

MFA Enrollment Instructions

Multifactor Authentication - (MFA) is a security level that verifies a user's identity by requiring multiple layers of authentication.

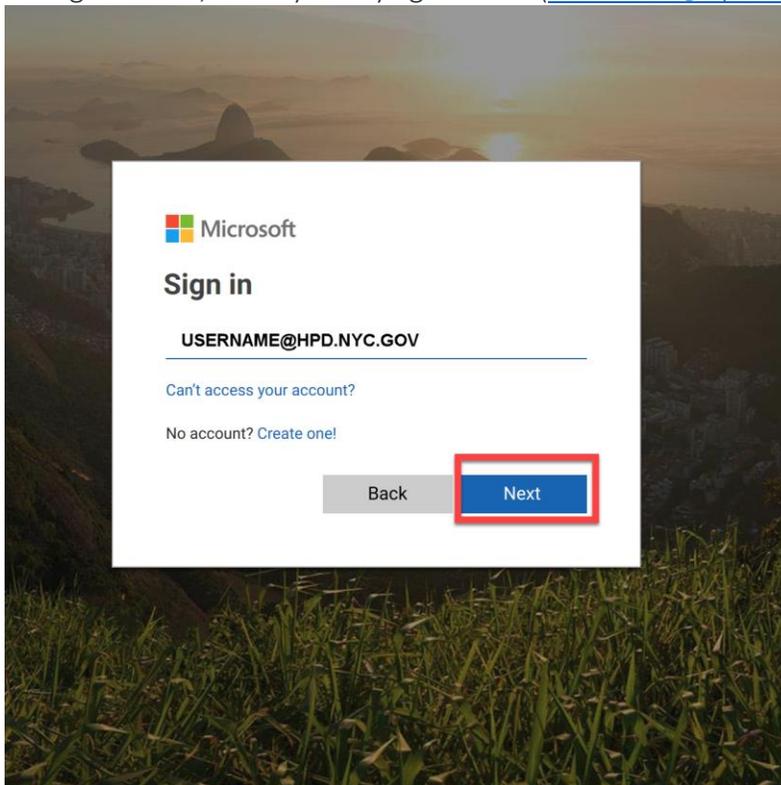
YOU WILL HAVE 2 OPTIONS OF HOW YOU WISH TO AUTHENTICATE YOUR LOG ON, CONTINUE HERE FOR OPTION 1 OR PROCEED TO PAGE 8 FOR OPTION 2

- ❖ OPTION 1 – authentication by phone call – a call will be directed to your phone; on your phone you will follow the automated voice to select the pound (#) sign to confirm.
- ❖ OPTION 2 – mobile app – download authenticator app on your mobile phone, you will receive a notification to choose an approval status.

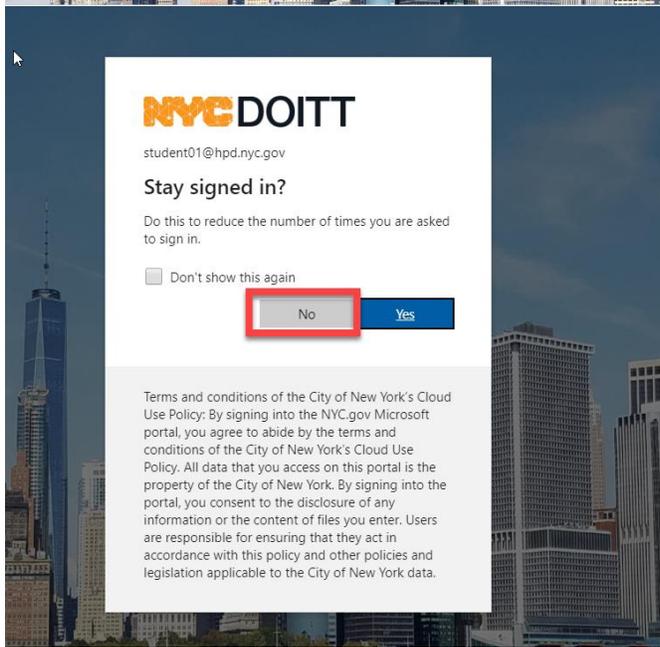
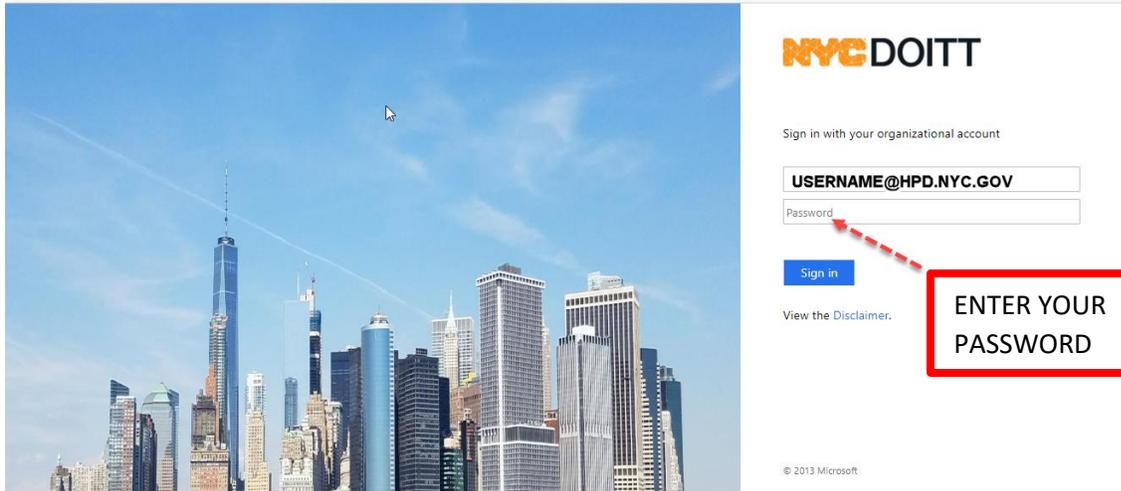
Enrollment using a phone call (OPTION 1)

1. Navigate to this website: <https://aka.ms/mfasetup>

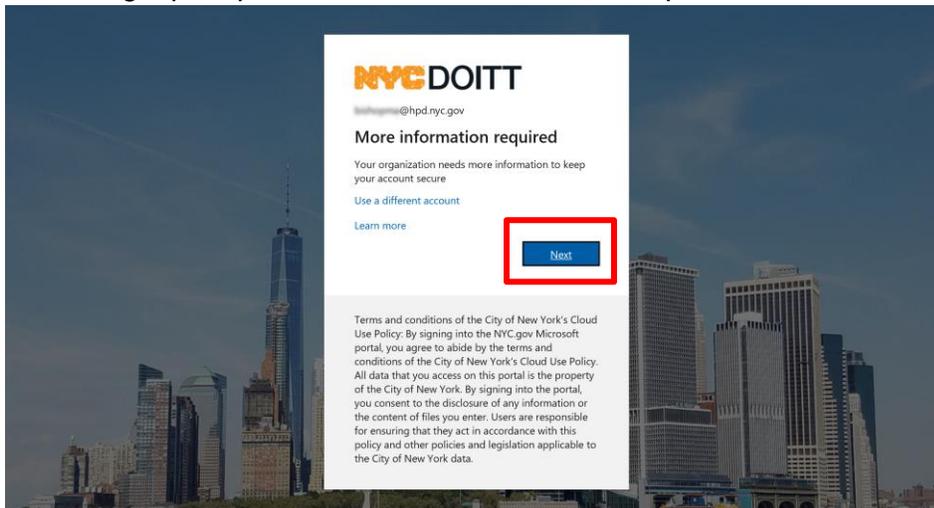
On the Login screen, enter your nyc.gov email (username@hpd.nyc.gov)



- After you have entered your email address, you will be redirected to another login site, here confirm your email address and input your password



- You will get prompted for additional information required. Click Next



4. Select Authentication phone.

NYC DOITT

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
Office phone
Mobile app

Method
 Call me

Next

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

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5. Select Country Region: (United States (+1))

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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?

