

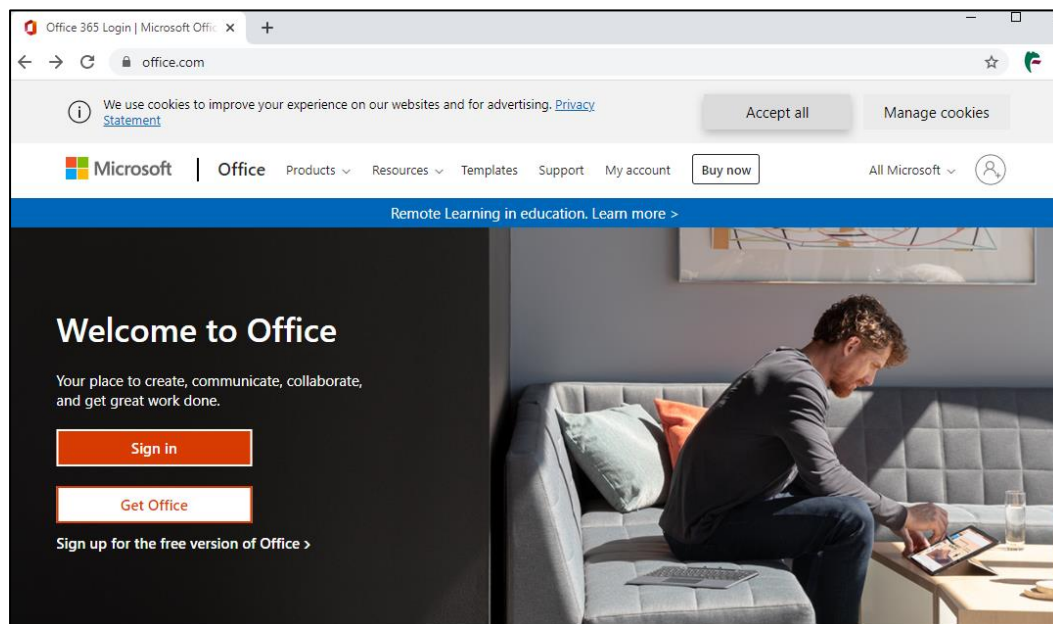
What is Multi Factor Authentication?

It is a security system that verifies a user's identity by requiring multiple credentials, rather than just asking for a username and password. You will see through these instructions the different options available to you. It is important that you do this, to enable you to use Microsoft Teams.

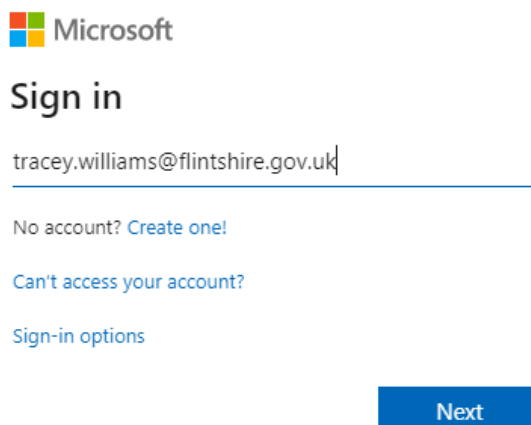
Accessing your account

Method:

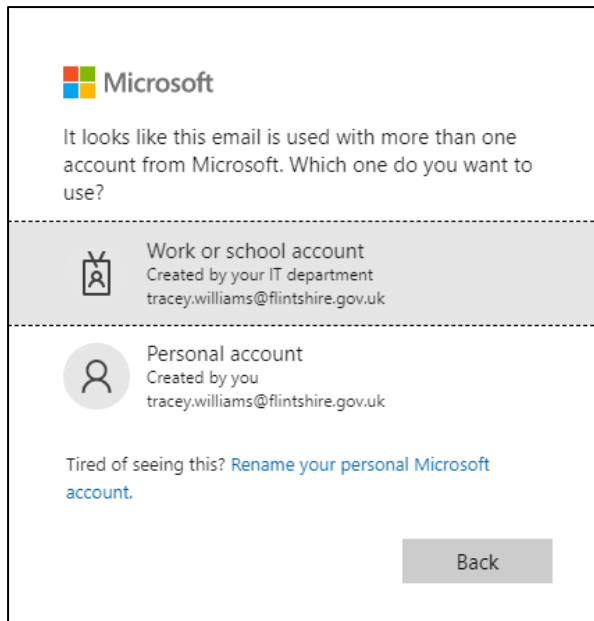
- 1 Enter the URL www.office.com You will see the following screen



