

Android Setup Guide for MFA

The Department of Premier and Cabinet has enforced Multi-Factor Authentication (MFA) for Microsoft 365. This means that when working remotely (for example when working from home off StateNet, or when on a personal device and not connected via SA Health's VPN solution) you will be required to authenticate a second time using one of the methods outlined in this document.

This setup guide has been created to give you the instructions for linking your Android device to your SA Health Microsoft 365 account for Multi-Factor Authentication (MFA)

Important Information

This guide uses a computer and an Android device to complete the setup. Please ensure the Android device you are using as your MFA device is one that you will have with you at all times, so you can authorise any MFA prompts.

It is recommended that you access this guide electronically via a computer rather than printing it out as the document contains links to external URL's and key sections of this document. If you print the document, you will no longer be able to utilise those links.

Requirements for setup:

- An active connection to the Internet on your computer
 - An active connection to the Internet on your Android device
- Note** - This can be cellular data or via WiFi.
- The Android smart phone must be running at OS version 6.0 or above
 - A valid Google Play account is required to install the Microsoft Authenticator App.

This document provides instructions for the following:

[Part 1 – Installing the Microsoft Authenticator App on your Android device](#)

Note – If you already have the Microsoft Authenticator App installed on your Android device, proceed to directly to Part 2

[Part 2 – Linking your Microsoft Authenticator App to your Microsoft 365 account](#)

Disclaimer – The screenshots and steps provided in this guide are current as of the 9th of March 2021. Customer experience may differ with future updates to both the Microsoft Authenticator App, Google Play store and Microsoft 365 webpages.

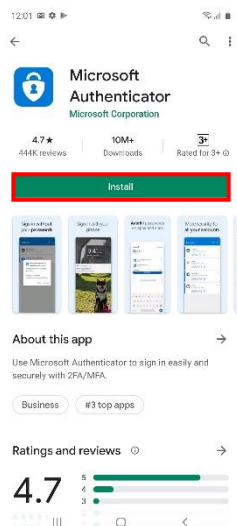
Part 1 – Installing the Microsoft Authenticator App on your Android device

1. If you have a QR Reader app on your **Android device**, point the camera at the QR code below to open the Google Play Store directly to the 'Microsoft Authenticator app' page.

Note - If you do not have a QR Reader app installed, open the 'Play Store' icon on your Android device and search for 'Microsoft Authenticator'.



2. Tap 'Install' and enter your Google Play Store credentials if prompted.



3. You have now installed the Microsoft Authenticator App on your Android device.

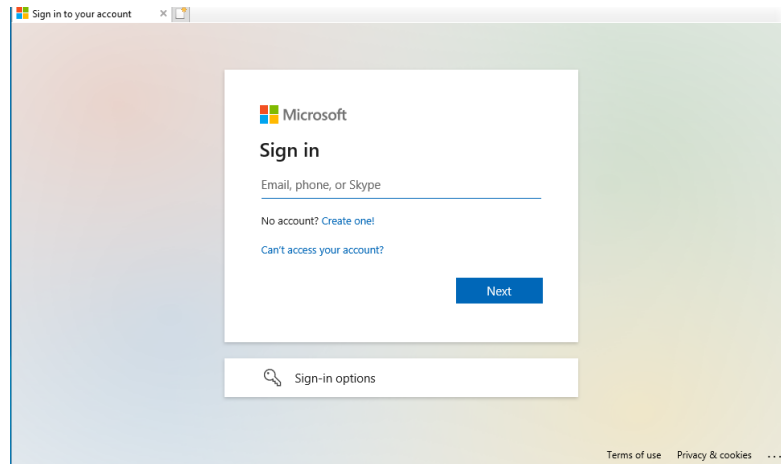
Please proceed to [Part 2](#), which is where you will link your Microsoft Authenticator App to your Microsoft 365 account using your **computer** and **Android device**.

