

## 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?

Q3: What should I do when I log in to School Mail System without any 2FA setup at the first time?

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

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

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

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

Q8: How do I delete my outdated MFA device?

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

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?

Q11: How do I identify the 2FA of VPN Access for EDB portal and that of the School Mail System in Microsoft Authenticator?

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?

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

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.

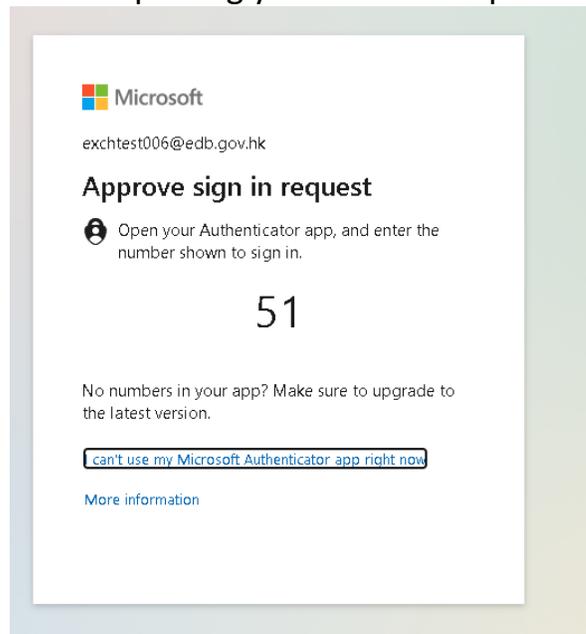
Portal → <http://portal.edb.gov.hk>

Exchange Online (for school users' email) → <http://outlook.office.com>

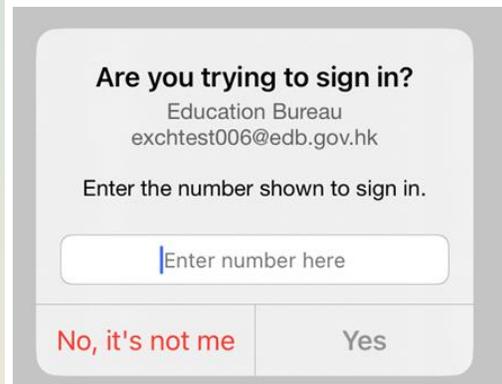
## Q2: How do I log in to the School Mail System after completion of the setup of the 2FA for School Mail System?

(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 [Exchange Online \(for school users\)](http://outlook.office.com) in Portal or access directly to link <http://outlook.office.com>
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.



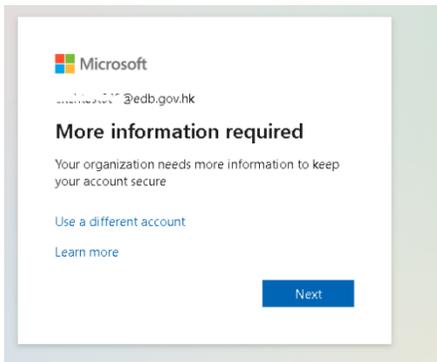
(At School Mail Login page)



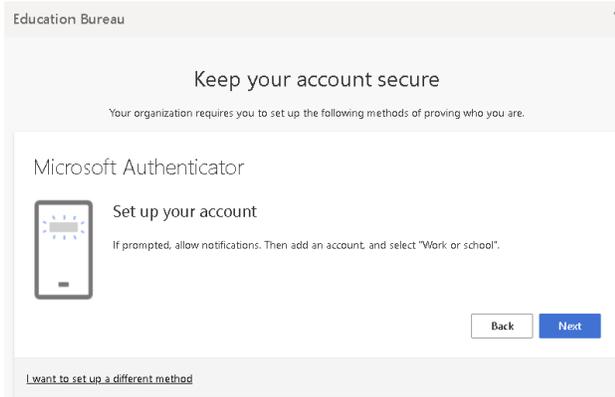
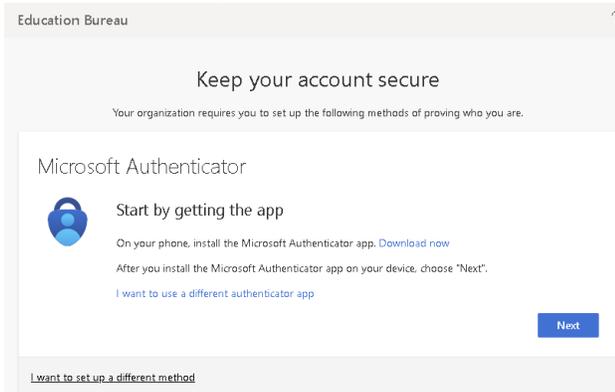
(At Microsoft Authenticator)

