

MFA GUIDE



DEFINITION

Multi-Factor Authentication (MFA) is a method of authenticating your account with something you have and something you know. An example would be your OUSD account password and a code sent to your mobile phone. Enabling MFA increases the security of your account and helps prevent it from being compromised.

PURPOSE

To increase the District's security posture, MFA will add a layer of protection to your OUSD account. MFA helps protect against unauthorized access such as phishing attacks, social engineering, and brute force attacks.

OUSD is enforcing MFA when your device is off-campus. You will not need MFA when your device is on-campus.

METHOD	DESCRIPTION
1 Phone number REQUIRED	Use your phone number to authenticate with a call or text message.
2 Alternate phone number OPTIONAL	You may use a second phone to authenticate should your primary phone be unavailable.

For additional information:

- *Multifactor authentication in Microsoft Entra*
<https://www.microsoft.com/en-us/security/business/identity-access/microsoft-entra-mfa-multi-factor-authentication>

Should you have any questions on this guide or using MFA, please contact the Help Desk at helpdesk@ousd.org or (510) 879-8178.

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MFA SETUP

METHOD 1: REGISTER A PHONE NUMBER **REQUIRED**

Go to <http://mfasetup.ousd.org> from a computer. You will then be taken to the Microsoft Online Sign in screen. Enter your full OUSD **email address** and click **Next**.

A screenshot of the Microsoft Sign in page for OUSD. The page has the OUSD logo at the top left. Below it is the text "Sign in". There is a text input field containing "mary.smith@ousd.org" with a red arrow pointing to it. Below the input field is a link that says "Can't access your account?". At the bottom of the sign-in section are two buttons: "Back" and "Next", with a red arrow pointing to the "Next" button. Below this is a grey box with instructions: "Enter your full OUSD email address and password to log in." followed by examples: "e.g. mary.smith@ousd.org for Staff, s_mary.smith@ousd.org for Students".

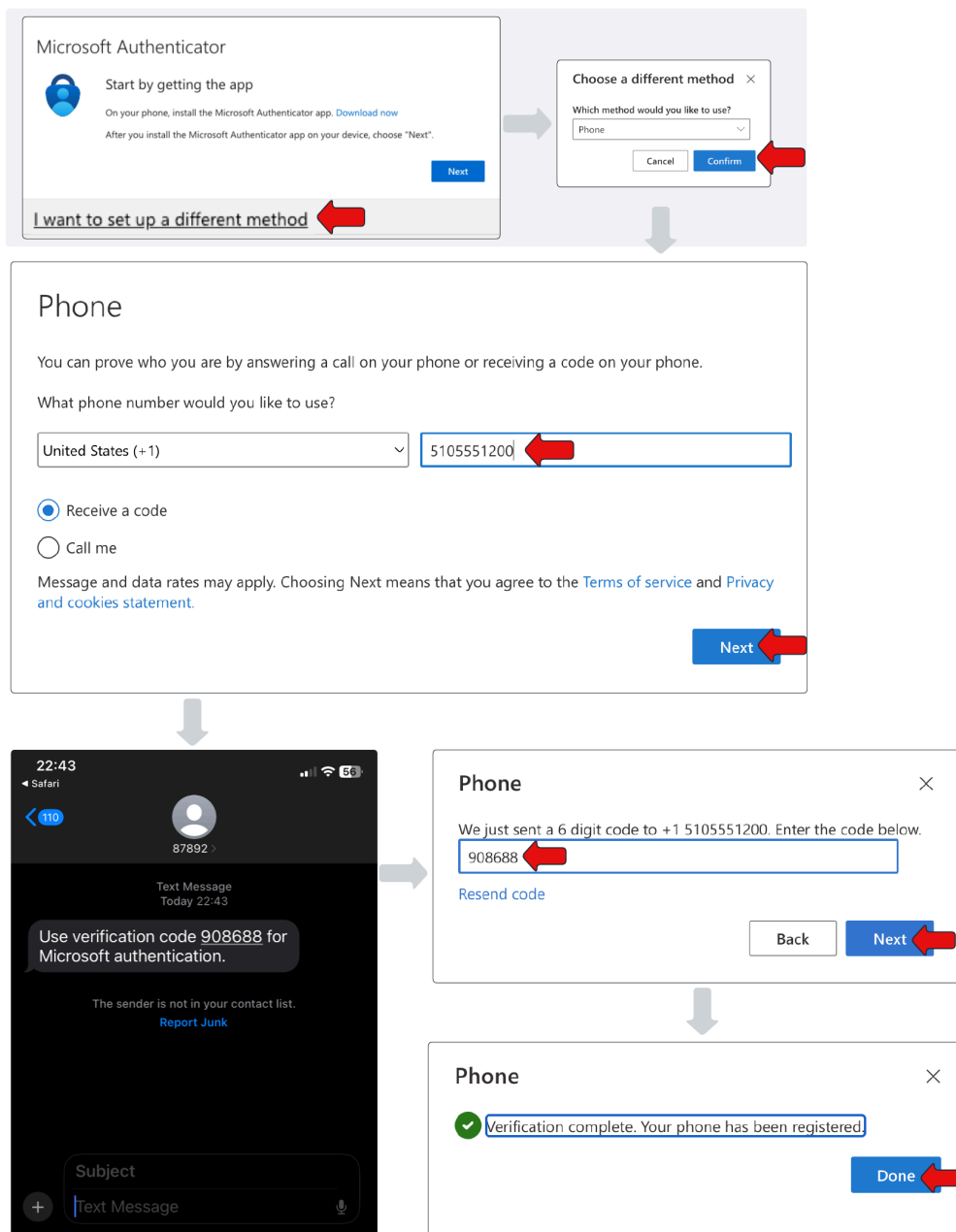
Enter your OUSD **password** and click **Sign in**. Next, you will see a new window for **More information required**. Click **Next**.

