

Guide for logging into Microsoft 365 Services with MFA

The Department of Premier and Cabinet has enforced Multi-Factor Authentication (MFA) for Microsoft 365. This means that when working remotely (for example when working from home off StateNet, or when on a personal device and not connected via SA Health's VPN solution) you will be required to authenticate a second time using one of the methods outlined in this document.

This user guide has been created to provide directions on how to login once Multi-Factor Authentication (MFA) has been configured on your Microsoft 365 account.

Important Information

It is recommended that you access this guide electronically via a computer or mobile device rather than printing it out as the document contains links to key sections of this document. If you print the document, you will no longer be able to utilise those links.

Note - If you do not recognise the **Application** prompting you for Authentication or you are not attempting to login currently on any device simply **ignore the Authentication prompt**.

If you continue to receive repeated MFA Prompts and it is not you, please contact the DHSA Service Desk to report the issue.

Requirements for Use:

- An active Internet connection on your computer or mobile device to access Microsoft 365 services.
- Multi-Factor Authentication (MFA) configured on your Microsoft 365 account.

This document provides guides for use for the scenarios:

- [Logging into Microsoft 365 products using a computer](#)
- [Logging into Microsoft 365 products on an iOS device \(iPhone / iPad\)](#)
- [Logging into Microsoft 365 products on an Android device](#)

MFA Troubleshooting Guide

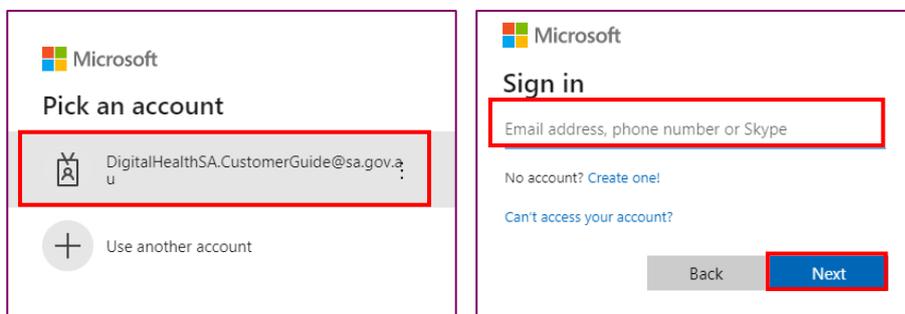
- [You receive the prompt "We didn't hear from you"](#)
- [Logging into Microsoft 365 products without using the Microsoft Authenticator App](#)
- [You receive the message "your sign-in was blocked" or "You cannot access this right now"](#)
- [You have changed your phone and can't complete your sign in](#)



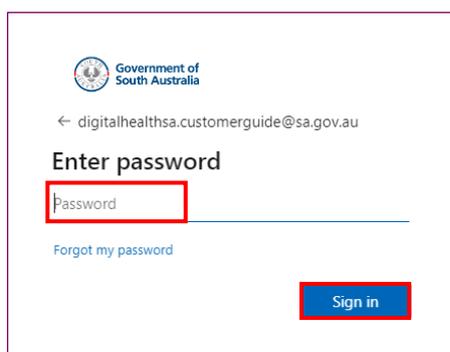
Logging into Microsoft 365 products using a computer

1. On your **computer**, open the Microsoft 365 product (Teams, SharePoint Online etc) and select your SA Health account.

Note - If this is not prepopulated, enter your SA Health email address and click 'Next'.

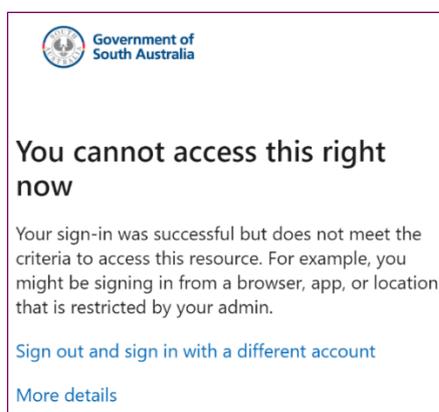


2. Enter your SA Health HAD password and click 'Sign in'.



Please note - MFA may be required for sign in on every new internet browser session (Edge / Google Chrome etc) when accessing a Microsoft 365 product or service while **not connected to the SA Health Network**.

