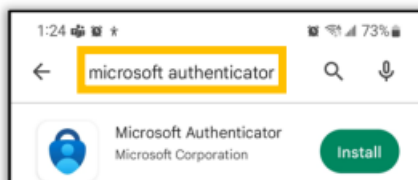


MFA using Microsoft Authenticator in Mobile

The Microsoft Authenticator app on the mobile can be used for multifactor authentication in Crash portal.

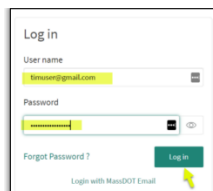
What you will need:

Install Microsoft Authenticator Application on your mobile device. If you do not have an Microsoft authenticator, go to the App store (iPhone), or Play store (Android) and install the Microsoft Authenticator app.



To use Mobile Authenticator:

1. In Desktop Access the CDS Application website: <https://massdotpublic.service-now.com/cpp>.
2. Login using the email address and the new password.



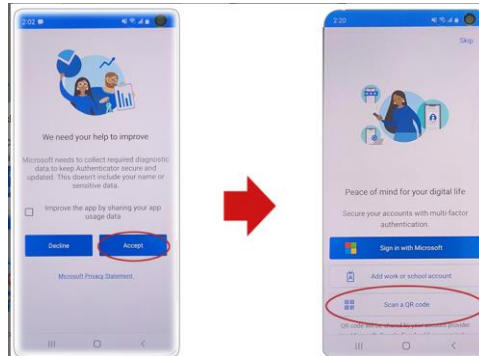
3. The computer redirects to an Enable multi-factor authentication (MFA) screen.



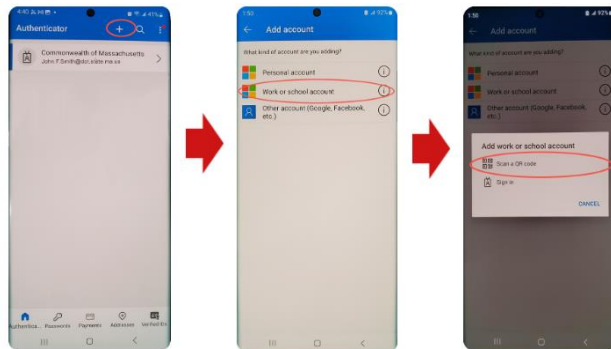
4. Open the Microsoft Authenticator s app from **mobile**.
 - a. **Set up MS authenticator for the first time.** If you are using MS Authenticator for the first time, click on “Accept” as shown in the screen shot below. (There is no need to check the “Improve the app...” checkbox). Then select “Scan a QR code”. (If you get

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prompted with “Allow Authenticator to take pictures...”, select “While using the app”)



b. **If you are already using MS Authenticator** on your phone for other applications, open it up and hit the Plus sign (+) on top ...then select “**Work or school account**” and then “**Scan a QR code**”.



5. Click on Scan a QR code in mobile and scan the QR Code in their computer’s browser (STEP3). On their phone, *they should get a 6-digit code*. Enter that code back in the browser (where it says “6-digit code”) and click “**Pair device and Login**”. *The MFA Installation is now complete!*
6. Additionally in the phone’s app, the User can now hit the Back arrow (top-left) to go to the home screen of the app:

