

AN INTRODUCTION TO MULTI-FACTOR AUTHENTICATION (MFA)

April 2022

The College of Nurses of Ontario uses SharePoint to share and store documents, such as the QA Assessment Template and NP Case Example Activity. This centralizes all of your material in one convenient place.

WHAT IS MULTI-FACTOR AUTHENTICATION (MFA)?

MFA is an authentication tool that adds an additional layer of security to further protect your data. It verifies your identity through an additional method of your choosing, as listed below.

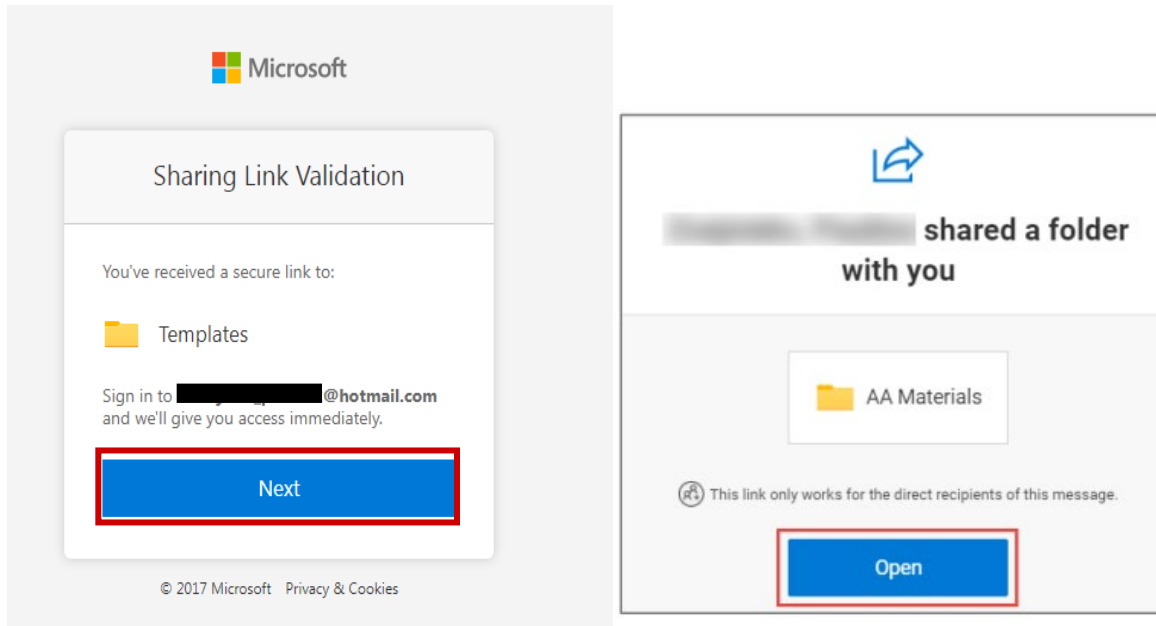
MFA is increasingly common in sectors that work with sensitive information and is part of CNO's commitment to making sure your data is safe and secure.

CNO is here to support any technical questions you may have.

YOUR INITIAL MFA SET-UP

You are required to establish an authentication method upon your first access to CNO's environment (i.e., first access of a shared link to a file or folder for QA Assessment). Once an authentication method is established, for any subsequent accesses, you can securely access the material by using the MFA method you've established. Below are step-by-step instructions on how to establish an authentication method.

1. Open the email received from OneDrive/SharePoint.



Note: If you have a Microsoft account which is associated with your email address, you may receive the below screen requesting that you enter your Microsoft account password or reset it.



2. Click the **Next** or **Open** button.
3. The below SharePoint page will open. Select **Accept**.



██████████@hotmail.com

Review permissions

C CNO cnomail.org

This resource is not shared by Microsoft.

