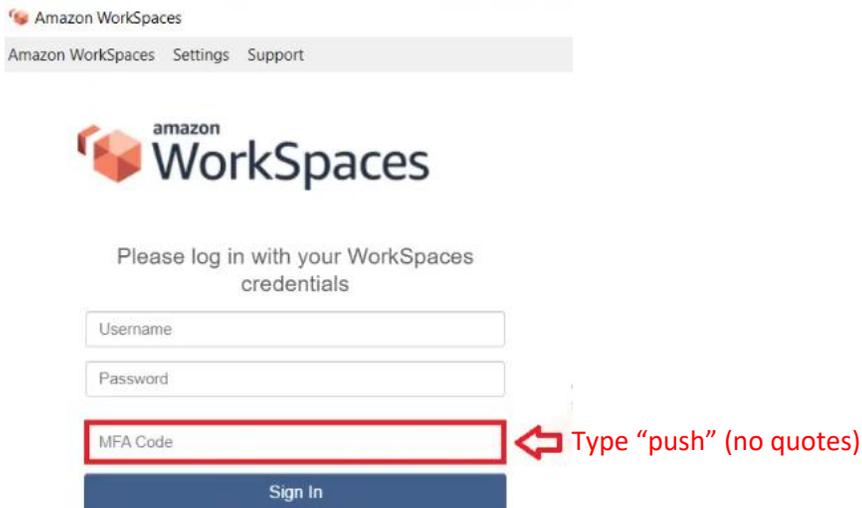
Store (for Android phones) or the App Store (iPhones)



- d. Once the method is added, you can click “Change” on your default sign-in method and choose the newly added MFA method

Signing into Amazon WorkSpaces with MFA

1. Enter your username and password as usual
2. Type “push” (no quotes) into the new **MFA Code** field



3. Click the blue **Sign In** button
4. You will either receive a **phone call** or a **Microsoft Authenticator cellphone notification**, depending on which option is your default MFA method – approve the app notification or answer the automated phone call and press the # key to complete logging in