# MULTI-FACTOR AUTHENTICATION (MFA) GUIDE

## Information Security

Version 3

### DEFINITION

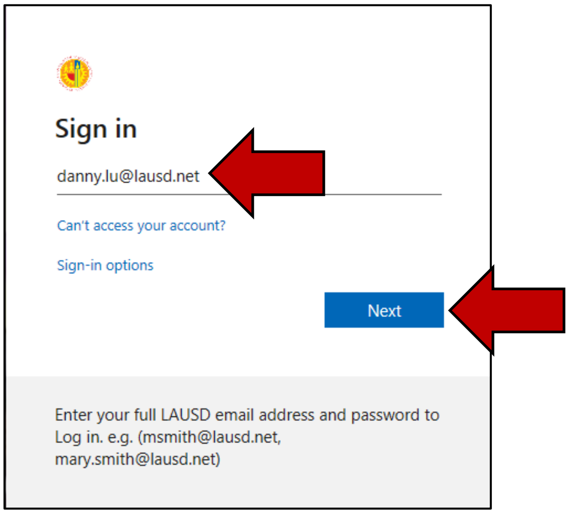
Multi-Factor Authentication (MFA) is a method of authenticating your account with something you have and something you know. An example would be your SSO account password, and a code sent to your mobile phone. Enabling MFA increases the security of your account and helps prevent it from being compromised.

### PURPOSE

To increase the District's security posture, MFA will add a layer of protection to your Single Sign-On (SSO) account. MFA helps protect against unauthorized access such as phishing attacks, social engineering, and brute force attacks.

## 1. REGISTER FOR MULTI-FACTOR AUTHENTICATION (MFA) ACCOUNT

Go to the https://aka.ms/mfasetup. You will then be taken to the Microsoft Online Sign in screen. Enter your full LAUSD **email address** and click **next**.

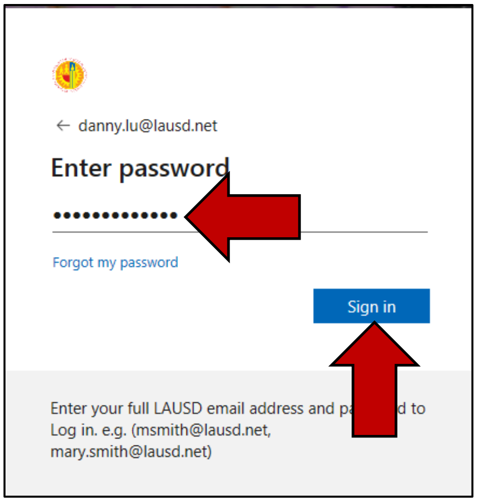


Sign in

danny.lu@lausd.net

Enter your full LAUSD email address and password to Log in. e.g. (msmith@lausd.net, mary.smith@lausd.net)

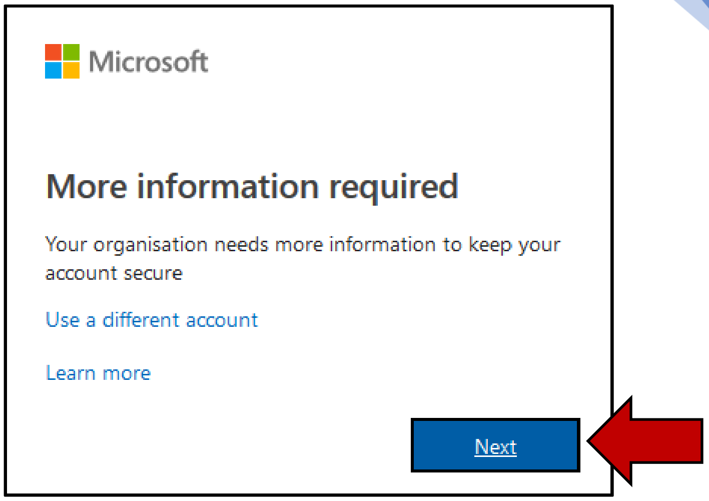
Enter your LAUSD email **password** and click **Sign in**. Next, you will receive a new window for **More information required**. Click on **Next**.


← danny.lu@lausd.net

Enter password

•••••••••••••

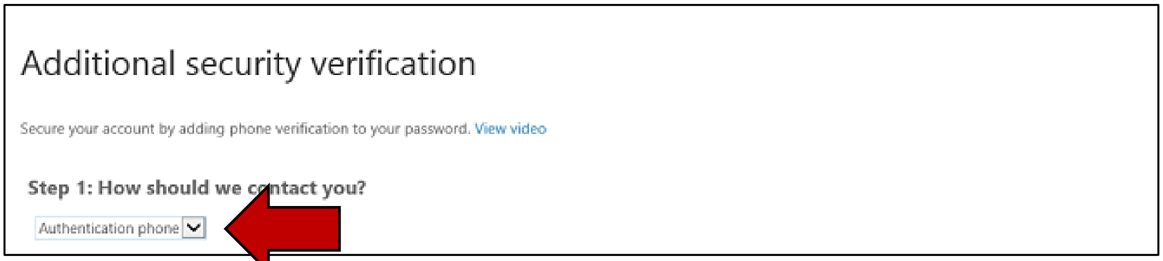
Enter your full LAUSD email address and pa d to Log in. e.g. (msmith@lausd.net, mary.smith@lausd.net)



More information required

Your organisation needs more information to keep your account secure

The **Additional security verification** page will appear.


