

# What you need to know about SMS authentication for Frontline Workers



**Ståle Hansen**, CEO & Principal Cloud Architect @ **CloudWay**  
Office Apps and Services MVP & RD  
Twitter: @StaleHansen



**Ben Whitmore**, Senior Cloud Consultant @ **CloudWay**  
Enterprise Mobility MVP  
Twitter: @byteben

Official sponsors



# NORDIC

– VIRTUAL SUMMIT –

# A big thanks to the sponsors



**RECAST SOFTWARE**

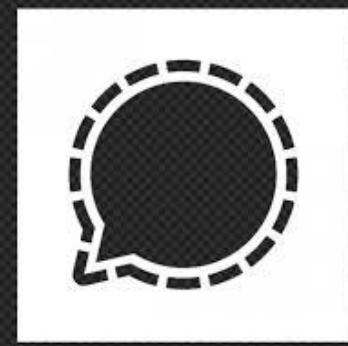


# theFrontline Worker business case

# Customer challenges surfaced by Business Decision Makers

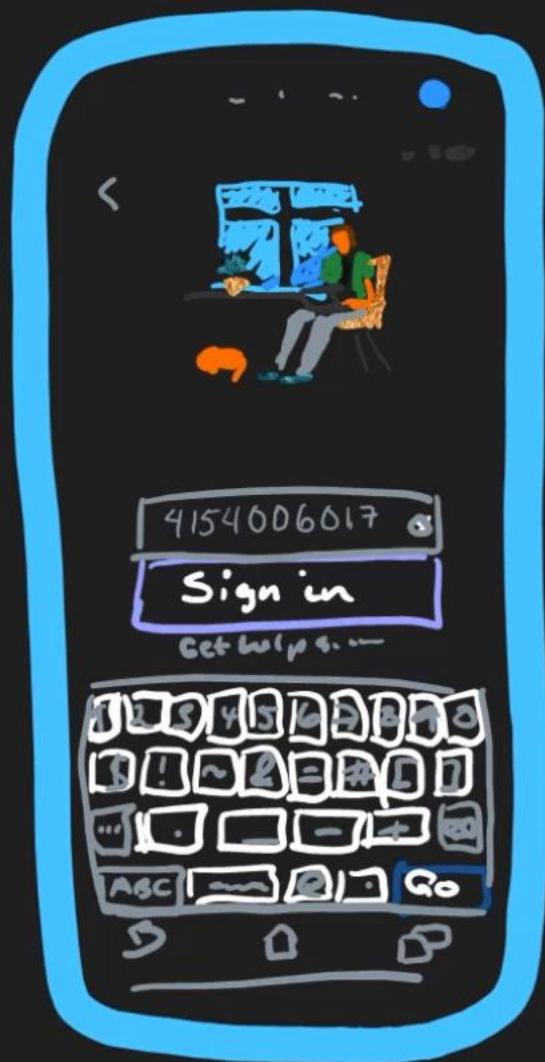
No.	Challenges/Pain Points
1.	Factory workers to feel included with corp across dayshift and nightshift
2.	Café workers more integrated with sales and marketing team, be more involved
3.	Shared digital training, information and mandatory information distribution

# theFrontline Worker business case



# the Frontline Worker business case





Microsoft Azure Search resources, services, and docs (G+/-)

Home > Contoso > Security >

## Authentication methods | Policies

Contoso - Azure AD Security

Search (Ctrl+/) Got feedback? ⋮

**Manage**

Policies (selected) Password protection Registration campaign

**Monitoring**

Activity User registration details Registration and reset events Bulk operation results

Configure your users in the authentication methods policy to enable passwordless authentication. Once configured, you will need to enable your users for the methods and use them to sign in.

Method	Target	Enabled
FIDO2 Security Key		No
Microsoft Authenticator		No
Text message (preview)	1 user	Yes
Temporary Access Pass (preview)		No

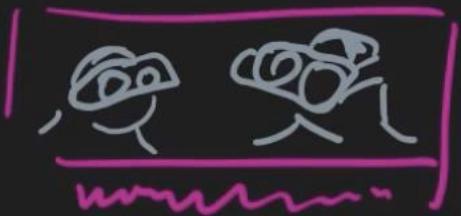


# Wavocomp.

Home Who we are News



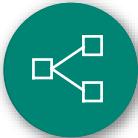
## TODAY



w w w



...



Connect

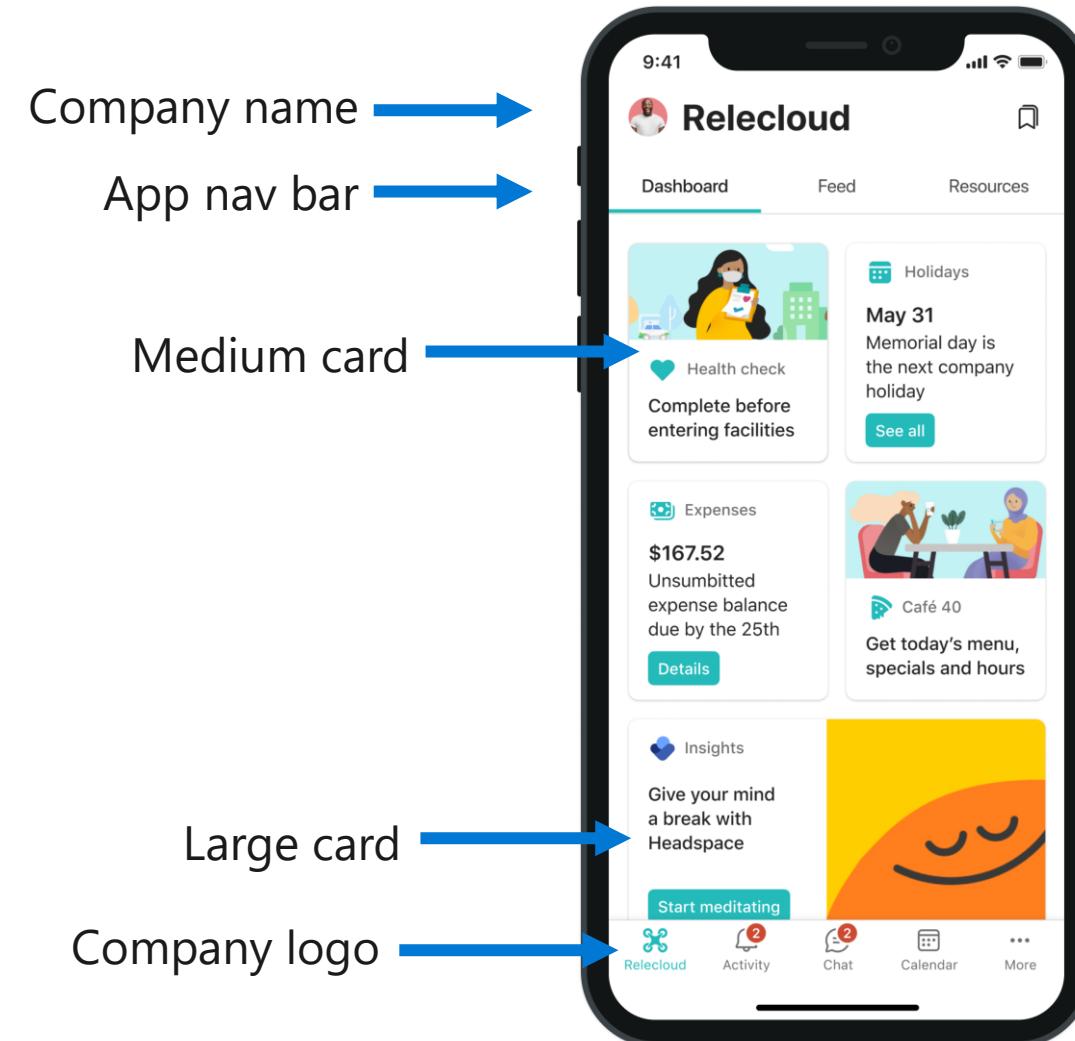
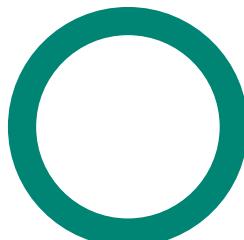
## Dashboard Elements

Dashboard authoring and creation in SharePoint

Use your company brand

SharePoint & Teams Apps Default support with out of box experiences

Custom card and quick view capabilities using Adaptive Card technology with extensions added



Company name →

App nav bar →

Medium card →

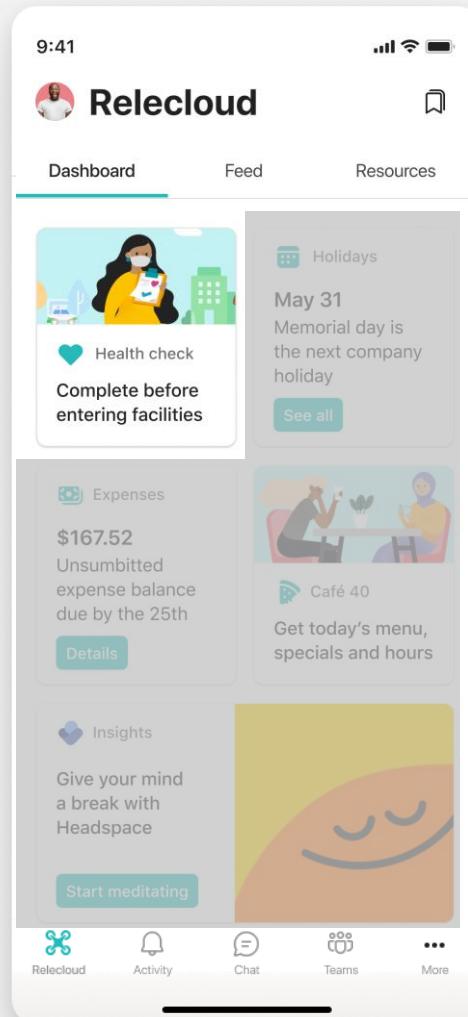
Large card →

Company logo →

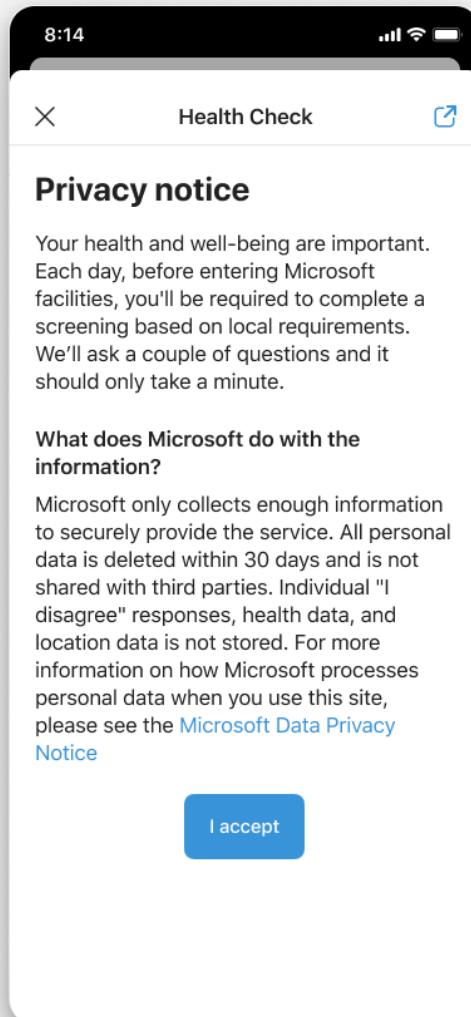


Connect

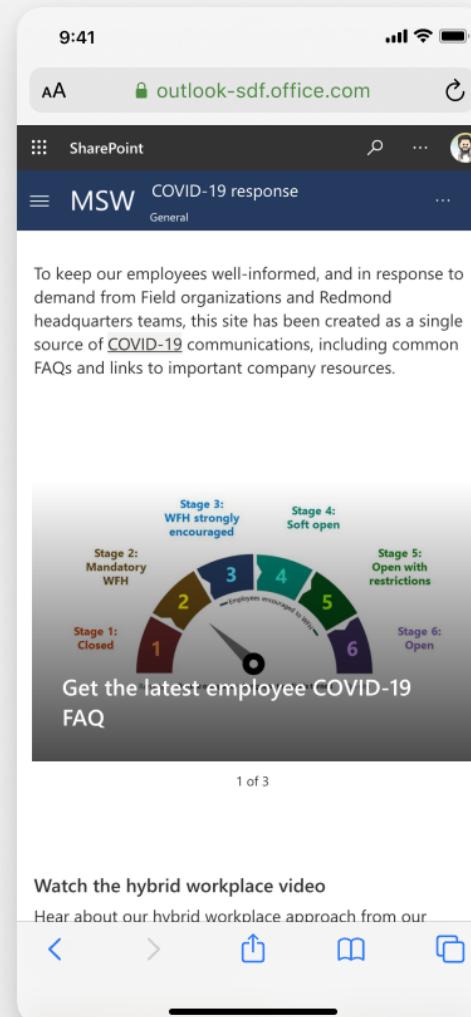
# Interacting with Dashboard Cards



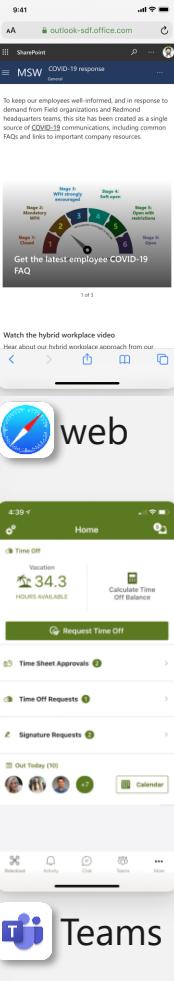
Card



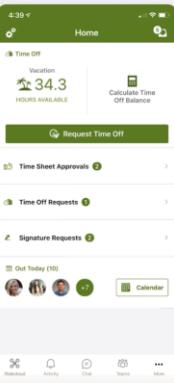
Quick view



App



web



Teams app



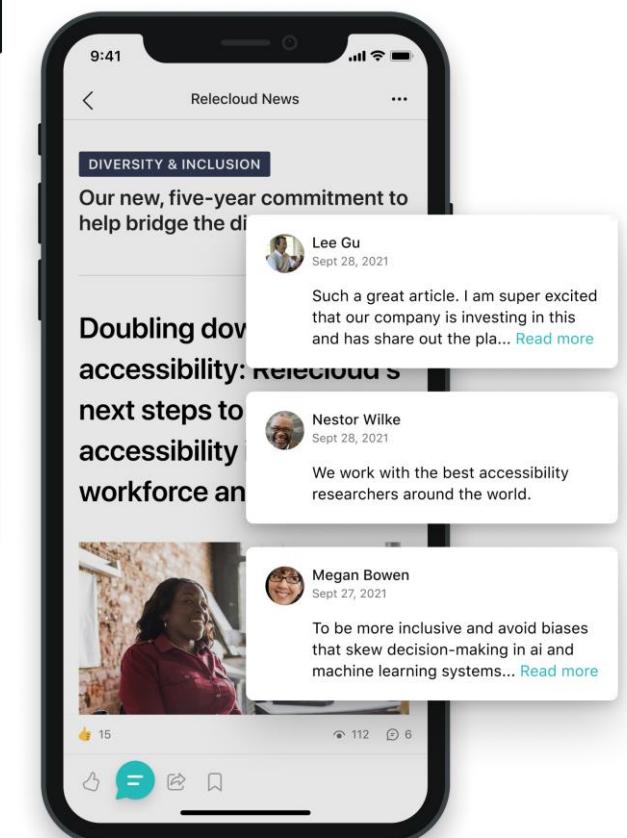
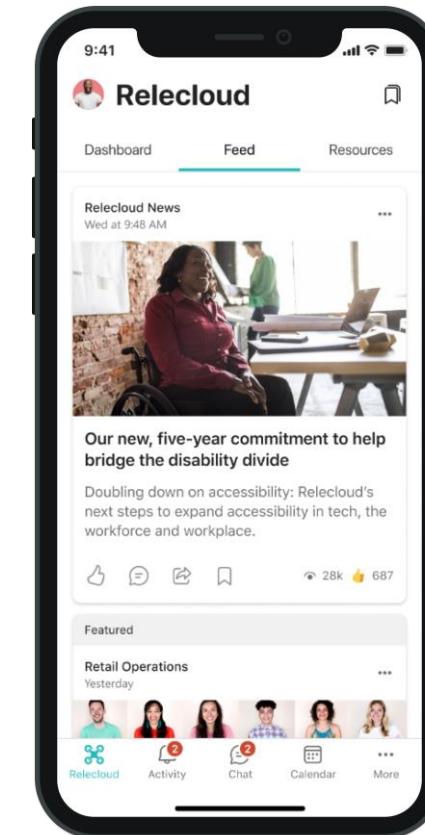
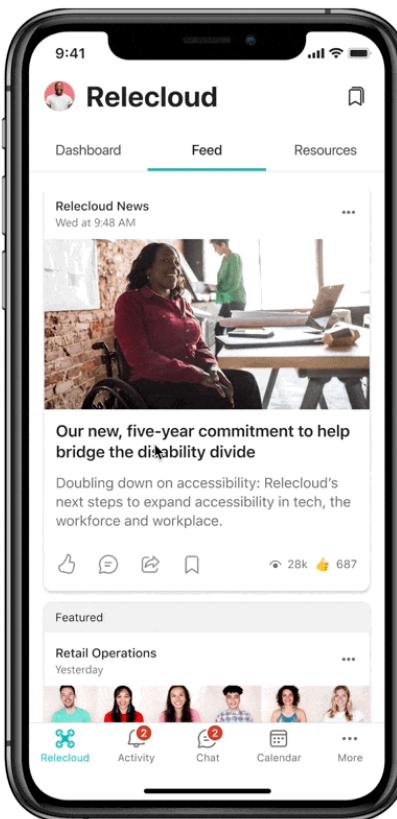
Discover and engage

# Explore news and join conversations from across the organization in a personalized feed

Aggregate relevant news from across Microsoft 365 services

Stay informed about what's happening in the organization

Connect employees to peers and spark collaboration through Teams, SharePoint, and Yammer.



# Where is Feed content sourced?

What each user sees is unique based on the content they have permissions to.

## SharePoint

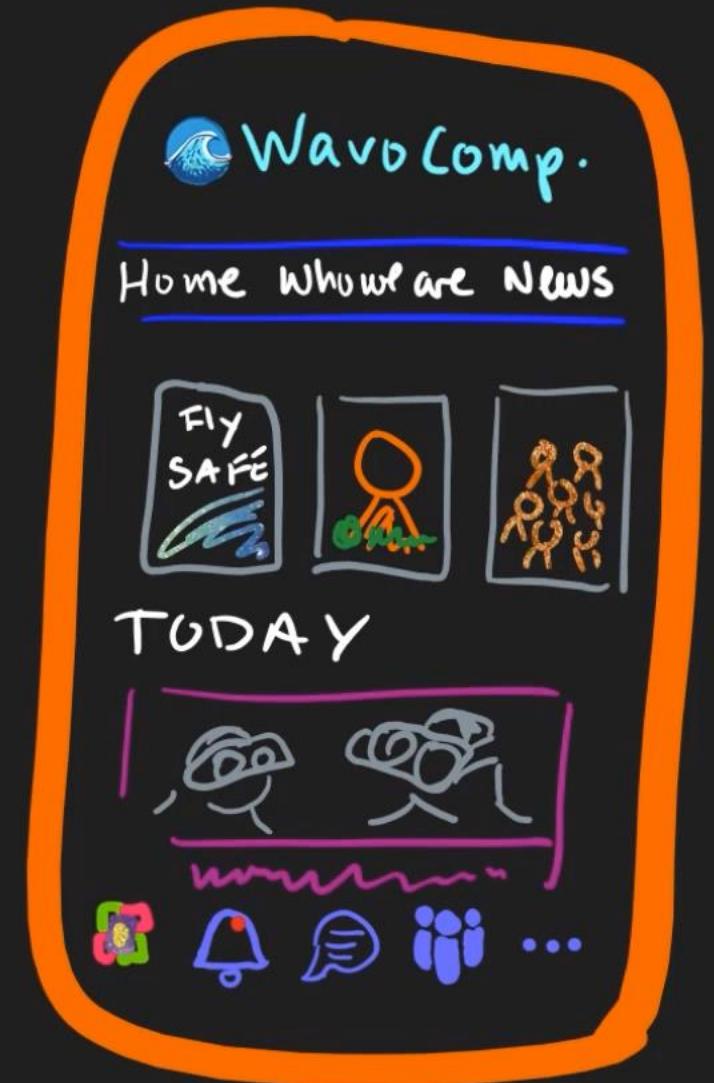
News posts on the home site  
News posts on org news sites  
News posts to sites you frequent or follow

## Yammer

Posts to the All Company community  
Featured Posts to public communities  
Communities you follow

## Stream

Video news links on org news sites  
Videos embedded in news posts



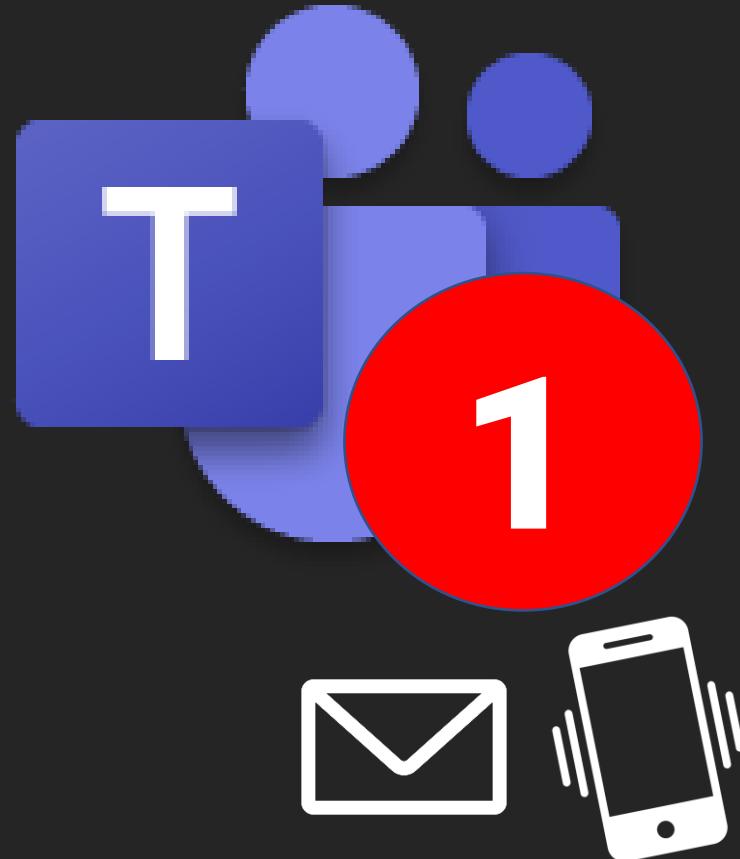
Team work



DiALOGUES

COMMUNICATION





# Digital wellbeing

Dear people who send you Teams messages at 3:00am:  
What the [REDACTED] is wrong with you?

