Android setup guide for 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 guide has been created to help you link your Android device to your SA Health Microsoft 365 account for MFA.

Important information

This guide uses a computer and an Android device to complete the setup. Please ensure the Android device you are using for MFA is one that you will have with you at all times, so you can authorise any MFA prompts.

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

Requirements for setup

- An active connection to the SA Health network (either by using an SA Health device at an SA Health site or via VPN if working remotely).

    Note - If you are at a remote location without access, please contact the Service Desk for assistance.

- An active connection to the internet on your Android device.

    Note - This can be cellular data or via WiFi.

- The Android smart phone must be running at OS version 8.0 or above.

- A valid Google Play account is required to install the Microsoft Authenticator app or an active SIM card for SMS.

This document provides instructions for the following:

Part 1 - Installing the Microsoft Authenticator app on your Android device

Note - If you already have the Microsoft Authenticator app installed on your Android device, proceed to directly to Part 2.

Part 2 - Linking your Microsoft Authenticator app to your Microsoft 365 account

**Part 3 - Troubleshooting your MFA setup**

Part 1 - Installing the Microsoft Authenticator app on your Android device

1. Open the Camera app on your Android device, point the camera at the QR code below


2. Tap the '**View in Play Store**' icon on screen to open the Google Play Store app and be taken directly to the '**Microsoft Authenticator**' app.

   Note - If your Camera app does not read the QR code or do don't receive the link below, open the 'Play Store' app on your Android device and search for 'Microsoft Authenticator'.
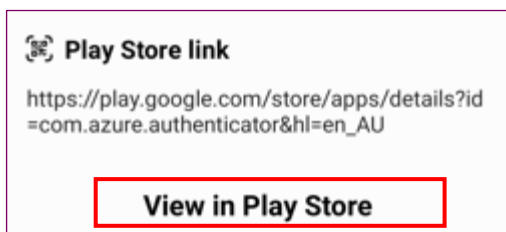
3. Tap 'Install' and enter your Google Play Store credentials if prompted.
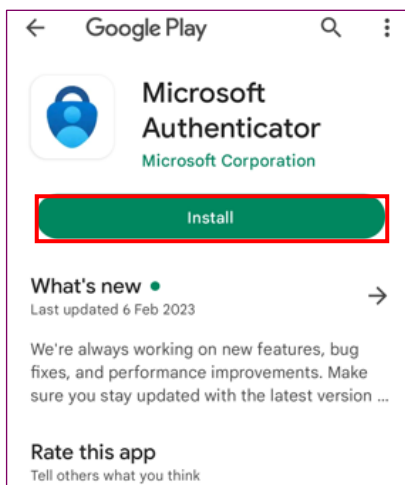
4. You have now installed the Microsoft Authenticator app on your Android device.

   Please proceed to Part 2, which is where you will link your Microsoft Authenticator app to your Microsoft 365 account using your computer and Android device**.**

Part 2 - Linking your Microsoft Authenticator app to your Microsoft 365 account

Please Note - The following steps will require you to use a computer connected to the SA Health network (either directly or via VPN) and the Android device you **installed the Microsoft Authenticator app** on.

If you need to set up MFA and have no access to the SA Health network, please contact the Digital Health SA Service Desk for assistance.

1. On your computer, open your preferred browser and then open a new **InPrivate** / **InCognito** window to prevent any conflicts with existing 365 subscriptions you may have on the device.