Authentication phone

Select your country or region
United States (+1)
Afghanistan (+93)
Albania (+355)
Algeria (+213)
American Samoa (+1684)
Andorra (+376)
Angola (+244)
Anguilla (+1264)
Antarctica (+672)
Antigua and Barbuda (+1268)
Argentina (+54)
Armenia (+374)
Aruba (+297)
Ascension Island (+247)
Australia (+61)
Austria (+43)
Azerbaijan (+994)
Bahamas, The (+1242)
Bahrain (+973)
Bangladesh (+880)
Barbados (+1246)
Belarus (+375)
Belgium (+32)
Belize (+501)
Benin (+229)
Bermuda (+1441)
Bhutan (+975)
Bolivia (+591)
Bosnia and Herzegovina (+387)

Next

security. Standard telephone and SMS charges will apply.

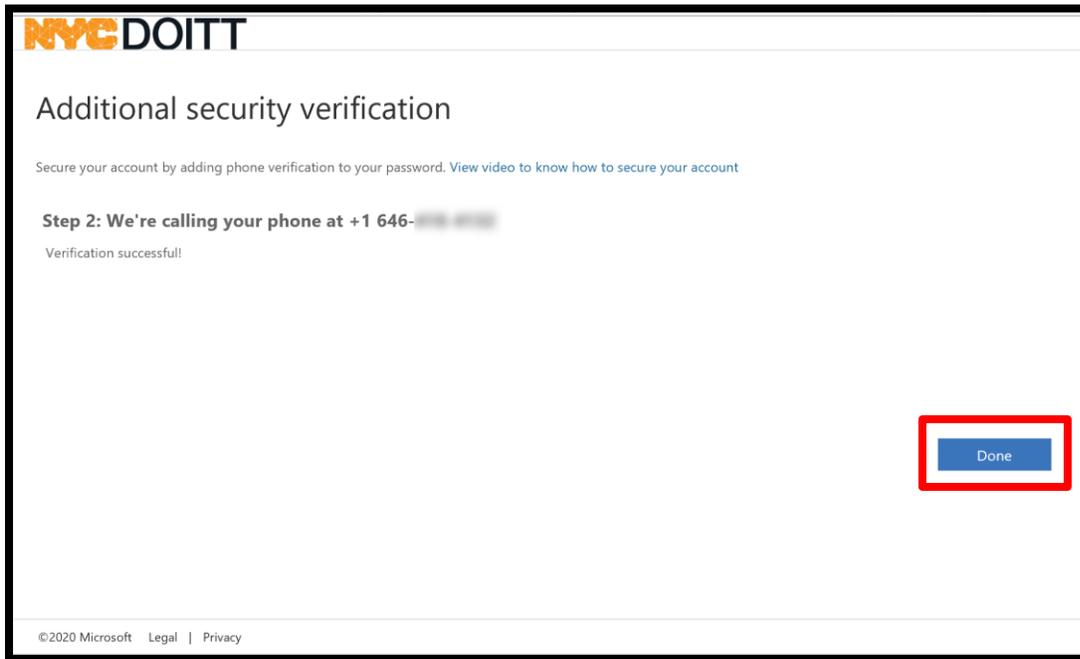
6. Enter your number (mobile or landline) and click Next.

The screenshot shows the NYC DOITT 'Additional security verification' page. At the top left is the NYC DOITT logo. Below it is the title 'Additional security verification' and a sub-header 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 1: How should we contact you?'. There are three input fields: 'Authentication phone' (a dropdown menu), 'United States (+1)' (a dropdown menu), and a phone number input field. A red box highlights the phone number field with the text 'Phone numbers must be formatted with dash ex: 111-111-1111' and a red arrow pointing to the field. Below the phone number field is a 'Method' section with a radio button selected for 'Call me'. At the bottom right is a blue 'Next' button. At the bottom left is a disclaimer: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.' At the very bottom is the footer: '©2020 Microsoft Legal | Privacy'.

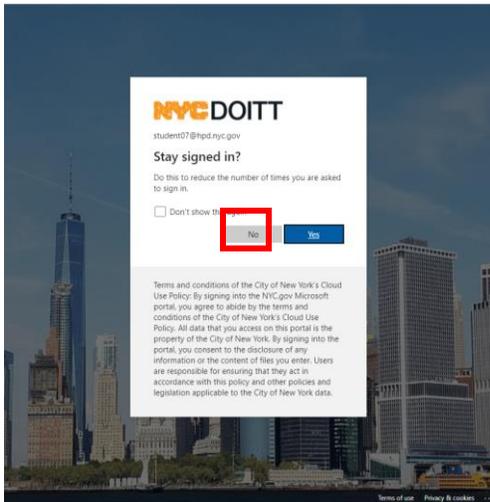
7. The system will attempt to call your phone number.

The screenshot shows the NYC DOITT 'Additional security verification' page, Step 2. At the top left is the NYC DOITT logo. Below it is the title 'Additional security verification' and a sub-header 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 2: We're calling your phone at +1 646-...'. Below the heading is a blue dot icon and the text 'Answer it to continue...'. At the bottom right is a grey 'Next' button.

8. You will get a call on your phone that will require you to enter the pound (#) sign. Once done the call will automatically hang up, and your computer screen will display “Verification successful” click done



SELECT NO



APPROVE SIGN IN REQUEST



9. This next screen will give you the ability to add call back numbers. After adding your phone numbers click save at the bottom left

NYC DOITT student07@hpd.nyc.gov | ?

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.
Call my authentication phone

how would you like to respond?
Set up one or more of these options. [Learn more](#)

- Authentication phone United States (+1) [Phone Number] [Extension]
- Office phone Select your country or region [Phone Number] [Extension]
- Alternate authentication phone Select your country or region [Phone Number] [Extension] Country code required.
- Authenticator app or Token [Set up Authenticator app](#)

[Save](#) [cancel](#)

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

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You have updated and have successfully set up your Multifactor Authentication

NYC DOITT student07@hpd.nyc.gov | ?

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.
Call my authentication phone

how would you like to respond?
Set up one or more of these options. [Learn more](#)

- Authentication phone [Phone Number] [Extension]
- Office phone Select your country or region [Phone Number] [Extension]
- Alternate authentication phone Select your country or region [Phone Number] [Extension]
- Authenticator app or Token [Set up Authenticator app](#)

[Save](#) [cancel](#)

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

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Updates successful
Your settings were configured successfully.

[Close](#)

10. You will be directed to your profile page where you can make changes. If you do not need to make changes, sign out as shown below.

The screenshot shows the NYC DOITT profile page. At the top left is the NYC DOITT logo. The main heading is "Profile". Below it is a profile card for "HPD, Student05 (HPD)" with contact information: Email: Student05@hpd.nyc.gov, Alternate email: (blank), Office: United States. On the right side, there is a user menu for "Student05 NYC 0365 HOSTED" with a profile icon. A dropdown menu is open, showing options: Apps, Profile, Sign out, and Sign out everywhere. A red box on the right contains the text "Select your profile icon to sign out" with an arrow pointing to the profile icon in the dropdown. Another red box at the bottom center contains the text "DO NOT CHOOSE 'SIGN OUT EVERYWHERE'" with an arrow pointing to the "Sign out everywhere" option in the dropdown.

