

# Microsoft MFA Onboarding Instructions

MFA, or Multi-factor authentication, is a way of securing websites and computer systems against many of the worst kinds of threat that exist in the modern business world. It's often now considered an essential part of the login process, and with many more people changing their working patterns due to home working it's really important that we adapt our security accordingly.

A factor is simply a type of secret information, so a password is a traditional factor. You may also hear it referred to as 2FA because you generally use 2 factors – a password and something else. Many people will already be used to using this sort of thing as part of their online banking.

In our case, we've elected to use the Microsoft MFA technology, and their Authenticator app, which is both secure and simple to use after it is set up. The 'something else' is a Notification on your phone, which you can just tap 'Allow' and you're done.

Below are a series of steps we're asking you to complete in order to get set up with MFA. Please read the instructions carefully, and if you get stuck, there's a couple of tips at the end which may help – no need to uninstall the app!

- 1) The main system we're adding MFA logins to is Citrix, so depending on where you normally log in, that will either be the [WorkAnywhere](#) or [Home Working](#) (aka 'ctx') gateway. You might even be reading this user guide because you've come from there. There's a link on the gateway for "[Microsoft Multi-factor Authentication](#)" – click it.

As of 6th May, we will begin to require additional security steps to log in.

Step 1: Log in here using your Windows credentials.  
Step 2: Approve the login using the Microsoft Authenticator App

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WorkAnywhere  
Citrix Gateway

Windows Username :   
Windows Password :

[Click to log in](#)

- First time here? Our [User Guide](#) is here to help you.
- During the setup process, you will log in to the [Microsoft Multi-factor Authentication](#) website, and also set up the [Microsoft Authenticator](#) App on your mobile device.
- For further assistance, please log a ticket via the [Servicedesk](#) or our [Remote Help Support Portal](#). Alternatively, call the support team on 0800 817 4747 (external), 6006 (internal).

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- 2) Sign in using your username with @carpenters-law.co.uk affixed to it. (e.g. Joe Bloggs would be [bloggsj@carpenters-law.co.uk](mailto:bloggsj@carpenters-law.co.uk)). Note that this is normally different from your email.

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Sign in

roamingrob@carpenters-law.co.uk

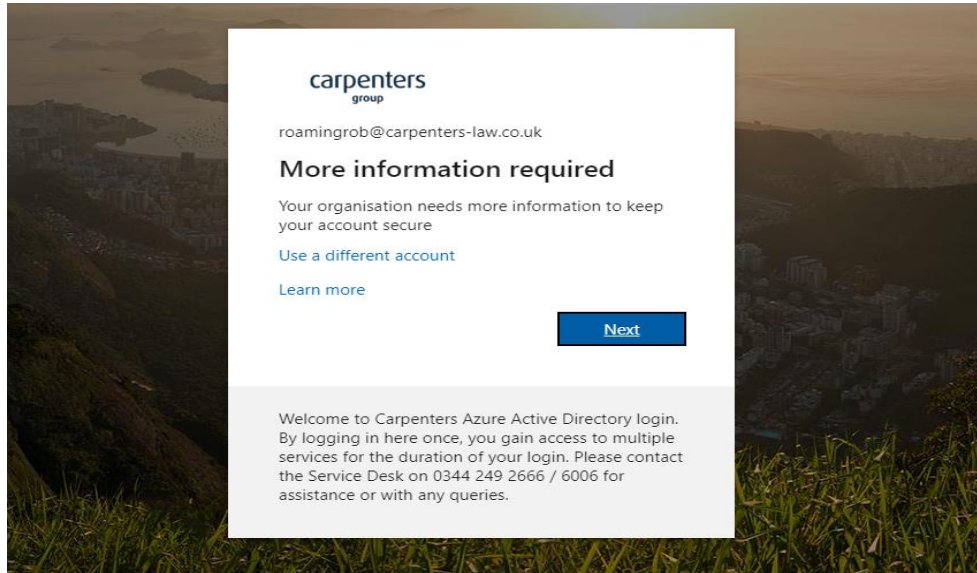
[Can't access your account?](#)

[Sign-in options](#)

[Back](#) [Next](#)

Welcome to Carpenters Azure Active Directory login.  
By logging in here once, you gain access to multiple services for the duration of your login. Please contact the Service Desk on 0344 249 2666 / 6006 for assistance or with any queries.

