Set Yourself up with Authenticator App

What's happening:

The City is implementing multi-factor authentication (MFA) to add an extra layer of security to our Office 365 accounts—email, Skype, OneDrive and, in time, VPN usage. Our solution relies on using Microsoft's Authenticator app on a smartphone.

The process—getting set up:

You'll download an app for your smartphone: Microsoft's Authenticator app. Once you have it installed, you'll use a computer to sync Office 365 with the Authenticator app, and then tweak Authenticator with your Office 365 account information. When done, all you'll need to do is press "Approve" on the Microsoft Authenticator app whenever prompted to authenticate. So to get started have your smartphone and a computer handy.

Step 1:

On your phone:

- Download Microsoft's Authenticator app from the Google Play Store (Android) or from the Apple App Store (iPhone).

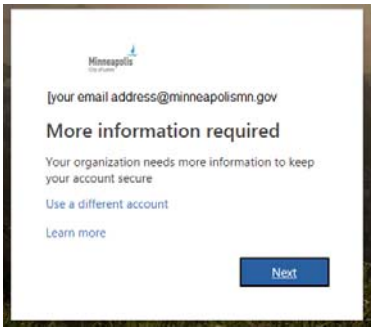
Please don't do anything with it yet.

Step 2:

On any internet-connected computer:

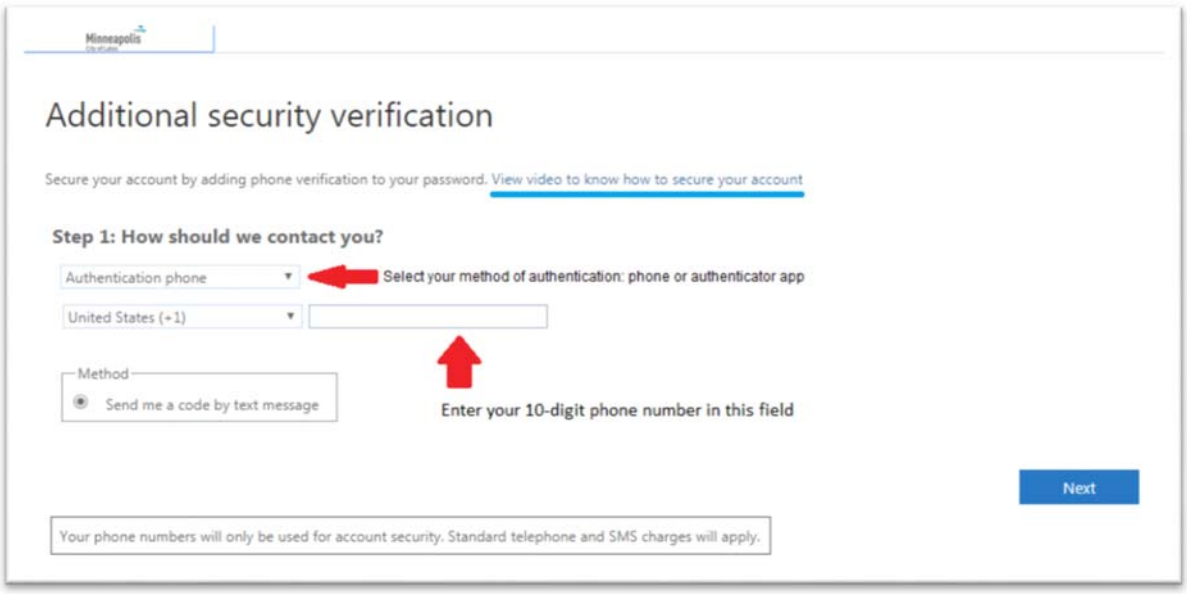
Open a browser and go to this URL: https://aka.ms/mfasetup

Enter your email address and your City password. You should now see this window:



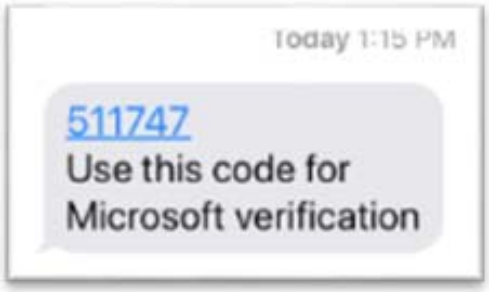
Click on the blue **Next**.