Part 2 – Linking your Microsoft Authenticator App to your Microsoft 365 account

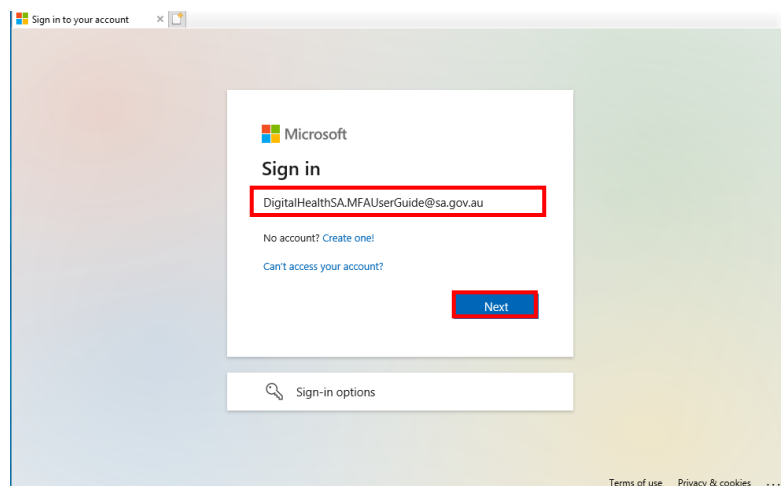
Note – The following steps will require you to use your **computer** and **Android device**.

1. On your **computer**, click the following [LINK](#).

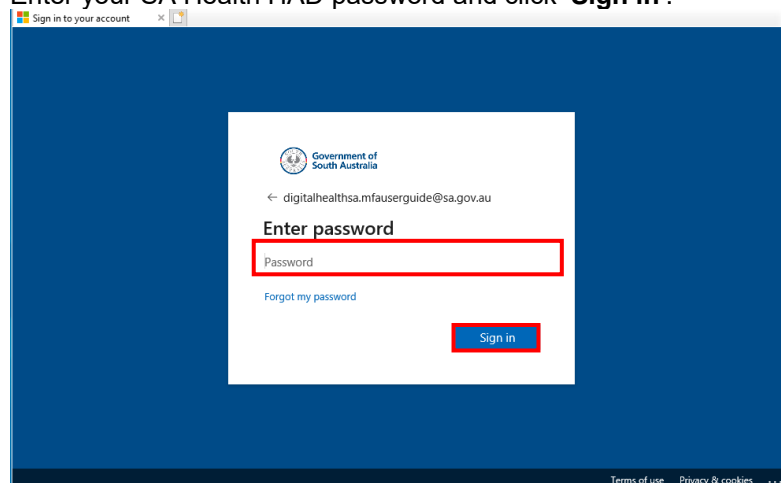
This will open the default browser on the device and will display the login page below.