Additional security verification

Secure your account by adding phone verification to your password. View video

Step 1: How should we contact you?

Authentication phone

In the enrollment process, you will be able to specify your preferred method to verify your identity **(choose only ONE method).** This can be any of the following options listed in the table below.

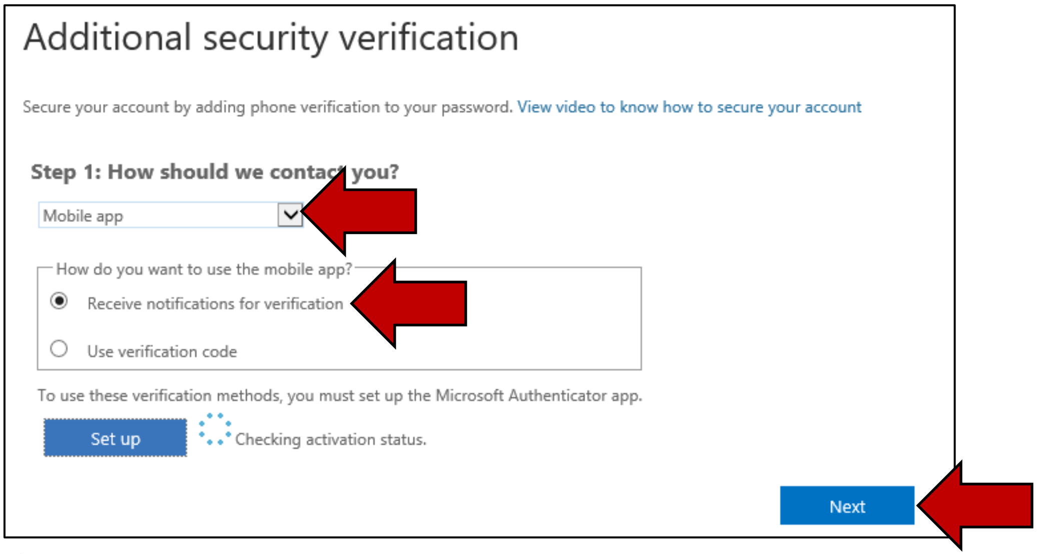
| Method | | Description |
|---|---|---|
| 1 | Mobile App **(RECOMMENDED)** | Pushes a notification to the Microsoft Authenticator mobile app on the user's smartphone or tablet. The user taps Verify in the app to authenticate. |
| 2 | Mobile Phone Call **(Default)** | Places an automated voice call to the authentication phone number. The user answers the call and presses # in the phone keypad to authenticate. |
| 3 | Mobile Phone Text Message | Sends a text message containing a verification code to the user. The user is prompted to either reply to the text message with the verification code or to enter the verification code into the sign-in interface. |

For additional information, you may access the Microsoft page: https://docs.microsoft.com/en-us/enterprise-mobility-security/solutions/fasttrack-how-to-enroll-in-mfa#mobile-phone

## Method 1: Mobile App (RECOMMENDED)

In the **Additional security verification** page. Under **Step 1: How should we contact you?** select **Mobile app**.

Check the **Receive notifications for verification** and click **Next**.



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?

Mobile app

How do you want to use the mobile app?

● Receive notifications for verification

○ Use verification code

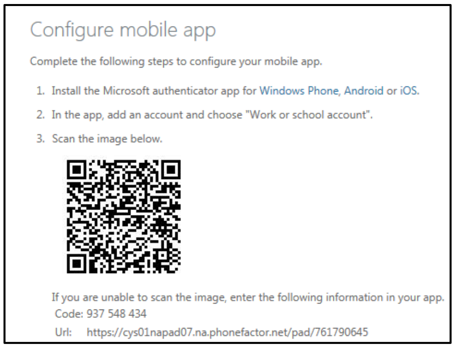
To use these verification methods, you must set up the Microsoft Authenticator app.

*Figure 1.*

This will start the configuration for your account to use the mobile application. You will see a QR code you have to scan with your phone to setup the app. (Figure 2)

On your mobile device, open the App Store (Apple iOS) or Google Play store (Android) app and search for **Microsoft Authenticator**. (Figure 3)

Download the **Microsoft Authenticator** application.



Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.

If you are unable to scan the image, enter the following information in your app.
Code: 937 548 434
Url: https://cys01napad07.na.phonefactor.net/pad/761790645

*Figure 2*

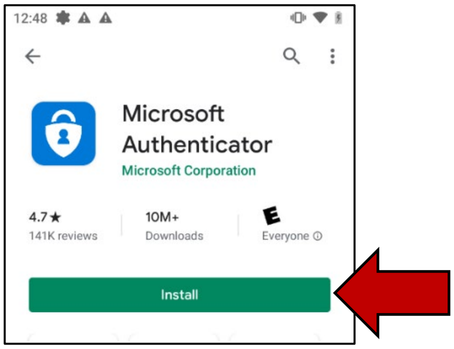
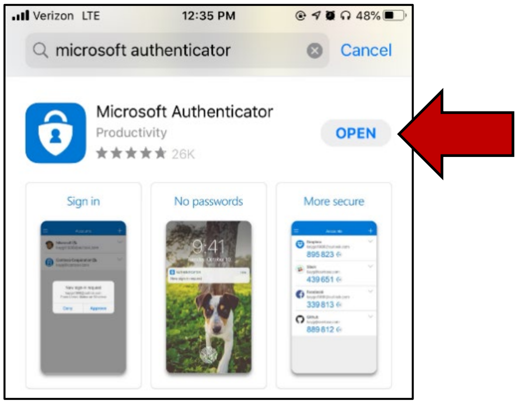


*Figure 3*

Open the **Microsoft Authenticator** mobile application. (Figure 4)

In the **Microsoft Authenticator** mobile application, press **Add account**. (Figure 5)



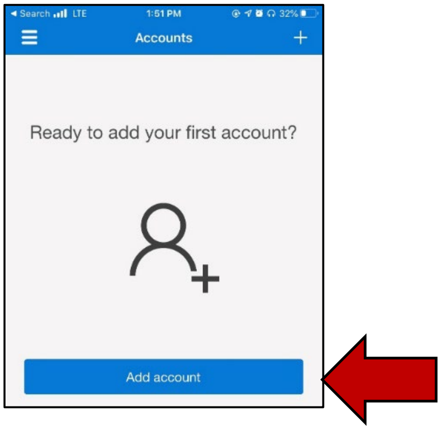


*Figure 4*

*Figure 5*

Next, press **Work or school account**. (Figure 6)

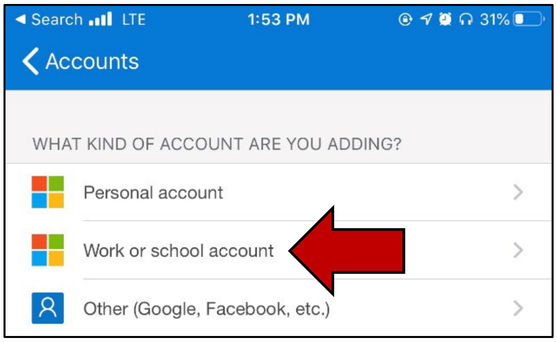
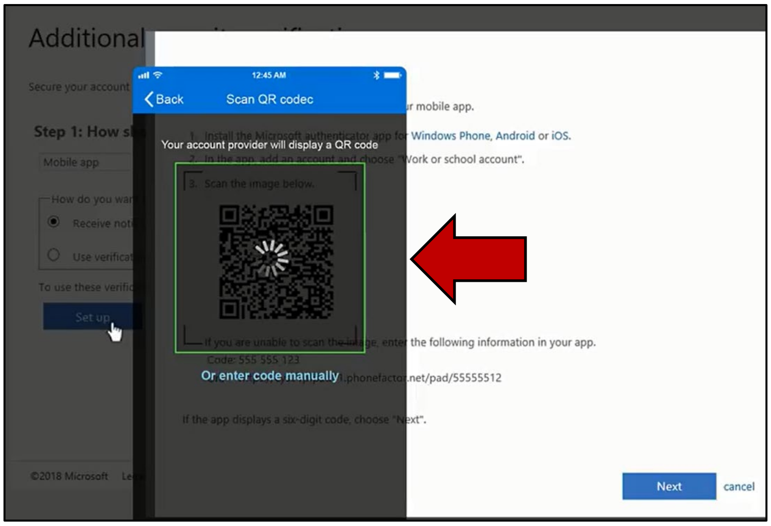

Search LTE
1:53 PM
31%
Accounts
WHAT KIND OF ACCOUNT ARE YOU ADDING?
Personal account
Work or school account
Other (Google, Facebook, etc.)

*Figure 6*

This will open the camera on your phone to scan the QR code on your computer screen.


