Sioux City Community School District July 20, 2021

Multi-factor Authentication Installation

Contents

Overview

When accessing Office 365 (for example, for email), you will be required to use multi-factor authentication on any device, which may include your cell phone, District issued laptop or personal computer or tablet. This process provides an extra layer of protection to the District from phishing emails or ransomware and is required by our insurance provider.

This document is a quick reference to the recommended install and setup of multi-factor authentication (below) with a more detailed explanation on the following pages.

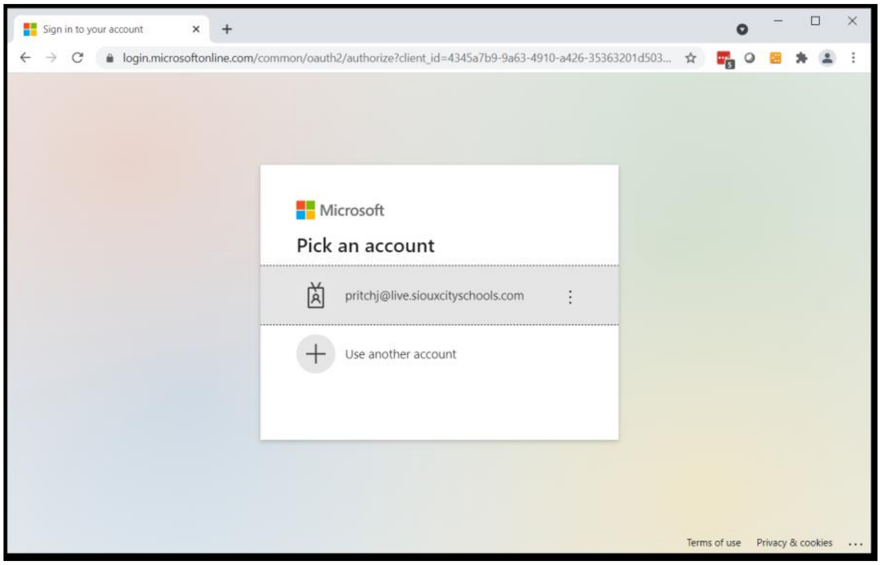
Quick Reference

- **On your computer - Set up multi-factor authentication in Office 365**
  - Open a browser and attempt to login to Office 365 (your email). If you are logged in, please “Sign out” (click on account bubble in upper right and click “Sign out”) and then sign back in.
  - When you first access Office 365 **after multi-factor authentication has been turned on**, you will be prompted for “More information required”
  - When prompted “How should we contact you?”, select “Mobile app”
  - Choose “Use verification code” for how you want to use the mobile app.
  - Click “Set up”
  - You will be presented with a QR code – leave it up on your screen!!!
- **On your phone – Install the Microsoft Authenticator app and set up your account**
  - Install the Microsoft Authenticator app
  - Click the “+” sign to add an account.
    - Choose “Work or school account”
    - Click “Allow” for Authenticator to take pictures and record video
    - Scan the QR code that is on your screen
    - Click “Got it”
- **On your computer – “Connect” your Microsoft Authenticator app to your account and complete setup of multi-factor authentication**
  - Click “Next” (on the screen where the QR code is displayed)
  - Click “Next” (on the Additional security verification screen)
  - At “Use verification code”, enter the code displayed in the Microsoft Authenticator app.
  - Click “Verify”
  - In “In case you lose access to the mobile app”, enter a phone number (other than your cell phone!) where you can receive a call if you do not have access to your phone that has the Microsoft Authenticator app
    - NOTE: Suggested numbers include an alternative cell phone or a desk phone with extension you will have access to
  - Click “Done”

You can find a Microsoft video that takes you through the setup at
https://docs.microsoft.com/en-us/microsoft-365/business-video/set-up-mfa?view=o365-worldwide

On your computer - Set up multi-factor authentication in Office 365

Open Google Chrome from a computer (personal or District) and navigate to www.office.com. Log into your District email account.



Sign in to your account
login.microsoftonline.com/common/oauth2/authorize?client_id=4345a7b9-9a63-4910-a426-35363201d503...