- 2 Click onto the **Sign in** button, to display the following screen

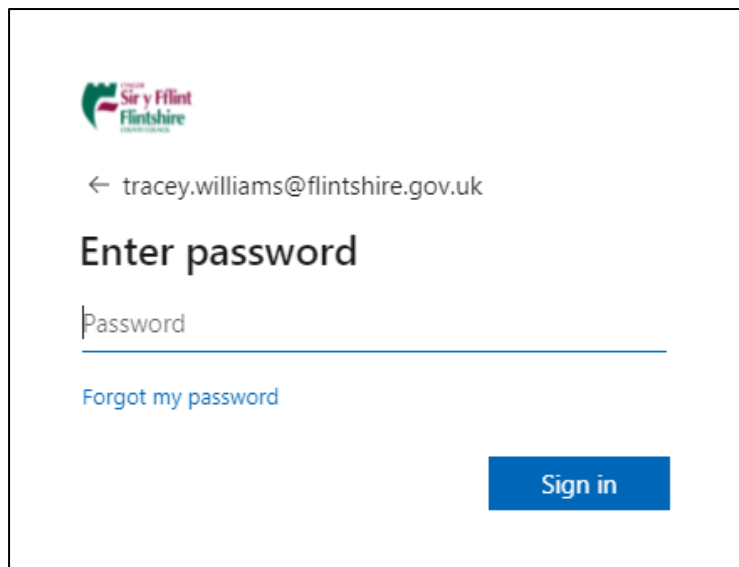


- 3 Enter your work email address where prompted
- 4 Click **Next**. The following screen appears

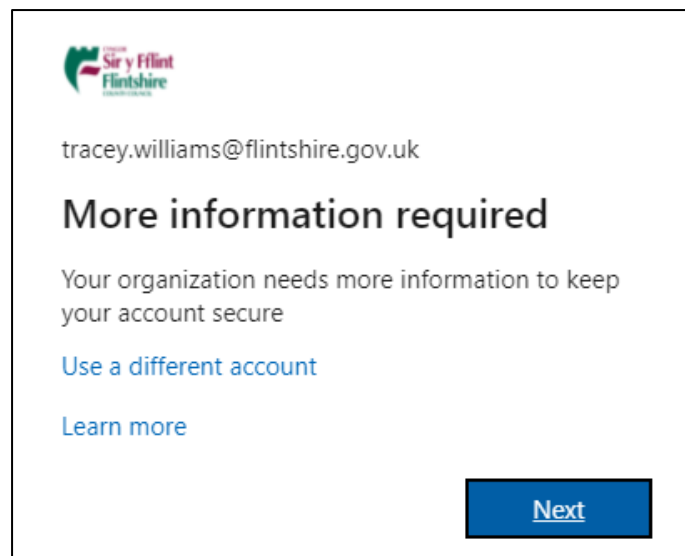


If the screen above does not appear skip to step 6

- 5 If you have had to create a personal account in the past using your council email address you will get the 2 options shown here above. You **MUST** select the **Work or school account** option. The following screen will appear.




- 6 Enter your password where prompted. This is your AD/Windows password (the one you use when logging onto your PC/laptop). The following screen appears



7 Click onto **Next**.

Follow Accessing your account steps 1 to 7, You must now choose which additional security verification method to use.

 **Please note** – if you don't get the options below you have previously registered your Flintshire email with a Microsoft account maybe with Teams meeting for another organisation or if you have been working on TTP. If you want to change any information on your Microsoft account (different mobile number for example) you can do this by going to <https://myaccount.microsoft.com/> and then Security Info to add to your profile or make changes.

[Mobile App](#)
[Deny or Approve](#)
[Authentication by phone.](#)

It is from this point we will look at the different ways you can select your Additional Security Verification.

Authentication by phone

This is the default option and will send you a code by text message.