**Q3: What should I do when I log in to School Mail System without any 2FA setup at the first time?**

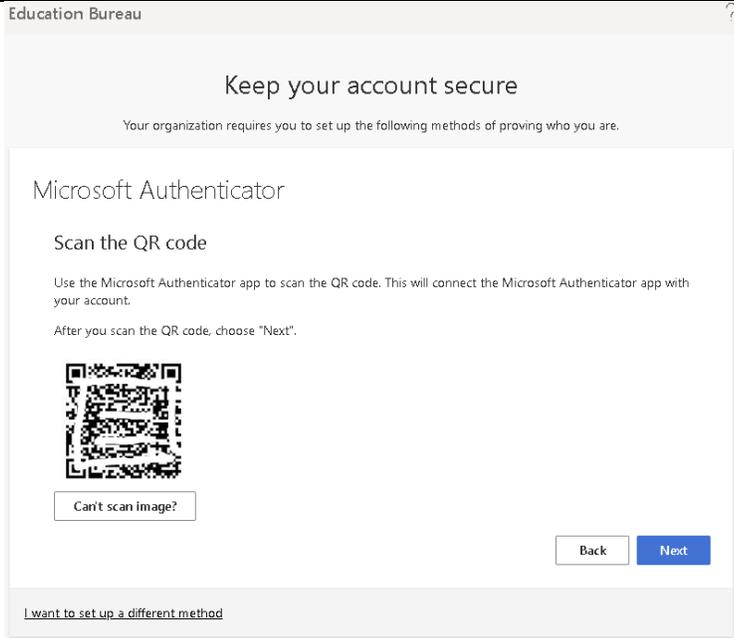
1. Click [Exchange Online \(for school users\)](http://outlook.office.com) in Portal or access directly to link <http://outlook.office.com>
2. Log on with your EDB mail account (i.e., xxx@edb.gov.hk) and password and click “Next”



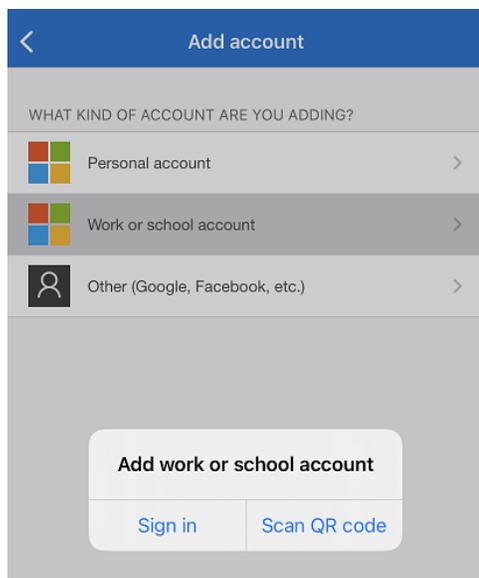
3. Follow the steps and click “Next”, “Next” to continue