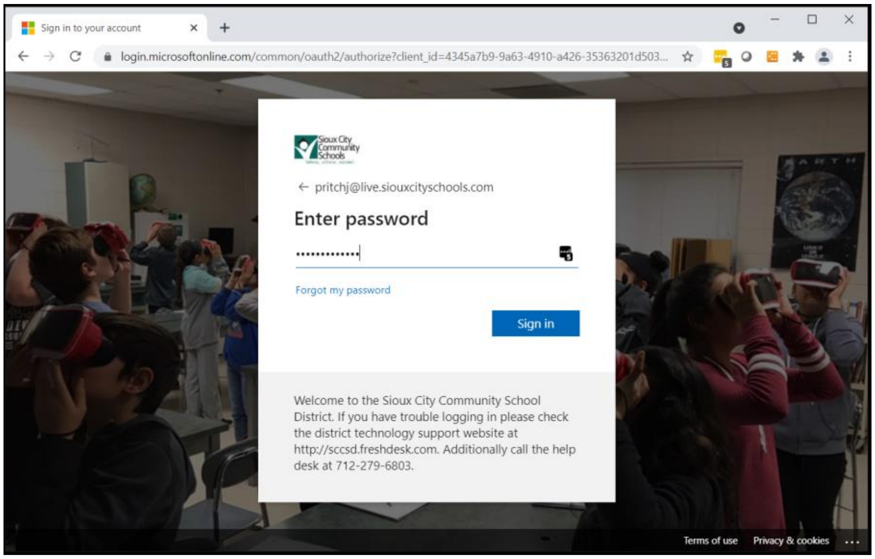
Microsoft

Pick an account

pritchj@live.siouxcityschools.com

Use another account

Terms of use
Privacy & cookies



Sign in to your account
login.microsoftonline.com/common/oauth2/authorize?client_id=4345a7b9-9a63-4910-a426-35363201d503...
Sioux City Community Schools

← pritchj@live.siouxcityschools.com

Enter password

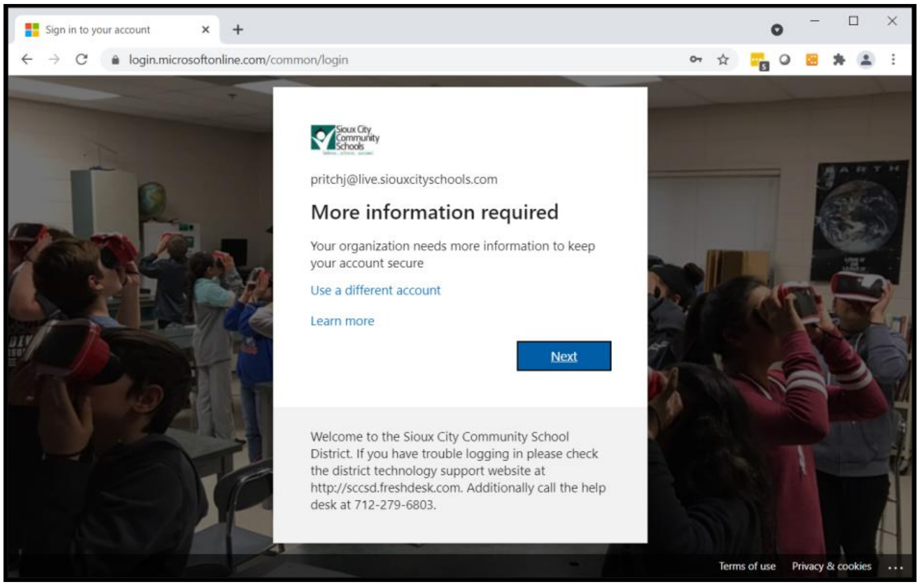
•••••••••••••

Forgot my password
Sign in

Welcome to the Sioux City Community School District. If you have trouble logging in please check the district technology support website at http://sccsd.freshdesk.com. Additionally call the help desk at 712-279-6803.

Terms of use
Privacy & cookies

After you have entered your password, **<u>if multi-factor authentication has been turned on for your account</u>**, you will be prompted for “More information required”. Click next.



Sign in to your account

login.microsoftonline.com/common/login

pritchj@live.siouxcityschools.com

More information required

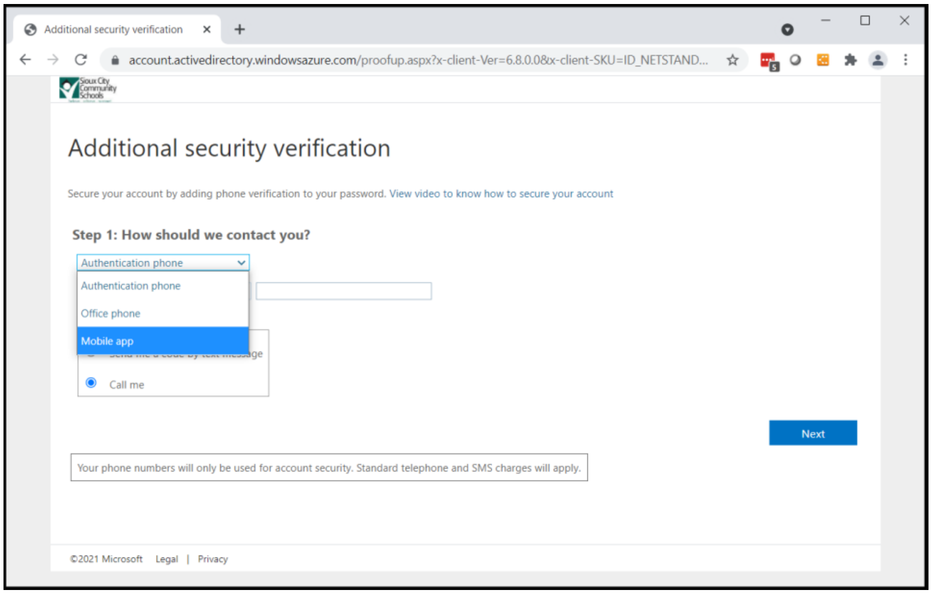
Your organization needs more information to keep your account secure

Use a different account

Learn more

Welcome to the Sioux City Community School District. If you have trouble logging in please check the district technology support website at http://sccsd.freshdesk.com. Additionally call the help desk at 712-279-6803.