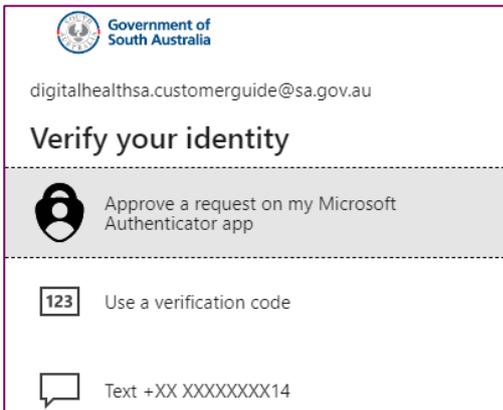
If you are presented the prompt below after entering your password, stating "**You cannot access this right now**" or "**Your sign in was blocked**", [click HERE for further instructions](#).



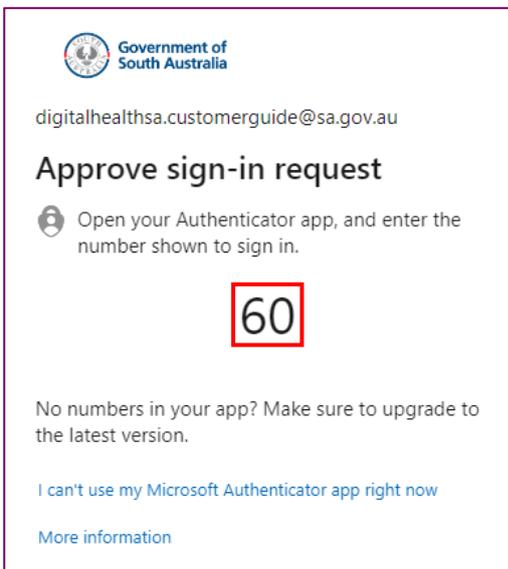
- 3. **If the following screen is displayed**, you will be required to authenticate using the device you configured for **MFA device** (iPhone or Android) before you are able to login.

Click **'Approve a request on my Microsoft Authenticator app'** and proceed to step 4.

Note - If you are using **SMS** to authenticate for MFA, [click HERE](#)

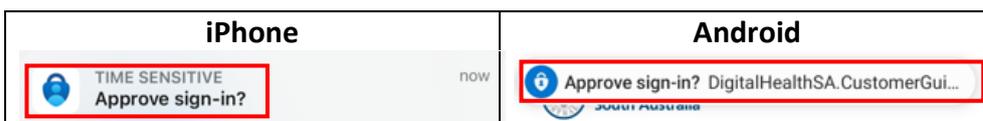


- 4. On the **computer**, the following screen will be displayed, take note of the number displayed on screen.



At the same time, the **Authenticator app** on your chosen device will prompt you with a notification.

Tap on the notification to open the **Authenticator app** on your **MFA device**.

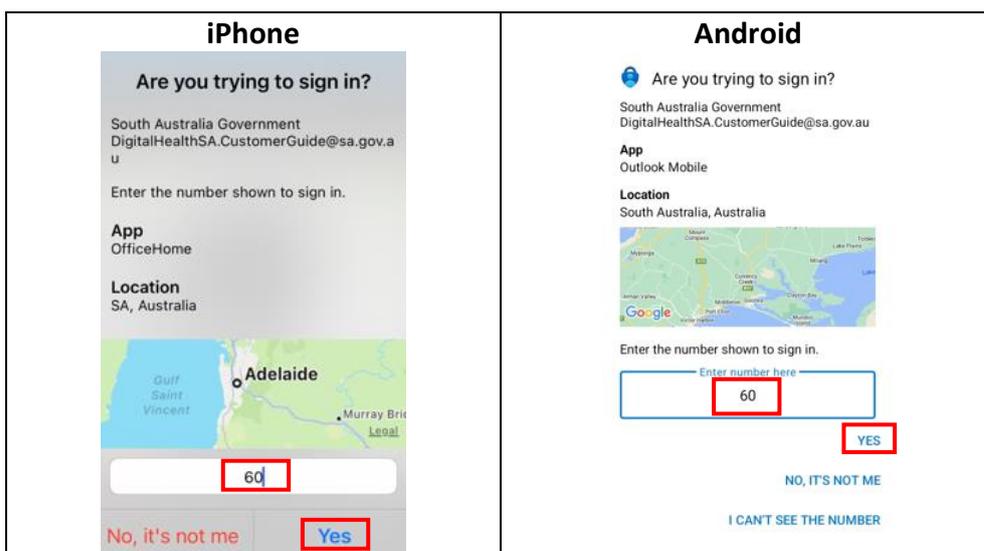


- 5. The following screen will be displayed on your **MFA device** that displays the app you are logging into and a general location of where you are trying to connect from.

Note - The **Location** field may display a slightly different location from where you are physically located. This field can be influenced by a VPN or the current telecommunication network you are connected to.

