MULTI-FACTOR AUTHENTICATION (MFA) GUIDE

Information Security

Version 3

DEFINITION

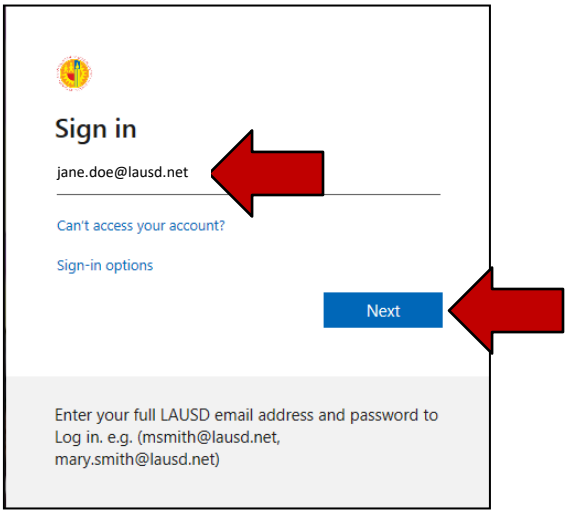
Multi-Factor Authentication (MFA) is a method of authenticating your account with something you have and something you know. An example would be your SSO account password, and a code sent to your mobile phone. Enabling MFA increases the security of your account and helps prevent it from being compromised.

PURPOSE

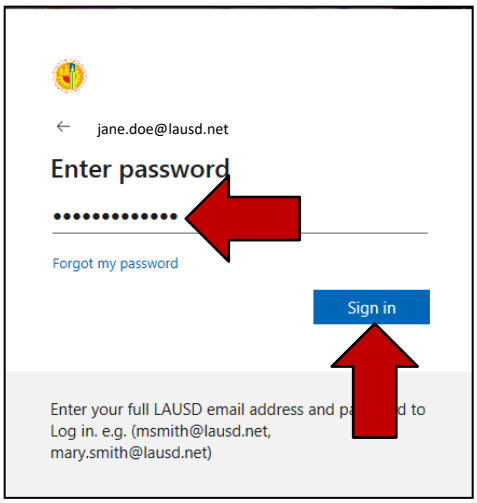
To increase the District's security posture, MFA will add a layer of protection to your Single Sign-On (SSO) account. MFA helps protect against unauthorized access such as phishing attacks, social engineering, and brute force attacks.

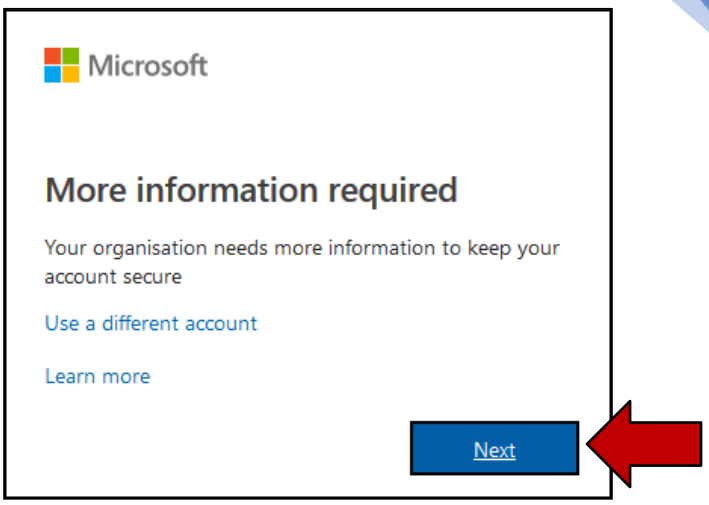
1. REGISTER FOR MULTI-FACTOR AUTHENTICATION (MFA) ACCOUNT

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**.



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





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

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**.

