



HSO ISM

Setting up the MFA for HSO

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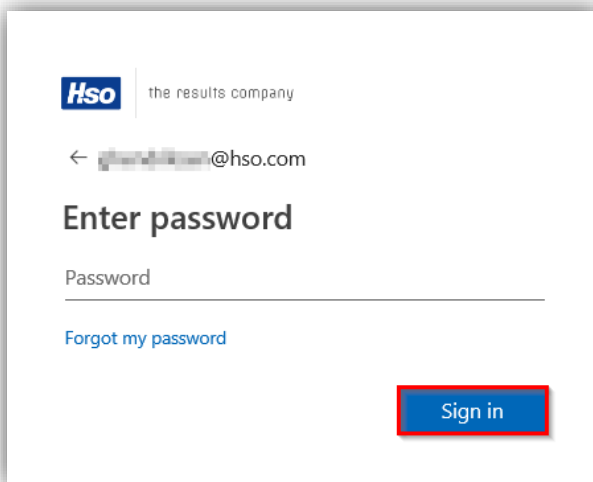
1 Multi Factor Authentication (MFA)

This manual will guide you through the required steps to get MFA set up for your HSO account. We recommend you use the Microsoft Authenticator app for the validation of MFA requests. This app allows/blocks MFA requests with just one press of a button.

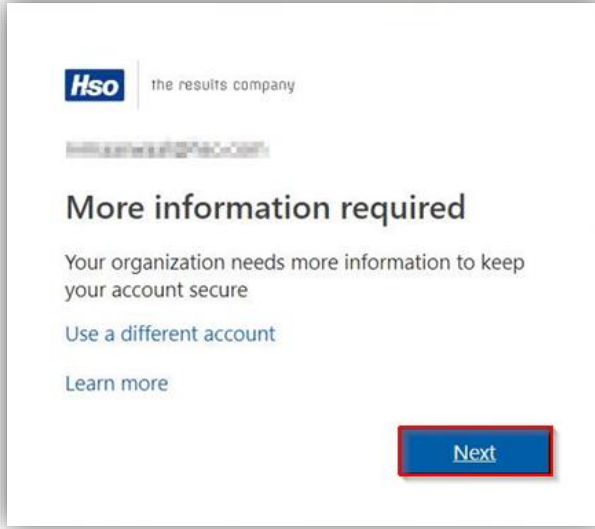
If this is the first time you are going to use MFA, then please follow the necessary steps below. If you've already used MFA in the past, but you have a new phone for example or want to change your preferences, then please use this [URL](#) and your hso.com account to change your current MFA settings.

1.1 Setting up MFA for HSO

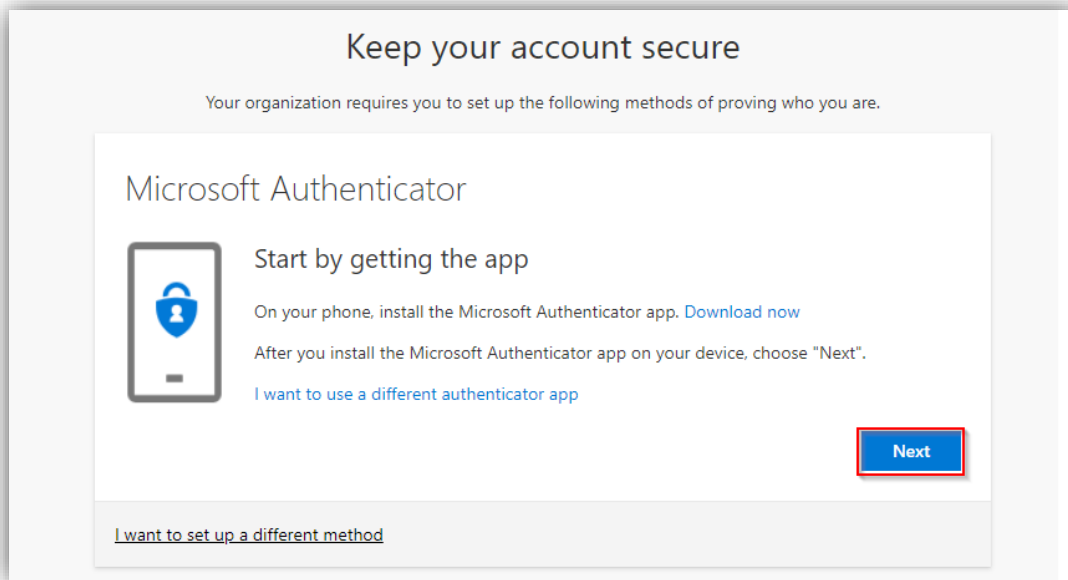
1. Browse to the MFA homepage: <https://aka.ms/setupmfa>
2. Use your hso.com Office 365 credentials to Sign in