5:06 PM · Oct 8, 2019 · [Twitter for Android](#)

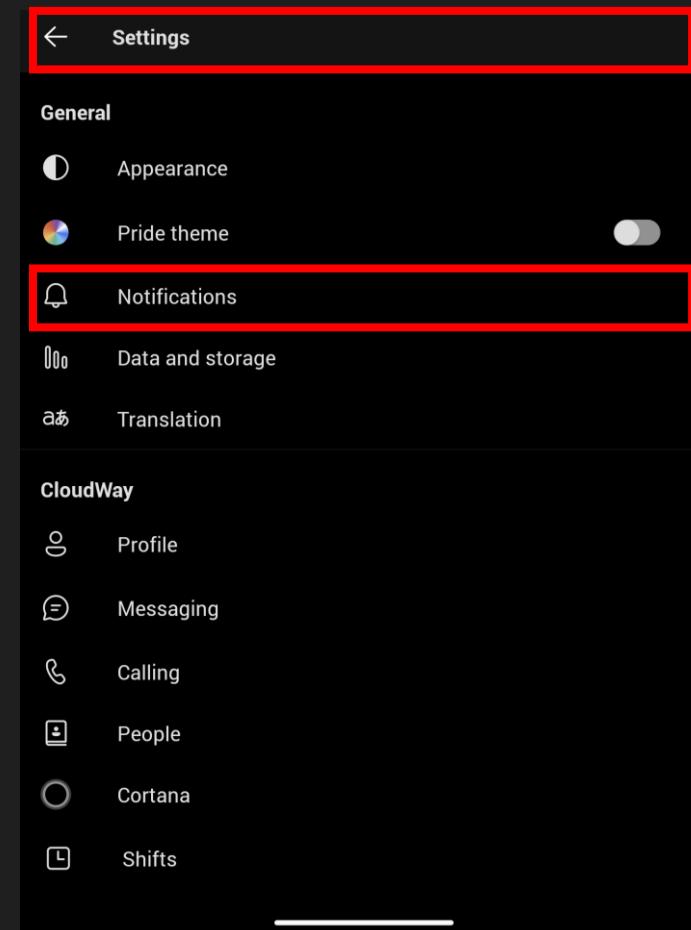
---

**17** Retweets    **242** Likes

**IF YOU GET DISTRACTED  
AT 3:00 AM**

**IT IS YOUR OWN FAULT**





← Notifications

Notify me for

🔔 General activity

Chats, Mentions, Channels + 5 more

📅 Channels

Management Global, SharePoint an... + 5 more

📅 Meetings

Meeting start reminder

Block notifications

🔕 During quiet time

All day on Sun, Sat. 19:00 to 07:00 on others.

💻 When active on desktop

On

📞 When in meetings

On

Help

Troubleshoot notifications

Learn about OEM-specific issues

← Notifications

Notify me for

General activity

Chats, Mentions, Channels + 5 more

Channels

Management Global, SharePoint an... + 5 more

Meetings

Meeting start reminder

Block notifications

During quiet time

All day on Sun, Sat. 19:00 to 07:00 on others.

When active on desktop

On

When in meetings

On

Help

Troubleshoot notifications

Learn about OEM-specific issues

← Notifications

Notify me for



General activity

Chats, Mentions, Channels + 5 more



Channels

Management Global, SharePoint an... + 5 more



Meetings

Meeting start reminder

Block notifications



During quiet time

All day on Sun, Sat. 19:00 to 07:00 on others.



When active on desktop

On



When in meetings

On

Help

Troubleshoot notifications

Learn about OEM-specific issues

← Notifications

Notify me for

🔔 General activity  
Chats, Mentions, Channels + 5 more

📅 Channels  
Management Global, SharePoint an... + 5 more

🕒 Meetings  
Meeting start reminder

Block notifications

🔕 During quiet time  
All day on Sun, Sat. 19:00 to 07:00 on others.

💻 When active on desktop  
On

📞 When in meetings  
On

Help

Troubleshoot notifications

Learn about OEM-specific issues

← Notifications

Notify me for



General activity

Chats, Mentions, Channels + 5 more



Channels

Management Global, SharePoint an... + 5 more



Meetings

Meeting start reminder

Block notifications



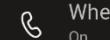
During quiet time

All day on Sun, Sat. 19:00 to 07:00 on others.



When active on desktop

On



When in meetings

On

Help

Troubleshoot notifications

Learn about OEM-specific issues

← Quiet time

Daily quiet hours

Start 19:00

End 07:00

When enabled, daily quiet hours mutes all Teams notifications on this device.

Quiet days

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

When enabled, quiet days mutes all Teams notifications for 24 hours on selected days.

Allow

← Quiet time

Daily quiet hours

Start 19:00

End 07:00

When enabled, daily quiet hours mutes all Teams notifications on this device.

Quiet days

Sunday  ▾

Monday

Tuesday

Wednesday

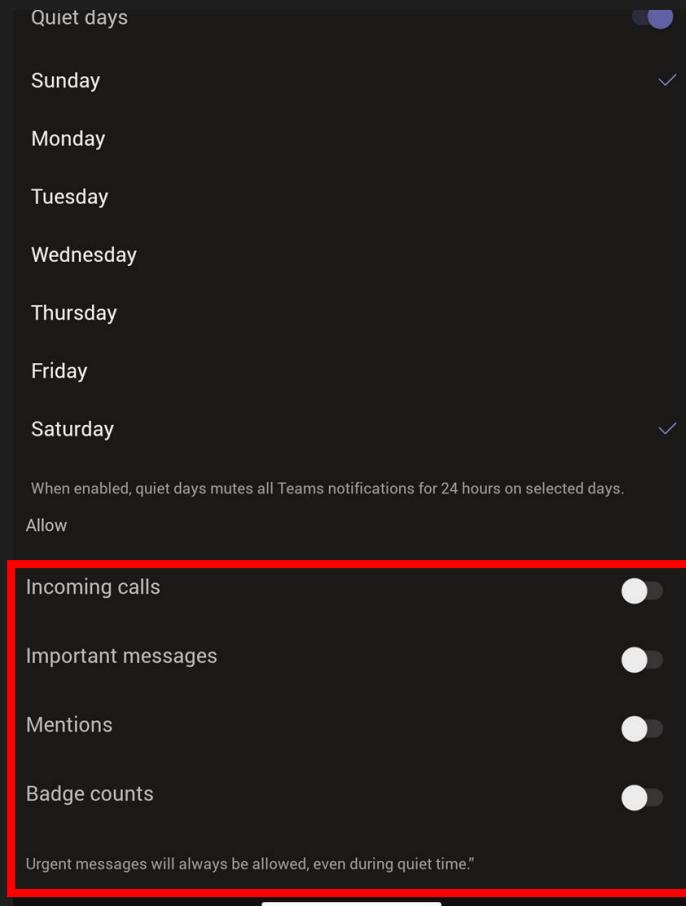
Thursday

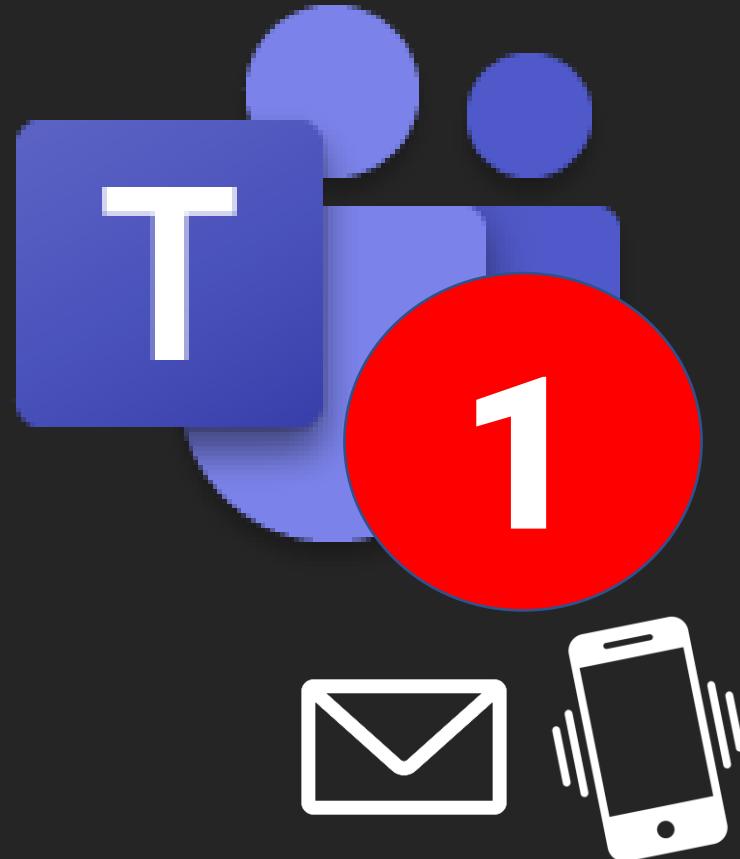
Friday

Saturday  ▾

When enabled, quiet days mutes all Teams notifications for 24 hours on selected days.

Allow





# Digital wellbeing



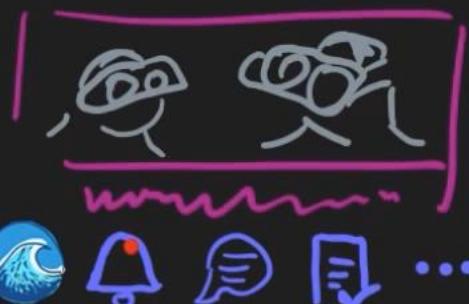
<https://YouTube.com/StaleHansen>



Home Who we are News



TODAY



Home Who we are News

○ Check Warehouse

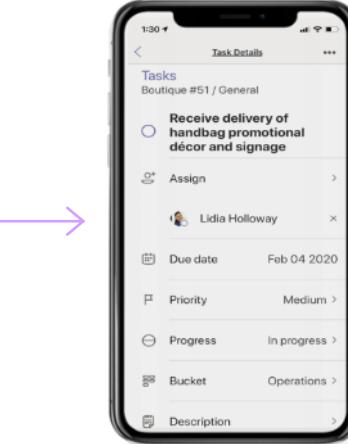
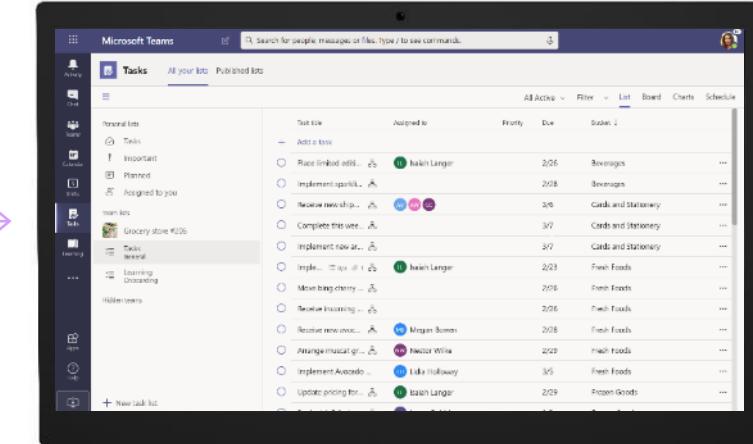
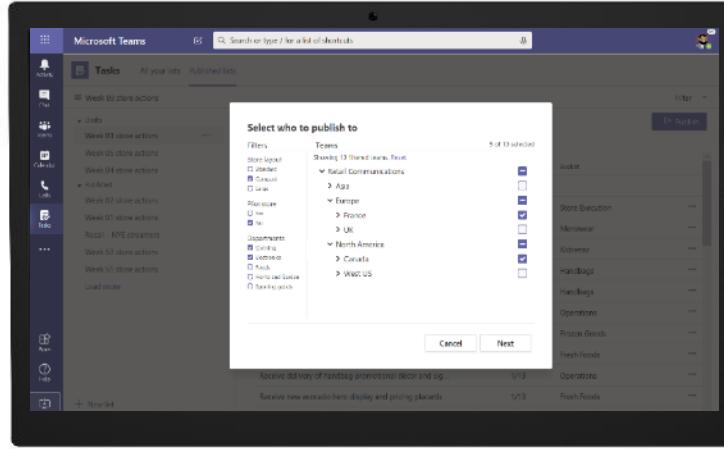
○ Count labels

○ Order T-shirts

○ Follow-up C.



# Reimagine the distribution of tasks from corporate headquarters to frontline workers



## Headquarters

Create a task list centrally and publish tasks to different locations, specific store layouts, factory capabilities or other customizable attributes of your frontline teams

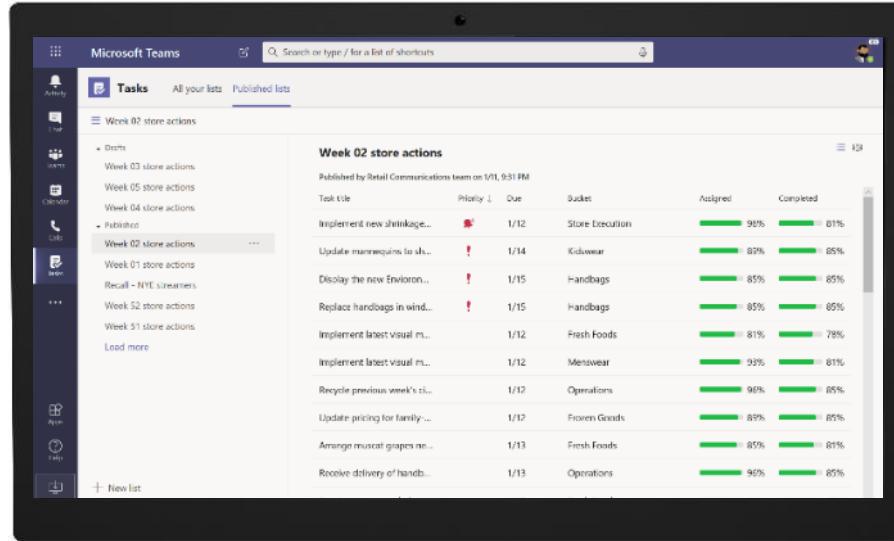
## Managers

Assign tasks received from corporate to the right individual in the store

## Frontline workers

Receive clear, detailed directions from HQ/Operations

# Monitor task progress in real time



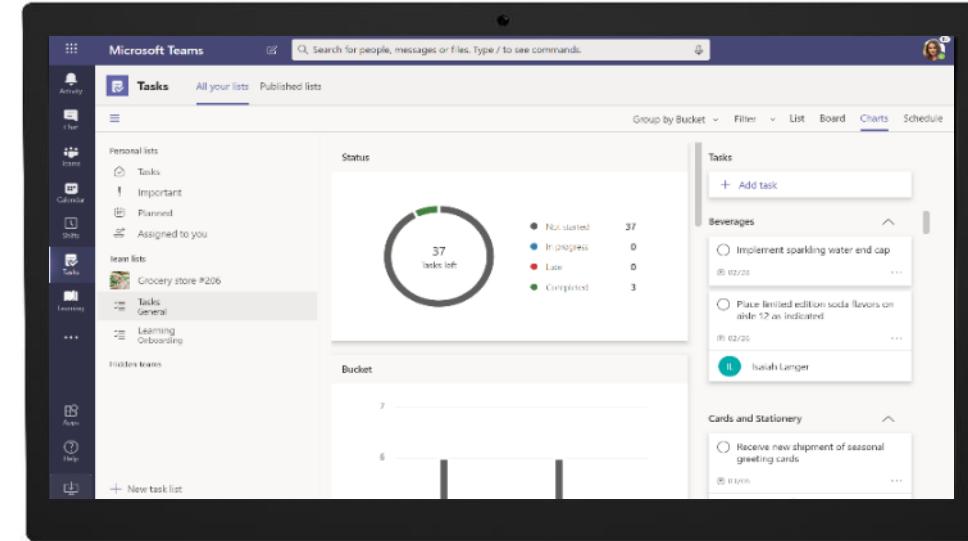
The Microsoft Teams Tasks interface for Headquarters displays a list of tasks under the 'Week 02 store actions' list. The tasks are categorized by location (e.g., Kidswear, Handbags, Fresh Foods, Menswear, Operations) and include details like priority, due date, and completion status (represented by green progress bars). A sidebar on the left shows other lists like 'Week 03 store actions' and 'Week 04 store actions'.

Task Title	Priority	Due	Bucket	Assigned	Completed
Implement new shrinkage...	!	1/12	Store Execution	99%	81%
Update requirements to sh...	!	1/14	Kidswear	89%	85%
Display the new Environ...	!	1/15	Handbags	85%	85%
Replace handbags in wind...	!	1/15	Handbags	85%	85%
Implement latest visual m...	!	1/12	Fresh Foods	81%	78%
Implement latest visual m...	!	1/12	Menswear	99%	81%
Recycle previous week's r...	!	1/12	Operations	99%	85%
Update pricing for family...	!	1/12	Frozen Goods	89%	85%
Arrange musical guitars ne...	!	1/13	Fresh Foods	85%	81%
Receive delivery of handb...	!	1/13	Operations	89%	85%

## Headquarters

Corporate headquarter gets instant visibility into task status across locations\*

\*coming soon



The Microsoft Teams Tasks interface for Managers provides a summary view with a donut chart showing the status of tasks (37 tasks left) and a list of tasks categorized by bucket (Beverages, Cards and Stationery). The sidebar on the left shows personal lists like 'Important' and team lists like 'Grocery store #206'.

**Status:** 37 tasks left

Status	Count
Not started	37
In progress	0
Late	0
Completed	3

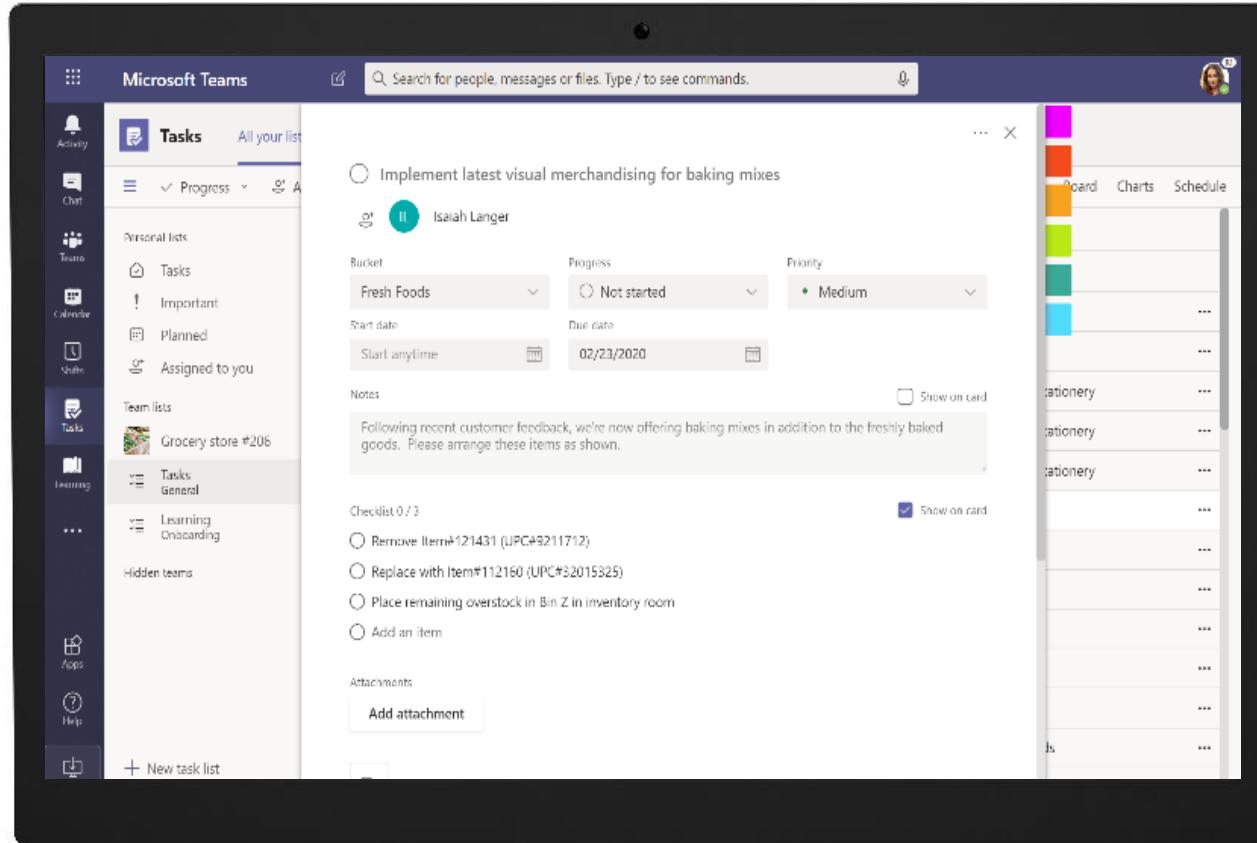
**Buckets:**

- Beverages
  - Implement sparkling water end cap (02/20)
  - Place limited edition soda flavors on aisle 12 as indicated (02/20)
  - Install larger (02/20)
- Cards and Stationery
  - Receive new shipment of seasonal greeting cards (01/08)

## Managers

Managers gain comprehensive insights on tasks status for their own team

# Help managers create and assign complex tasks simply



## Set priority level and due date

A clear, visual way to let your workers know how to structure their day based on the urgency of each request.