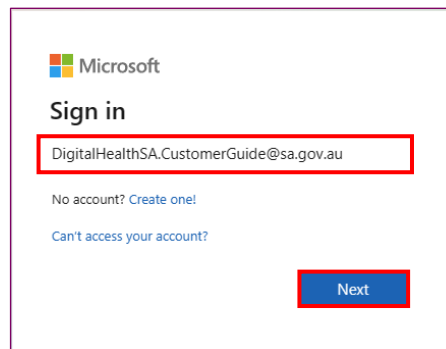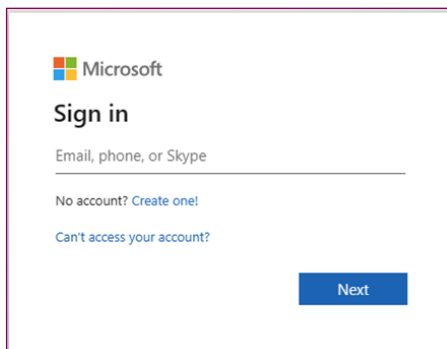Steps to open a new **InPrivate** window in **Microsoft Edge**
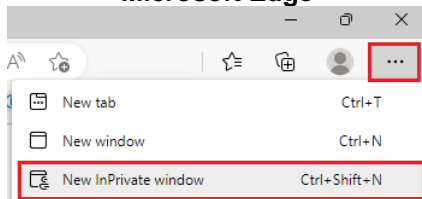
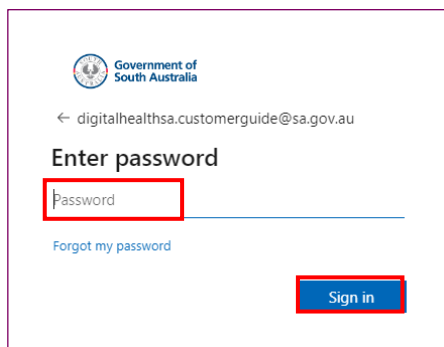Steps to open a new **Incognito** window in **Google Chrome**
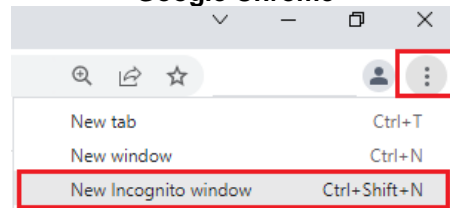
2. Copy the link below and paste it into the browser address bar and press **enter**.

   https://aka.ms/mfasetup

   This will display the login page below on the device, enter your SA Health email address and **click 'Next'.**
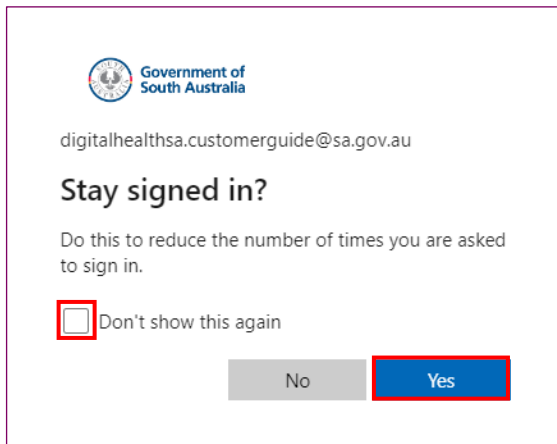
3. Enter your SA Health HAD password and click '**Sign in**'.

Note - If you receive a message to advise '**You cannot access this right now**' or '**Your sign in was blocked**' when attempting to setup MFA, click HERE for further instructions
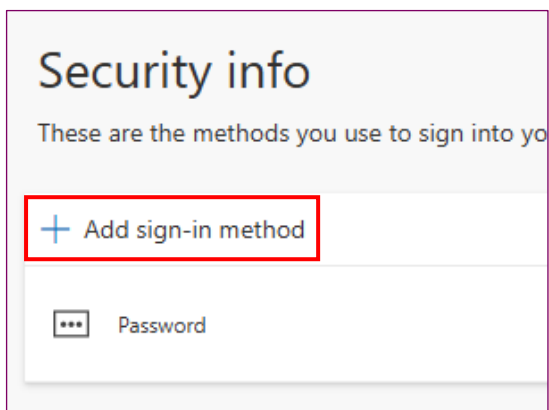
4. If the computer you are using is **your main computer**, tick the '**Don't show this again**' check box and then click '**Yes**'.

