



# Register for MFA using the Microsoft Authenticator App

**Note:** These instructions were developed for use with iOS17.7. For the best experience, follow these instructions **while connected to a strong Wi-Fi access point** with your agency-issued iPhone.

Some pictures may vary slightly from what you see on your screen. If you notice a variation from these instructions, follow the prompts on your computer or iPhone.

## **Notes for ODHSOHA employees:**

- ODHSOHA employees must use an agency computer to register for multi-factor authentication.
- ODHSOHA employees are required to use their agency-issued iPhone to complete this setup.

## **Notes for Community Partners:**

- Community partners may use a smartphone issued to them by their agency or organization. If a partner organization does not provide a compatible smartphone, they may use a personally owned device, if allowed by their organizational policy.
- If a partner organization does not provide a compatible smartphone AND does not allow the use of a personal device for Authenticator, redirect the partner to their manager to request a Yubikey. See “Register for MFA Using a Yubikey” for setup instructions.
- Community partners will need to call the OIS Service Desk for assistance if they did not complete this setup when their ODHSOHA domain account was first generated.



## Office of Information Services

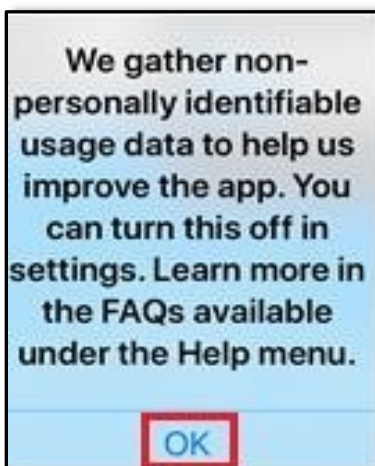
1. Open the Microsoft Authenticator app. If this app is not installed, you will need to install it before proceeding.



2. When the Authenticator App opens, it may prompt you to allow notifications. Tap **Allow**.



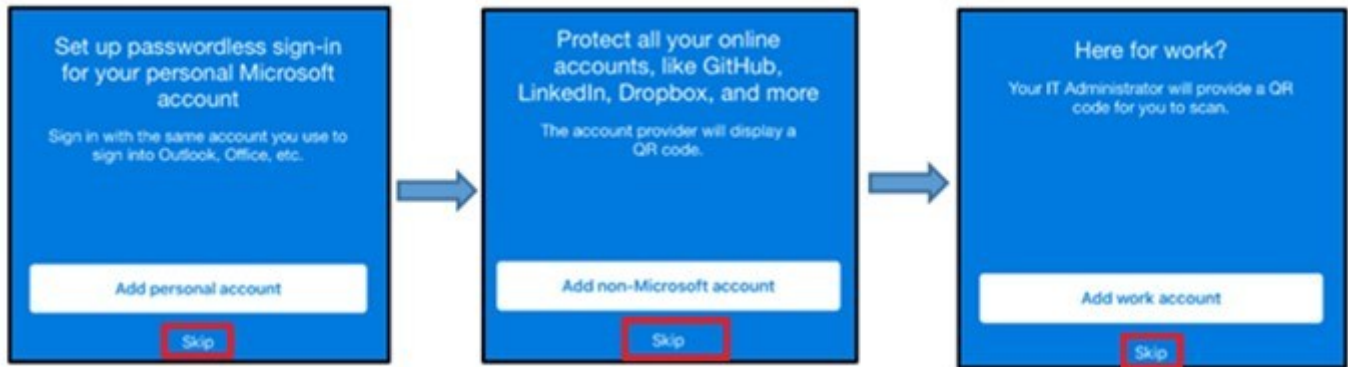
3. If you receive the following prompt, tap **OK**.



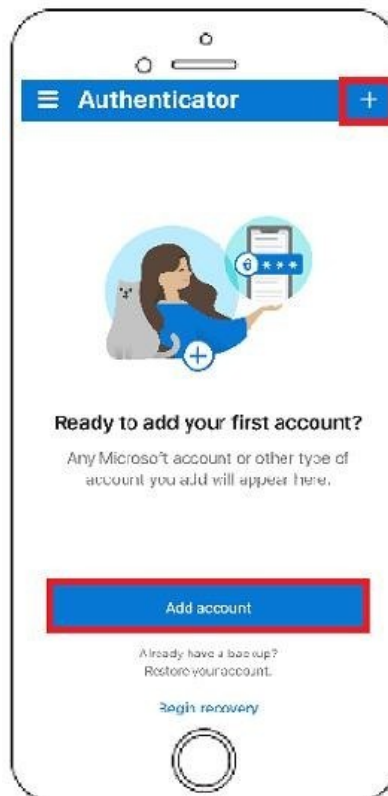


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4. Tap **Skip** on the next three screens **if they appear**.