Important note – If you do not recognise the **Application** prompting you for login or you are not attempting to login currently on any device, select **'No, it's not me'** / **'NO IT'S NOT ME'** or simply **ignore the Authentication prompt**.

Enter the matching number displayed on the **computer** in the **Authenticator App**, then tap **'Yes'**.



- 6. Enter your MFA device's Passcode / Fingerprint / Face ID if prompted by the App Lock feature to complete the sign in process and proceed to step 7.
- 7. The Microsoft 365 service (Outlook Online, Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

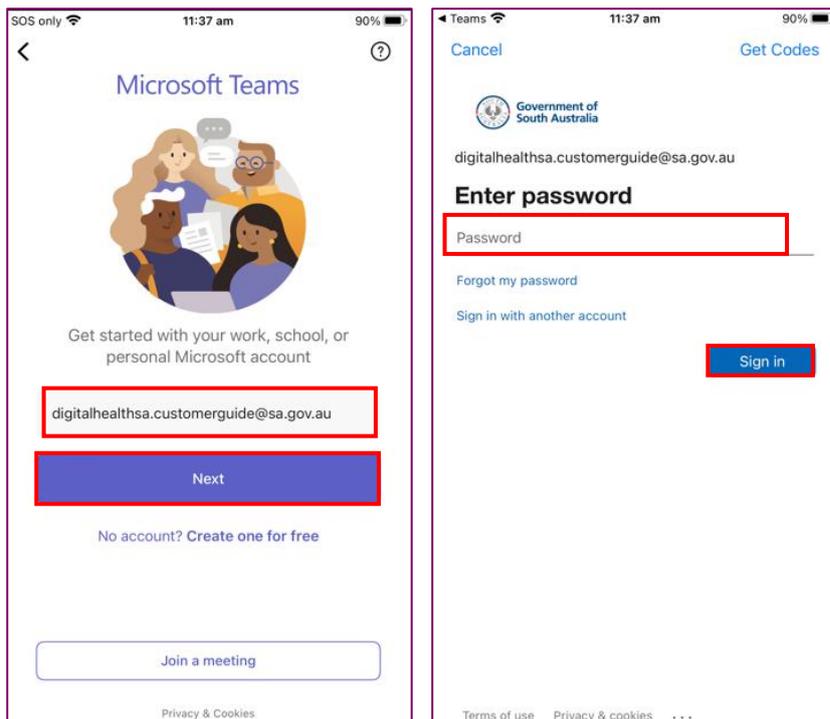
If you were **unable to login successfully**, please refer to the [Troubleshooting Guide](#) for further assistance.

Logging into Microsoft 365 products on an iOS device (iPhone / iPad)

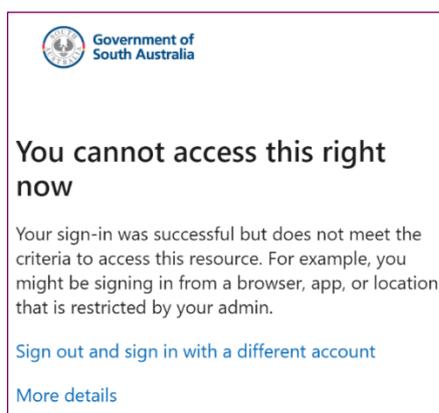
1. On your **iOS device**, open the Microsoft 365 product (Outlook, Teams etc) and select your SA Health account.

Note - If this is not prepopulated, enter your **SA Health email address** and tap 'Next'.

Enter your SA Health password, then tap '**Sign in**'



If you are presented the prompt below after entering your password, stating “**You cannot access this right now**” or “**Your sign in was blocked**”, [click HERE for further instructions](#).



