### 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

#### <u>Prerequisite</u>

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 "<u>User Guideline for Setup of Microsoft Authentication for 2FA</u>" 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: <u>http://outlook.office.com</u>
- 2.2.Logon with your EDB mail account (e.g. <u>chantaiman@edb.gov.hk</u>) 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.

Education Bureau	
	Keep your account secure Your organization requires you to set up the following methods of proving who you are.
	Microsoft Authenticator
	Approve the notification we're sending to your app by entering the number shown below. 95 Back Next
	<u>l want to set up a different method</u>

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.

Are you tryin Education	n Bureau
excntest006	eab.gov.nk
Enter the number	shown to sign in
Enter the number	shown to sign in
Enter the number	shown to sign in
Enter the number	shown to sign in 5
Enter the number	shown to sign in
Enter the number	shown to 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.

Microsoft			
exchtest006@edb.gov.hk			
Approve sign in request			
Open your Authenticator app, and enter the number shown to sign in.	_		
51	Are you trying to sign in? Education Bureau		
Io numbers in your app? Make sure to upgrade to he latest version.	exchtest006@e	db.gov.hk	
can't use my Microsoft Authenticator app right now	Enter the number sh	Enter the number shown to sign in.	
More information	Enter number	Enter number here	
	No it's not mo	Ves	

- 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.