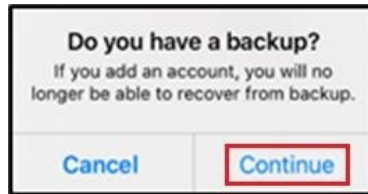
5. On the "Ready to add your first account?" screen, tap on **Add account** or tap the + symbol in the upper right.



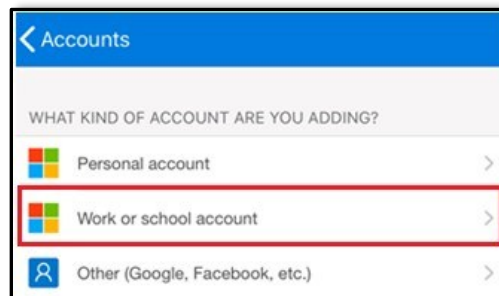


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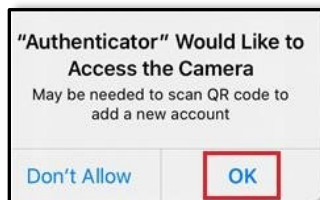
6. Tap **Continue** on the “Do you have a backup?” screen.



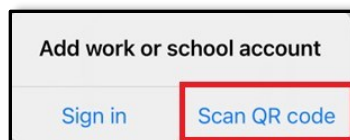
7. Choose **Work or school account** on the “What kind of account are you adding?” screen



8. Tap **OK** on the “Access Camera” prompt if you receive it.



9. On the “Add work or school account” pop-up message, tap “Scan QR code.”



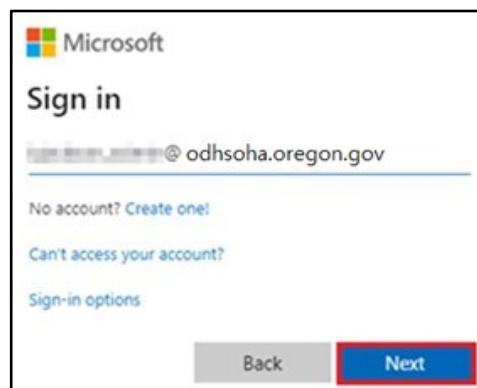


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10. The “Scan QR code” screen will appear on your smartphone. **Keep the device nearby - you’ll use it again later in the process (step #20).** If your screen locks, this screen will appear again once unlocked.



11. On your computer’s web browser, go to <https://myprofile.microsoft.com/>.  
**NOTE:** If you are a community partner, use an Incognito or InPrivate browsing window to access this site.
12. Enter your ODH SOHA Microsoft account (e.g. [Firstname.Lastname@odhsoha.oregon.gov](mailto:Firstname.Lastname@odhsoha.oregon.gov)). Click **Next**.



**Questions?** Chat live with an OIS Service Desk technician using [Service Desk Chat](#) or call 503-945-5623



## Office of Information Services

13. Enter your ODHSOHA network password (the same one used to log into your desktop or laptop if you are a DHSOHA employee, or Citrix if you are a community partner). Click **Sign in**.

DHS|OHA

← [redacted]@odhsoha.oregon.gov

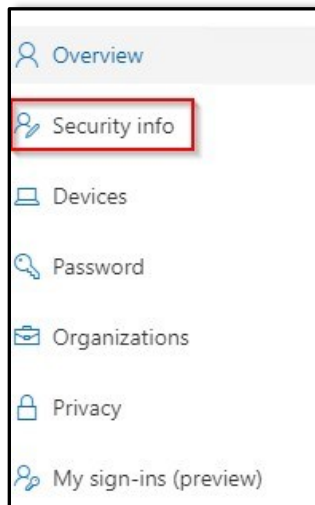
Enter password

Password

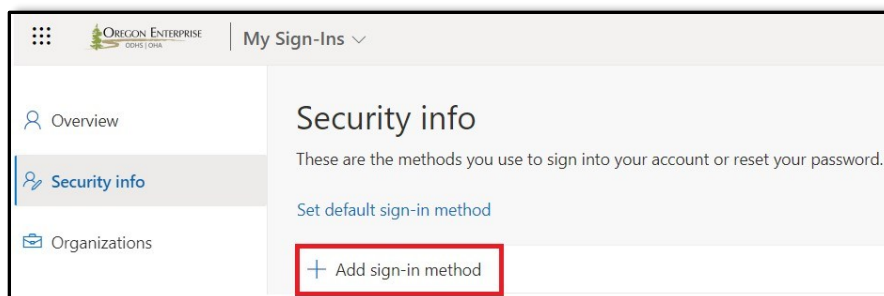
[Forgot my password](#)