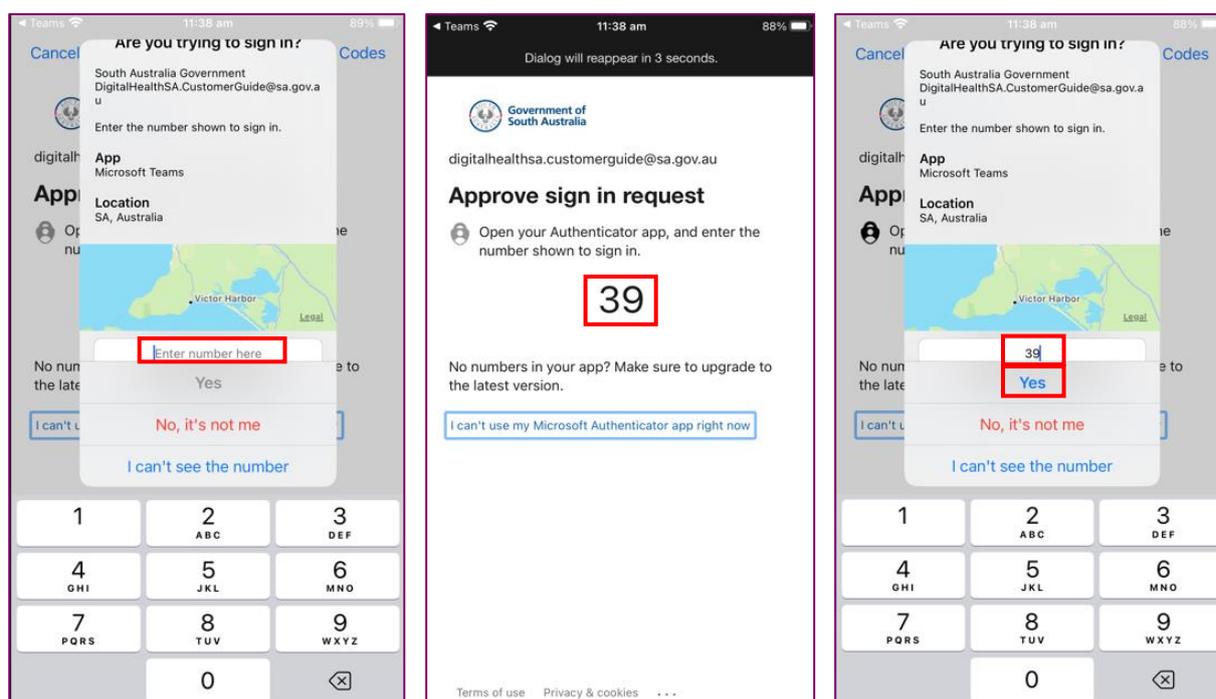
- If the Microsoft Authenticator App is installed on the device you are using, the following screen will be displayed.

Note - If you are using **SMS** to authenticate for MFA, [click HERE](#).

Note - If you cannot see the code, tap 'I can't see the number'. The **Authenticator App** will be minimised for 3 seconds. Take note of the number displayed.

Note - If you did not receive a notification on your **MFA device**, [click HERE](#).

Enter the number displayed for the **Microsoft App** you are logging into, then tap 'Yes'.



- Enter your MFA device's Passcode / Fingerprint / Face ID, if prompted by the App Lock feature, to complete the sign in process and proceed to step 4.
- The Microsoft 365 service (Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

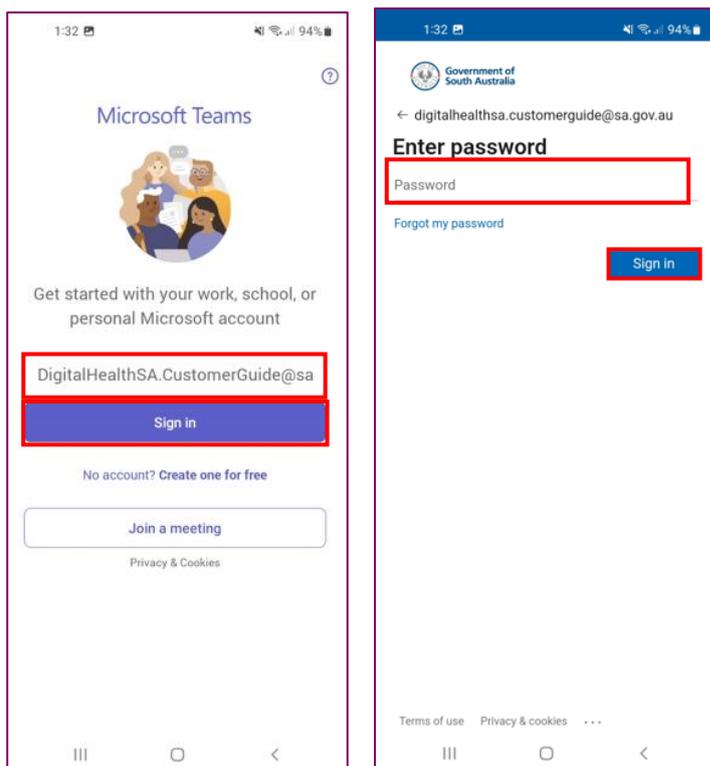
If you were **unable to login successfully**, please refer to the [Troubleshooting Guide](#) below.