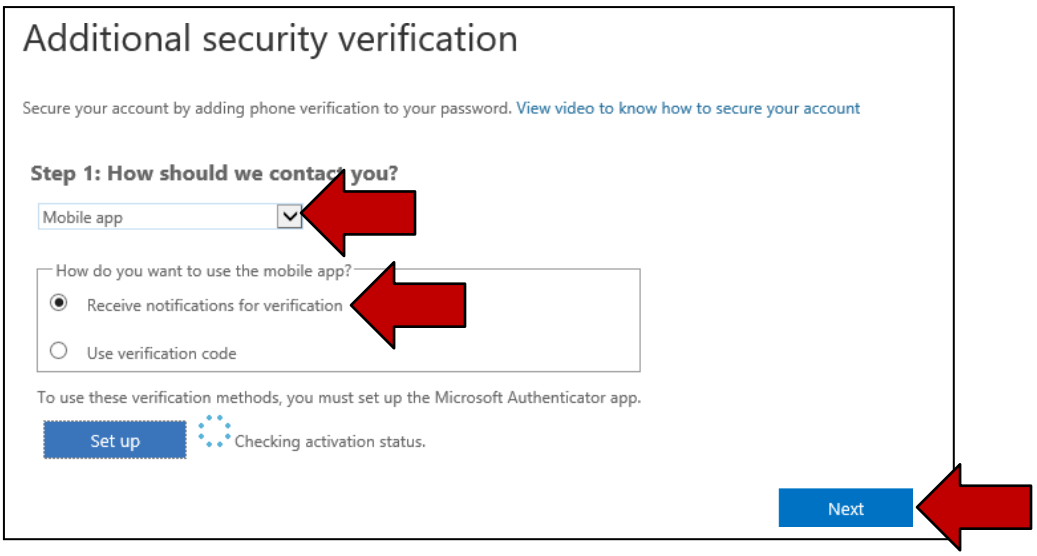


Figure 1.

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.

