

M365 for Mobile Workers

Multi-Factor Authentication for iOS and Android Mobile App

Overview

The County of Santa Barbara is moving several key IT services into the cloud leveraging Microsoft's offering called Microsoft 365 (M365, formerly O365). Email (Exchange/Outlook), Unified Communications (Skype/Teams), and Collaboration (SharePoint/One Drive) will soon be cloud hosted.

In order to ensure data security of County information stored in the cloud, the County of Santa Barbara leverages Multi-Factor Authentication (MFA) for access to your Microsoft 365 account. MFA is an authentication method that requires more than one verification method for accessing your email, Microsoft Teams, and all other Microsoft 365 resources. MFA must be configured by each M365 user prior to accessing email, Team or other data in the cloud.

Audience

These configuration instructions have been prepared for County workers who do not have access to a County computer or laptop – or who will use an iOS device to configure their MFA settings.

Preparation

County IT must register you as a Mobile Device User in M365 prior to first use. Please confirm that you have been granted M365 mobile access security¹.

** Please note

It is very important that you set up at least two MFA methods. This will prevent you from getting locked out of M365 in the future if one of your devices (methods) is lost or fails:

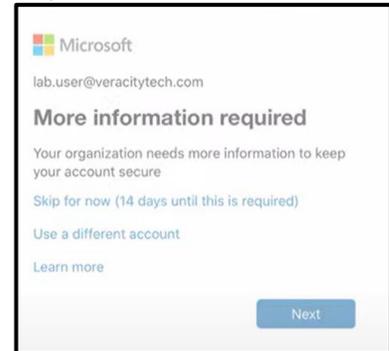
1. **Microsoft Authenticator App** with personal or work device, and
2. Alternate phone with the option of a voice call or text.

¹ **IT Professionals** please make sure to place the user in the *Departmental Mobile Access Group*, and place the user in the *Departmental Mobile App Policy Group*

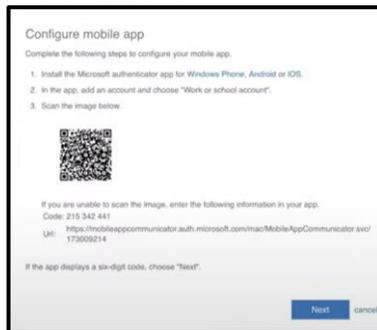
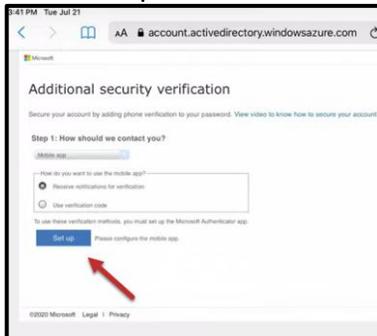
Setting up the Microsoft Authenticator App on iOS device

[Office 365 MFA Setup without a PC on an iPhone or iPad - YouTube](#)

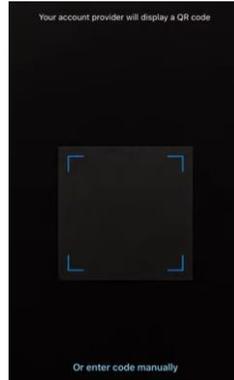
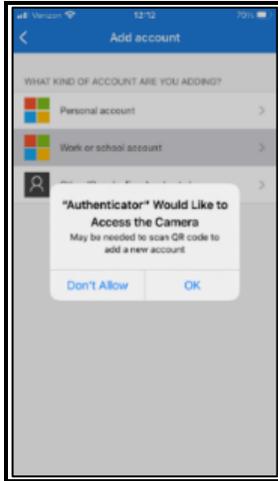
1. On your mobile device download & Install **Microsoft Authenticator App** from Apple store on iOS and/or iPad
 - a. Open your iOS device and/or iPad
 - b. Tap the **App Store** icon which will already be on your device
 - c. In the Search field type in **MFA Authenticator** and tap **Search**
 - d. Tap to download to your phone
 - e. Enter in your Apple ID and password to install the app
2. Open the Microsoft Authenticator App
3. Navigate to the Home screen on your **mobile** device and open Safari
4. Type in **login.microsoftonline.com**
5. Sign in using your County of Santa Barbara email address and tap **Next**
6. Enter in your password and tap **Sign in**
7. You will receive a prompt indicating more information is required. Click **Next**