**Sign in**

14. Click **Security Info** on the left.



15. Click **Add sign-in method** on the “Security Info” screen.

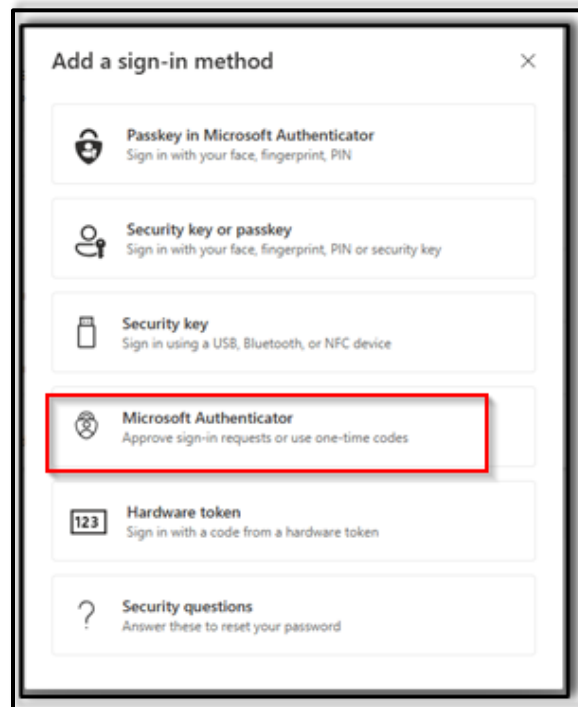


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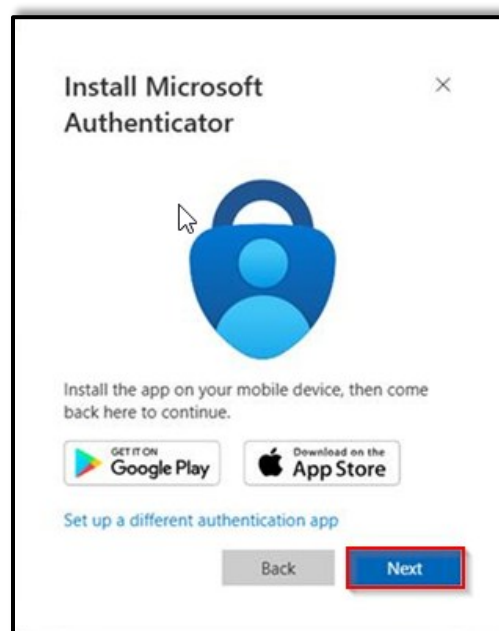


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16. Select **Microsoft Authenticator** from the list.



