User Guide for logging into Microsoft 365 Services with MFA

The Department of Premier and Cabinet will be enforcing 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 user guide has been created to provide directions on how to login once Multi-Factor Authentication (MFA) has been configured on your Microsoft 365 account.

Important Information

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

Requirements for Use:

- An active Internet connection on your computer or mobile device to access Microsoft 365 services.

- Multi-Factor Authentication (MFA) configured on your Microsoft 365 account.

This document provides guides for use for the scenarios:

Logging into Microsoft 365 products using a computer

Logging into Microsoft 365 products on an iOS device (iPhone / iPad)

Logging into Microsoft 365 products on an Android device
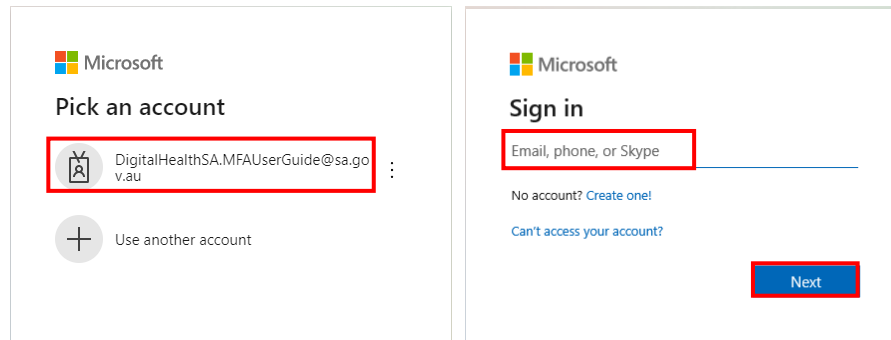
MFA Troubleshooting Guide

- You receive the message "We didn't hear from you" when attempting to log in
- You don't have your device with the Microsoft Authenticator App with you to log in
- You receive the message "More information required" and need to setup MFA

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Logging into Microsoft 365 products using a computer

1. On your **computer**, open the Microsoft 365 product (Teams, SharePoint Online etc) and select your SA Health account.

   Note - If this is not prepopulated, enter your SA Health email address and click '**Next**'.

2. If prompted, enter your SA Health HAD password and click '**Sign in**'.

   Note - MFA may be required for sign in on every new internet browser session (Internet Explorer / Edge / Google Chrome etc) when accessing a Microsoft 365 product or service while **not connected to the SA Health Network**.

   Note - If you are presented the prompt below after entering your password, stating "***More information required***", click HERE for further instructions.

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3. **If the following screen is displayed**, you will be required to authenticate using the device you configured for **MFA device** (iPhone or Android) before you are able to login.

   Note - If you are using **SMS** to authenticate for MFA, click HERE.
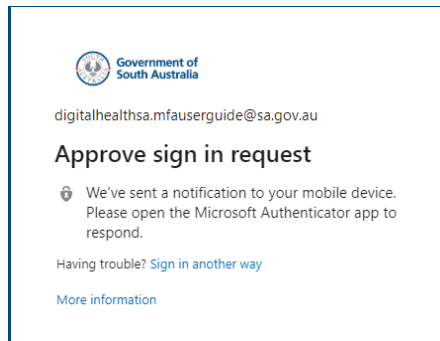
4. A notification should now be displayed on your **MFA device** from the Microsoft Authenticator App, tap the notification on your device and open it.

   Note - If you did not receive a notification prompting for approval, open the Microsoft Authenticator App on your **MFA device**. You may also need to enter your **MFA device's** Passcode / Touch ID or Face ID before the app will open.

5. Tap '**Approve**' / '**APPROVE**' on your **MFA device** to approve the login.
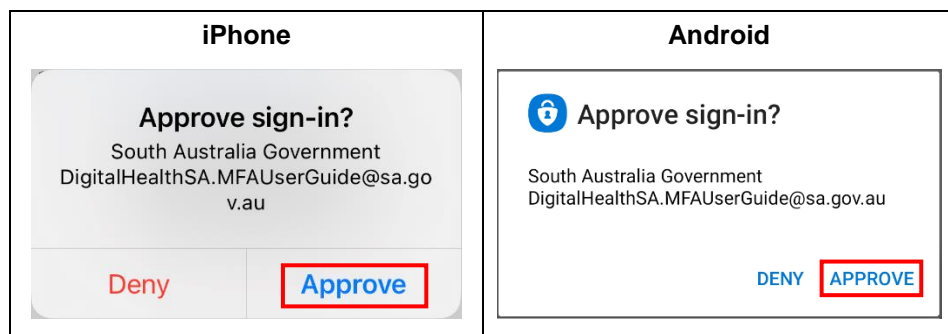
6. If prompted on your **MFA device**, enter your device's login passcode / Touch ID or Face ID to complete the sign in process.