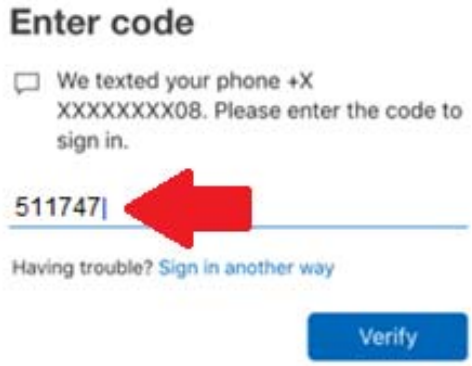
You should now see this page:



In some cases, Microsoft will know your phone number; in others, the form will be blank. In any case, make sure that under "**Step 1—How should we contact you?**" and to the right of "Authentication phone," United States is selected, followed by the number of the smartphone you'll use to authenticate. NOTE that it doesn't matter if it's a City phone or a personal phone; what matters is that it's a device you'll have with you whenever you need to authenticate.

Once you've entered your phone number, press the blue **NEXT** button. By default, Microsoft will now call your phone to verify; you'll be instructed to press #. Do so. The other possibility is that Microsoft will text you a message that provides the verification code, as in the image on the *left* below; meanwhile, your computer will display the text on the *right* below:

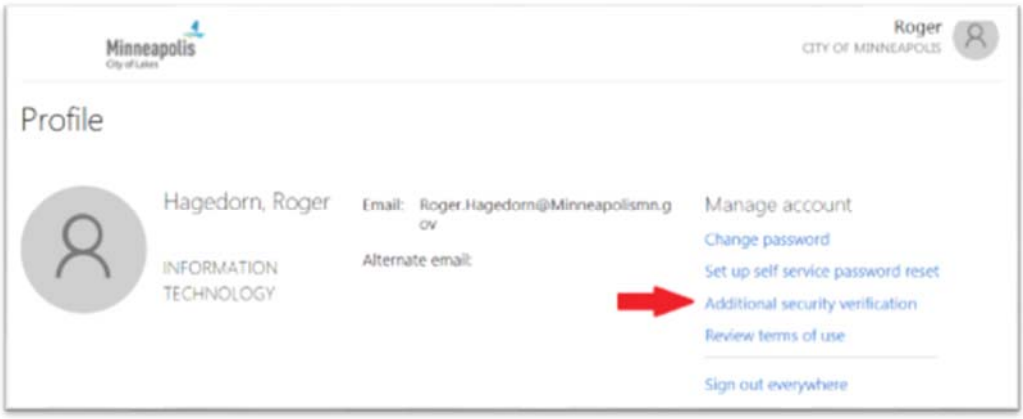




Simply type that code into the online interface and then press **VERIFY** to complete the setup. NOTE that this process of syncing can take a minute or more, so please be patient. And if it fails, simply try again. Whether by phone call or text, your phone's number is now associated with your Office365 account.