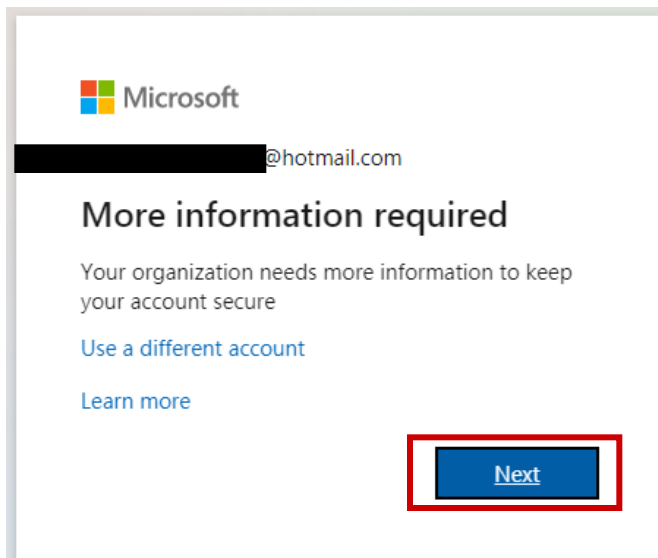
The organization CNO would like to:

- ✓ Sign you in
- ✓ Read your name, email address, and photo

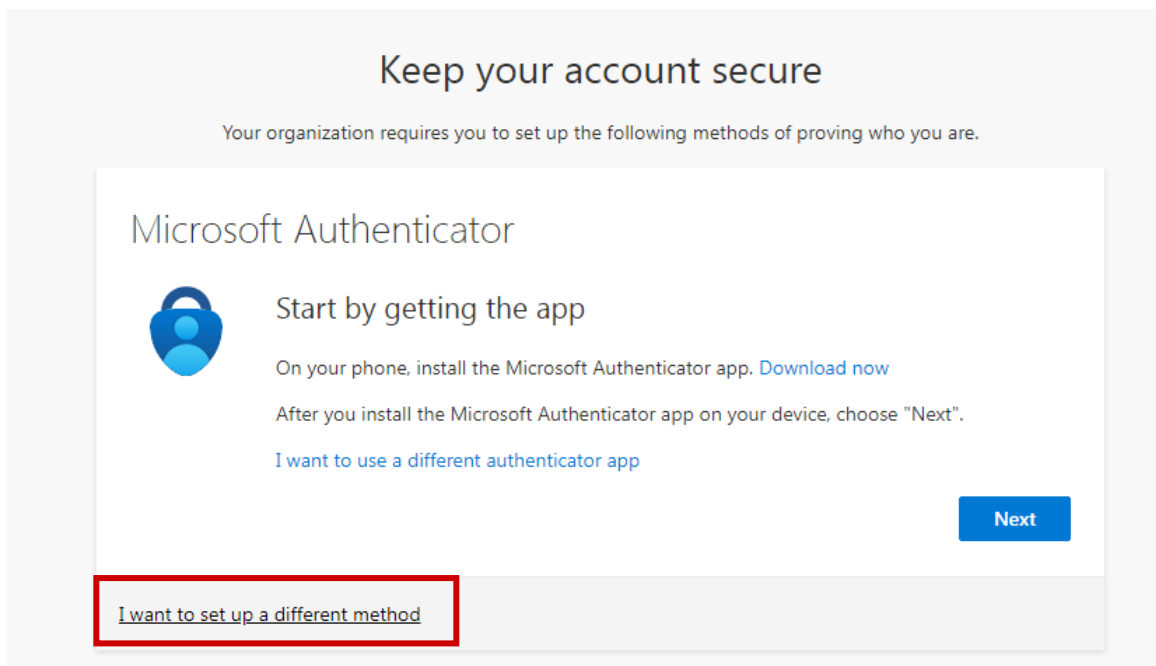
You should only accept if you trust CNO. By accepting, you allow this organization to access and process your data to create, control, and administer an account according to their policies. **CNO has not provided a link to their privacy statement for you to review.** CNO may log information about your access. You can remove these permissions at <https://myapps.microsoft.com/cnomail.org>