From the additional security verification screen, you will be able to choose which method of authentication you prefer: cell phone call/text (Authentication phone), desk phone call (Office phone), or app code (Mobile app). **<u>We recommend the Mobile app (Authenticator app).</u>**



Additional security verification

account.activedirectory.windowsazure.com/proofup.aspx?x-client-Ver=6.8.0.0&x-client-SKU=ID_NETSTAND...

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?

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

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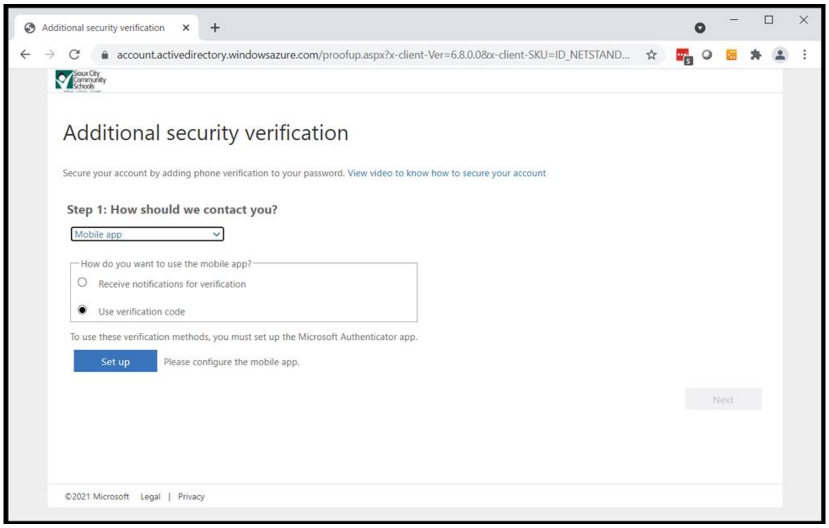
When making the decision on which method to receive your multi-factor authentication, please keep in mind the following:

1. Authentication phone – This is a mobile phone that you have. If you select this method, you will have the option to receive the code via text message or a phone call.
2. Office phone – Choose this option if you want the code to be given to you over your District desk phone (an automated phone call). If you select this method, you will put in the phone number of the District's auto-attendant (7122796050) and in the Extension field, put your extension.
3. Mobile app – **<u>This is the preferred method of verification</u>.** If you select this method, you will need to select how you want to use the mobile app.
    a. "Receive notifications for verification" – if you select this method your mobile app will prompt you for access to your application.
    b. "Use verification code" – if you select this method, you will open your mobile app and type in the code you displayed. **<u>This is the preferred method</u>.**



Additional security verification
account.activedirectory.windowsazure.com/proofup.aspx?x-client-Ver=6.8.0.0&x-client-SKU=ID_NETSTAND...
Sioux City Community Schools

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?

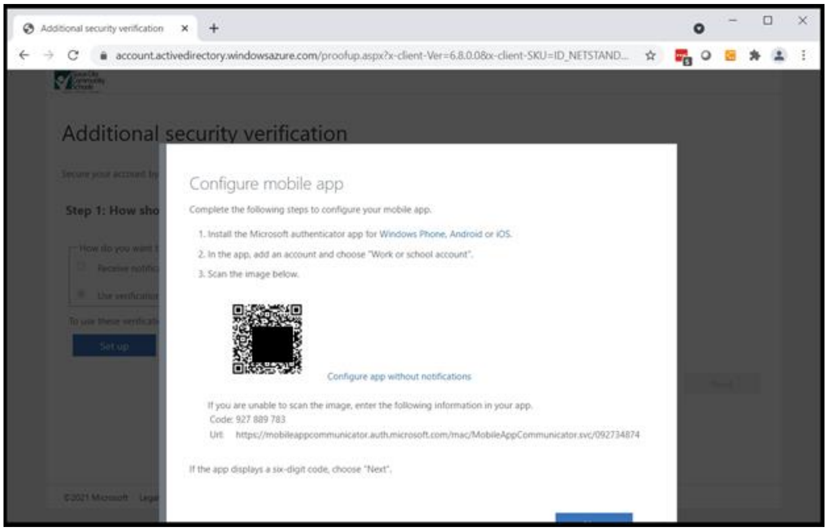
○ Receive notifications for verification

● Use verification code

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

Set up Please configure the mobile app.

After you have selected the Mobile app option, choose "Use verification code" and click "Set up". You will then receive a QR code to scan with your cell phone using the camera app.