A screenshot of the HSO login interface. At the top left is the HSO logo with the tagline 'the results company'. Below it is a back arrow and a partially obscured email address ending in '@hso.com'. The main heading is 'Enter password'. Underneath is a password input field with the placeholder text 'Password'. Below the input field is a blue link that says 'Forgot my password'. At the bottom right is a blue button with a red border that says 'Sign in'.

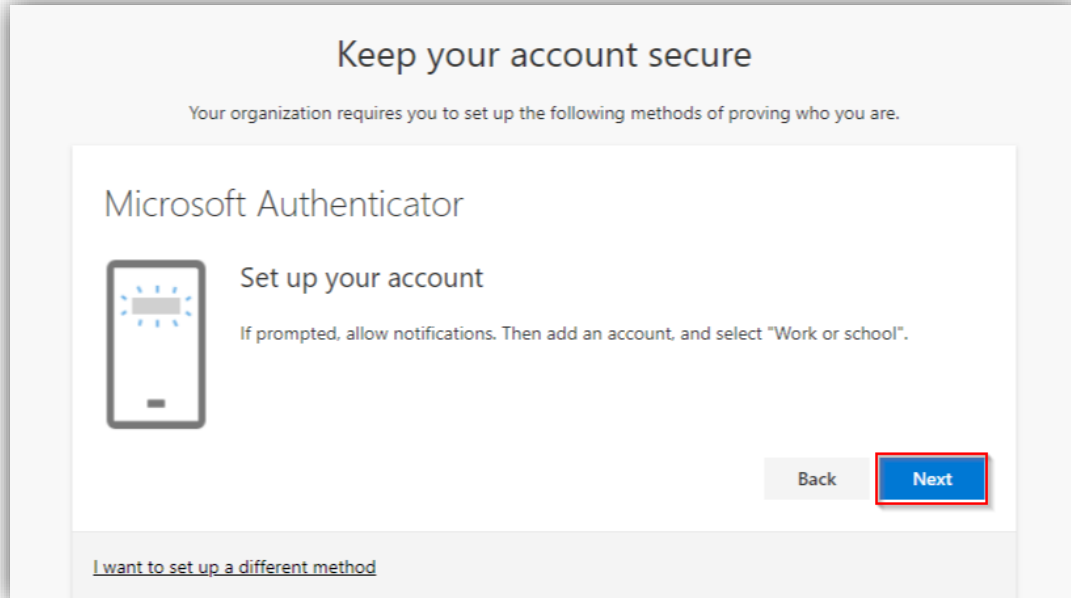
3. You will now see a prompt saying More information required, click on "Next"



4. If you do not have the Microsoft Authenticator app (Recommended) installed yet, make sure to download and install it from the app store on your mobile phone. Once installed click on "Next" (Note If you would like to choose a different Authentication (verification) method, please click on "I want to set up a different Method".)