Additional

Secure your account

Step 1: How s

Mobile app

How do you wa

● Receive not

○ Use verificat

To use these verifi

Set up

©2018 Microsoft Le

12:45 AM

Back

Scan QR codec

Your account provider will display a QR code

r mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.

2. In the app, add an account and choose "Work or school account".

3. Scan the image below.

If you are unable to scan the image, enter the following information in your app.

Code: 555 555 123

Or enter code manually

.phonefactor.net/pad/55555512

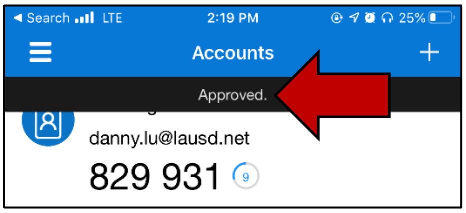
If the app displays a six-digit code, choose "Next".

Next

cancel

*Figure 7*

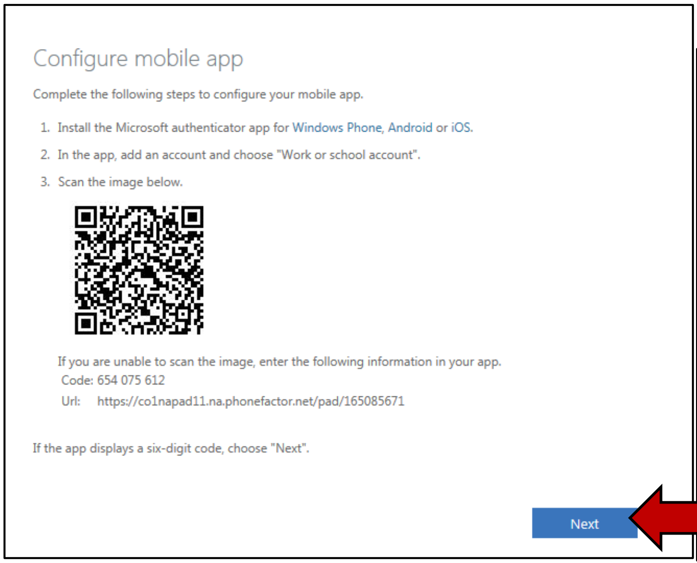
When the account has been added, the **Microsoft Authenticator** app will display an **Approved** message. On the browser screen, click **Next**. The system will then send a notification to your phone to approve the sign-in.   Press **Approve**.



Approved.

danny.lu@lausd.net

829 931



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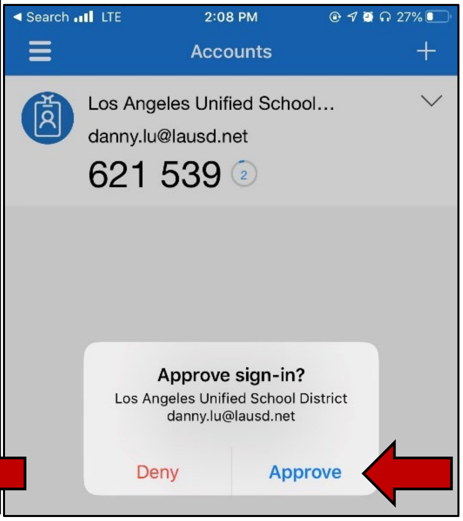
3. Scan the image below.

If you are unable to scan the image, enter the following information in your app.
Code: 654 075 612
Url: https://co1napad11.na.phonefactor.net/pad/165085671

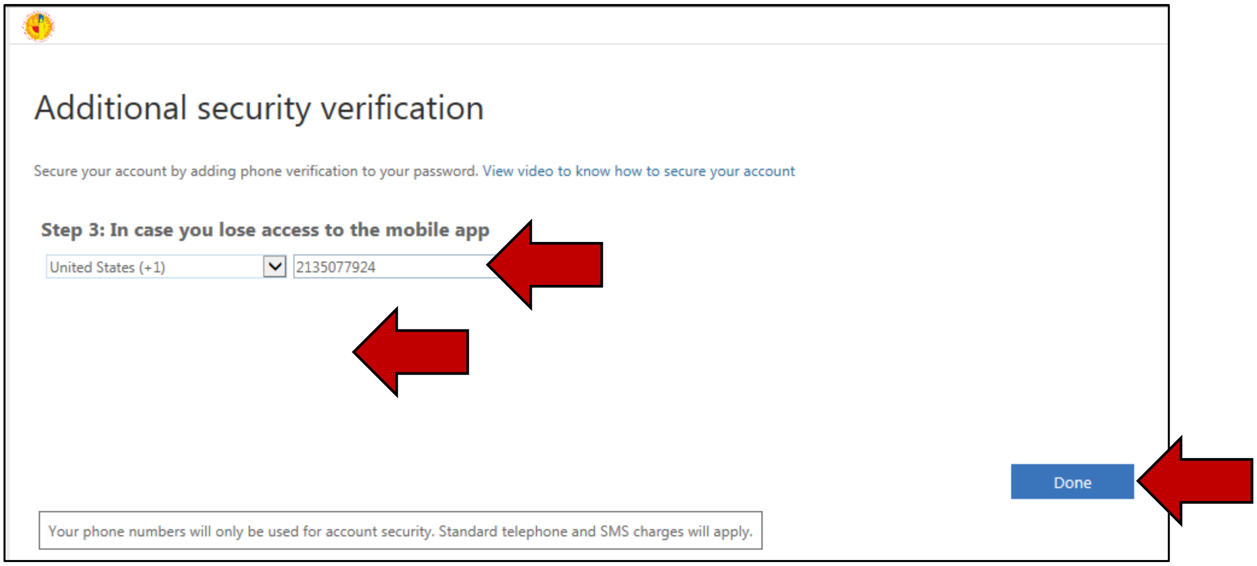
If the app displays a six-digit code, choose "Next".