Additional security verification
account.activedirectory.windowsazure.com/proofup.aspx?x-client-Ver=6.8.0.0&x-client-SKU=ID_NETSTAND...

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.

[redacted]

Configure app without notifications

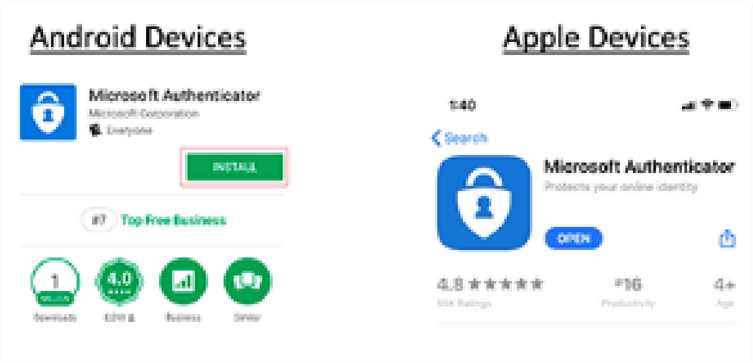
If you are unable to scan the image, enter the following information in your app.
Code: 927 889 783
Url: https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/092734874

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

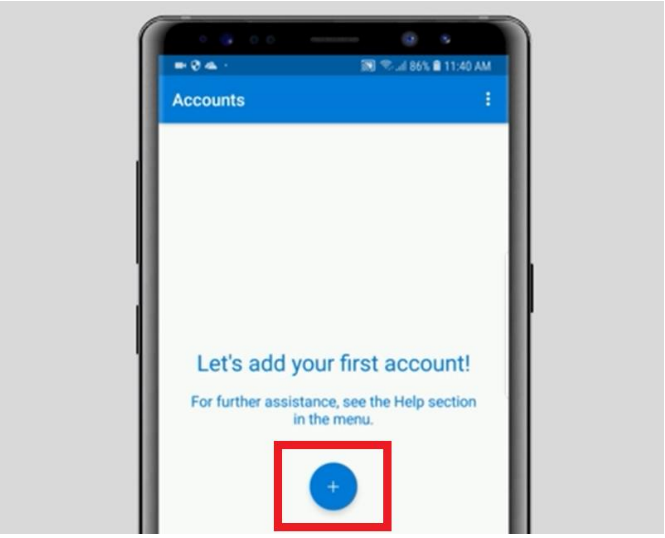
NOTE: Leave this screen up on your computer while you set up your phone – you will need this QR code later in this process.

On your phone – Install the Microsoft Authenticator app and set up your account

From your Android phone or Apple iPhone, download the Microsoft Authenticator app from Google Play or the App Store.



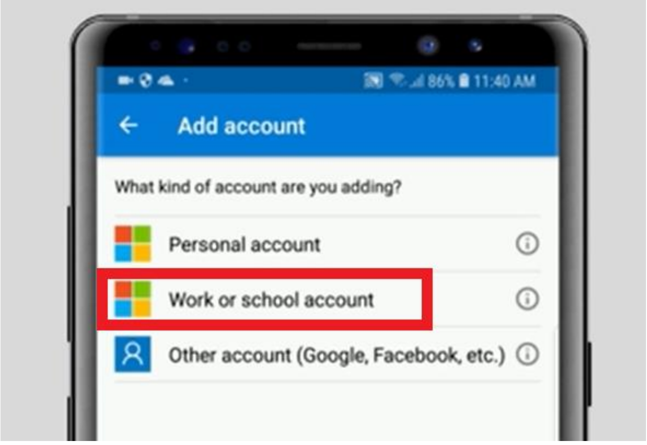
Once the app is installed, open the app and click Agree. You should be prompted to add an account:



Let's add your first account!

For further assistance, see the Help section in the menu.

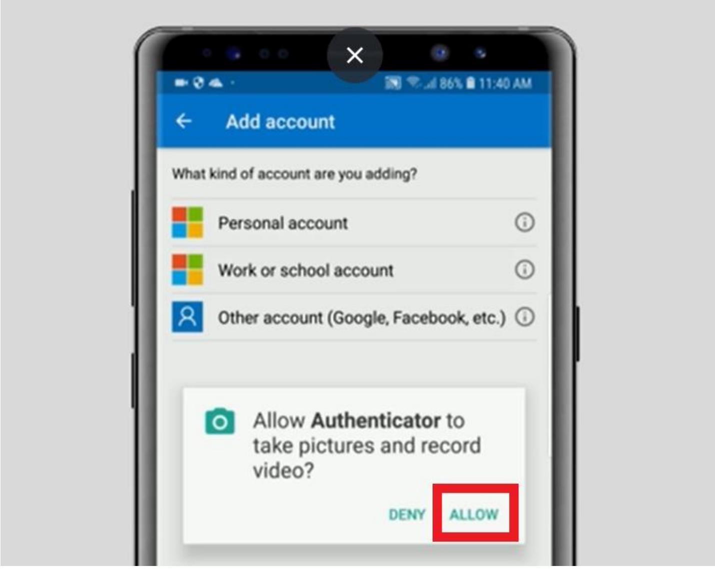
Click the '+' sign and you will be asked what type of account to select. Select "Work or school account"



What kind of account are you adding?

