

User Guideline

for

Setup of Two Factor Authentication (2FA) for School Mail System

Education Bureau
(EDB)

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1. Background

School Mail Users are required to adopt Two Factor Authentication (2FA) when accessing the School Mail System, which is one of the O365 applications.

2. Setup Microsoft Authenticator for O365 login

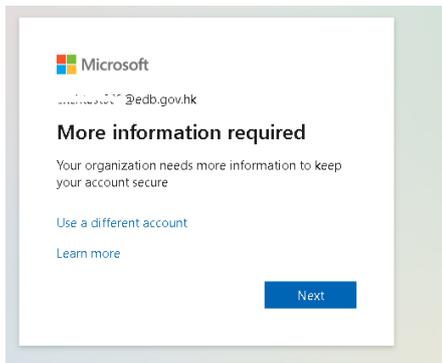
Prerequisite

Existing school users should have already installed the Microsoft Authenticator mobile app in your smartphones, which is being used for VPN access for EDB Portal. For new school users, please refer to “[User Guideline for Setup of Microsoft Authentication for 2FA](#)” to download and install the Microsoft Authenticator mobile app. Below steps is first time log in to School Mail System without any 2FA setup before.

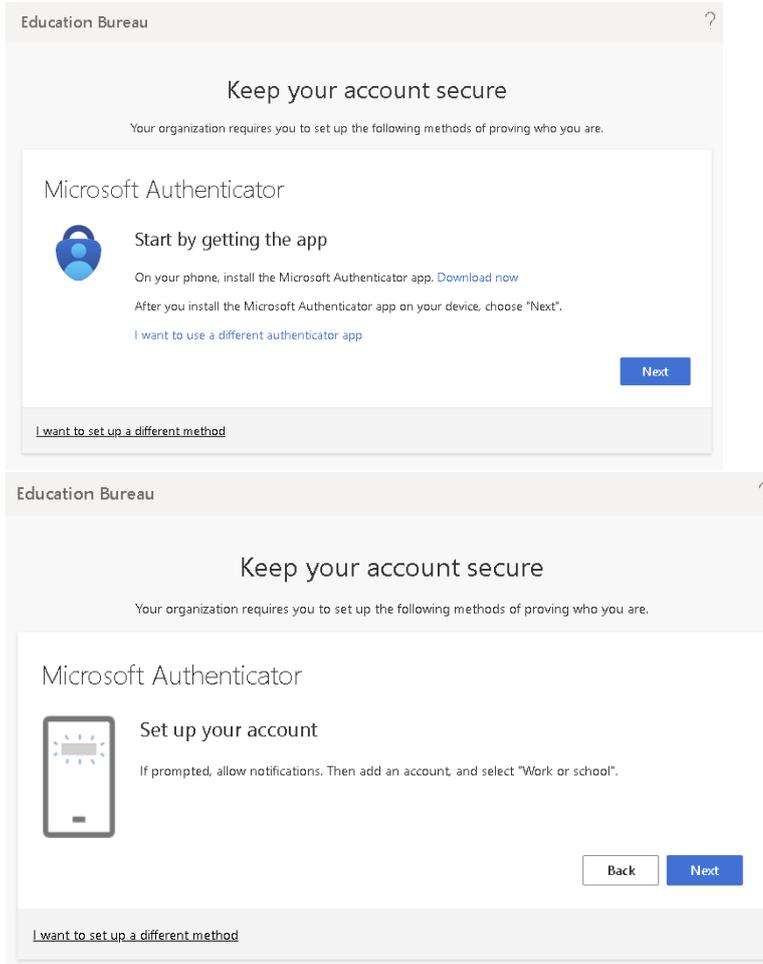
2.1. Go to the following link from your Desktop PC:

<http://outlook.office.com>

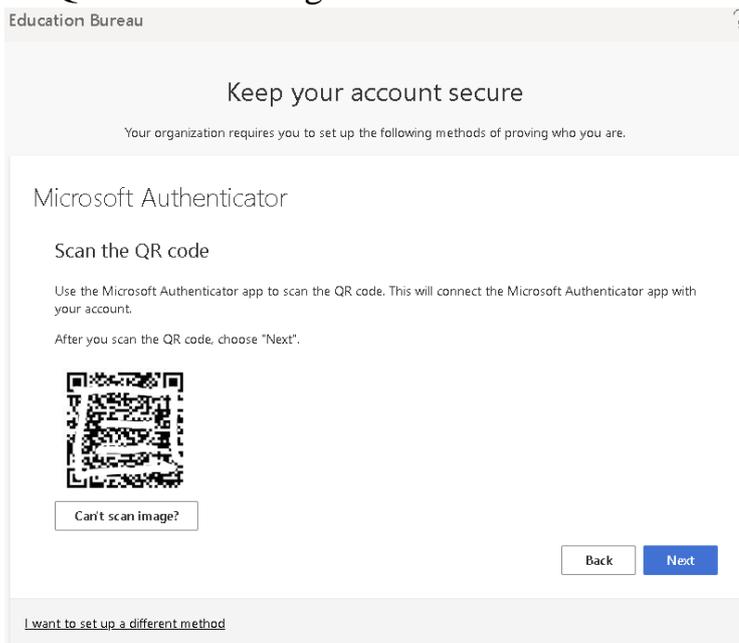
2.2. Logon with your EDB mail account (e.g. chantaiman@edb.gov.hk) and click “Next”



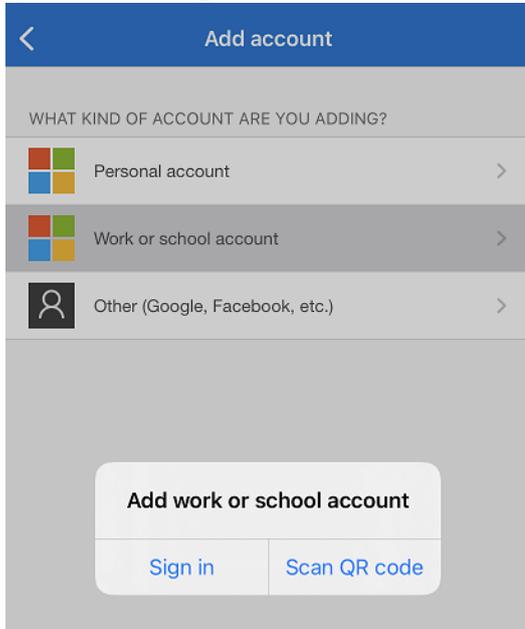
2.3. Follow the steps and click “Next”, “Next” to continue



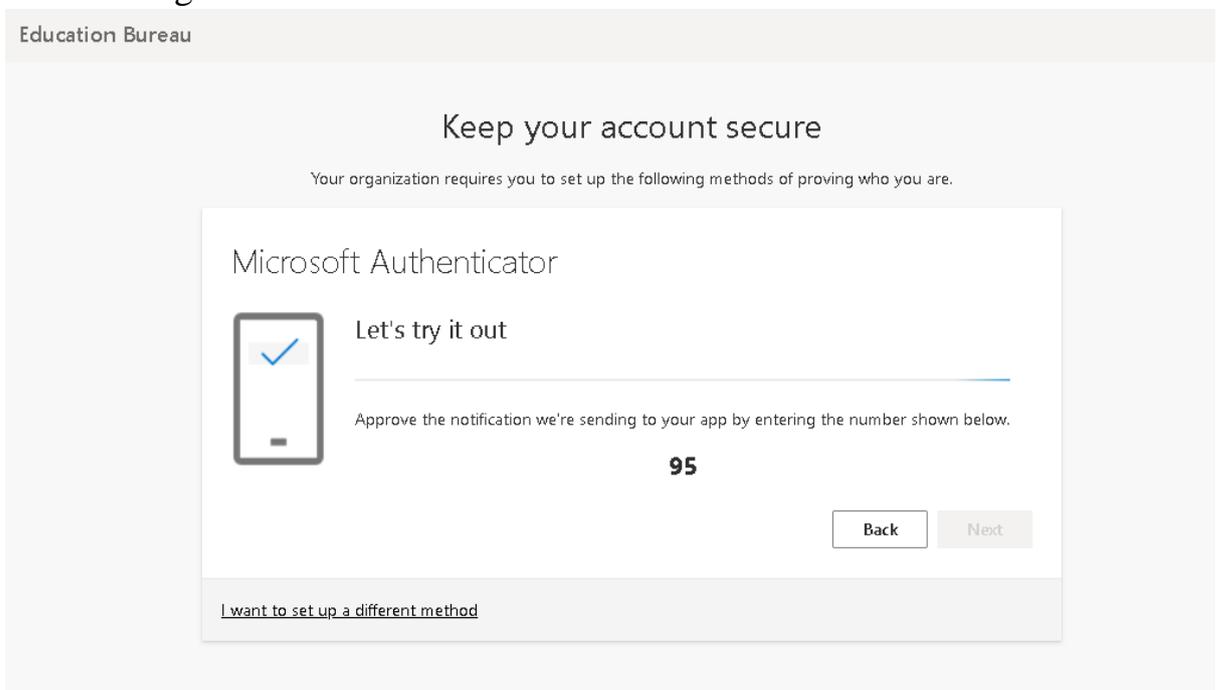
2.4.A QR code will be generated as follows.



