Guest MFA User Guide

Table of Contents

Purpose

This document is for ENMAX partners, affiliates, contractors, and external service providers. The document provides instructions on how to configure multi-factor authentication (MFA) for Microsoft O365 and troubleshoot some of the common issues for ENMAX Guest Users.

Overview

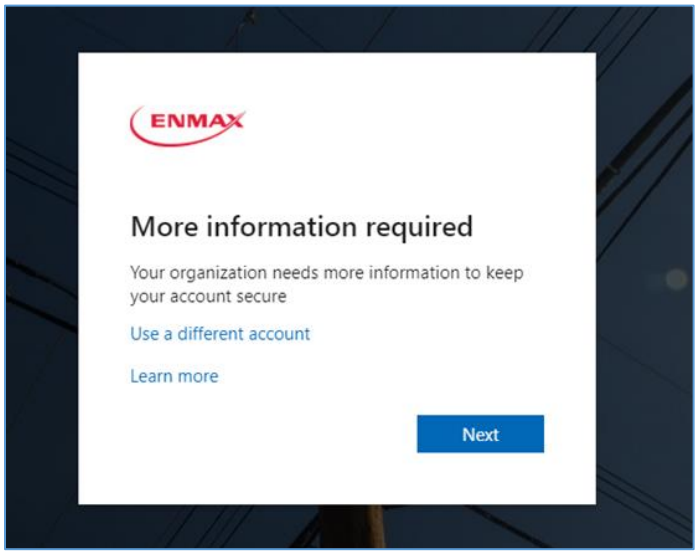
As of February 28, 2022, external guests who access documents that are externally shared from ENMAX SharePoint, OneDrive, MS Teams and other Microsoft O365 collaboration apps will be required to provide an additional form of authentication.

Requirements

- ✓ Any of the following:
  - Internet connected mobile device
  - Cellphone or telephone
- ✓ Link to the shared document

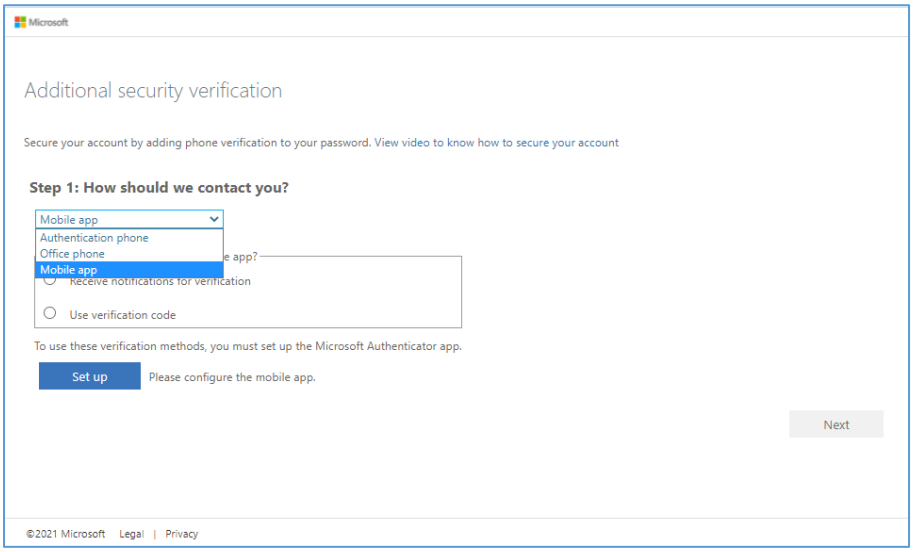
Setting up Multifactor Authentication for the first time

1. When accessing a document or link shared with you by an ENMAX employee you will be prompted with the following:



2. After clicking Next, the additional security verification page will be displayed. You can choose one of the following methods:
   - ✓ **Authentication phone** – you will receive a unique verification code via text or phone call to your cellphone

- ✓ **Office phone** – you will receive phone call
- ✓ **Mobile App** – you will install an app to a mobile device. The app will generate the verification code