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 Kingdom (+44)

1231231123

Method


☒ Send me a code by text message

Next

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

Method:

- 1 Make sure that below **Step 1: How should we contact you?**, you have **Authentication phone** selected
- 2 From **Select your country or region** you choose **United Kingdom**, then in the box to the right enter your mobile phone number
- 3 Then click the **Next** button. This will display the **Additional security verification** screen as shown below. You will also receive a confirmation on your mobile, with a code also confirming your email address. Enter this code into the box provided on screen



Additional security verification

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

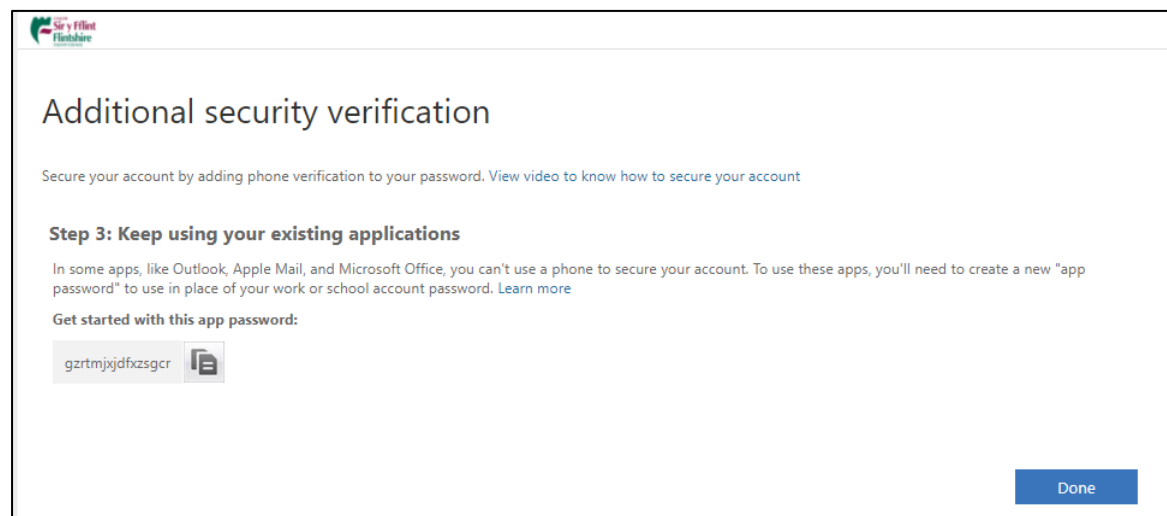
Step 2: We've sent a text message to your phone at +44 077

When you receive the verification code, enter it here

366069

Cancel Verify

- 4 Enter the code then click the **Verify** button. The following will appear on screen



5 Click **Done**

Authentication Mobile App

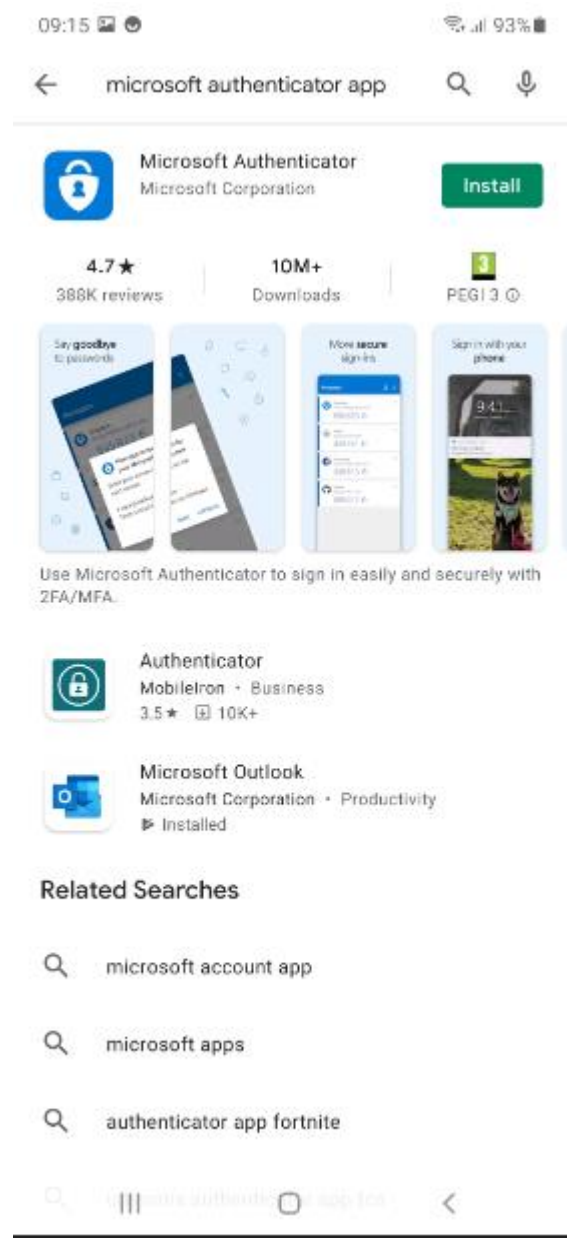
Method:

- 1 Make sure that **How should we contact you?** you have **Mobile App** selected, tick the Use Verification code box.