17. Click **Next** on the "Install Microsoft Authenticator" screen.

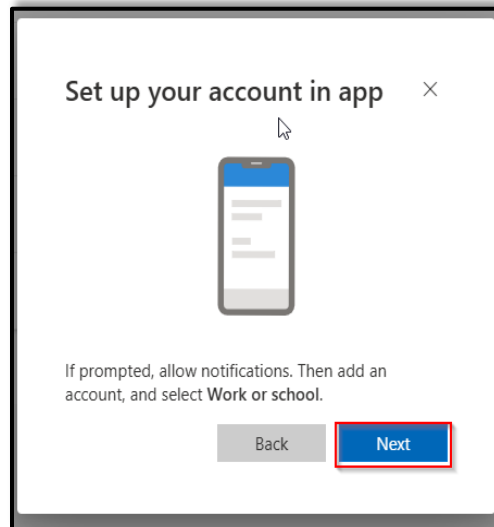


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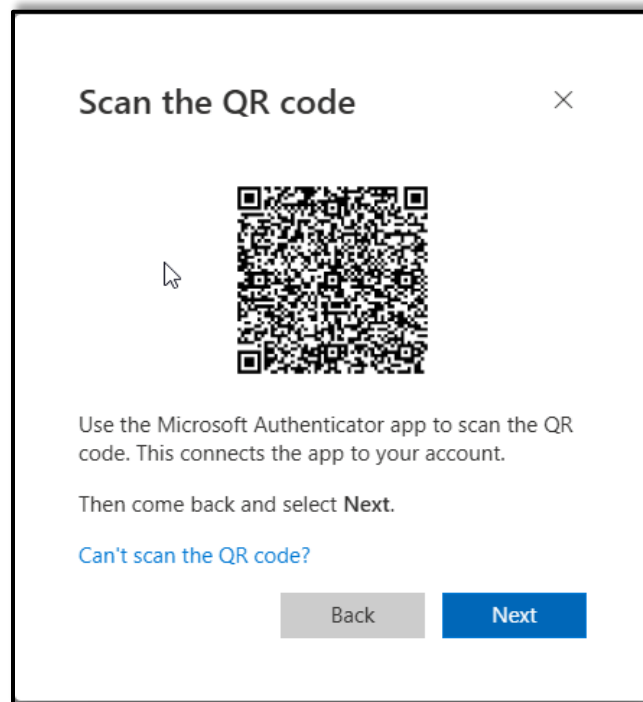


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18. If your smartphone prompts you to, allow notifications. Click **Next** on the “Set up your account” screen.



19. The “Scan the QR code” screen will appear on your computer. **Do not click Next yet.**



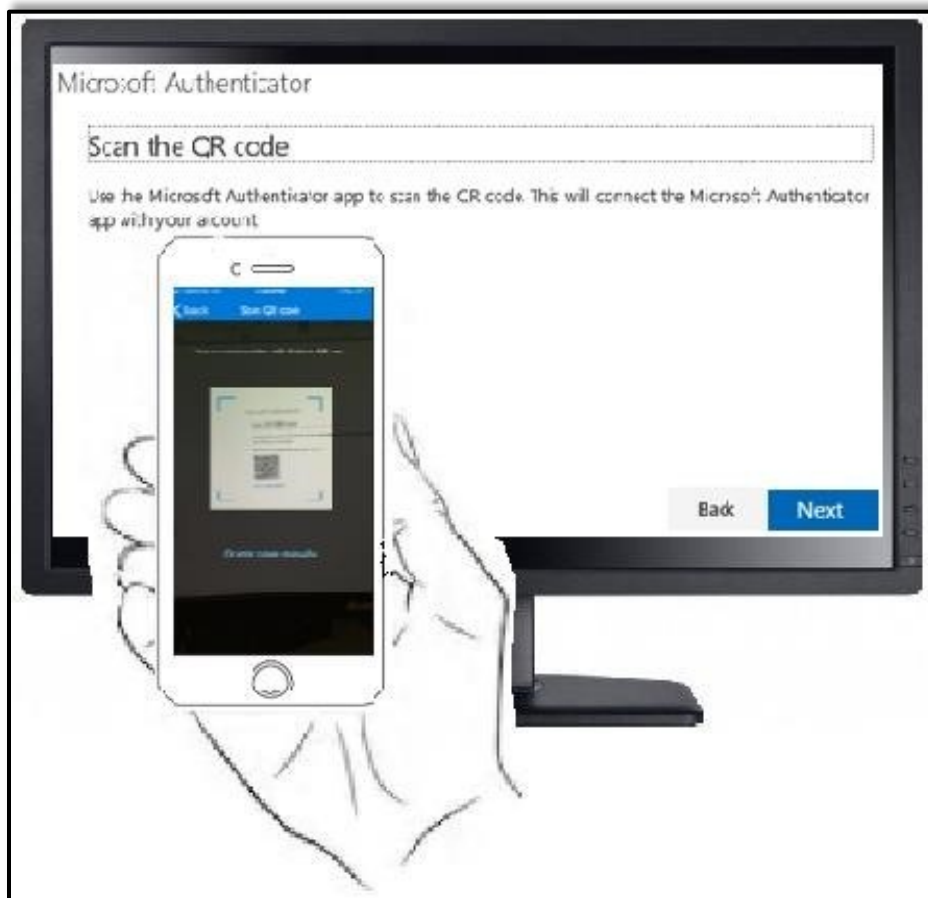




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20. Pick up your agency-issued iPhone (or other smartphone for community partners). once unlocked, the “Scan the QR code” screen should appear. (If it does not, repeat steps 1-10.)

Hold the phone up to the computer screen and center the viewfinder on the phone over the QR code on the computer screen. The Authenticator app on your iPhone will automatically scan the code on your computer.