Two screenshots of the MFA setup process. The left screenshot shows the "Enter password" screen. It has the OUSD logo, a back arrow, and the email "mary.smith@ousd.org". The main heading is "Enter password" with a red arrow pointing to the password input field. Below the field is a link "Forgot my password". At the bottom right is a "Sign in" button with a red arrow pointing to it. Below the sign-in section is a grey box with instructions: "Enter your full OUSD email address and password to log in." followed by examples: "e.g. mary.smith@ousd.org for Staff, s_mary.smith@ousd.org for Students". A grey arrow points from this screen to the right screenshot. The right screenshot shows the "More information required" screen. It has the OUSD logo and the email "mary.smith@ousd.org". The heading is "More information required". Below it is the text "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". At the bottom right is a "Next" button with a red arrow pointing to it.

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If you see the prompt for Microsoft Authenticator, click on **I want to set up a different method** then **Phone**. Enter your mobile phone number. Select **Receive a code** for a text verification, then click **Next**. If your phone cannot receive text messages (e.g. landline), choose **Call me** for voice verification.



Congratulations! You are now configured for MFA using your phone.

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METHOD 2: REGISTER AN ALTERNATE PHONE NUMBER OPTIONAL

Go to <http://mfasetup.ousd.org> from a computer. Click **Add sign-in method** and choose **Alternate phone** and click **Add**. Type in the **phone number** and click **Next**. You will receive a verification call from (510) 879-8008. Answer the call and press the **#** key when instructed.

The sequence of steps is as follows:

- Security info**: A page showing current sign-in methods. A red arrow points to the **+ Add sign-in method** button.
- Add a method**: A modal where the user selects a method. A red arrow points to the **Alternate phone** option in the dropdown menu.
- Add a method**: A second modal where the user confirms the selection. A red arrow points to the **Add** button.
- Phone**: A modal for entering the phone number. A red arrow points to the input field where the number **5105558791** is entered.
- Phone**: A modal showing the next step. A red arrow points to the **Next** button.
- Phone**: A final modal showing a success message: "Call answered. Your phone was registered successfully." A red arrow points to the **Done** button.

Congratulations! You are now configured to MFA using an alternate phone.