THIS CONCLUDES OPTION 1 (PHONE CALL AUTHENTICATION)

OPTION 2 - PHONE APP SET UP

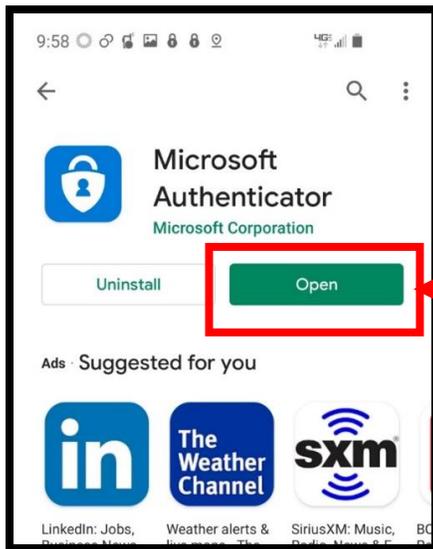
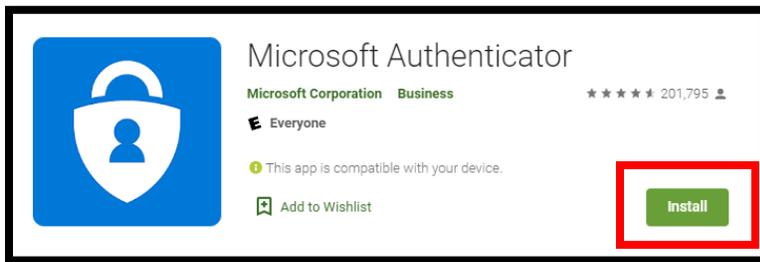
If you have an HPD issued phone, check for the Microsoft Authenticator App. If you do not have the app, proceed to install it (follow the directions below).

ON YOUR CELL PHONE VISIT YOUR DEVICE'S APP STORE:



search for **Microsoft Authenticator** and install it.

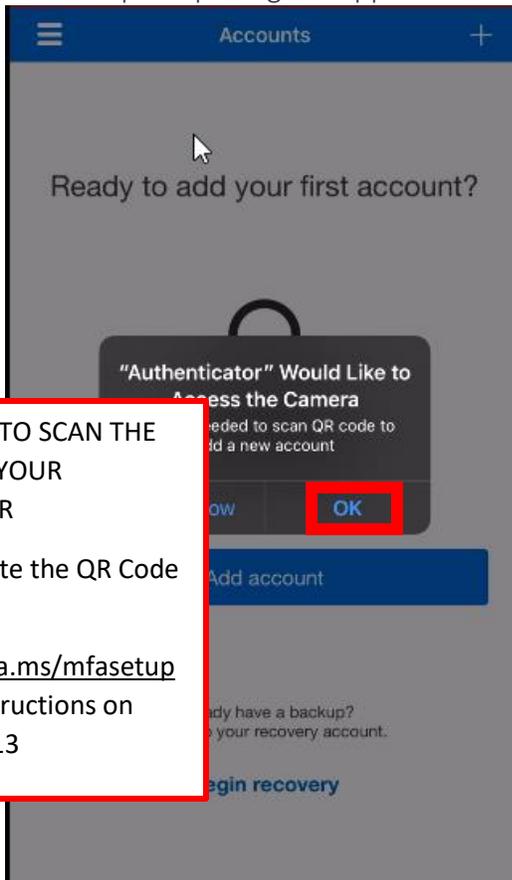
*Note: scan code is time sensitive (if timed out, click setup again on your computer to generate a new code)



AFTER INSTALLATION CLICK OPEN

I-PHONE

Upon opening the app

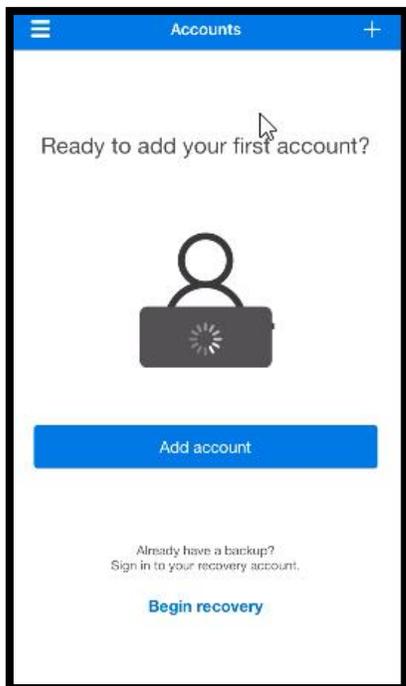


BE READY TO SCAN THE CODE ON YOUR COMPUTER

To Generate the QR Code

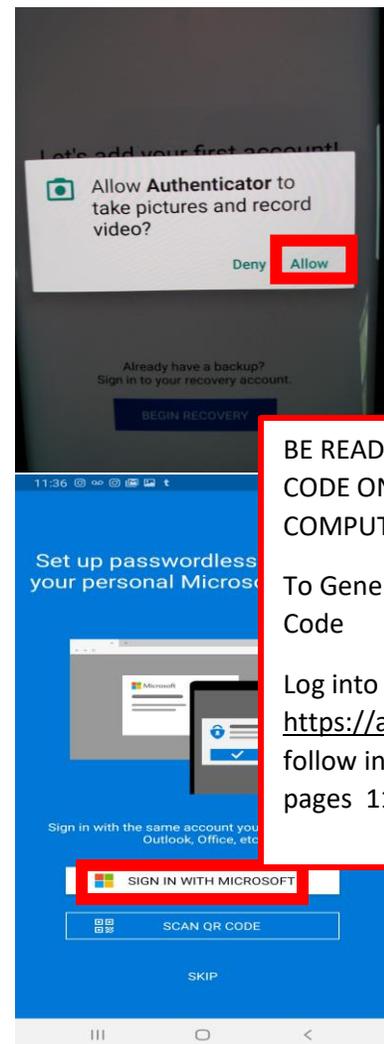
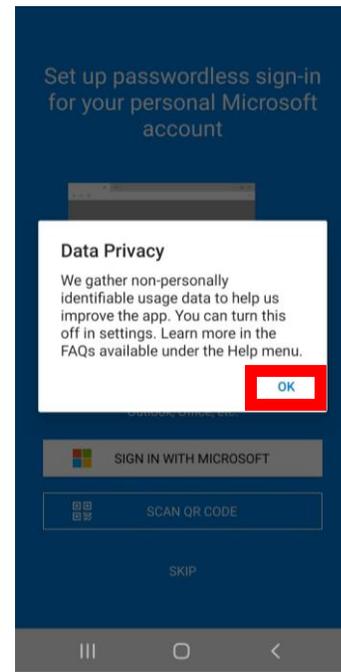
Log into <https://aka.ms/mfasetup> follow instructions on pages 11-13