- 3) If you're not already signed into Office 365, Microsoft may now redirect you back to Carpenters to sign in. You may be prompted for your username and password in a popup box, or on a web page. If you are, enter your username (again) and password. Once this is complete, you'll be back in Office 365 and be presented with dialogue box informing that more information is required. Here we will configure the Authenticator application so please click the Next button.



- 4) If you haven't already, please download the [Microsoft Authenticator Application](#) from the Apple or Android app store before returning to your browser.
- 5) On the Additional Security Verification page, check the box to "Receive notifications for authentication" the click the "Set up" button. Also open up the Microsoft Authenticator app on your phone ready for the next step.

## 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?

Mobile app

1 - click the option box

How do you want to use the mobile app?  
 Receive notifications for verification

To use these verification methods, you must set up the Microsoft Authenticator app.

Please configure the mobile app.

2 - click 'Set up'

Next

- 6) You should now be prompted to configure the mobile app. Be sure to have your browser at standard zoom size – you will not see the buttons for Next and Cancel at 150% zoom! You'll be jumping between the app and your browser during the next few steps.

### Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: 611 877

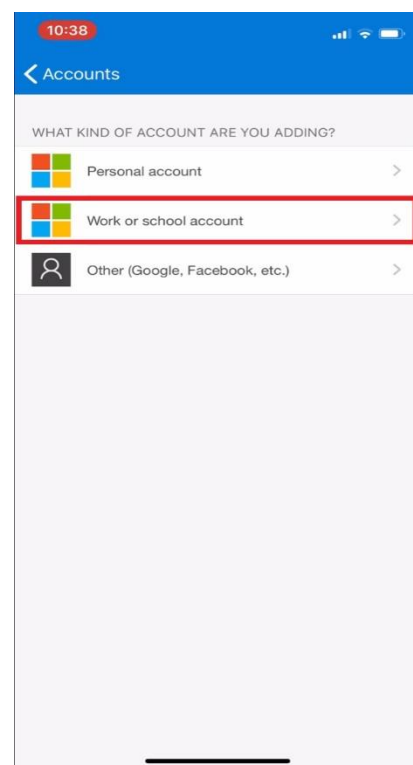
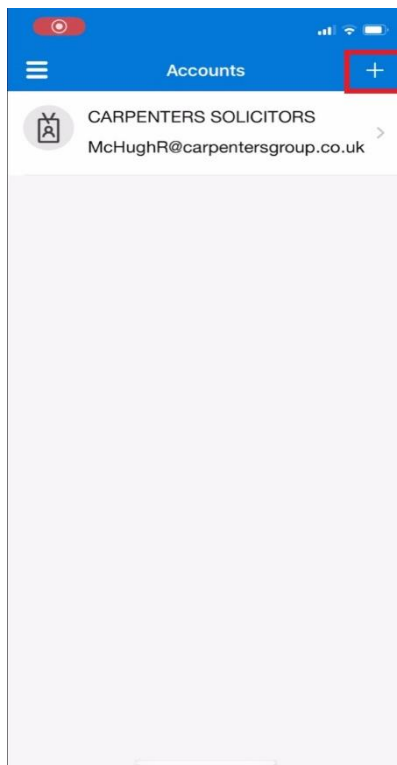
URL: <https://cys01...or.net/pad/0654...i32>

If the app displays a six-digit code, choose "Next".

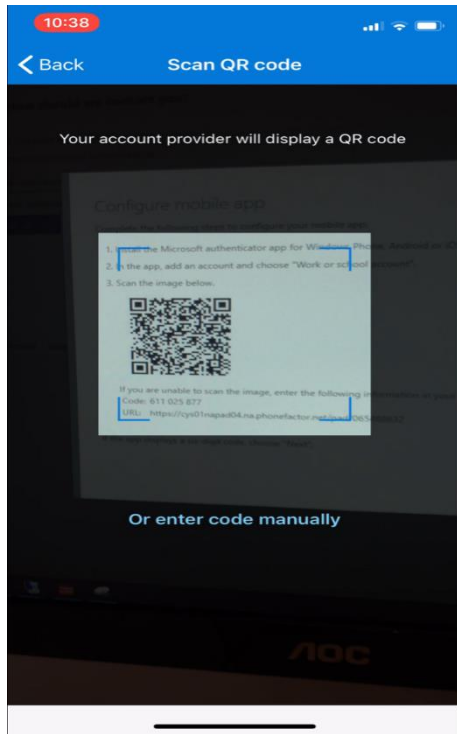
Next

Cancel

- 7) Open the Authenticator app on your mobile device and click the + icon on iPhone, triple vertical dots on Android, followed by Add Account. On the following screen select "Work or school account".