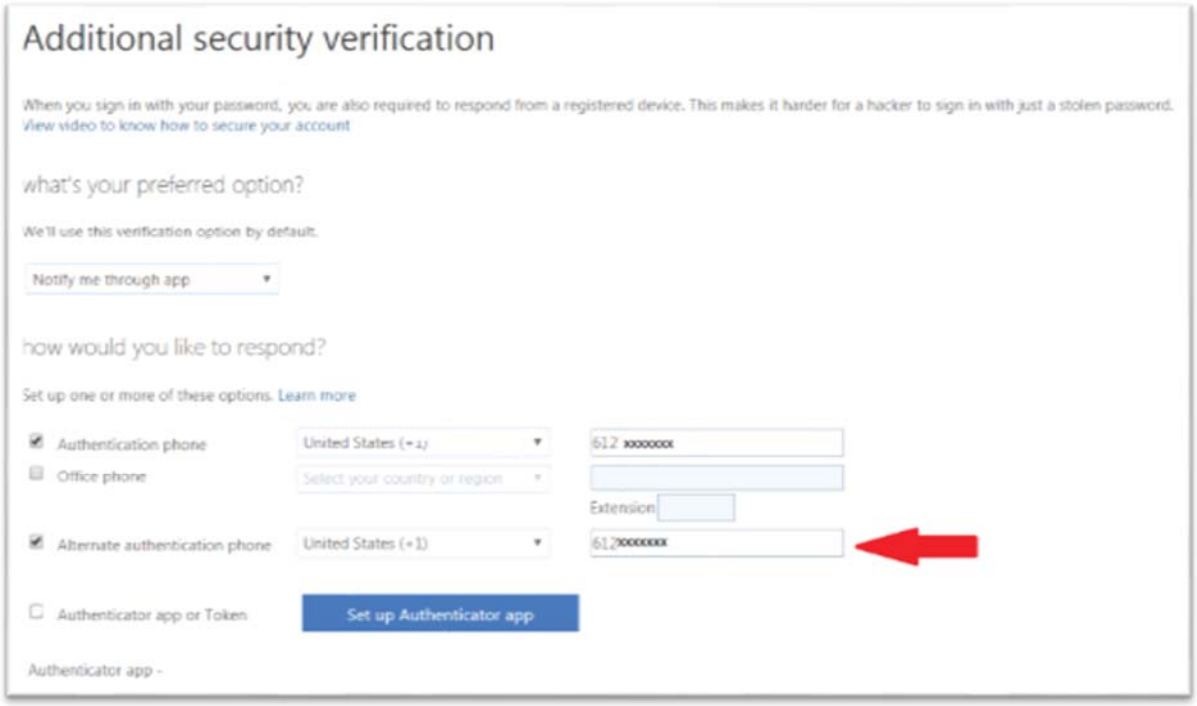
Step 3:

The browser on your computer will likely change to this page:



Press the “Additional security verification” to return to the previous page.

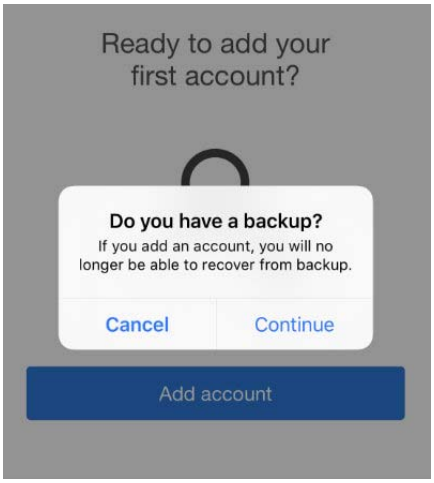
Now, for safety’s sake, add a second phone number—another cell or a LAN line, your home phone or even an office phone; we want to include a fallback number in case the authentication phone is unavailable (lost, stolen, needing a charge, etc.). NOTE that the secondary number needs to be on the “Alternate authentication phone” line and NOT on the “Office phone” line, even if it’s an office phone number. See the image below for an example:



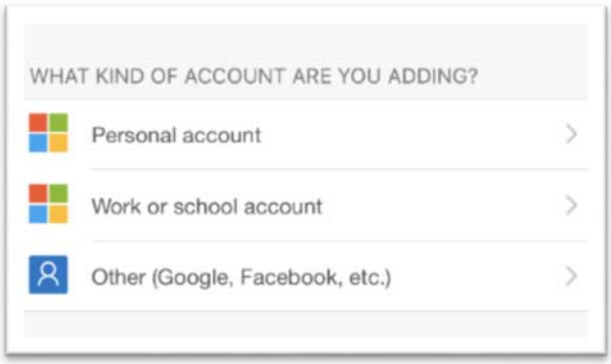
Make sure to click on **SAVE** at the bottom of the page before going onto Step 4.