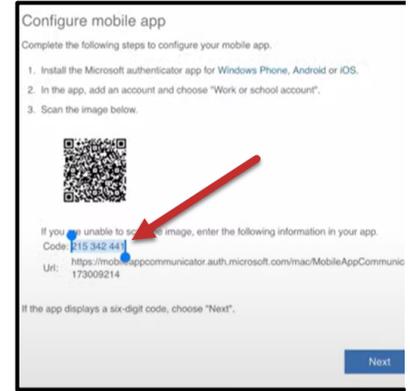
8. Click **Set up**
9. When the QR code appears, switch to the authenticator app and tap **Skip** until you can select **Add Account** and select **Work Account**.
10. Authenticator App: Click **Work or school account**



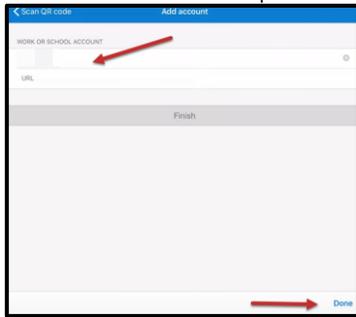
11. Click **OK** to allow your camera to scan the QR code



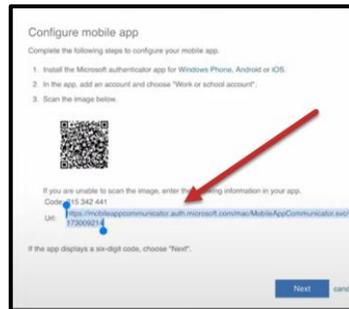
12. Switch back to safari and write down the code. Then switch back to Authenticator and enter the code.



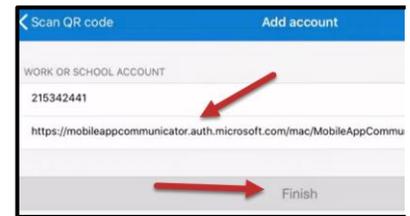
13. Enter the code and tap Done



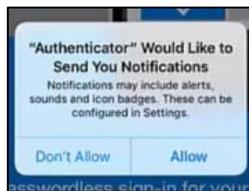
14. Go back to Safari and copy the URL.



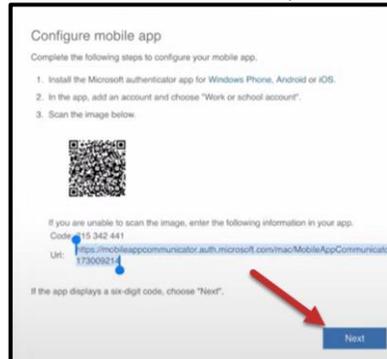
15. Paste the URL into the URL field in the Authenticator app and tap **Finish**