- 8) The Authenticator app will now display your camera. Point the lens at the QR code on the screen of your computer's web browser, and it will link your Authenticator app with your Office 365 account. If it fails for whatever reason (you're moving the phone too much or the camera doesn't focus properly perhaps) you can click cancel and try again. On iPhone you may need to click Allow to accept notifications.



- 9) Once the account has been set up, back in your browser, click Next on the QR code screen, and you'll be sent back to the security verification screen. This time it'll say 'Checking activation status', which should change to 'Mobile app has been configured for notifications' and grey out the 'Set up' button after a few seconds (some users have seen it hang on 'Checking activation status' – they may be able to continue anyway. Click Next.

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### 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?**

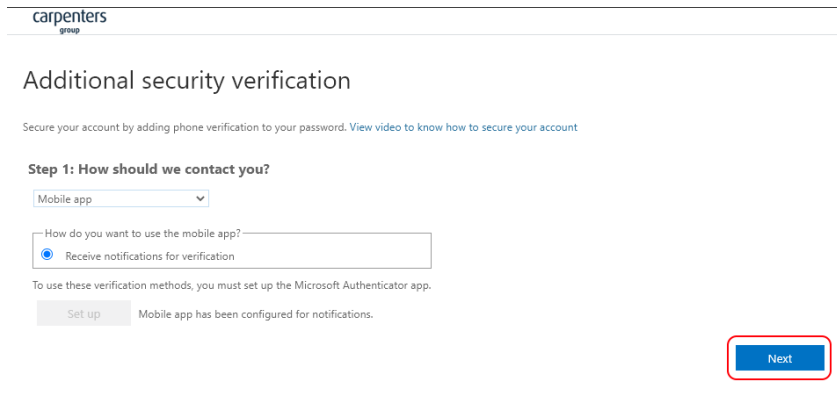
Mobile app

How do you want to use the mobile app?

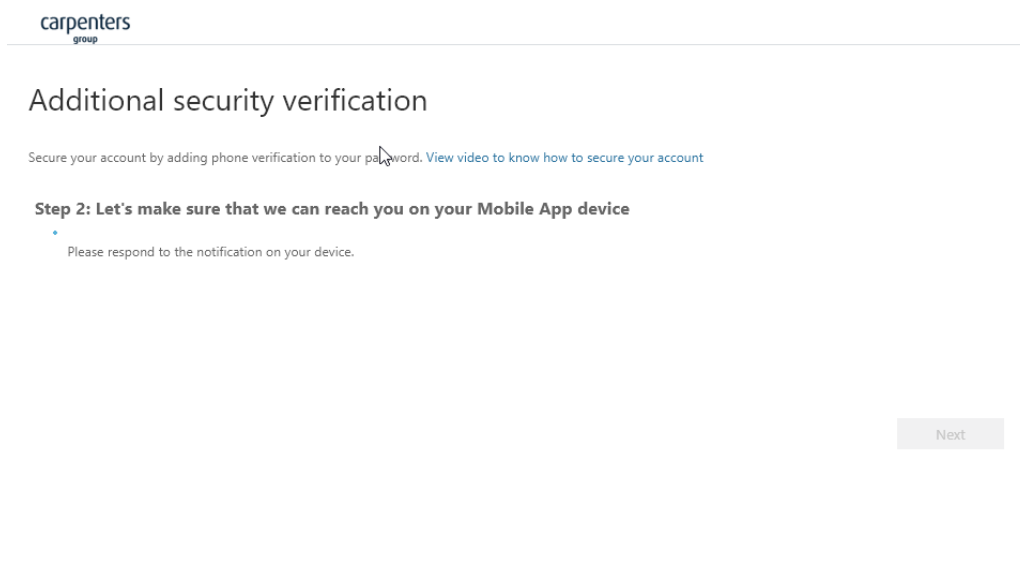
Receive notifications for verification

To use these verification methods, you must set up the Microsoft Authenticator app.