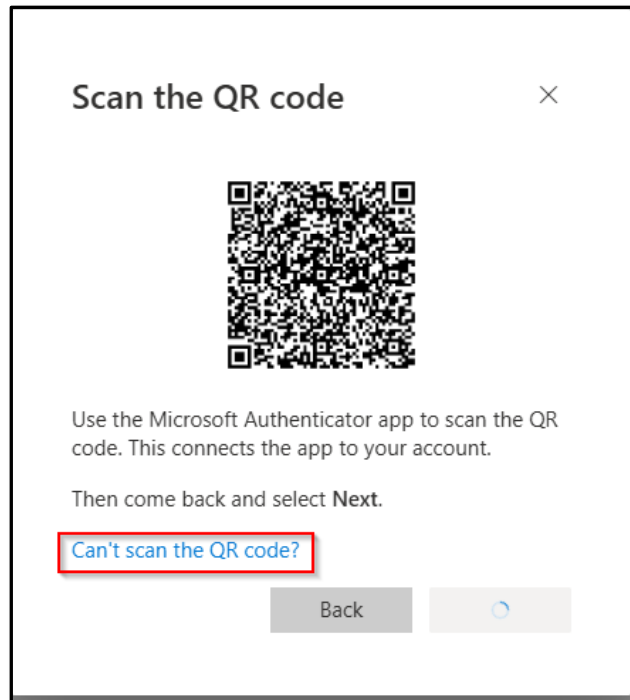


Continue setup on the next page.

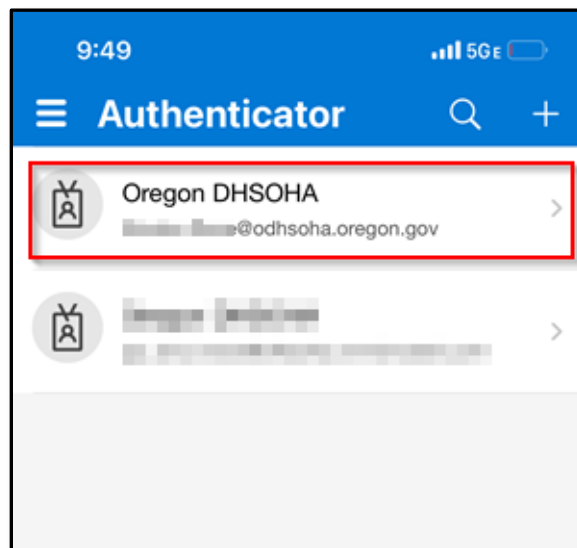


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***If your iPhone can't read the code,*** click **"Can't scan the QR code?"** on your computer and tap **"Or enter code manually"** on your iPhone. Enter the Code and URL provided into the Add Account screen on your iPhone.



21. Once the Authenticator app has scanned the code, you will see a new line in the app that says "Oregon DHSOHA" and your email address.

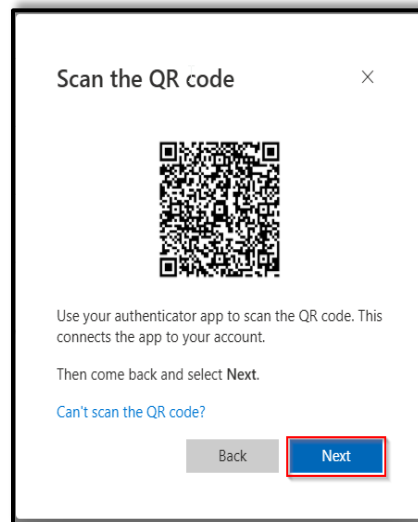


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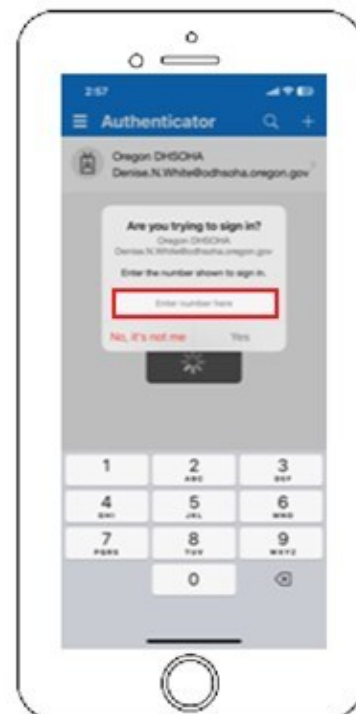


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22. On your computer, click **Next** on the “Scan the QR code” screen.



23. A “Let’s try it out” screen will appear on your computer and display a number. Enter this number on your iPhone in the Microsoft Authenticator app. Once entered, tap **Yes**.



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## Office of Information Services

24. Once you approve the sign-in, you'll see a "Notification approved" screen on your computer. Click **Next**.



25. **You're DONE!** Configuration for Microsoft Authentication App is now complete. You can perform multi-factor authentication whenever required on ODHSOHA applications or systems.