Enabling Multi Factor Authentication

2. Enabling Multi Factor Authentication

Multi Factor Authentication (MFA) helps safeguard access to HCA data and applications by enforcing a second form of authentication from your work or personal mobile. MFA must be setup on your account before remote access is possible

2.1. Prerequisites

This section demonstrates how to download the Microsoft Authenticator App on your work or personal mobile device



Google Play

4+ Version History 1w ago We're always working on new features, bug fixes, and performance improvements. Make sure you stay updated with the latest versi more 156145 Q

App Store

1. To access Multi Factor Authenticator, you must first download the Microsoft Authenticator App on your mobile device. From the Apple App Store (iOS) or Google Play Store (Android) search for Microsoft Authenticator

2. Tap on to Install or GET to download the App

Please Note: If you are using a HCA work mobile phone, the App may already be installed, open the 'Self Service' App to check

2. Enabling Multi Factor Authentication

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2.2. Enrolment steps

This section demonstrates how to enrol for Multi Factor Authentication. Please ensure you have installed the Microsoft Authenticator App before continuing

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- 1. From a computer, open a web browser and copy and paste the following link into the address bar: https://aka.ms/mfasetup
- 2. Enter your HCA email address and click Next
- 3. Enter you HCA password and click **Next**. This will be the same password you use to login to your work computer
- 4. A message requesting more information will appear, click Next
- 5. You will now be prompted to provide additional security verification information. Choose the **Notify me through app** in the drop down menu
- 6. Select Receive notifications for verification
- 7. Click Set up

Please go to the next page to continue the setup

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2. Enabling Multi Factor Authentication

Multi Factor Authentication (MFA) helps safeguard access to HCA data and applications by enforcing a second form of authentication from your work or personal mobile. MFA must be setup on your account before remote access is possible

2.3. Step two continued



- 8. You will now see the Configure mobile app page. DO NOT click Next
- 9. Open the Authenticator App on your mobile device
- 10. Tap on the "+" icon in the top right corner
- 11. Click on Work or school account
- 12. You will now be prompted to scan the QR code on the *Configure mobile app* page using you phone's camera. Please scan the QR code that was generate in step 8
- 13. Once your phone has scanned the QR code and shows a code on the screen, go back to the browser and click **next**.

Please go to the next page to complete the setup



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	Personal	account				×
	Work or s	chool acc	ount			11
	Other (Go	ogle, Fac	ebook, etc.)			





2. Enabling Multi-Factor Authentication

Multi Factor Authentication (MFA) helps safeguard access to HCA data and applications by enforcing a second form of authentication from your work or personal mobile. MFA must be setup on your account before remote access is possible

2.4. Step two continued

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T Microsoft		
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Step 1: How should we contact you?		
Notify me through app *		
How do you want to use the mobile app? Beceive notifications for verification		
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	Additional security verification	
14	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?	
	Notify me through app *	
	How do you want to use the mobile app? Receive notifications for verification	
	Use verification code	5
	To use these verification methods, you must set up the Microsoft Authenticator app.	
	Set up Mobile app has been configured for notifications and verification codes.	_
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Approve sign-in?		
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- 14. Your computer will now update with the following message "Checking activation status". This may take a few seconds, <u>please do not close the browser or the App on your phone during this process</u>
- 15. Once this is complete, click Next
- 16. Your Multi-Factor Authentication will now be tested. The page will inform you that it is about to send an approval request to your phone. A message on your phone will pop up asking you to approve a login request, tap Approve on your phone
 - a. If you miss the pop up message, open the Authenticator App, tap **Menu** and tap **Check for notifications**
- 17. Click Next on the computer
- 18. Enter your full 11-digit mobile number (required if you lose access to the App), and click **Next**

You have now successfully enrolled for MFA and can close the browser

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Microsoft.			
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iecure your account by adding phone verification to your password. View video to know how to secure your accour			
Step 2: Let's make sure that we can reach you on your Mobile App device			
Please respond to the notification on your device.	7		
[Nest	3]

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Step 3: In case you los	e access to the mobile app				
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Step 3: In case you los	e access to the mobile app		18	8	



Support

7 Support

How to contact ITG support for any issues experienced whilst following steps in this remote access guide

7.1. Raising a support request

This section demonstrates how log a ticket and contact the ITG Service Desk

Telephone:

Call the ITG Service Desk on **0207 759 3737** or extension **23737**

Service Portal:

To log a ticket via the **ServiceNow Portal**, use a web browser to navigate to <u>https://hcauk.service-now.com/sp</u>





Password Reset: Option 2 > 1



Once logged into the portal select the service you wish to log a ticket for:

Service request: to add or change an existing service Incident: to report a service problem or outage

7 Support

How to contact ITG support for any issues experienced whilst following steps in this remote access guide

7.2. Using the ServiceNow Portal

This section demonstrates how log an incident and raise a service request using the ServiceNow Portal

Incident:

- Log an Incident is a one page form that allows you to report problem to the Service Desk
- Mandatory fields of Location, Contact Number and Subject description are required. All marked with a red asterisk *
- Any further details or additional instructions can be entered under the **Full Description** section
- 1. Navigate to <u>https://hcauk.service-now.com/sp</u> or click on the ServiceNow icon on the HCA Portal homepage
- 2. Click Log an Incident
- 3. Complete and submit the form

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Ŷ	Report an Issue Report an base or at a question 4) Su	Ibmit Issue
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Log an Incident	*Contact number 2) Complete Form	complete form
Something is broken or not working	✓ Nov information	0
1	2	3) Add any Required

Service requests:

- Log a Service Request consists of multiple request forms under a Categories list
- Mandatory fields are dependent on the form selected. These fields are marked with a red asterisk*
- Any further details or additional instructions can be entered under the **Further Information** section
- 1. Navigate to <u>https://hcauk.service-now.com/sp</u> or click on the ServiceNow icon on the HCA Portal homepage
- 2. Click Log a Service Request
- 3. Select the category and complete and submit the required form

	Home > Service Catalog	>	
	Categories	File and Folder Services	
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