



# HOW TO

## SET UP MULTI-FACTOR AUTHENTICATION (MFA)

### What is MFA and why do I need it?

Your password can be easily compromised. MFA increases your account security by requiring multiple forms of verification to prove your identity when logging into GovTEAMS. This additional security verification is mandatory for all members and guests – it adds a layer of protection and has enabled GovTEAMS to achieve a security accreditation of **Official:Sensitive**. Research by Microsoft suggests that MFA can block more than 99% of account compromise attacks.

To give yourself some flexibility when logging in to GovTEAMS, and to avoid relying on just one form of MFA, we recommend [setting up more than one MFA option](#). This will allow you to choose an alternative MFA method if you can't access your preferred option (e.g. your mobile phone isn't working or you're away from your landline). This will ensure you can always log in to GovTEAMS when you need to.

### How do I set up my MFA?



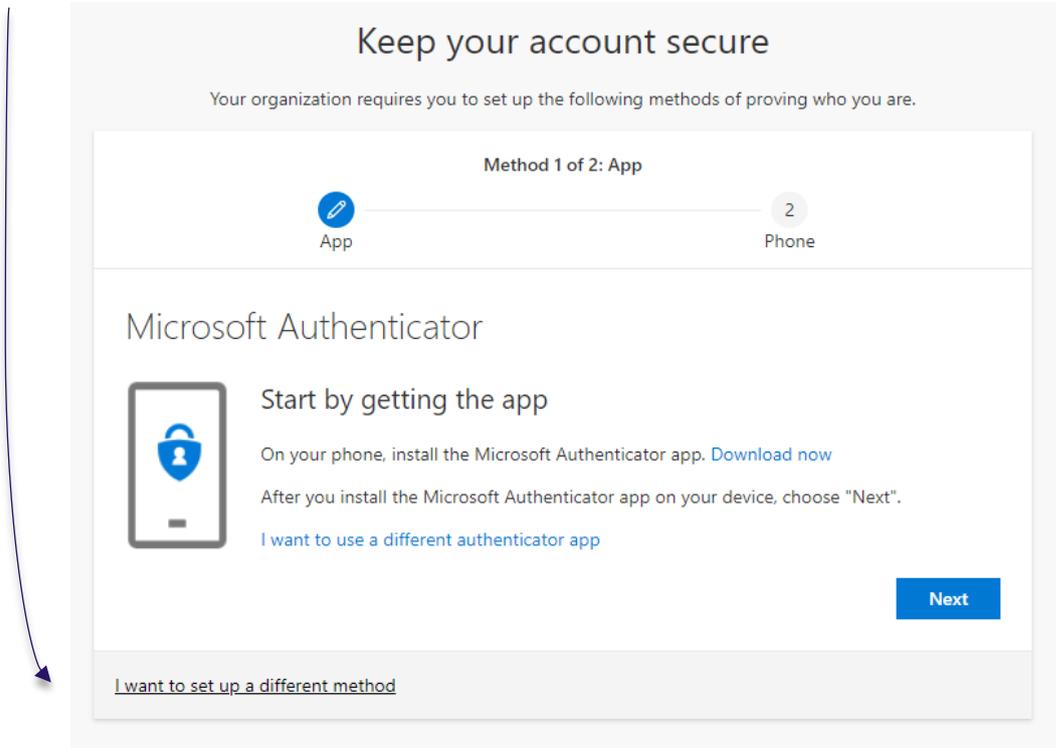
You will be prompted to set up your MFA the first time you log in to GovTEAMS, or following an MFA reset by the GovTEAMS help desk. After entering your username and password, you will be presented with a screen that says 'More information required'. When you see this message, select **Next**.

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The default MFA option for GovTEAMS is the Microsoft Authenticator app. If you would like to:

- use an alternative authentication app; or
- use a different method; or
- you do not have access to your mobile phone in your workplace

Choose 'I want to set up a different method'.



