MFA Enrollment Instructions

Multifactor Authentication - (MFA) is a security level that verifies a user's identity by requiring multiple layers of authentication.

YOU WILL HAVE 2 OPTIONS OF HOW YOU WISH TO AUTHENTICATE YOUR LOG ON, CONTINUE HERE FOR OPTION 1 OR PROCEED TO PAGE 8 FOR OPTION 2

❖ OPTION 1 – authentication by phone call – a call will be directed to your phone; on your phone you will follow the automated voice to select the pound (#) sign to confirm.

❖ OPTION 2 – mobile app – download authenticator app on your mobile phone, you will receive a notification to choose an approval status.

Enrollment using a phone call (OPTION 1)

1. Navigate to this website: **https://aka.ms/mfasetup**

   On the Login screen, enter your nyc.gov email (username@hpd.nyc.gov)
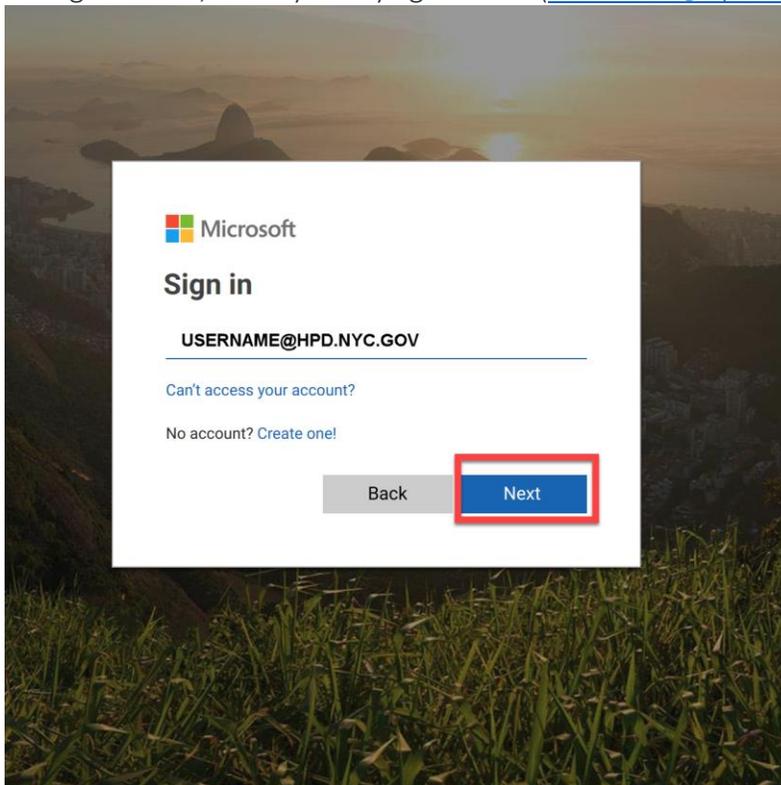
2. After you have entered your email address, you will be redirected to another login site, here confirm your email address and input your password
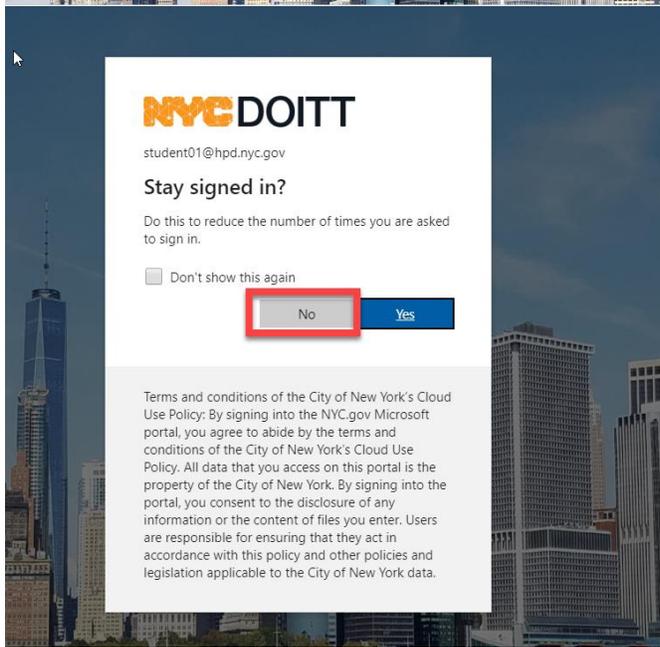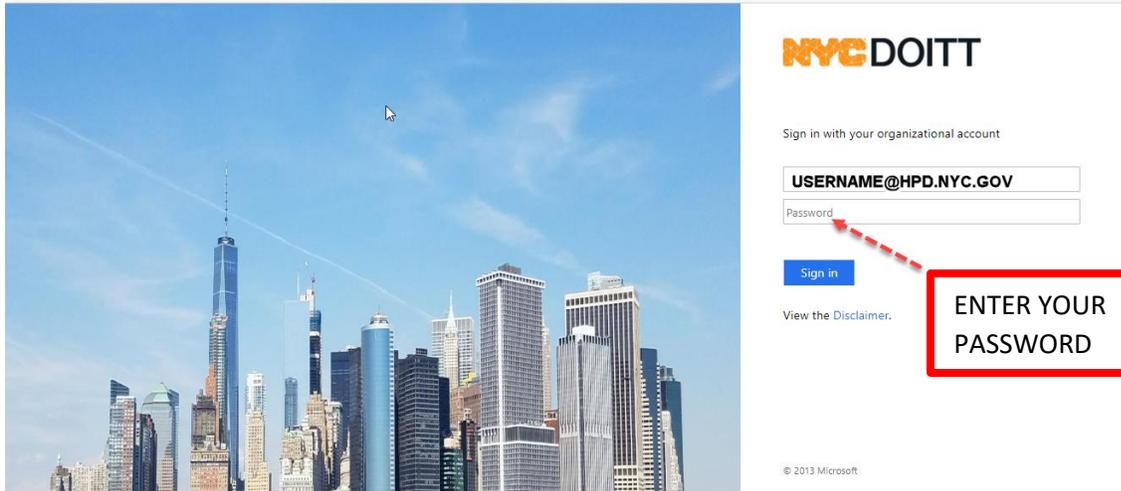
3. You will get prompted for additional information required. Click Next
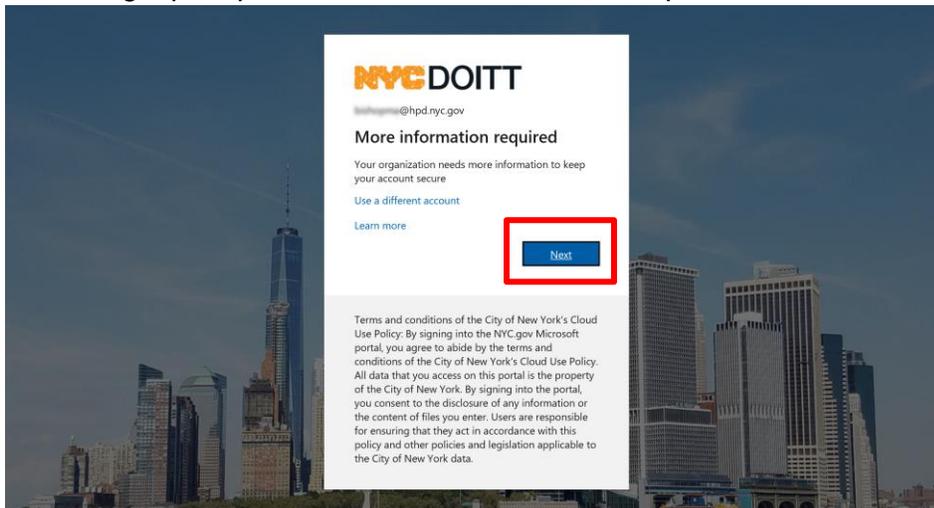
4. Select Authentication phone.