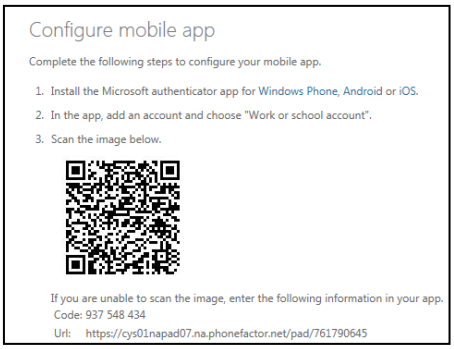


Figure 2

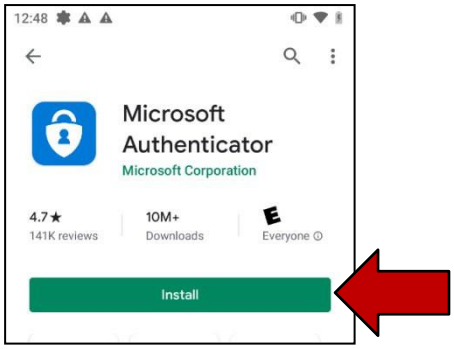


Figure 3

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

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

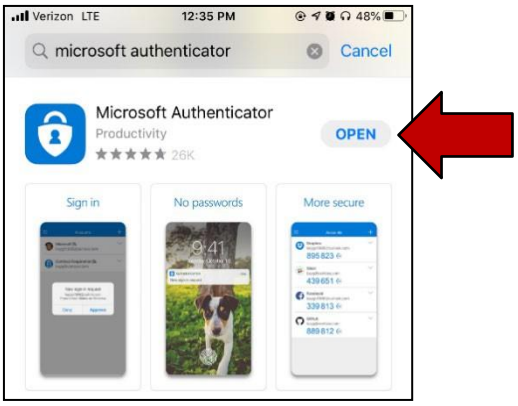


Figure 4

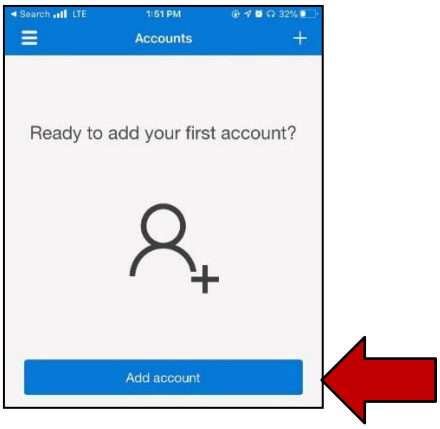


Figure 5

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

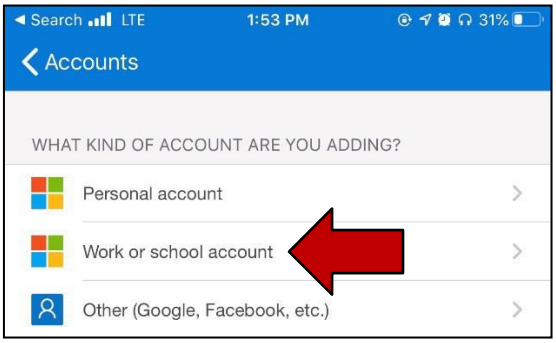


Figure 6

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

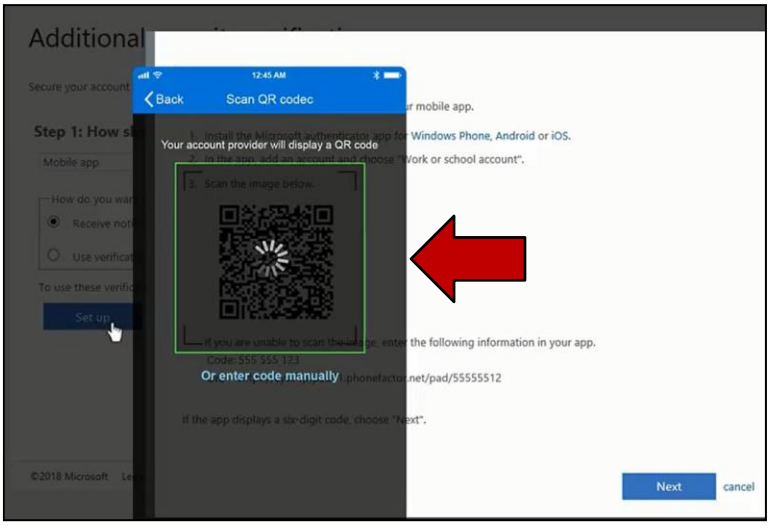
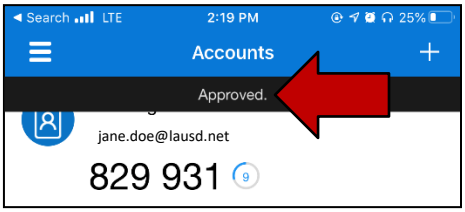
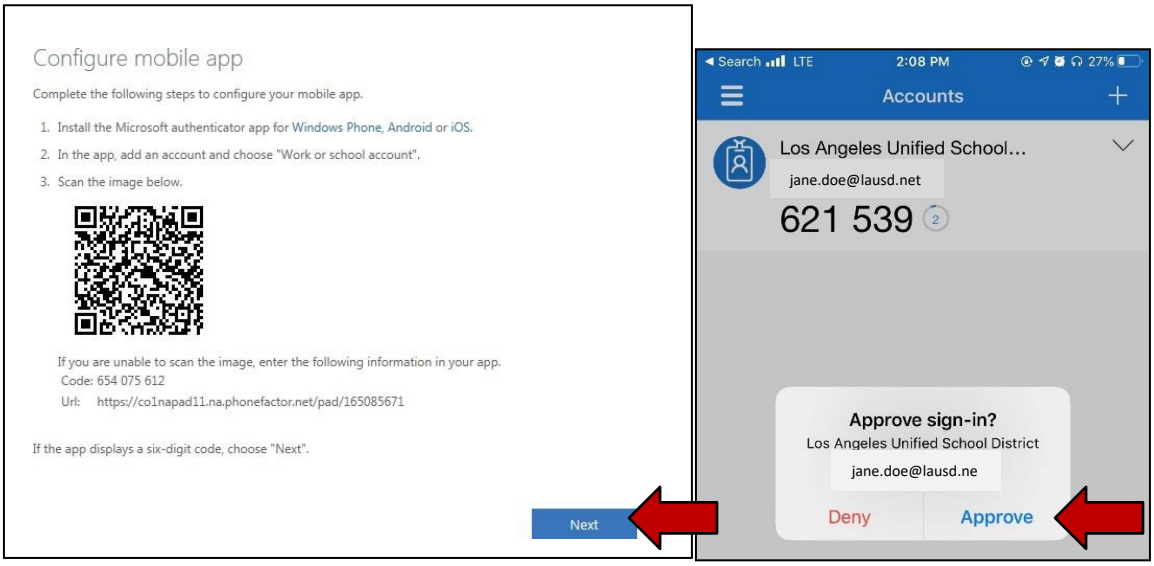