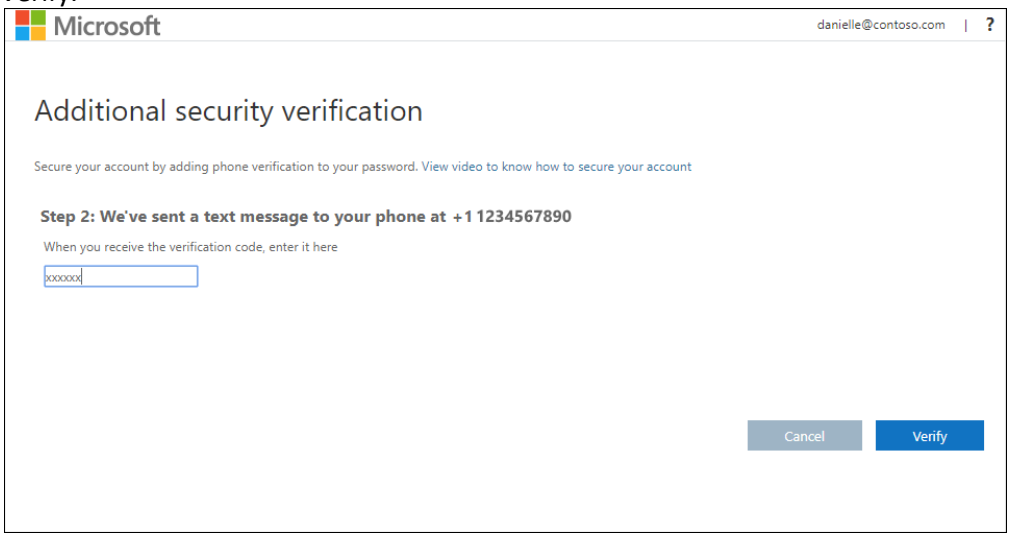
I. Follow these steps if you want to use **Authentication phone**:

i. To Set up your mobile device to use a text message as your verification method:

a. On the Additional security verification page, select Authentication phone. Select your country or region from the drop-down list, and then type your mobile device phone number.

b. Select Send me a code by text message from the Method area, and then select Next.

c. Type the verification code from the text message sent from Microsoft and then click Verify.