## MFA options

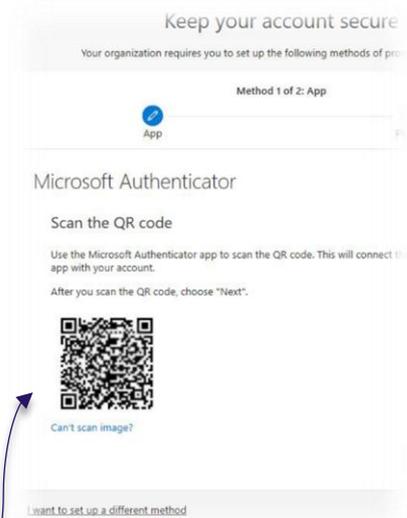
When completing the MFA process you are also nominating your contact details to become **password recovery options** if needed. This combined process allows you to prove your identity and recover your password in the future. When first setting up your MFA you have the option to choose between a **call**, a **text** and a **notification** (via the Microsoft Authenticator app). Please note, although you don't have the option to nominate an email address as an MFA option, you can still use it as a password recovery option. If you wish to do so, please [add it as an option](#) after you have completed the registration process.

Your MFA options are:

## Microsoft Authenticator app

To use this method, you must set up the Microsoft Authenticator app on a mobile phone. You will also need to log in to GovTEAMS on a different device (not your mobile phone) to complete this process. The following steps will refer to that device as 'computer'.

1. Download the app for [android](#) or [iOS](#) on your mobile phone.
2. Open the app and tap the **+** (**plus**) icon, located at the top right of the screen.
3. Select **Work or school account** and allow the app to send you notifications and to access your camera.
4. On your computer, follow through the screens explaining the app download process and select **Next**.
5. A QR code will appear on your computer screen; use your mobile phone to **scan the QR code**.



*Note: The screenshot provided is an example only. You will receive your own QR code.*

6. A test notification will then be sent to your mobile phone to ensure the process is working. When the notification appears on your phone, tap **Approve**.
7. Select **Next** on your computer screen.
8. You will then be asked to enter a phone number as an additional MFA option. You can enter a mobile phone number if you **prefer a text**, or choose between a mobile phone or landline number if you **prefer a call**.
9. Select your area code from the drop down (e.g. Australia +61), enter your preferred phone number, select **Text me a code** or **Call me** and **Next**. This will prompt a test call or text, depending on the option you choose.

**For texts:** Enter the code sent to your phone, select **Next**, then **Next** again and lastly **Done**.

**For calls:** Answer the call and follow the instructions to enter a **hash (#) key**.

10. A '*more information*' screen will show, select **Next**, then **Done**. When the '*stay signed in screen*' shows, select **Yes**.

## Phone authentication (Call or text)

To use this method, you can use a mobile phone number if you **prefer a text**, or choose between a mobile phone or landline number if you **prefer a call**.

**Select your country or region** (e.g. Australia +61) and enter your preferred phone number.

1. Select the method:

- **Send me a code by text message** (mobile phone)
  - Enter the code supplied.
  - Select **Verify** and **Done**.

**OR**

- **Call me** (mobile phone or landline number)
  - An automated service will call you and ask you to press the **hash (#) key**.
  - Select **Done**.

2. You will then be taken to the security information screen where you can set an additional authentication method.

*Note: We recommend setting up [more than one MFA option](#) to give yourself some flexibility when logging in to GovTEAMS, and to avoid relying on just one form of MFA. This will allow you to choose an alternative MFA method if you can't access your preferred option, (e.g. your mobile phone isn't working or you're away from your landline).*

3. Select **Add method** and select your preferred alternative option.

4. Complete the required details, select **Next** and complete the verification.

5. Select **Done**.

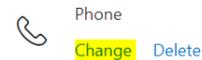
## How do I change an MFA option?

Follow this process if you wish to change the phone number associated with your account. If you wish to change your Microsoft Authenticator app (e.g. to a new phone), you'll need to [remove it](#) and [re-add it](#).

