

Summary:

In an effort to further enhance security protocols and protect data, Thornberry requires users accessing the hosted server environment to set up multi-factor authentication (MFA) using specific steps outlined below. Once the MFA protocol is in place and confirmed, users should follow the steps described in the Hosted Services Manual to connect to the NDoc server through a remote desktop session using MyApps.

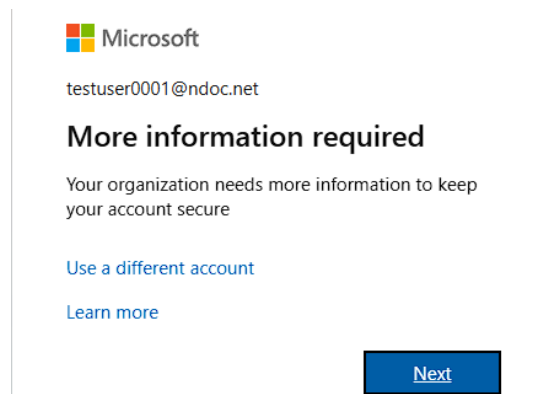
NEW MyApps Users

When new users are initially issued their MyApps username and temporary password from the Thornberry Hosted Solution Support Team, they should complete the steps to verify their MyApps credentials and confirm their updated unique password **BEFORE** taking the steps below.

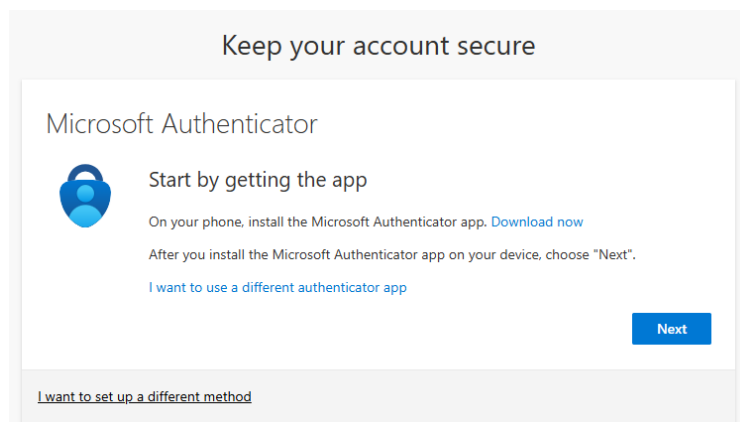
Enabling MFA via Microsoft My Account and Using the Microsoft Authenticator Mobile App

NOTE: To prevent any conflicts with existing Microsoft account logins, open this website within Google Chrome's Incognito Mode or Microsoft Edge's InPrivate Window.

- **ON YOUR COMPUTER** - Go to <https://mysignins.microsoft.com/security-info> and sign in with the credentials you currently use to log into myapps.ndoc.net/your MyApps account. **Please note that instead of using NDOC\username, the login prompt will expect it to be entered as username@ndoc.net during this setup process (i.e., NDOC\jsmith123 should be entered as username jsmith123@ndoc.net).**
- **ON YOUR COMPUTER** - Once you sign in successfully, you will be presented with a message that more information is required. Click **Next**.



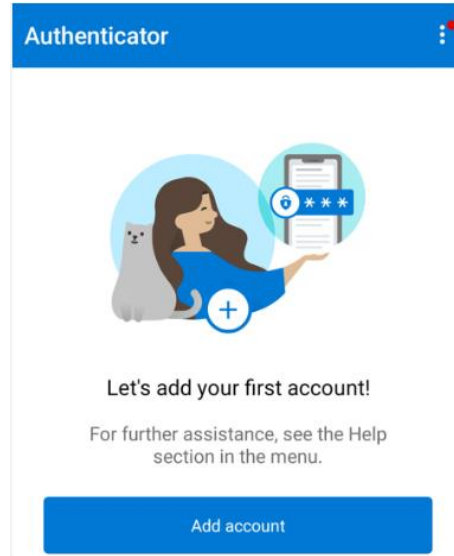
- **ON YOUR COMPUTER** - You will be redirected to mysignins.microsoft.com, where you will be presented with a Microsoft Authenticator setup message. Click **Next**.