Los Angeles Unified School…
danny.lu@lausd.net
621 539

Approve sign-in?
Los Angeles Unified School District
danny.lu@lausd.net

Last, enter a **phone number** in case you lose your mobile application.  Click **Done** when finish.



Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 3: In case you lose access to the mobile app

United States (+1) 2135077924

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

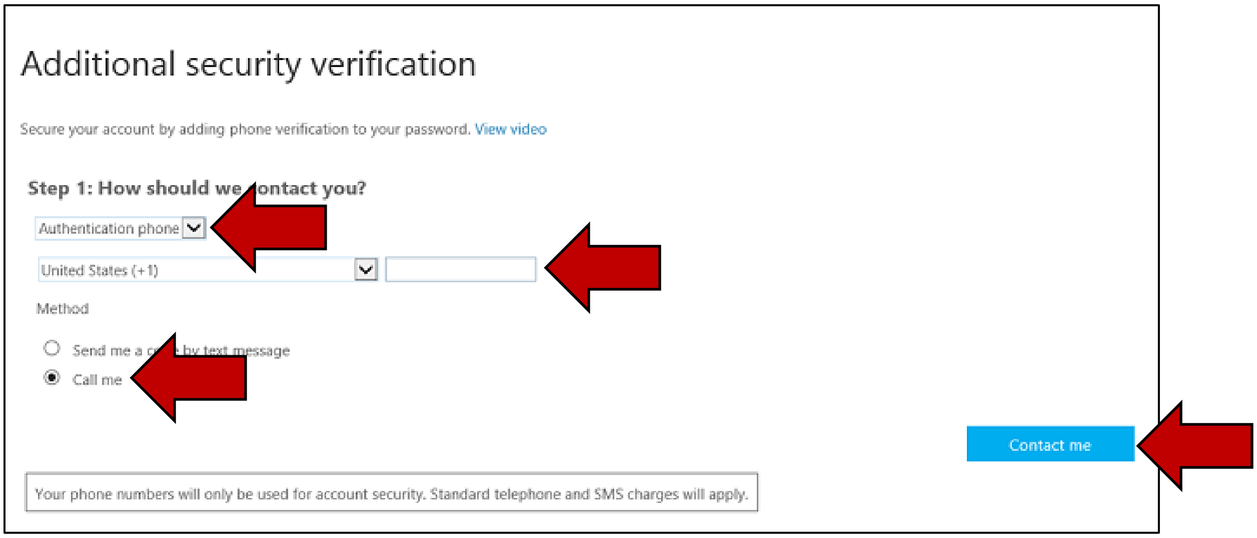
Congratulations!  You are now configured to MFA through the mobile app method.

## Method 2: Mobile Phone Call

In the **Additional security verification** page.  Under **Step 1: How should we contact you?** select **Authentication phone**.

In the **country or region** box, select **United States (+1)**.  In the box next to the country or region box, type your **10-digit mobile phone number** (include the area code – no dashes).

Select **Call me** as the method and click the **Next** button.



Additional security verification

Secure your account by adding phone verification to your password. View video

Step 1: How should we contact you?

Authentication phone

United States (+1)

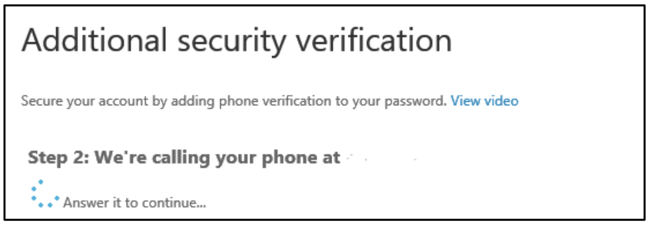
Method

○ Send me a code by text message

● Call me

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

Next, you will receive a phone call from a **1-855-XXX-XXXX** number to confirm the request.