2. Enter your SA Health Email address and click 'Next'.

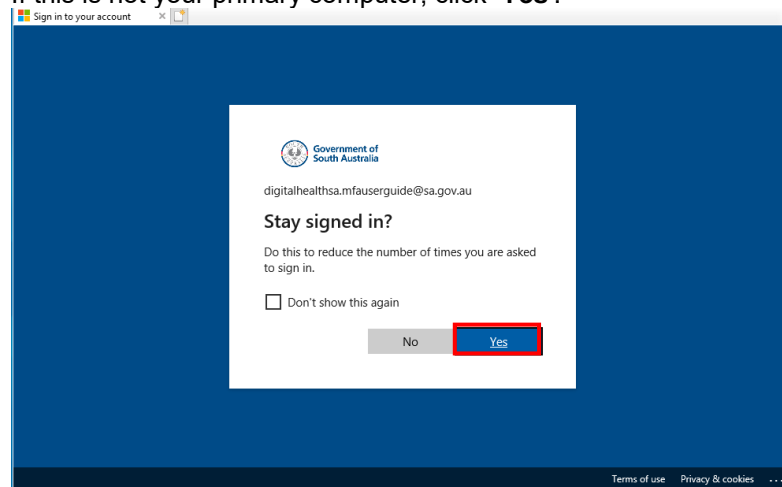


3. Enter your SA Health HAD password and click 'Sign in'.

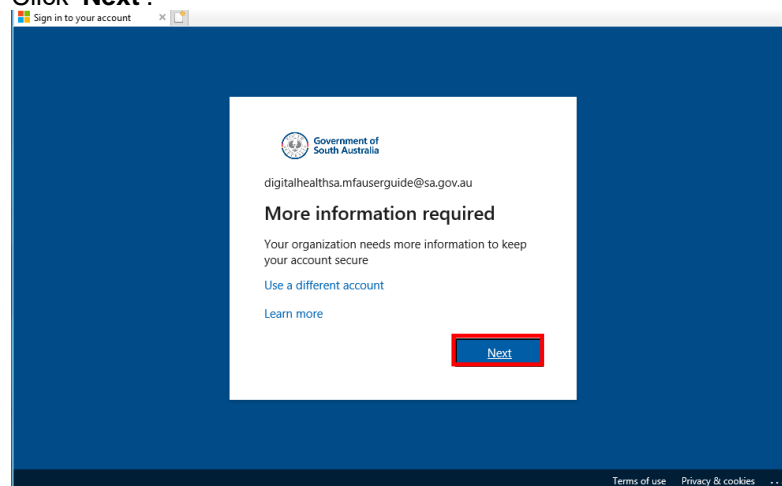


4. If the computer you are using is your primary computer, tick the '**Don't show this again**' check box and then click '**Yes**'.

If this is not your primary computer, click '**Yes**'.