## Add a checklist and notes

Break tasks into smaller steps so your workers have detailed instructions on what is needed

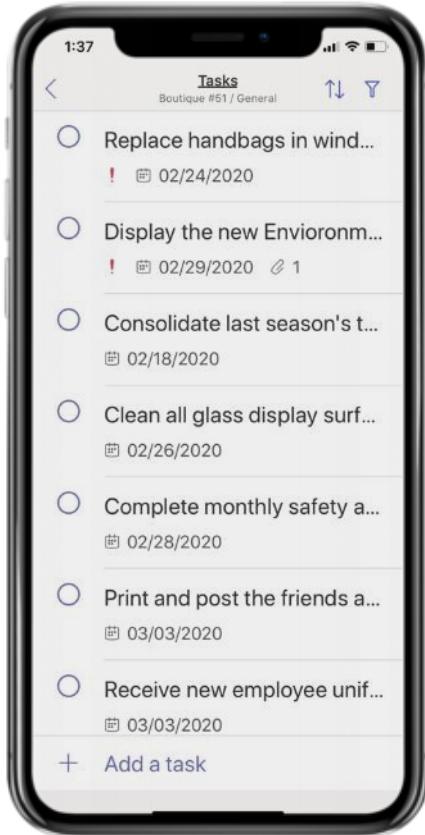
## Attach any files

Whether planogram pictures, maintenance instructions or clear directions, add the right material for the job to get done right

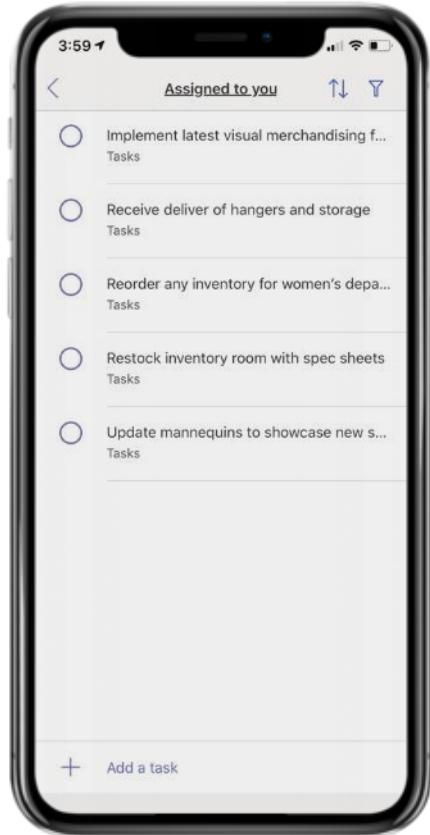
## Assign to the right person

Assign to individuals on your team or leave as an open task for anyone on your team to pick up

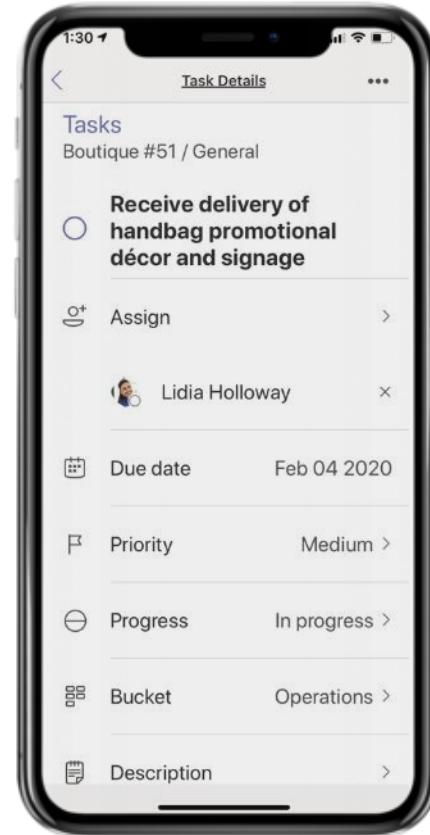
# Make tasks for frontline workers more straightforward



See all your teams' tasks in one place



Quickly view your tasks



Drill down into each task for detailed instructions



Attach a photo and change status to completed to show finalized work

Tasks by Planner and To Do All your lists Published lists ...

Lists

Drafts

Wrapup

Published

Cleanup

Received

Cleanup

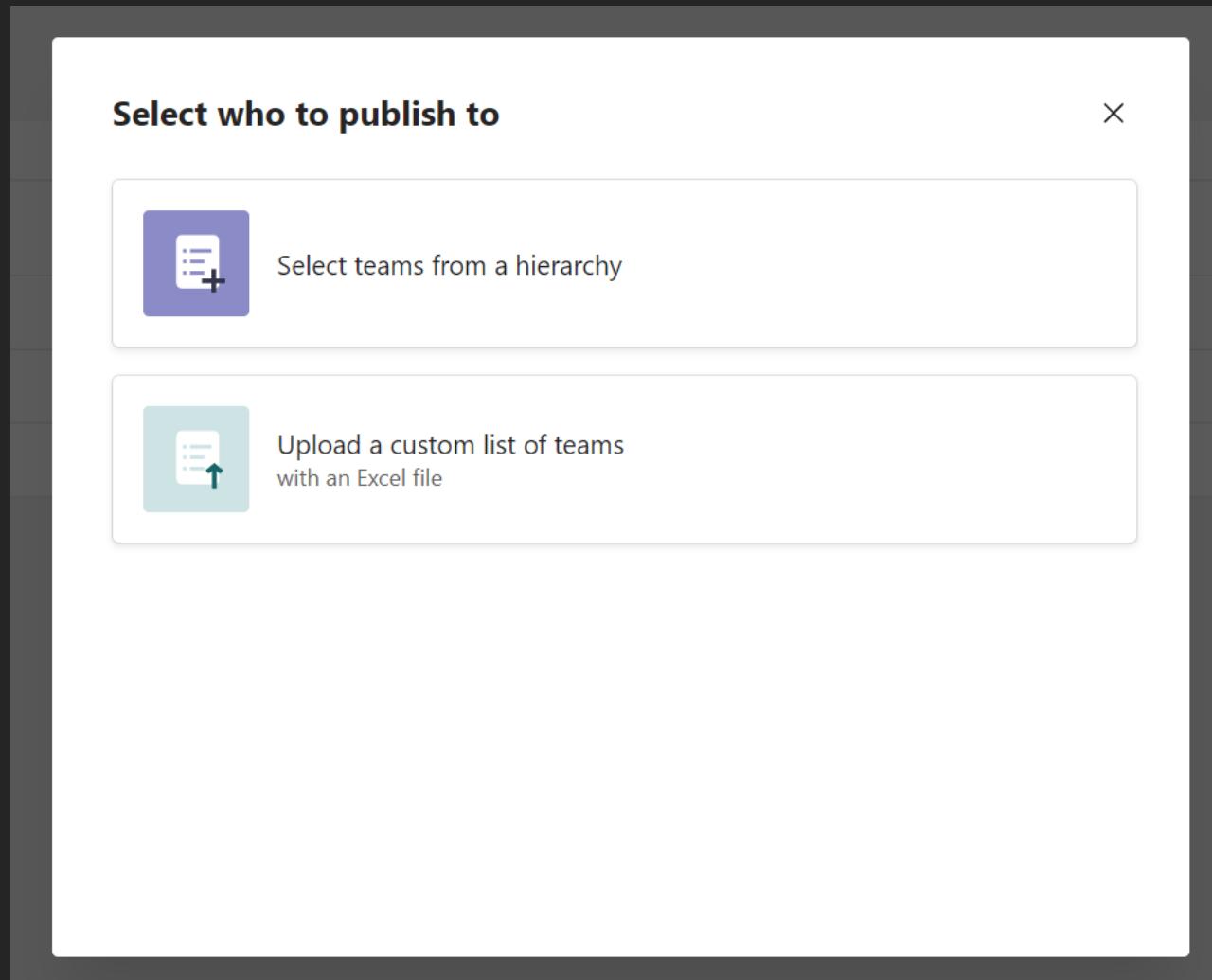
Filter

Publish

Wrapup Draft

Created in: Seattle

Task title	Pri... ↑	Due	Bucket	...
Task1			Merchandise	...
Task2			Merchandise	...
Task3			Merchandise	...



**Select who to publish to**

X

Filters	Teams	0 of 1 selected
Store layout	▼ Seattle	<input type="checkbox"/>
<input type="checkbox"/> Large	 Seattle Store 121	<input type="checkbox"/>
Pilot store		
<input type="checkbox"/> No		
Departments		
<input type="checkbox"/> Clothing		
<input type="checkbox"/> Electronics		
<input type="checkbox"/> Foods		
<input type="checkbox"/> Home and Garden		
<input type="checkbox"/> Sporting Goods		

Tasks by Planner and To Do    All your lists    Published lists    ...

Edit list    Task report    List report

Lists

Published

Cleanup

Received

Cleanup

**Cleanup**    Published

Published by Seattle team on 1/11, 1:40 AM to 1 team

Task title	Pri... ↓	Due	Bucket	Assigned	Completed	...
Task1			Merchandise	<div style="width: 0%;"></div> 0%	<div style="width: 0%;"></div> 0%	...
Task2			Merchandise	<div style="width: 0%;"></div> 0%	<div style="width: 0%;"></div> 0%	...
Task3			Merchandise	<div style="width: 0%;"></div> 0%	<div style="width: 0%;"></div> 0%	...

## Teams

Your teams

-  CloudWay FLW ...
-  North America ...
-  Retail Communications ...

**General**

**Best Practices**

-  Seattle Store 121 ...

General

- Customer Service and Cashiering
- Electrical and Lighting
- Flooring and Blinds
- Garden
- Inventory and Receiving
- Plumbing



## General

Posts Files Wiki Inventory list Tasks +

Merchandise Add new bucket

+ Add task

- Task3
- Task2
- Task1

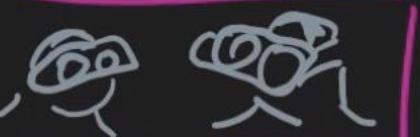


Wavocomp.

Home Who we are News



TODAY



www



Wavocomp.

Home Who we are News

BAKERY

BB2



Debra Berger

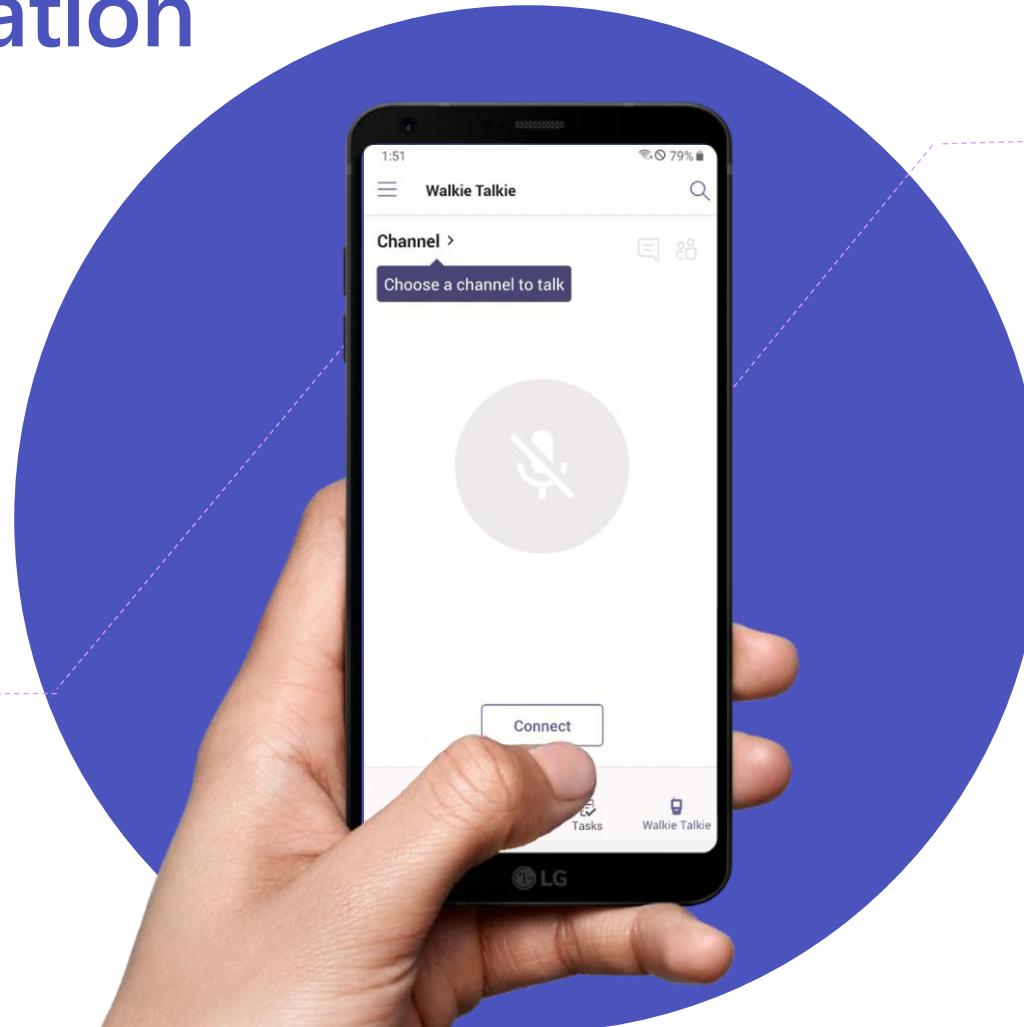
Disconnect



# Be hands free and heads up with push to talk communication

Clear & instant voice communication

Enjoy a **seamless** push-to-talk experience turning employee- or company-owned Android smartphones and tablets into a walkie-talkie



- **Secure and convenient**

No need to worry about crosstalk or eavesdropping from outsiders nor the limited range of radio as **Walkie Talkie works over WIFI or cellular data**.

SAMSUNG

Klein  
electronics  
ONE SOURCE. INNOVATION.

blueparrott GN



# Save managers time with a digital and mobile scheduling tool

Easily plan shift schedules by creating one from scratch or importing and existing schedule from Excel

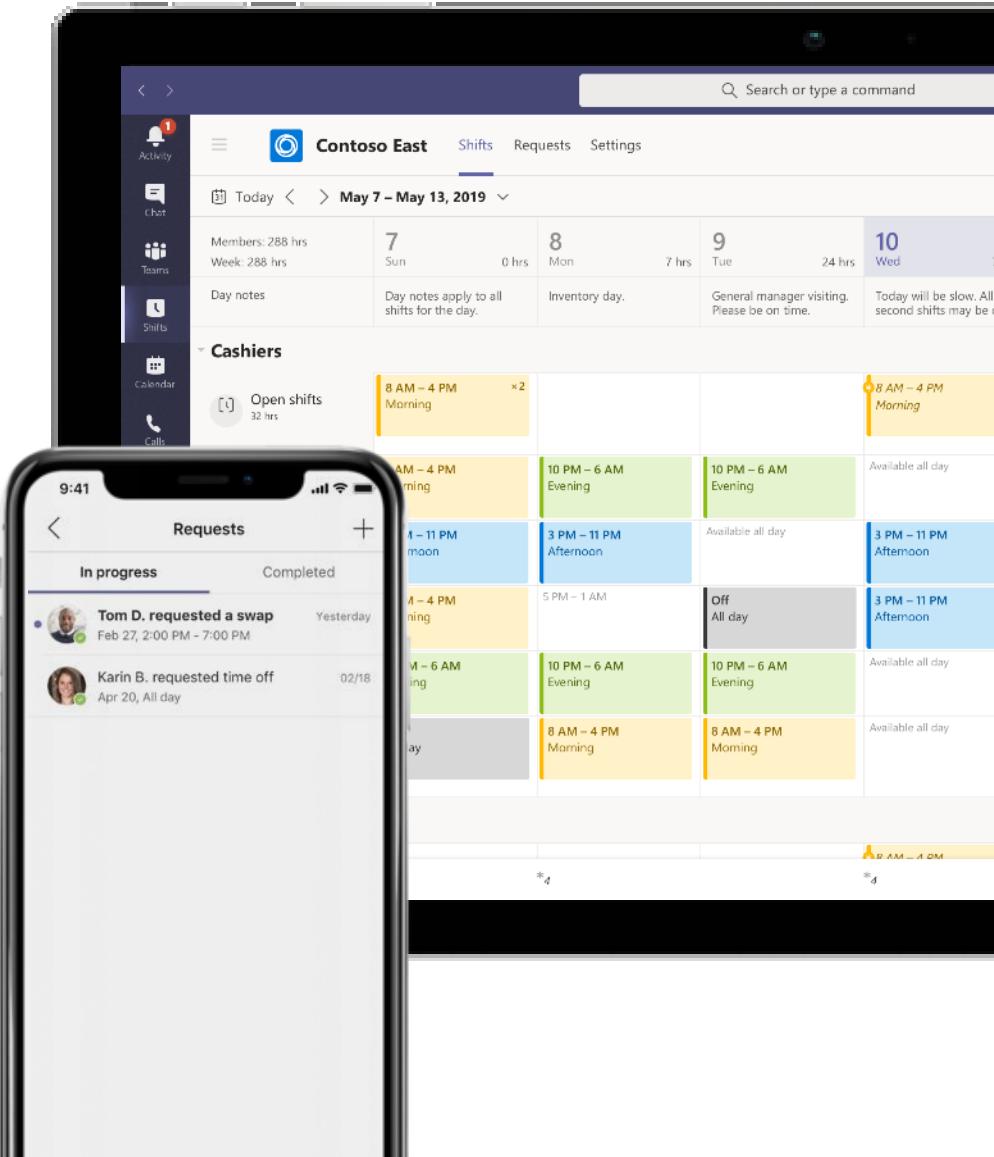
On-the-go management of requests for swaps and time off

Create open shifts to your schedule that anyone can request

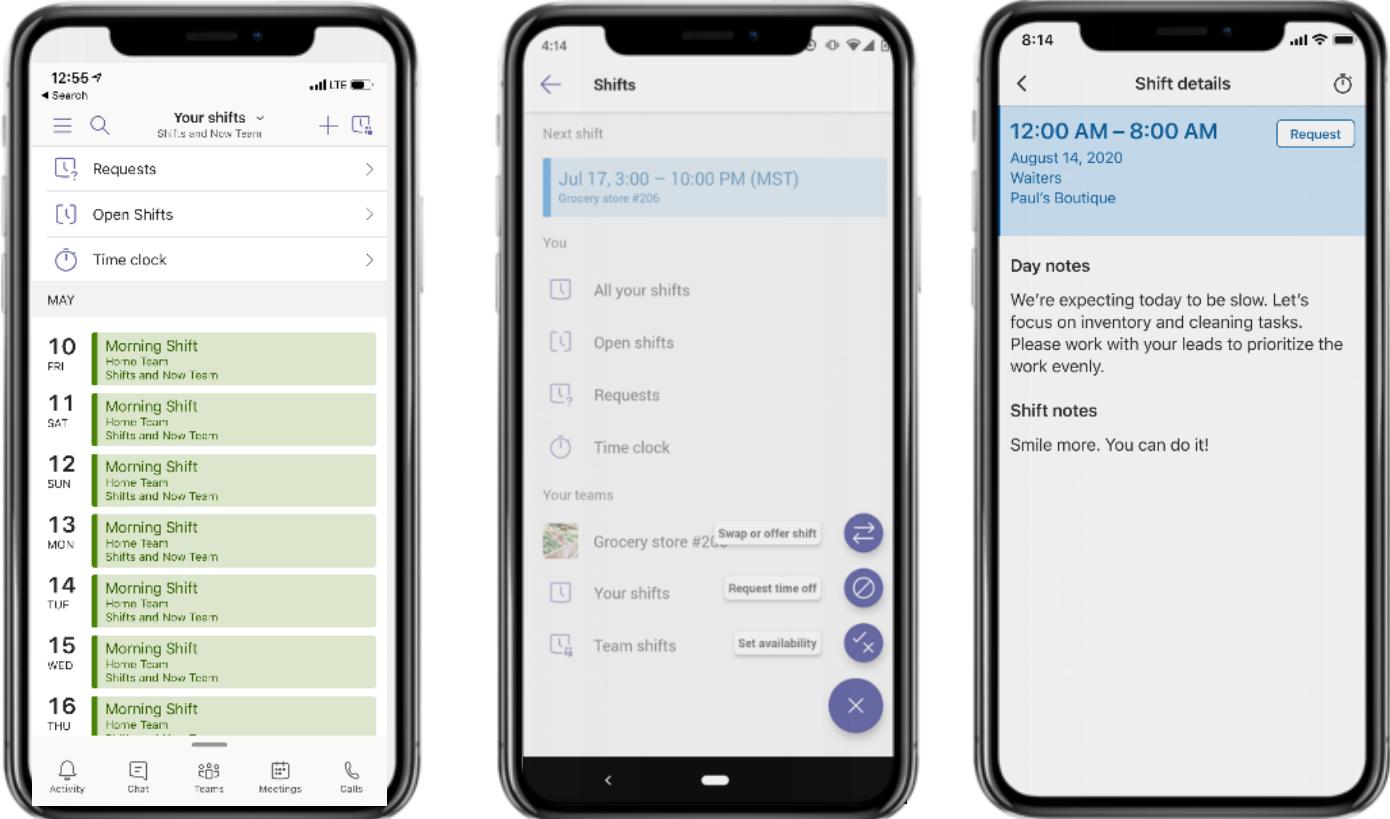
Backed by your workforce management system