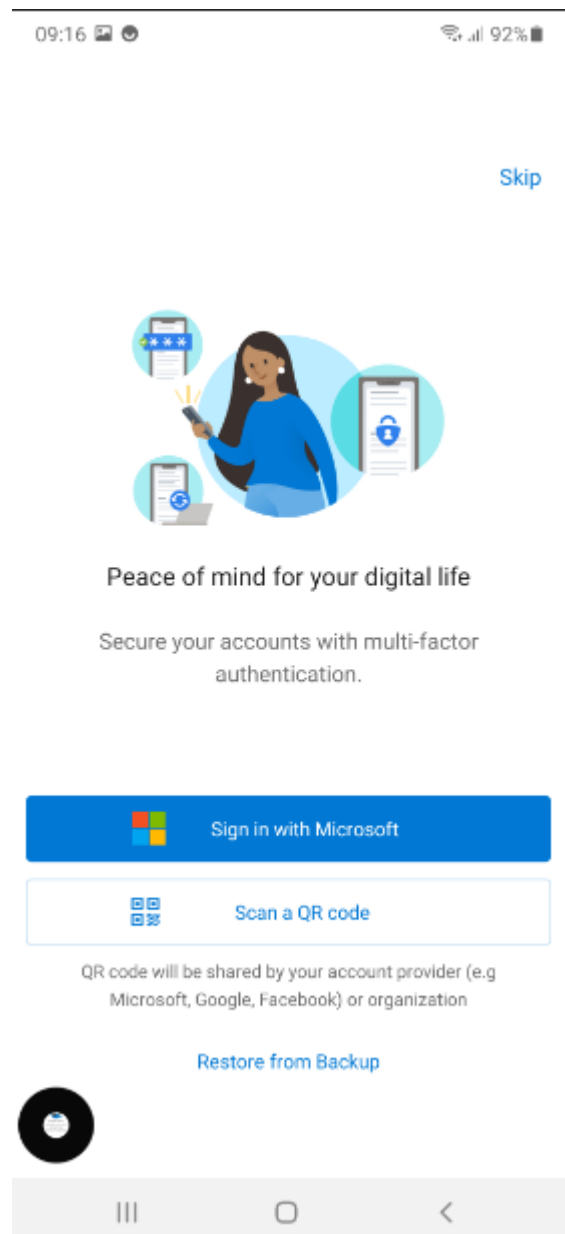
The screenshot shows a web page titled 'Additional security verification'. Below the title is a subtitle: 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 1: How should we contact you?'. There is a dropdown menu with 'Mobile app' selected. Below this is a section titled 'How do you want to use the mobile app?' with two radio button options: 'Receive notifications for verification' and 'Use verification code'. The 'Use verification code' option is selected. Below the radio buttons is a note: 'To use these verification methods, you must set up the Microsoft Authenticator app.' There is a 'Set up' button and a text prompt 'Please configure the mobile app.' A 'Next' button is located at the bottom right. At the very bottom, there is a footer with '©2021 Microsoft Legal | Privacy'.

- 2 Next download the Microsoft Authenticator App from the App store/Google Play store. Type in **Microsoft authenticator app** as below, and install