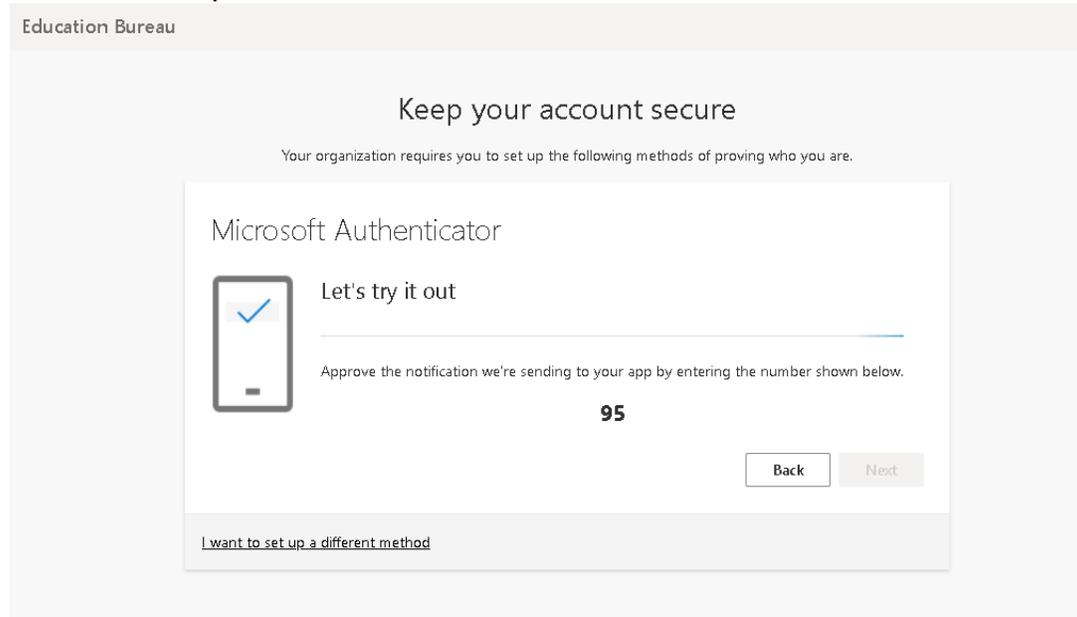
4. See a QR code generated as follow



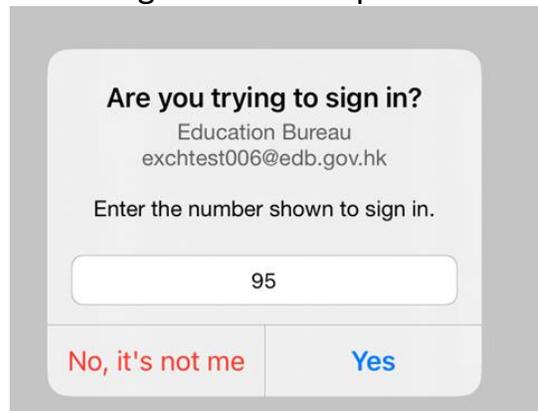
5. Launch the Microsoft Authenticator from the registered smartphone (for detail, please refer to [Q6](#) below)
6. Click “+” at the top right corner. Choose “Work or school account” when the below dialogue box is prompted. Click “Scan QR code” and your Camera App will prompt out for you to scan the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



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



8. Enter the number shown in Step 7 to the below notification box of your registered smartphone and click "Yes" for approval of your sign-in.



**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: <https://apps.apple.com/us/app/microsoft-authenticator/id983156458>