*And more.*



# Empower frontline workers to own their schedules with self-service tools

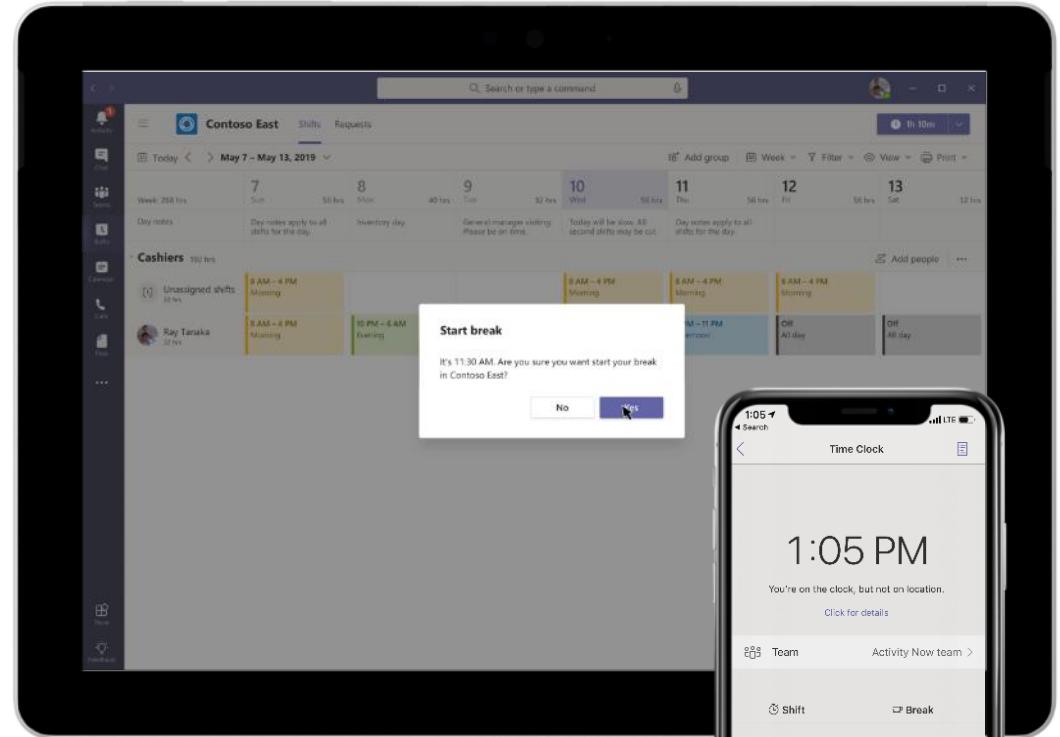
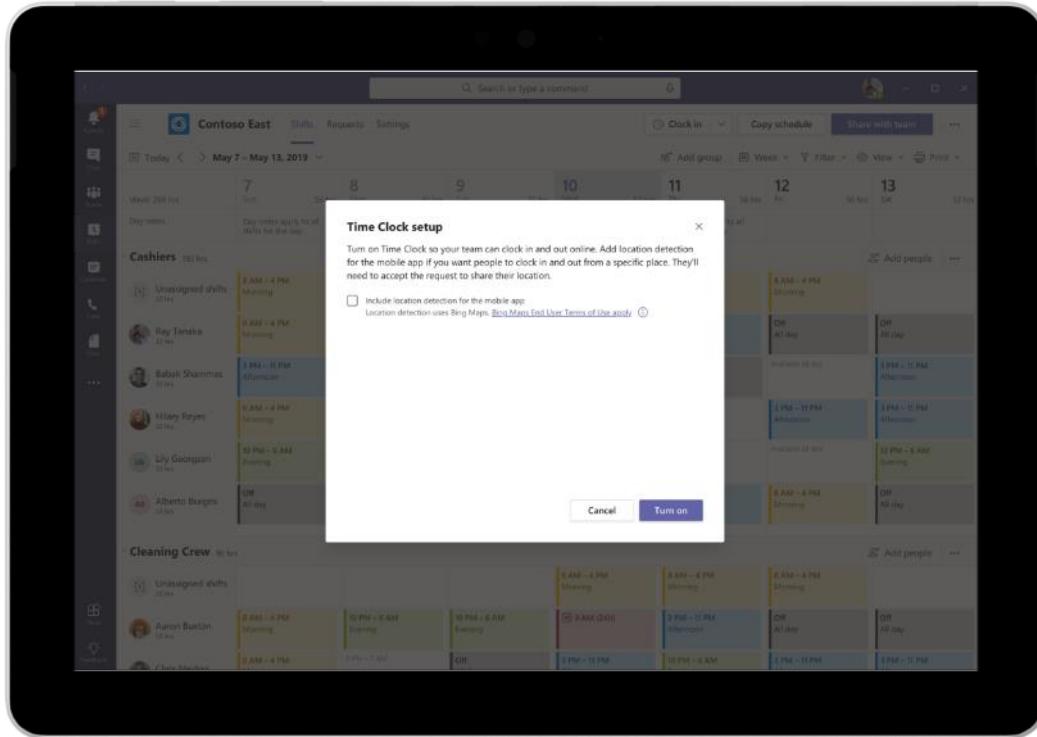


View their individual and team schedule

Request time off, swap or offer shifts & set availability all on the go

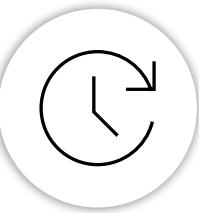
Grab open shifts so frontline workers can own their schedules while filling every shift

# Track time and attendance



Managers can set-up Time Clock with geo detection capabilities to ensure members clock in from a designated work site

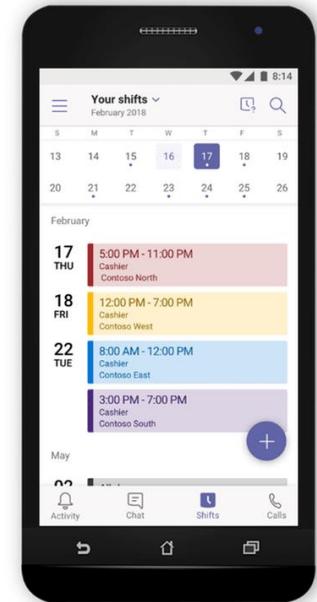
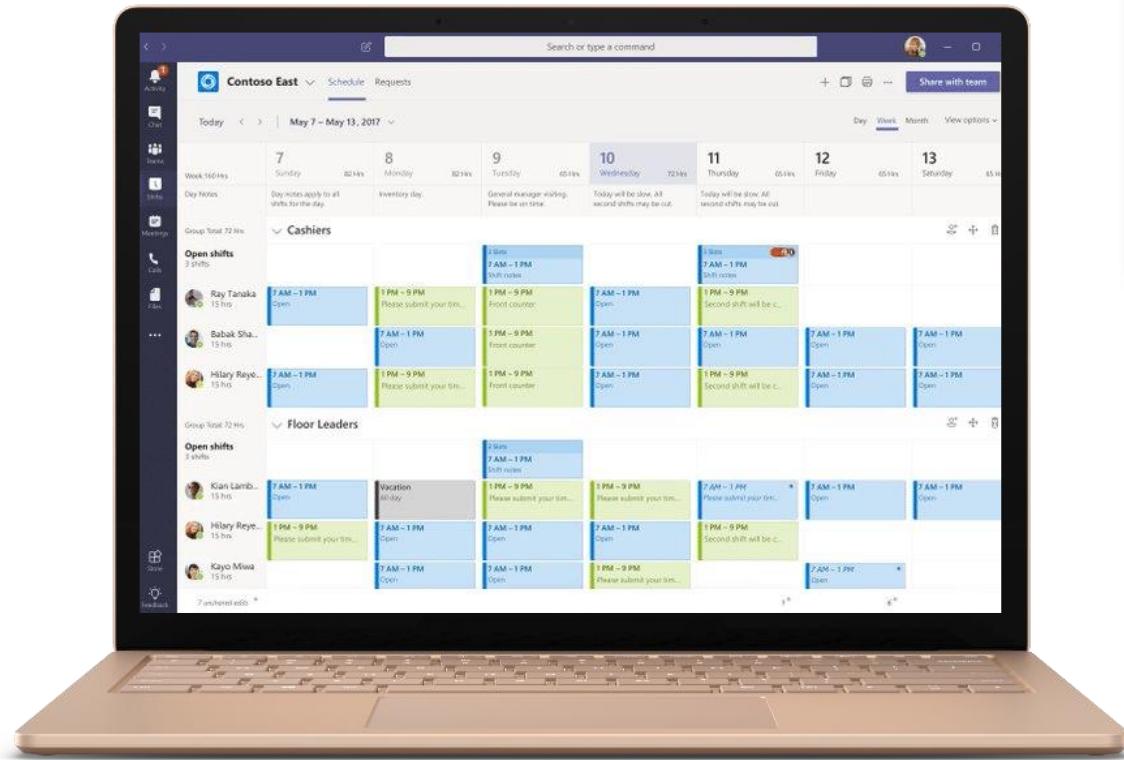
Clock in and out on mobile, web, or desktop with Time Clock

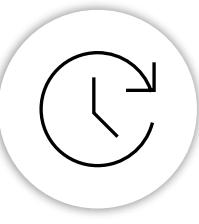


# Simplify shift management

The **Shifts** app in Teams keeps workers connected and in sync. Managers create, update, and manage shift schedules for teams.

- ✓ Send messages and files to one person or the whole team
- ✓ Help workers and managers stay in touch with mobile-first design
- ✓ Enable employees to check shifts and request time off
- ✓ Allow employees to clock in and out with the timeclock feature
- ✓ Integrate with external workforce management systems





# Simplify shift management

**Power Automate** also enables you to automate a number of actions for Shifts in Teams, including...

- ✓ Approving or declining shift swapping and vacation requests
- ✓ Aggregating shift change requests into lists
- ✓ Getting schedule details and scheduling groups

And more. With automations in place, communication between field workers and other internal employees becomes easier than ever.



## Approve an Open Shift request

Operation ID: [OpenShiftChangeRequestApprove](#)

This operation allows managers to approve an Open Shift request.

### Parameters

Name	Key	Required	Type	Description
Team	teamId	True	string	Add Team ID

Open Shift Change Request ID

Message From Manager

## Approve a Time Off request

Operation ID: [TimeOffRequestApprove](#)

This operation allows managers to approve a time off request.

### Parameters

Name	Key	Required	Type	Description
Team	teamId	True	string	Add Team ID
Time Off Request ID	timeOffRequestId	True	string	The unique ID of the time off request

Message From Manager

message

string A message from the manager to the sender/recipient when a request is accepted.

# Use the Microsoft Graph API to work with Microsoft Teams

Article • 11/10/2021 • 3 minutes to read •  +11

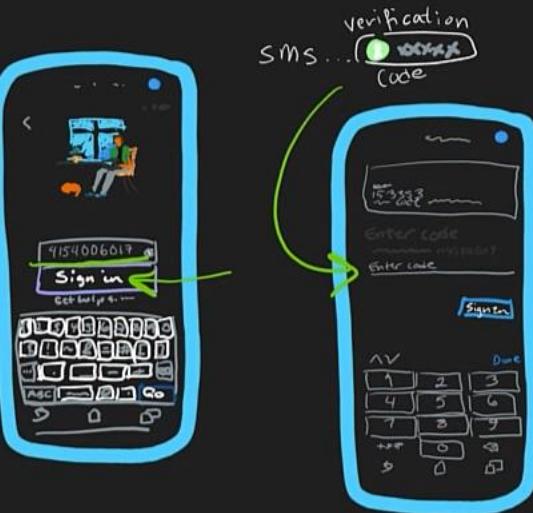
Is this page helpful?  

Microsoft Teams is a chat-based workspace in Microsoft 365 that provides built-in access to team-specific calendars, files, OneNote notes, Planner plans, Shifts schedules, and more.

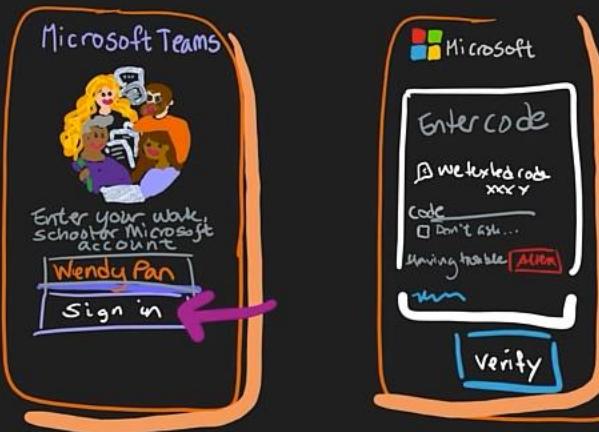
## Key resources in Microsoft Teams

Resource	Methods
team	List your teams, list all teams, <a href="#">create</a> , <a href="#">read</a> , <a href="#">update</a> , <a href="#">delete</a> , <a href="#">clone</a> , <a href="#">archive</a> , <a href="#">unarchive</a>
group	Add member, remove member, add owner, remove owner, get files, get notebook, get plans, get calendar
channel	List, create, read, update, delete
teamTab	List, create, read, update, delete
teamsApp	List, publish, update, remove
teamsAppInstallation	List, install, upgrade, remove
chatMessage	list in channel, list in chat, send, read in channel, read in chat
call	Answer, reject, redirect, mute, unmute, change screen sharing role, list participants, invite participants
schedule	Create or replace, get, share
schedulingGroup	Create, List, Get, Replace, Delete
activityFeedNotification	Send notification to user in scope of a chat, Send notification to user in scope of a team, Send notification to user in personal scope
shift	Create, List, Get, Replace, Delete
timeOff	Create, List, Get, Replace, Delete
timeOffReason	Create, List, Get, Replace, Delete

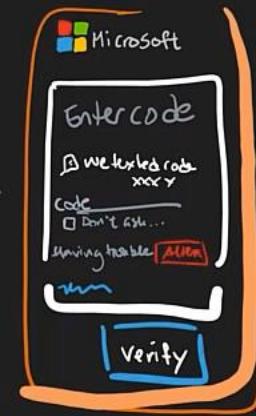
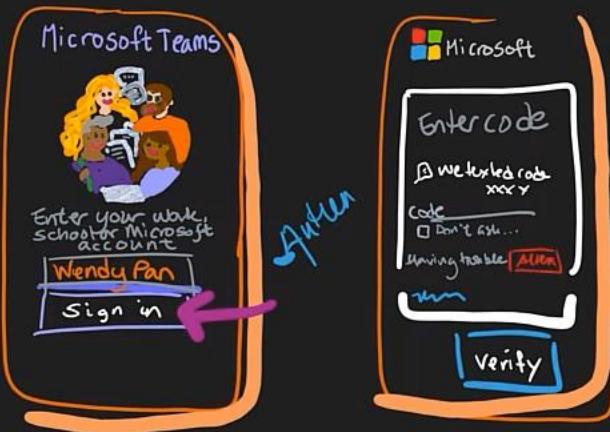
# F1

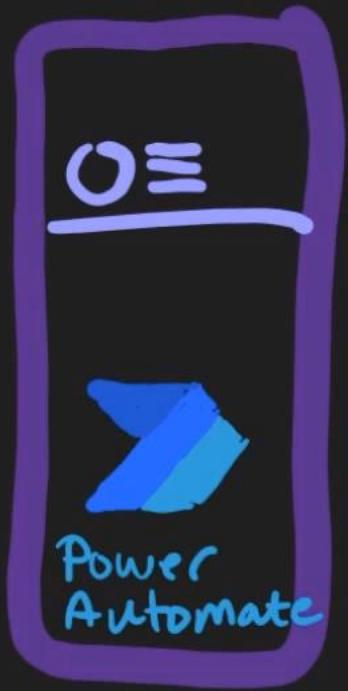


# F3



F3





[Download the full comparison table](#)

### Microsoft 365 F1

Lay the foundation for secure communication.

**\$2.25** user/month

(annual commitment)

[Contact sales](#)

[Learn more >](#)

✓ Partially included ✓ Included

[+ Expand all](#)

### Microsoft 365 F3

Drive productivity and collaboration.

**\$8.00** user/month

(annual commitment)

[Contact sales](#)

[Learn more >](#)

### Office 365 F3

Engage your workforce.

**\$4.00** user/month

(annual subscription-auto renews)

[Buy now](#)

[Learn more >](#)

[Try for free >](#)

#### + Office apps

Get things done and stay connected to the organization.



PowerPoint Word Excel OneNote



#### + Email and Calendar

Connect and stay organized with business-class email, calendaring, and contacts all in one place.



Outlook Exchange Bookings



#### + Meetings and voice

Deliver purpose-built experiences for frontline workers with one integrated hub for productivity, collaboration, and communication—including Walkie Talkie, Task Management, and Shift Management.



Teams



**<https://www.microsoft.com/en-us/microsoft-365/enterprise/frontline>**

# SMS Sign-in



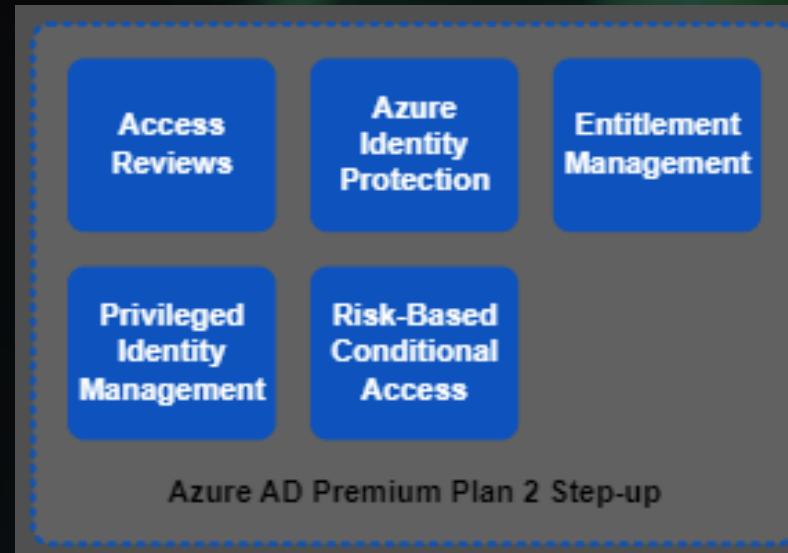


# How do you enable SMS Authentication for Frontline Workers?

# Licenses – Frontline Workers



- Microsoft 365 F1
- Microsoft 365 F3
- Microsoft 365 F5 Security / Security and Compliance



<https://m365maps.com/>



NORDIC  
– VIRTUAL SUMMIT –

PATCH  
MY PC



RECAST SOFTWARE

# Enable SMS Based Sign-in

Home > Contoso > Security >

## Authentication methods | Policies

Contoso - Azure AD Security

Search (Ctrl+ /)



Got feedback?

### Manage

Policies

Password protection

Registration campaign

### Monitoring

Activity

User registration details

Registration and reset events

Bulk operation results

Configure your users in the authentication methods policy to enable passwordless authen

Method	Target	Enabled
FIDO2 Security Key		No
Microsoft Authenticator		No
Text message (preview)	1 user, 1 group	Yes
Temporary Access Pass (preview)		No
Certificate-based authentication (preview)		No

# Enable SMS Based Sign-in

Home > Contoso > Security > Authentication methods >

## Text message (preview) settings

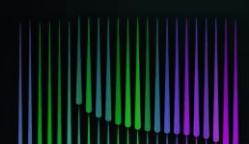
Basics

ENABLE  Yes  No

USE FOR:

- Sign in
- Self service password reset
- Strong authentication

TARGET			
Name		Type	Use for sign-in
F1FrontlineWorker		User	<input checked="" type="checkbox"/>
Contoso Community Support		Group	<input checked="" type="checkbox"/>



NORDIC  
— VIRTUAL SUMMIT —

PATCH  
MY PC



RECAST SOFTWARE

# Enable Users for SMS Sign-in

Home > Contoso > Users > Lynne Robbins

## Lynne Robbins | Authentication methods

User

« Add authentication method | Reset password | Require re-register MFA

Diagnose and solve problems

Manage

- Profile
- Custom security attributes (preview)
- Assigned roles
- Administrative units
- Groups
- Applications
- Licenses
- Devices
- Azure role assignments
- Authentication methods

Want to switch back to the old user authentication methods experience? Click here to go.

Authentication methods are the ways your users sign into Azure AD and perform SSPR.

Usable authentication methods

Authentication method	Detail
Phone number	+44 7777777777 (Ready for SMS sign-in)



Do IT admins have to enter all the personal mobile numbers in AAD? Is there an easier way?