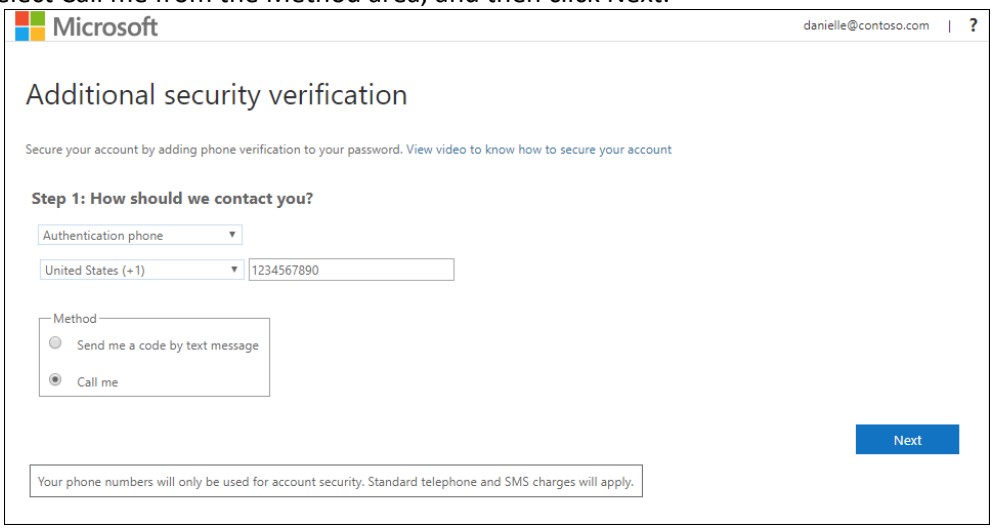


d. You are now ready to access the files

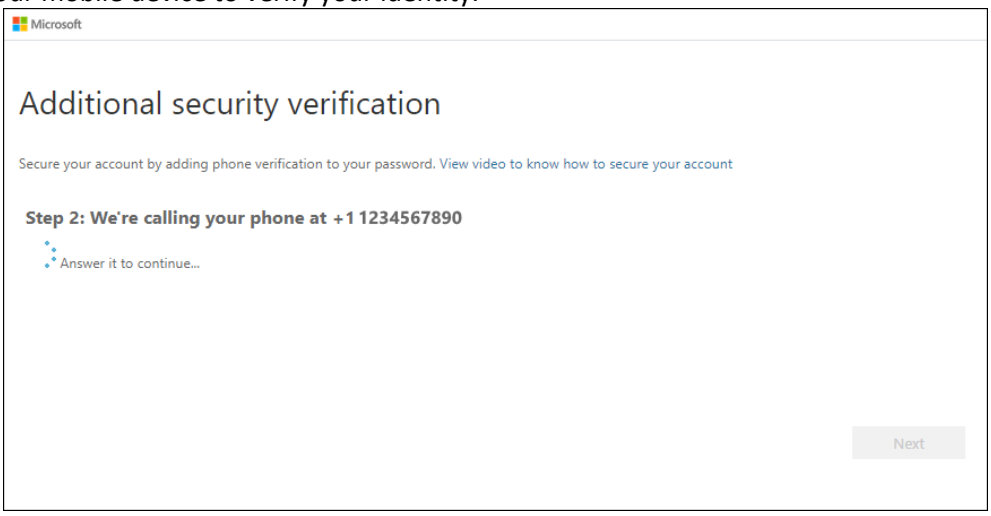
ii. To Set up your mobile device to receive a phone call instead of text message, follow these steps:

a. On the Additional security verification page, select Authentication phone. Select your country or region from the drop-down list, and then type your mobile device phone number.

b. Select Call me from the Method area, and then click Next.



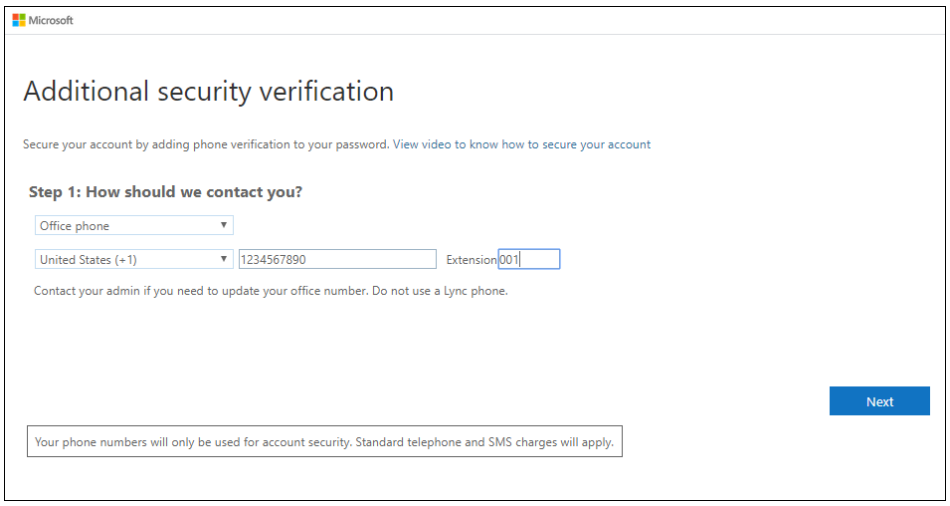
c. You'll receive a phone call from Microsoft, asking you press the hashtag (#) sign on your mobile device to verify your identity.



d. You are now ready to access the file

II. Follow these steps if you want to use **Office Phone**:

i. On the Additional security verification page, select **Office phone**. Select your country or region from the drop-down list, type your office phone number, and then type your extension, if you have one. Click Next.

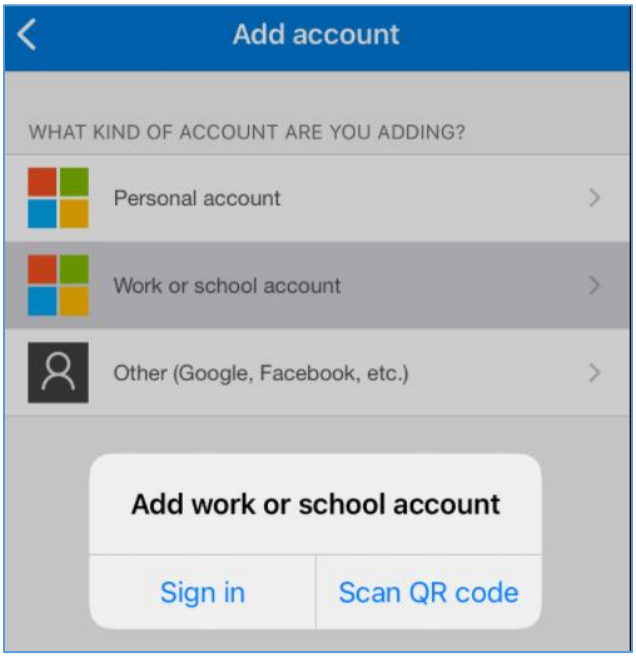


ii. You'll receive a phone call from Microsoft, asking you press the pound (#) sign on your office phone to verify your identity.