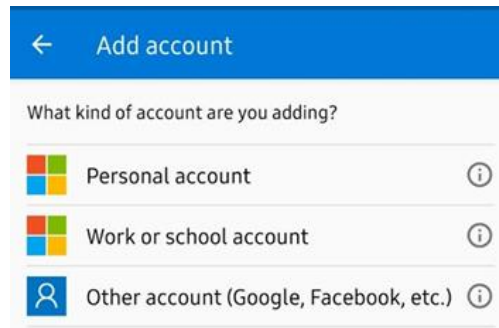
- **ON YOUR PHONE** - At this stage, if you do not already have it, download and install Microsoft Authenticator on your mobile device. The app is free in both the Apple Store and Google Play and available at the links below.
 - a. Apple Store - <https://apps.apple.com/us/app/microsoft-authenticator/id983156458>
 - b. Google Play - <https://play.google.com/store/apps/details?id=com.azure.authenticator>

Setting up Multi-Factor Authentication (MFA)

- **ON YOUR PHONE** – Click the **Add Account** option to start the process.

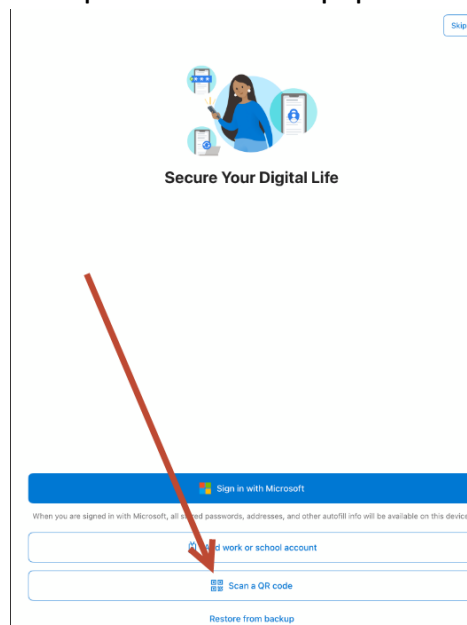


When prompted to select the kind of account, choose **Work or school account**



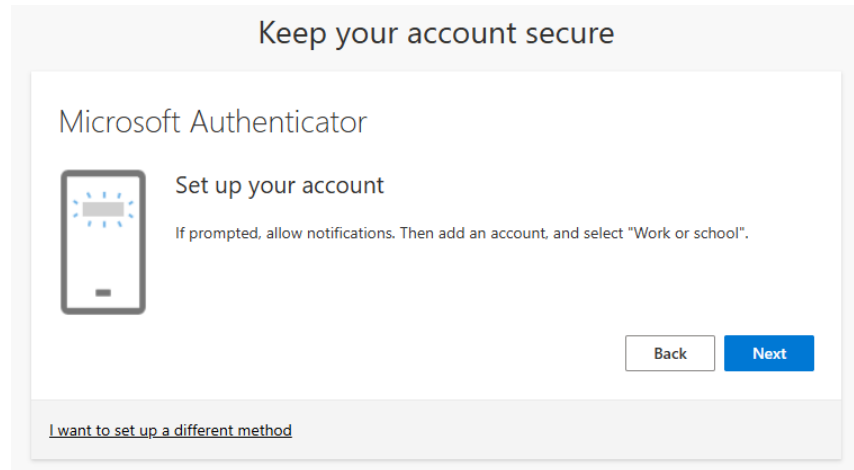
When prompted, select **Scan a QR Code**.

NOTE: Permission must be granted to use the phone's camera for the purpose of scanning the code.

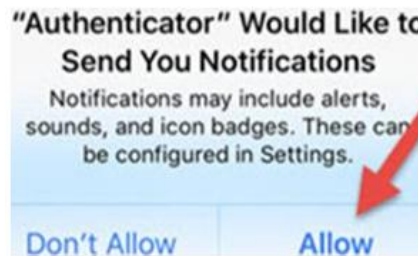


Setting up Multi-Factor Authentication (MFA)

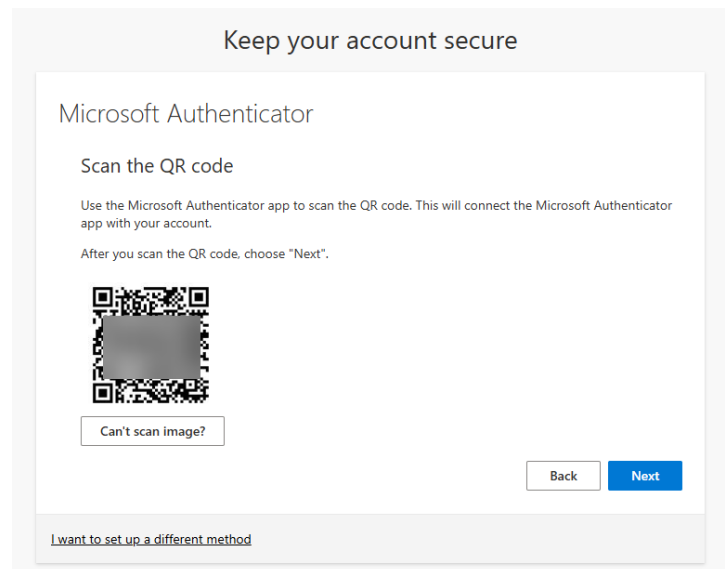
- **ON YOUR COMPUTER** - On the next screen, you will be asked to set up Microsoft Authenticator. Click **Next**.