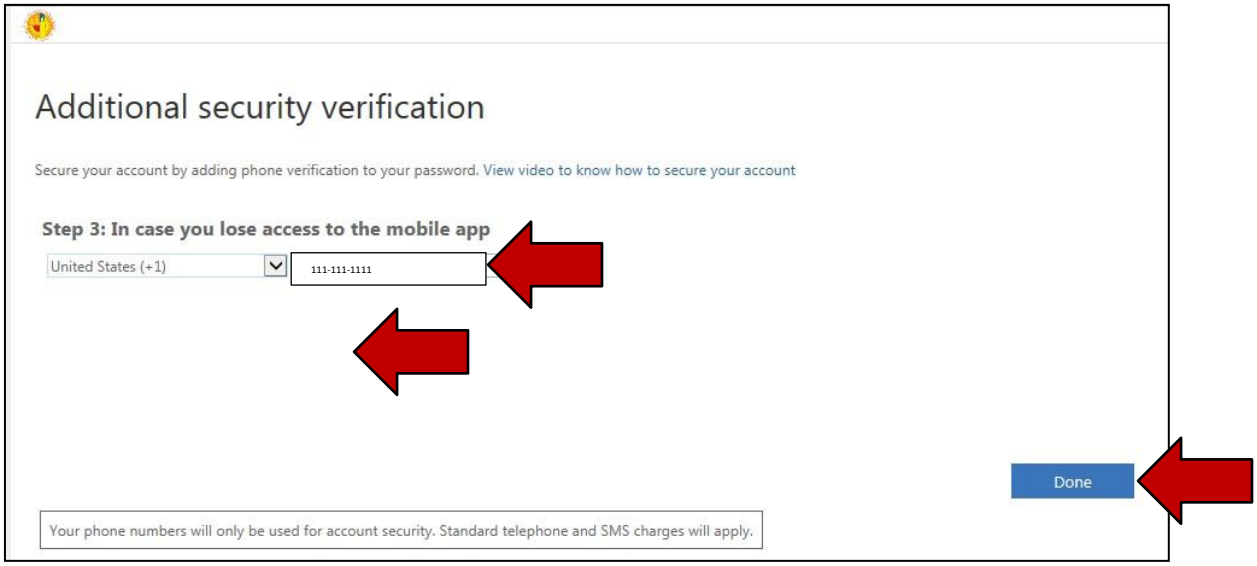
Figure 7

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**.





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



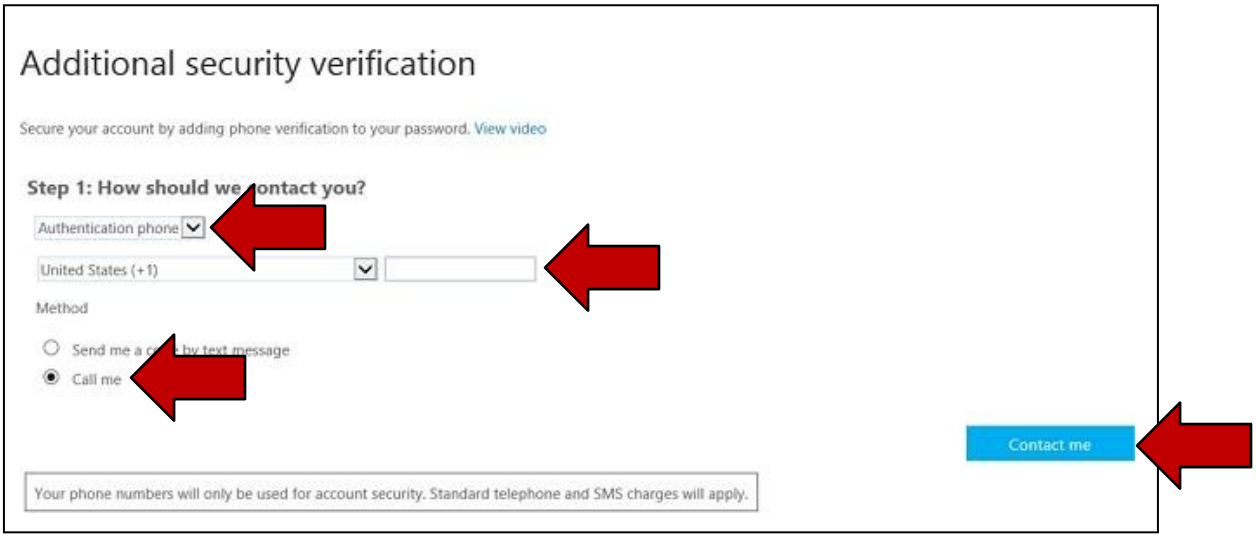
Congratulations! You are now configured to MFA through the mobile app method.