Logging into Microsoft 365 products on an Android device

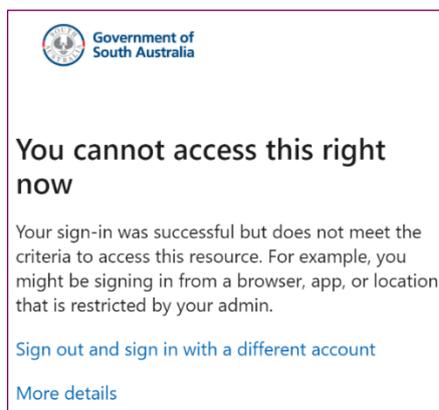
1. On your **Android device**, open the Microsoft 365 product (Teams, SharePoint Online etc) and select your SA Health account.

Note - If this is not prepopulated, enter your **SA Health email address** and tap 'Sign in'.

Enter your SA Health password, then tap 'Sign in'



If you are presented the prompt below after entering your password, stating “**You cannot access this right now**” or “**Your sign in was blocked**”, [click HERE for further instructions](#).

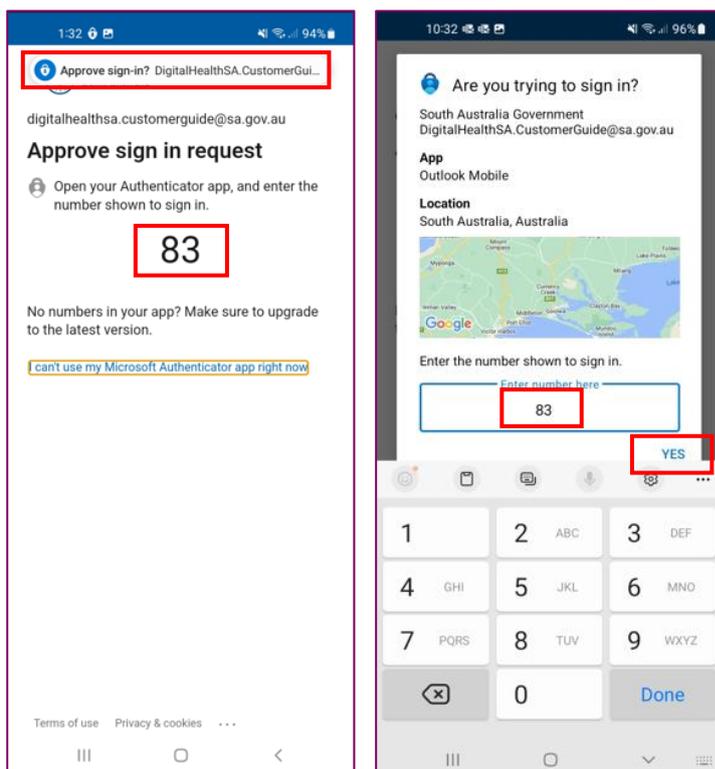


2. If the Microsoft Authenticator App is installed on the device you are using, the following screen will be displayed.

Note - If you are using **SMS** to authenticate for MFA, [click HERE](#).

Take note of the **number** displayed on screen, then tap on the **Notification** to open the **Authenticator App**

Then enter the number displayed for the **Microsoft App** you are logging into, then tap 'Yes'



Note - If you missed the number displayed on the **Microsoft App**, [click HERE](#).

Note - If you did not receive a notification on your **MFA device**, [click HERE](#).

3. Enter your MFA device's Passcode / Fingerprint / Face ID, if prompted by the App Lock feature, to complete the sign in process and proceed to step 4.
4. The Microsoft 365 service (Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

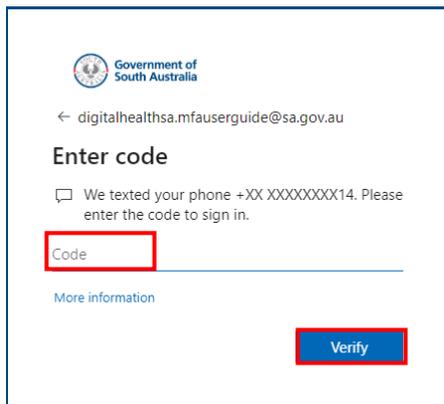
If you were **unable to login successfully**, please refer to the [Troubleshooting Guide](#) below.

Using SMS to authenticate with MFA

Note - The Authenticator App is the preferred primary method of authentication for MFA. Other methods should only be used in the event that the Authenticator App fails or you are unable to use the Authenticator App due to physical limitations on the device you are using for MFA.

1. If you are using SMS to authenticate with MFA by default, the following screen will display once you entered your SA Health email address and HAD password.

