

iPhone 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 iPhone to your SA Health Microsoft 365 account for Multi-Factor Authentication (MFA)

Important Information

This guide uses a computer and an iPhone to complete the setup. Please ensure the iPhone 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 iPhone
- Note** - This can be cellular data or via WiFi.
- The iPhone must be running at iOS version 11.0 or above
 - A valid iCloud 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 iPhone](#)

Note – If you already have the Microsoft Authenticator App installed on your iPhone, 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 18th of March 2021. Customer experience may differ with future updates to both the Microsoft Authenticator App, Apple App store and Microsoft 365 webpages.

Part 1 – Installing the Microsoft Authenticator App on your iPhone

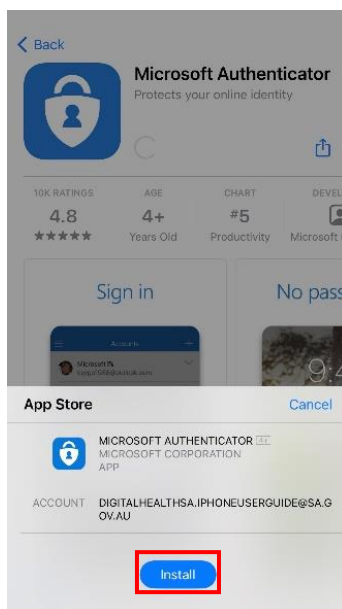
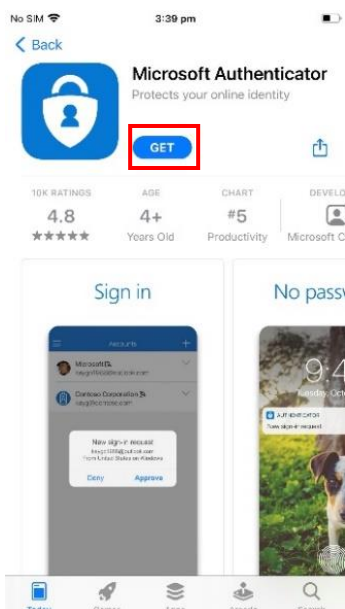
1. Open the Camera app on your **iPhone** and point the camera at the QR code below



2. The 'APP STORE QR CODE View in App store' message will show at the top of the screen. Tap this message on screen to open the App Store will open on your **iPhone**.

Note - If you are using a different QR Reader app on your **iPhone**, follow the prompts on screen to open the App Store. Alternatively, you can open the App Store directly on your **iPhone** and search for 'Microsoft Authenticator'.

3. Tap 'GET', tap 'Install' and enter your iCloud password and then tap 'Sign in'. The app will then install on your **iPhone**.



4. You have now installed the Microsoft Authenticator App on your **iPhone**.

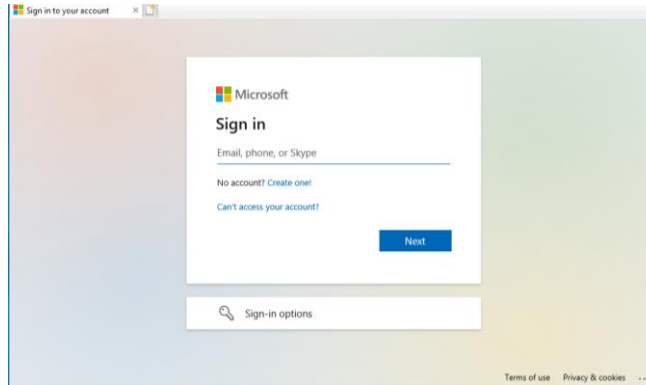
Please proceed to [Part 2](#), which is where you will link your Microsoft Authenticator App to your Microsoft 365 account.