Step 4:

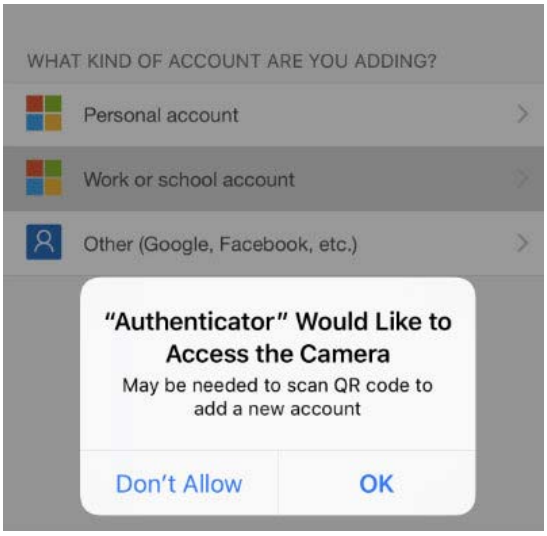
Now you’ll configure the Authenticator app. So return to your phone, and open the Authenticator app on your phone. First you’ll be asked:



Press **CONTINUE**. Then you'll be asked:

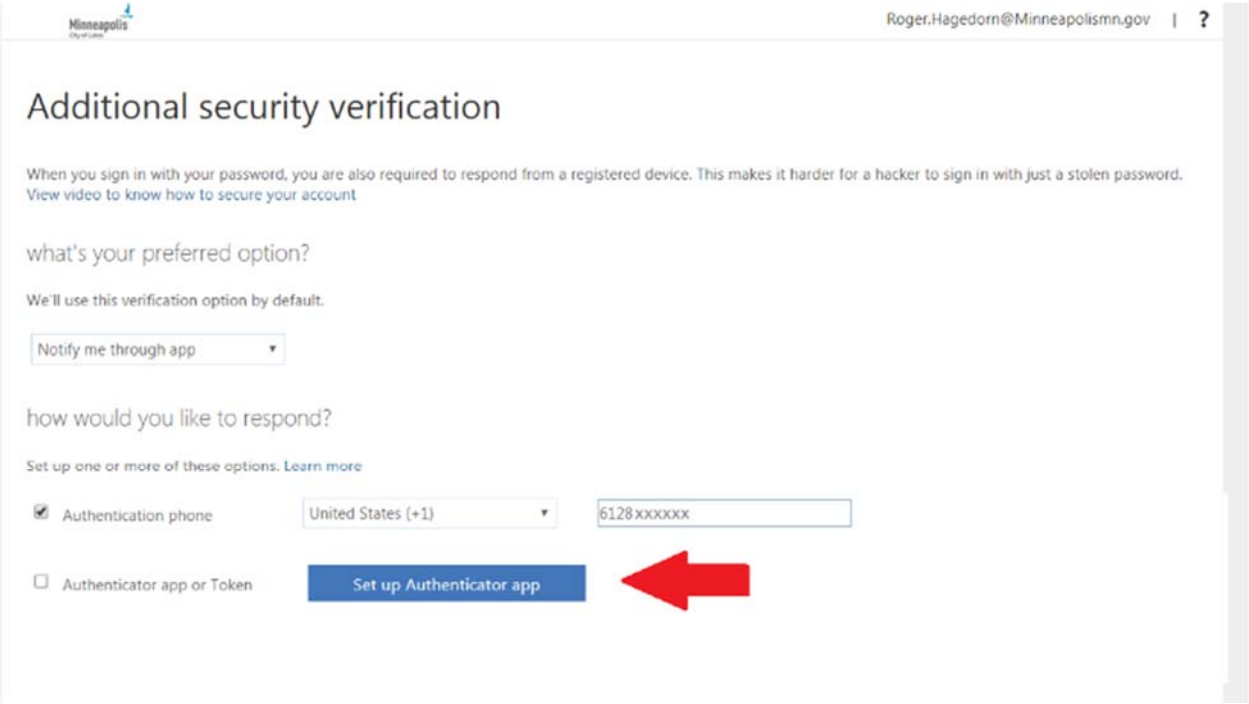


Select **Work or School account**. Then the app will ask if it can access your phone's camera, as seen here:

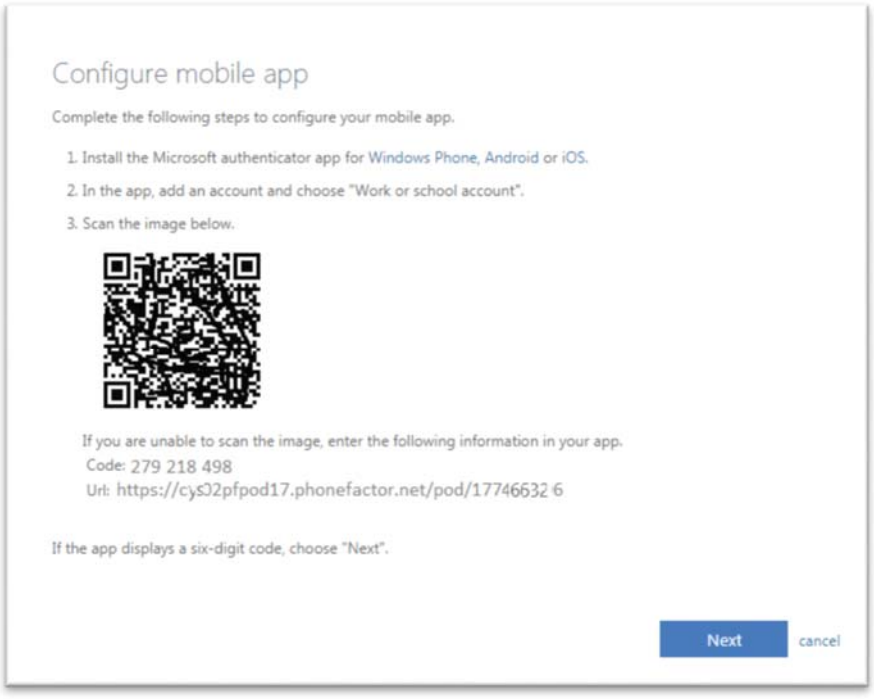


Be sure to select "**OK**." This will turn on your phone's camera. Leave it running like that and turn back to your computer.

Looking now at the same web page where you entered phone numbers, you'll see blue text further down the page that says "Set up Authenticator app," as seen here:

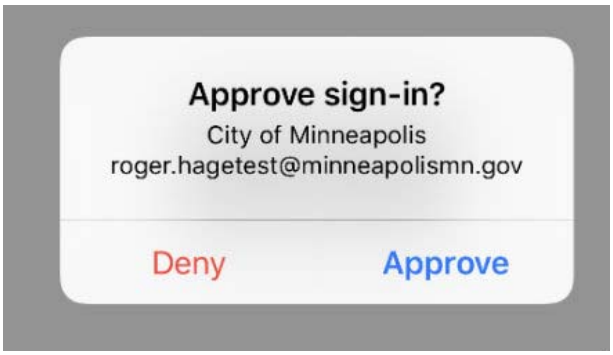


Click on it. It will now display a QR code, as seen here:



Now point your phone's at the QR code on your computer screen. Once the camera captures the information it needs, the Authenticator app will start generating random numbers. Look back to your computer screen and click on the blue **NEXT** in the lower right corner of the "Configure mobile app" screen. NOTE: if you cannot see a blue **NEXT**, hold down the CONTROL key and click on the " – " key (either on the number pad or above just above the "P" key on your keyboard); this will change the screen resolution and allow you to see the blue **NEXT** button.