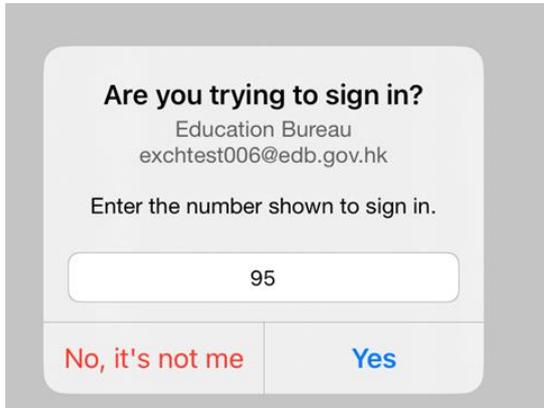
2.5. Launch the Microsoft Authenticator from your smartphone, and click “+” sign at top right corner. Choose “Work or school account” when the below dialogue box is prompted. Click “Scan QR code” and your Camera App will prompt out for you to scan the QR code generated at your Desktop PC as shown under Step 2.4.



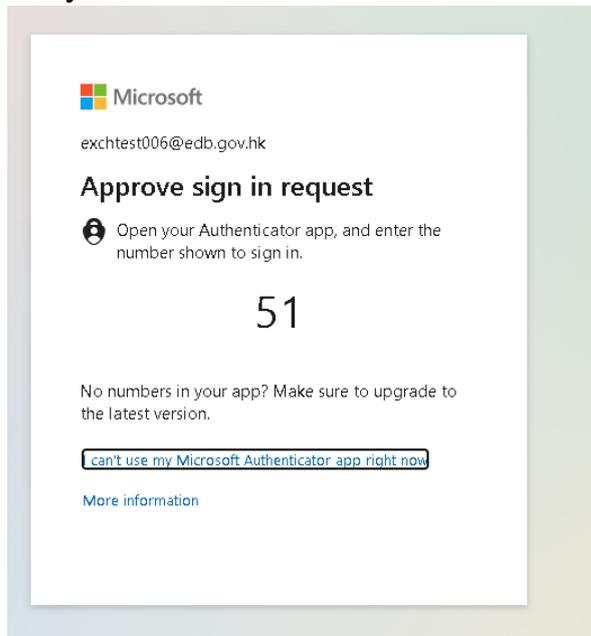
2.6. At your desktop PC, click “Next” as shown under Step 2.4 to get the following screen.



2.7. At your smartphone, enter the number shown in Step 2.6 to the below notification box and click “Yes” for approval of your sign-in.



2.8. The 2FA setup was completed. When you see the below pop-up window after you login the School Mail System, you can enter the number to your Microsoft Authenticator for verification as follow.



(At School Mail Login page)