Cancel

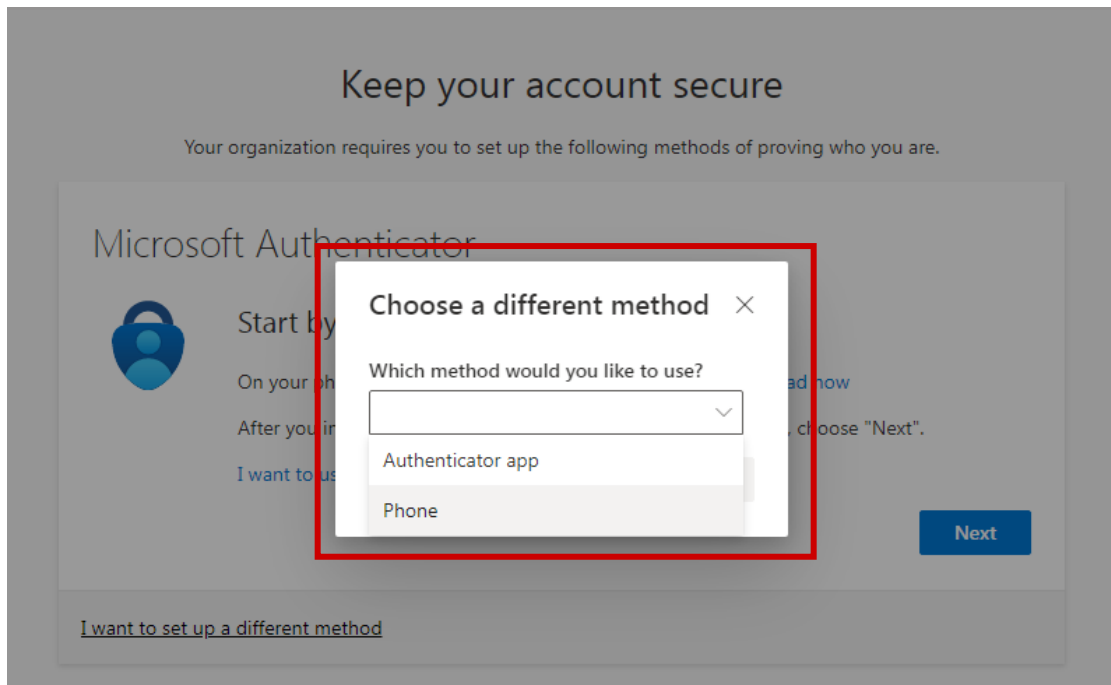
4. The below screen will appear. Click **Next**.



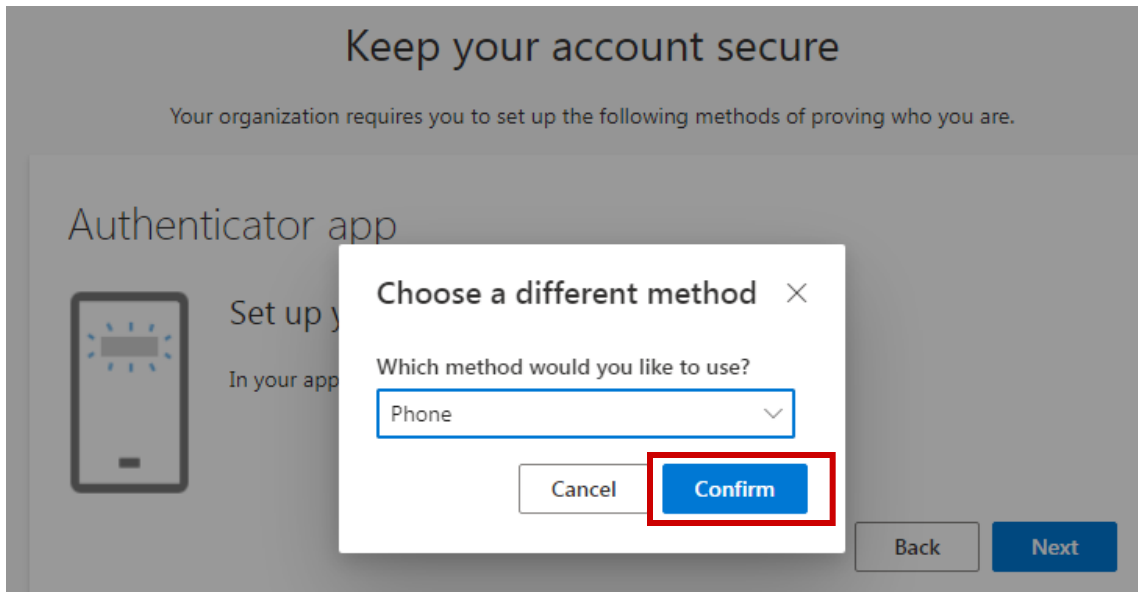
5. The below screen begins the process to establish an authentication method. Unless you already use Microsoft's Authenticator app, you should select **"I want to set up a different method."**



