

Multi-Factor Authentication Setup User Guide

The Multi-Factor Authentication application is a second layer of authentication. When the user signs into Portal.office.com (Section 1.0) or is prompted to sign in their mobile device (Section 2.0), you will see a series of instructions to gain access to the state network (KY.GOV) and the user's data.

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NOTE: Please setup the Microsoft Outlook app on your phone before beginning these steps. In order to download the Microsoft Outlook app, you must have an active iTunes or Google Play account depending on your device.

Section 1.0 – Setup MFA using the Office 365 Portal

The first three (3) screenshots are the normal login screens a user will encounter when logging in to view email via the web portal or mobile device.

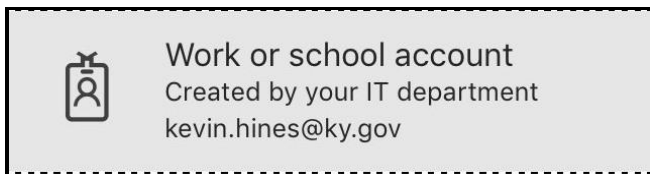
Step 1.1 – Use the following link for Office 365: <http://portal.office.com>

Step 1.2 – Enter your **state email address** on the screen prompt and click on the <Next> button.

Format is **firstname.lastname@ky.gov** for the state email address.



Step 1.3 – Click on Work or school account

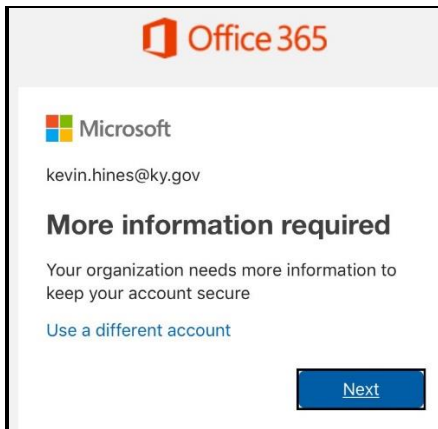


Step 1.4 – Enter password

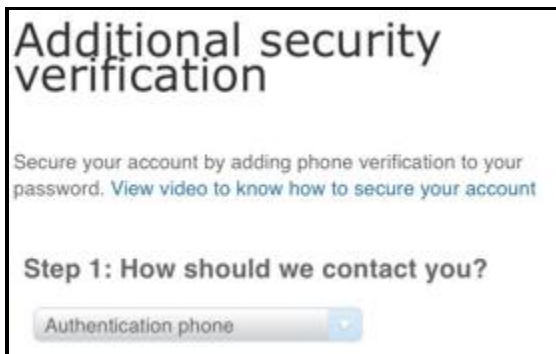
On the next prompt, enter the password used for your workstation.



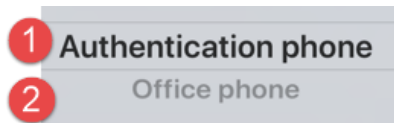
Step 1.5 – Click on the <Next> button and an “Additional Security Verification” window will appear.



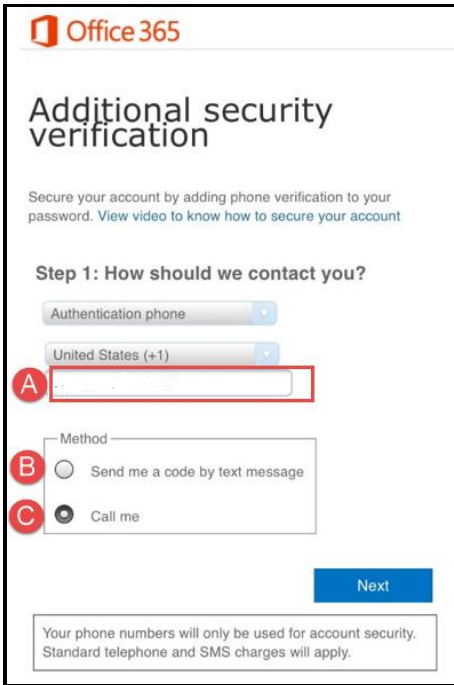
Step 1.6 – Choose your authentication method



There are two phone verification options available from the drop-down:



1. Authentication Phone –
 - A. Enter your contact telephone number including area code. Note: you can change the mobile number by backspacing over the telephone number and typing in a new telephone number.
Click on the radio button to select one of the two **Methods** available
 - B. Method: Send a code by text message – by clicking on the radio button, this option allows the user to receive a 6-digit code via SMS to be keyed into verification screen. (Note: data rates will apply.)
 - C. Method: Call me – by clicking on the radio button, Microsoft will call you at the phone number listed. The phone call will come from **Microsoft - 8553308653 (Do Not Block) – Add to contacts**. When Microsoft calls, the user needs to press the pound key “#” to be verified
2. Office Phone – do not choose this option.



Office 365

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

United States (+1)

A

Method

B Send me a code by text message

C Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Step 1.7 – MFA allows you to be logged in 30 days on the same device if you select <Yes>.