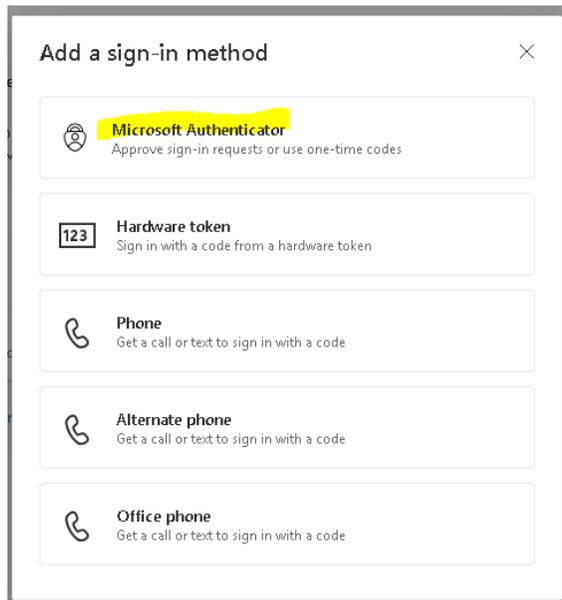
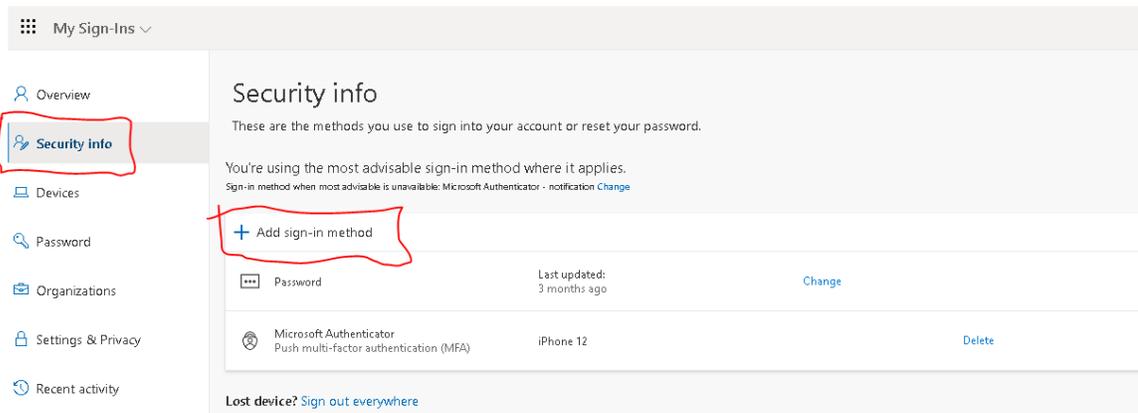
Android: <https://play.google.com/store/apps/details?id=com.azure.authenticator>

You should refer to [Microsoft Authenticator Guideline](#) 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:

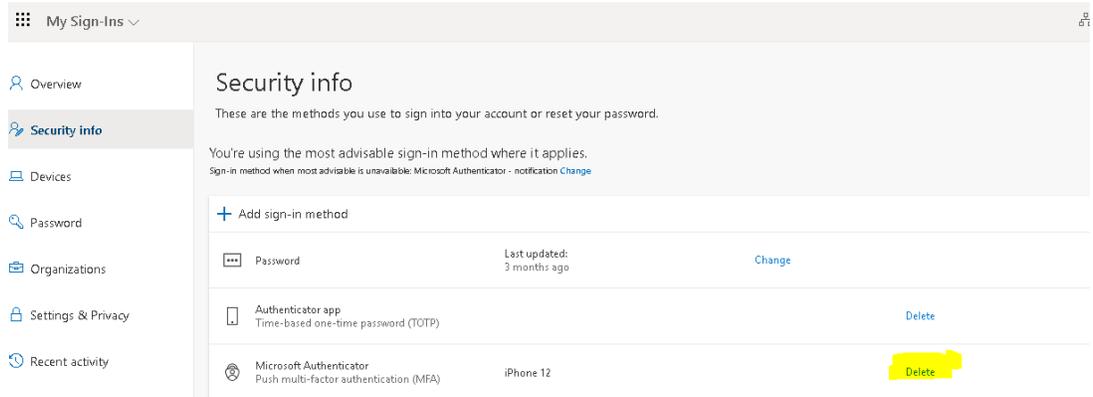
1. Go to <http://aka.ms/mfasetup> after login to School Mail System
2. Check all registered sign-in method under “Security Info” tab
3. Click “Add sign-in method”



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: How do I delete my outdated MFA device?