6. From the drop-down menu, select either “**Authenticator app**” or “**Phone**” as your preferred authentication method.

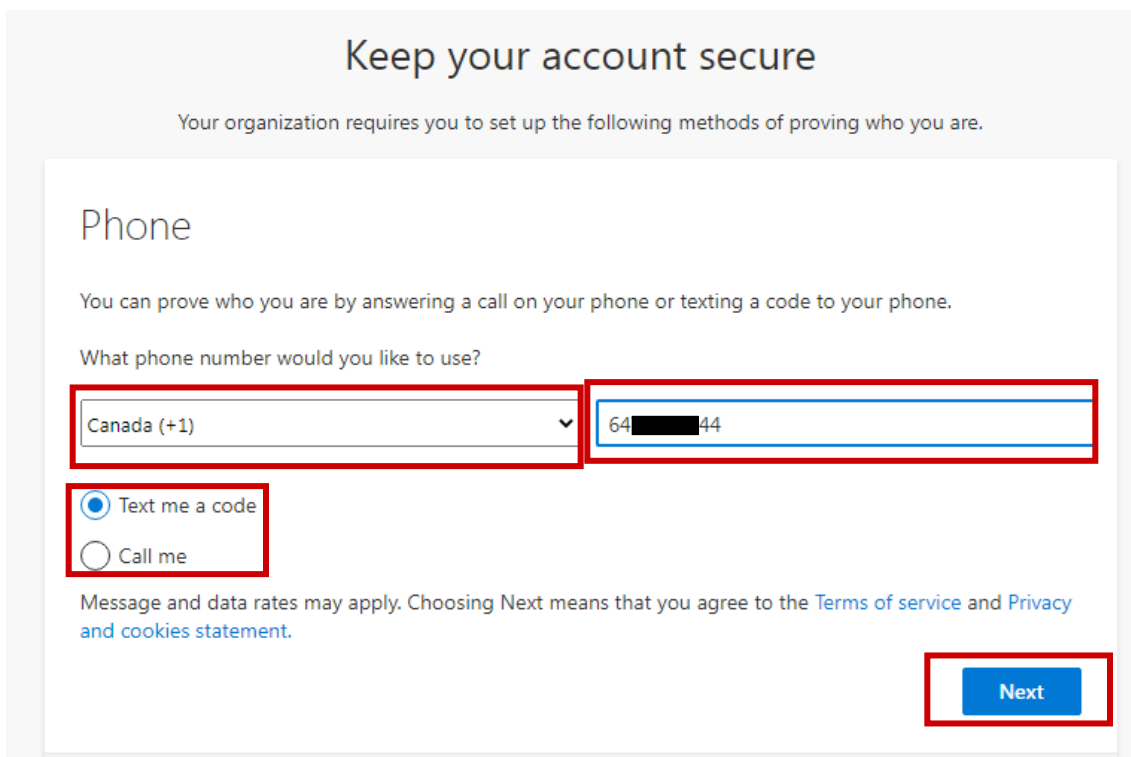


7. Select **Confirm**.



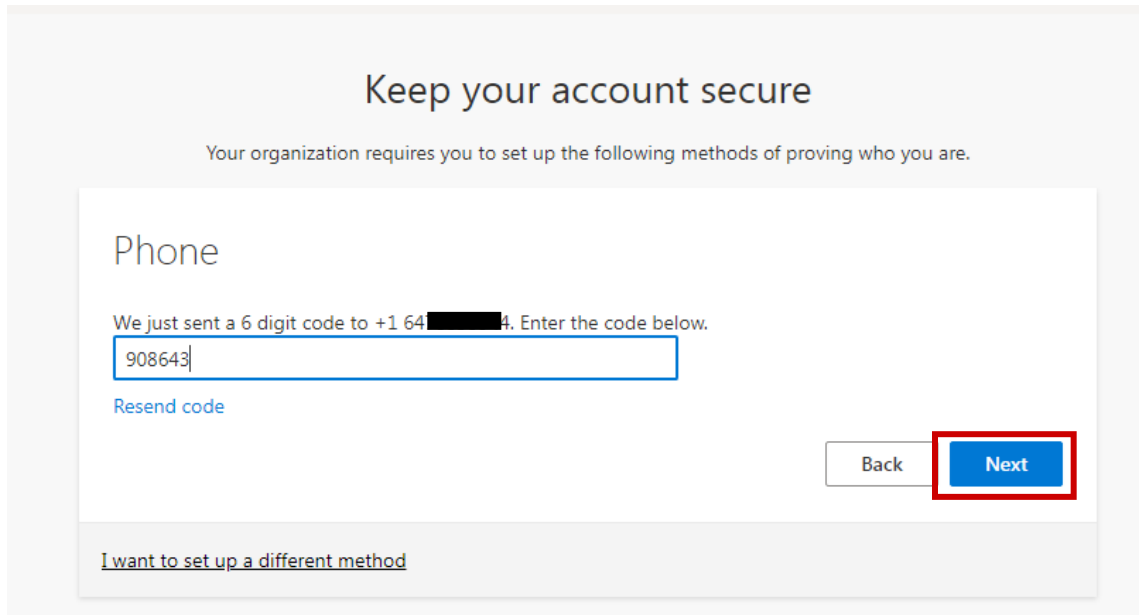
8. Complete required fields: **“Country”** (drop-down menu), **“Phone number,”** and **“Option”** to receive your code. Once completed, select **Next**.