This screen will go by and your camera will open



ANDROID

Upon opening the app

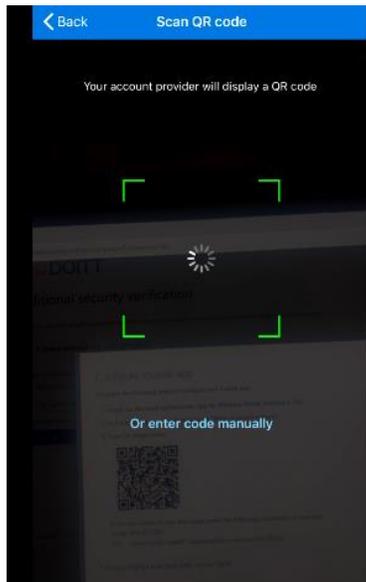


BE READY TO SCAN THE CODE ON YOUR COMPUTER

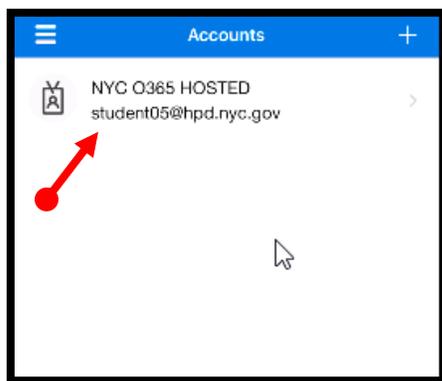
To Generate the QR Code

Log into <https://aka.ms/mfasetup> follow instructions on pages 11-13

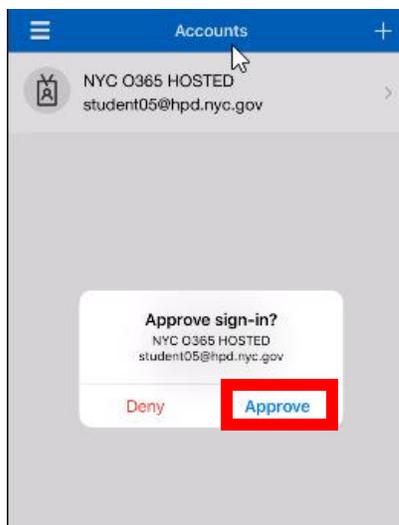
The camera will open for you to scan the code



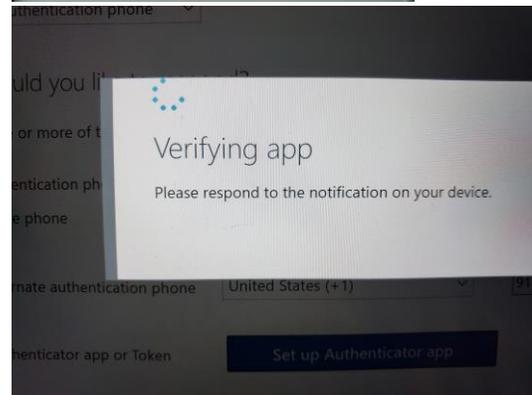
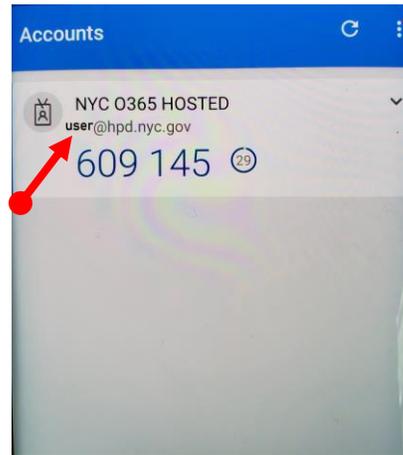
After successful scan, your account will be added



Verification is sent to your phone



After successful scan, your account will be added



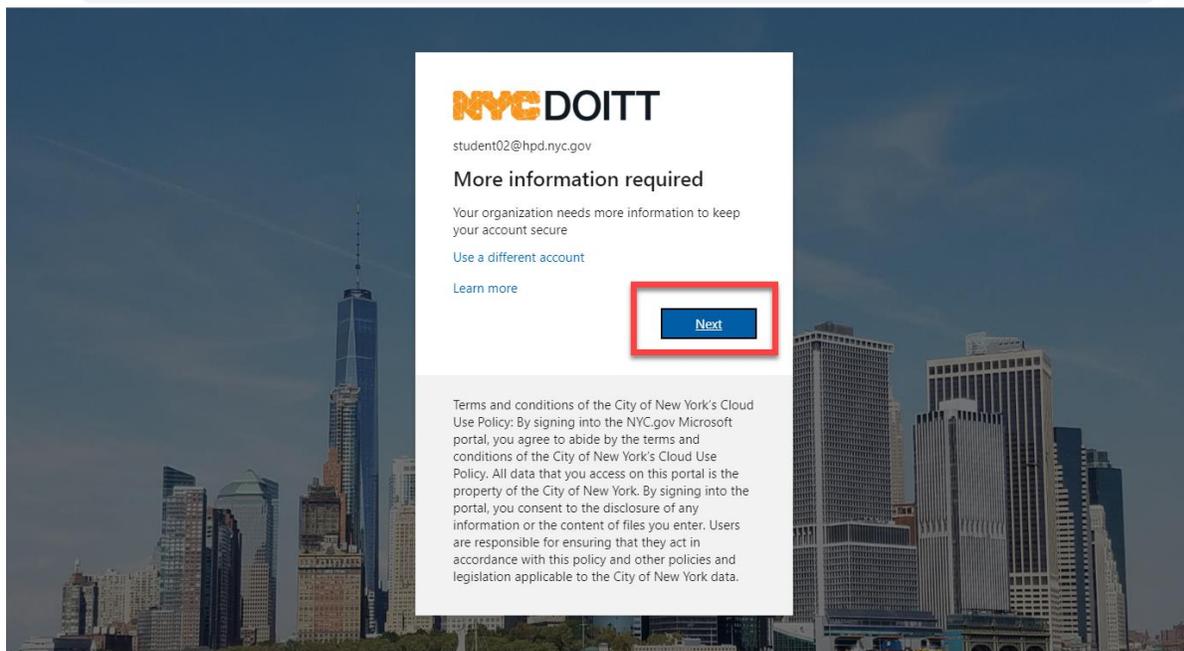
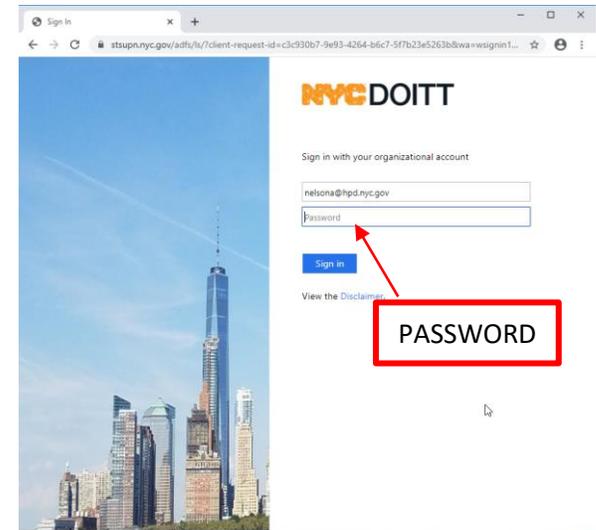
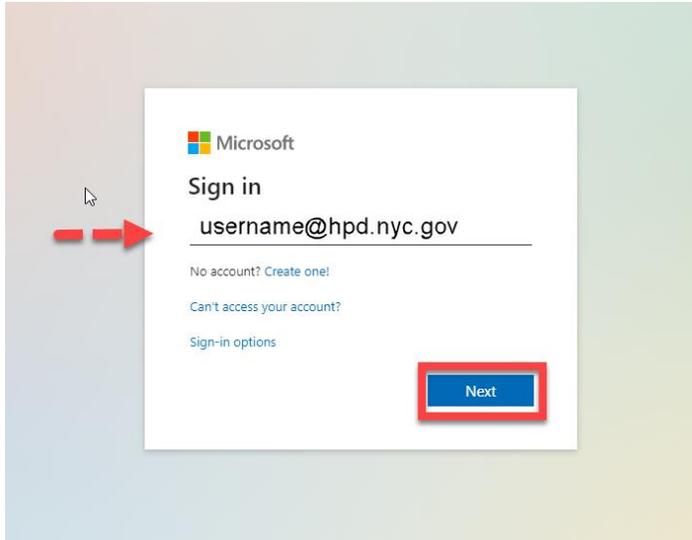
Verification is sent to your phone



Multifactor Authentication Enrollment using your Mobile Smart Phone App (OPTION 2)