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

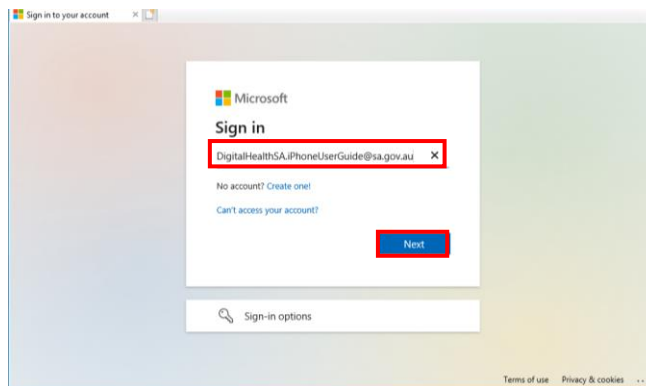
Note – The following steps will require you to use your **computer** and **iPhone**.

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

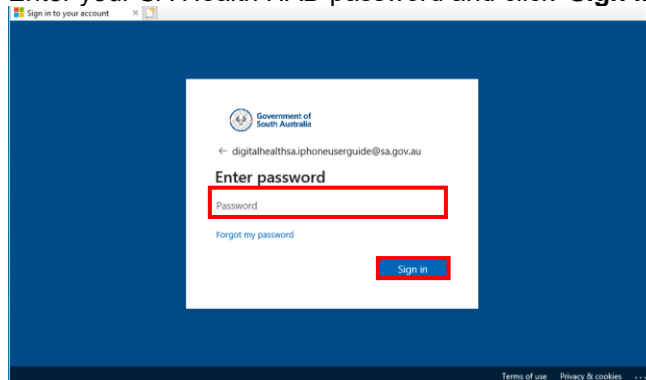
This will open the default browser on the device and will display the login page below.



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

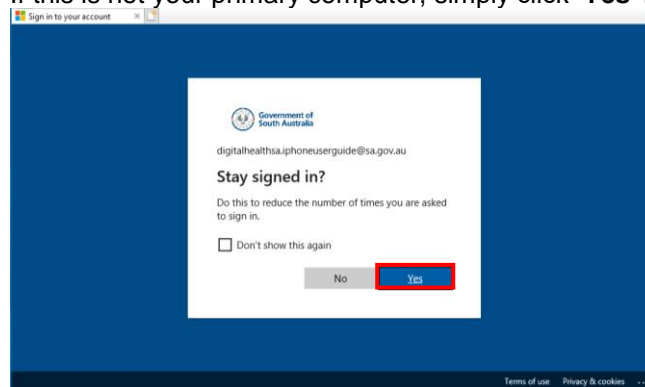


3. Enter your SA Health HAD password and click 'Sign in'.

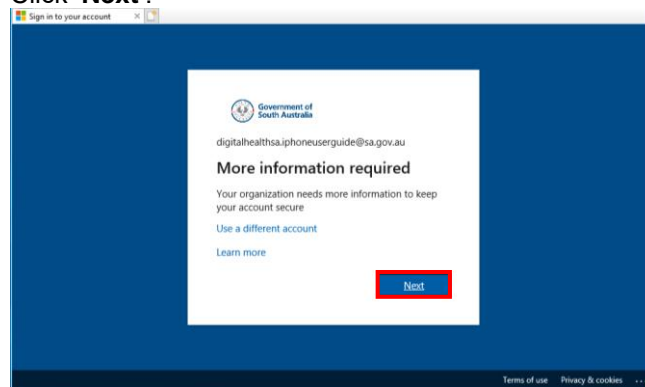


4. If the computer you are using is your primary computer, tick the 'Don't show this again' check box and then click 'Yes'.

If this is not your primary computer, simply click 'Yes' for the setup.