Note: If the **“Call me”** option is selected, you will receive an automated voice call and will be prompted to press # on your keypad to complete the process.



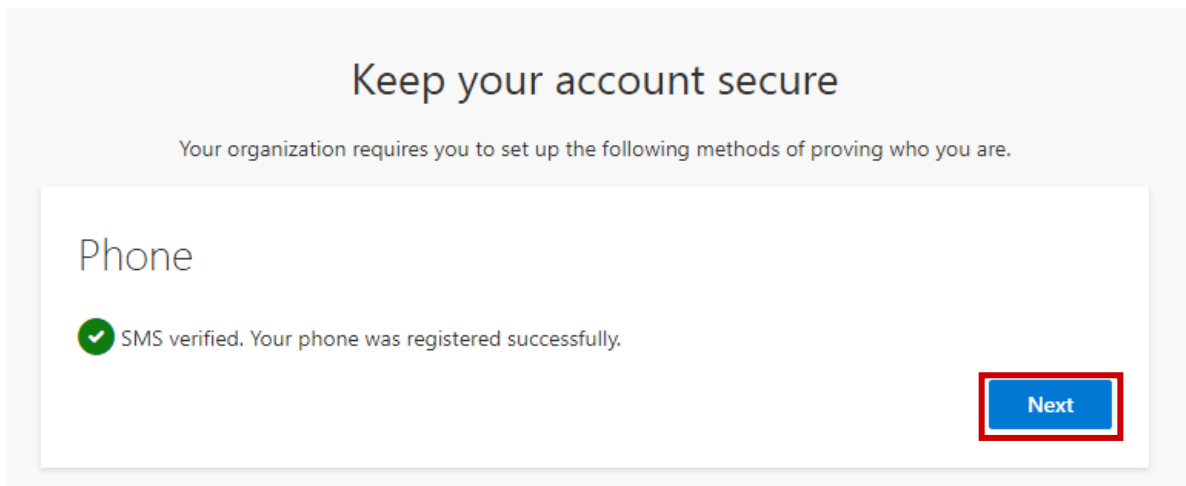
9. If **“Text me”** was selected, you will receive a code via text. Enter the code in the field (as seen below). Once entered, select **“Next”**.