- Personal account
- Work or school account
- Other account (Google, Facebook, etc.)

Accept the required app permissions:



86% 11:40 AM

Add account

What kind of account are you adding?

Personal account

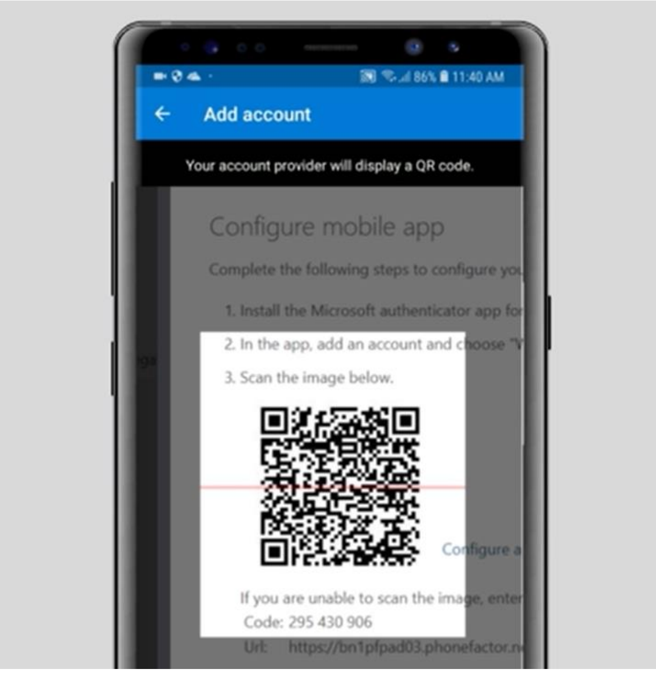
Work or school account

Other account (Google, Facebook, etc.)

Allow **Authenticator** to take pictures and record video?

DENY ALLOW

You will be presented with a 'camera' view – point your phone at your computer that should still be displaying the QR code and the phone should automatically read the QR code.



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Add account

Your account provider will display a QR code.

Configure mobile app

Complete the following steps to configure yo

1. Install the Microsoft authenticator app for
2. In the app, add an account and choose "V
3. Scan the image below.

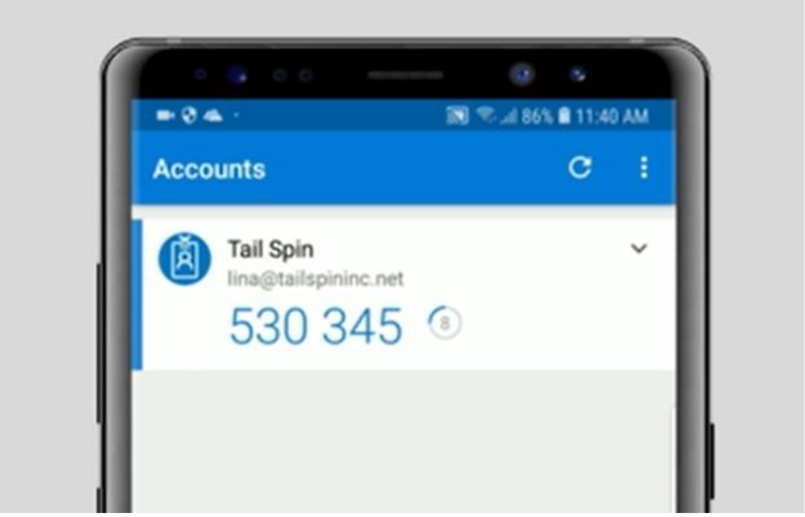
Configure a

If you are unable to scan the image, enter

Code: 295 430 906

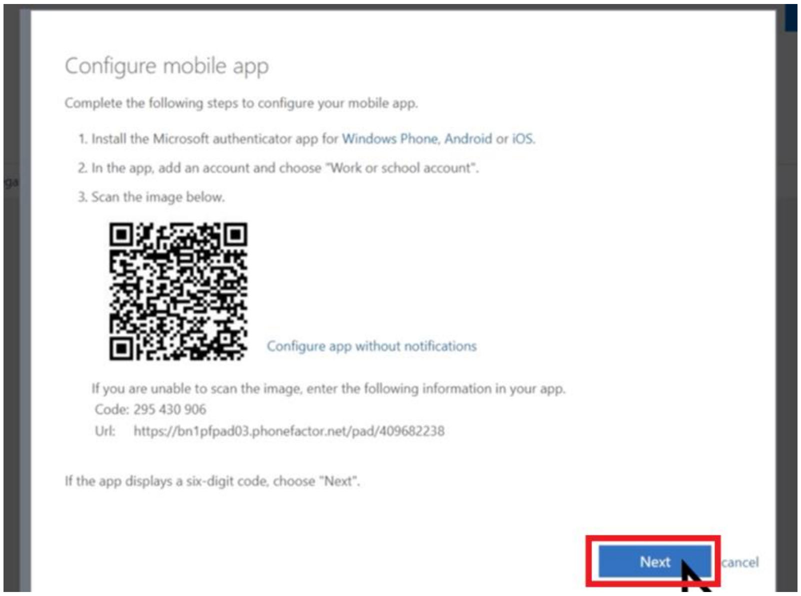
Url: https://bn1pfpad03.phonefactor.n

Click the “Got it” button and you should be presented with a multi-factor code:



On your computer – "Connect" your Microsoft Authenticator app to your account and complete setup of multi-factor authentication

Back on your computer, click the "Next" button



Configure mobile app

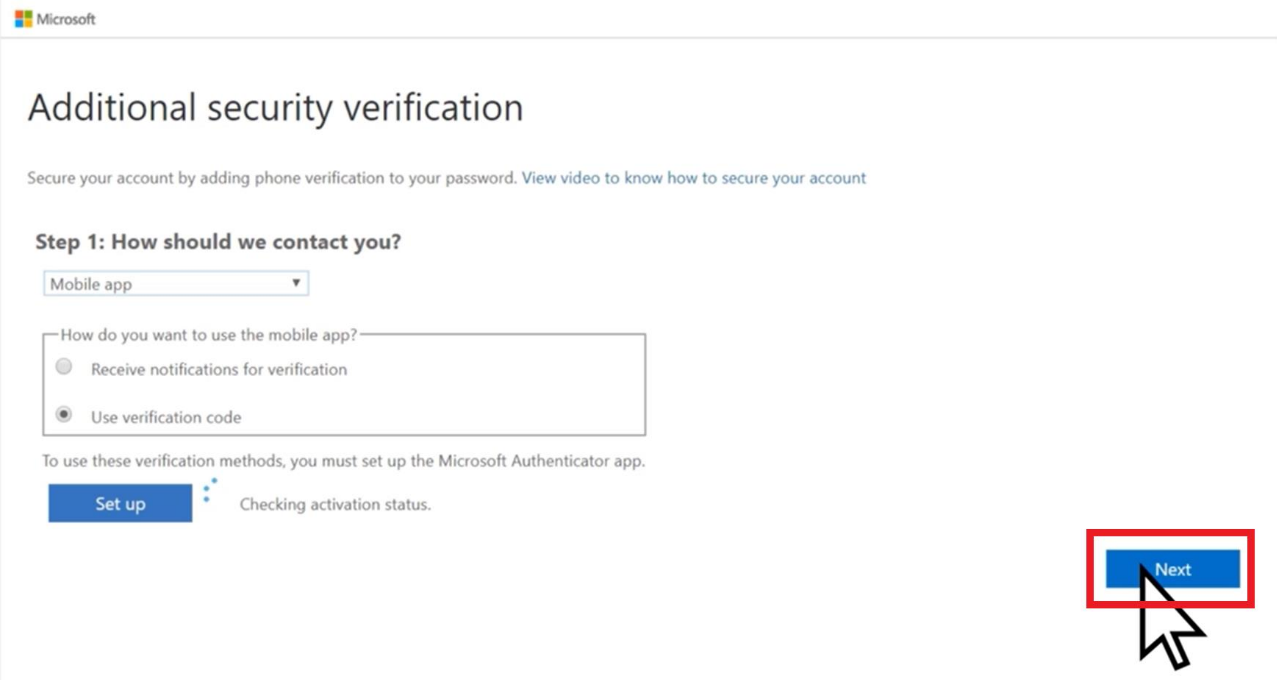
Complete the following steps to configure your mobile app.

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: 295 430 906
Url: https://bn1pfpad03.phonefactor.net/pad/409682238

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

Then click "Next" again to receive the verification code



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?