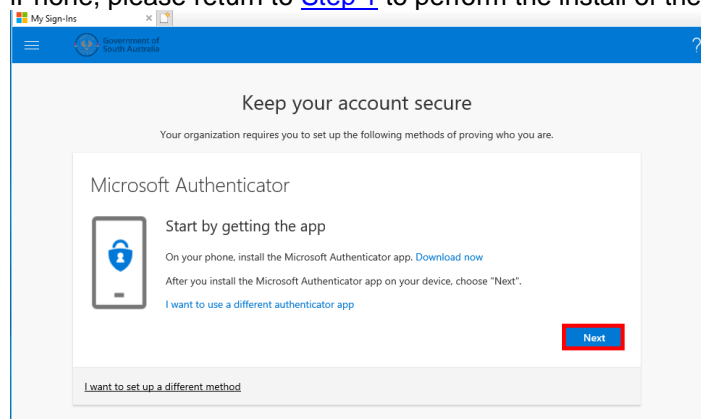


5. Click 'Next'.



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

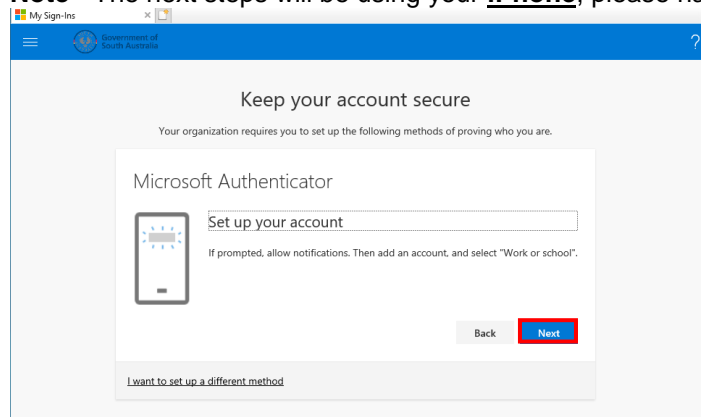
Note - If you have found that you do not have the Microsoft Authenticator App on your iPhone, please return to [Step 1](#) to perform the install of the App before processing.



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

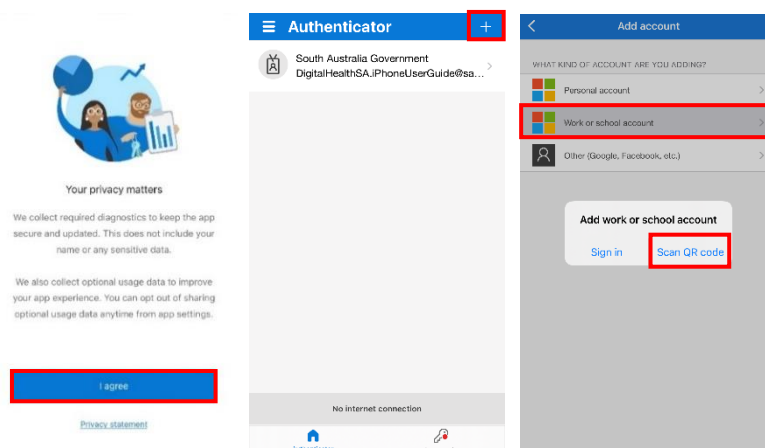
7. Click 'Next'.

Note - The next steps will be using your **iPhone**, please have this ready.



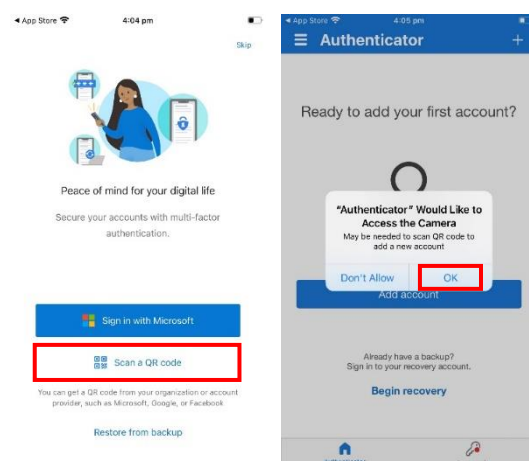
8. On your **iPhone**, open the Authenticator app and tap 'I agree' if prompted.

Note - If you already have an existing personal account on your Microsoft Authenticator App, press the '+' symbol to add a new account, then select '**Work or school account**', then tap '**Scan QR code**' and proceed to [Step 11](#) of the setup guide.



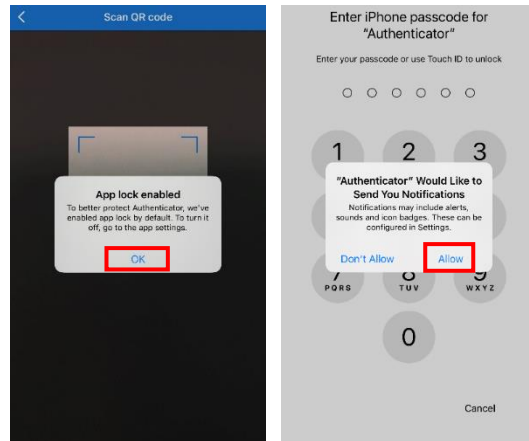
9. Tap 'Scan a QR code'.