If **“Call me”** was selected, upon completing the steps as prompted in the automated call, users will be taken to the screen in **step 10**.



The screenshot shows a web interface titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." Below this is a "Phone" section. It contains the text "We just sent a 6 digit code to +1 64 [REDACTED] 4. Enter the code below." followed by a text input field containing "908643". Below the input field is a "Resend code" link. At the bottom right of the form are "Back" and "Next" buttons, with the "Next" button highlighted by a red rectangular border. At the bottom left of the form is a link that says "I want to set up a different method".

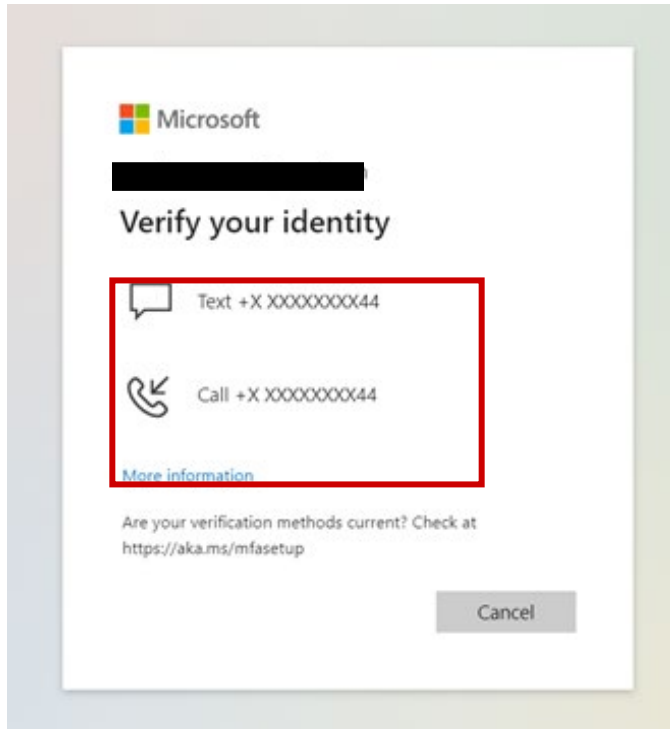
10. Congratulations, when you see the below screen it means you have successfully registered your associated email account with your authentication method. Select **Next** to proceed to the content which was shared.



The screenshot shows a web interface titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." Below this is a "Phone" section. It contains a green checkmark icon followed by the text "SMS verified. Your phone was registered successfully." At the bottom right of the form is a "Next" button, which is highlighted by a red rectangular border.

AFTER INITIAL SET-UP

After you have successfully registered an authentication method, upon opening the original shared link, the screen below will open in SharePoint. You should select your preferred method to receive a verification code to authenticate (steps will be the same as numbers 8-9 above, depending on the method).



CONTACT US

If you have questions or require additional assistance for Multi-Factor Authentication, you can contact the CNO Information Security Team at infosec@cnomail.org. Available hours for support are Monday through Friday from 8 a.m. to 5 p.m.