FAQs for 2-factor Authentication (2FA) for School Mail System

Q1: I have set up the 2FA for VPN access for EDB portal, do I still need to set up 2FA for School Mail System (i.e., Microsoft Exchange Online)?

Q2: How do I log in to the School Mail System after completion of the setup of the 2FA for School Mail System?

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Q12: What should I do if I don't have a popup code like Q2?

Q13: What should I do if my registered iOS device does not show the popup code?

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Q15: For other enquiry, please contact Help Desk at 3540-7305.

Q1: I have set up the 2FA for VPN access for EDB portal, do I still need to set up 2FA for School Mail System (i.e., Microsoft Exchange Online)?

Yes, you still need. The EDB portal and School Mail System are two (2) different IT systems, both have different 2FA mechanism when accessing. Portal \rightarrow <u>http://portal.edb.gov.hk</u> Exchange Online (for school users' email) \rightarrow <u>http://outlook.office.com</u>

Q2: How do I log in to the School Mail System after completion of the setup of the 2FA for School Mail System?

(Prerequisite: You must have your smartphone with Microsoft Authenticator installed. The smartphone has been used for the setup of the 2FA for School Mail System.)

- 1. Click <u>Exchange Online (for school users)</u> in Portal or access directly to link <u>http://outlook.office.com</u>
- 2. Log on with your EDB mail account (i.e., xxx@edb.gov.hk) and password and click "Next"
- 3. Enter the number in your Microsoft Authenticator on the registered smartphone after you see the number form the pop-up windows after inputting your name and password.



Q3: W	hat should I do when I log in to School Mail System without any 2FA setup
	at the first time?
1	Click Exchange Online (for school users) in Portal or access directly to link
±.	http://www.actional.com
	nttp://outlook.office.com
2.	Log on with your EDB mail account (i.e., xxx@edb.gov.hk) and password
	and click "Next"
	Microsoft
	More information required
	Your organization needs more information to keep
	Learn more
	Mart
3.	Follow the steps and click "Next", "Next" to continue
	Education Bureau ?
	Keep your account secure
	Your organization requires you to set up the following methods of proving who you are.
	Microsoft Authenticator
	Start by getting the app
	On your phone, install the Microsoft Authenticator app. Download now
	After you install the Microsoft Authenticator app on your device, choose "Next".
	I want to use a different authenticator app
	Next
	I want to set up a different method
	Education Bureau ?
	Keep your account secure
	Your organization requires you to set up the following methods of proving who you are.
	Microsoft Authenticator
	Set up your account
	If prompted, allow notifications. Then add an account, and select "Work or school".
	_
	Back Next
	Lwant to set up a different method
4.	See a QR code generated as follow

Education Bureau	3
Keep your account secure	
Your organization requires you to set up the following methods of proving who you are.	
Microsoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.	
After you scan the QR code, choose "Next".	
Carit scan image?	
Luurat ta set un a different mathed	

- 5. Launch the Microsoft Authenticator from the registered smartphone (for detail, please refer to <u>Q6</u> below)
- 6. Click "+" at the top right corner. Choose "Work or school account" when the below dialogue box is prompted. Click "Scan QR code" and your Camera App will prompt out for you to scan the QR code generated at the Desktop PC as shown in Step 4 above

<	Add a	ccount	
WHAT	KIND OF ACCOUNT ARE	YOU ADDING?	
	Personal account		>
	Work or school accou	nt	>
8	Q Other (Google, Facebook, etc.)		
	Add work or s	chool account	
	Sign in	Scan QR code	

7. Click "Next" as shown under Step 4 to get the following screen at the Desktop PC.

DC3K	top i e.
cation bureau	
	Keep your account secure
	Your organization requires you to set up the following methods of proving who you are.
	Microsoft Authenticator
	Let's try it out
	Approve the notification we're sending to your app by entering the number shown below.
	Back Next
	Lwant to set up a different method
8. Enter regist	r the number shown in Step 7 to the below notification box of you tered smartphone and click "Yes" for approval of your sign-in. The trying to sign in? Education Bureau Intest006@edb.gov.hk
Enter the	number shown to sign in.
	95
No, it's no	ot me Yes

Q4: What should I do if my original registered smartphone for 2FA of the School Mail System was lost?

If your original registered smartphone for 2FA of School Mail System was lost, please send a request to the support team to reset the 2FA setting via either mail or phone.

Once the setting of the 2FA is reset, all your registered devices are removed and you are required to set up the 2FA again using your new smartphone according to the steps in Q3.

Q5: Is it possible for me to add more than one mail account (@edb.gov.hk) to the Microsoft Authenticator for 2FA?

Yes, it is. You can add other mail account(s) to the same Microsoft Authenticator provided that the mail account supports 2FA using Microsoft Authenticator.

Q6: How do I download and set up Microsoft Authenticator for 2FA of the School Mail System?

You should prepare a smartphone for registration and access the links below for downloading the Microsoft Authenticator:

iOS: <u>https://apps.apple.com/us/app/microsoft-authenticator/id983156458</u> Android: <u>https://play.google.com/store/apps/details?id=com.azure.authenticator</u>

You should refer to <u>Microsoft Authenticator Guideline</u> for more details.

Q7: Is it possible for me to add more than one smartphone for 2FA of the School Mail System?