You will then be prompted to allow the App to access the camera on your **iPhone**, tap 'OK'.

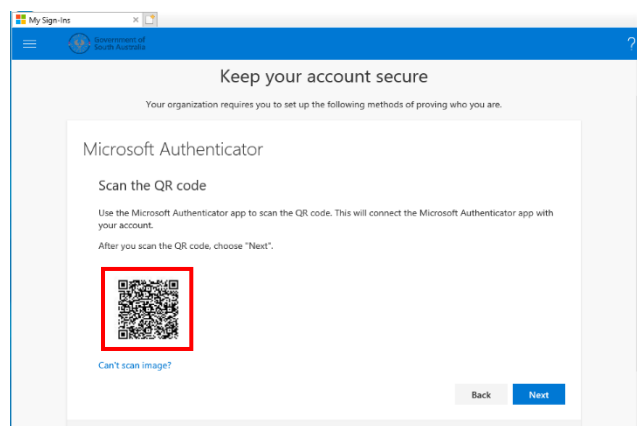


Note - If you do not already have a Passcode / Touch ID or Face ID configured on your **iPhone**, one will be enforced. Tap 'Ok' and follow the prompts to configure if not setup already.

10. You will then be prompted to allow the app to send you Notifications on your **iPhone**, tap '**Allow**'.



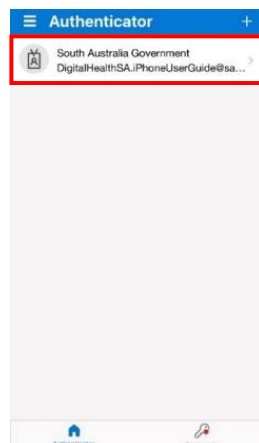
11. Using your **iPhone** with the QR scanning screen of the Authenticator app open, point the camera at the QR code now displayed on the **computer** screen to scan it.



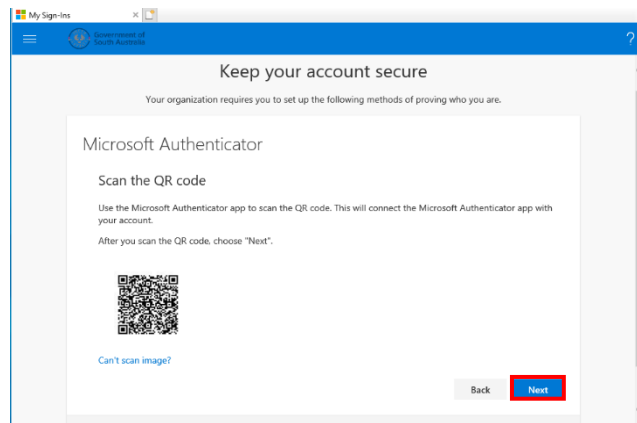
Note - If your **iPhone** is unable to scan the QR code, click [HERE for further instructions](#).

Note - If you receive the message "**Activation failed. Make sure that push notifications are enabled on the phone and your Activation Code is not wrong, expired or formerly used**", [click HERE for further instructions](#).

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



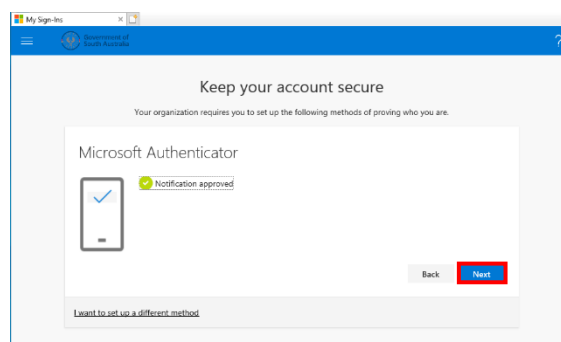
13. On your **computer**, click '**Next**'.