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 “delete” to remove the outdated registered  
(Please ensure that there are still other valid 2FA methods available for logging in next time)



The screenshot shows the 'My Sign-Ins' page in the Microsoft account settings. The 'Security info' tab is selected. The page displays a list of sign-in methods:

- Password (Last updated: 3 months ago, Change)
- Authenticator app (Time-based one-time password (TOTP), Delete)
- Microsoft Authenticator (Push multi-factor authentication (MFA), iPhone 12, Delete)

The 'Delete' button for the Microsoft Authenticator device is highlighted in yellow.

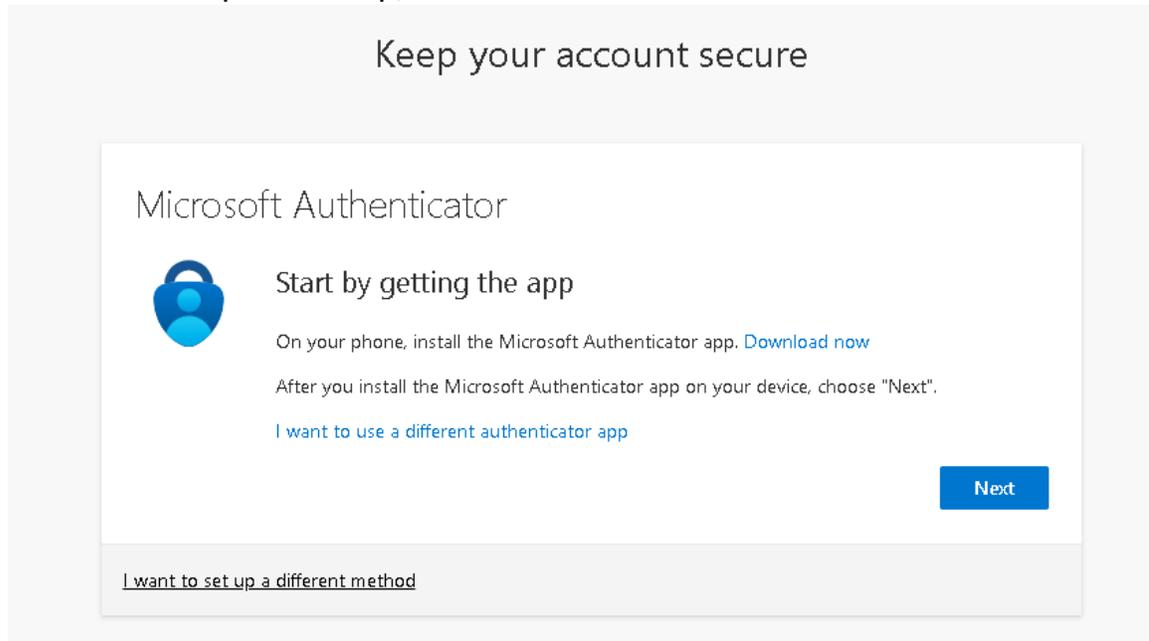
## Q9: How do I append other sign-in methods for 2FA of the School Mail System?