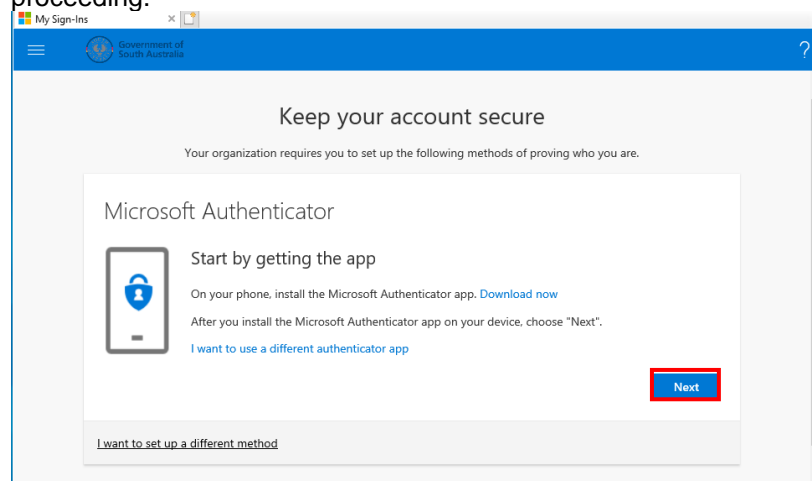


5. Click '**Next**'.



6. Click '**Next**' to commence the linking process.

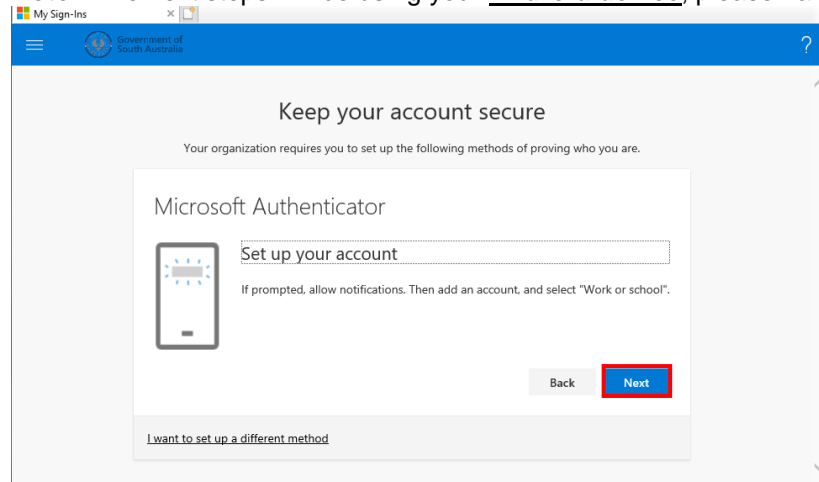
Note - If you have found that you do not have the Microsoft Authenticator App on your **Android device**, please return to [Step 1](#) to perform the installation of the App before proceeding.



Note - There is the option of using different authenticator apps however this guide has been developed for use with the Microsoft Authenticator App only.

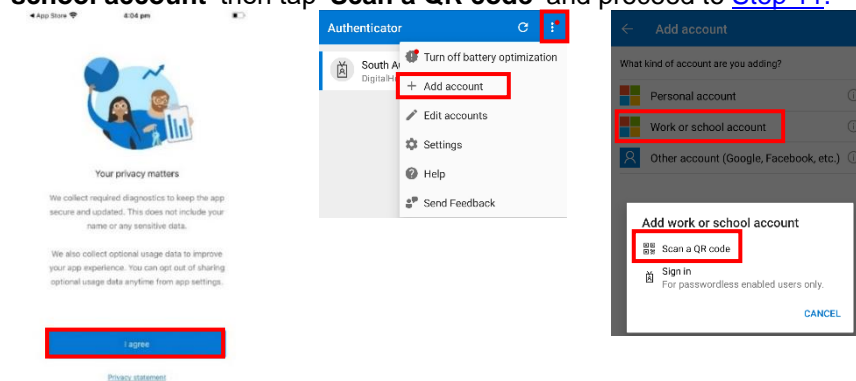
7. Click 'Next'.

Note - The next steps will be using your Android device, please have this ready.



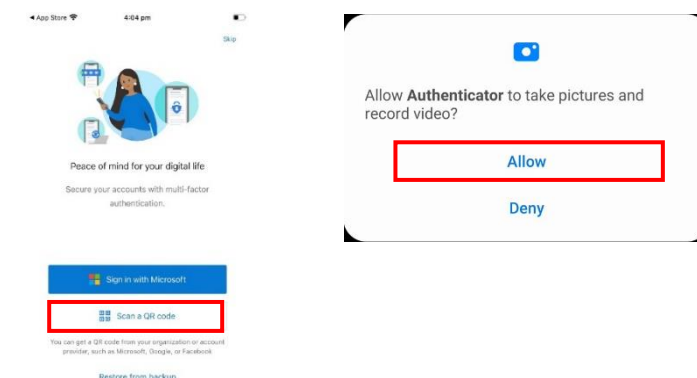
8. On your Android device, open the 'Authenticator' app and tap 'I agree' on the app prompt.

Note - If you already have an existing personal account on your Microsoft Authenticator App, tap the 'i' icon, then tap '+ Add account' to add a new account. Tap 'Work or school account' then tap 'Scan a QR code' and proceed to [Step 11](#).