Enter the SMS code sent to your mobile device and select / tap **'Verify'** to complete the sign in.



Government of South Australia

← digitalhealthsa.mfauserguide@sa.gov.au

Enter code

We texted your phone +XX XXXXXXXX14. Please enter the code to sign in.

Code

[More information](#)

Verify

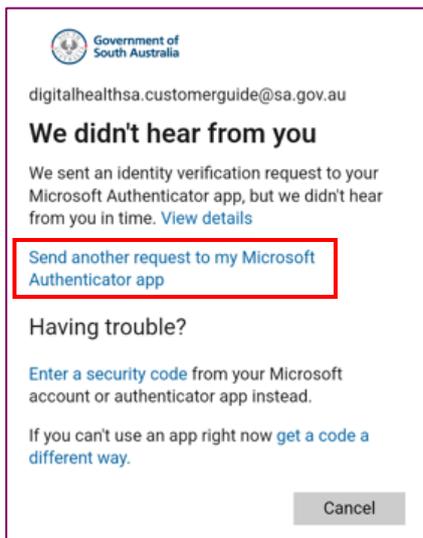
2. The Microsoft 365 service (Teams, SharePoint Online etc) you were opening should now be logged in and available for you to use on that device.

If you were **unable to login successfully**, please refer to the [Troubleshooting Guide](#) below.

Troubleshooting Guide

You receive the prompt “We didn’t hear from you”

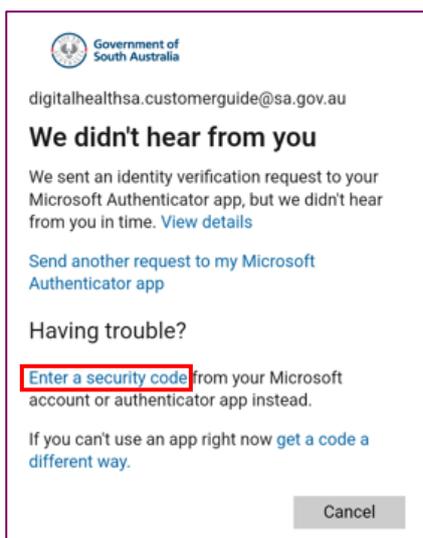
1. If you have your MFA device with the Microsoft Authenticator App open, try clicking “**Send another request to my Microsoft Authenticator app**” and follow the steps applicable to the device you are using to try signing in again.



If you are still unable to Authenticate using the App, proceed to Step 2.

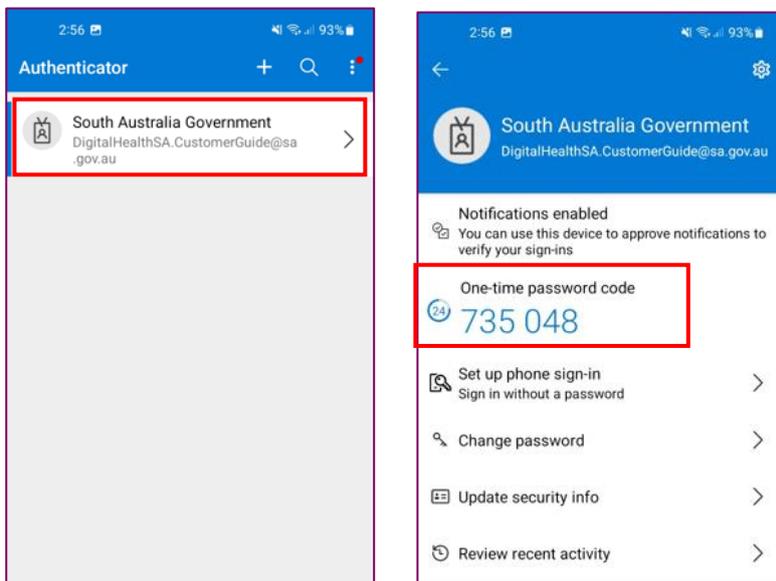
Note - If you do not have your **MFA device** with you, or the Microsoft Authenticator App has encountered an issue on your device that is preventing you from completing the sign-in, [click HERE](#).

2. On the device you are using, click “**Enter a security code**” and have your **MFA device** ready for the next step.



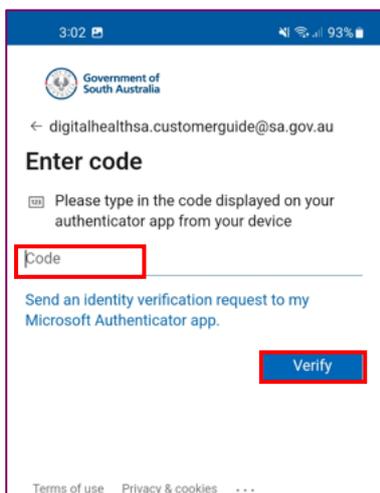
- 3. On your **MFA device** with the Authenticator App open, tap on your SA Health account.