Yes, it is. You may follow the steps below:

- 1. Go to http://aka.ms/mfasetup after login to School Mail System
- 2. Check all registered sign-in method under "Security Info" tab
- 3. Click "Add sign-in method"

Overview				
Security info Devices	Security info These are the methods you use to sign into You're using the most advisable sign-in m Sgn-in method when most advisable is umanible. Microsof	o your account or reset your password. nethod where it applies. ft Authenticator - notification Change		
Password	Password	Last updated: 3 months ago	Change	
Settings & Privacy	Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 12		Delete
Recent activity	Lost device? Sign out everywhere			
 Microse Approve 123 Hardwe Sign in w C Phone Get a ca C Alterna Get a ca 	oft Authenticator sign-in requests or use one-time codes are token with a code from a hardware token Il or text to sign in with a code ate phone Il or text to sign in with a code			

4. Perform the same steps in Q3 to add your new smartphone for 2FA. Then Microsoft Authenticators in both smartphones will be prompt during login to your School Mail System.

Q8: H	8: How do I delete my outdated MFA device?							
1. 2. 3.	 Go to <u>http://aka.ms/mfasetup</u> after login to School Mail System Check all registered sign-in method under "Security Info" tab Click "delete" to remove the outdated registered (Please ensure that there are still other valid 2FA methods available for logging in next time) 							
	₩ My Sign-Ins ∨				<u>₽</u>			
	R Overview	Security info These are the methods you use to sign into your a	ccount or reset your password.					
	💻 Devices	You're using the most advisable sign-in method Sgn-in method when most advisable is unavailable: Microsoft Authentic	where it applies. ator - notification Change					
	🔍 Password	+ Add sign-in method						
	Organizations	Password	Last updated: 3 months ago	Change				
	🔒 Settings & Privacy	Authenticator app Time-based one-time password (TOTP)			Delete			
	🕥 Recent activity	Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 12		Delete			

Q9: How do I append other sign-in methods for 2FA of the School Mail System?

Please note that Microsoft Authenticator is strongly recommended by the product vendor, you could still add other sign-in methods for 2FA of the School Mail System

To append other 2FA methods, during first time setup or adding an extra sign-in method, it can be change in below screen by

- Phone number to receive SMS code
 (Click "I want to setup a different method" → click Phone)
- OTP (One time password) code from authenticator (Click "I want to use a different authenticator app")

Follow the steps to set up, another 2FA method will be added.

Keep your account secure



Q10: What should I do if my authenticator (The default method) is currently unavailable but I want to access the School Mail System with another 2FA method that I have already registered?

1. You may click I can't use my Microsoft Authenticator app right now If you have configure other sign-in methods for 2FA (refer to Q9), you could select other available 2FA method for sign in (e.g., Text SMS / OTP code...)



Q11: How do I identify the 2FA of VPN Access for EDB portal and that of the School Mail System in Microsoft Authenticator?						
By Default, the item for accessing EDB Portal is shown as "XXXXX@EDB" while the item for accessing School Mail System is shown as "Education Bureau" like below.						
Authenticator	Q +					
	<< Portal VPN >					
669 952 ⑦						
Education Bureau userNAME@edb.gov.hk	<< School Mail System >					

Q12: What should I do if I don't have a popup code like Q2?

You may use the One-Time Password code from the Microsoft Authenticator as below:

- When a pop-up window requests you to enter "the Code" from Microsoft Authenticator

	Outlook
	Microsoft
	- Jedb.gov.hk
車	俞入驗證碼
3	回輸入行動裝置上的 Microsoft Authenticator 應用 程式中顯示的代碼
¥	代碼
1	✓ 90 天内別再問我
	出現問題碼? 講以另一種方法登入
	100 Main

- Go to Microsoft Authenticator and choose the item corresponding to your School Mail System



Education Bureau exchtest007@edb.gov.hk	
WAYS TO SIGN IN OR VERIFY	
Sign-in notifications Approve a sign-in request on your phone	
 One-time password code 423 780 	0
OTHER WAYS TO SIGN IN	
Create a passkey	>
Set up passwordless sign-in requests	>
Enter the 6-digit One-time password co Mail System accordingly.	ode to the pop-up from your Schoo

Q13: What should I do if my registered iOS device does not show the popup code?

(Please ensure the popup notification is allowed on your registered iOS device)

- 1. Go to Settings \rightarrow Notifications
- 2. Find Authenticator



Or after the code popup, go to Microsoft Authenticator to see if any popup code

If no popup from Microsoft Authenticator was shown or your iOS device was not available, please contact support team to reset the MFA and follow steps in Q3

Q14: What should I do if my registered Android device does not show the popup code?

(As the setting for the pop-up notification varies with different Android devices, the following steps are shown as reference only, please ensure the pop-up notification was enabled.)

1. Settings \rightarrow Notification M	lanagement
設定	
通知管理	>
	>
● 壁纸	>
	>
2. Select "Authenticator" ← 通知管理 ○ 搜尋應用程式	
通知顯示設置	
按發送時間排序 ~ Authenticator 2分論前	
3. Ensure all are "enabled" a	and also "All Notification" are enabled as well.

	\leftarrow				
	Authenticator				
	允許通知				
			上午11:12	× 🔅 (89),	
	顯示桌面圖示角標		\leftarrow		
	<mark>「懸浮通知」</mark> 允許在螢幕上方彈出通知		所有通知		
	螢幕鎖定時通知 允許在螢幕鎖定畫面上顯示通知		允許通知		
	允許發聲				
	允許振動		<mark>懸浮通知</mark> 允許在螢幕上方彈出通知		
	允許呼吸燈閃爍		振動		
	通知類別		在鎖定螢幕上	顯示通知及內容 🗘	
	所有通知	>			
4.					
Q15: F	or other enquiry, p	lease coi	ntact Help Desk at	3540-7305.	