7. The Microsoft 365 service (Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

   If you were **unable to login successfully**, please refer to the Troubleshooting Guide for further assistance.

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Logging into Microsoft 365 products on an iOS device (iPhone / iPad)

1. On your **iOS device**, open the Microsoft 365 product (Teams, SharePoint Online etc) and select your SA Health account.

   Note - If this is not prepopulated, enter your SA Health email address and click '**Sign in**'.

2. If prompted, enter your SA Health HAD password and click 'Sign in'.

   Note - If you are presented the prompt below after entering your password, stating "***More information required***", click HERE for further instructions.

3. If the Microsoft Authenticator App is installed on the device you are using, the following screen will be displayed.

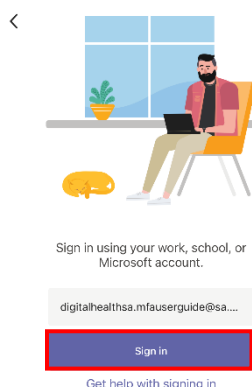   **Note** - If you are using **SMS** to authenticate for MFA, click HERE.

   If you don't have the Microsoft Authenticator App installed on this device, you will need your **MFA device** to complete the sign in process, proceed to Step 4.

   Tap '**Approve**', you may need to enter your device's login passcode / Touch ID or Face ID, to complete the sign in process and proceed to Step 5.
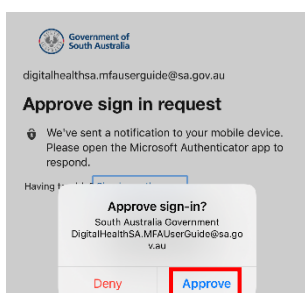
Note - If you did not receive a notification on your **MFA device**, click HERE.

4. Open the notification on your **MFA device** and tap '**Approve**'. If prompted, enter your device's login passcode / Touch ID or Face ID to complete the sign in process and proceed to Step 5.

   Note - If you did not receive a notification prompting for approval on your **MFA device**, open the Microsoft Authenticator App on your **MFA device**. You may need to enter your Passcode / Touch ID or Face ID before the app will open.

   Wait for the '***We didn't hear from you page'*** to display and then tap "***Send another request to my Microsoft Authenticator app***".

   Once the notification is shown, tap '**Approve**'. You may need to enter your Passcode / Touch ID or Face ID again to complete the sign in process.
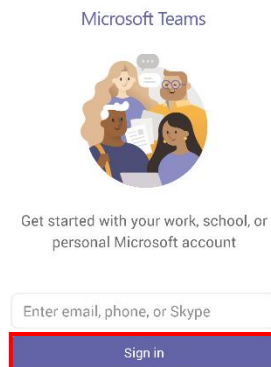
5. The Microsoft 365 service (Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

   If you were **unable to login successfully**, please refer to the Troubleshooting Guide below**.**

Logging into Microsoft 365 products on an Android device

1. On your **Android device**, open the Microsoft 365 product (Teams, SharePoint Online etc) and select your SA Health account.

    Note - If this is not prepopulated, enter your SA Health email address and tap 'Sign in'.

    Microsoft Teams

    Get started with your work, school, or personal Microsoft account

    Enter email, phone, or Skype

    Sign in

2. Enter your SA Health HAD password and tap 'Sign in'.

    Government of South Australia

    ← digitalhealthsa.mfauserguide@sa.gov.au

    Enter password

    Password

    Forgot my password

    Sign in with another account

    Sign in

    Note - If you are presented the prompt below after entering your password, stating "***More information required***", click HERE for further instructions.

    Government of South Australia

    digitalhealthsa.mfauserguide@sa.gov.au

    More information required

    Your organization needs more information to keep your account secure

    Use a different account
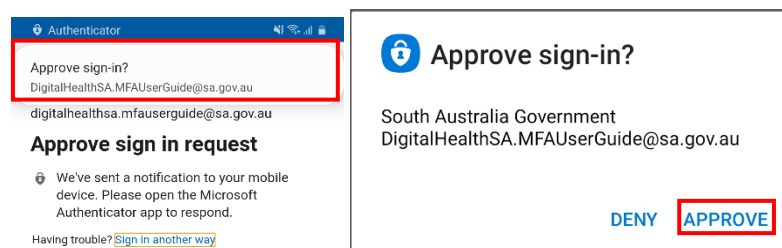
    Learn more

    Next

3. If the Microsoft Authenticator App is installed on the device you are using, a notification should now prompt you on screen to approve the sign-in.