YOU WILL NEED BOTH CELL PHONE AND COMPUTER TO COMPLETE THE SETUP

Navigate to this website: <https://aka.ms/mfasetup> On the Login screen, enter your nyc.gov email (username@hpd.nyc.gov)



STEP 1

Choose mobile app

NYC DOITT

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

Office phone

Mobile app

Method

Call me

Next

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

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SELECT RECEIVE "NOTIFICATIONS FOR VERIFICATION" AND CLICK SET UP

NYC DOITT

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

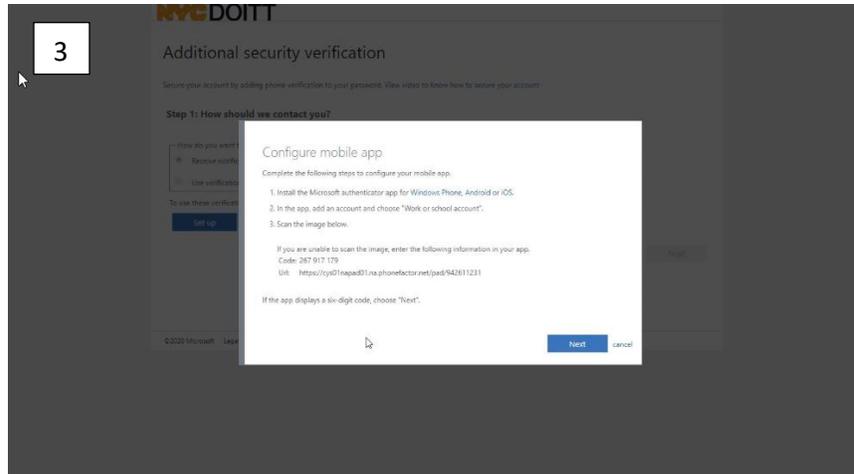
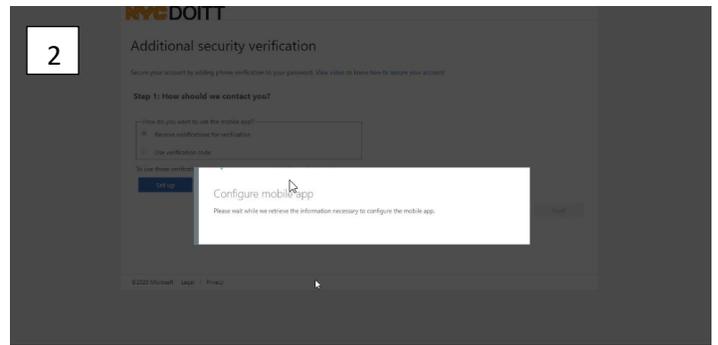
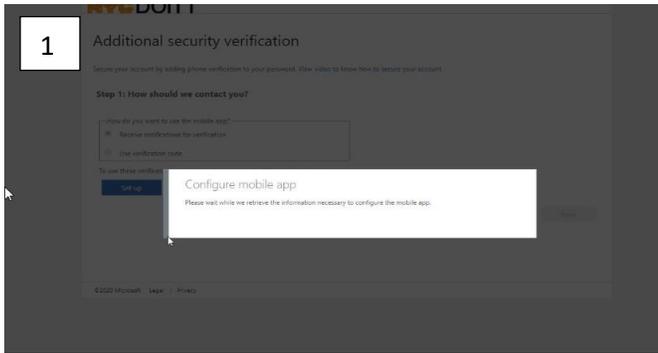
Use verification code

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

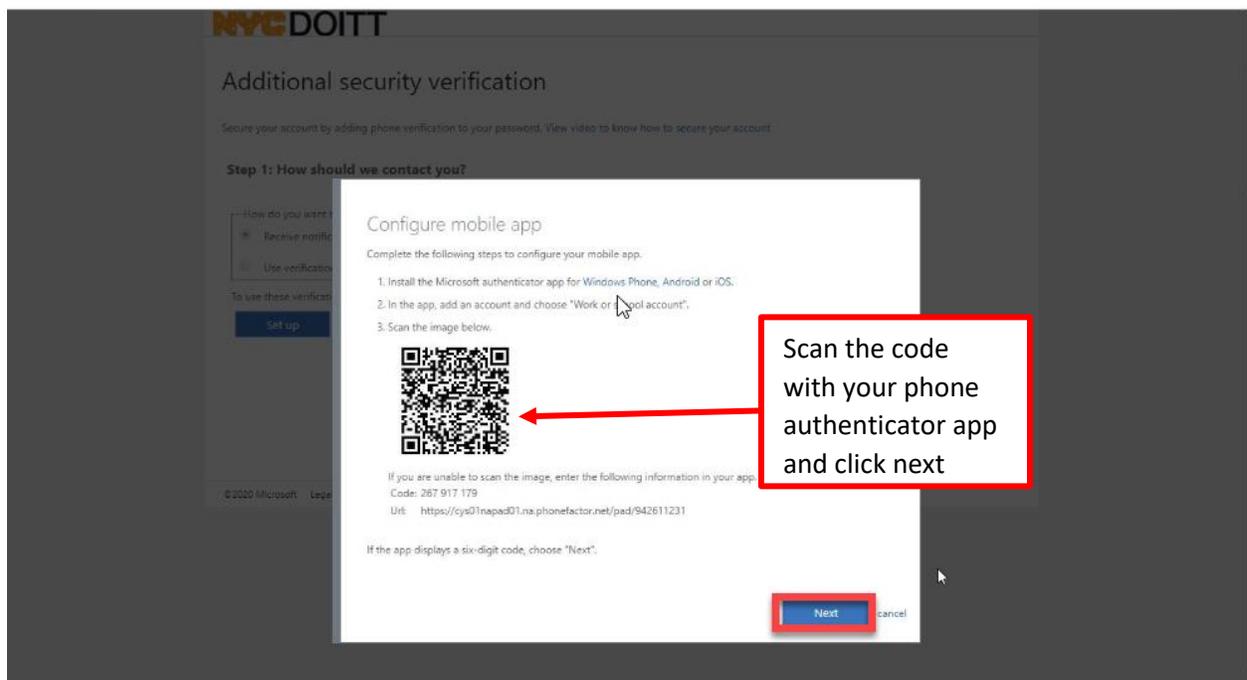
Set up Please configure the mobile app.

Next

NEXT THREE SCREENS WILL GO BY WITHOUT INTERVENTION (HAVE YOUR PHONE AUTHENTICATOR APP READY TO SCAN)



The following bar code will appear on your computer screen (if code time out, click setup again on your computer to generate a new code)



A NOTIFICATION WILL BE SENT TO YOUR PHONE APP FOR VERIFICATION (SELECT APPROVE ON YOUR PHONE)



NYC DOITT

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
- Use verification code

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

Set up Checking activation status.

Next

CHECKING ACTIVATION STATUS

AFTER NOTIFICATION IS CONFIRMED AND APP IS CONFIGURED CLICK **NEXT**

NYC DOITT

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
- Use verification code

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

Set up Mobile app has been configured for notifications and verification codes.

Next

MOBILE APP HAS BEEN CONFIGURED

STEP 2 WILL REQUIRE ANOTHER NOTIFICATION APPROVAL FROM YOUR PHONE



NYC DOITT

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

Please respond to the notification on your device.