5. Select Country Region: (United States (+1)

6. Enter your number (mobile or landline) and click Next.

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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?

Authentication phone ▼

United States (+1) ▼

Method
⦿ Call me

Phone numbers must be formatted with dash

ex: 111-111-1111

Next

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

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7. The system will attempt to call your phone number.

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Additional security verification

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

Step 2: We're calling your phone at +1 646-
Answer it to continue...

Next

8. You will get a call on your phone that will require you to enter the pound (#) sign. Once done the call will automatically hang up, and your computer screen will display "Verification successful" click done
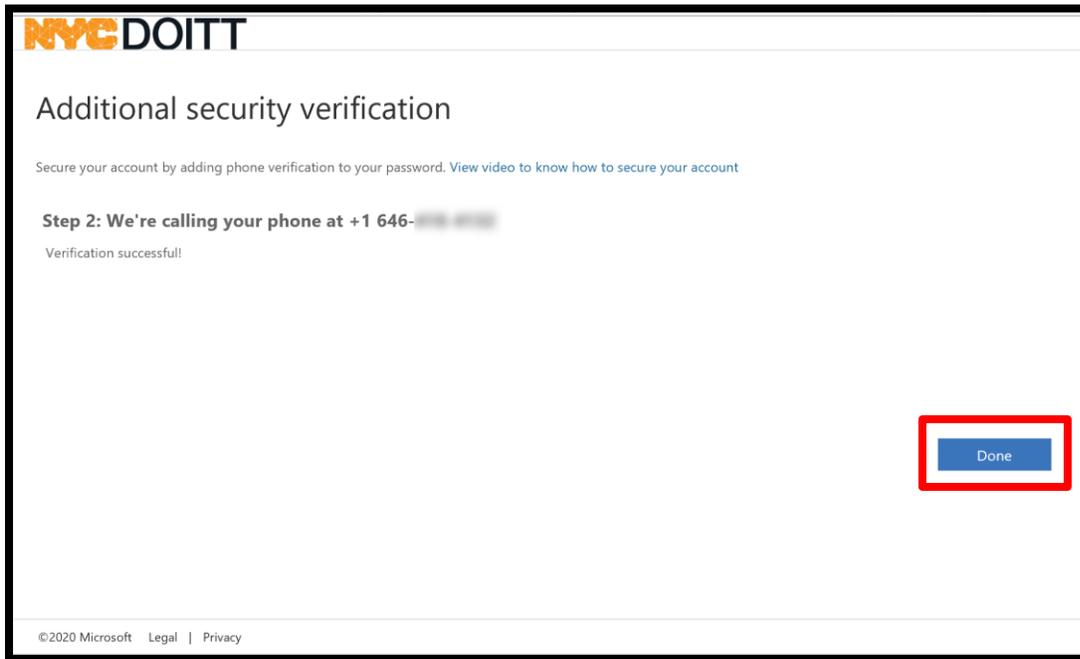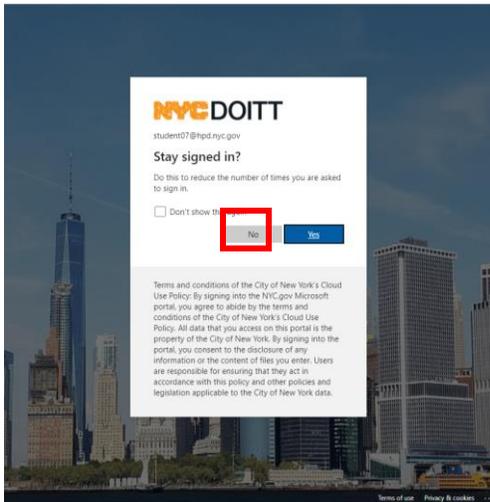
SELECT NO   APPROVE SIGN IN REQUEST

9. This next screen will give you the ability to add call back numbers. After adding your phone numbers click save at the bottom left

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student07@hpd.nyc.gov | ?

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.

Call my authentication phone ▼

how would you like to respond?

Set up one or more of these options. Learn more

☑ Authentication phone   United States (+1) ▼

☐ Office phone   Select your country or region ▼

Extension

☑ Alternate authentication phone   Select your country or region ▼   Country code required.

☐ Authenticator app or Token   Set up Authenticator app

INPUT YOUR PHONE NUMBERS AND COUNTRY OR REGION FIELDS

Save   cancel

For use with option 2 on page 8

Your phone numbers will only be used   arges will apply.

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You have updated and have successfully set up your Multifactor Authentication

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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.

Call my authentication phone ▼

how would you like to respond?

Set up one or more of these options. Learn more

☑ Authentication ph

☐ Office phone

☑ Alternate authenti

☐ Authenticator app

ⓘ

Updates successful

Your settings were configured successfully.