NOTE: When prompted, you **MUST** allow for notifications on your device. Push notifications are the only method to authenticate, so this is very important. Click **Allow**.

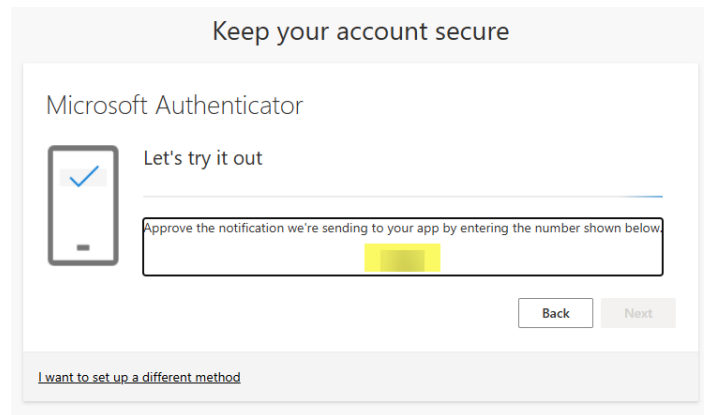


- **ON YOUR PHONE** - After clicking **Scan a QR Code**, use your device to scan the QR Code on your computer as shown below. Click **Next**.

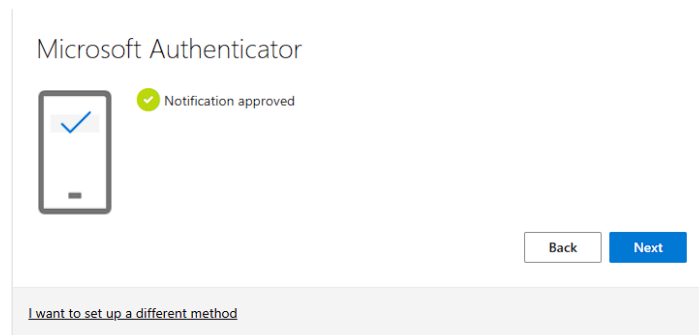


- **ON YOUR COMPUTER** - Once you have scanned the QR code, click the **Next** button. A spinning circle may display for a few seconds.
- **ON YOUR PHONE** - You will be prompted to enter a code on the screen into the authenticator app. This code is found ON YOUR COMPUTER as shown below. This step will finish the sync of the data. You will need to take this step quickly as the notification will time out.

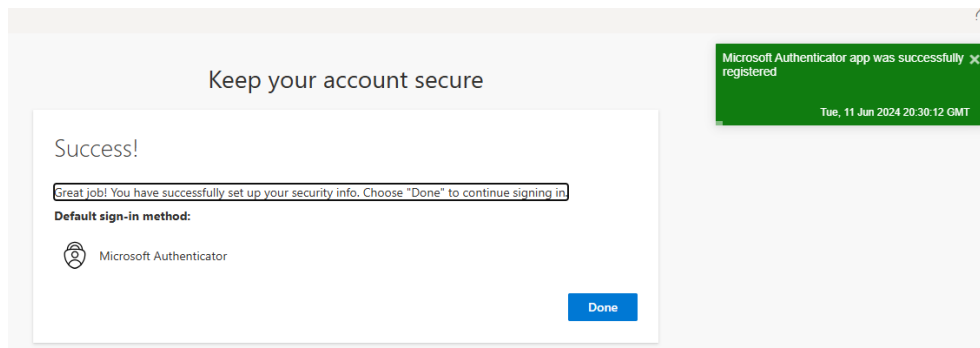
Setting up Multi-Factor Authentication (MFA)



- **ON YOUR COMPUTER** - If successful, you will be prompted with a success message. Click **Next**.



- **ON YOUR COMPUTER** - On the final screen, click **Done**.



- This concludes setting up your MFA profile with the Microsoft Authenticator App.