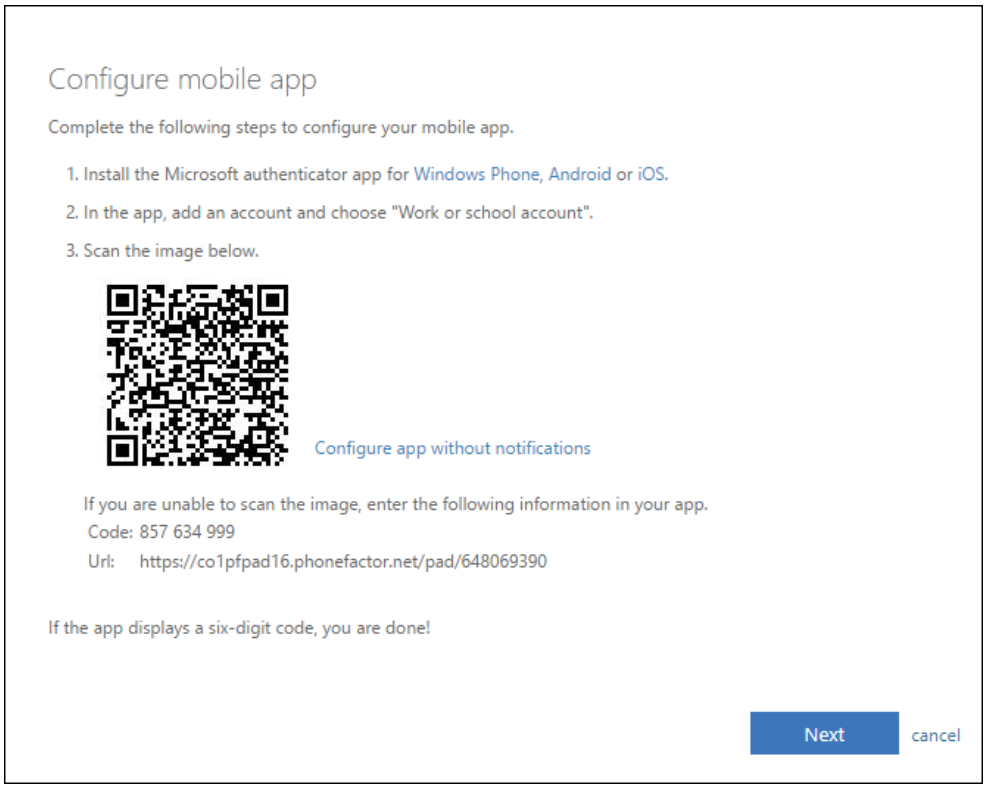
iii. You are now ready to access the file.

III. Follow these steps if you want to use the **Mobile App**:

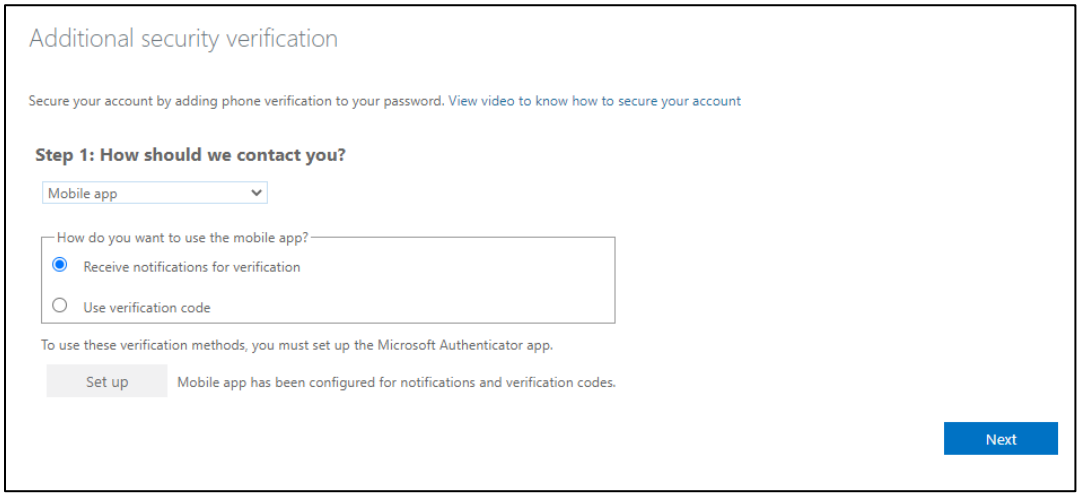
i. On the dropdown, select “Mobile App” and click “Set Up” to configure your mobile device to use Microsoft Authenticator.