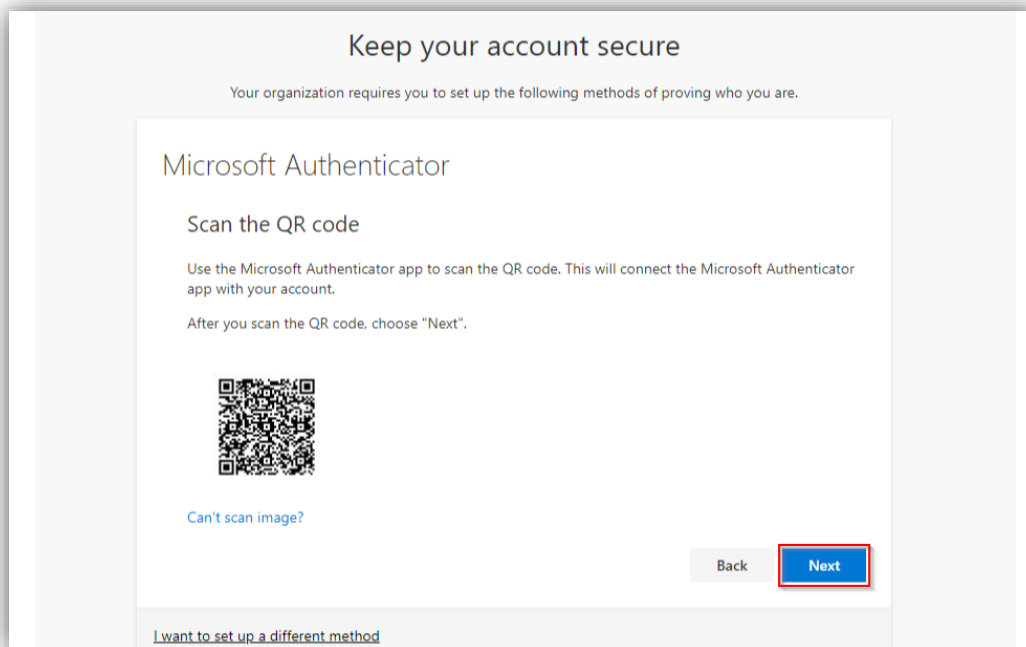
5. Click on "Next"



6. On your mobile phone open the

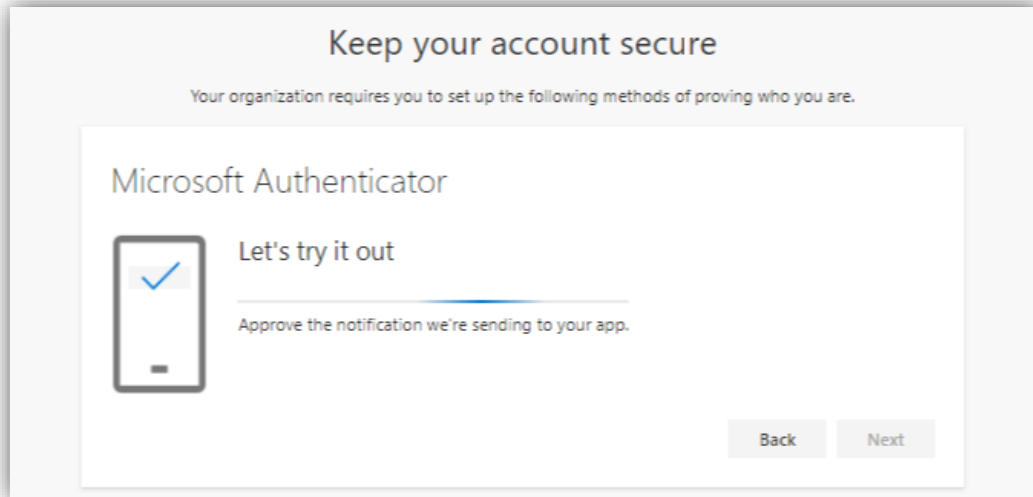
Microsoft Authenticator app.

- Add account (+)
- Work or school account
- Now scan the QR code shown on screen with your mobile phone.