Close

Save   cancel

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

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10. You will be directed to your profile page where you can make changes. If you do not need to make changes, sign out as shown below.

THIS CONCLUDES OPTION 1 (PHONE CALL AUTHENTICATION)

If you have an HPD issued phone, check for the Microsoft Authenticator App. If you do not have the app, proceed to install it (follow the directions below).

ON YOUR CELL PHONE VISIT YOUR DEVICE'S APP STORE:

i-phone App Store

Android Play Store

search for **Microsoft Authenticator** and install it.

*Note: scan code is time sensitive (if timed out, click setup again on your computer to generate a new code)

Microsoft Authenticator

Microsoft Corporation   Business   ★ ★ ★ ★ ⯪ 201,795 👤

E Everyone

ⓘ This app is compatible with your device.

Add to Wishlist   Install

9:58

Microsoft Authenticator
Microsoft Corporation
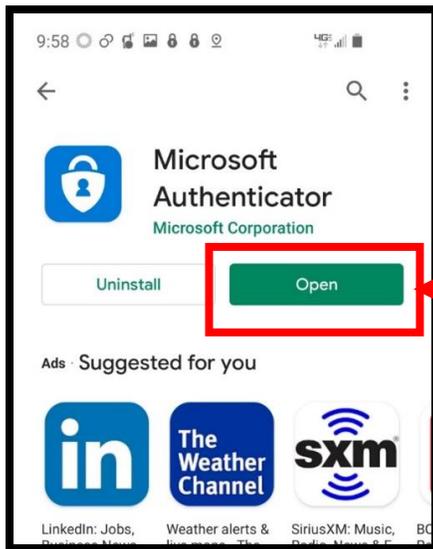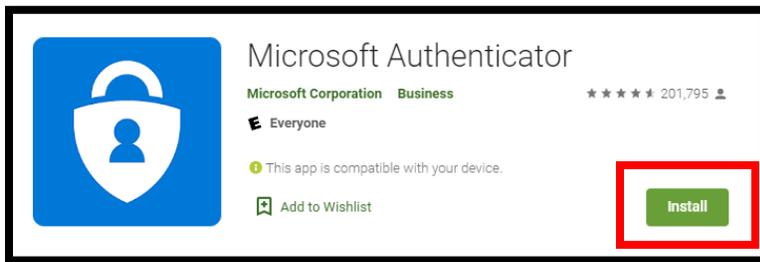
Uninstall   Open   ◄——— AFTER INSTALLATION CLICK OPEN

Ads · Suggested for you

LinkedIn: Jobs,   Weather alerts &   SiriusXM: Music,
Business News   live more. The   Radio News & E

I-PHONE

Upon opening the app
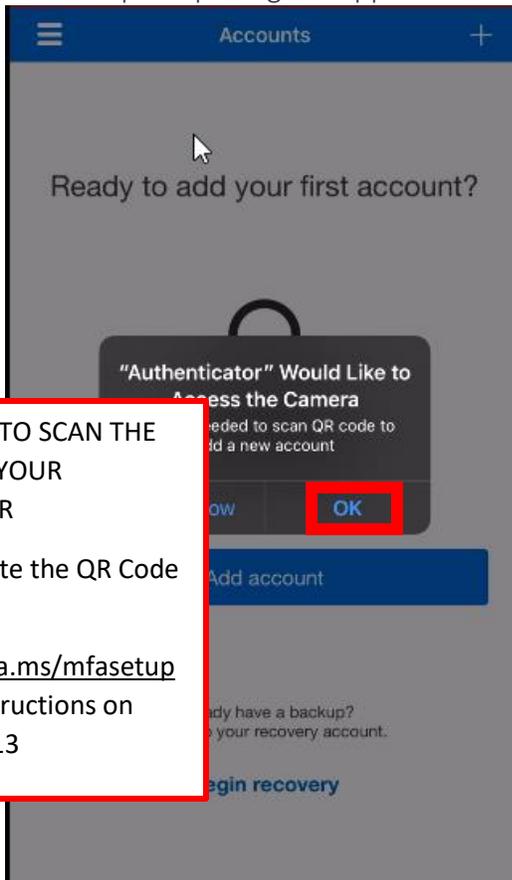
BE READY TO SCAN THE CODE ON YOUR COMPUTER

To Generate the QR Code

Log into https://aka.ms/mfasetup follow instructions on pages 11-13

This screen will go by and your camera will open
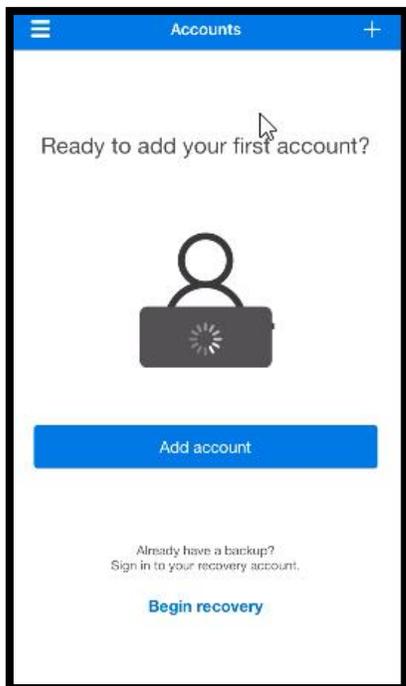
ANDROID