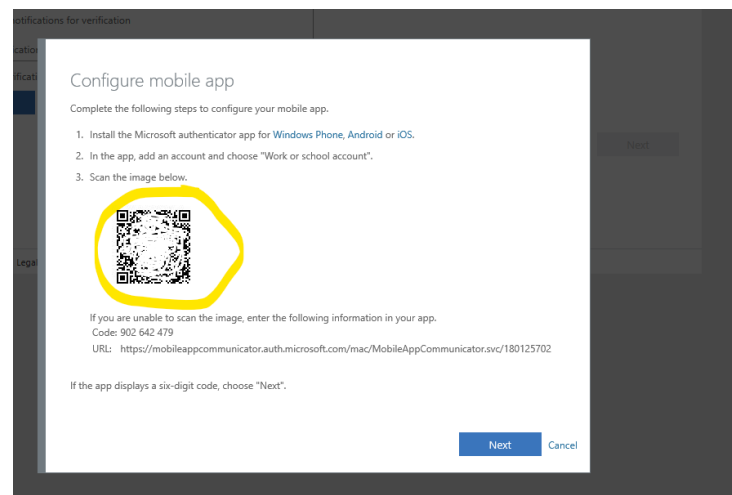
A green rectangular button with the word 'Install' in white text.



- 3 Open the Microsoft Authenticator app, select the plus icon and select Add account, and then select Work or school account, followed by Scan a QR Code. If you don't have an account set up in the Authenticator app, you'll see a large blue button that says Add account.
- 4 If you aren't prompted to use your camera to scan a QR Code, in your phone's settings, ensure that the Authenticator app has access to the phone camera.

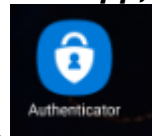


- 5 Choose **Scan a QR** code as above.
- 6 Hold your phone up to the QR code which is displayed on your Screen as shown below



- 7 You will need to use your phone security to log onto the Authenticator this being either or the **PIN** you have set or your **fingerprint** recognition. The authenticator maybe show your work email address myname@flintshre.gov.uk with an > to see the code Tap this to get your one time password code, which changes like your RSA tag does every few seconds.
- 8 You will also be asked to add some extra security in case you lose your phone as below:
- 9 From **Select your country or region** you choose **United Kingdom**, then in the box to the right enter your mobile phone number
Then click the **Next** button.

After you add your accounts to the app, you can sign in using the



Authenticator app on your device.

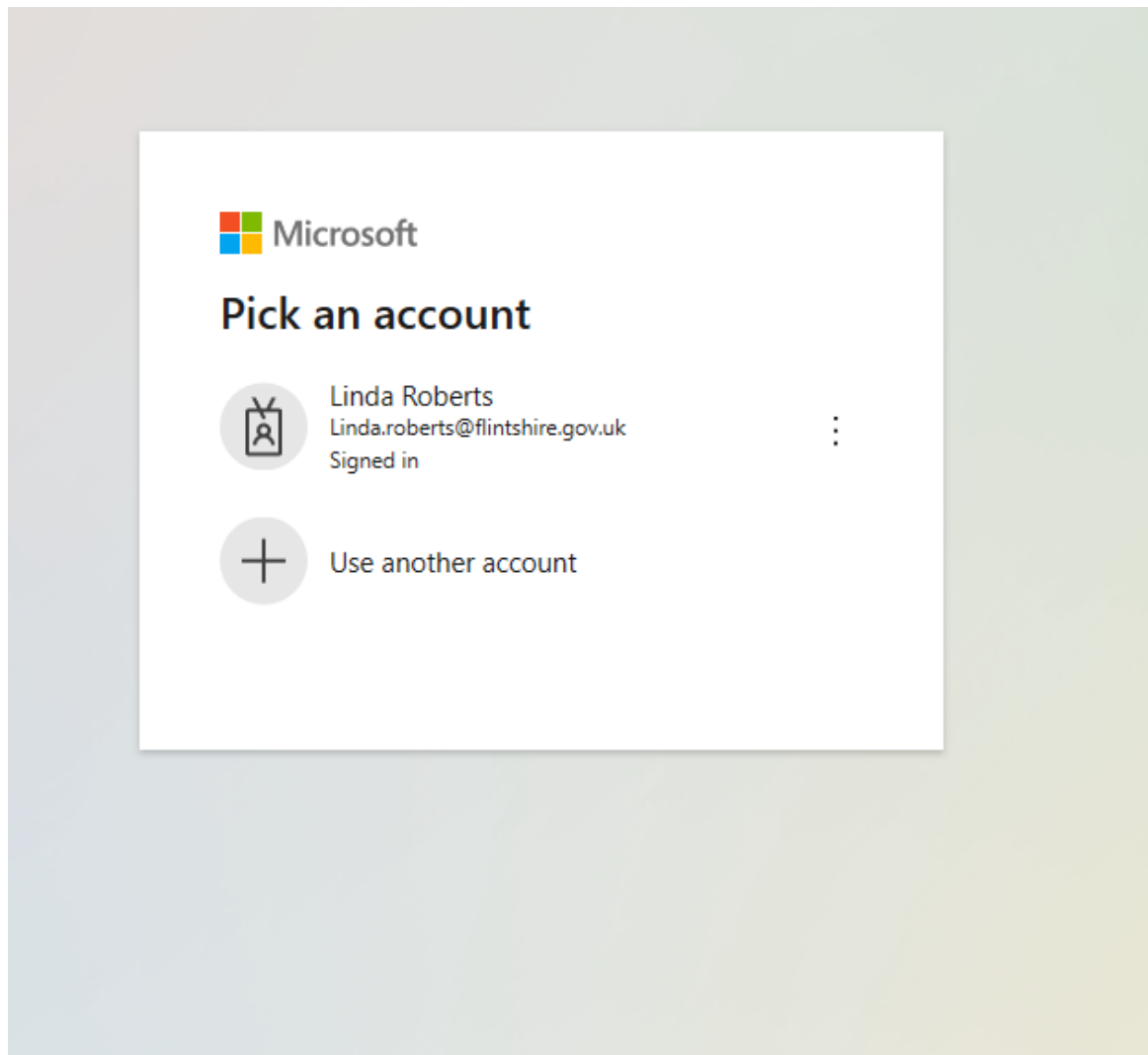
For devices running iOS, you can also back up your account credentials and related app settings, such as the order of your accounts, to the cloud.