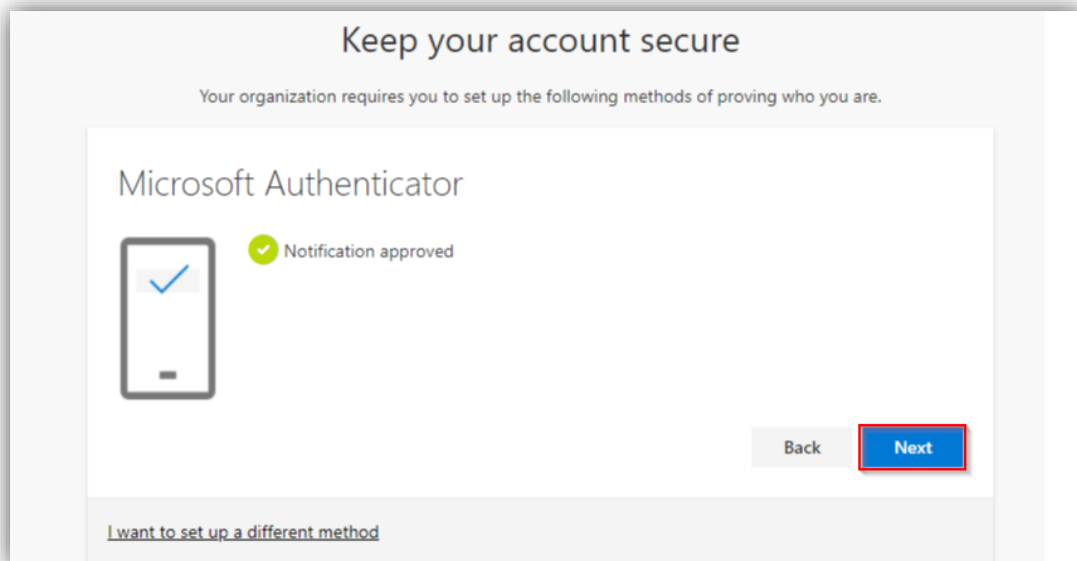


7. You will now receive a push

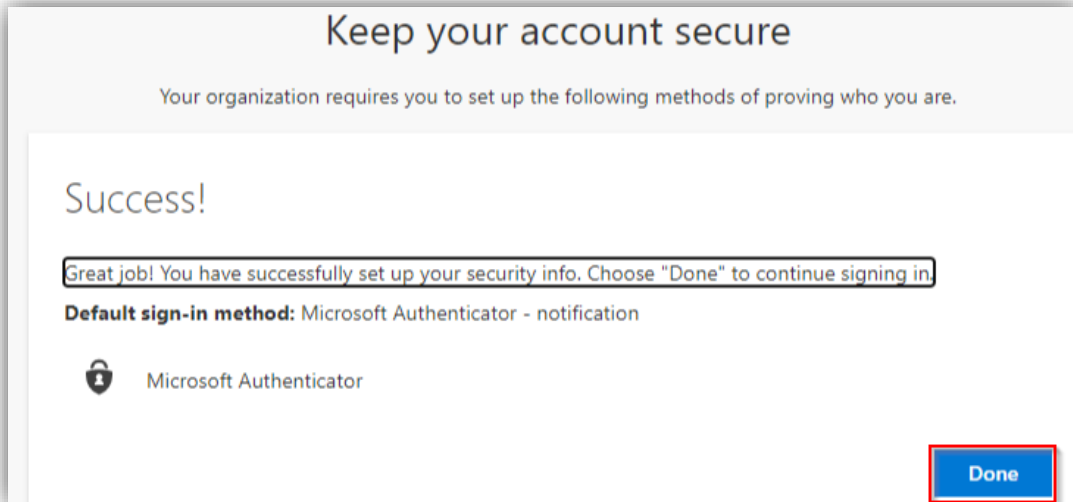
notification on your mobile phone. Please accept this notification to validate the app.



8. The Microsoft Authenticator app has now been configured successfully. Click on "Next" to complete the setup of the Microsoft Authenticator app.