RECAST SOFTWARE



Miriam Graham  
(Department Manager)



Contoso

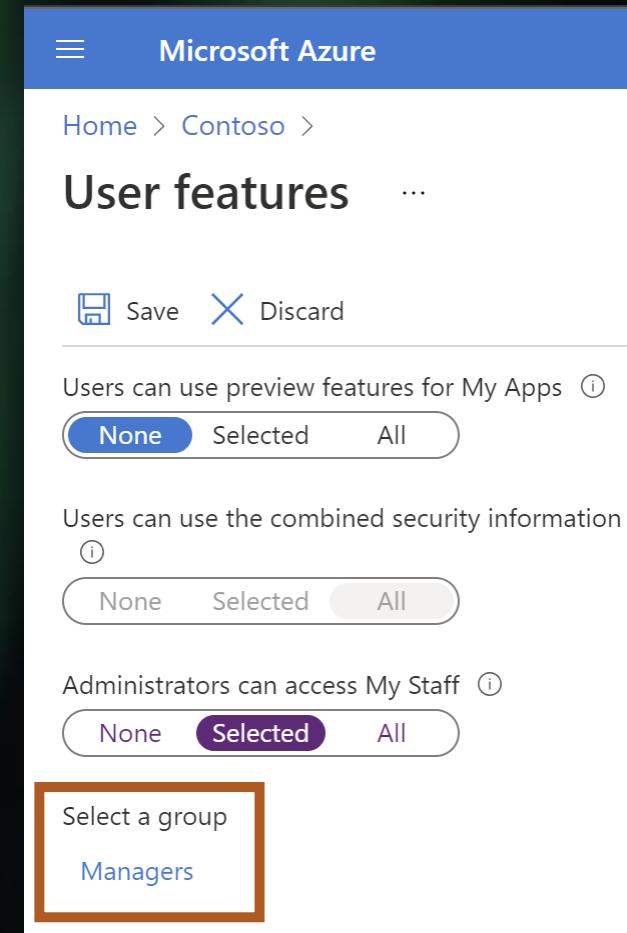
## Contoso Community Support



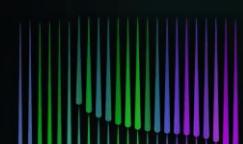
Megan Bowen  
(Frontline Worker)

# Empower Managers

- Enable “My Staff”
- Managers require an administrative Role
- Administrative Units to limit administrative scope for Managers



# Empower Managers



PATCH  
MY PC



RECAST SOFTWARE

Home > Contoso

Contoso | Administrative units

Azure Active Directory

Overview

Preview features

Diagnose and solve problems

Manage

Users

Groups

External Identities

Administrative units

Learn more

Add

Delete

Refresh

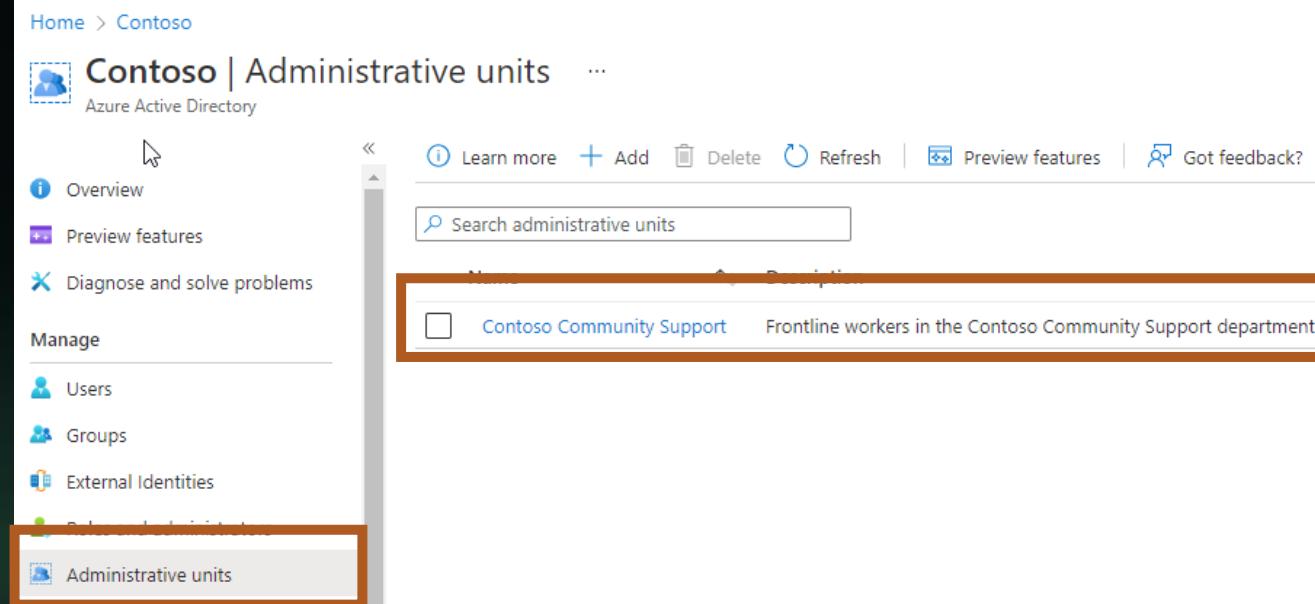
Preview features

Got feedback?

Search administrative units

Contoso Community Support

Frontline workers in the Contoso Community Support department



Home > Contoso > Contoso Community Support

Contoso Community Support | Users (Preview)

Contoso - Azure Active Directory

Search (Ctrl+ /)

Add member

Remove member

Search users

2 users found

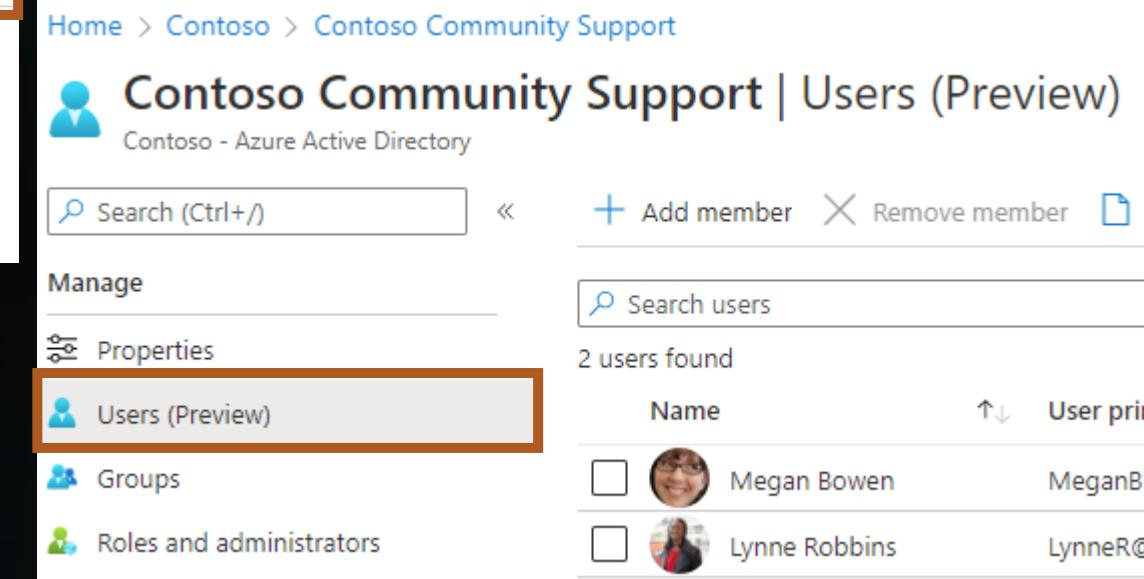
Name	User principal name
Megan Bowen	MeganB@contoso.com
Lynne Robbins	LynneR@contoso.com

Properties

Users (Preview)

Groups

Roles and administrators



# Empower Managers



Home > Contoso > Contoso Community Support

## Contoso Community Support | Roles and administrators

Contoso - Azure Active Directory

Search (Ctrl+ /) Refresh Preview features Got feedback? ...

Manage

- Properties
- Users (Preview)
- Groups
- Roles and administrators**

Activity

Bulk operation results

Administrative roles

Administrative roles are used for granting access for privileged actions in A application configuration. [Learn more.](#)

Learn more about Azure AD role-based access control

Search by name or description Add filters

Role

- Authentication administrator**
- Cloud device administrator
- Groups administrator
- Helpdesk administrator
- License administrator
- Password administrator
- SharePoint administrator
- Teams administrator
- Teams devices administrator
- User administrator

Home > Contoso > Contoso Community Support > Authentication administrator

## Authentication administrator | Assignments

All roles

Diagnose and solve problems

Manage

- Assignments
- Description

Add assignments Remove assignments

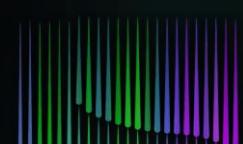
Search Type

Search by name All

Name

- Miriam Graham**

# Empower Managers



NORDIC  
— VIRTUAL SUMMIT —

PATCH  
MY PC



RECAST SOFTWARE

A screenshot of a Microsoft Edge browser window. The address bar shows the URL <https://mystaff.microsoft.com>, which is highlighted with an orange rectangle. The main content area displays the "My Staff" dashboard for the "Contoso Community Support" department. The dashboard includes a search bar and a list of frontline workers. The overall theme is dark, matching the background of the slide.

My Staff

https://mystaff.microsoft.com

My Staff

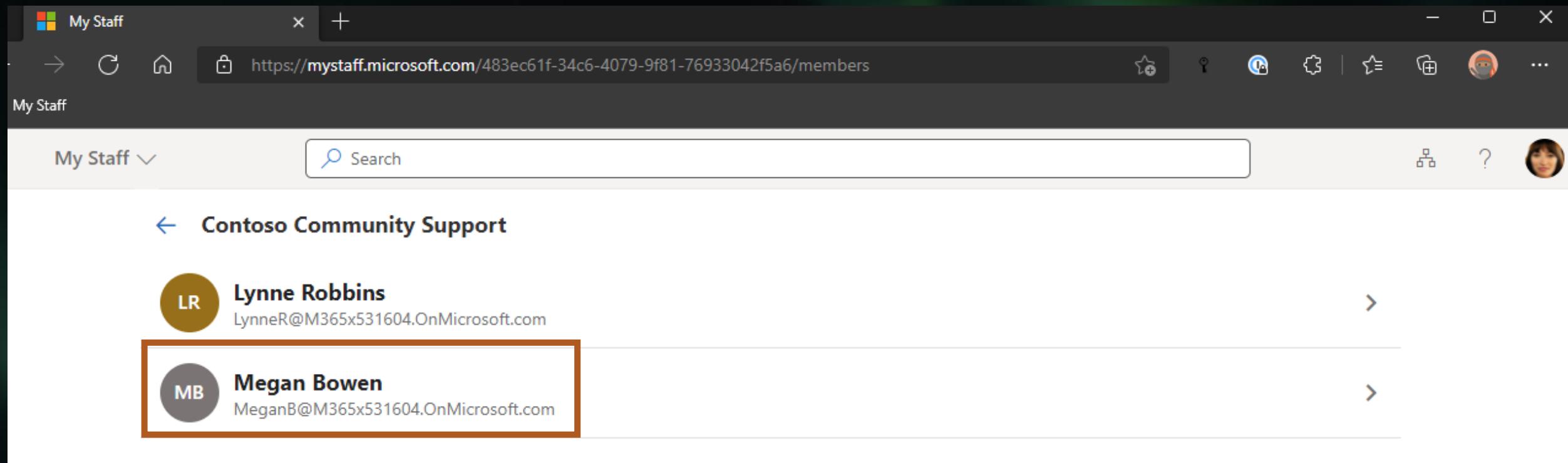
My Staff ▾

Search

Contoso Community Support

Frontline workers in the Contoso Community Support department

# Empower Managers



The screenshot shows a Microsoft web application window titled "My Staff". The URL in the address bar is <https://mystaff.microsoft.com/483ec61f-34c6-4079-9f81-76933042f5a6/members>. The page displays two employee profiles:

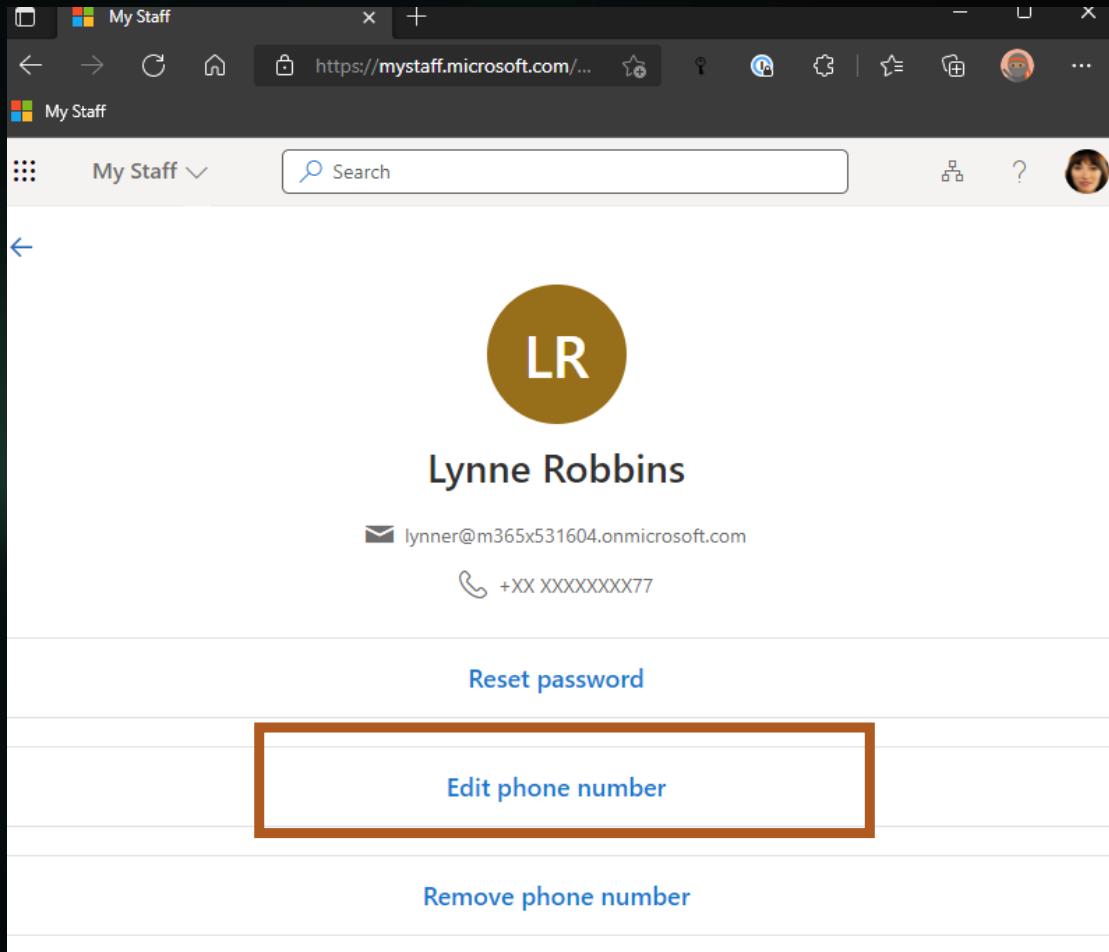
- Lynne Robbins** (LR) - Email: LynneR@M365x531604.OnMicrosoft.com
- Megan Bowen** (MB) - Email: MeganB@M365x531604.OnMicrosoft.com

The profile for Megan Bowen is highlighted with a red rectangular box around her name and email address.

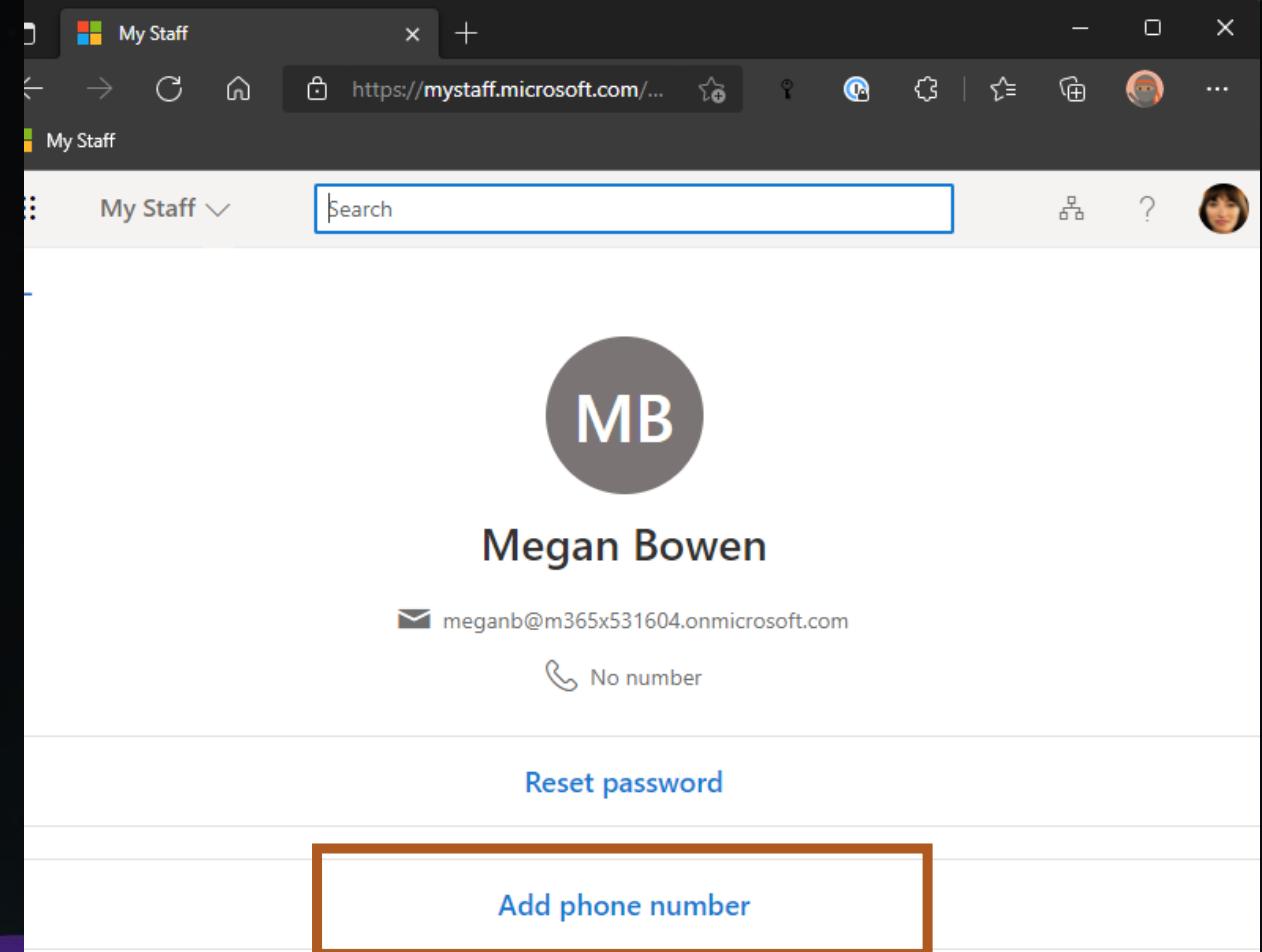
# Empower Managers



PROJECT SOFTWARE



A screenshot of the Microsoft My Staff web interface. The page shows a profile for Lynne Robbins, featuring a gold circular icon with the initials "LR". Below the icon is the name "Lynne Robbins" and her email address "lynner@m365x531604.onmicrosoft.com". There is also a phone number listed as "+XX XXXXXXXX77". Two buttons are visible at the bottom: "Reset password" and "Edit phone number", with the "Edit phone number" button highlighted by a red rectangle.



A screenshot of the Microsoft My Staff web interface. The page shows a profile for Megan Bowen, featuring a dark grey circular icon with the initials "MB". Below the icon is the name "Megan Bowen" and her email address "meganb@m365x531604.onmicrosoft.com". Her phone number is listed as "No number". Two buttons are visible at the bottom: "Reset password" and "Add phone number", with the "Add phone number" button highlighted by a red rectangle.