PLEASE RESPOND TO THE NOTIFICATION ON YOUR PHONE

Next

STEP 3 WILL DIRECT YOU TO AN ADDITIONAL SECURITY SCREEN FOR INFORMATION IN THE EVENT YOU CANNOT ACCESS YOUR PHONE OR MOBILE APP

NYC DOITT

Additional security verification

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

Step 3: In case you lose access to the mobile app

United States (+1) 111-222-2222

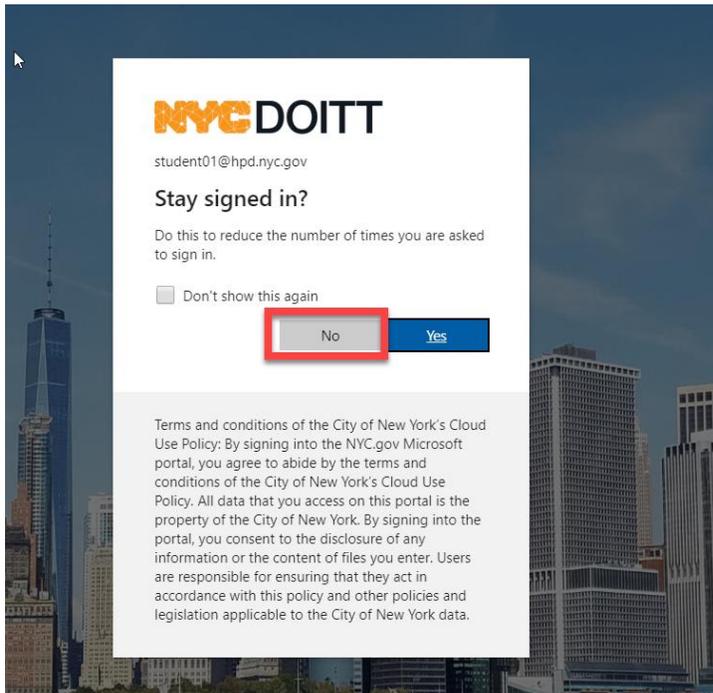
ENTER COUNTRY REGION: (United States (+1) AND A PHONE NUMBER IN THE EVENT YOU CANNOT ACCESS YOUR PHONE OR MOBILE APP

CLICK DONE

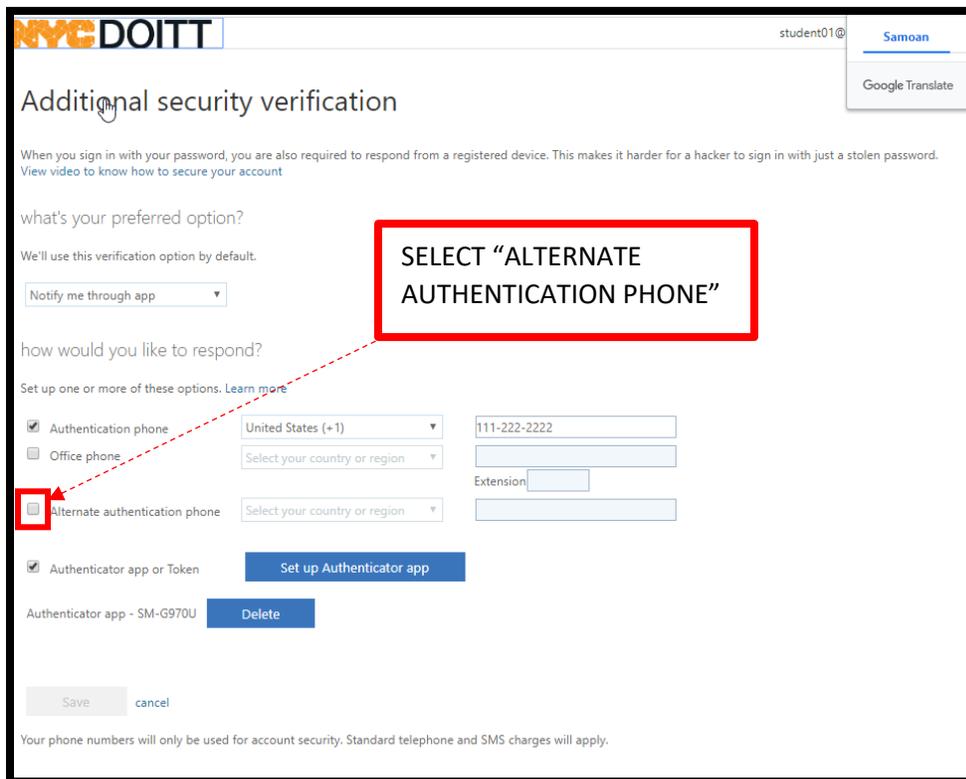
Done

\$ charges will apply.

YOU WILL BE DIRECTED TO THE DOITT SIGN IN PAGE – CLICK **NO**



YOU WILL BE REQUIRED TO INPUT AN ALTERNATE PHONE NUMBER BEFORE YOU CAN SAVE



ONCE THE ALTERNATE PHONE NUMBER AND COUNTRY IS ENTERED – CLICK SAVE

NYC DOITT student01@hpd.nyc.gov

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](#)

- Authentication phone United States (+1) 111-222-2222
- Office phone Select your country or region Extension
- Alternate authentication phone United States (+1) 222-111-1111
- Authenticator app or Token [Set up Authenticator app](#)

Authenticator app - SM-G970U [Delete](#)

[Save](#) [cancel](#)

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

INPUT AN ALTERNATE PHONE NUMBER AND COUNTRY REGION: (UNITED STATES+ 1) CLICK SAVE

YOU HAVE SUCCESSFULLY ENROLLED IN YOUR AUTHENTICATOR APP ACCOUNT!

NYC DOITT student01@hpd.nyc.gov

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?

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- Authentication phone United States (+1) 111-222-2222
- Office phone Select your country or region Extension
- Alternate authentication phone United States (+1) 222-111-1111
- Authenticator app or Token [Set up Authenticator app](#)

Authenticator app - SM-G970U [Delete](#)

[Save](#) [cancel](#)

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

Updates successful
Your settings were configured successfully. [Close](#)

You will be directed to your profile page where you can make changes. If you do not need to make changes, sign out as shown below.

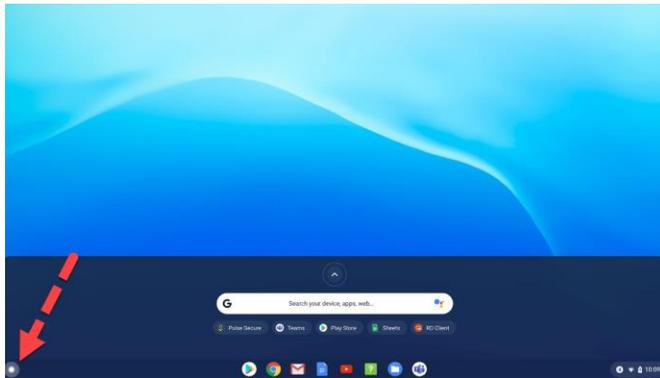
The screenshot shows the NYC DOITT user profile page. At the top left is the NYC DOITT logo. Below it, the word "Profile" is displayed. The profile information includes a placeholder icon, the name "HPD, Student05 (HPD)", and contact details: "Email: Student05@hpd.nyc.gov", "Alternate email:", and "Office: United States". On the right side, there is a user menu with a profile icon and the text "Student05 NYC 0365 HOSTED". Below this is a dropdown menu with options: "Manage", "Change p", "Set up se", "Addition", "Review te", and "Sign out everywhere". A red arrow points from a box on the right to the profile icon in the dropdown menu. Another red arrow points from a box at the bottom to the "Sign out" option in the dropdown menu.

