

SOH MFA Fact Sheet

A quick guide to Multifactor Authentication and how to use it

1. **What is MFA?** Multifactor Authentication provides additional account verification via registered device when accessing Office 365 after providing your valid username and password.
2. **How often must I MFA?** MFA is ONLY required when accessing O365 account outside of the office (State Network). Your desktop access remains unchanged.
3. **How does it work?** Once registered, an additional security prompt will appear directing you to interact with a registered device to verify identity
4. **What types of devices can I register?** Smartphones/Tablets, Mobile Phones, Landline Phones
5. **Supported Apps?** Office 2016, Outlook Mobile App, Any web browser, Native iOS Mail App (iOS 11+), Native Android Mail App (Oreo+), Native Windows Mobile Mail App
6. **May I register multiple devices?** Yes. In fact, its recommended to register at least two (2) different means of authentication if possible.
7. **What do the prompts look like?** Once credentials are accepted, a prompt will appear directing you to your registered device to interact to complete login.
8. **What Do I Do Now?** Download and read the Registration Documentation below. Watch the instructional registration video. Go to the registration link provided in the documentation. Complete registration and test account access OUTSIDE SoH network. Only accept MFA requests that follow prompt screens (above)