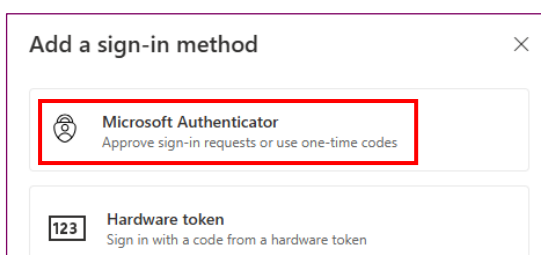   If this is not your main computer, just click '**Yes**'.

Note - If the next message you receive is to advise '**You cannot access this right now'** or '**Your sign in was blocked**', click HERE for further instructions
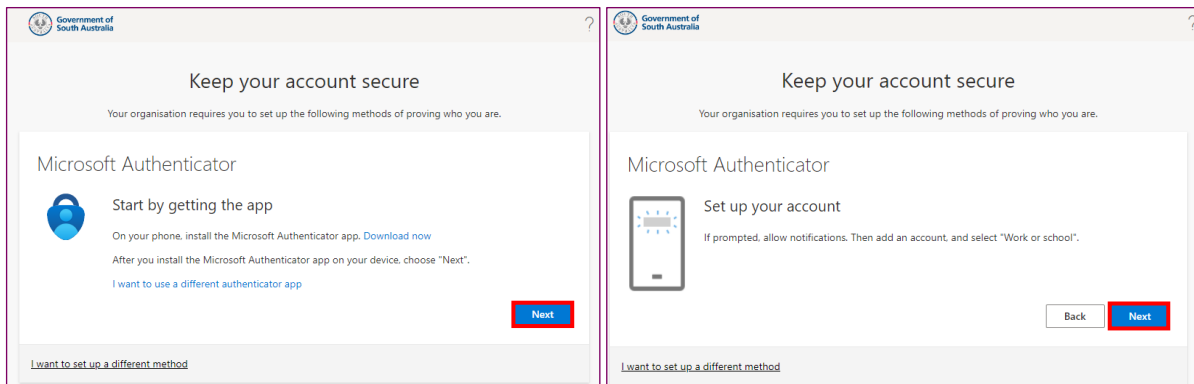
5. Click '**Add sign-in method'**

6. Select '**Microsoft Authenticator'**

7. Click '**Next**' at **both** screens below to commence the linking process.

   Note - If you find that you do not have the Microsoft Authenticator app on your **Android device**, please return to Step 1 to install the app before proceeding.


Please note that there is the option of using different authenticator apps however this guide has been developed specifically for use with the Microsoft Authenticator app as it provides greater integration with the Microsoft product suite.

   Note - The next steps will be using your **Android device**, please have this ready.

8. **If you are using the Microsoft Authenticator app for the first time,** proceed to Step 9**.**