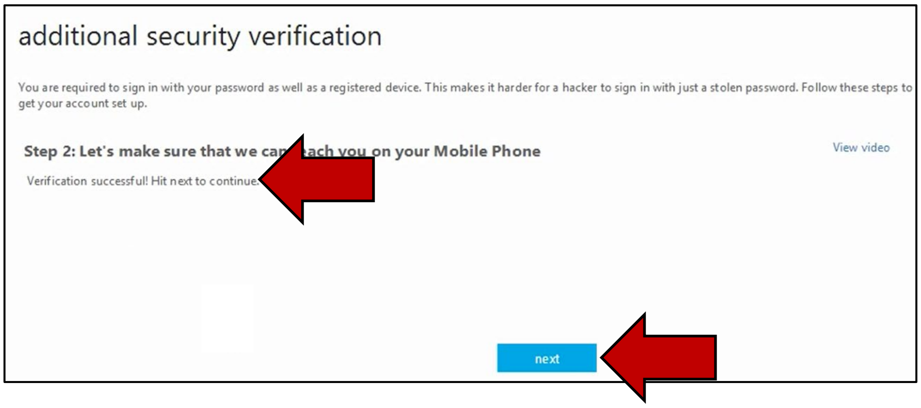
Additional security verification

Secure your account by adding phone verification to your password. View video

Step 2: We're calling your phone at

Answer it to continue...

The automated message will request you to **Press # key** to finish your verification.  Once you have verified the request, the browser page will display **Verification successful!** Click the **next** button to complete the setup.



additional security verification

You are required to sign in with your password as well as a registered device. This makes it harder for a hacker to sign in with just a stolen password. Follow these steps to get your account set up.

Step 2: Let's make sure that we can reach you on your Mobile Phone

Verification successful! Hit next to continue.

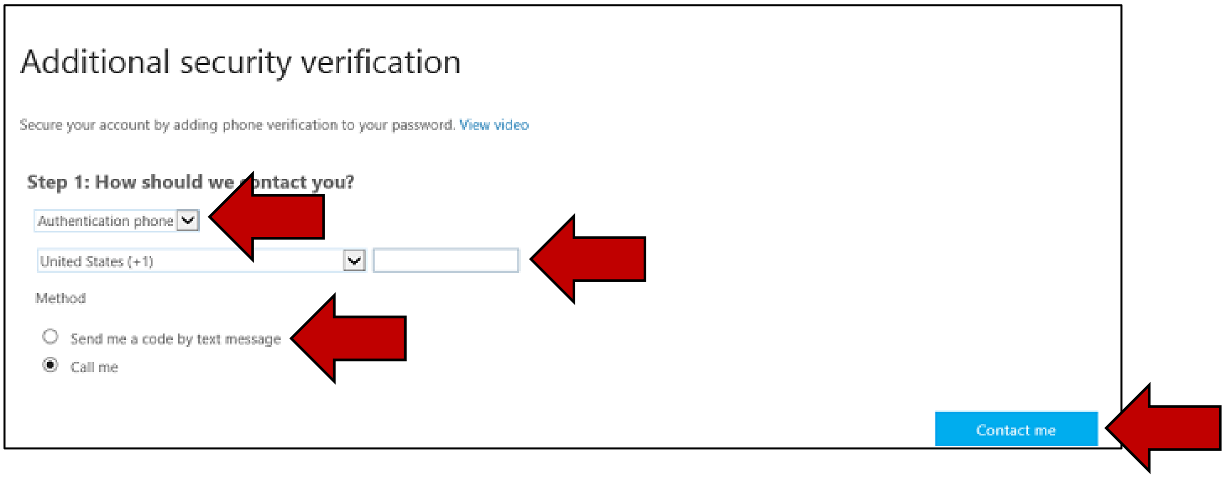
Congratulations!  You are now configured to MFA through the mobile phone call method.

## Method 3: Mobile Phone Text Message

In the **Additional security verification** page. Under **Step 1: How should we contact you?** select **Authentication phone**.

In the **country or region** box, select **United States (+1)**. In the box next to the country or region box, type your **10-digit mobile phone number** (include the area code – no dashes).

Select **Send me a code by text message** as the method and click the **Next** button.



Additional security verification

Secure your account by adding phone verification to your password. View video

Step 1: How should we contact you?

Authentication phone

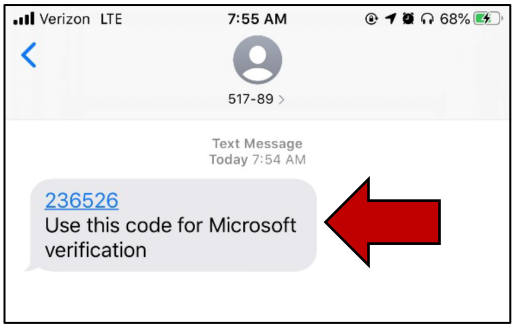
United States (+1)

Method

○ Send me a code by text message

● Call me

A 6-digit code will be texted to you. Enter this code in the box that is displayed in the browser.