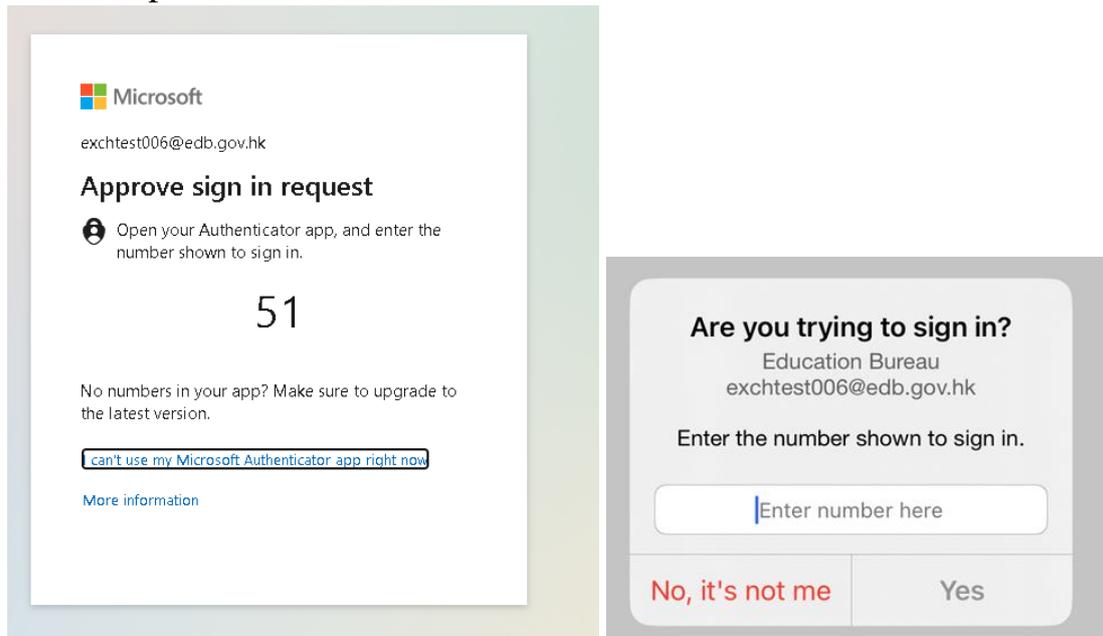
(At Microsoft Authenticator)

3. In case you switch a new smartphone

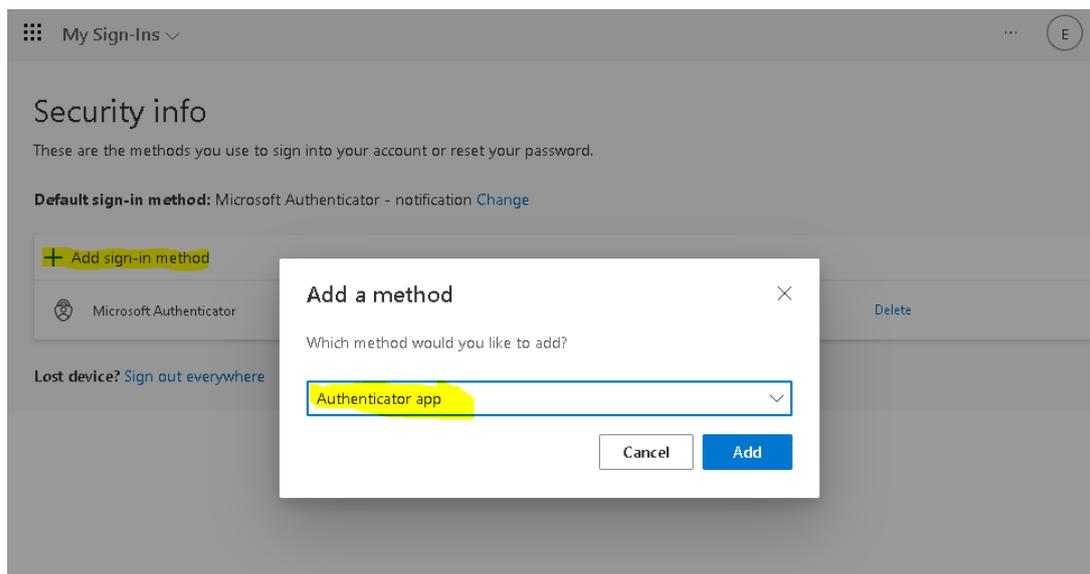
PS: The Microsoft Authenticator in your original smartphone is required.

3.1. Go to the following link: <http://aka.ms/mfasetup>

3.2. Logon with your EDB mail account and follow the instruction to approve with the Microsoft Authenticator registered on the original smartphone.



3.3. Click “Add sign-in method” and choose “Authenticator app” then click “Add” button



3.4. Perform the same steps as above from 2.3 to 2.7 to add the new smartphone for 2FA. Then Microsoft Authenticators in both smartphones will be prompt during O365 login.

3.5. Click “Delete” next to the old smartphone to remove the old smartphone if it will no longer be in use.

