**Multi-factor Authentication Registration:**
**SMS Text Message and Voice Call**
**Quick Reference Guide**

**Introduction**
This Quick Reference Guide (QRG) is intended for users who have not yet registered for multi-factor authentication (MFA). If you have previously registered for MFA, and wish to change your default authentication method, please contact the ICT Service Desk.

**Step 1**
Go to [https://webmail.health.wa.gov.au](https://webmail.health.wa.gov.au)

If MFA has been enabled for your account, then you will be directed to the screens that facilitate your once off MFA registration.

You will require access to a phone. WA Health recommends the use of a mobile phone, where possible. If you are a user in a remote area accessing the Outlook Web app (OWA) from outside the WA Health network and do not have cellular connection, please contact the ICT Service Desk for instructions on how to set up the Microsoft Authenticator app.

**Step 2**
Sign in using your HE number (e.g. hexxxxx@health.wa.gov.au) and click on the ‘Next’ button.

Note: If the device you are using has previously been used to authenticate on other Microsoft sites, then you may be presented with a list of accounts. If your account does not appear in the list, then click on the ‘Use another account’ option and you will be taken through this step.

**Step 3**
Enter your password and click on the ‘Sign in’ button.

**Step 4**
If this is your first time signing in to the OWA since MFA was enabled on your account, then you will be guided through a brief, one-time-only, MFA registration process. Click on the ‘Next’ button to commence the MFA registration process.
Step 5
As part of the registration process you must provide details on how the MFA system can contact you for verification.

a. From the first drop down box, select the ‘Authentication phone’ option.
b. From the second drop down box, select ‘Australia’ as your country or region.
c. Verify, or enter, your mobile phone number.
d. Select the ‘Send me a code by text message’ method to enable the MFA system to send you a SMS text message with a verification code. Click on the ‘Next’ button.

Note: The mobile number you enter will become the default number used by the MFA system in the future.

Step 6
When you receive the SMS text message, on your nominated mobile phone, enter the verification code and click on the ‘Verify’ button.

Step 7
You have now successfully completed the MFA registration process. Click on the ‘Done’ button.

Step 8
The MFA system will now automatically send you another SMS text message. Enter the code and click on the ‘Verify’ button to finish the authentication process, and be directed to the Outlook Web App to access your emails.

Note: You will be required to undergo MFA each time you access OWA outside of the WA Health network.

Help! For further information, please contact your ICT Service Desk.