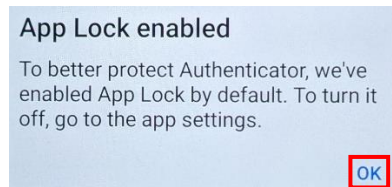
9. Tap 'Scan a QR code'

Note - If you are prompted with permissions for the Authenticator app to take pictures and record video, tap 'Allow'



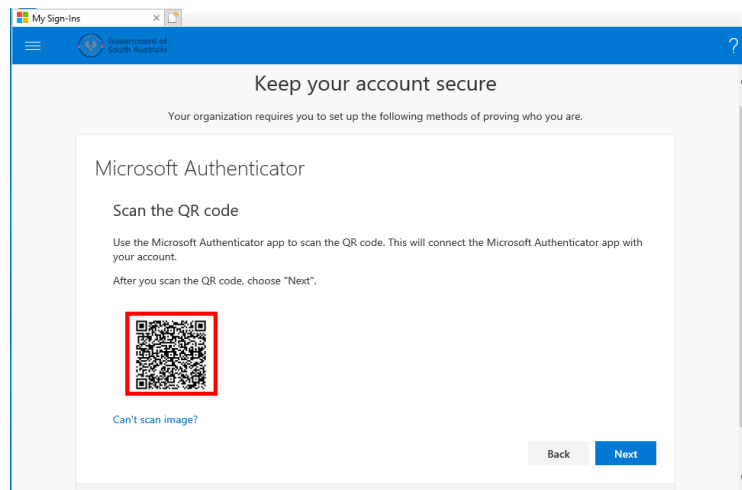
Note - If you do not already have a Passcode / Touch ID or Face ID configured on your Android device, one may be enforced. Tap 'OK' and follow the prompts to configure one if not setup already.

10. A message will display on screen advising 'App Lock enabled', tap '**OK**'.



Note - This will mean that each time you open the Authenticator app, you will be prompted to enter your Passcode / Touch ID or Face ID before you can access the App to authenticate.

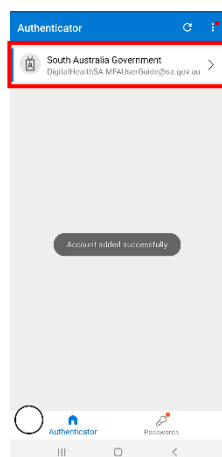
11. Using your **Android device** with the QR scanning screen open in the Authenticator app, point the camera at the QR code now displayed on the **computer** screen to scan it.



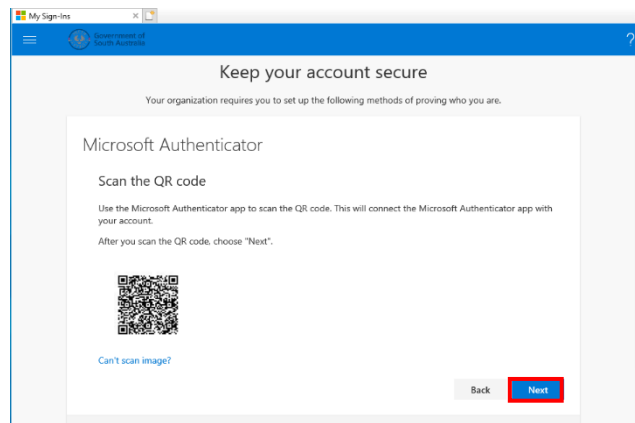
Note - If your **Android device** is unable to scan the QR code, click [HERE for further instructions](#).

Note - If you receive the message 'QR code already used', click [HERE for further instructions](#).

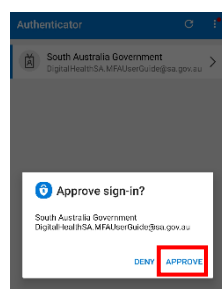
12. The Authenticator App on your **Android device** will now show your SA Government account.