Upon opening the app
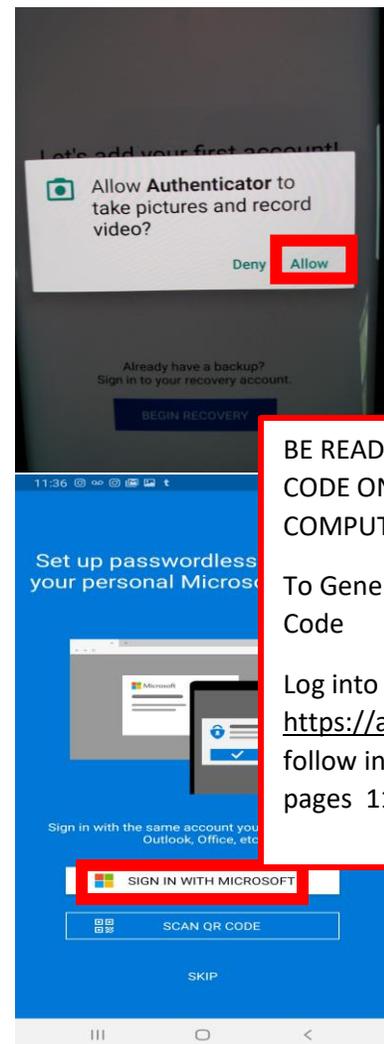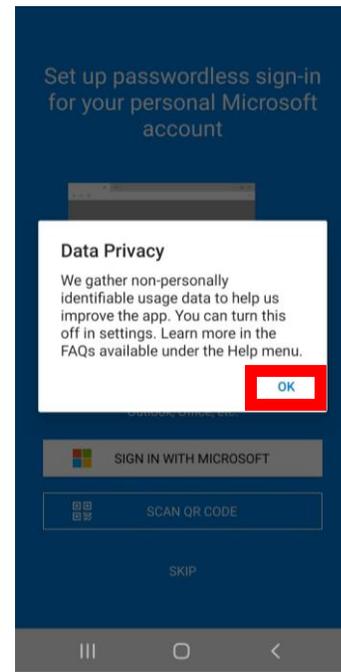
BE READY TO SCAN THE CODE ON YOUR COMPUTER

To Generate the QR Code

Log into https://aka.ms/mfasetup follow instructions on pages 11-13

The camera will open for you to scan the code
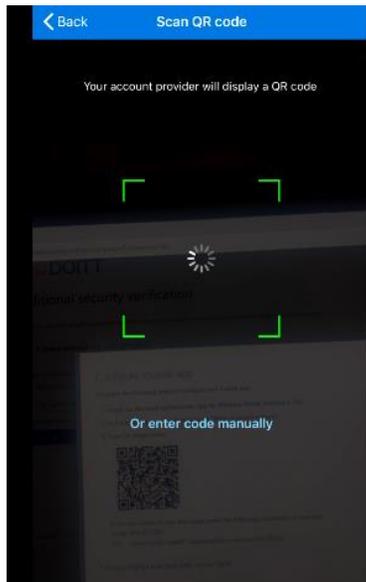
After successful scan, your account will be added
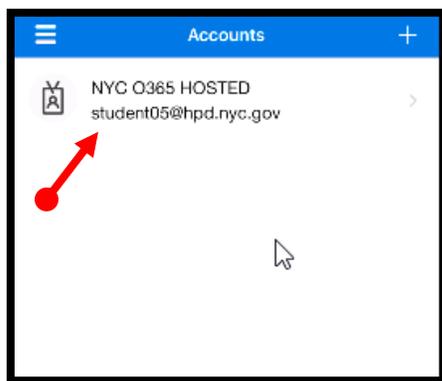
Verification is sent to your phone
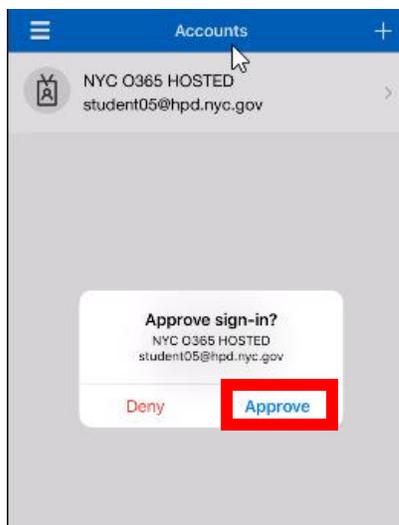
After successful scan, your account will be added
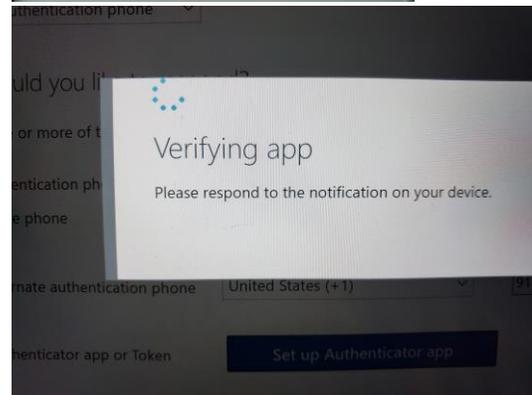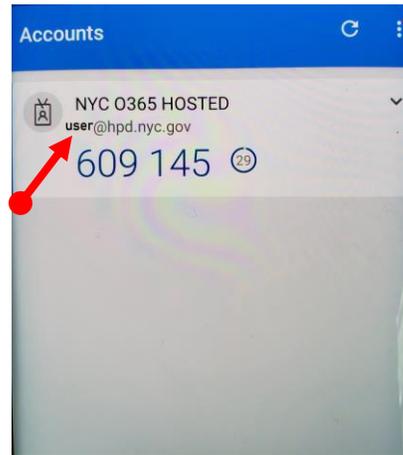
Verification is sent to your phone

Multifactor Authentication Enrollment using your Mobile Smart Phone App (OPTION 2)

YOU WILL NEED BOTH CELL PHONE AND COMPUTER TO COMPLETE THE SETUP

Navigate to this website: **https://aka.ms/mfasetup** On the Login screen, enter your nyc.gov email (username@hpd.nyc.gov)