The next time you sign into MyApps, after successful authentication, the Microsoft Authenticator will send a push notification to your phone. With that notification, you will be asked if you want to **Approve Sign In**. Clicking **Approve** will allow your MyApps login process to move forward.

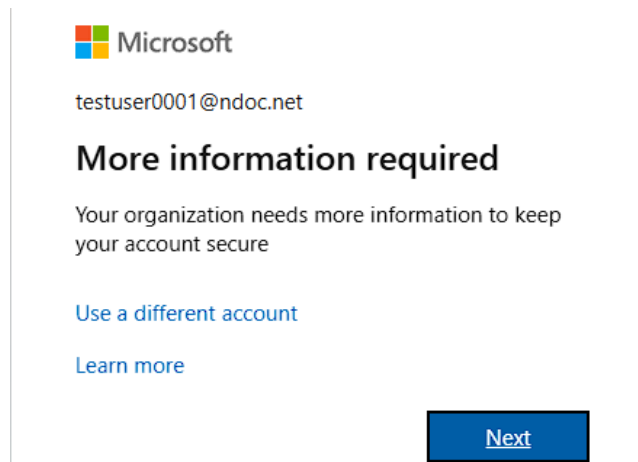


Alternative Method if **NOT** using the Smart Phone/Mobile App

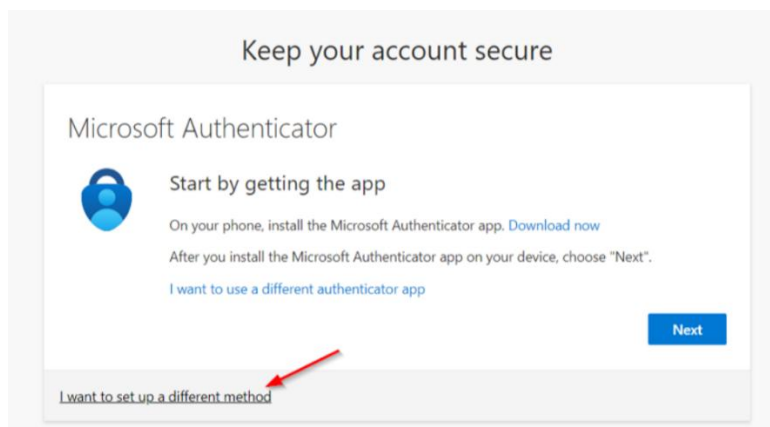
If you would like to use a direct phone number instead of the Microsoft Authenticator App, follow the steps below. NOTE: the phone call must go directly to the user and not through an automated operator/office phone system.

Setting up Multi-Factor Authentication (MFA)

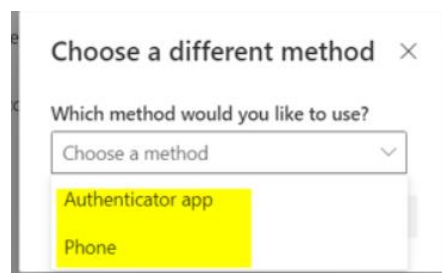
- **ON YOUR COMPUTER** - Go to <https://mysignins.microsoft.com/security-info> and sign in with the credentials you currently use to log into myapps.ndoc.net/your MyApps account. **Please note that instead of using NDOC\username, the login prompt will expect it to be entered as username@ndoc.net** during this setup process (i.e., NDOC\jsmith123 should be entered as username jsmith123@ndoc.net). **NOTE: To prevent any conflicts with existing Microsoft account logins, open this website within Google Chrome's Incognito Mode or Microsoft Edge's InPrivate Window.**
- **ON YOUR COMPUTER** - Once you sign in successfully, you will be presented with a display informing you that additional information is required. Click the blue **Next** button.



- **ON YOUR COMPUTER** - You will be redirected to mysignins.microsoft.com, where you will be presented with a Microsoft Authenticator set up. Click **I want to set up a different method**.