Method 2: Mobile Phone Call

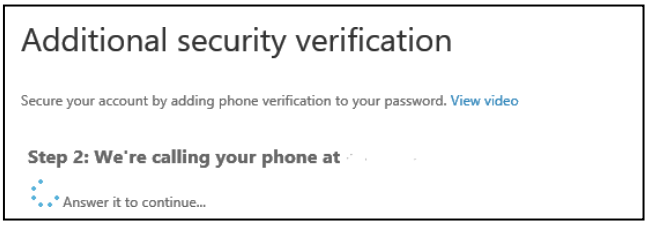
In the **Additional security verification** page. Under **Step 1: How should we contact you?** select **Authentication phone**.

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).

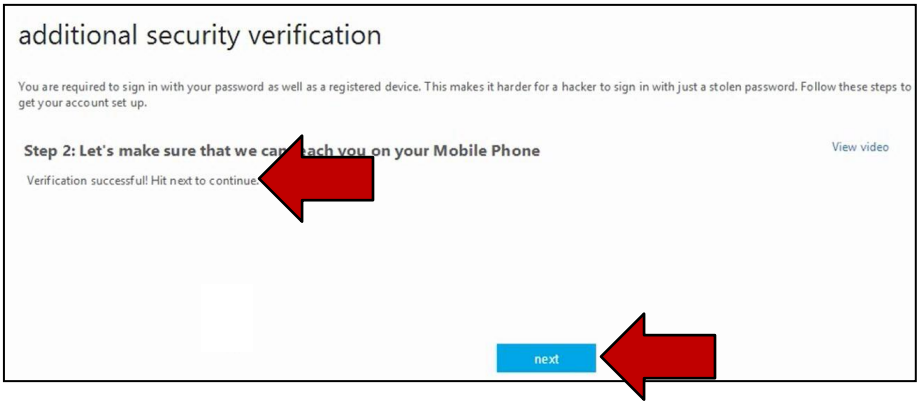
Select **Call me** as the method and click the **Next** button.



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



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.



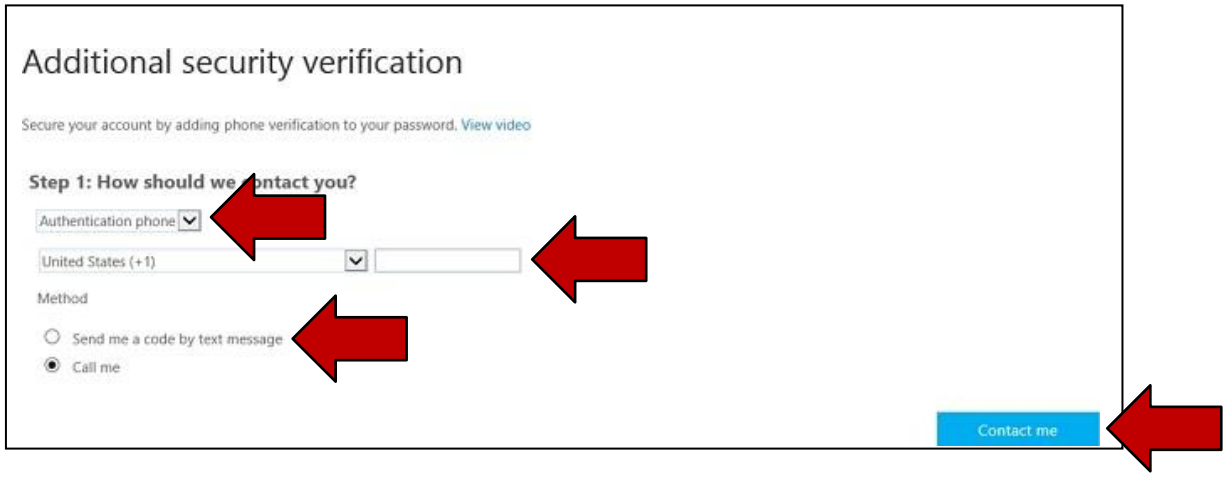
Congratulations! You are now configured to MFA through the mobile phone call method.