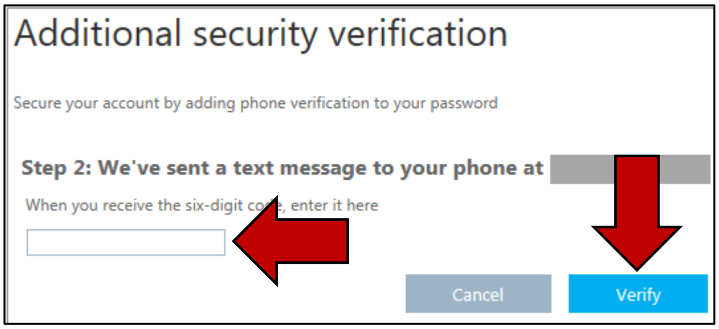


Verizon LTE 7:55 AM 68%

517-89 >

Text Message
Today 7:54 AM

236526
Use this code for Microsoft verification



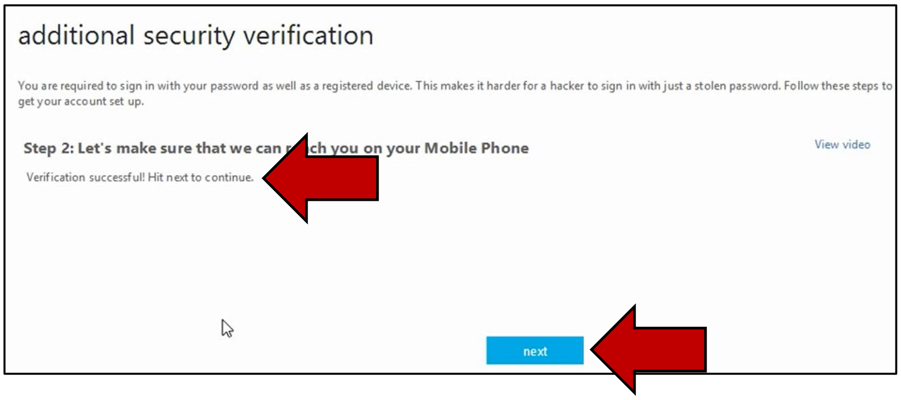
Additional security verification

Secure your account by adding phone verification to your password

Step 2: We've sent a text message to your phone at [redacted]

When you receive the six-digit code, enter it here

Once you have verified the request, the browser will display **Verification successful!** Click the **next** button to complete the setup.



additional security verification

You are required to sign in with your password as well as a registered device. This makes it harder for a hacker to sign in with just a stolen password. Follow these steps to get your account set up.

Step 2: Let's make sure that we can reach you on your Mobile Phone

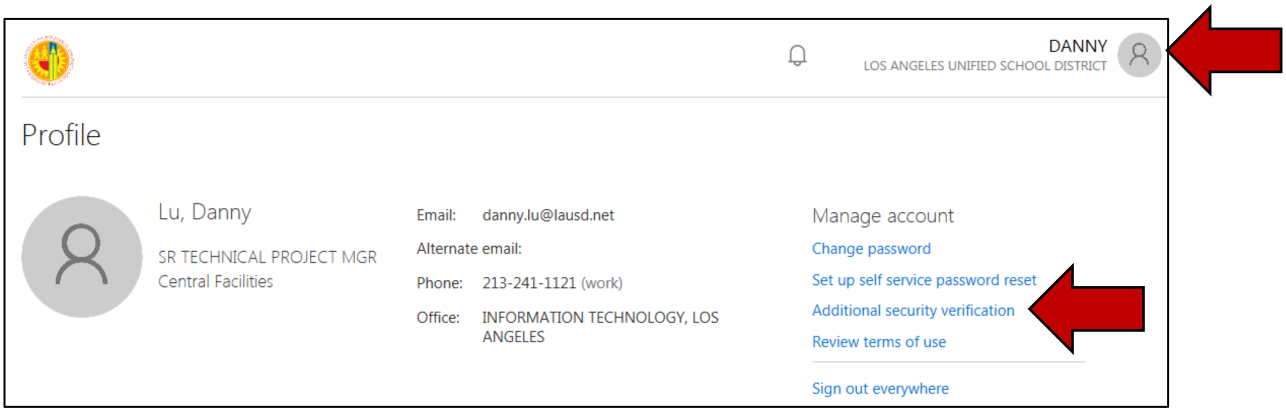
View video

Verification successful! Hit next to continue.