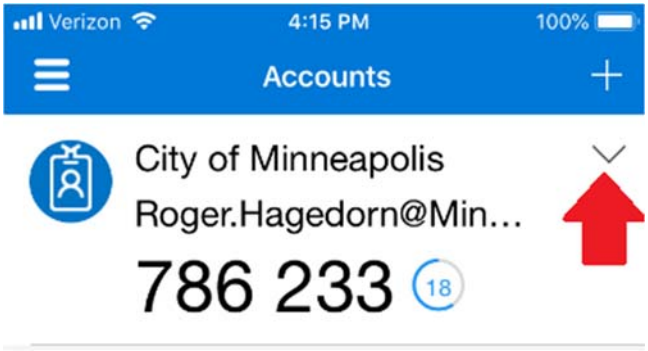
The app and Office 365 will now sync (it can take up to a minute or so). When successful, the app will ask if you “Approve” access:



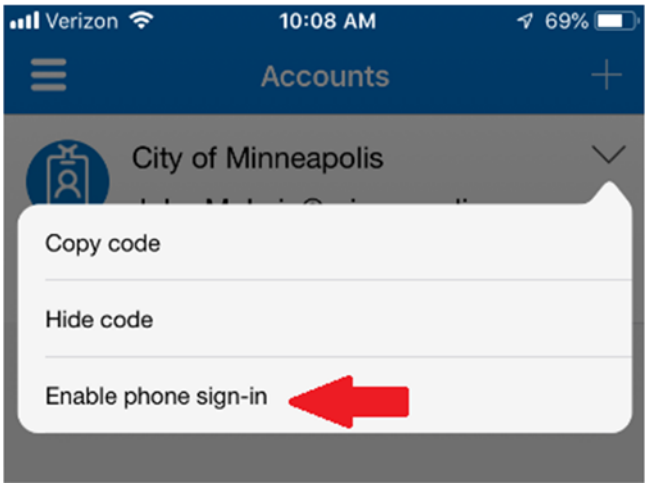
Press “**APPROVE**” and your Authenticator app is now configured.

Step 5

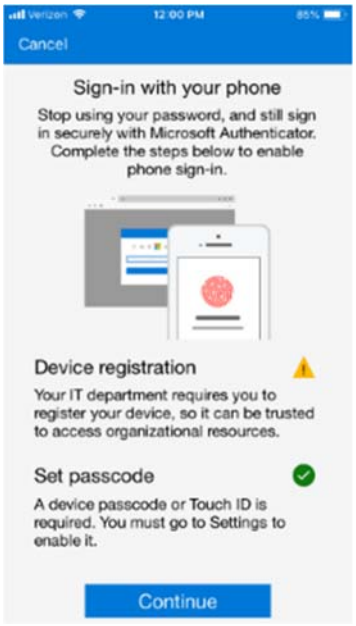
Still looking at the Authenticator app on your phone, you may notice an interesting little menu that’s hard to spot in the upper right corner of Authenticator.



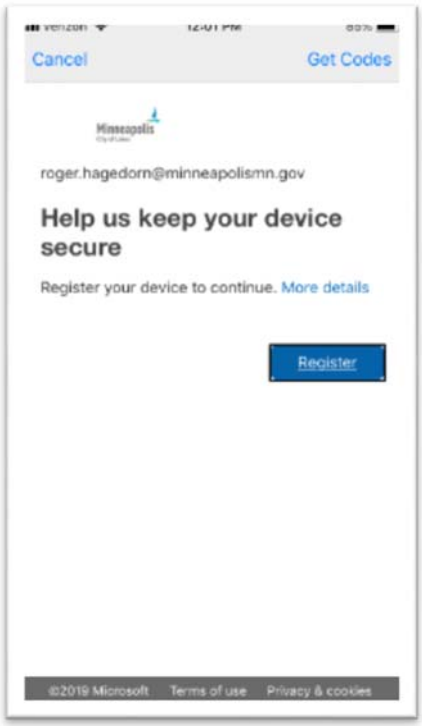
Click on it, and you’ll see three options, shown below.



