Multi Factor Authentication (MFA) Guide

What is MFA and why do I need it?

To make working remotely as safe and secure as possible, we need to ensure that we continuously improve and maintain our security in order to protect our information and data.

Two Factor Authentication, also known as Multifactor Authentication (MFA), is an industry standard tool recommended by security experts worldwide, that provides an additional layer of authentication over and above a standard username and password.

Many on-line banking and government gateway services already use this type of security feature so you may already be familiar with how it works.

It simply means that in addition to a username and password, you must also verify who you say you are by using an additional authenticating factor (eg. by responding to a notification or text message sent to a mobile device or phone). This is why it's called MFA.

You will need to register for MFA if you want to use any device, other than your work supplied PC, laptop or Yoga to access your Lancashire County Council files, e-mails and systems, including all the new Microsoft 365 applications. This includes both personal devices and those supplied by LCC, as the mobile nature of the device puts them at greater risk of being lost or stolen.

What do I do?

You are advised to use your laptop or PC to follow this guide and register for MFA as this will make the process much simpler. You will also need your mobile device (phone, Ipad etc) to support completing registration so please have that close by as you begin.

Registering to use the Microsoft Authenticator App

Step 1

Download the Microsoft Authenticator app from either the Apple App store or the Android Playstore, onto the mobile device of your choice (this can be either a corporate or personal device.) The icon for the app looks like this:

Once you have downloaded this app do not open it. Please keep your mobile device close by as you will need it shortly.

Now please click on this link (or navigate to https://aka.ms/MFASetup) to access the multi-factor enrolment portal.
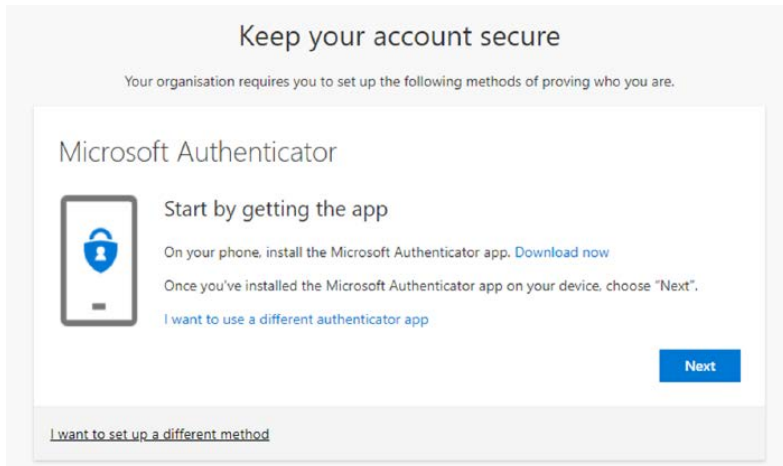
Step 2

On opening the link you will be asked to sign in. Use your LCC e-mail address to do this: e.g. John.Doe@lancashire.gov.uk then click the NEXT button.

Step 3

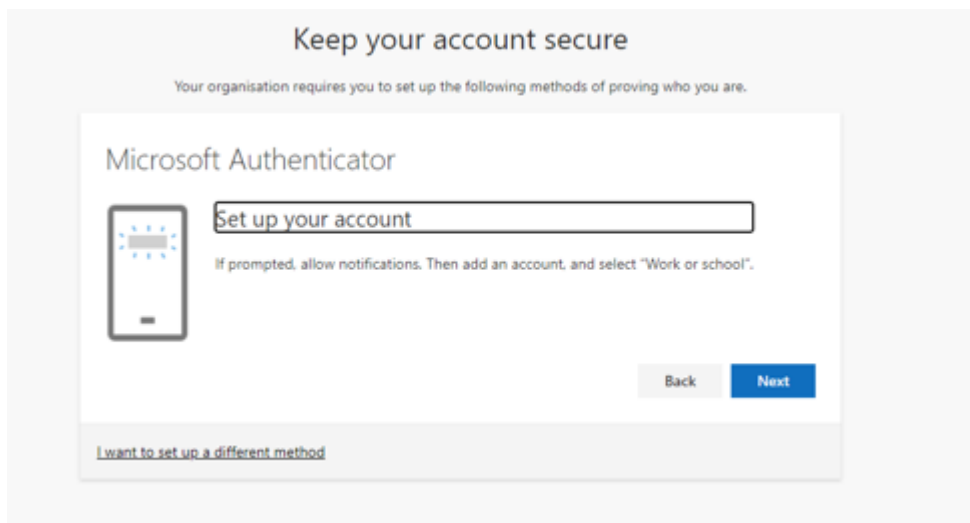You will then be asked to enter your password. Enter your corporate network (AD) password and then click on Sign In

You will then be presented with a screen that looks like this:

Please now click the NEXT button.

Step 4.

You will then be presented with this screen:


Do not click NEXT yet!

Open the Microsoft authenticator app that you have just downloaded on your mobile device.