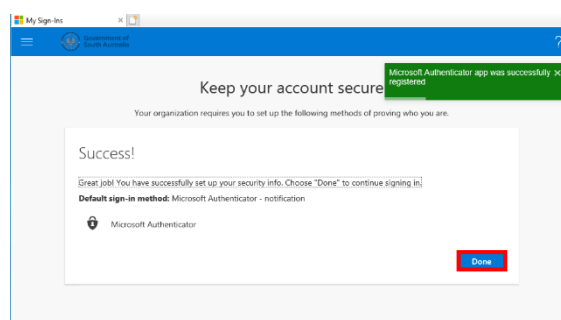
14. Your **iPhone** will now display a Notification asking you to approve the sign-in. Tap '**Approve**'.



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.

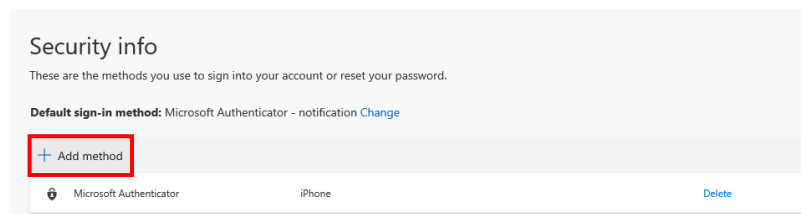
Note - The Authenticator App is the preferred primary method of authentication for MFA. Other methods should only be used in the event that the Authenticator App fails on your device.

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

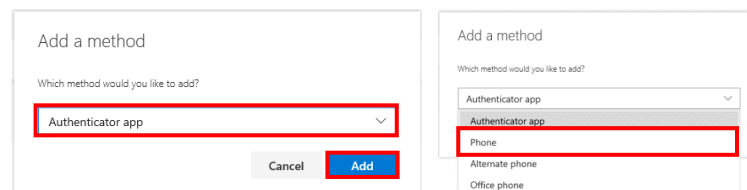
The **preferred** and **recommended** alternate method for MFA is a mobile phone using the 'text me a code' option (receiving an SMS).

The option to receive a 'Phone Call' to a 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.

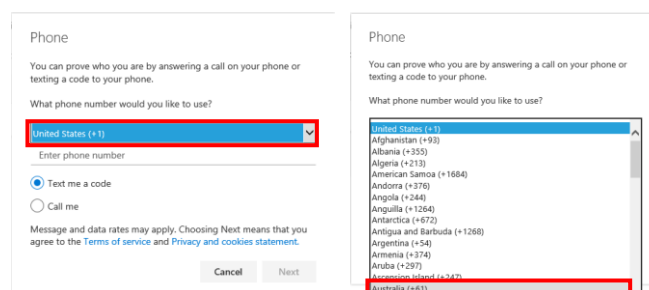
18. To add another authentication method now, click 'Add method'



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



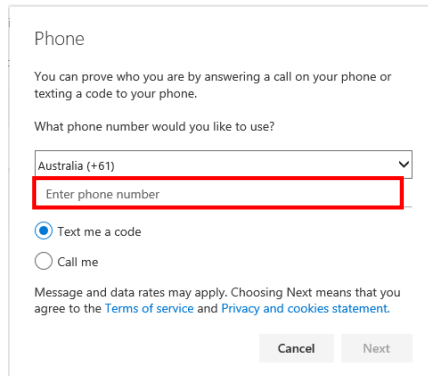
20. Change the area code to Australia by clicking the dropdown selecting 'Australia (+61)'.



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 phone number, then click **'Next'**.

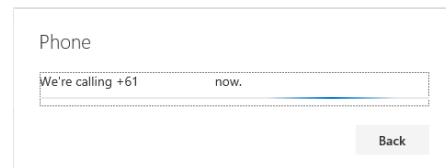
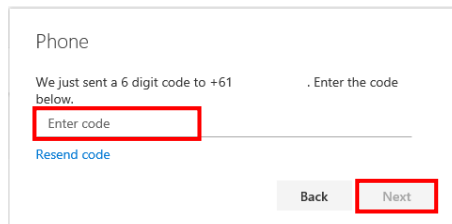
Note - If you are using a land line number, ensure you enter area code of 08.