The following screen will display with a ‘**One-time password code**’ that changes every 30 seconds. Have this ready for the following step.



Note - If you are using an iPhone or Android device, you can tap the code to copy it to the devices clipboard.

- 4. Enter the ‘One-time password code’ from your **MFA device** and then tap ‘**Verify**’.



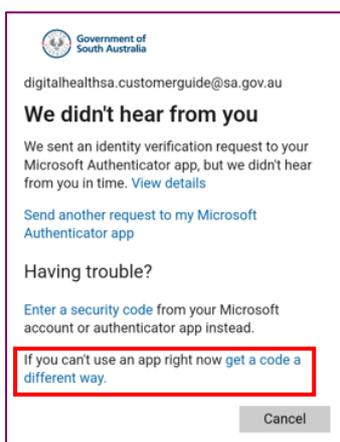
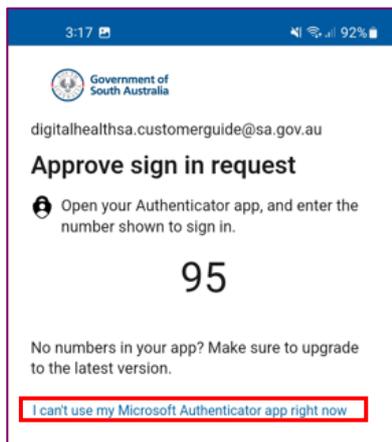
- 5. The Microsoft 365 product (Teams, SharePoint Online etc) you were opening on your should now be logged in and available for you to use.

If you are still unable to Authenticate using the Microsoft Authenticator App, proceed to the following section regarding MFA [log in without using the Microsoft Authenticator App](#).

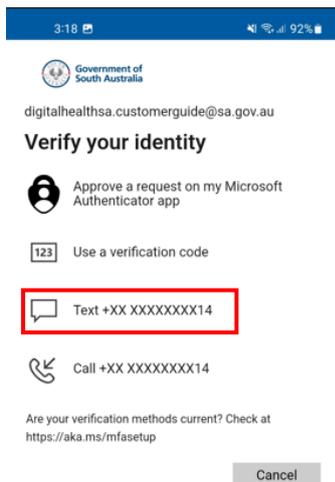
Logging into Microsoft 365 products without using the Microsoft Authenticator App.

1. If you are at the “**Approve sign in request**” screen, select ‘**Sign in another way**’.

If you are at the “**We didn’t hear from you**” screen, select ‘**get a code a different way**’.



2. Select one of the other MFA methods you have registered against your Microsoft 365 account to complete the authentication process.



If you have the ‘Text’ (SMS process) option, [click HERE](#) for further instructions.

Note - If you don’t have any other MFA methods linked to your Microsoft 365 account, or you do not have the phone with the App or the phone setup to receive SMS with you, please call the Digital Health SA Service Desk on 1300 138 913 to request the MFA on your Microsoft 365 account be reset.

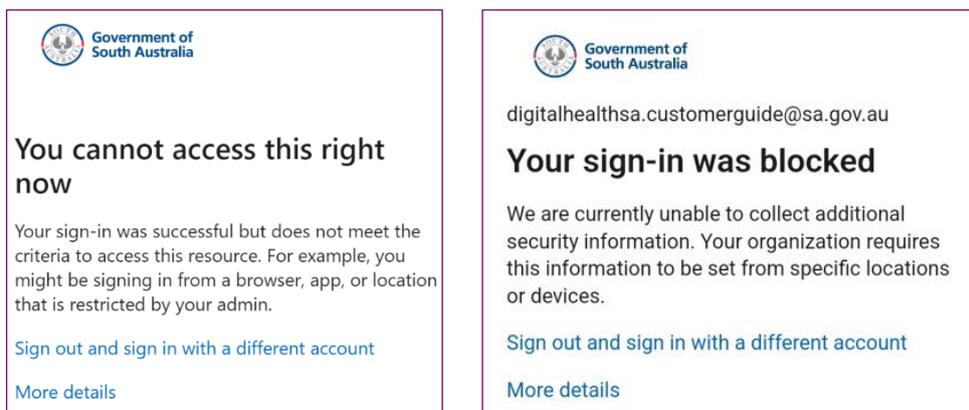
Once your MFA is reset, you will be required to setup your MFA again on the appropriate device/s.