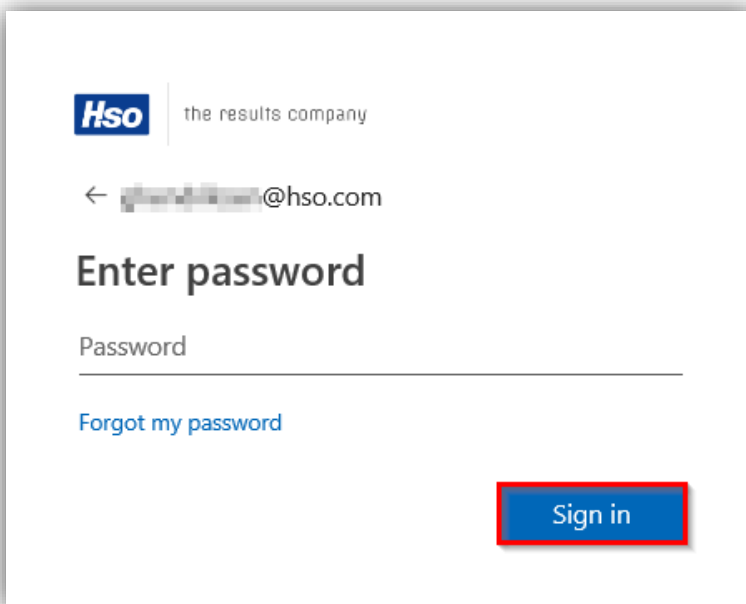


9. Multi-factor authentication should now be successful setup. Please click on "Done".

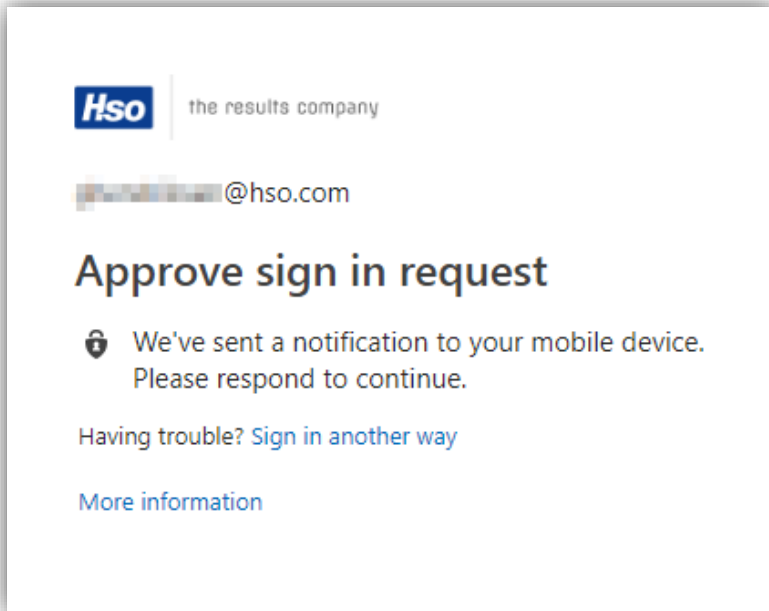


1.2 Testing Multi-Factor Authentication

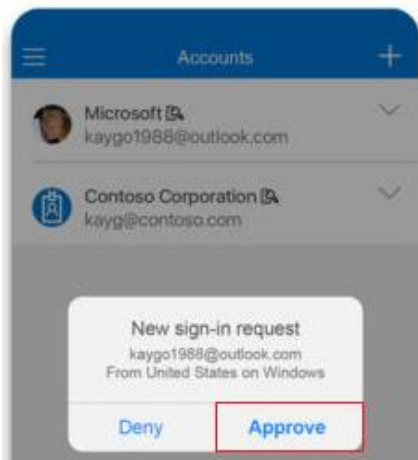
1. Browse to the Office 365 homepage: <https://login.microsoftonline.com>
2. Use your hso.com Office 365 credentials to sign in