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

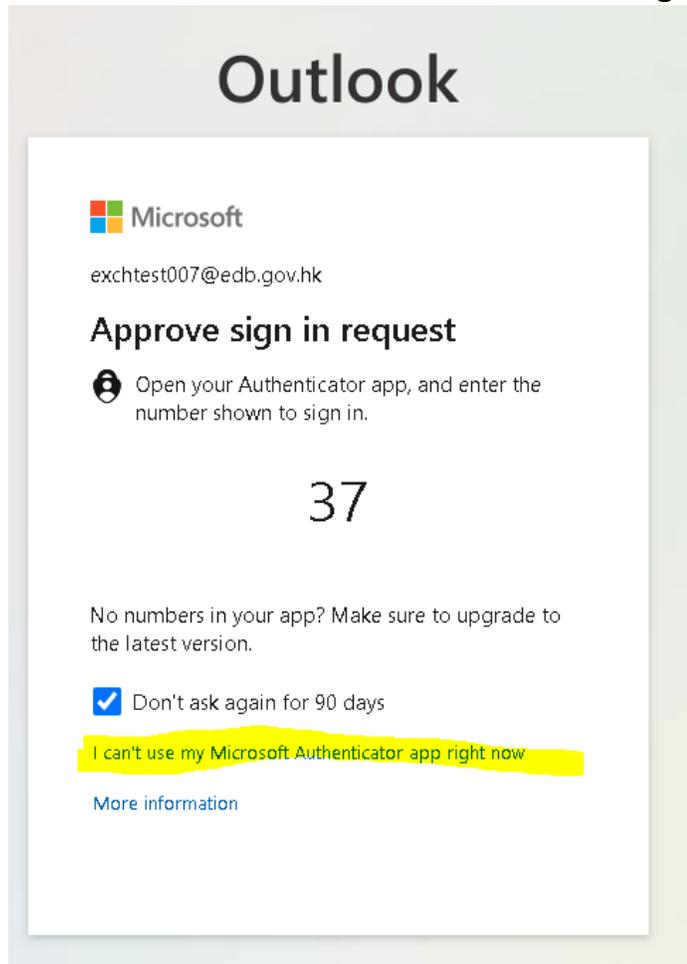
- Phone number to receive SMS code  
(Click "[I want to setup a different method](#)" → click [Phone](#))
- OTP (One time password) code from authenticator  
(Click "[I want to use a different authenticator app](#)")

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



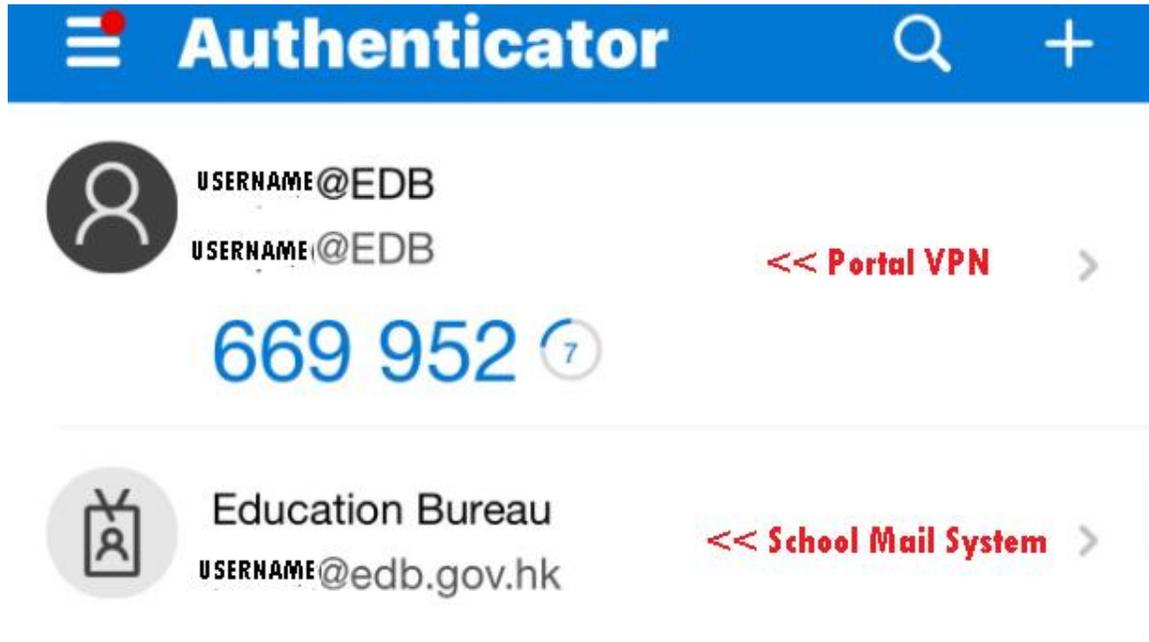
**Q10: What should I do if my authenticator (The default method) is currently unavailable but I want to access the School Mail System with another 2FA method that I have already registered?**

1. You may click [I can't use my Microsoft Authenticator app right now](#)  
If you have configured 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.