Method 3: Mobile Phone Text Message

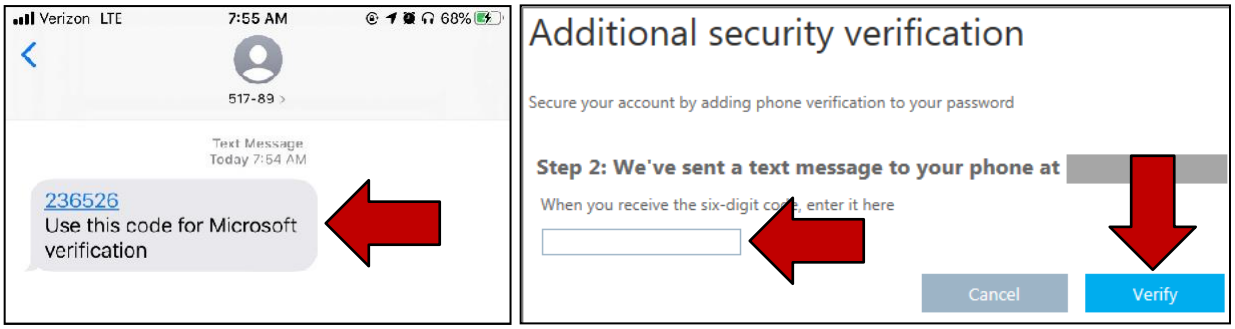
In the **Additional security verification** page. Under **Step 1: How should we contact you?** select **Authentication phone**.

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).

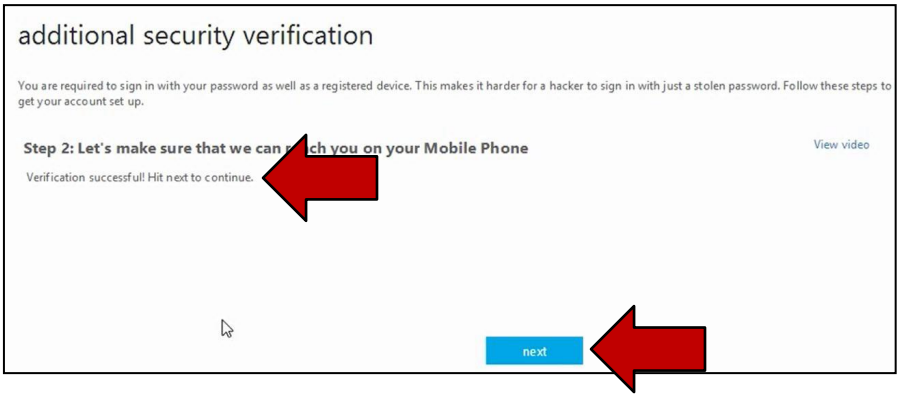
Select **Send me a code by text message** as the method and click the **Next** button.