If prompted, please accept notifications. You should then find that a QR code scanner presents itself on the screen of your mobile device. You will need this in a moment.

Step 5

Return to your laptop/PC or other device screen and click NEXT.

You will then be presented with the following screen:
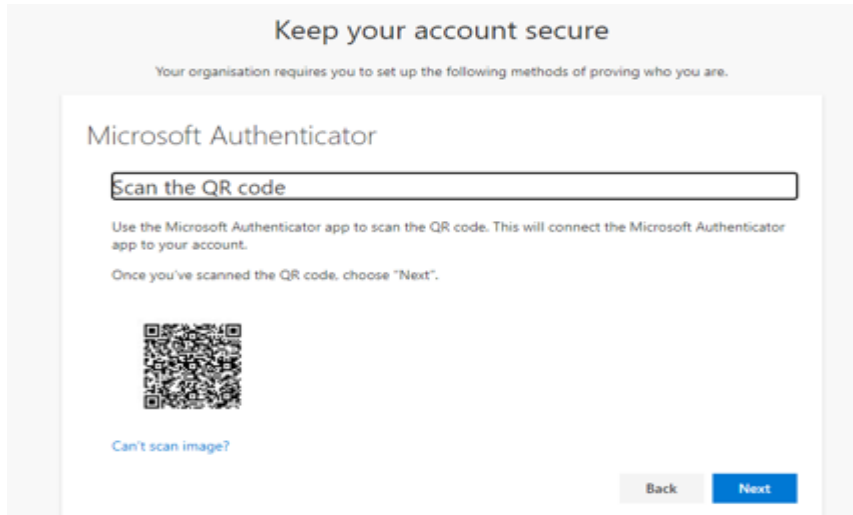
Use the authenticator app on your mobile device to scan the QR code that is on the screen. Hold your mobile device up to the code on screen and the app will scan it. Once the code has been scanned go back to the screen on your laptop/PC or other device and click NEXT.

(*You do not scan the QR code in this guide that is pictured above! The QR code that is presented to you via the enrolment portal is unique to you and you need this to complete your registration)
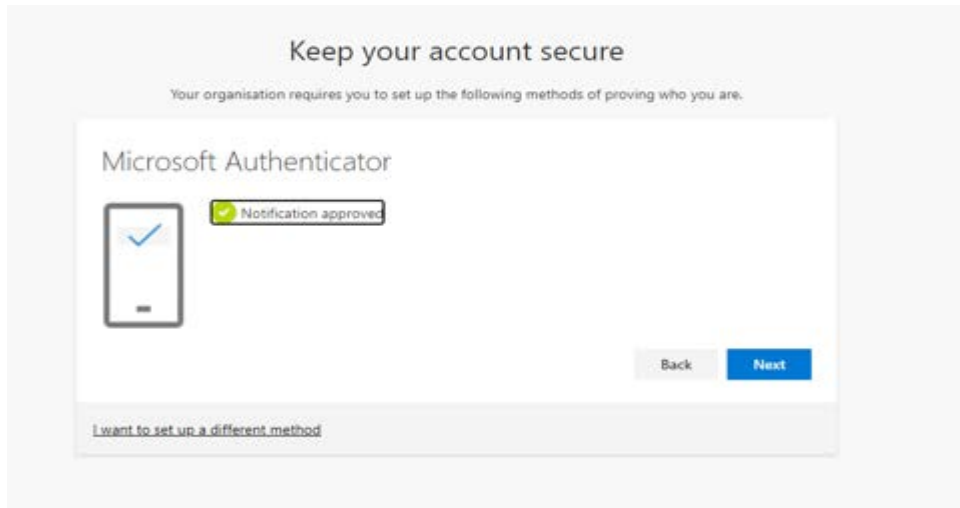
Step 6