PASSWORD

STEP 1

Choose mobile app

SELECT RECEIVE "NOTIFICATIONS FOR VERIFICATION" AND CLICK SET UP

NEXT THREE SCREENS WILL GO BY WITHOUT INTERVENTION (HAVE YOUR PHONE AUTHENTICATOR APP READY TO SCAN)
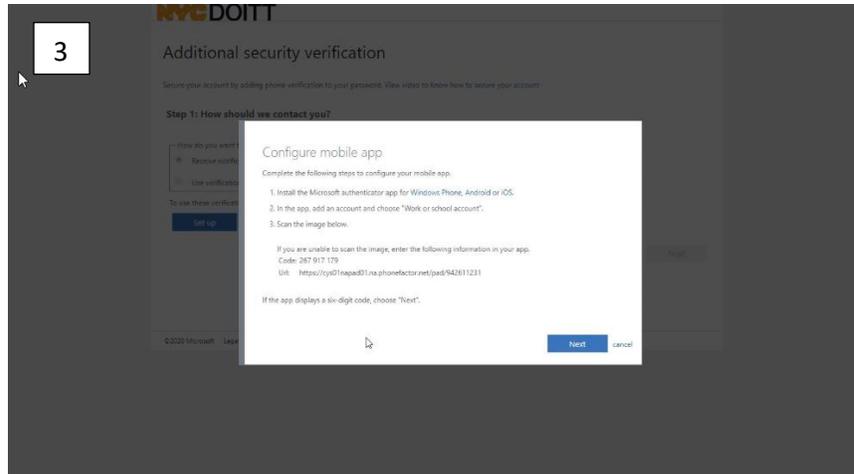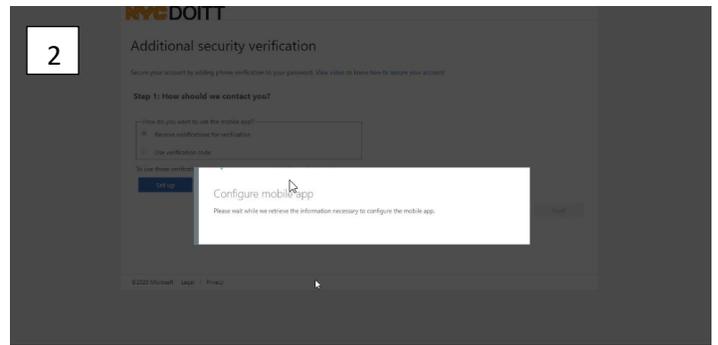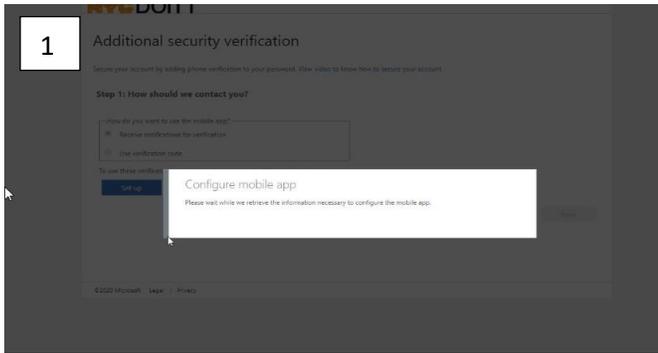
The following bar code will appear on your computer screen (if code time out, click setup again on your computer to generate a new code)

Scan the code with your phone authenticator app and click next
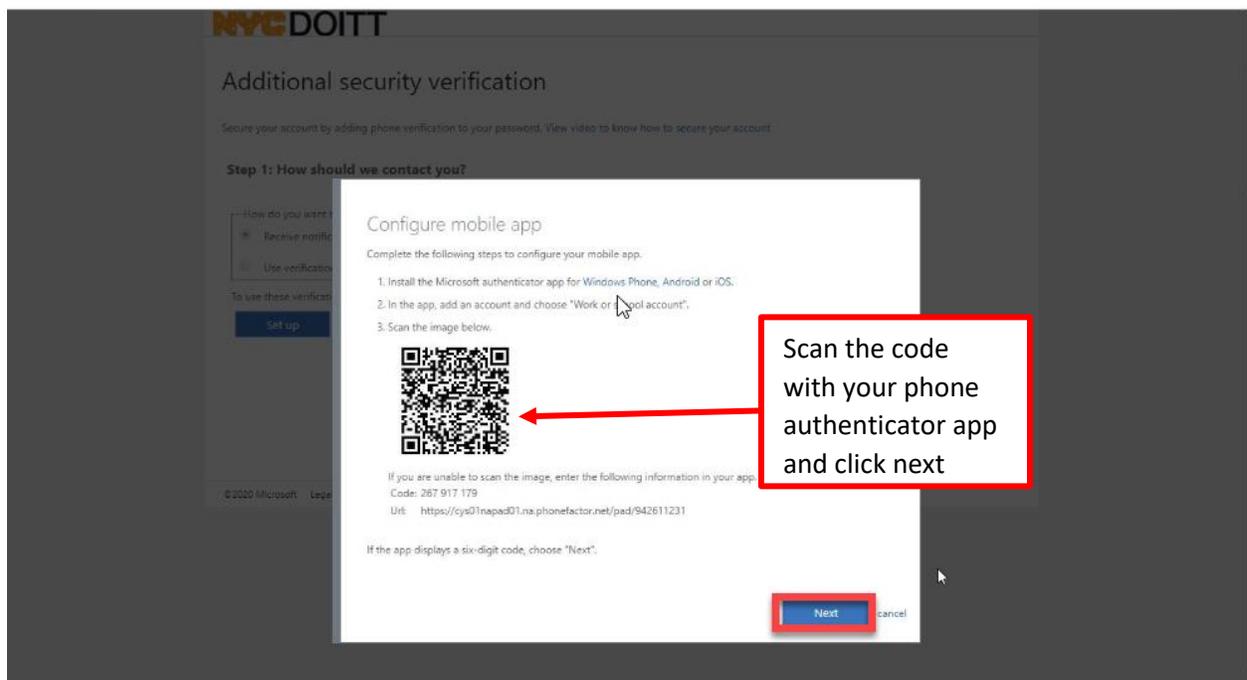
A NOTIFICATION WILL BE SENT TO YOUR PHONE APP FOR VERIFICATION (SELECT APPROVE ON YOUR PHONE)

CHECKING ACTIVATION STATUS

AFTER NOTIFICATION IS CONFIRMED AND APP IS CONFIGURED CLICK NEXT

MOBILE APP HAS BEEN CONFIGURED

STEP 2 WILL REQUIRE ANOTHER NOTIFICATION APPROVAL FROM YOUR PHONE

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Additional security verification

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

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

Please respond to the notification on your device.

PLEASE RESPOND TO THE NOTIFICATION ON YOUR PHONE

Next

STEP 3 WILL DIRECT YOU TO AN ADDITIONAL SECURITY SCREEN FOR INFORMATION IN THE EVENT YOU CANNOT ACCESS YOUR PHONE OR MOBILE APP

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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)   111-222-2222

ENTER COUNTRY REGION: (United States (+1) AND A PHONE NUMBER IN THE EVENT YOU CANNOT ACCESS YOUR PHONE OR MOBILE APP

CLICK DONE

S charges will apply.