   If you are already using the Microsoft Authenticator app on this device, open the app and tap the '+' icon, then tap "Work or school account' then tap 'Scan a QR code' and proceed to Step 10.
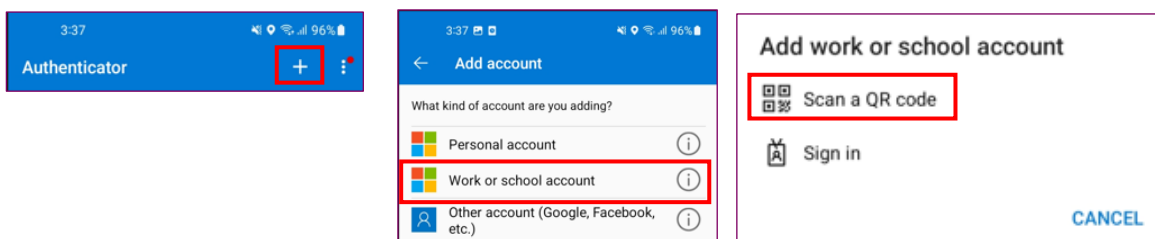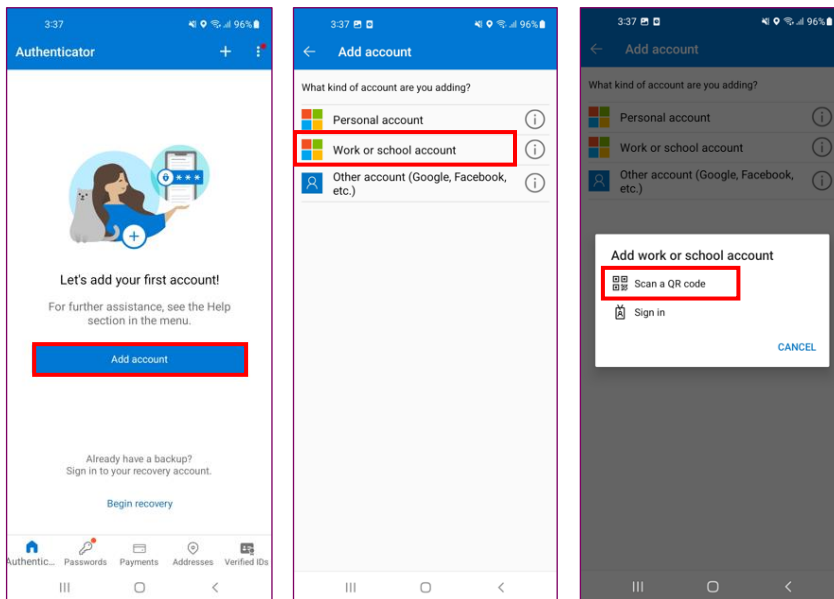
9. On your Android device, open the Microsoft Authenticator app and tap the '**I agree**' if prompted and perform the following:
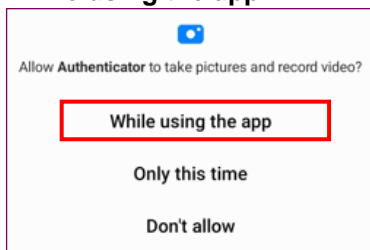
Tap on '**Add account**'

Then tap on '**Work or school account**'

Then tap on '**Scan QR code**'

 Please note - If you are prompted for permissions for the app to take pictures and record video, click on '**While using the app**' to allow the app to scan the QR Code.

10. Using your **Andriod device** with the QR scanning screen open in the Authenticator App, point the camera at the QR code now disaplyed on the computer screen to scan the image.

The Authenticator app will update and display the follow message, tap '**OK**' on the phone.

Then click '**Next**' on the computer.
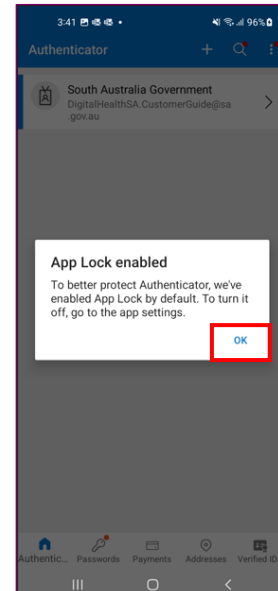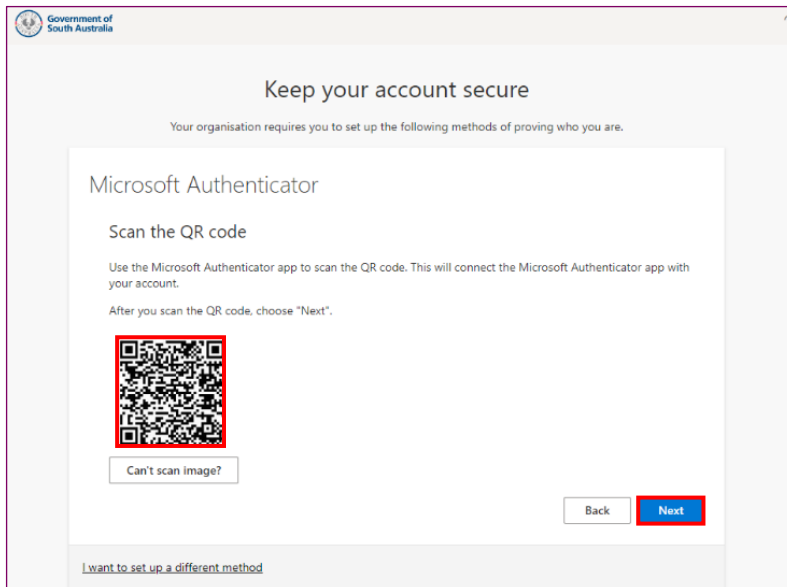
If your Andriod device is unable to scan the QR code, click HERE for further instructions.