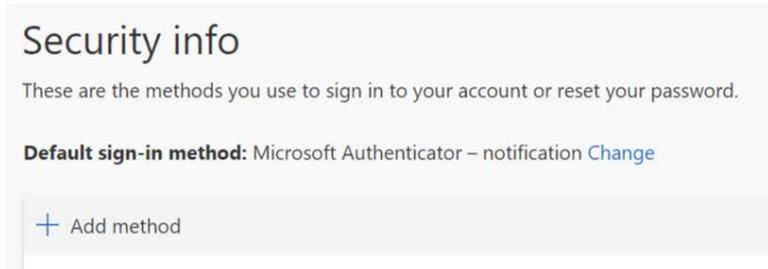
To change an MFA option:

1. Once you have logged into your GovTEAMS account via an internet browser (not via the TEAMS app) and have landed on your dashboard, select **your name** in the top right corner.
2. Select **Change multi-factor authentication option**.
3. Once you have located the MFA option you wish to change, select **Change** and fill out the details required for your new MFA option.
4. Complete the verification step by entering the code that you have been provided via text, or answer the call (if your selected option was call), and select the **hash (#) key** when instructed to.
5. To finalise, select **Next**.

Please check to make sure your **Default sign-in method** is set to your preferred option. If it isn't, select **Change** and choose the method you prefer.



Phone  
Change Delete



Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Microsoft Authenticator – notification [Change](#)

+ Add method

## How do I add an MFA option?

1. Once you have logged into your GovTEAMS account via an internet browser (not via the TEAMS app) and have landed on your dashboard, select **your name** in the top right corner.
2. Select **Change multi-factor authentication option**.
3. Select **Add method**.
4. Once you have chosen an option from the drop down menu, select **Add**.

**For the Microsoft Authenticator app**, select **Authenticator app** from the drop down list and [follow the process to set up the Microsoft Authenticator app](#).

**For a phone call or text:**

5. Fill out the details required for your new MFA option.
6. Complete the verification step by entering the code that you have been provided via text, or if your chosen MFA option was by phone, answer the call and select the **hash (#) key** when instructed to.
7. To finalise, select **Next**.

Which method would you like to add?



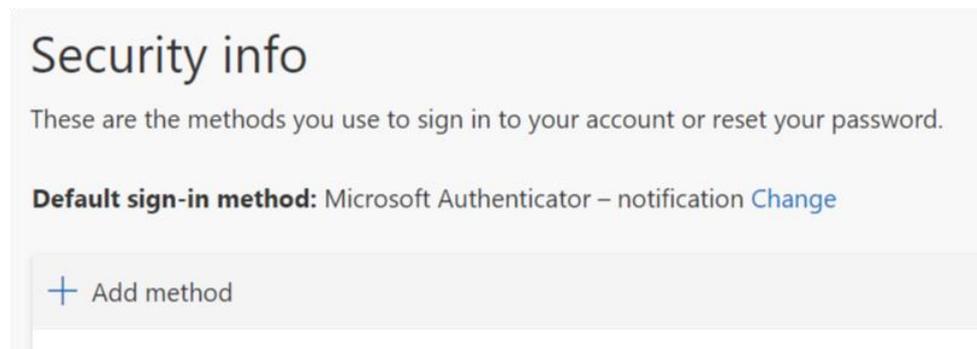
Alternative phone

Authenticator app

Alternative phone

Email

Please check to make sure your **Default sign-in method** is set to your preferred option. If it isn't, select **Change** and choose the method you prefer.



*Note: **Email is not a valid method for MFA.** Security info methods can be used as MFA when signing in or as part of the password recovery process. From this screen you can add 'email' as a nominated method however this will only be valid for the password recovery process.*

## How do I remove an MFA option?

1. Once you have logged into your GovTEAMS account via an internet browser (not via the TEAMS app) and have landed on your dashboard, select **your name** in the top right corner.
2. Select **Change multi-factor authentication option.**
3. Once you have located the MFA option you wish to remove, select **Delete.**
4. A screen will show saying: 'Are you sure you would like to delete this method?'
5. To finalise, select **OK.**



## How do I reset my MFA options?

You can [remove](#), [add](#) and/or [change](#) your MFA options by following the processes outlined in this guide. If following any of these processes leads to an error, please send a screen shot of the error you're receiving to the GovTEAMS help desk via the [Contact Us](#) form.