To access the Authenticator choose the app from your phone as shown (you may need to move this to your front screen depending on the setup of your phone)

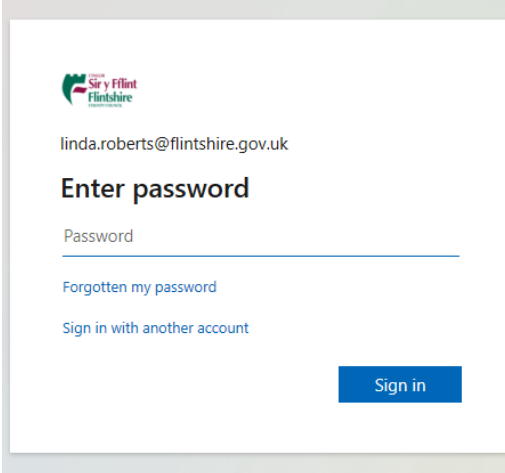
Deny or Approve method using a Mobile Phone

Method:

1. Pick an account or create a new one if you have not created.

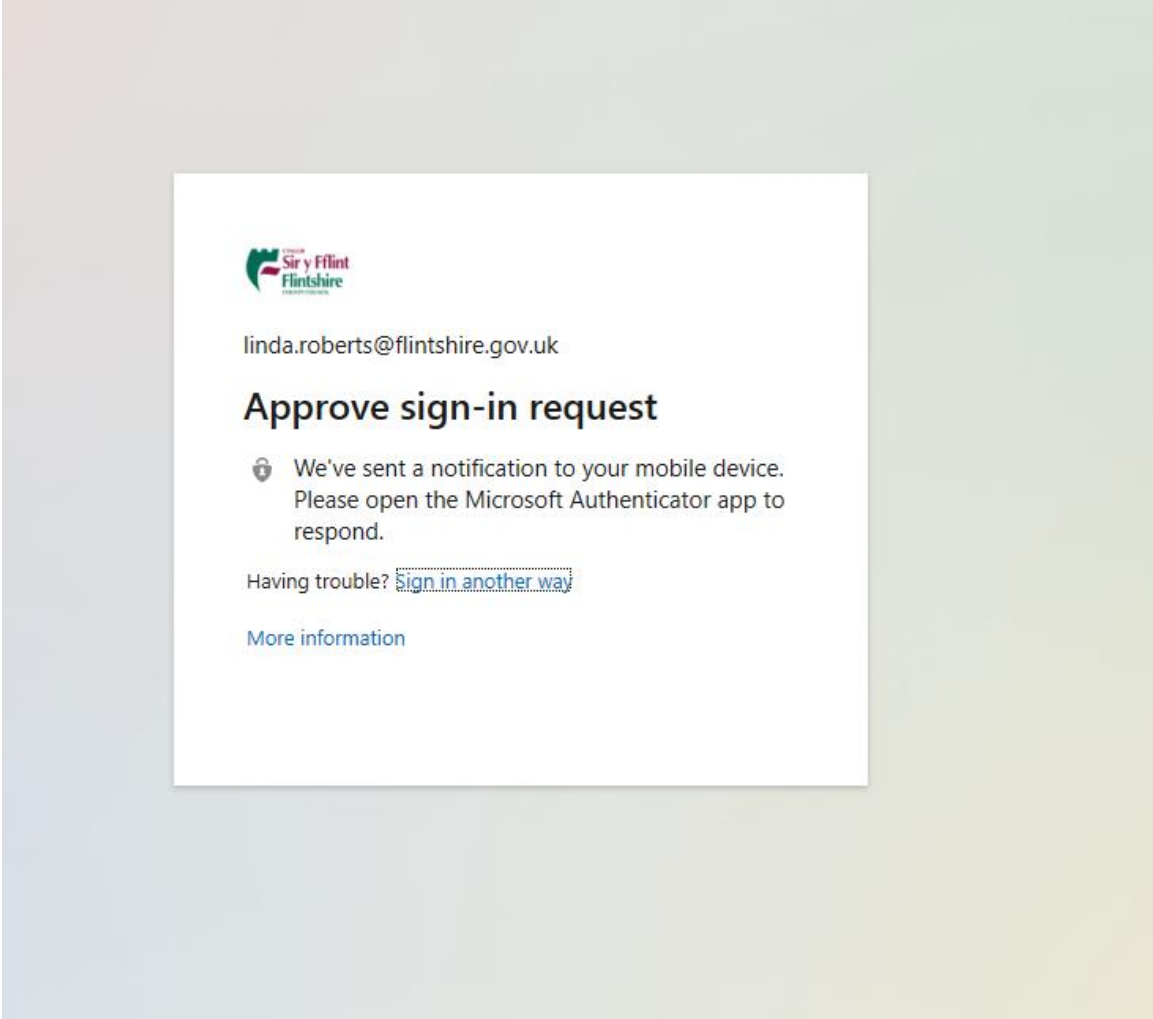


2. Once you have registered your phone to get the notifications (as above) you will get the following screen



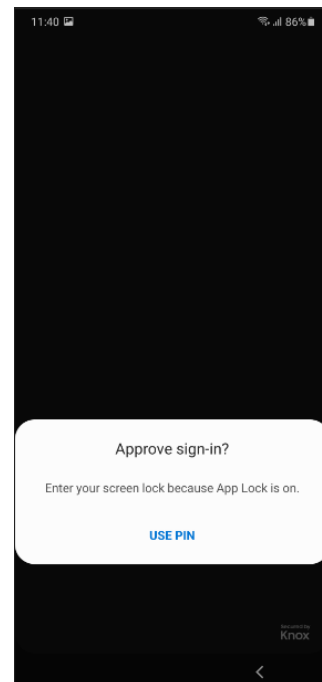
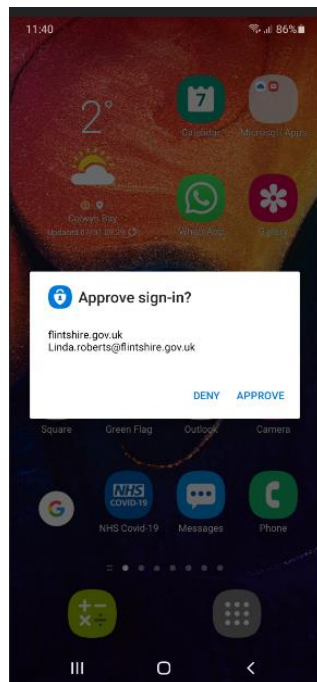
The screenshot shows the login interface for Flintshire Council. At the top left is the council's logo. Below it, the email address 'linda.roberts@flintshire.gov.uk' is displayed. The main heading is 'Enter password'. There is a password input field with a blue underline. Below the field are two links: 'Forgotten my password' and 'Sign in with another account'. A blue 'Sign in' button is positioned at the bottom right of the form.