Done

YOU WILL BE DIRECTED TO THE DOITT SIGN IN PAGE – CLICK NO
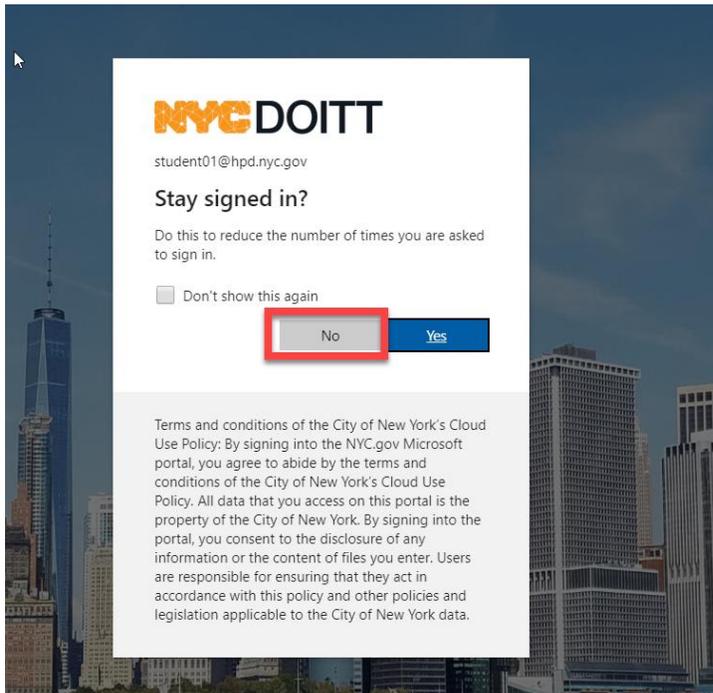
YOU WILL BE REQUIRED TO INPUT AN ALTERNATE PHONE NUMBER BEFORE YOU CAN SAVE

ONCE THE ALTERNATE PHONE NUMBER AND COUNTRY IS ENTERED – CLICK SAVE

INPUT AN ALTERNATE PHONE NUMBER AND COUNTRY REGION: (UNITED STATES+ 1) CLICK SAVE

YOU HAVE SUCCESSFULLY ENROLLED IN YOUR AUTHENTICATOR APP ACCOUNT!

You will be directed to your profile page where you can make changes. If you do not need to make changes, sign out as shown below.

AFTER SET-UP (CHROMEBOOK USERS ONLY)

On your desktop open Pulse Secure to modify the URL and the connection name
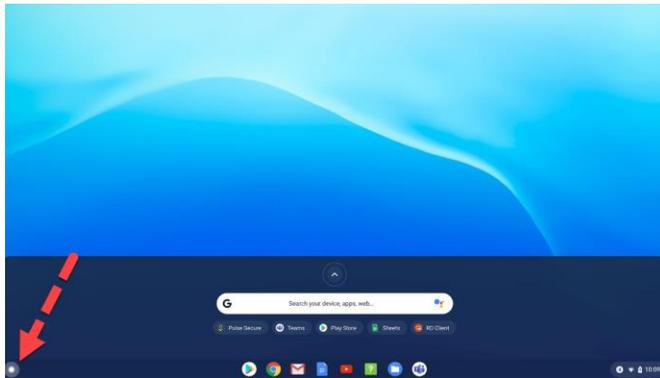
Select your launcher
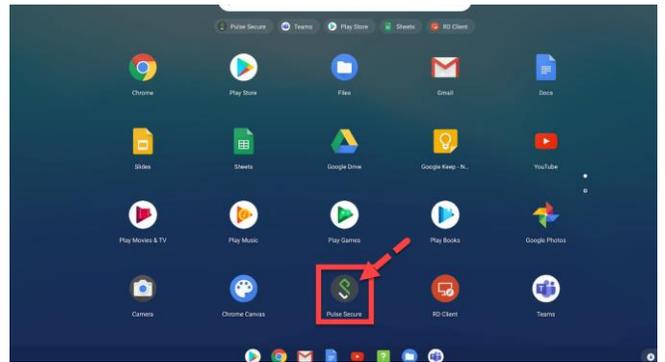
Open Pulse Secure
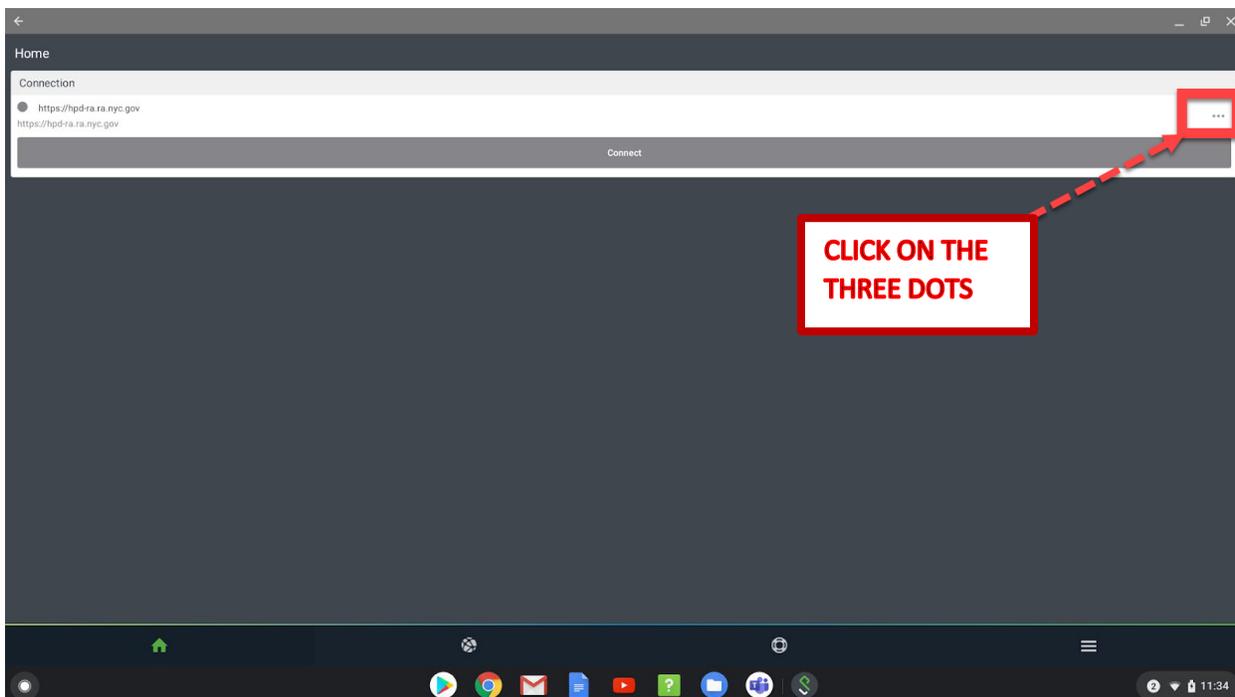
EDIT THE CONNECTION NAME AND THE URL WITH /MFA, SAVE YOUR CHANGES