3. You should now see the message below



4. Open the Authenticator app on your mobile phone and approve the MFA request.



5. You should now be sign into Office 365.

**Note: please contact the HelpDesk if you have any problems: HSONAHelpDesk@hso.com*

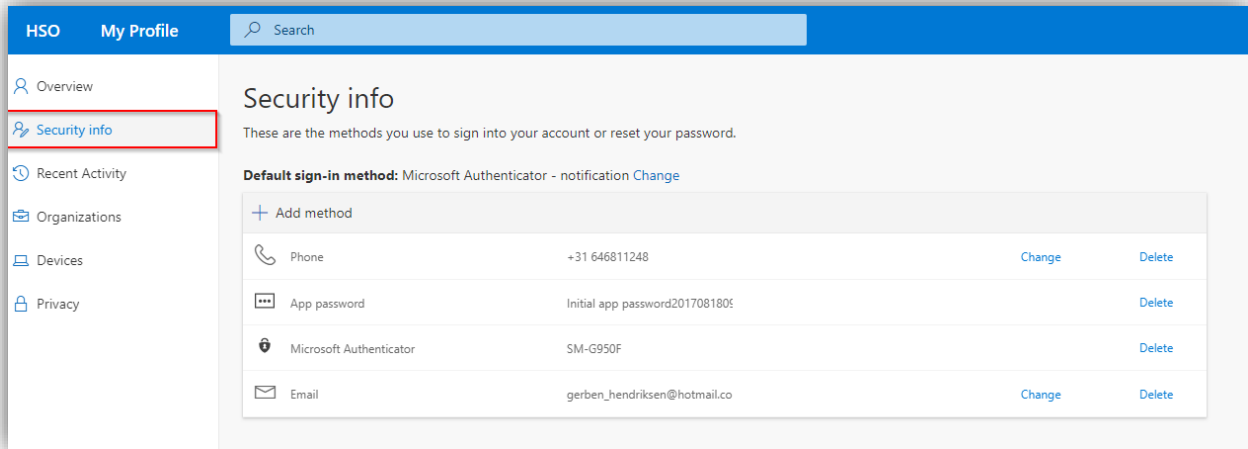
1.3 Additional information

If you have already successfully set up MFA on your account, but you want to change your Authentication settings or you have for example a new mobile phone, then please go to [My Profile](#).

Here you can add, remove, and change validation options.

1. **Add method:** This option allows you to add new validation methods.

2. **Change sign-in method:** Lets you select your preferred validation method (Authenticator app notification recommended)
3. **Change:** You can use this option to change your mobile phone number or email address.
4. **Delete:** This option can be used to delete a specific validation method.



At some point, you will be prompted to setup a second authentication (verification) method. Please follow these steps below to complete this process.

1. Please enter your phone number and click on "Next".

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United States (+1) Enter phone number

☒ Text me a code
☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#) [Skip setup](#)

2. You will now receive a text message on your mobile phone. Please enter six-digit code or click "resend code" if you did not receive verification code.

The screenshot shows a two-step setup process. The top card, titled 'Keep your account secure', states 'Your organization requires you to set up the following methods of proving who you are.' and 'Method 2 of 2: Phone'. The bottom card, also titled 'Keep your account secure', shows a progress bar with 'App' (checked) and 'Phone' (unchecked). Below the progress bar, it says 'Phone' and 'SMS verified. Your phone was registered successfully'. A blue 'Next' button is highlighted with a red border, and a 'Skip setup' link is at the bottom right.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

SMS verified. Your phone was registered successfully

Next

[Skip setup](#)

3. After

you enter verification code, please click on "Next".

4. Second authentication (verification) method should now be successful setup. Please click on "Done".

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Done


✓
App


✓
Phone

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in

Default sign-in method: Microsoft Authenticator - notification

 Phone
+1 617-████████

 Microsoft Authenticator
Alex's iPhone

Done