# Empower Managers



NORDIC  
— VIRTUAL SUMMIT —

PATCH  
MY PC



RECAST SOFTWARE

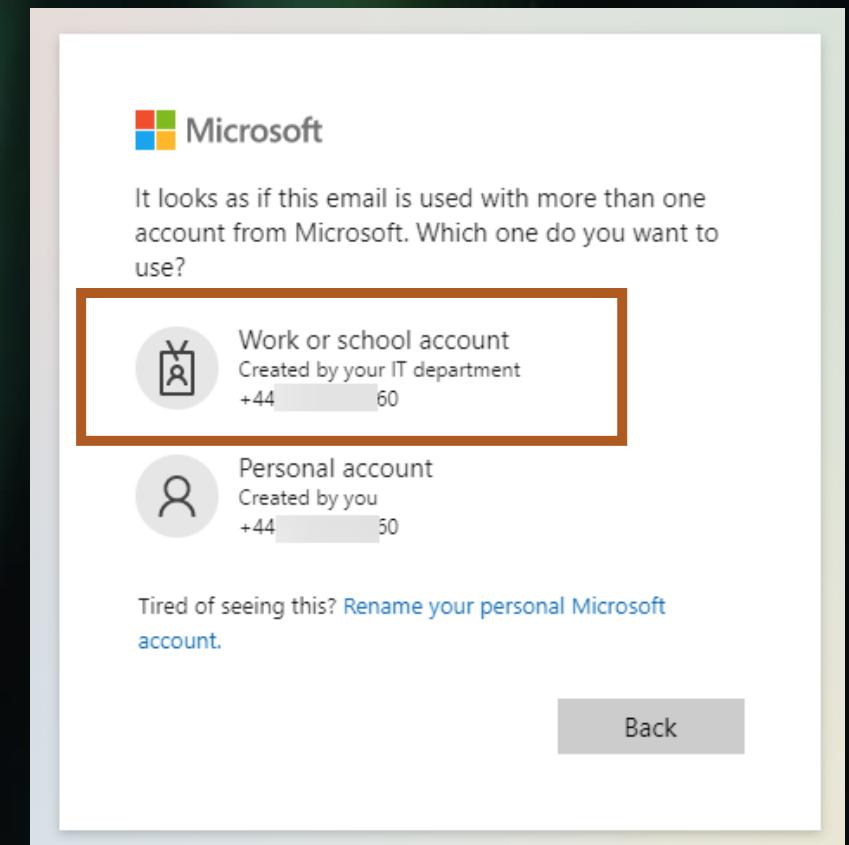
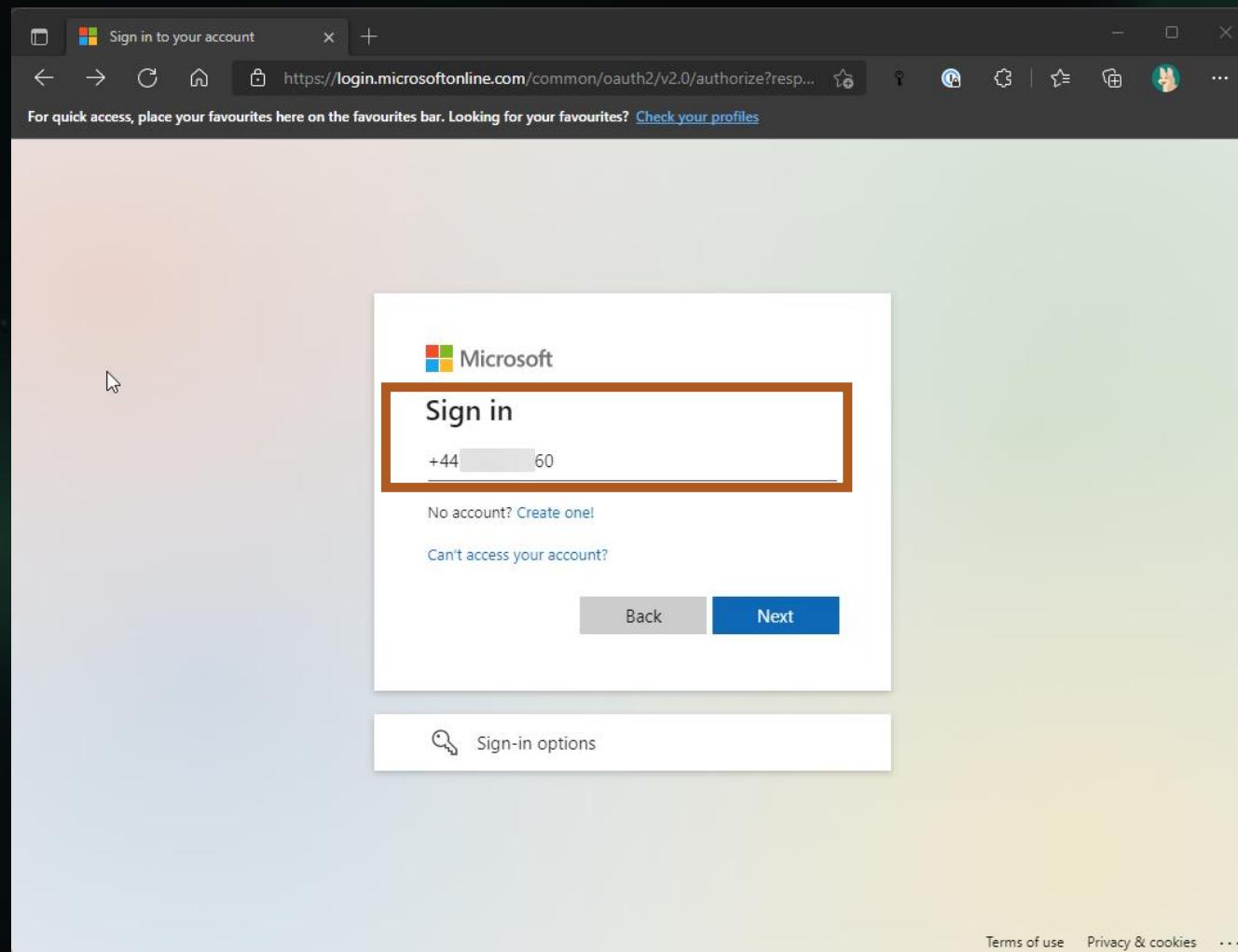
A screenshot of the Microsoft 365 Admin Center. At the top, there's a profile picture of a user with initials 'MB' and the name 'Megan Bowen'. Below the profile, an email address 'meganb@m365x531604.onmicrosoft.com' is shown. A modal dialog box is open in the center. The title of the dialog is 'Add phone number'. Inside, a message says: 'This user will receive text messages on their device. Make sure they are aware standard messaging charges may apply.' Below this is a form field with a dropdown menu set to 'United States (+1)' and an input field labeled 'Enter phone number'. The entire form area is highlighted with a red border. At the bottom of the dialog are two buttons: 'Save' and 'Cancel'.

A screenshot of the Microsoft 365 Admin Center, similar to the first one but showing the result of the action. The profile picture and email address are at the top. The same 'Add phone number' dialog is open, but now it displays a success message: 'Successfully registered phone number' next to a green checkmark icon. The rest of the dialog and interface are identical to the first screenshot.

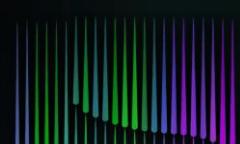


# Is SMS sign-in secure if we can't use MFA?

# Securing Access



# Securing Access



NORDIC  
— VIRTUAL SUMMIT —

PATCH  
MY PC



RECAST SOFTWARE

The image displays two side-by-side screenshots of Microsoft's mobile sign-in interface. Both screens show a phone number starting with +44 and ending in 60. The left screen shows a 'Enter code' step, where a red box highlights the input field. The right screen shows a 'Pick an account to continue' step, where a red box highlights the list of accounts. In the account list, there are two entries: 'byteben' (Byteben, trevor@byteben.com) and 'Contoso' (MeganB@M365x531604.OnMicrosoft.com).

Microsoft

← +44 [redacted] 60

Enter code

We just sent a code to +44 [redacted] 60

Enter code

Sign in

Microsoft

← +44 [redacted] 60

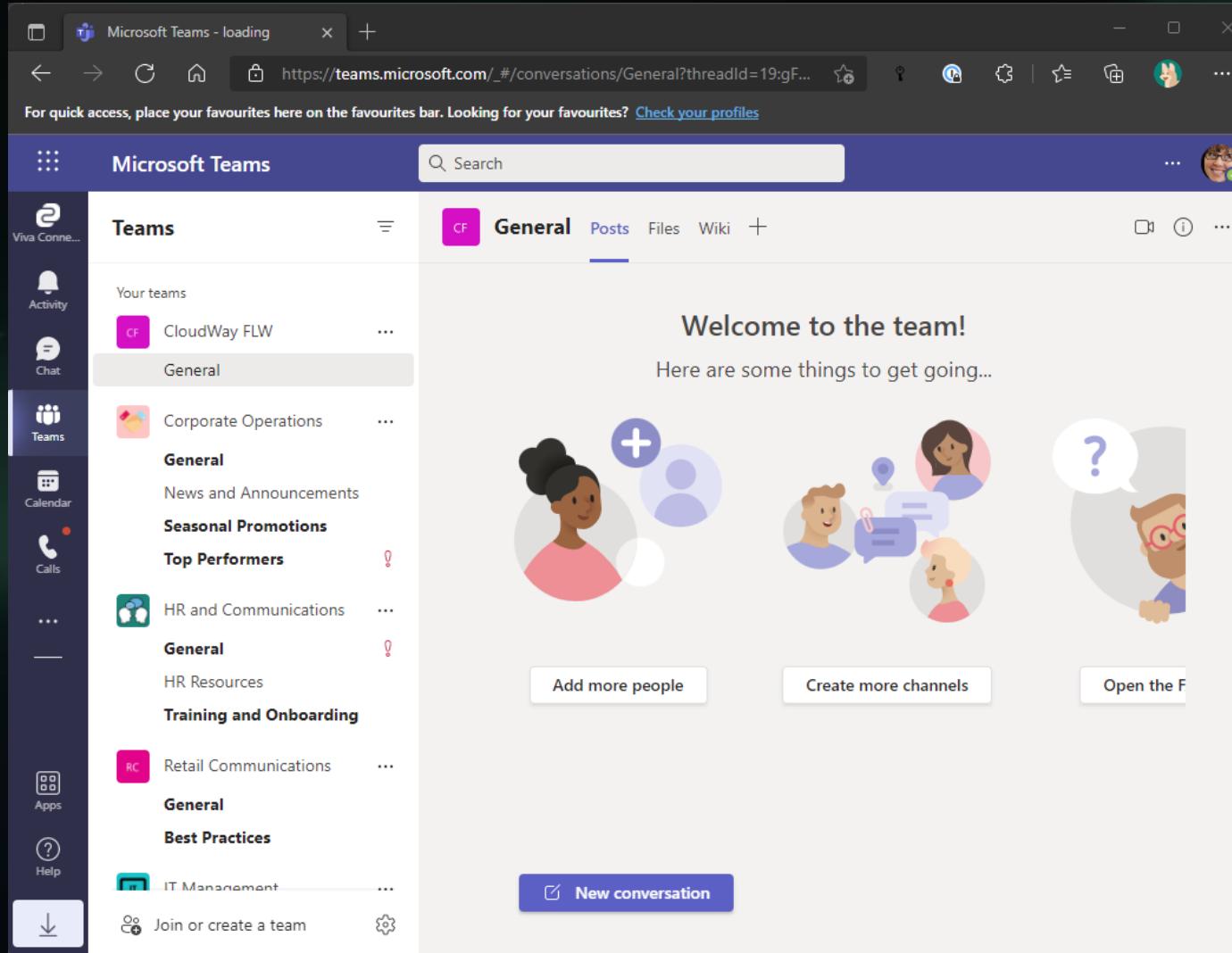
Pick an account to continue

It looks like +44 [redacted] 60 can be used to sign in to more than one organisation.

byteben Byteben  
trevor@byteben.com

Contoso  
MeganB@M365x531604.OnMicrosoft.com

# Securing Access



- Block Browser Access?
- Block Windows Access?
- Conditional Access FTW

# Securing Access

Home > Contoso > Security > Conditional Access

## Conditional Access | Policies

Azure Active Directory

Overview (Preview)

Policies

Insights and reporting

Diagnose and solve problems

Manage

Named locations

+ New policy

What If

Refresh

Got feedback?

Search policies

Add filters

Policy Name ↑↓

CA001 - FrontLine Workers - Block Browser Access

CA002 - FrontLine Workers - Grant Browser Access and require MFA

CA003 - FrontLine Workers - Require App Protection

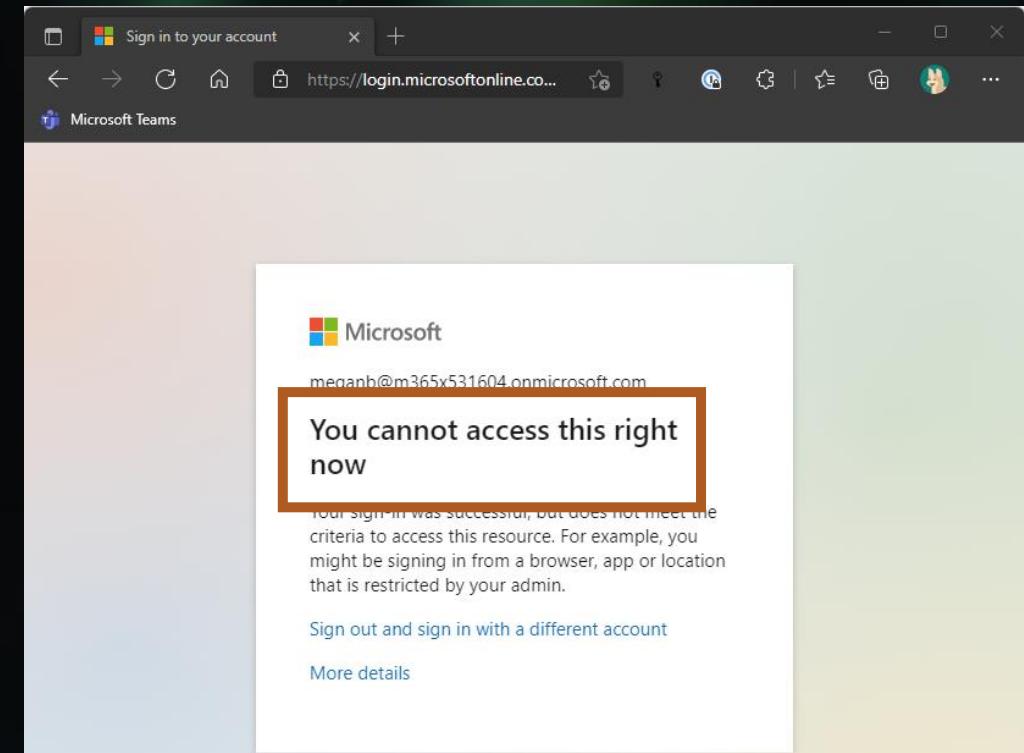
CA001 - FrontLine Workers - Block Browser Access

Users/Groups: Contoso Community Support

Cloud apps: Office 365

Conditions: Client apps = Browser

Grant: Block Access



# Securing Access



Home > Contoso > Security > Conditional Access

## Conditional Access | Policies

Azure Active Directory

New policy | What If | Refresh | Got feedback?

Search policies | Add filters

Overview (Preview)

Policies (selected)

Insights and reporting

Diagnose and solve problems

Manage

Named locations

Policy Name
CA001 - FrontLine Workers - Block Browser Access
CA002 - FrontLine Workers - Grant Browser Access and require MFA
CA003 - FrontLine Workers - Require App Protection

CA002 - FrontLine Workers - Grant Browser Access and require MFA  
Users/Groups: Contoso Community Support  
Cloud apps: Office 365  
Conditions: Client apps = Browser  
Grant: Require MFA

Sign in to your account https://login.microsoftonline.com/common/login Microsoft Teams

Microsoft Teams Web Client

Sorry, but we're having trouble with signing you in.

AADSTS54008: Multi-Factor authentication is required and the credential used (Sms) is not supported as a First Factor. Contact your administrator for more information.

**Can't use SMS and require MFA!**



# Can we protect corporate data on personal devices?



# Securing Data

Home > Contoso > Security > Conditional Access

## Conditional Access | Policies

Azure Active Directory

« + New policy ⏪ What If Refresh Got feedback?

i Overview (Preview)

≡ Policies

💡 Insights and reporting

✖ Diagnose and solve problems

Manage

↔ Named locations

Search policies + Add filters

Policy Name ↑↓

CA001 - FrontLine Workers - Block Browser Access

CA002 - FrontLine Workers - Grant Browser Access and require MFA

CA003 - FrontLine Workers - Require App Protection

CA003 - FrontLine Workers – Require App Protection

Users/Groups: Contoso Community Support

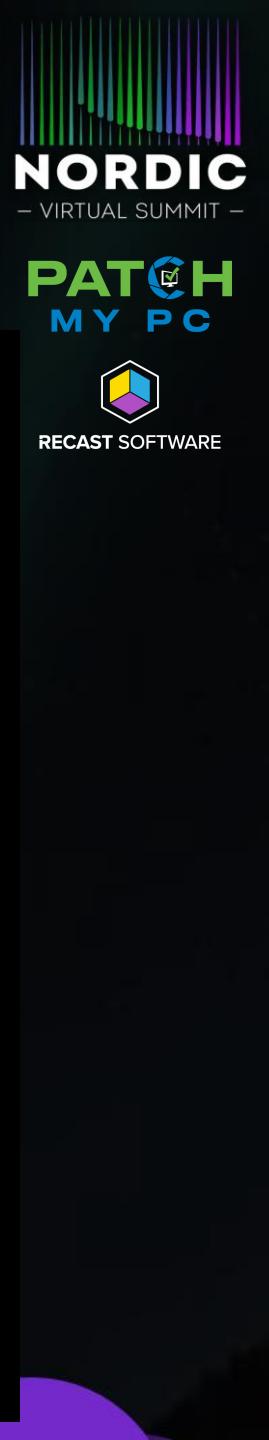
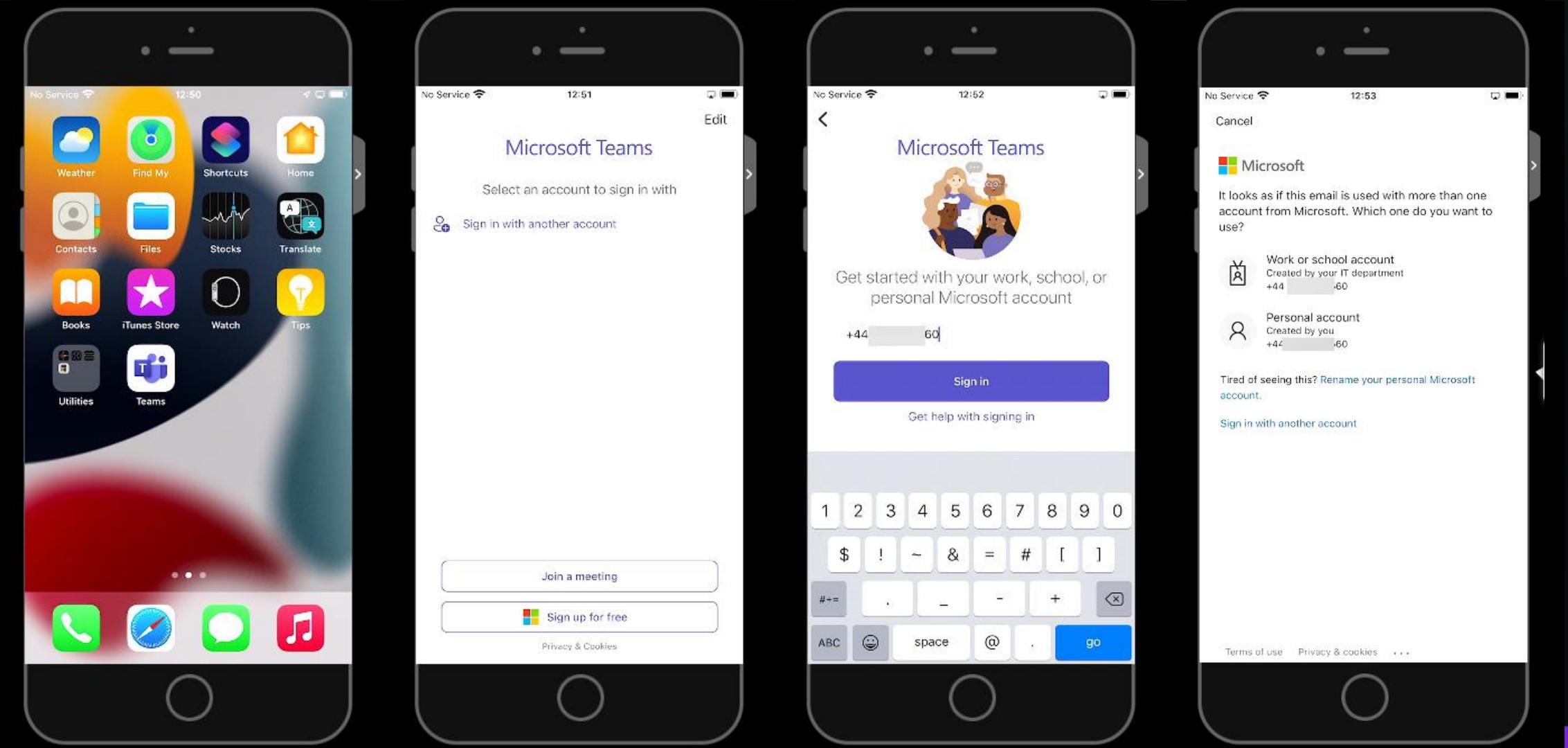
Cloud apps: Office 365