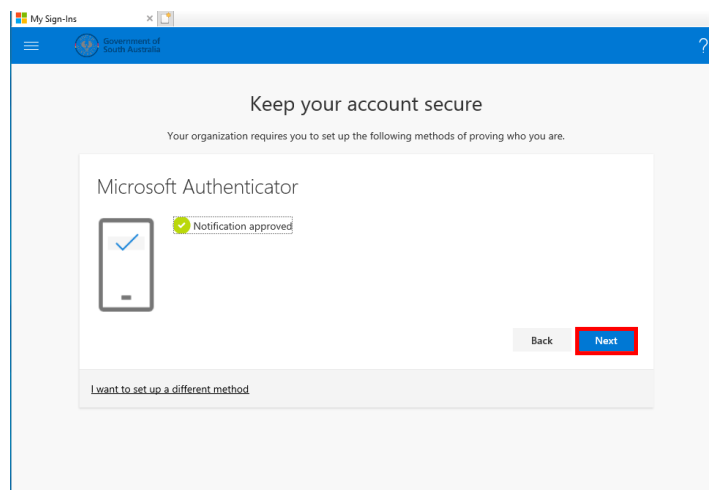
13. On your **computer**, click **'Next'**.



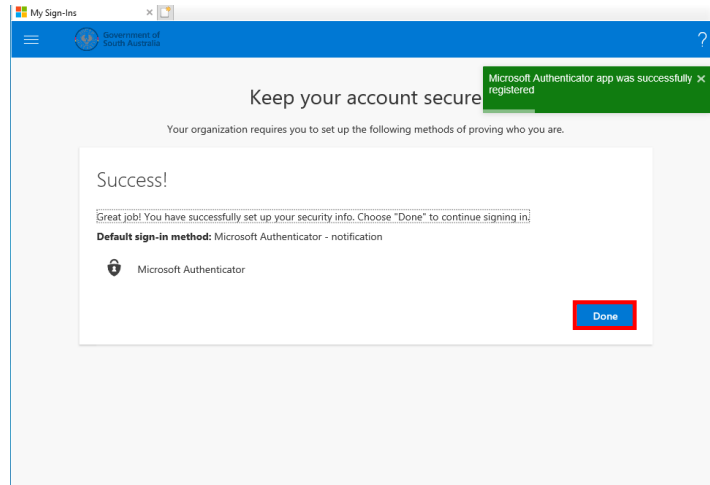
14. Your **Android device** will now display a Notification asking you to approve the sign-in, tap **'APPROVE'**.



15. On your **computer**, the browser screen should update to display **'Notification approved'**, click **'Next'**.



16. The screen below should now show, confirming you have successfully linked the Authenticator App with your Microsoft 365 account. Click 'Done'.



17. It is highly recommended that you add at least one other method of **authentication** in case there is an issue with the app on your phone.

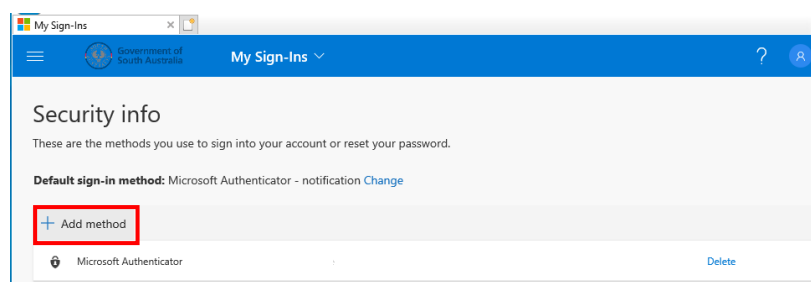
Note - The Authenticator App is the preferred primary method of authentication for MFA. Other methods should only be used in the event that the Authenticator App fails on your device or it is lost.

The other authentication options are to receive a SMS text message to a mobile phone or to receive a phone call to a phone number.

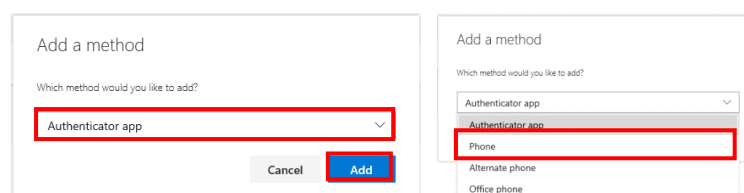
The **preferred** and **recommended** alternate method for MFA is a mobile phone using the 'text me a code' option (receiving an SMS).