16. Select **Allow**. You must allow push notifications from the authenticator app in order for MFA to work.



17. Go back to Safari and tap **Next**



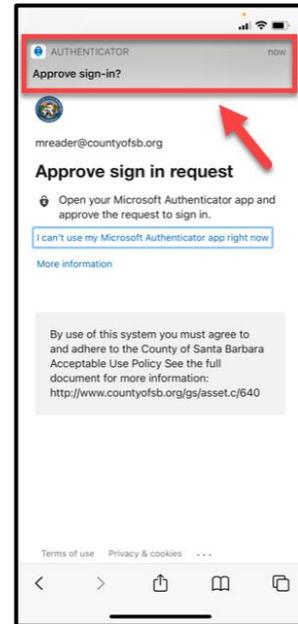
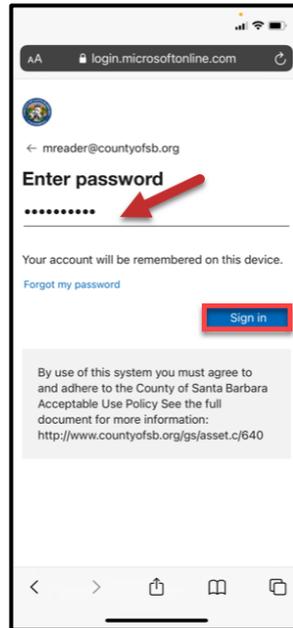
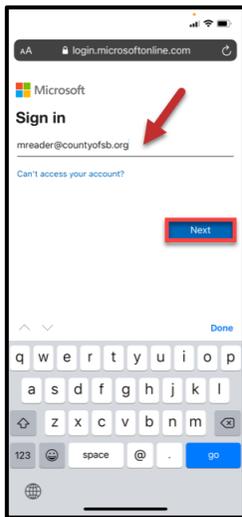
18. Tap **Next** once more and respond to the notification from the Authenticator app. Tap **Approve**

19. Go back to Safari and tap **Done**. Your Authenticator App has been successfully installed.

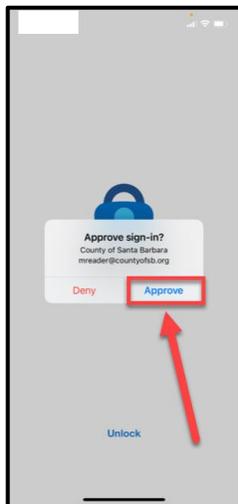
*** Do not stop here - Setting up Primary (MS Authenticator) and alternate (Phone call) methods for authentication***

Setting up Primary (MS Authenticator) and alternate (Phone call) methods for authentication

1. On your **phone** mobile browser, navigate to <https://mysignins.microsoft.com/security-info> and enter your SBC email and tap **Next**.
2. Enter in your password and tap **Sign in**
3. Tap **Approve sign-in** at the top of the screen



4. Click **Approve**



5. Enter in your phone passcode



6. Tap **Unlock**

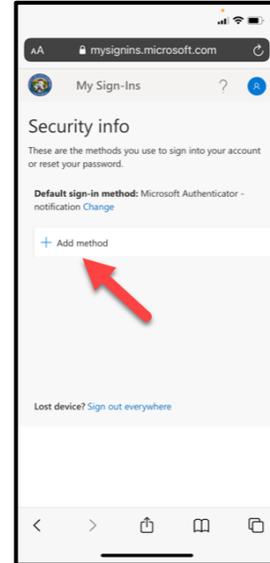


7. Enter in your phone passcode again

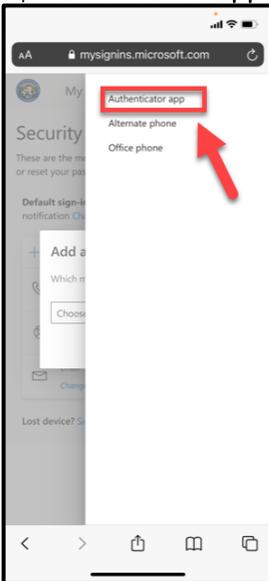


8. Close out of the Microsoft Authenticator App

9. Open up your browser session and tap on **Add method**

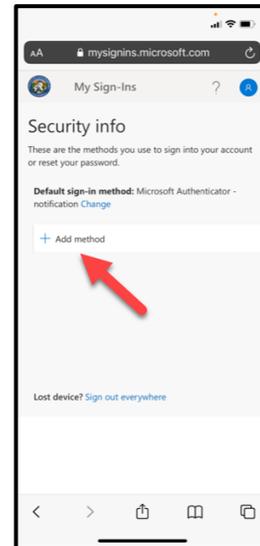
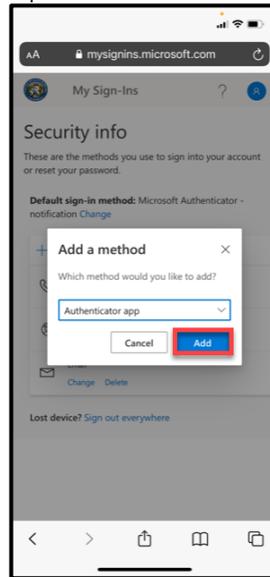