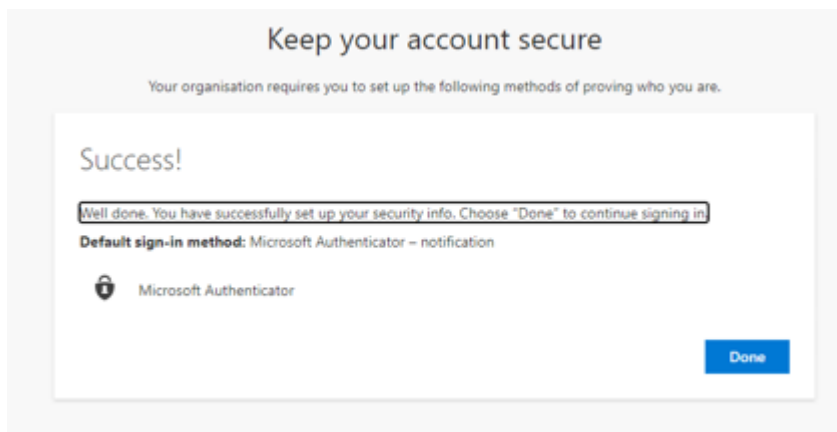You will then be presented with the following screen on your laptop or other device:
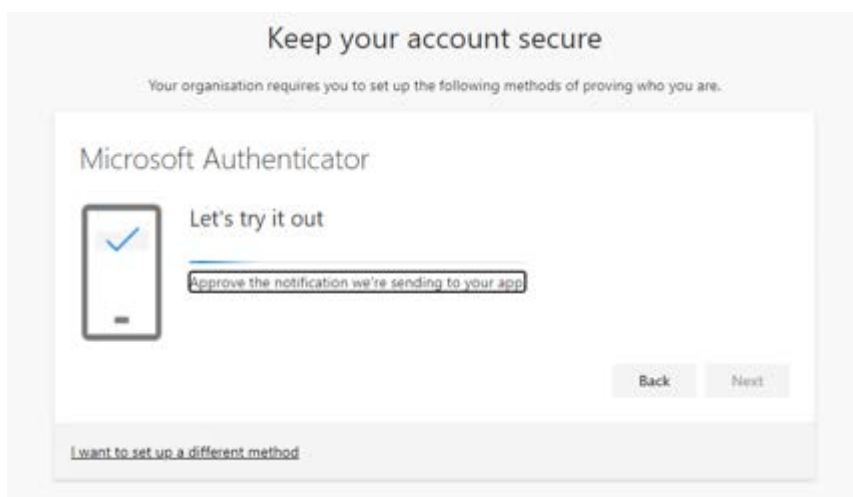
On your mobile device you will find an 'Approve' button is displayed which you should click.

On your laptop/PC screen you will then see the following:

This shows that your authenticator app is working and is linked to your account, so you can now press NEXT. You will then see this screen:
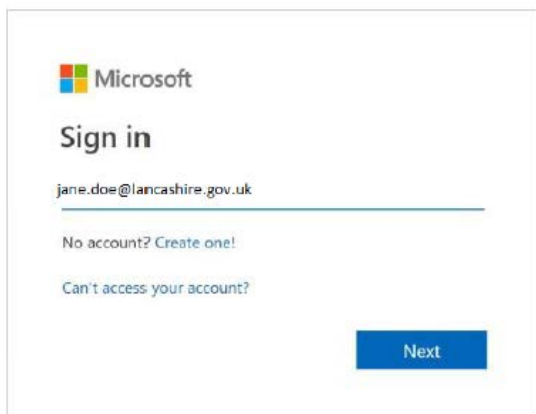

Congratulations you have registered for MFA via the Microsoft authenticator app.

Using MFA to log-on once you are registered.

When you are prompted for multi-factor authentication (MFA), the first two steps in the process will ask for your email address and password as shown below (this will be your work email address and corporate network (AD) password):

Step 1	Step 2

Microsoft

Sign in

jane.doe@lancashire.gov.uk

No account? Create one!

Can't access your account?

Next

←

Enter password
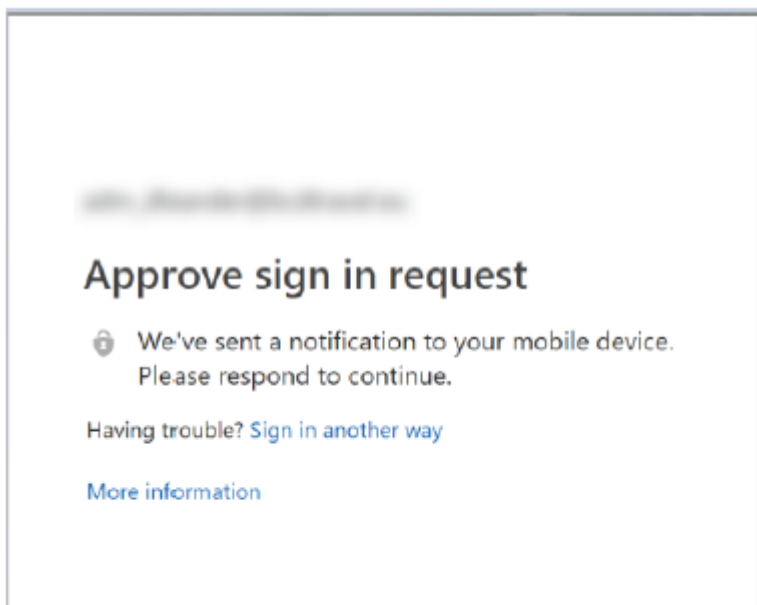
Password

Forgot my password

Sign in

If you are using the **Microsoft Authenticator App** you will receive the following after the sign in and password steps:

On the device you are using you will see the following message:

Approve sign in request

🔒 We've sent a notification to your mobile device. Please respond to continue.

Having trouble? Sign in another way

More information

The following will then appear on the mobile device that has the authenticator app installed:

Press Approve and you are all done.