The option to receive a 'Phone Call' to a nominated phone number is available however it is the least preferred method and should only be used if you can access that phone at all times to answer the call when required to authenticate.

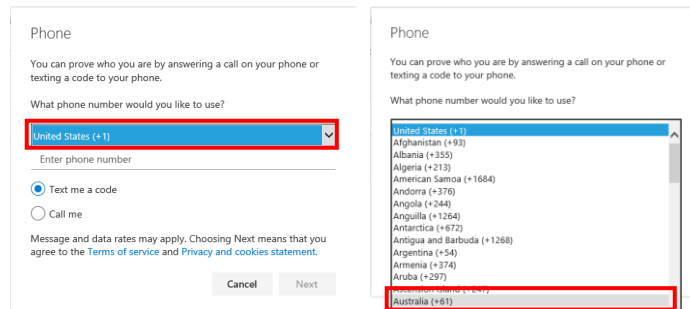
18. To add another authentication method now, click 'Add method'.



19. Click the dropdown menu and select the preferred authentication method, then click 'Add'.



20. Change the area code to Australia by clicking the dropdown selecting 'Australia (+61)'.



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

Enter phone number

☒ Text me a code
☐ Call me

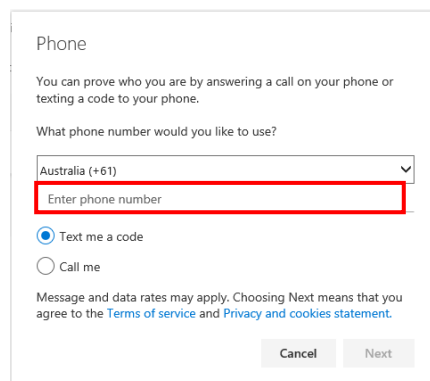
Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel Next

21. Enter the phone number you wish to use for MFA.

Select either '**Text me a code**' for SMS to a mobile phone number or '**Call me**' to receive a phone call to a nominated phone number, then click '**Next**'.

Note - If you are using a land line number, ensure you enter area code of 08.



Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Australia (+61)

Enter phone number

☒ Text me a code
☐ Call me

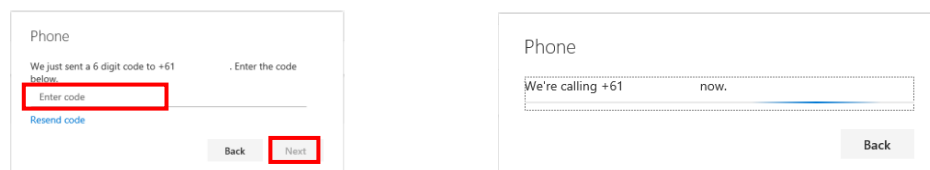
Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Cancel Next

22. If you selected '**Text me a code**', enter the code sent via SMS to the nominated number and click 'Next'.

If you selected '**Call me**', answer the phone call and press # when prompted.

Note - If the code was not successfully entered, or you did not receive the SMS, check the number provided is correct and then select 'Resend code' and try again.



Phone

We just sent a 6 digit code to +61 below. Enter the code

Enter code

[Resend code](#)

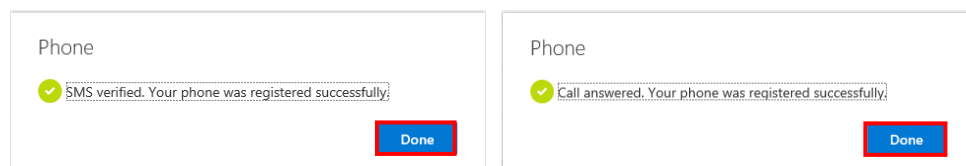
Back Next

Phone

We're calling +61 now.

Back

23. If you successfully entered the SMS code, or answered the phone call, the message below will display. Click 'Done' to finalise the setup the additional MFA method.