Select your profile icon to sign out

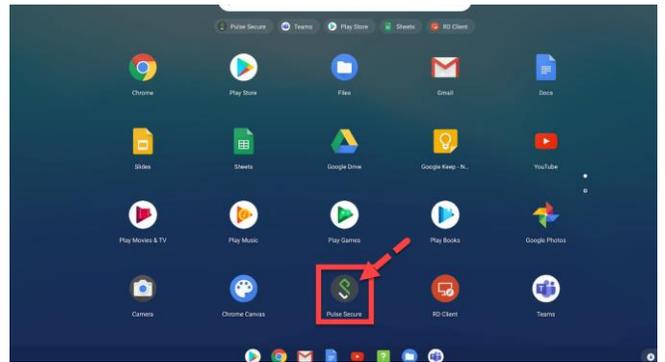
DO NOT CHOOSE "SIGN OUT EVERYWHERE"

AFTER SET-UP (CHROMEBOOK USERS ONLY)

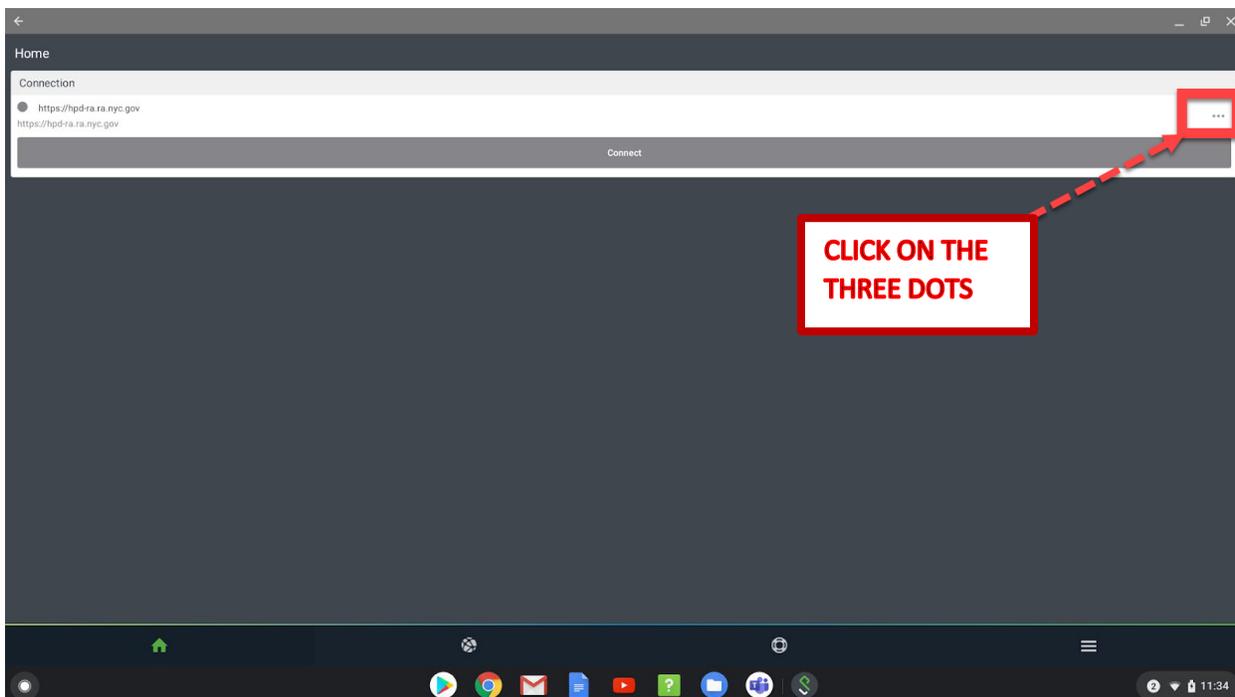
On your desktop open Pulse Secure to modify the URL and the connection name



Select your launcher



Open Pulse Secure



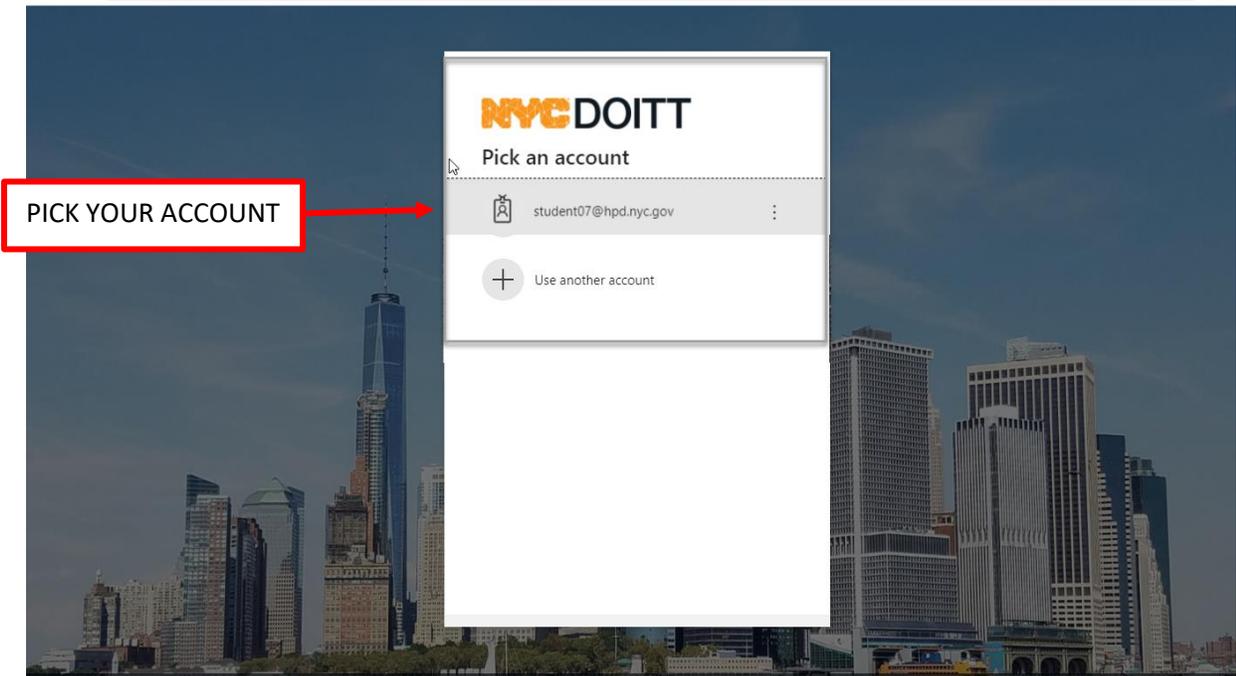
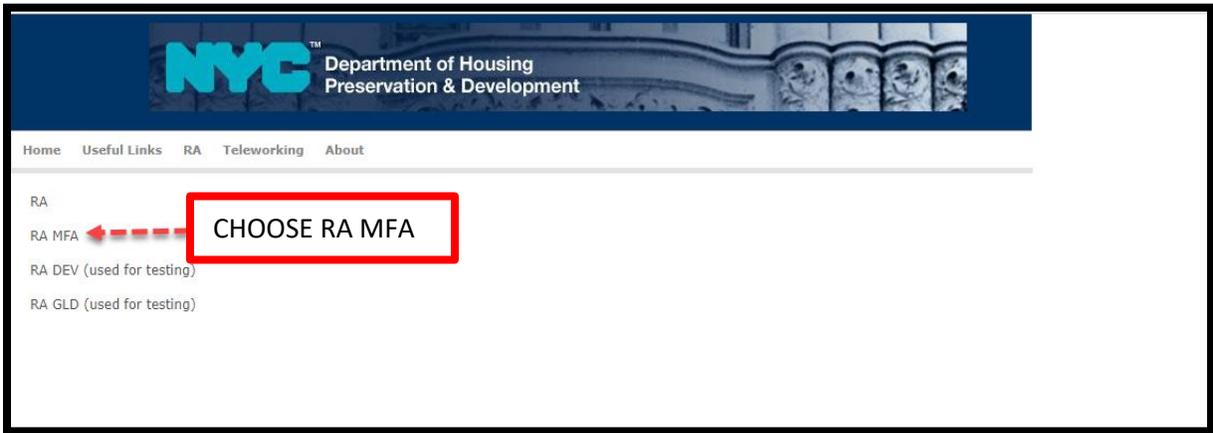
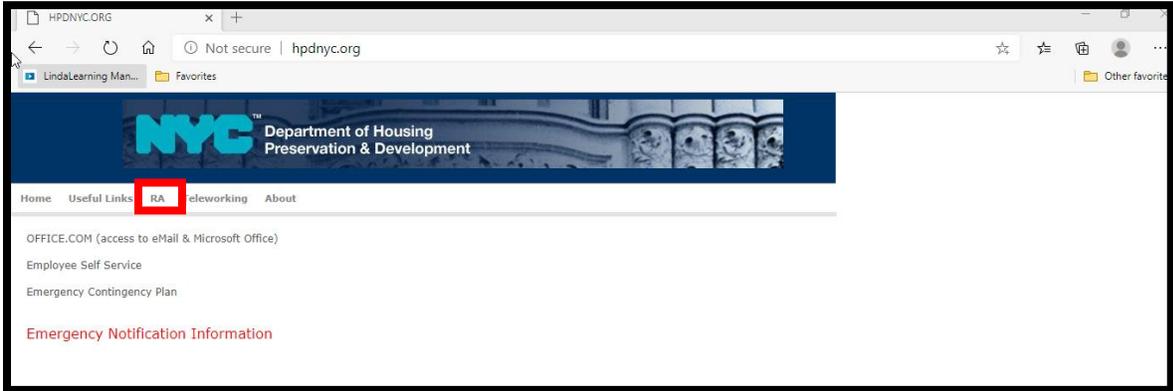
EDIT THE CONNECTION NAME AND THE URL WITH /MFA, SAVE YOUR CHANGES