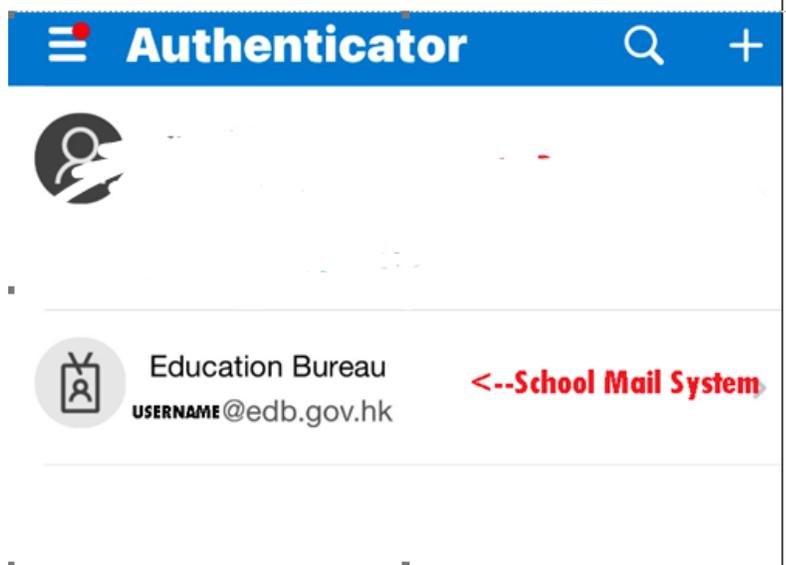
**Q12: What should I do if I don't have a popup code like Q2?**

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



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



- A 6-digit One-time password code would be shown as below.



**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**



OTHER WAYS TO SIGN IN

Create a passkey >

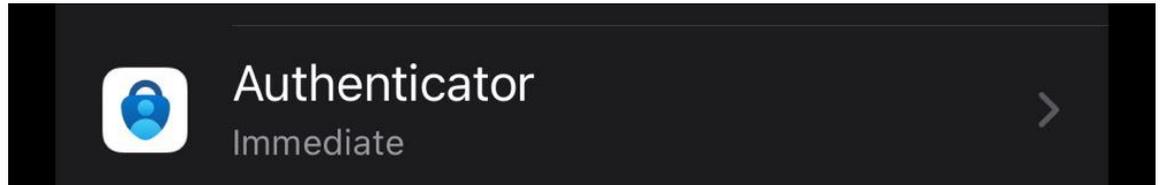
Set up passwordless sign-in requests >

- Enter the 6-digit One-time password code to the pop-up from your School Mail System accordingly.

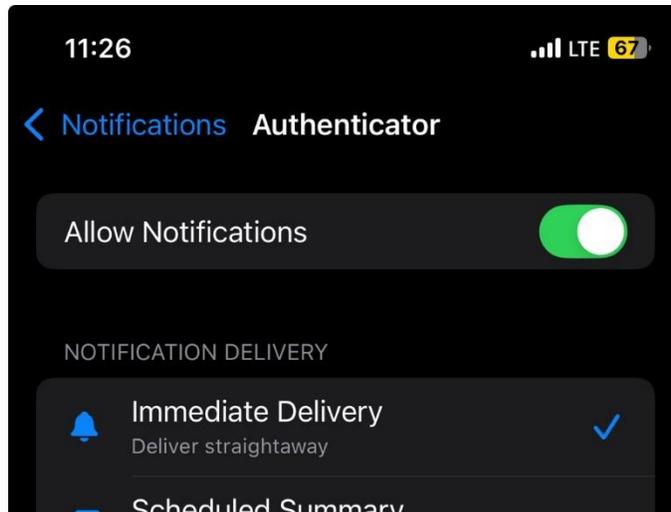
**Q13: What should I do if my registered iOS device does not show the popup code?**

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

1. Go to Settings → Notifications
2. Find Authenticator



3. Make sure is "Allow Notification" & "Immediate Delivery"



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 → Notification Management



### 2. Select "Authenticator"



### 3. Ensure all are "enabled" and also "All Notification" are enabled as well.



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