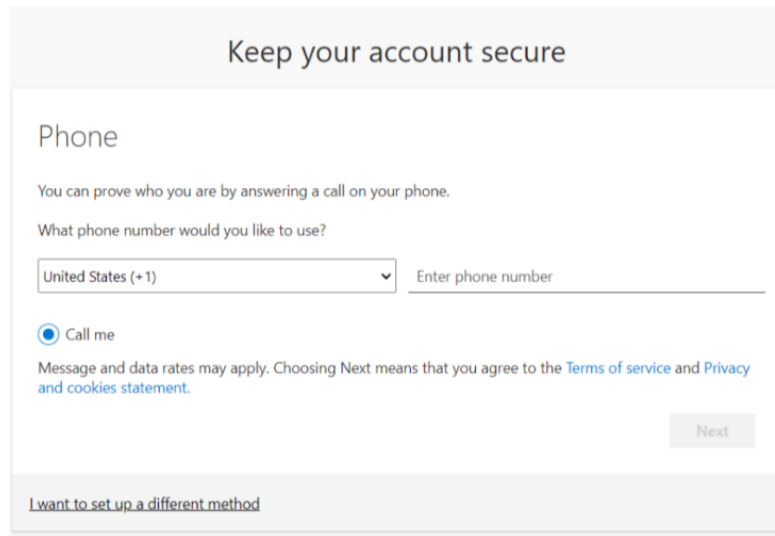


- **ON YOUR COMPUTER** - You will be prompted to select the different method. Select **Phone**.

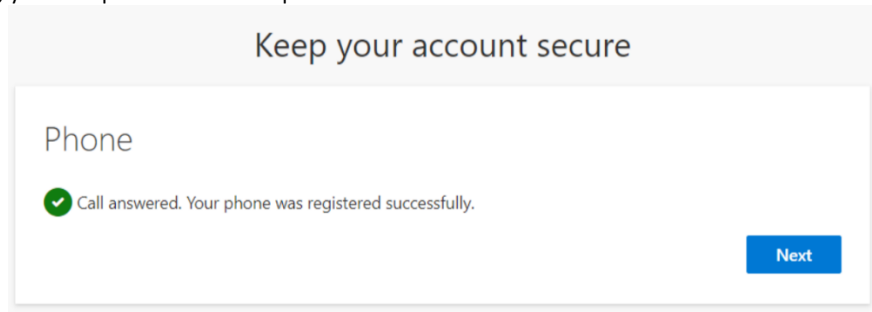


Setting up Multi-Factor Authentication (MFA)

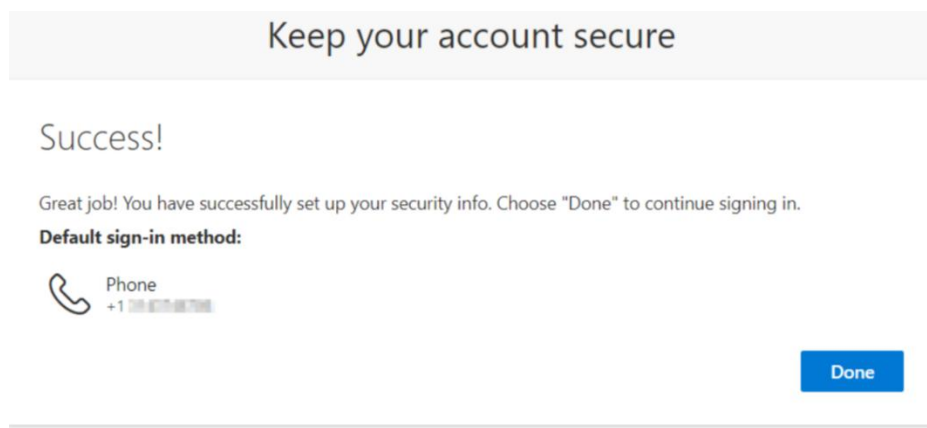
- **ON YOUR COMPUTER** – You will enter your phone number including the area code. The **Call me** option is set as the default. After you enter the number click **Next**.



- You will receive a call from Toll Free caller 855-330-8653 that says- *This is Microsoft. If you are trying to sign in, press the # key.* After pressing the # key, your computer screen will update to indicate the call was answered. Click **Next**.



- **ON YOUR COMPUTER** – You see the final screen indicating Success. Click **Done**.



- **ON YOUR COMPUTER** – You will land on the mysignins page. You can exit the screen from there.

NOTE: It is important to note that MFA via MyApps will only allow 1 type of authentication. Whichever method you choose will be the method unless you change it from this screen.

Setting up Multi-Factor Authentication (MFA)

Troubleshooting and Recommendations

- **I do not have my mobile device with me. What should I do?**
A help center ticket can be opened with Thornberry to assist with access. As with any access-related issue it will be treated as an urgent priority.
- **My mobile device was lost or stolen.**
A help center ticket can be opened with Thornberry to assist with resetting your MFA settings, allowing you to tie a new phone or phone # to your MyApps account.
- **Can I set up more than one mobile device to receive the MFA Push Notification?**
Yes, following the steps outlined in this document on a secondary mobile device will cause the MFA Push Notification to go to all devices set up with the Microsoft Authenticator app for your MyApps account.