Multi-Factor Authentication (MFA) User Guide

MFA provides a second layer of security for your MCW account by requiring two pieces of information to authenticate your identity: your MCW password (something you know) and verification via an app or a text (something you have). MCW uses Duo Security and Microsoft Authenticator to protect various systems and services.

How to configure Duo Security

*We recommend completing your Duo enrollment on a desktop or laptop computer instead of a mobile device.*

Duo Security is the MFA tool that protects services such as Citrix, Qualtrics, Box, and remote access to InfoScope amongst others.

To enroll, MCW-IS will add your MCW username to the system. This in turn will generate an enrollment email that will be sent to your MCW email address. The email will come from Duo Security with the subject line “Duo Security Enrollment.” Click the enrollment link contained within the email. You may also be prompted to enroll upon your first login attempt to one of these services.

1. Welcome Screen

Click **Start setup** to begin enrolling your device.

2. Choose Your Authenticator

Select the type of device you’d like to enroll and click **Continue**. For the best experience, we recommend enrolling a mobile phone.
3. Type Your Phone Number

Select your country from the drop-down list and type your phone number. Use the number of your smartphone, landline, or cell phone that you’ll have with you when you’re logging in. Then, double-check that you entered it correctly, check the box, and click Continue.

![Phone Number Input](image)

If you’re enrolling a tablet, you aren’t prompted to enter a phone number.

4. Choose Platform

Choose your device’s operating system and click Continue.

![Operating System Choice](image)

5. Install Duo Mobile

We recommend installing the Duo Mobile app as the simplest way to authenticate. Follow your device’s instructions to install. After installing the app, return to the enrollment window and click I have Duo Mobile installed.

![Duo Mobile Installation](image)
6. Activate Duo Mobile

Activating the app links it to your account so you can use it for authentication.

On iPhone or Android, activate Duo Mobile by scanning the barcode with the app’s built-in scanner. Follow the platform specific instructions for your device. DO NOT SCAN THE BELOW BARCODE. Be sure to scan the one on your monitor.

The Continue button is clickable after you scan the barcode successfully.

Can't scan the barcode? Click Or, have an activation link emailed to you instead. and follow the instructions.

7. Configure Device Options

You can use Device Options to give your phone a more descriptive name, or you can click Add another device to start the enrollment process again and add a second phone or another authenticator.
If this is the device you’ll use most often, then you may want to enable automatic push requests by clicking the When I log in: option and changing the setting to Automatically send this device a Duo Push or Automatically call this device and click Save. With one of the automatic options enabled, Duo automatically sends an authentication request via push notification to the Duo Mobile app on your smartphone or a phone call to your device (depending on your selection).

Click Finish Enrollment to complete.

Please note: when using the Mobile App, you may be prompted to activate or turn on your device’s security lock (i.e. passcode) if you do not currently have this feature turned on as this is requirement of Duo. This is to ensure that a third-party is not able authenticate a login attempt.

How to configure Microsoft Authenticator

Microsoft Authenticator is the MFA tool that is used for Microsoft services such as Office 365, MCW email, OneDrive for Business, and Office Online.

You can complete this enrollment prior to logging into your email for the first time by navigating to: https://aka.ms/mfasetup. Sign in with your MCW email address and password. You will be prompted that more information is required. Click Next.

Select your preferred method of verification from the dropdown field: Authentication Phone or Mobile app (recommended). The option “Office phone” will not work in the MCW environment.

Set up Mobile App

This method installs the Microsoft Authenticator app on the smartphone or tablet of your choice. If you do not want to use the Mobile App, skip to Set up Authentication Phone.

Select Receive notifications for verification to authenticate with a push notification [recommended] or Use verification code to manually enter a code generated by the app. Click Set up.
You will then be prompted to configure the mobile app. You will need to download the Microsoft Authenticator app from your device’s App Store. Then follow these instructions (DO NOT SCAN THIS BARCODE. SCAN THE ONE ON YOUR COMPUTER.):

**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: 601 404 852
- Url: https://co1pfpad15.phonefactor.net/pad/65836580

If the app displays a six-digit code, choose "Next".
Set up Authentication Phone

Use this method to receive a text or a phone call at a number of your choice.

Select the country/region of your phone number and enter your cellphone number. Select Send me a code by text message or Call me and click Next.

How to Get Support

If you have any questions regarding Multi-Factor Authentication, or you have problems installing Duo or Microsoft Authenticator, please contact your department’s IT support representative.