3. Type in your password
4. You will get the screen below

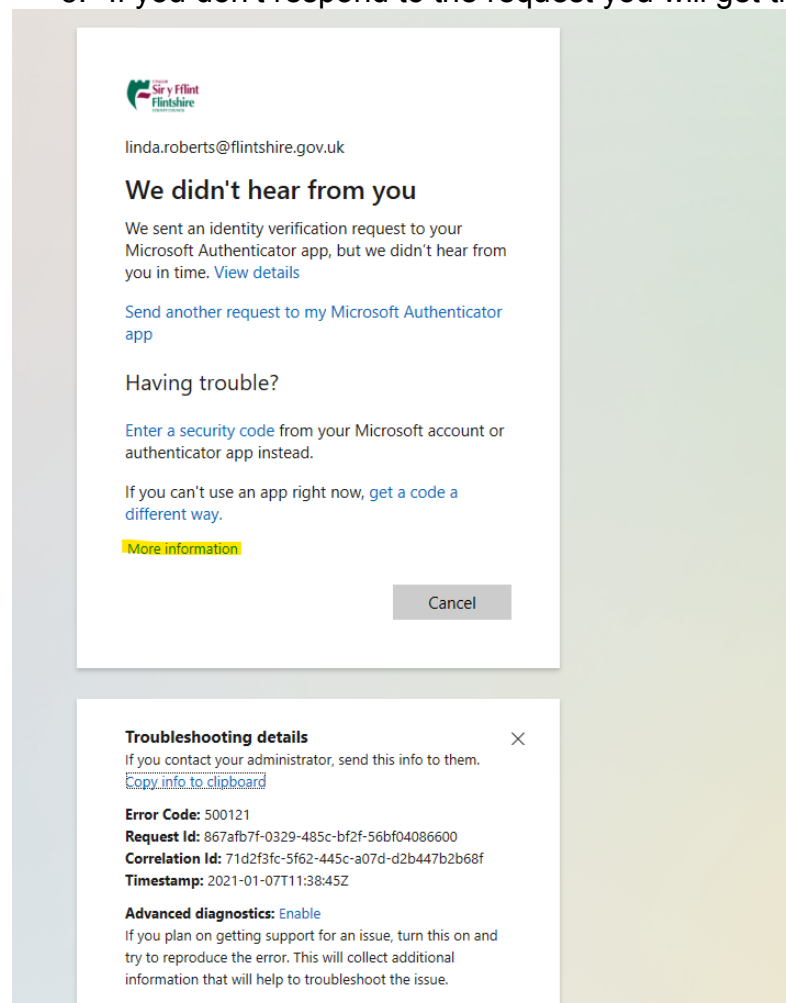


The screenshot shows the second step of the login process. It features the Flintshire Council logo at the top left, followed by the email address 'linda.roberts@flintshire.gov.uk'. The heading is 'Approve sign-in request'. Below this, there is a lock icon and a message: 'We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.' There are two links: 'Having trouble? Sign in another way' and 'More information'.

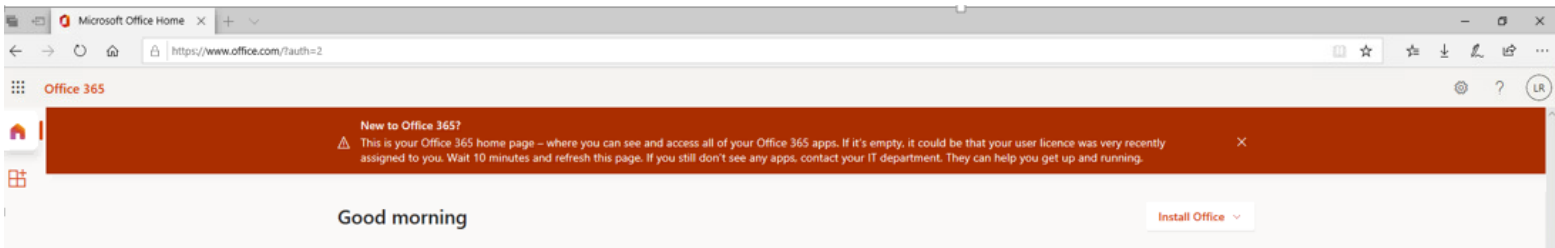
5. On you mobile you will get the following



6. If you don't respond to the request you will get this:



7. You should now be logged in and get the following:



Sign in complete!

Further Support

If you need further assistance please contact IT Service Desk 01352 702222, or submit any queries/issues via TOPdesk self-service (click on the link) [Self Service Support](#) with images of any relevant error messages.