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



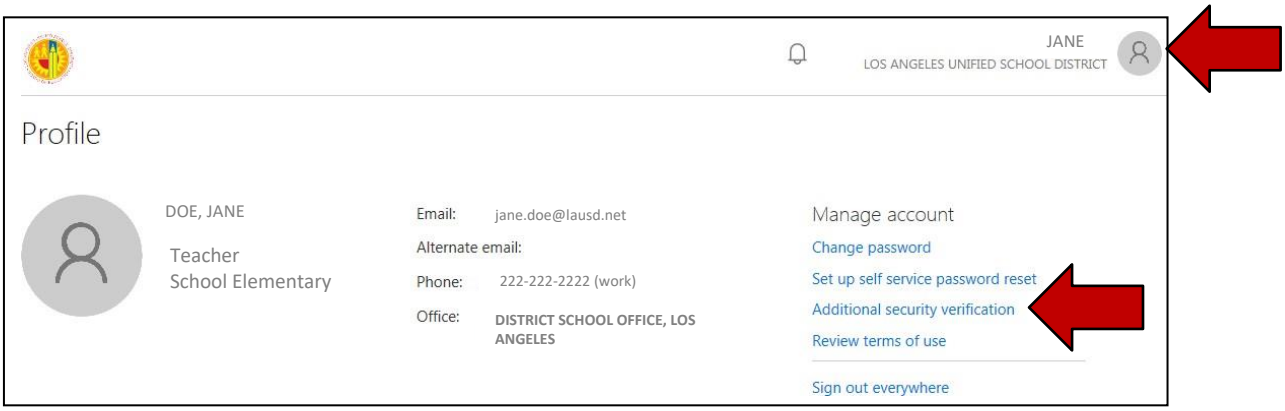
Once you have verified the request, the browser will display **Verification successful!** Click the **next** button to complete the setup.



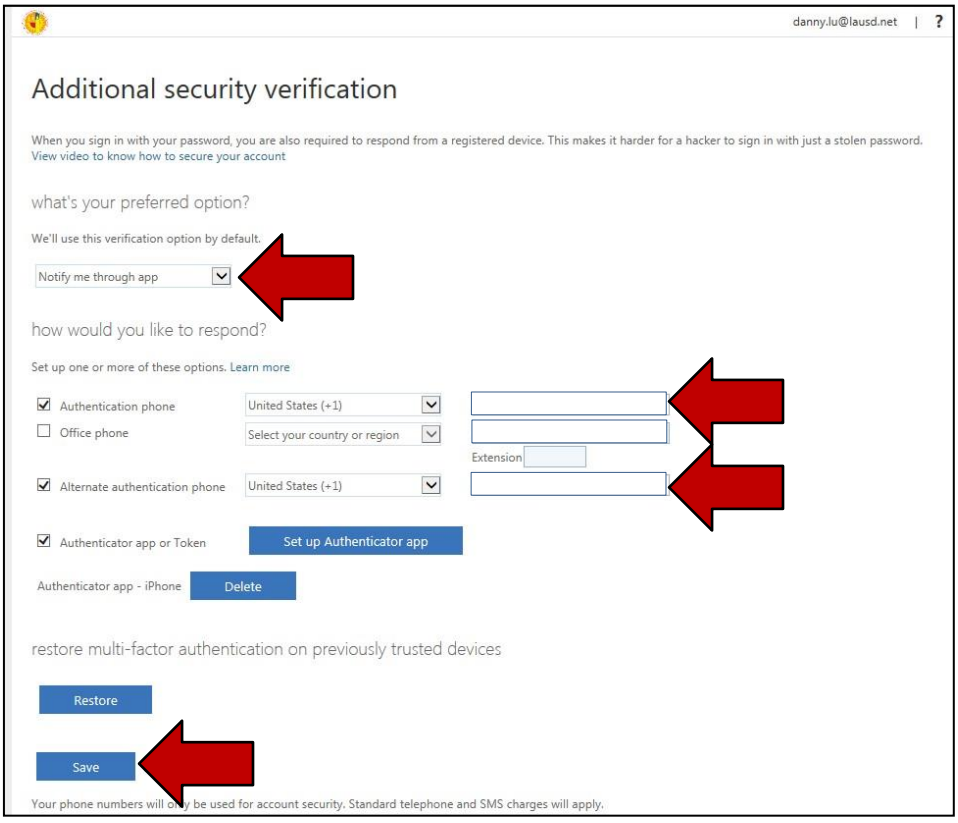
Congratulations! You are now configured to MFA through the mobile phone text message method.

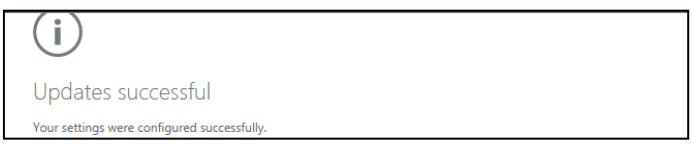
OPTIONAL: CHANGE SECURITY VERIFICATION METHOD

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



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.





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.