



# Multi-factor Authentication Registration: SMS Text Message and Voice Call

## Quick Reference Guide

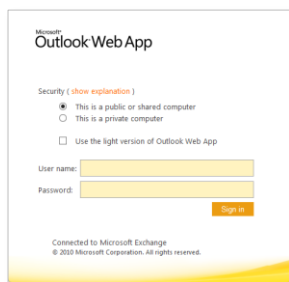
### Introduction

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.

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.

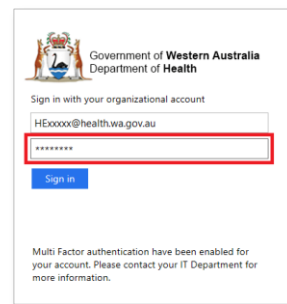
### Step 1

Go to <https://webmail.health.wa.gov.au>



### Step 3

Enter your password and click on the 'Sign in' button.



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

### Step 4

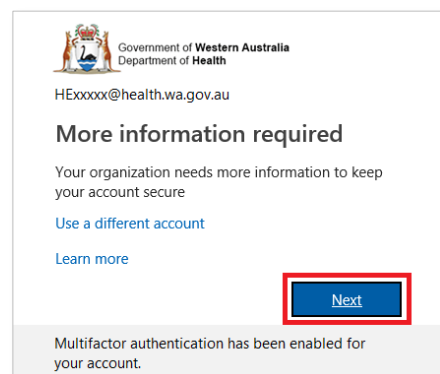
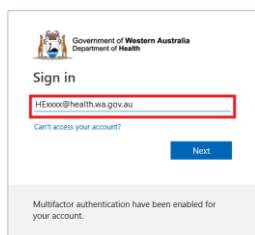
You will require access to a phone. WA Health recommends the use of a mobile phone, where possible. If you are a user in a remote area accessing the Outlook Web app (OWA) from outside the WA Health network and do not have cellular connection, please contact the ICT Service Desk for instructions on how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

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 2

Sign in using your HE number (e.g. hexxxxx@health.wa.gov.au) and click on the 'Next' button.



## Step 5

As part of the registration process you must provide details on how the MFA system can contact you for verification.

- From the first drop down box, select the 'Authentication phone' option.
- From the second drop down box, select 'Australia' as your country or region.
- Verify, or enter, your mobile phone number.
- 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.

The screenshot shows the 'Additional security verification' page for the Government of Western Australia Department of Health. It is titled 'Step 1: How should we contact you?'. There are three main input areas: 'a. Authentication phone' (a dropdown menu), 'b. Australia (+61)' (a dropdown menu for country/region), and 'c. 04XX XXX XXX' (a text input field for the phone number). Below these is a 'Method' section with two radio buttons: 'd. Send me a code by text message' (which is selected) and 'Call me'. At the bottom right, there is a blue 'Next' button. A small disclaimer at the bottom left states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

Should you prefer to receive a voice call, instead of an SMS text message, please contact your ICT Service Desk and ask how to change the default authentication method.

## Step 6

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

The screenshot shows the 'Additional security verification' page for the Government of Western Australia Department of Health. It is titled 'Step 2: We've sent a text message to your phone at +61 04XX XXX XXX'. Below the title, it says 'When you receive the verification code, enter it here'. There is a text input field containing the code '123456'. To the right of the input field are two buttons: a grey 'Cancel' button and a blue 'Verify' button.

## Step 7

You have now successfully completed the MFA registration process. Click on the 'Done' button.

The screenshot shows the 'Additional security verification' page for the Government of Western Australia Department of Health. It is titled 'Step 2: We've sent a text message to your phone at +61 04XX XXX XXX'. Below the title, it says 'Verification successful!'. At the bottom right, there is a blue '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.

The screenshot shows the 'Enter code' page for the Government of Western Australia Department of Health. It displays the email address 'HExxxx@health.wa.gov.au'. Below the email address, it says 'Enter code'. There is a checkbox with the text 'We texted your phone +XX XXXX XXX XXX' and 'Please enter the code to sign in.'. Below this is a text input field for the code. At the bottom right, there is a blue 'Verify' button. At the bottom of the page, it says 'Multifactor authentication have been enabled for your account.'

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