If you receive the message 'QR code already used', click HERE for further instructions.

Note - If you do not have a passcode, touch ID or face ID configured on your Android device, one may be enforced at this point. Tap 'OK' and follow the prompts to configure one if required.

11. On the computer screen, the below screen will be displayed.

At the same time, you will be prompted for authentication on your mobile device via the Authenticator app. Enter the number code displayed on the computer in the phone, then press '**YES**"
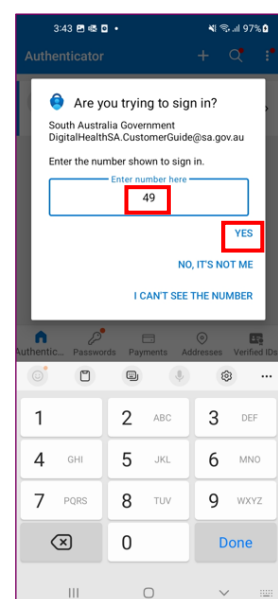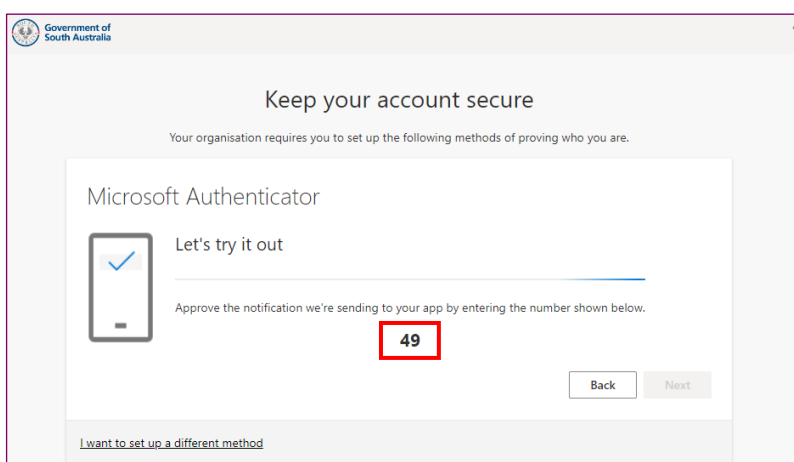
12. The Authentication prompt should now be approved, linking your Android device to your Microsoft 365 account.
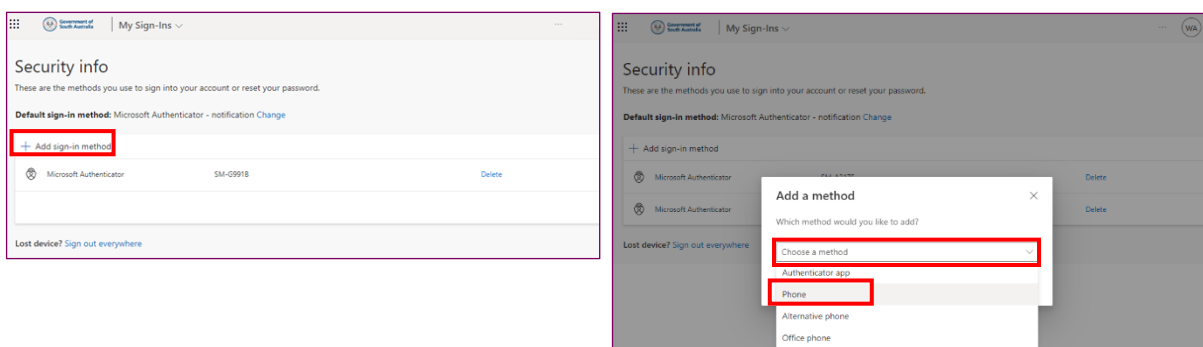
    Click '**Next**', then click '**Done**'.
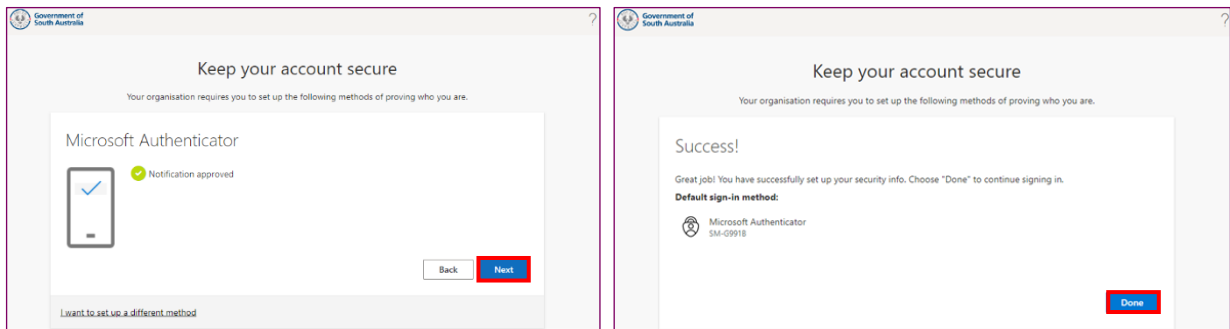
13. It is highly recommended that you add at least one other method of **authentication** in case there is an issue with the app on your phone or you **change or update your** phone.