    If you don't have the Microsoft Authenticator App installed on this device, you will need your **MFA device** to complete the sign in process, proceed to Step 4.

    Note - If you are using **SMS** to authenticate for MFA, click HERE.

    Tap the notification on screen, then tap '**APPROVE**'.

    You may need to enter your **Android device's** Passcode / Touch ID or Face ID again to complete the sign in process, then proceed to Step 5.

    Authenticator

    Approve sign-in?
    DigitalHealthSA.MFAUserGuide@sa.gov.au

    digitalhealthsa.mfauserguide@sa.gov.au

    Approve sign in request

    We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

    Having trouble? Sign in another way

    Approve sign-in?

    South Australia Government
    DigitalHealthSA.MFAUserGuide@sa.gov.au

    DENY   APPROVE

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Note - If you did not receive a notification on your **MFA device**, click HERE.

4. Open the notification on your **MFA device** and tap '**APPROVE**'. If prompted, enter your device's login passcode / Touch ID or Face ID to complete the sign in process, then proceed to Step 5.

   Note - If you did not receive a notification prompting for approval, open the Microsoft Authenticator App on your **MFA device**. You may be prompted to enter your Passcode / Touch ID or Face ID before the app will open.

   Wait for the '*We didn't hear from you page'* to display on screen, then tap "*Send another request to my Microsoft Authenticator app*".

   Once the notification is shown on screen, tap '**APPROVE**'. You may need to enter your Passcode / Touch ID or Face ID again to complete the sign in process.

5. The Microsoft 365 service (Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

   Note - Depending on the **Android device** you are using, you may need to switch back to the App (Teams, web browser etc) you were using after completing the MFA sign in process on the Authenticator app.
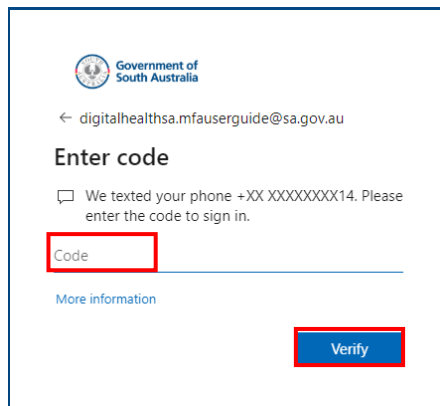
   If you were **unable to login successfully**, please refer to the **Troubleshooting Guide** below**.**

Using SMS to authenticate with MFA

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 or you are unable to use the Authenticator App due to phyiscal limitations on the device you are using for MFA.

1. If you are using SMS to authenticate with MFA by default, the following screen will display once you entered your SA Health email address and HAD password.

   Enter the SMS code sent to your mobile device and select / tap '**Verify**' to complete the sign in.


2. The Microsoft 365 service (Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

   If you were **unable to login successfully**, please refer to the **Troubleshooting Guide** below**.**

Troubleshooting Guide

You receive the prompt "*We didn't hear from you*"

1. If you have your MFA device with the Microsoft Authenticator App open, try clicking "***Send another request to my Microsoft Authenticator app***" and follow the steps applicable to the device you are using to try signing in again.
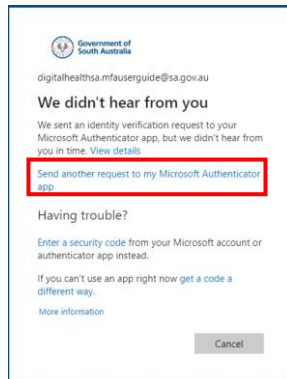
   If you are still unable to Authenticate using the App, proceed to Step 2.

    Note - If you do not have your **MFA device** with you, or the Microsoft Authenticator App has encountered an issue on your device that is preventing you from logging in, click HERE.