ii. In the Application you will be required to Add an account and scan the QR code or enter it manually. When the code is paired to your device you can click next to proceed.



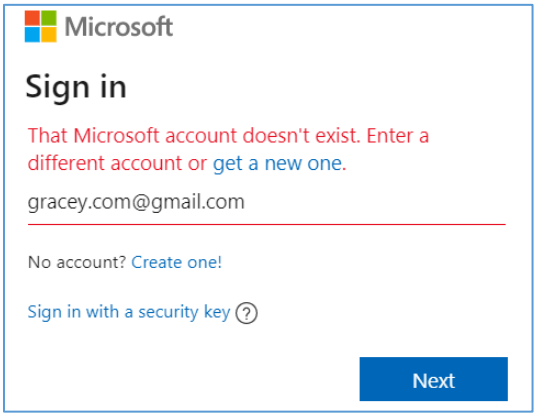
iii. Once successful, the screen will change to the following. Select “Receive notifications for verification” and click next.



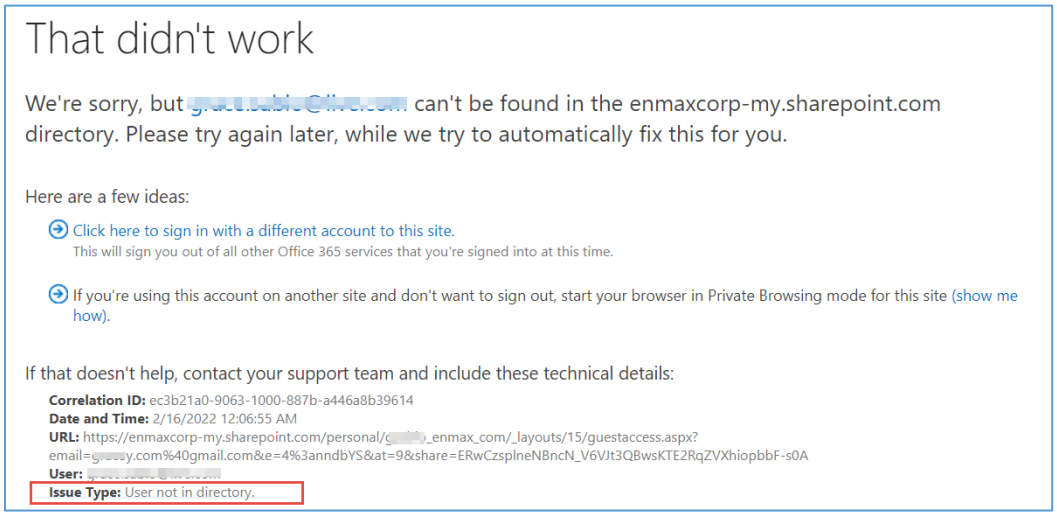
iv. A test will commence to confirm your setup. On your mobile device, select Approve. When verified you are ready to begin collaboration.

Common Issues

1. The Microsoft Account of the recipient doesn't exist (see error below)



2. The recipient selects the email account that doesn't match the email address where the document was shared to (see error below)



3. Trouble signing in due to former authentication method is no longer valid (i.e. changed mobile, changed cellphone number, etc)

Solutions to Common Issues

1. The email address being shared must be associated to a Microsoft account. Otherwise, the recipient will have to create a Microsoft account using that email address or the sender will have to share it to the existing Microsoft account of the user.

2. The email address that is used to access it should be the same where they shared it to.

3. To update your authentication method, contact the ENMAX staff who shared the document to you.