    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 on your device or it is lost.

    The other authentication options are to receive a SMS text message to a mobile phone or to receive a phone call to a phone number.

    The **preferred** and **recommended** alternate method for MFA is a mobile phone using the 'text me a code' (receiving an SMS) option.

14. Click '**+ Add sign-in method**' and select '**Phone**'

15. Change the area code to Australia by clicking the dropdown and selecting '**Australia (+61)**'

    Enter the phone number you wish to use for MFA

    Select '**Receive a code**' for SMS to a mobile phone number, then click '**Next**'

16. An SMS with a 6-digit code will be sent to the phone

    Enter the code provided via SMS on the computer, then click '**Next**'

    If the code was successful, you will receive the '**SMS verified'** screen. Click '**Done'**.

    Note - If you didn't' receive the SMS, go back and confirm you entered the correct are code and phone number before trying again.

17. Your configured MFA methods will now be displayed. You can now close the browser window and access your Microsoft 365 applications from outside the SA Health network.

   Refer to the [User Guide for MFA](#) for instructions on how to login using MFA.

If you require further assistance with configuring Multi-Factor Authentication (MFA) on your Microsoft 365 account, please contact the Digital Health SA Service Desk by raising a ticket in the **Marval Self Service Portal** if you are onsite at work or are connected via VPN or by calling on 1300 138 913 if you require immediate assistance.