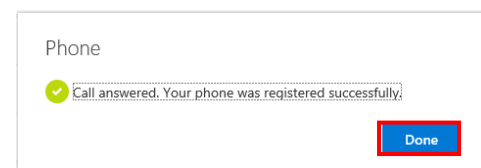
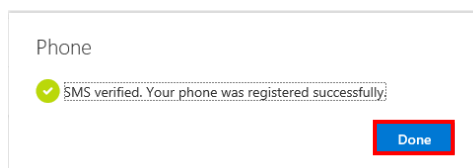
22. If you selected **'Text me a code'**, enter the code sent via SMS to the mobile phone number and click **'Next'**.

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 or call, check the number provided is correct and then select **'Resend code'** and try again.



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



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.

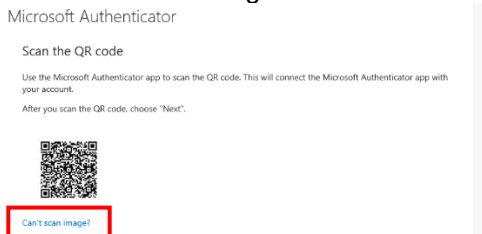
The User Guide for logging into Microsoft 365 Services with MFA once you have completed the setup instructions can be found [HERE](#).

Troubleshooting Guide

iPhone cannot scan the QR Code to link your Microsoft 365 account to the Authenticator

1. Ensure the camera lens is clean, restart your **iPhone** and try scanning the QR code again.
[Click HERE to return to Step 12 to continue your MFA setup.](#)

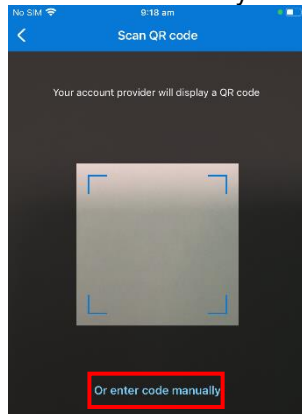
If you are still unable to scan the QR code, proceed to Step 2.

2. Click 'Can't scan image?'.


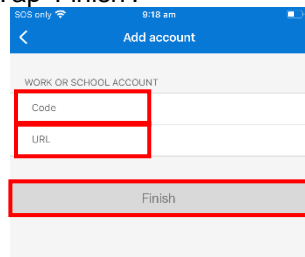
3. Copy the "Code" and "URL" sections and email them to an mail account setup on your **iPhone**.



4. On your **iPhone**, 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'.

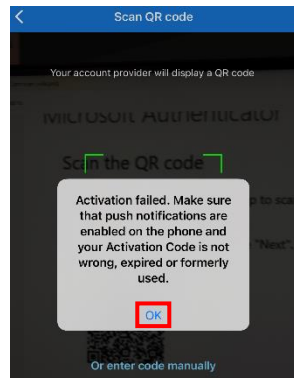


6. The Authenticator App on your **iPhone** will now show your SA Government account. Click [here to return to the Setup Guide \(Step 13\).](#)

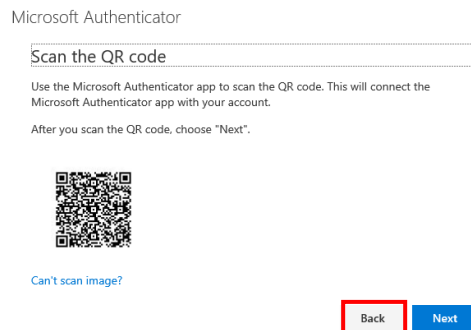
When attempting to scan the QR code, you receive message:

“Activation failed. Make sure that push notifications are enabled on the phone and your Activation Code is not wrong, expired or formerly used”

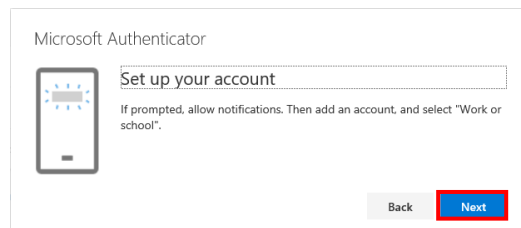
1. On the **iPhone**, tap 'Ok'.



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 12 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

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