10. Tap **Authenticator app**

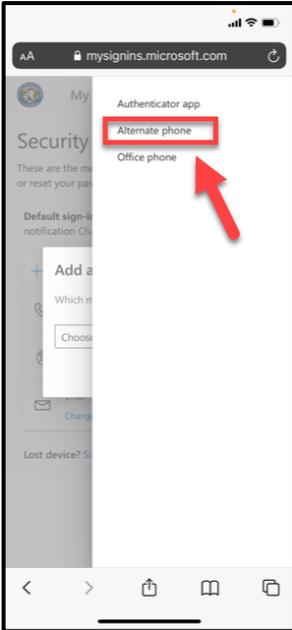


11. Tap **Add**

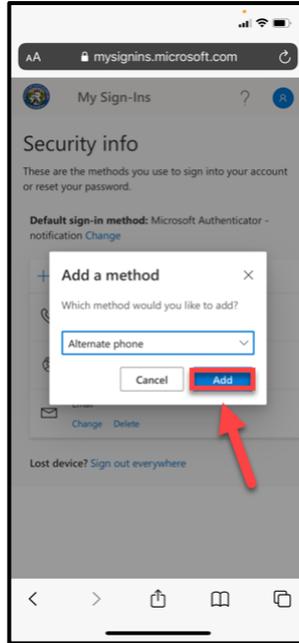
12. Tap **Add method** again to add a 2nd authentication method



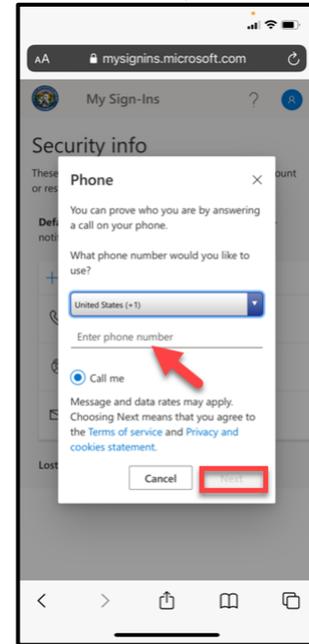
13. Tap Alternate phone



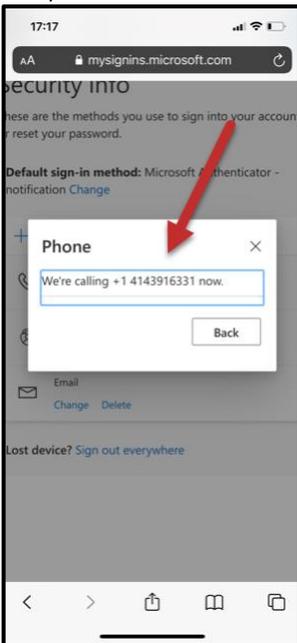
14. Tap Add



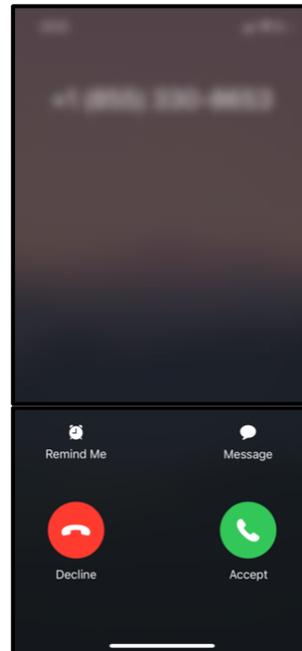
15. Enter in your alternative phone number and tap Next.



16. Microsoft Authenticator Automated System will then call you.



17.



When you answer the call, the automated voice will ask you to verify your identity by tapping the # key on your phone. Once you have done this verification step, the call will automatically end.

This concludes the MFA setup for M365 access from a mobile device.