Microsoft

kevin.hines@ky.gov

Stay signed in?

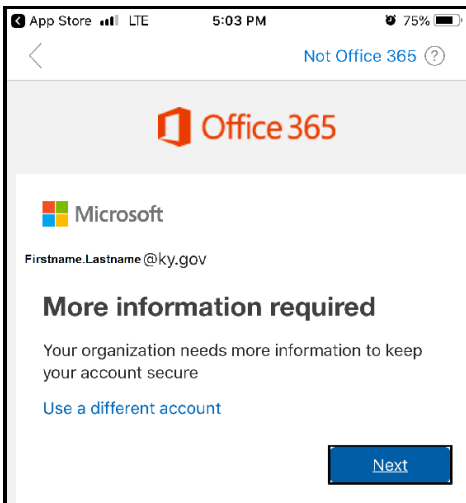
Do this to reduce the number of times you are asked to sign in.

Don't show this again

No **Yes**

Section 2.0 – Setup MFA on the iPhone/iPad/Android Devices

Step 2.1 –Multi-Factor Authentication steps begin. Click <Next>



App Store LTE 5:03 PM 75%

< Not Office 365 ?

Office 365

Microsoft

Firstname.Lastname@ky.gov

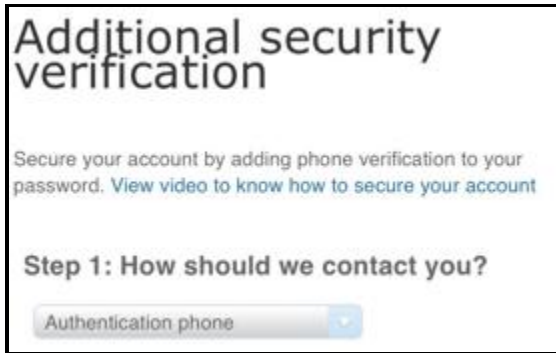
More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

Next

Step 2.2 – Choose your authentication method



There are two phone verification options available from the drop-down:

- 1 Authentication phone
- 2 Office phone

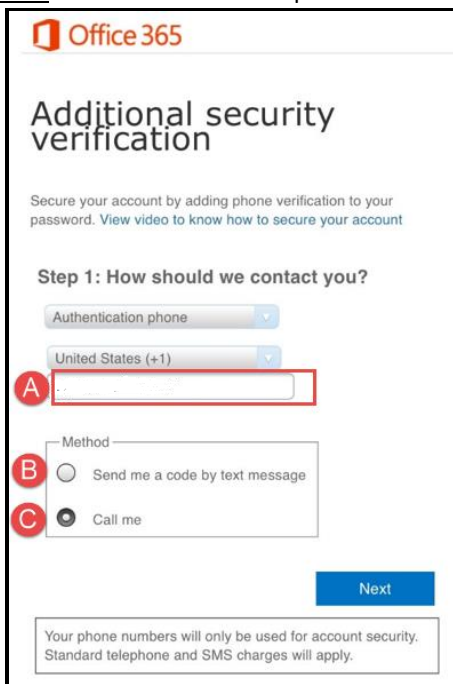
1. Authentication Phone –

- A. Enter your contact telephone number including area code. Note: you can change the mobile number by backspacing over the telephone number and typing in a new telephone number.

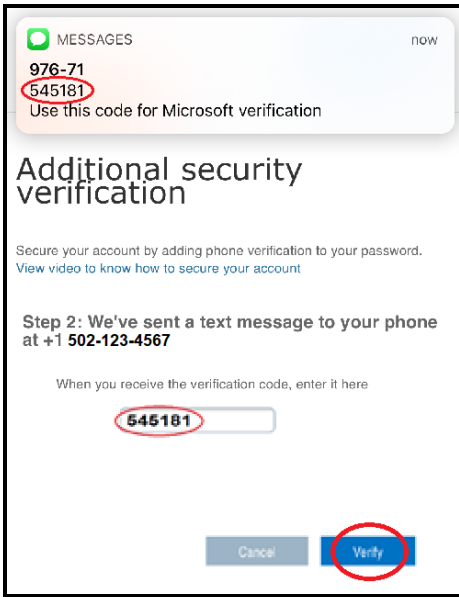
Click on the radio button to select one of the two **Methods** available

- B. Method: Send a code by text message – by clicking on the radio button, this option allows the user to receive a 6-digit code via SMS to be keyed into verification screen. (Note: data rates will apply.)
- C. Method: Call me – by clicking on the radio button, Microsoft will call you at the phone number listed. The phone call will come from **Microsoft - 8553308653 (Do Not Block) – Add to contacts**. When Microsoft calls, the user needs to press the pound key “#” to be verified

2. Office Phone – do not choose this option.



Step 2.3 – You will receive a code via text – type this code in and click <Verify> button.



Step 2.4 – You will receive a message “Verification Successful” at the bottom
Click <Done> button