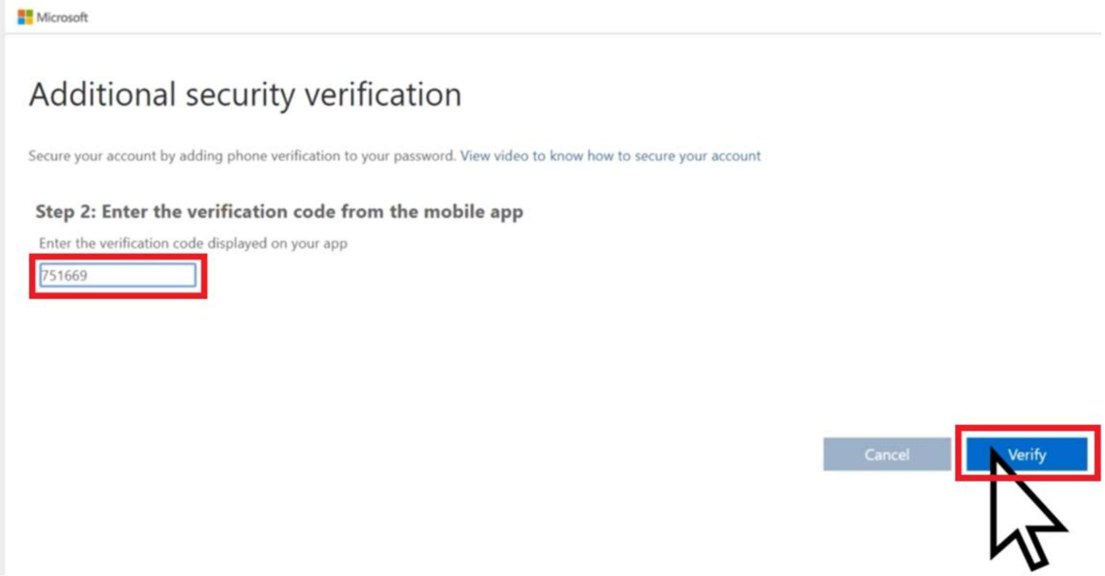
○ Receive notifications for verification

● Use verification code

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

Checking activation status.

You will be prompted to "Enter the verification code from the mobile app". You will want to look at the code currently displayed on your phone and enter it as below, then click "Verify".



Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

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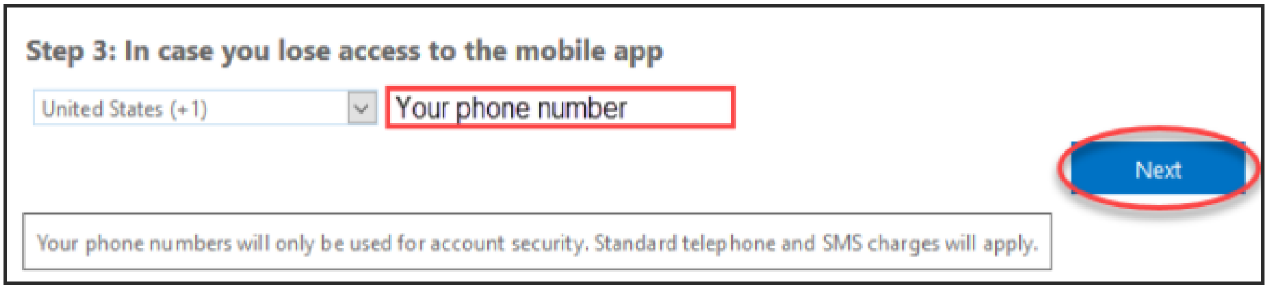
You will be prompted for a backup phone number "In case you lose access to the mobile app". This should be a desktop phone that is typically near you when you are accessing your email or it can be another cell phone that you have access to. Please note that there are instructions later in this document that provide additional backup methods.


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

United States (+1)

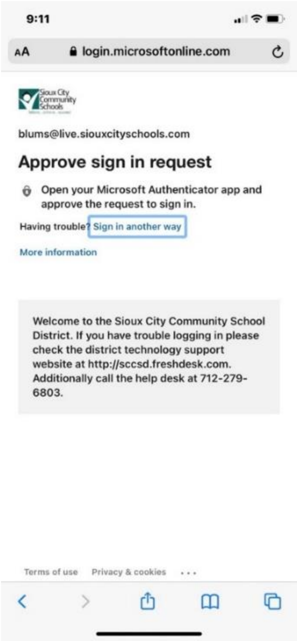
Your phone number

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

Click "Done" on the next screen and you have successfully set up multi-factor authentication! The next time you sign in you will be prompted for multi-factor authentication.

Using the Authenticator app

When you sign into your District email account, you will be prompted to approve the sign in request.



blums@live.siouxcityschools.com

Approve sign in request

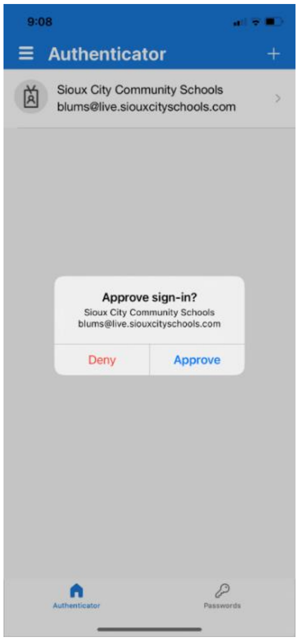
Open your Microsoft Authenticator app and approve the request to sign in.

Having trouble? Sign in another way

More information

Welcome to the Sioux City Community School District. If you have trouble logging in please check the district technology support website at http://sccsd.freshdesk.com. Additionally call the help desk at 712-279-6803.

You will then receive a notification from the Authenticator app asking you to approve or deny the sign-in request. If you are currently attempting to sign in to your email account then click approve. Enter the 6-digit code displayed. This code is time sensitive so enter it immediately for access. If you have face ID on your phone, you can set up the app to do a face scan instead of the code which will allow you to access your email account as well.