Please refer to the appropriate Setup Guide for more instructions on how to configure MFA for the device you are using.

For **iPhones** – [Click HERE for the setup instructions](#)

For **Android devices** – [Click HERE for the setup instructions](#)

When logging into a Microsoft 365 product, it is prompting for more information / advising that your sign-in was blocked



1. If you are prompted with this message, MFA has been enforced on your account, but you do not have an MFA method configured on your Microsoft 365 account.

Follow the applicable Setup guide for your MFA device to configure this.

For **iPhones** – [Click HERE for the setup instructions](#)

For **Android devices** – [Click HERE for the setup instructions](#)

You have changed your phone and can't complete your sign in

1. If you have your old phone with the Authenticator App still working refer to the applicable Setup guide for your MFA device to configure the new device.
2. If you **don't** have your old phone with the Authenticator App still **but have SMS setup** as an MFA method **and still have the same mobile phone number**, you can use refer to the applicable Setup guide for your MFA device to configure the new device.

For **iPhones** – [Click HERE for the setup instructions](#)

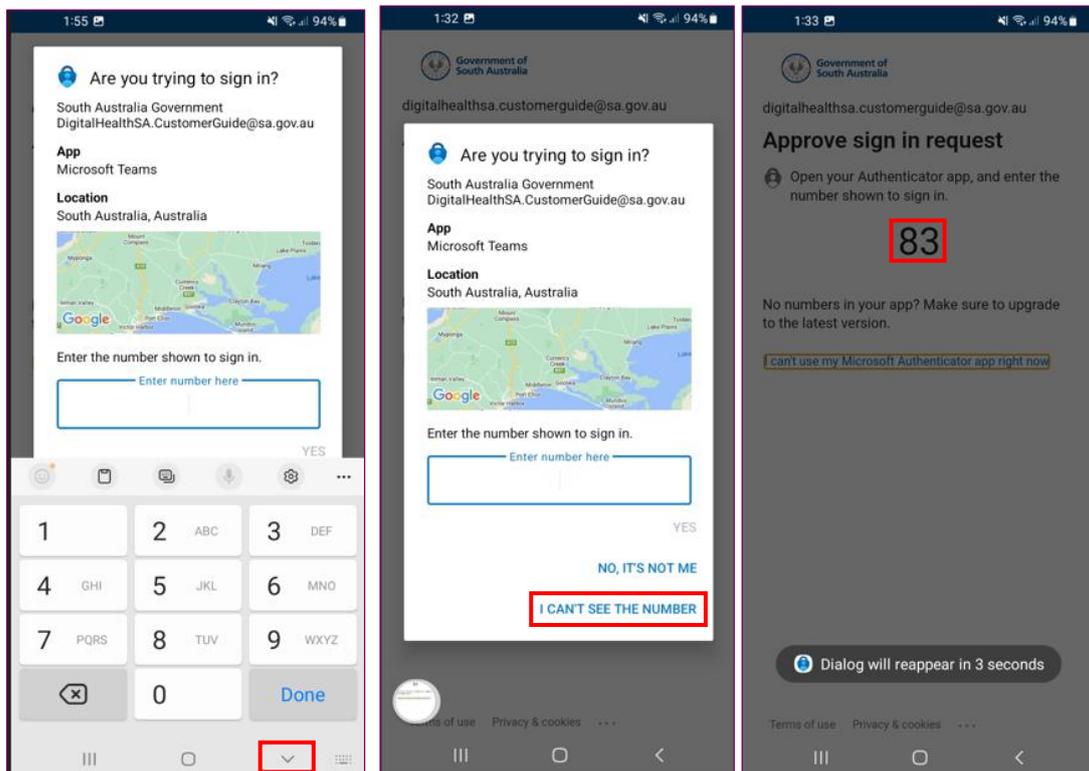
For **Android devices** – [Click HERE for the setup instructions](#)

If you don't have SMS setup, please contact the Digital Health SA Service Desk on 1300 138 913 to request the MFA on your Microsoft 365 account be reset.

When signing into the Microsoft App on an Android device, you missed the MFA code displayed on screen.

1. Tap the down arrow on the keypad, then tap **'I CAN'T SEE THE NUMBER'**.

The MFA app will be minimised for 3 seconds enabling you to see the number again before bringing the MFA app up so you can enter the code.



Click [HERE](#) to return to guide.

Note - If you are still unable to Authenticate using the Microsoft Authenticator App, proceed to the following section regarding MFA [log in without using the Microsoft Authenticator App](#).