2. On the device you are using, click "***Enter a security code***" and have your **MFA device** ready for the next step.
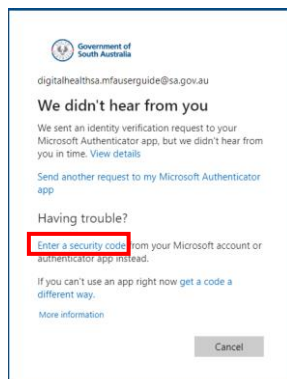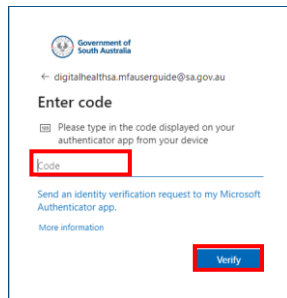

3. On your **MFA device** with the Authenticator App open, tap on your SA Health account.

    The following screen will display with a 'One-time password code' that changes every 30 seconds. Have this ready for the following step.
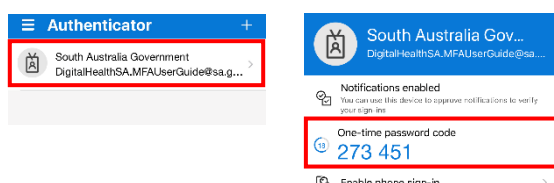
    Note - If you are using an iPhone or Android device, you can tap the code to copy it to the devices clipboard.

4. Enter the 'One-time password code' from your **MFA device** and click / tap '**Verify**'.


5. The Microsoft 365 product (Teams, SharePoint Online etc) you were opening on your should now be logged in and available for you to use.

   If you are still unable to Authenticate using the Microsoft Authenticator App, proceed to the following section regarding MFA log in without using the **Microsoft Authenticator App**.

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Logging into Microsoft 365 products without using the Microsoft Authenticator App.

1. If you are at the "*Approve sign in request"* screen, select '**Sign in another way**'.

    If you are at the "*We didn't hear from you"* screen, select '**get a code a different way**'.
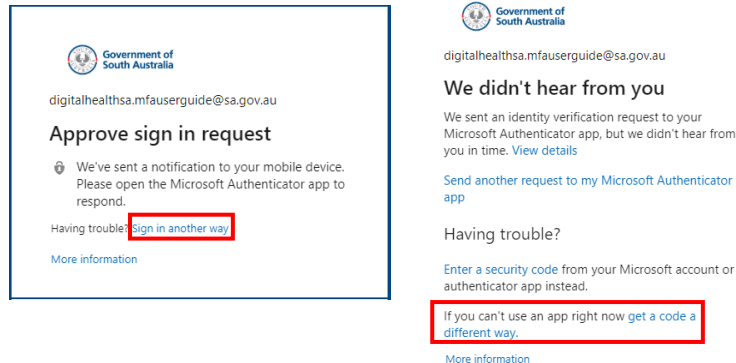
2. Select one of the other MFA methods you have registered against your Microsoft 365 account to complete the authentication process.
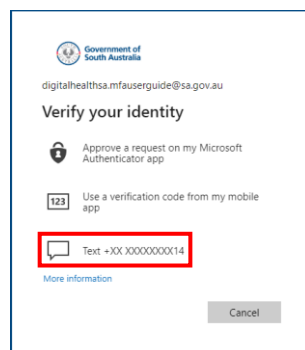
    If you have the 'Text' (SMS process) option, click HERE for further instructions.

    Note - If you don't have any other MFA methods linked to your Microsoft 365 account, or you do not have the phone with the App or the phone setup to receive SMS with you, please call the Digital Health SA Service Desk on 1300 138 913 to request the MFA on your Microsoft 365 account be reset to no authentication.

    Once your MFA is reset, you will be required to setup your MFA again on the appropriate device/s.

    Please refer to the appropriate Setup Guide for more instructions on how to configure MFA for the device you are using.

    For **iPhones** – Click HERE for the setup instructions
    For **Android devices** – Click HERE for the setup instructions

When logging into a Microsoft 365 product, it is prompting for more information, not an MFA code.
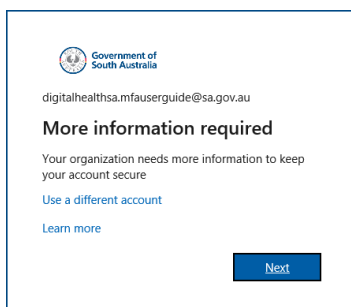
1. If you are prompted with this message, MFA has been enforced on your account, but you do not have an MFA method configured on your Microsoft 365 account.

   Follow the applicable Setup guide for your MFA device to configure this.

   For **iPhones** – Click HERE for the setup instructions
   For **Android devices** – Click HERE for the setup instructions

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For more information

Digital Health SA Service Desk
Marval Self Service Portal
Telephone: 1300 138 913
www.sahealth.sa.gov.au

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