Congratulations! You are now configured to MFA through the mobile phone text message method.

## OPTIONAL: CHANGE SECURITY VERIFICATION METHOD

If you want to review or make changes to your security verification information, click on **Additional security verification** under the **manage account** profile. If you have already closed your browser, you can access your profile page here: https://account.activedirectory.windowsazure.com/r/#/profile



DANNY
LOS ANGELES UNIFIED SCHOOL DISTRICT

Profile

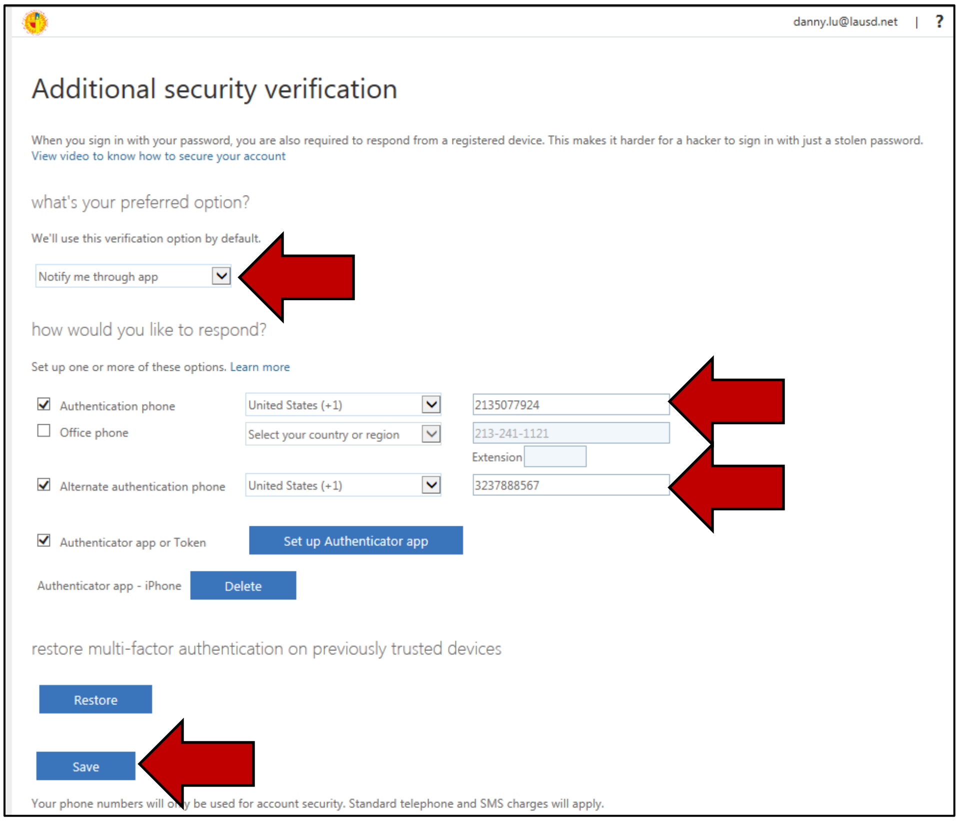
Lu, Danny

SR TECHNICAL PROJECT MGR
Central Facilities

Email: danny.lu@lausd.net
Alternate email:
Phone: 213-241-1121 (work)
Office: INFORMATION TECHNOLOGY, LOS ANGELES

Manage account
- Change password
- Set up self service password reset
- Additional security verification
- Review terms of use
- Sign out everywhere

You will be taken to the **Additional security verification** page. In this page, you can update the verification option, authentication phone number or alternate authentication phone number. Press the **Save** button to confirm the request.



danny.lu@lausd.net | ?

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
View video to know how to secure your account

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. Learn more

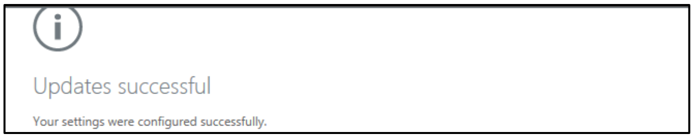
|  |  |  |
|---|---|---|
| ☑ Authentication phone | United States (+1) | 2135077924 |
| ☐ Office phone | Select your country or region | 213-241-1121<br>Extension |
| ☑ Alternate authentication phone | United States (+1) | 3237888567 |
| ☑ Authenticator app or Token | Set up Authenticator app | |
| Authenticator app - iPhone | Delete | |

restore multi-factor authentication on previously trusted devices

Restore

Save

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



Updates successful

Your settings were configured successfully.

Should you have any questions on this guide or have issues connecting to VPN and/or accessing District Applications after connecting, please contact the ITD Helpdesk at 213-241-5200 or the ITD Helpdesk Chat (Monday-Friday, 7:00am-4:00pm) at https://achieve.lausd.net/chat.