Conditions: Device Platforms = iOS and Android

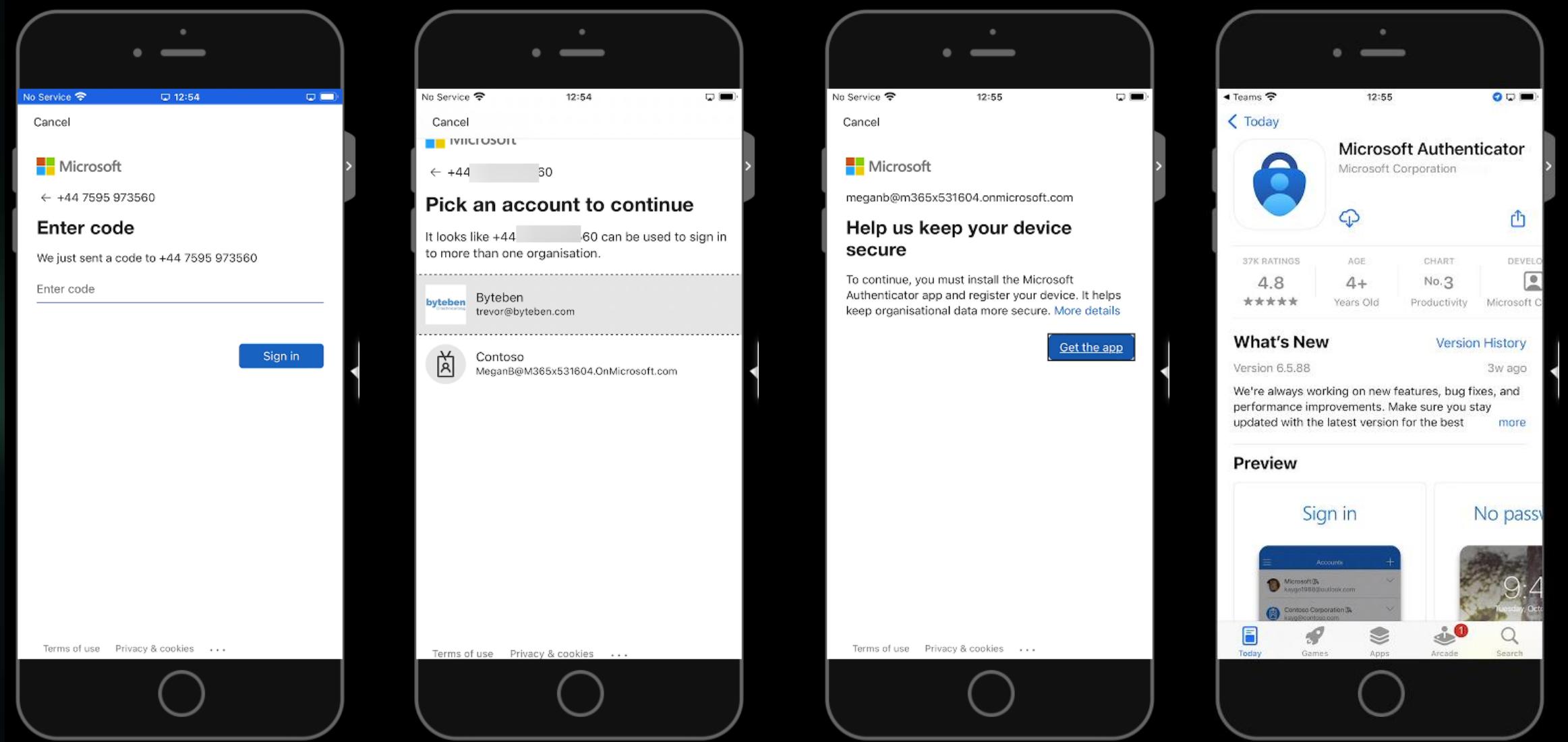
Conditions: Client apps = Mobile apps and desktop clients

Grant: Require approved client app and Require app protection policy

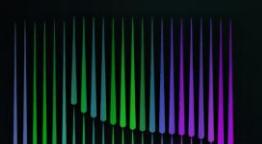
# Securing Data



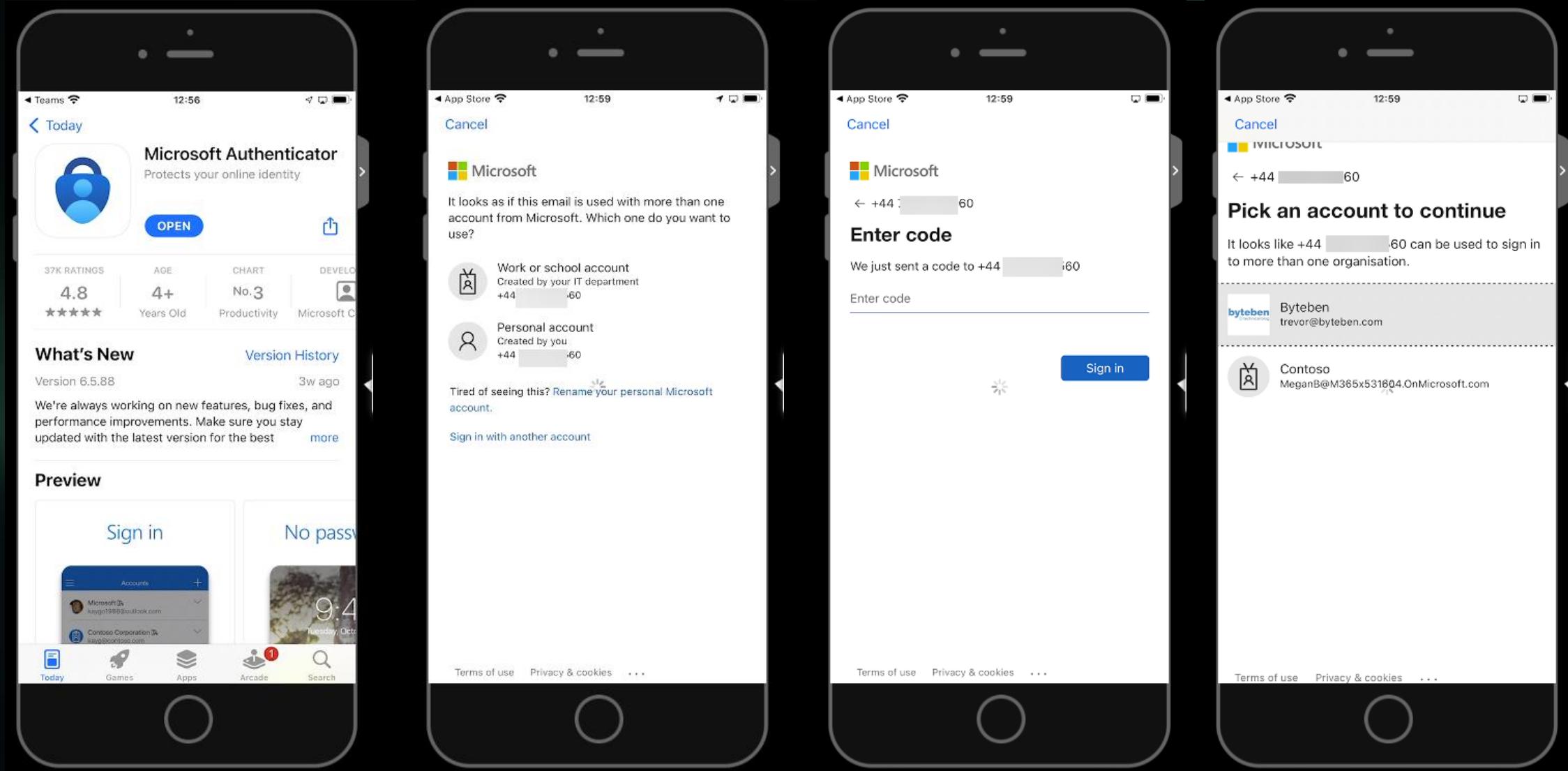
# Securing Data



# Securing Data



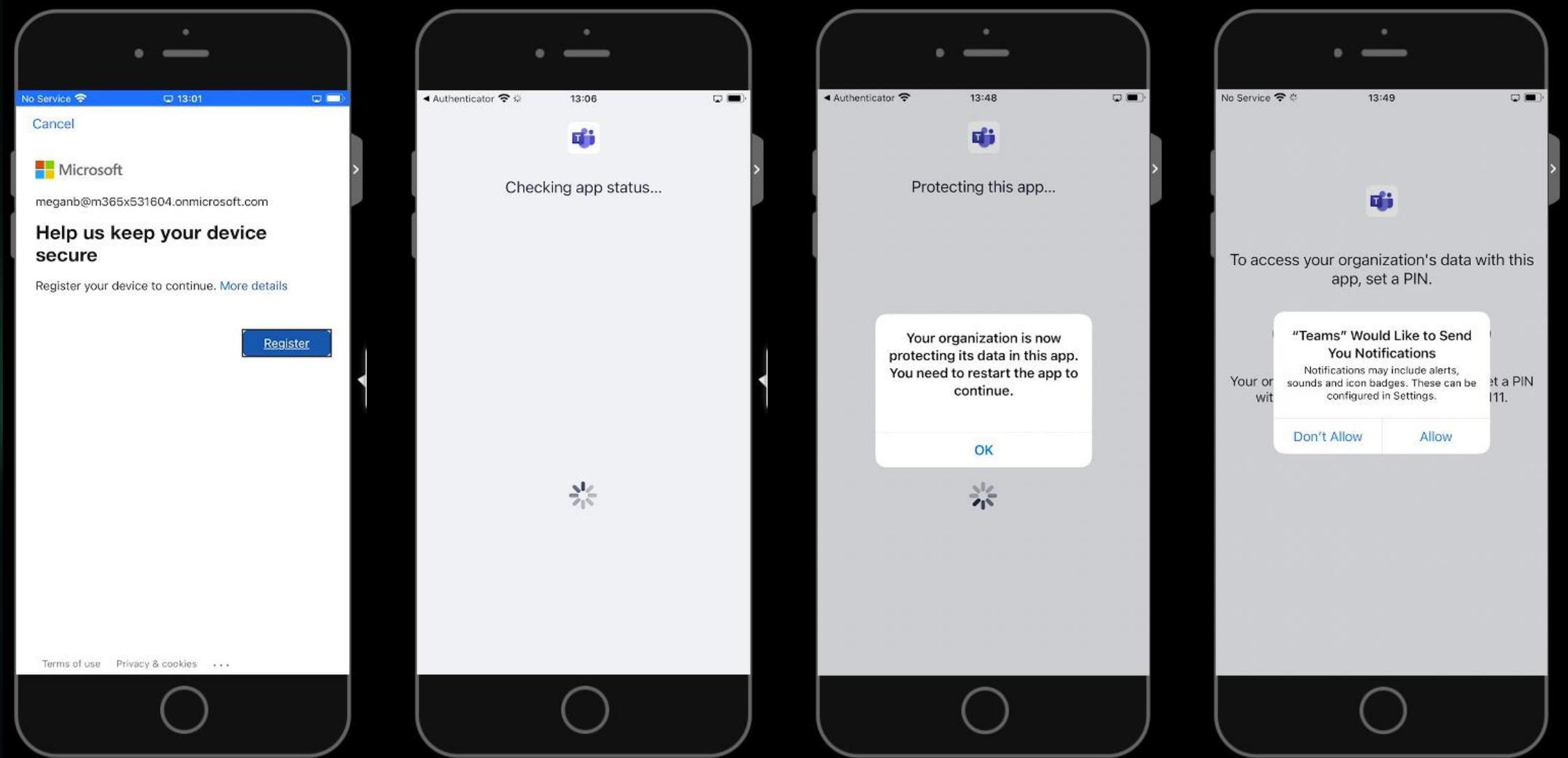
RECAST SOFTWARE



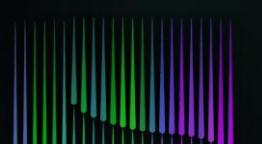
# Securing Data



RECAST SOFTWARE



# Securing Data

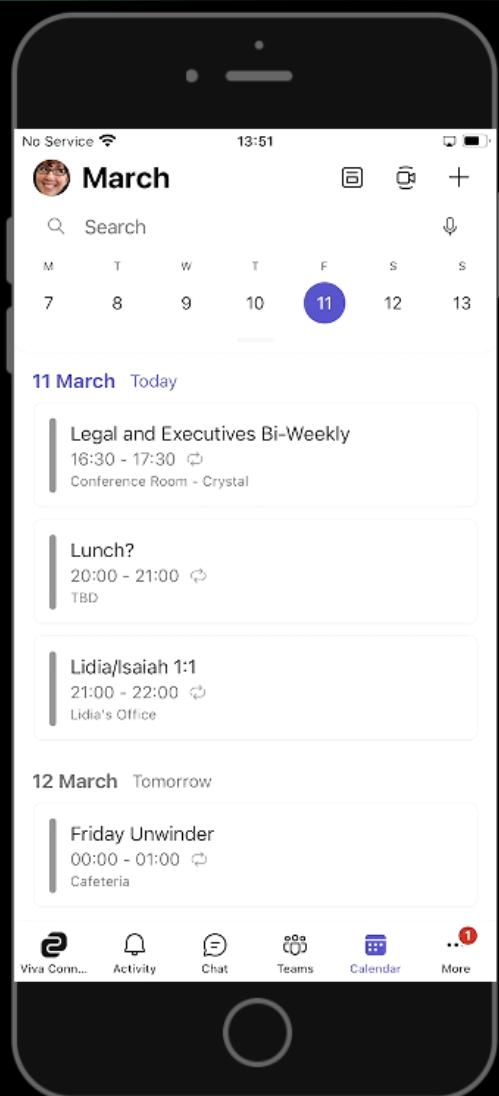
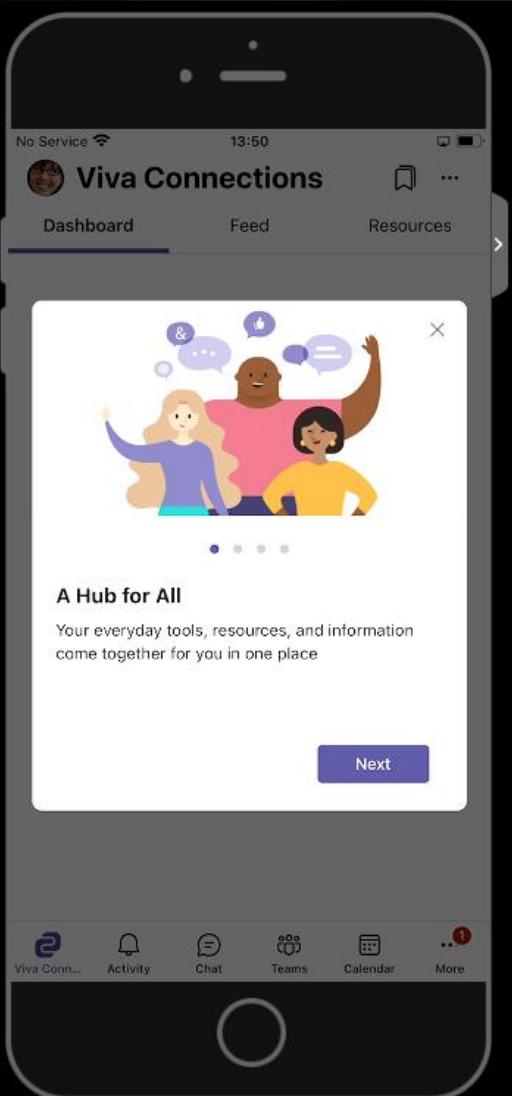
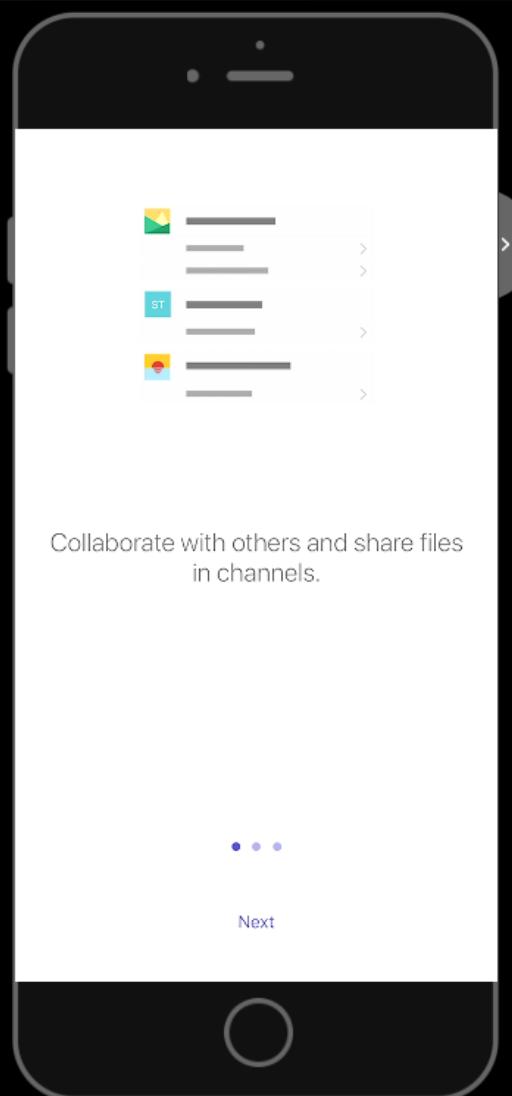
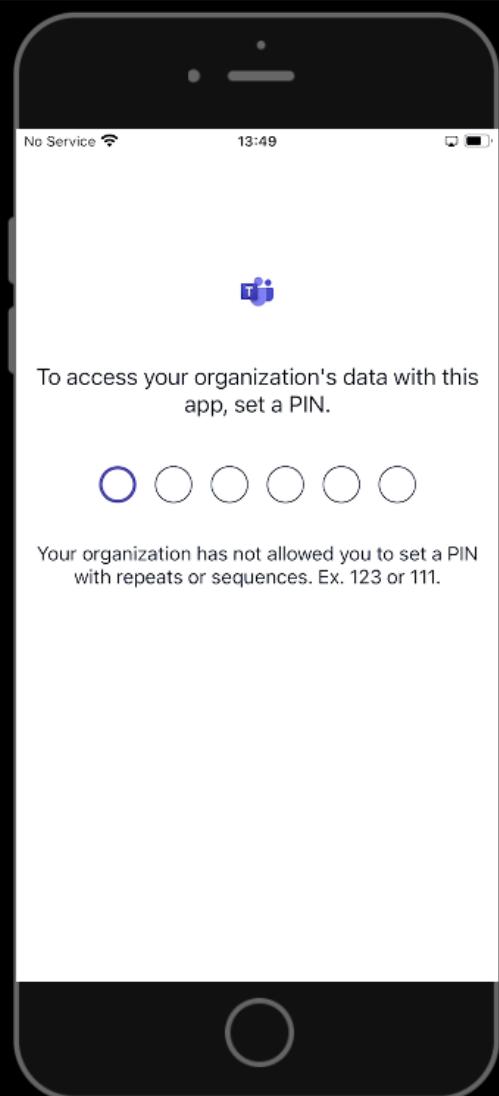


NORDIC  
— VIRTUAL SUMMIT —

PATCH  
MY PC



RECAST SOFTWARE



# Securing Data

Microsoft Endpoint Manager admin center

Home > Apps > Monitor >

## Reports | User report

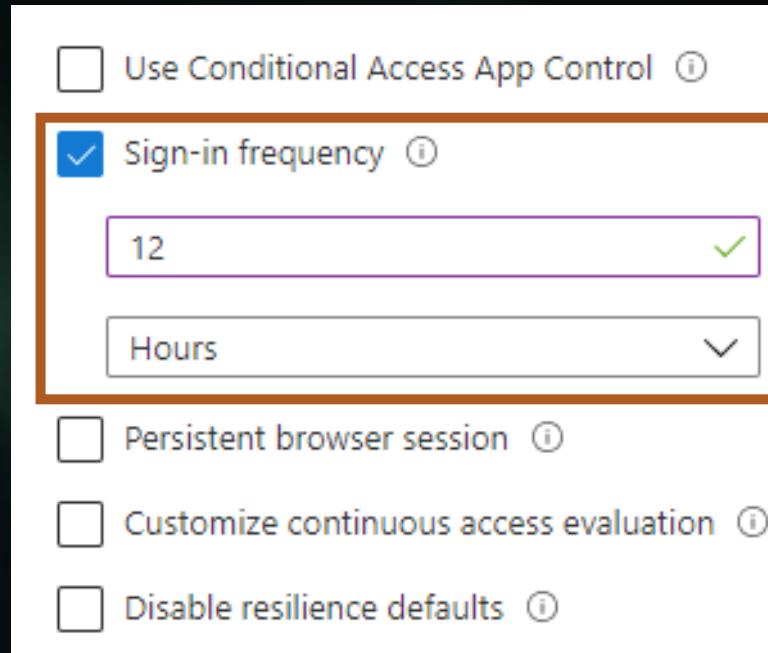
Search (Ctrl+/) Select user

Megan Bowen is licensed for Microsoft Intune.

Icon ↑	App name ↑↓	Device type ↑↓	Compliance State ↑↓	Delivered Policies ↑↓	Status ↑↓	Last sync ↑↓
✓	Microsoft Teams	iPhone	Compliant	APP001 - All iOS Apps ...	Checked in	3/11/22, 1:49 PM
✗	Space Connect	iOS/iPadOS	Not Available	None	Not checked in. On next sync, th...	Never
✗	Dialpad	iOS/iPadOS	Not Available	None	Not checked in. On next sync, th...	Never
✗	Adobe Acrobat Reader	iOS/iPadOS	Not Available	None	Not checked in. On next sync, th...	Never
✗	FleetSafer	iOS/iPadOS	Not Available	None	Not checked in. On next sync, th...	Never
✗	AssetScan For Intune	iOS/iPadOS	Not Available	None	Not checked in. On next sync, th...	Never
✗	Adobe Acrobat Reader	iOS/iPadOS	Not Available	None	Not checked in. On next sync, th...	Never

# Other Security Options

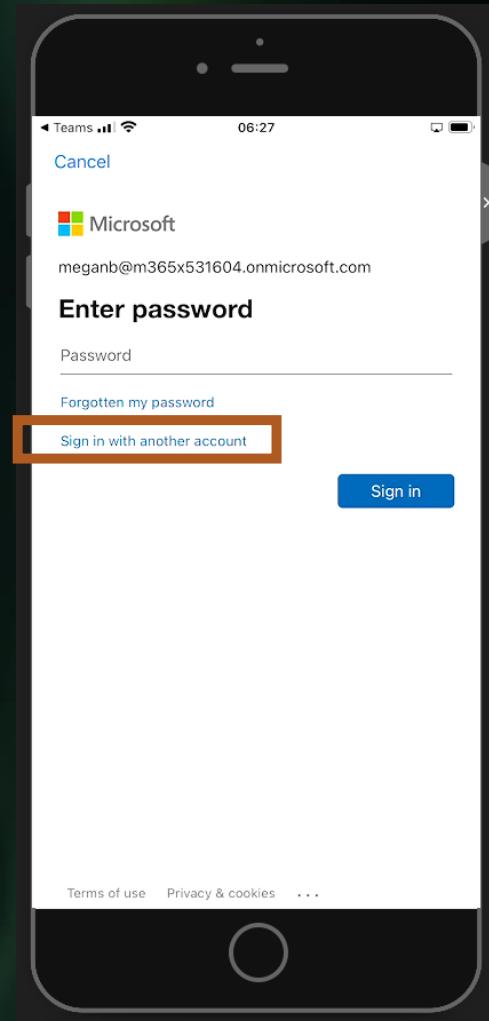
## Sign-in Frequency

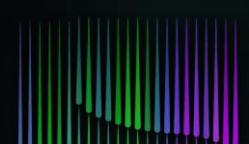


The screenshot shows the 'Conditional Access App Control' settings. The 'Sign-in frequency' option is selected (checked) and highlighted with a red box. The value '12' is entered in the input field, and 'Hours' is selected from the dropdown menu. Other options like 'Persistent browser session', 'Customize continuous access evaluation', and 'Disable resilience defaults' are also listed.