*Chromebook users will log in as usual

upon signing into remote access from your browser → HPDNYC.ORG

CHOOSE RA MFA

PICK YOUR ACCOUNT

ENTER YOUR PASSWORD
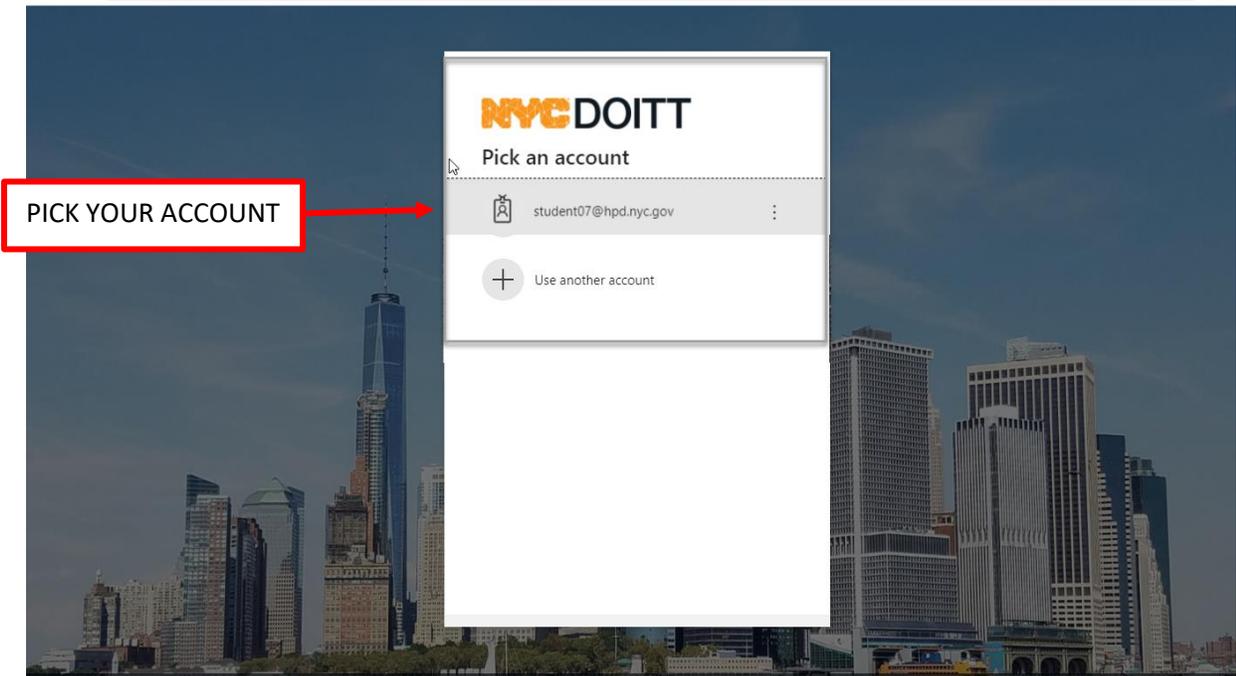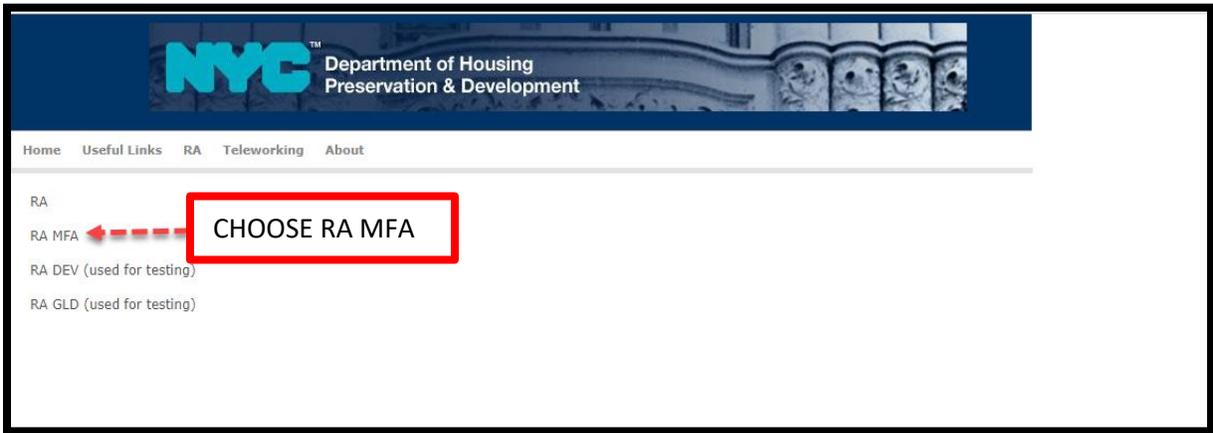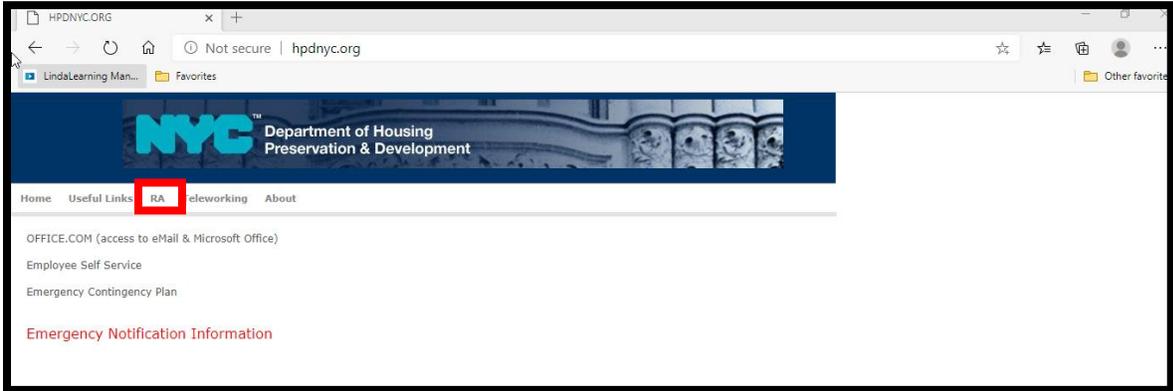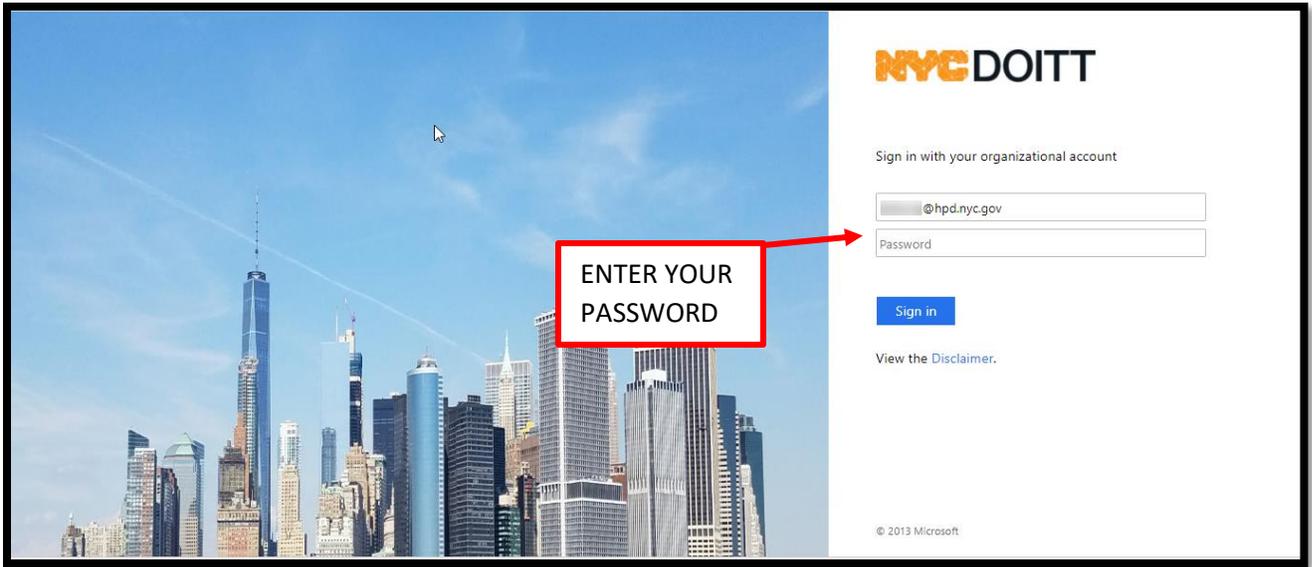
❖ Option 1 You will get an automated phone call instructing you to press the pound (#) key for your confirmation