Troubleshooting your MFA Setup

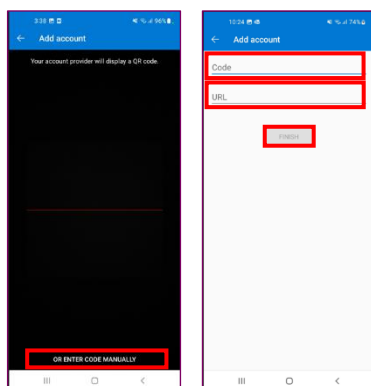**Android device cannot scan the QR code to link your Microsoft 365 account to the Authenticator app**

1. Ensure the camera lens is clean and then restart your Android device and try scanning the code again. Click HERE to return to Step 8 to continue your MFA setup.

   If you are still unable to scan the QR code, proceed to Step 2.

2. Click '**Can't scan image?**'

   Copy both the '**Code**' and **'URL'** shown and email them to a mail account setup on your Android device**.**
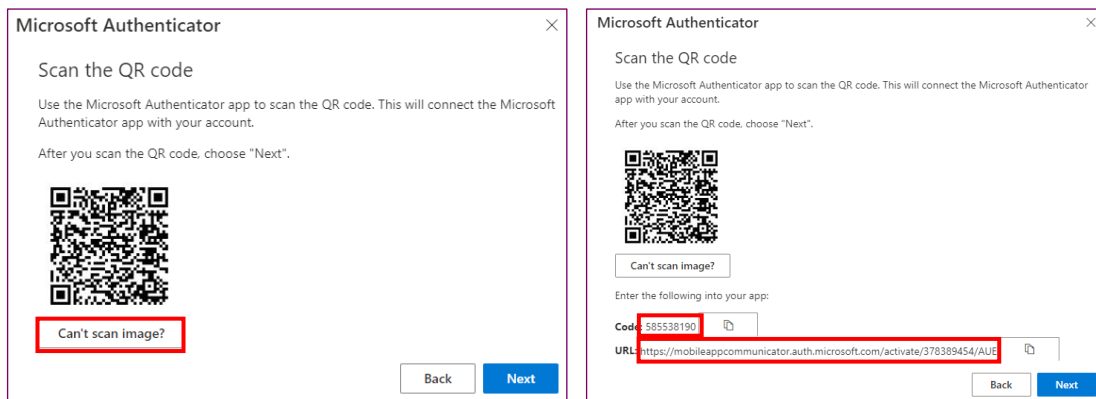
3. On your Android device, with the Authenticator app open to the '**Scan QR code**' screen, tap '**OR ENTER CODE MANUALLY**'.

   Copy the 'Code**'** from your email and paste it into the 'Code' section of the app. Copy the 'URL' from your email and paste it into the 'URL' section of the app and then tap 'Finish'.
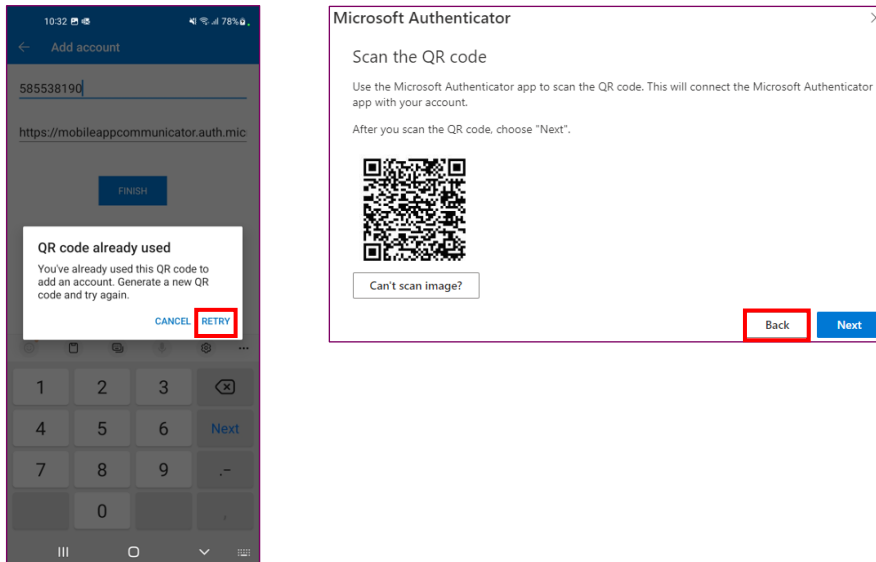