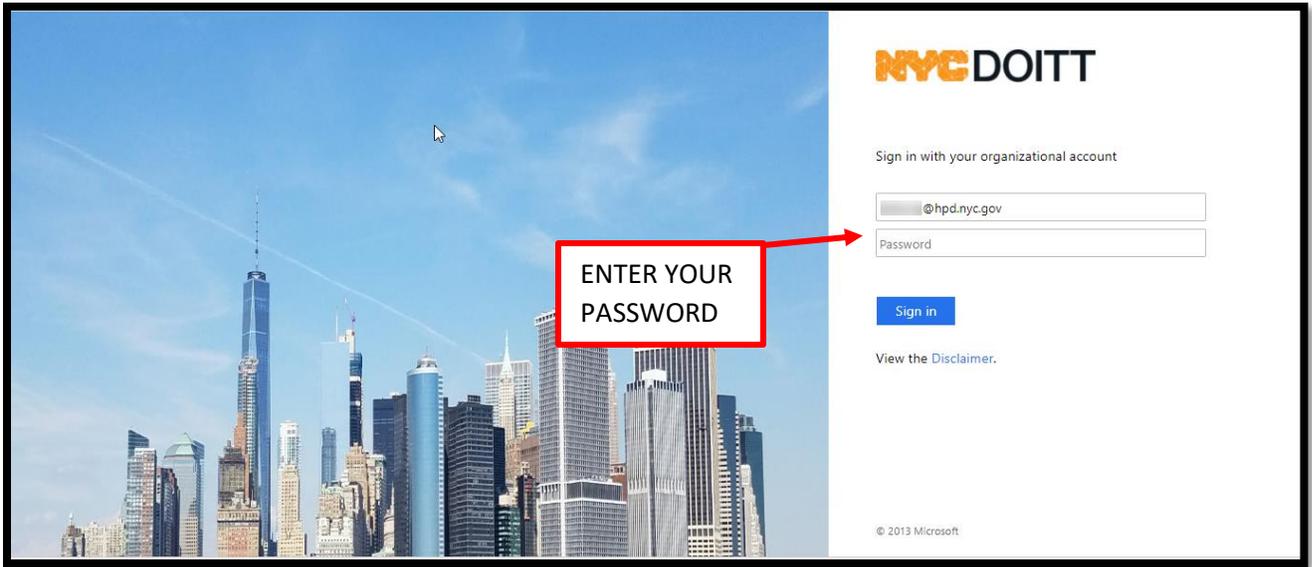


HOW DOES THIS WORK AFTER SET UP?

*Chromebook users will log in as usual

upon signing into remote access from your browser → HPDNYC.ORG



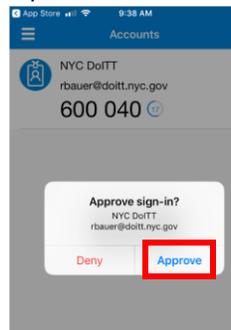


- ❖ Option 1 You will get an automated phone call instructing you to press the pound (#) key for your confirmation
- ❖ Option 2 You will get a notification sent to your mobile device requiring you to press approve or approve sign in for confirmation

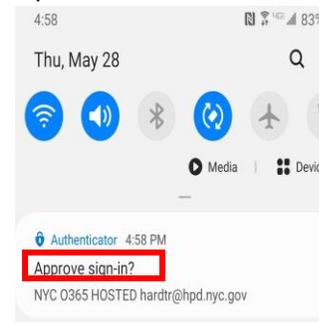
Option 1



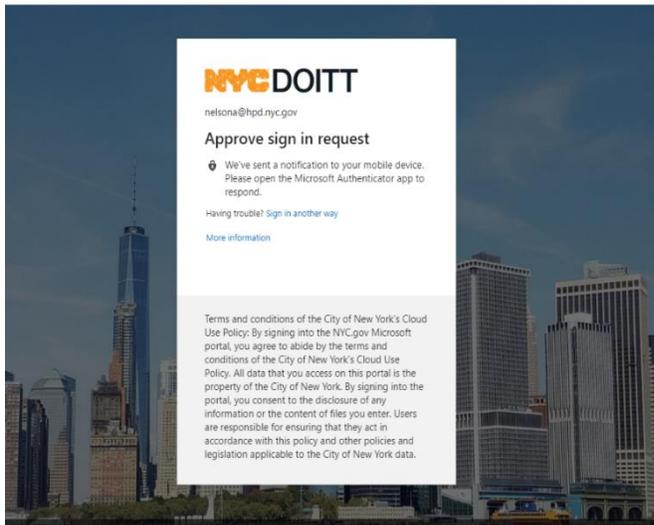
Option 2 – iPhone



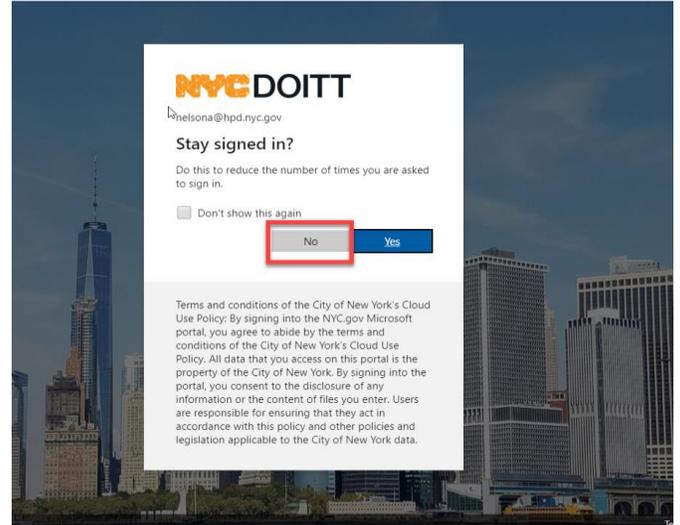
Option 2 – Android



CONFIRMATION OF YOUR SIGN IN



SELECT NO



You will be at the remote access bookmarks page