❖ Option 2 You will get a notification sent to your mobile device requiring you to press approve or approve sign in for confirmation

Option 1

Option 2 – iPhone
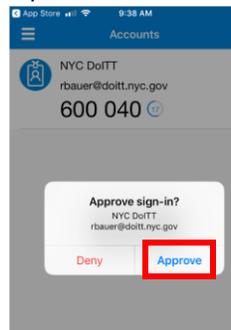
Option 2 – Android
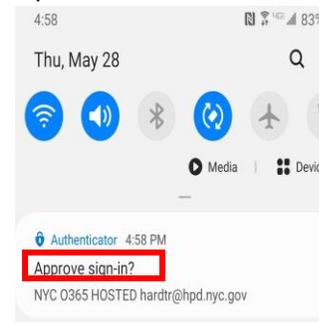
CONFIRMATION OF YOUR SIGN IN   SELECT NO
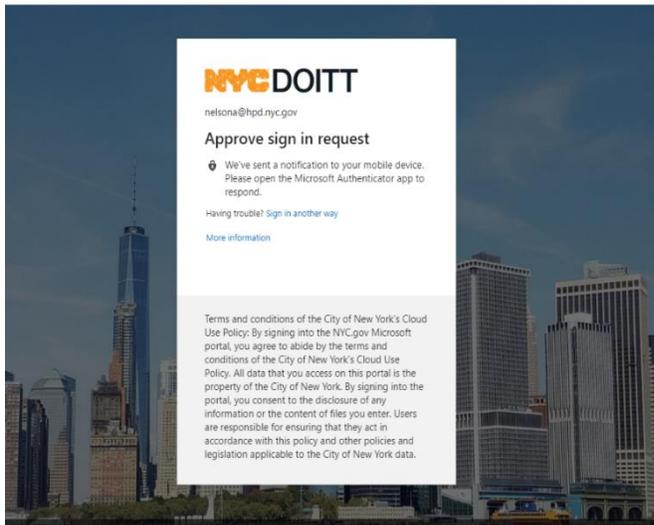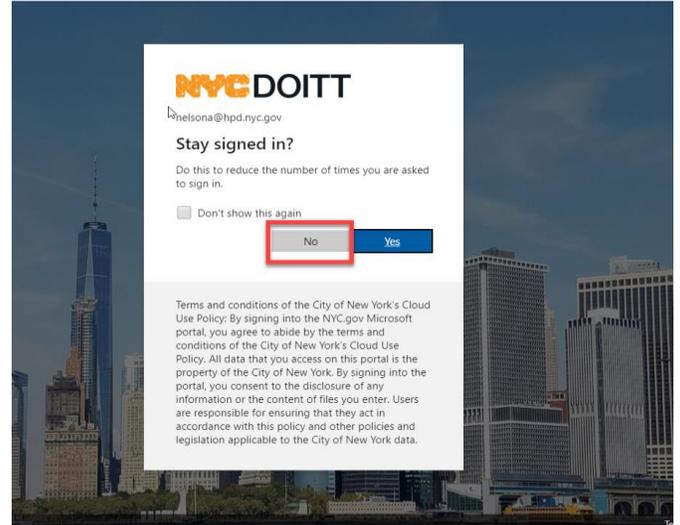
You will be at the remote access bookmarks page