4. The Authenticator App on your Android device will now show your SA Government account. Click here to return to the Setup Guide (Step 9).
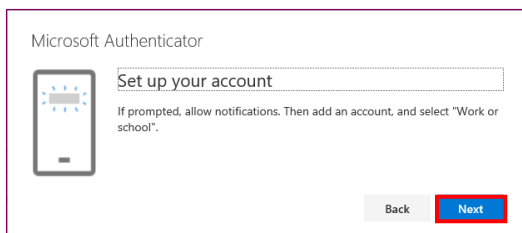
When attempting to scan the QR code, you receive message 'QR code already used' and cannot continue the set up.

1. On the **Android device**, tap '**Retry**'

   On your **computer**, click the '**Back**' button highlighted below in the browser

2. Select '**Next**' to generate a new '**QR Code**' to scan, then click HERE to return to Step 8 and resume your MFA setup.

3. If you are still unable to scan the QR code, follow the method of entering the code manually to add the account.

4. If you are still unable to setup MFA, please contact the Digital Health SA Service Desk by raising a ticket in the **Marval Self Service Portal** if you are onsite at work or are connected via VPN or by calling on 1300 138 913 if you require immediate assistance.

After using your email address and HAD password to login, you received the below message when attempting to setup MFA:

"*You cannot access this right now*" or "*Your sign in was blocked*"
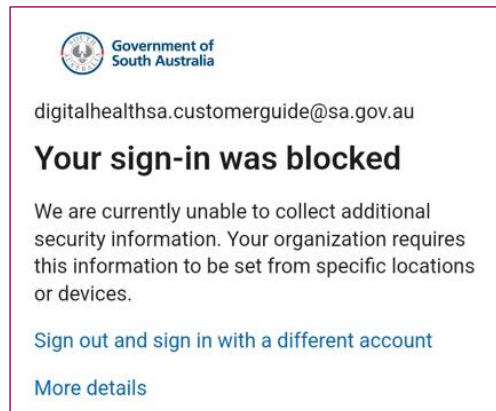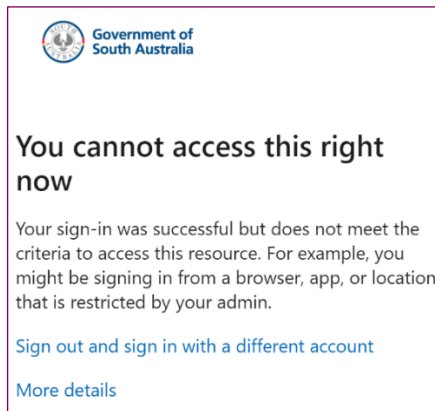
1. This message will occur when you attempt to setup MFA on a device/computer that is not an SA Health device connected to the SA Health network (either directly or via VPN).

2. If you have access to an SA Health device, please setup MFA while connected to the SA Health network (either directly or via VPN).

   If you require access to Microsoft 365 services urgently and you have no access to the SA Health network (either directly or via VPN) or you cannot wait until you are in a location that does have this access, then please contact the Digital Health SA Service Desk for assistance in setting up MFA off the SA Health Network.

Changing or updating the phone used for MFA

1. To change your MFA methods, you will still require a usable method for completing your MFA sign in.

2. If you have configured SMS and the Authenticator app, you can use the 'Text me a code' option to setup the sign in on the new device.

3. If you only have the Authenticator app method setup, you will require the previous device to complete the sign in via MFA.

4. If you don't have access to the previous device or the app is wiped, please contact the Service Desk on 1300 138 913 to have your MFA methods reset so you can setup the Authenticator App on the new mobile device.