Sioux City Community Schools
blums@live.siouxcityschools.com

Approve sign-in?
Sioux City Community Schools
blums@live.siouxcityschools.com

Email on my Phone

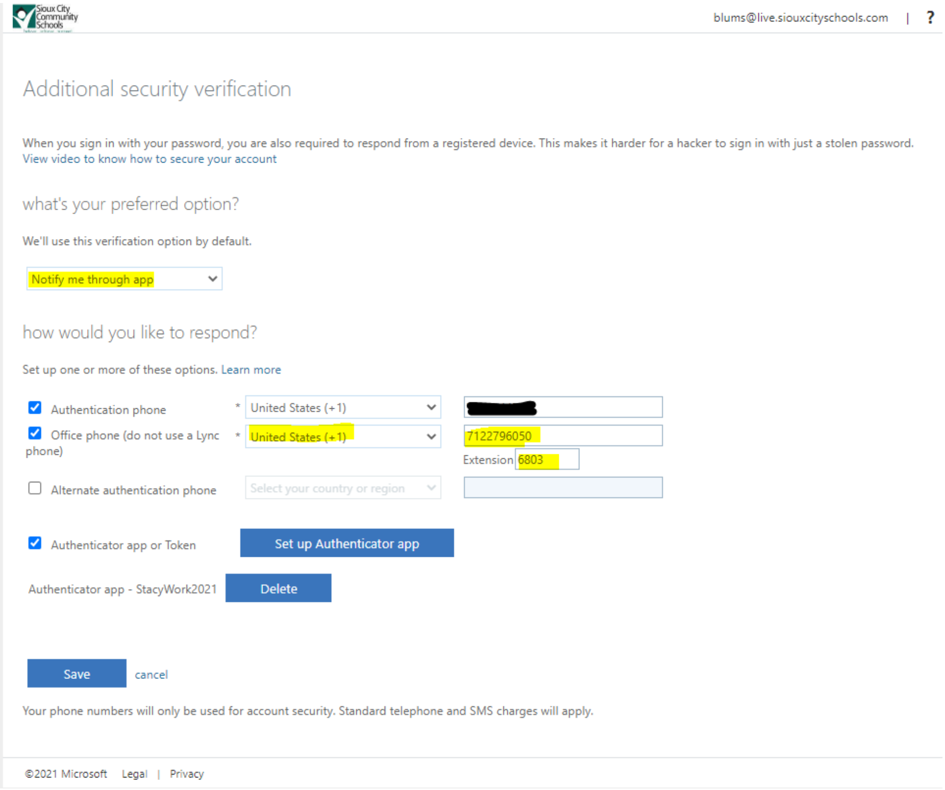
A common issue after setting up multi-factor authentication is that you are not able to get email on your phone. This is due to the email phone app not being up to date or an issue between the app and the app configuration. If you are having trouble with email on your phone after setting up multi-factor authentication, see the document **Microsoft Exchange Mail Account on your Cell Phone**.

Additional Steps for account recovery

You lost your phone or left it at home. It happens! Unfortunately, in the world of two-factor authentication, it is a necessary piece of the process. So if you lose your phone or it becomes otherwise unavailable, how can you get into your email now? You will need to setup an additional option in your Office 365 account for access BEFORE this disaster happens. In Office 365 through a browser (ex: Google Chrome), click on this link:

https://account.activedirectory.windowsazure.com/proofup.aspx?proofup=1

Leave your preferred option as "Notify me through app". Under the additional options, choose office phone, choose United States, enter the main district phone number 712-279-6050 and the extension of your VOIP desk phone. Click Save.



blums@live.siouxcityschools.com | ?

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) [redacted]

☑ Office phone (do not use a Lync phone) * United States (+1) 7122796050 Extension 6803

☐ Alternate authentication phone Select your country or region

☑ Authenticator app or Token

Authenticator app - StacyWork2021

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

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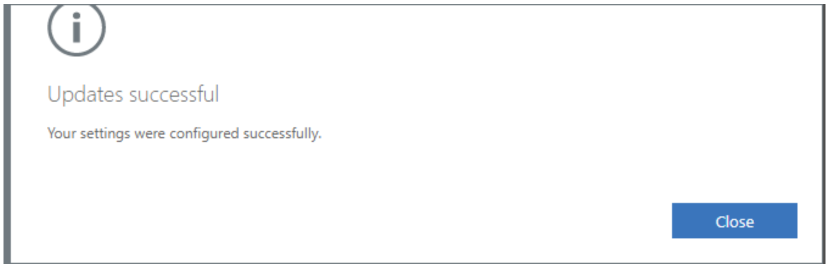
You will receive a screen that says you have updated your account successfully! Click Close.



Updates successful

Your settings were configured successfully.

You now have an alternate method of verification if you forget or lose your phone!

Assistance

If at any time you experience issues with your two-factor authentication, please enter a help desk ticket at this link.