Select “Enable phone sign-in” and you will then be prompted to enter your password into the Authenticator app. Enter your password. You’ll now see this screen:

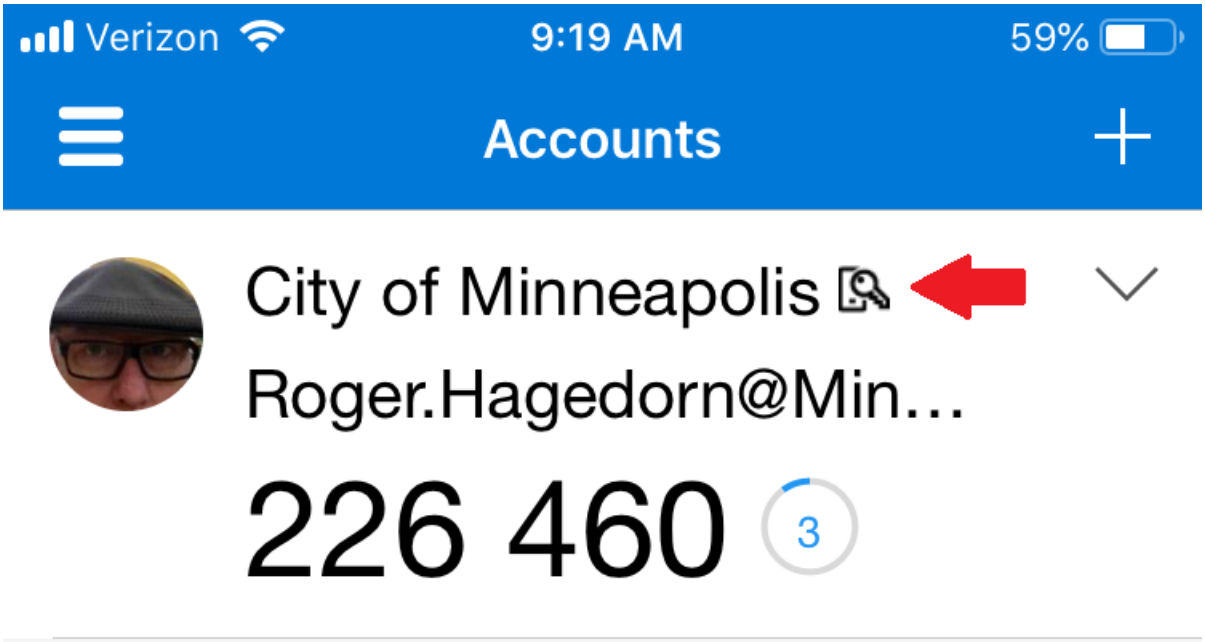


Press the blue **CONTINUE** and you'll see this screen:



Press "**REGISTER**" to continue. As you register your device the Authenticator app will ask you to approve this change. Press "**APPROVE**" on your phone and you're all set. From now on, whenever you're prompted for MFA, simply turn to the Authenticator app and press "**APPROVE**." You won't be prompted to enter a password on your phone until it expires (every 90 days), in which case you'll be asked to provide your password. Do so again and you won't be prompted for it for another 90 days.

You can verify that you're set up correctly by looking to the right of "City of Minneapolis" for what appears to be a little magnifying glass on a piece of paper; if you see it, you've completed the setup.



NOTE: If at any point you encounter issues getting Authenticator to work properly, feel free to open a ticket in CityLife and we'll help you resolve it.