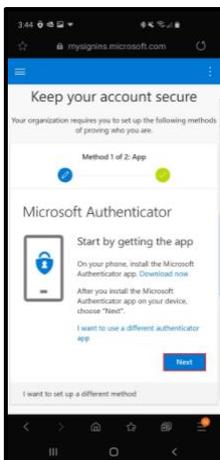
Setting up the Microsoft Authenticator App on Android device

[Download Microsoft Authenticator on Android - YouTube](#)

1. Install Intune [Company Portal App](#)
2. Open the **Google Play Store app** from your Android device
3. Search for **Microsoft Authenticator**
4. Tap install to download the app. Once installed, the application will appear on your home screen.

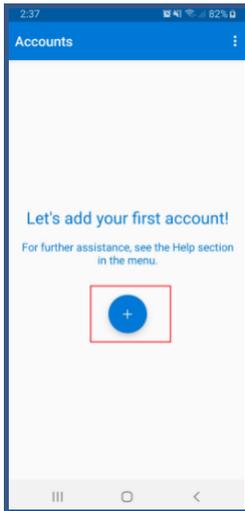
Setting up Primary (MS Authenticator) and alternate (Phone call) methods for authentication

1. On your **phone** mobile browser, navigate to <https://mysignins.microsoft.com/security-info> and enter your SBC email and tap **Next**.
2. Enter in your password and tap **Sign in**
3. Your mobile web browser will display a screen to set up the methods

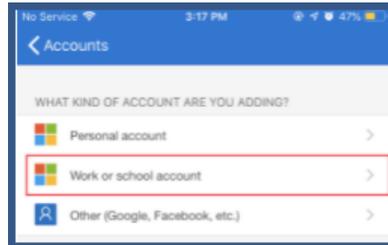


Configure the Microsoft Authenticator app

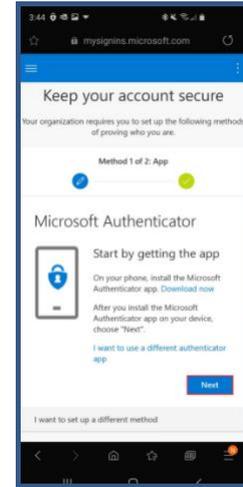
1. Tap the + sign to add account



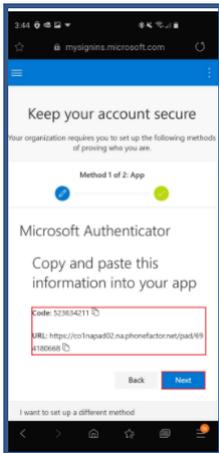
2. Select **Work or School account**



3. Click Next on the mobile web browser to set up the account.



4. The Code and URL will be automatically generated. Click Next.



5. Copy and paste the Code and URL

6. Switch back to the Microsoft Authenticator app.

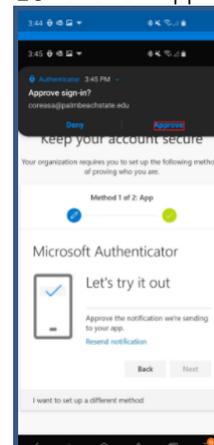
7. Copy and Paste the Code and URL from the Clipboard under Add Account.

8. Click on Finish



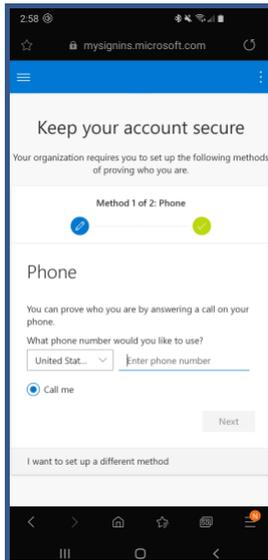
9. You will be prompted to approve the notification sent to your phone. This only to test that you are able to receive notifications.

10. Click on Approve and Next.



Configure Phone Authentication

1. Enter your phone number. Click Next



2. You will receive an automated phone call.

3. Tap the # key to authenticate after following the instructions.

4. Tap Next after the call is answered.

5. Click Done.