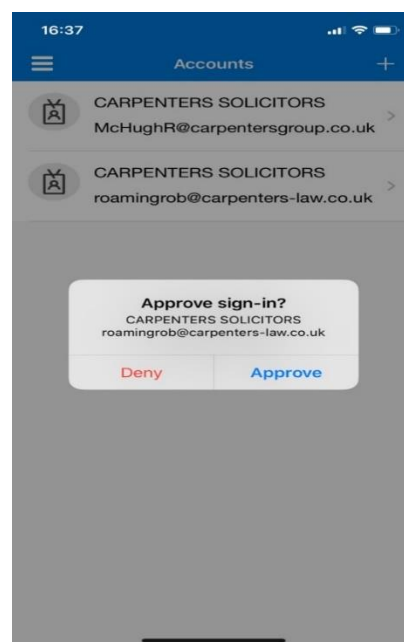
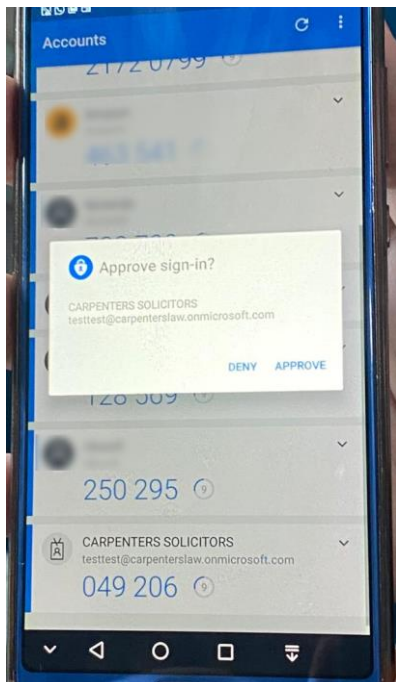
Wait for the message here to update



10) Now we're going to confirm that everything's working. You'll see the following on your browser and phone - hit Approve on your phone:



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11) Once you've hit Approve, it'll say Verification successful. Click Finished in your browser and you're done.



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

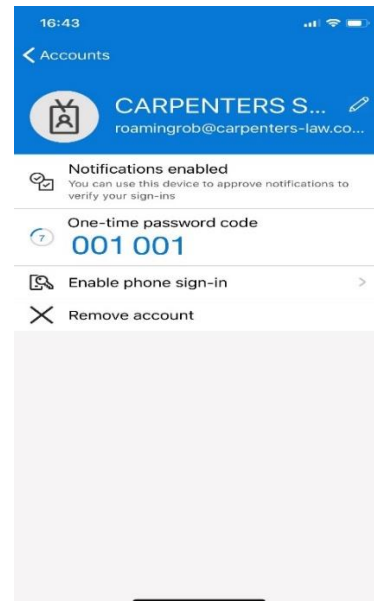
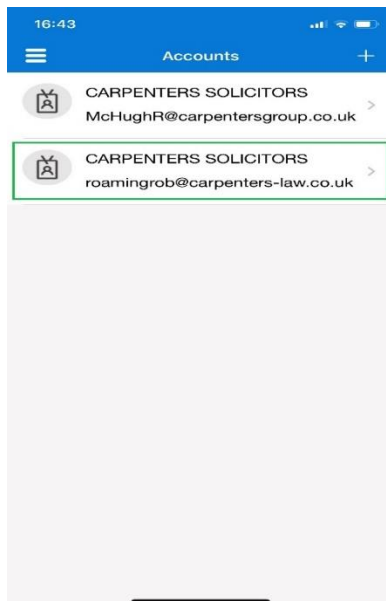
### Step 2: Let's make sure that we can reach you on your Mobile App device

Verification successful. Taking you to the next step...

Finished

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12) Some systems occasionally bypass the notifications and instead ask you to enter (six digit) code. If you ever get asked for one of these, you can generate codes by pressing the account on your phone to view a "one-time password code" which changes every 30 seconds. Enter this where applicable on the webpage and click next before the time runs out.



13) Once you see the following screen, everything should be set up correctly. This is also the screen which you can always access to reconfigure your MFA settings, at the URL <https://aka.ms/mfasetup>.

## Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authenticator app or Token

Set up Authenticator app

Authenticator app - BKL-L09

Delete

If you think you've set things up wrong, delete any current apps (and remove the account settings from the app on your phone), and click Set up Authenticator app to start again


Save

Cancel

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

14) And that's it, when you log into protected systems, you'll now get a notification on your phone asking you to Approve or Deny the login, whenever this appears in your browser:

### Approve sign-in request

 We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

[More information](#)

Cancel

Welcome to Carpenters Azure Active Directory login. By logging in here once, you gain access to multiple services for the duration of your login. Please contact the Service Desk on 0344 249 2666 / 6006 for assistance or with any queries.