Phone

✓ SMS verified. Your phone was registered successfully.

Done

Phone

✓ Call answered. Your phone was registered successfully.

Done

If you require further assistance with configuring Multi-Factor Authentication (MFA) on your Microsoft 365 account, please contact the Digital Health SA Service Desk by raising a ticket in the [Marval Self Service Portal](#) if you are onsite at work or are connected via VPN or by calling on 1300 138 913 if you require immediate assistance.

The User Guide for logging into Microsoft 365 Services with MFA once you have completed the setup instructions can be found [HERE](#).

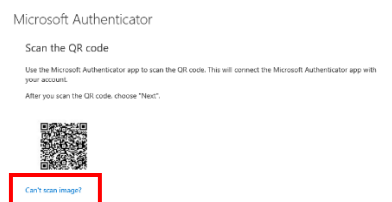
Troubleshooting Guide

Android device cannot scan the QR Code to link your Microsoft 365 account to the Authenticator App

1. Ensure the camera lens is clean and then restart your Android device and try scanning the code again. Click [HERE to return to Step 11 to continue your MFA setup](#)

If you are still unable to scan the QR code, proceed to Step 2

2. Click 'Can't scan image?'



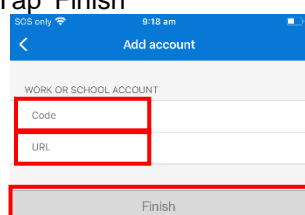
3. Copy both the “**Code**” and “**URL**” shown and email them to an mail account setup on your **Android device**



4. On your **Android device**, with the Authenticator App open to the “Scan QR code” screen, tap ‘or enter code manually’



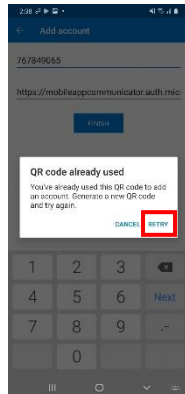
5. Copy the ‘**Code**’ from your email and paste it into the ‘**Code**’ section of the app. Copy the ‘**URL**’ from your email and paste it into the ‘**URL**’ section of the app. Tap ‘Finish’



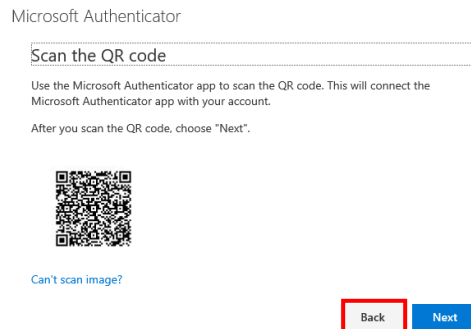
6. The Authenticator App on your **Android device** will now show your SA Government account. Click here to return to the [Setup Guide \(Step 13\)](#)

When attempting to scan the QR code, you receive message “QR code already used” and cannot continue the setup

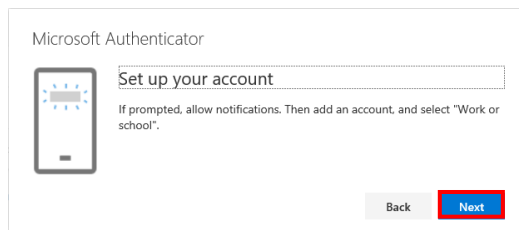
1. On the **Android device**, tap ‘Retry’



2. On your **computer**, click the ‘Back’ button highlighted below in the browser



3. Select ‘Next’ to generate a **new** ‘QR Code’ to scan, then click [HERE to return to Step 11 and resume your MFA setup](#)



4. If you are still unable to scan the QR code, follow the method of [entering the code manually](#) to add the account.

For more information

Digital Health SA Service Desk
[Marval Self Service Portal](#)
Telephone: 1300 138 913
www.sahealth.sa.gov.au