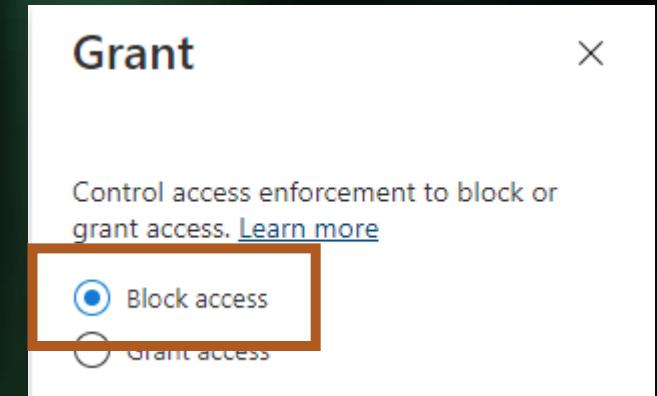
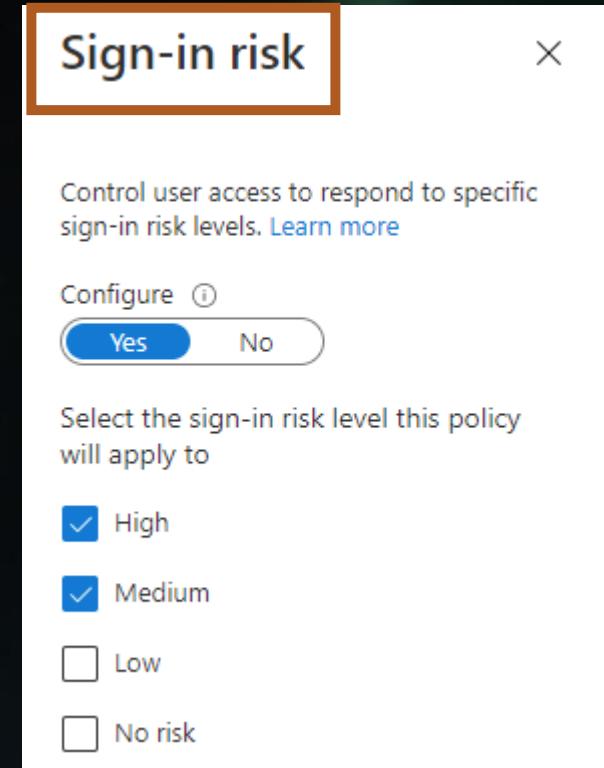
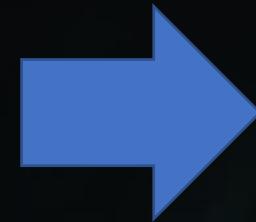
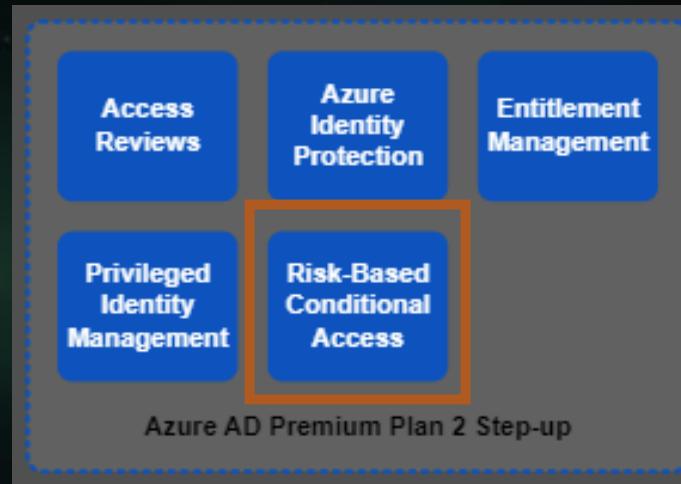
Think about how this setting will impact Frontline Workers



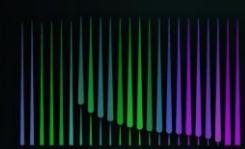


# Other Security Options

## Microsoft 365 F5 Security / Security and Compliance



# Other Security Options



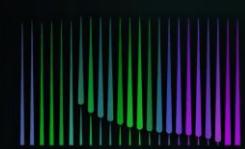
RECAST SOFTWARE

## Use Just in Time (JIT) access for Managers

The screenshot shows the Microsoft Azure portal interface. The top navigation bar includes the Microsoft Azure logo, a search bar, and user information (MiriamG@M365x53160... and CONTOSO (M365X531604.ONM...)). Below the navigation is a breadcrumb trail: Home >. The main content area is titled "My roles | Azure AD roles" under "Privileged Identity Management | My roles". On the left, a sidebar lists "Activate" options: Azure AD roles (selected), Privileged access groups (Preview), Azure resources, Troubleshooting + Support, Troubleshoot, and New support request. The main pane displays three tabs: "Eligible assignments" (selected), "Active assignments", and "Expired assignments". A search bar labeled "Search by role" is present. The table below lists assignments for three roles: Authentication Administrator, User Administrator, and Groups Administrator, all associated with the "Contoso Community Support" administrative unit. The "Action" column for each row contains a blue "Activate" link, which is highlighted with a red rectangular box.

Role	Scope	Membership	End time	Action
Authentication Administrator	Contoso Community Support (Administrative unit)	Group	Permanent	Activate
User Administrator	Contoso Community Support (Administrative unit)	Group	Permanent	Activate
Groups Administrator	Contoso Community Support (Administrative unit)	Group	Permanent	Activate

# Other Security Options



NORDIC  
— VIRTUAL SUMMIT —

PATCH  
MY PC



RECAST SOFTWARE

Managers will require ADP2 for PIM

Activate - Authentication Administrator

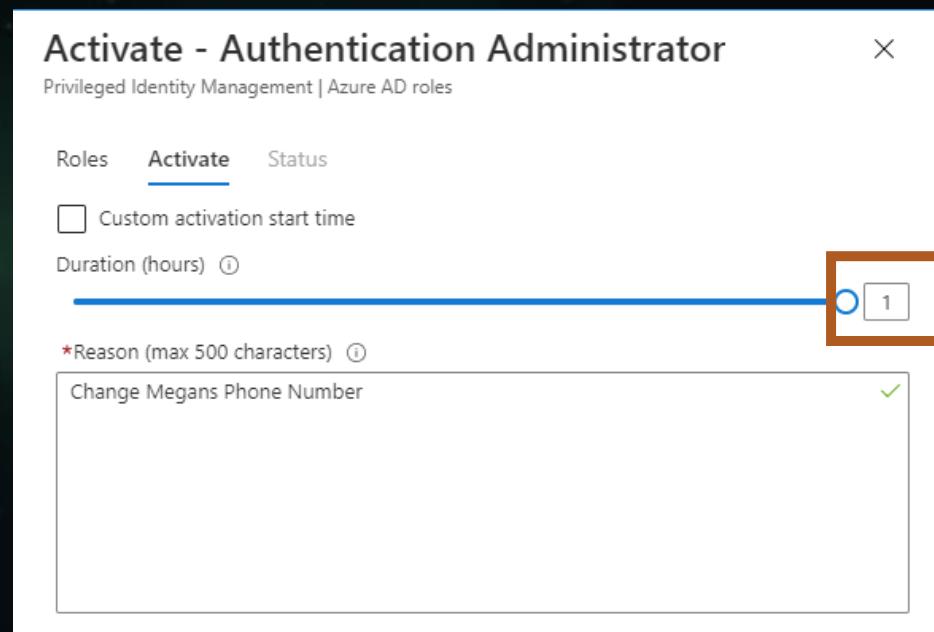
Privileged Identity Management | Azure AD roles

Roles    Activate    Status

Custom activation start time

Duration (hours)

\*Reason (max 500 characters)



Microsoft Azure    Search resources, services, and docs (G+/)

Home > My roles > Contoso Community Support > Authentication administrator >

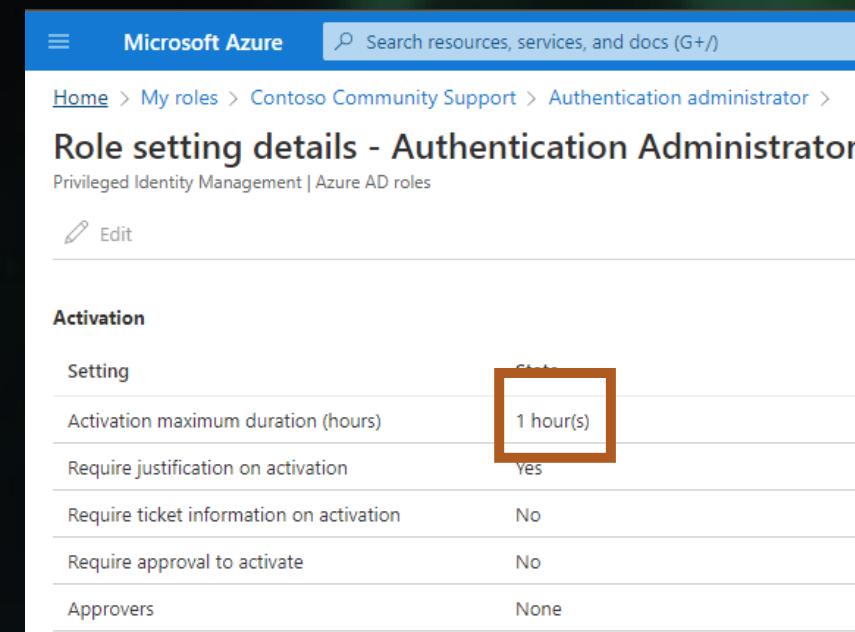
Role setting details - Authentication Administrator

Privileged Identity Management | Azure AD roles

[Edit](#)

**Activation**

Setting	Status
Activation maximum duration (hours)	1 hour(s)
Require justification on activation	Yes
Require ticket information on activation	No
Require approval to activate	No
Approvers	None





# Can we report on SMS sign-in?

# Reporting



Microsoft Azure

Search resources, services, and docs (G+)

Home > Contoso

## Contoso | Sign-in logs

Azure Active Directory

Devices

App registrations

Identity Governance

Application proxy

Custom security attributes (Preview)

Licenses

Azure AD Connect

Custom domain names

Mobility (MDM and MAM)

Password reset

Company branding

User settings

Properties

Security

Monitoring

Sign-in logs

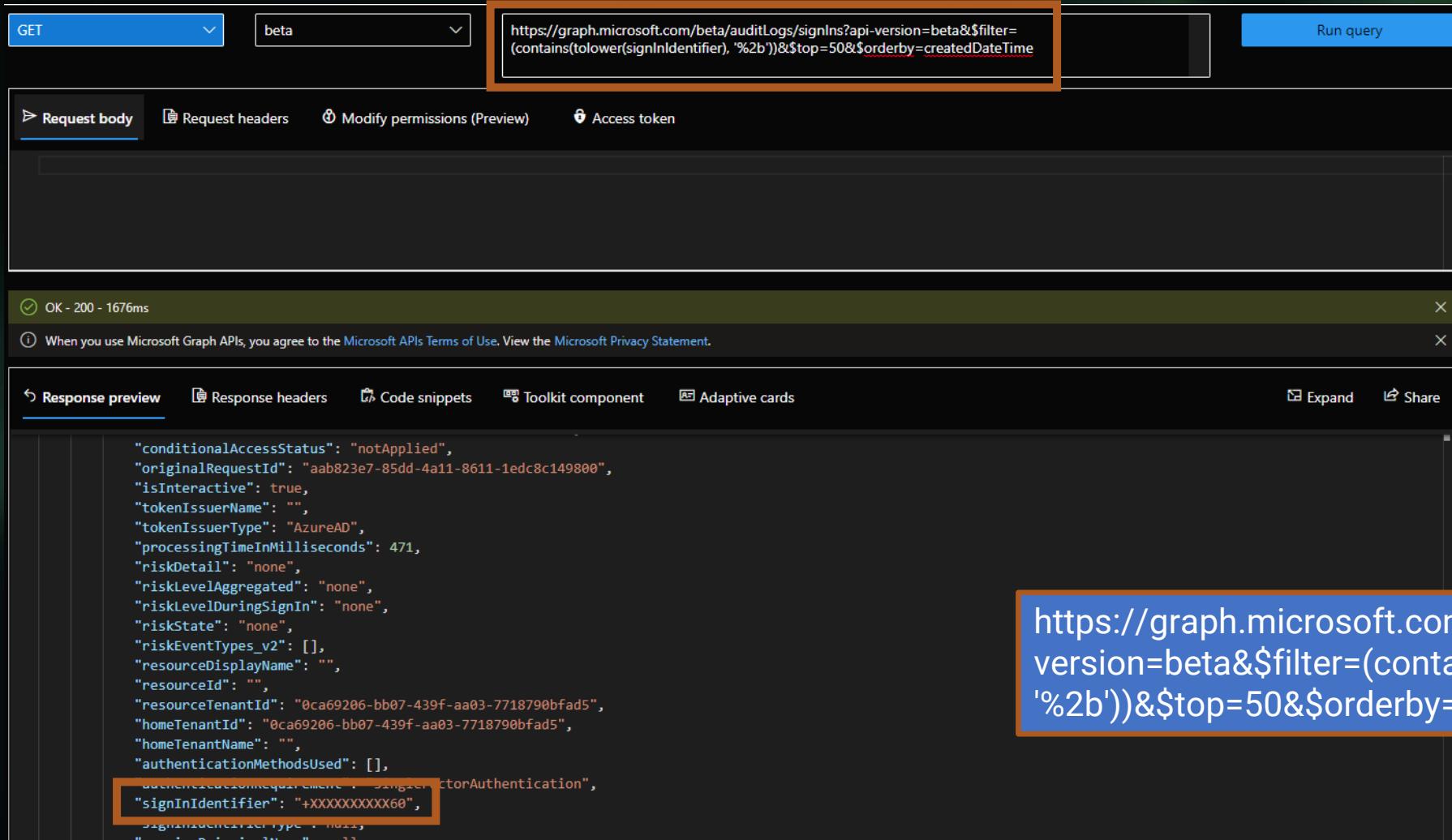
Audit logs

Date : Last 7 days Show dates as : Local Sign-in identifier contains + X Add filters

This view will be soon replaced with a view that includes refresh tokens and application sign-ins. Try out our new sign-ins preview. →

Date	Request ID	User	Application	Status
3/11/2022, 1:47:46 PM	1fbf84f9-9672-485a-a81f-d...	Megan Bowen	Microsoft Teams	Failure
3/11/2022, 1:47:45 PM	88c37597-34b1-4e41-af84-...	Megan Bowen	Microsoft Teams	Interrupted
3/11/2022, 1:46:40 PM	86864c0d-10c6-4799-8063...	Megan Bowen	Microsoft Teams-T4L	Success
3/11/2022, 1:23:59 PM	9edccbce-571d-47b7-83b4...	Megan Bowen	Microsoft Teams-T4L	Success
3/11/2022, 1:21:17 PM	f38ef026-828a-4611-8300...	Megan Bowen	Microsoft Teams-T4L	Success
3/11/2022, 1:19:46 PM	60fcf1b2-ca76-4b98-9a0b...	Megan Bowen	Microsoft Teams-T4L	Success
3/11/2022, 1:16:39 PM	97c3af6b-e1a0-4aa8-9f06-f...	Megan Bowen	Microsoft Authentication B...	Success
3/11/2022, 1:16:10 PM	84ba0410-7635-48fc-8130...	Megan Bowen	Microsoft Authentication B...	Success
3/11/2022, 1:14:22 PM	18505ed6-8cca-4cd0-b5be...	Megan Bowen	Microsoft Authentication B...	Success
3/11/2022, 1:12:37 PM	f64f34eb-663d-430f-a551...	Megan Bowen	Microsoft Authentication B...	Success
3/11/2022, 1:11:26 PM	8923b51a-aad2-4dd2-b7f6...	Megan Bowen	Microsoft Authentication B...	Success
3/11/2022, 1:06:24 PM	efcbedbd-49d1-419d-bad2...	Megan Bowen	Microsoft Authentication B...	Success
3/11/2022, 1:04:58 PM	a546f05d-1191-4590-861e...	Megan Bowen	Microsoft Authentication B...	Success

# Reporting



The screenshot shows the Microsoft Graph Explorer interface. At the top, there are dropdown menus for 'GET' and 'beta'. Below them is a text input field containing the API endpoint: `https://graph.microsoft.com/beta/auditLogs/signIns?api-version=beta&$filter=(contains(tolower(signInIdentifier), '%2b'))&$top=50&$orderby=createdDateTime`. To the right of the input field is a blue 'Run query' button. Below the input field, there are tabs for 'Request body', 'Request headers', 'Modify permissions (Preview)', and 'Access token'. The 'Request body' tab is selected. In the main body area, there is a dark gray placeholder box. At the bottom of the interface, there are status messages: 'OK - 200 - 1676ms' and a note about agreeing to the Microsoft APIs Terms of Use. The bottom section is titled 'Response preview' and shows a JSON response body. A large portion of the JSON is visible, including fields like 'conditionalAccessStatus', 'originalRequestId', and 'signInIdentifier'. A specific line of the JSON, which includes the value '+XXXXXXXXXX60', is highlighted with an orange box. To the right of the JSON preview, a blue box contains the same API endpoint URL.

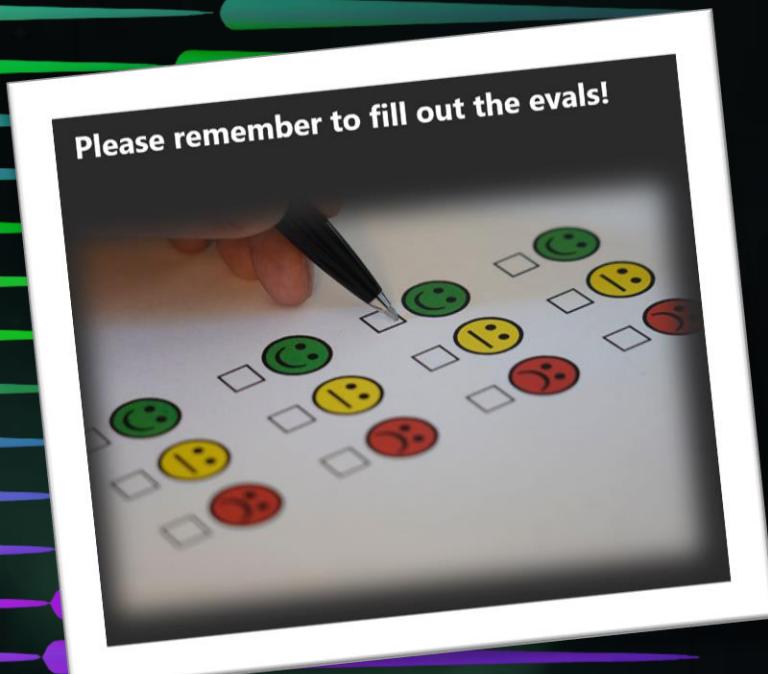
https://graph.microsoft.com/beta/auditLogs/signIns?api-version=beta&\$filter=(contains(tolower(signInIdentifier), '%2b'))&\$top=50&\$orderby=createdDateTime

```
conditionalAccessStatus: "notApplied",
"originalRequestId": "aab823e7-85dd-4a11-8611-1edc8c149800",
"isInteractive": true,
"tokenIssuerName": "",
"tokenIssuerType": "AzureAD",
"processingTimeInMilliseconds": 471,
"riskDetail": "none",
"riskLevelAggregated": "none",
"riskLevelDuringSignIn": "none",
"riskState": "none",
"riskEventTypes_v2": [],
"resourceDisplayName": "",
"resourceId": "",
"resourceTenantId": "0ca69206-bb07-439f-aa03-7718790bfad5",
"homeTenantId": "0ca69206-bb07-439f-aa03-7718790bfad5",
"homeTenantName": "",
"authenticationMethodsUsed": [],
"authenticationRequirements": "SingleFactorAuthentication",
"signInIdentifier": "+XXXXXXXXXX60",
"signInType": "User",
"servicePrincipalName": null
```



# Further considerations for enabling SMS sign-in

# Thank you



<https://stream.nordicvirtualsummit.com/feedback>



**Ståle Hansen**, CEO & Principal Cloud Architect @ **CloudWay**  
Office Apps and Services MVP & RD  
Twitter: @StaleHansen



**Ben Whitmore**, Senior Cloud Consultant @ **CloudWay**  
Enterprise Mobility MVP  
Twitter: @byteben

Official sponsors

**PATCH  
MY PC**



RECAST SOFTWARE

# NORDIC

– VIRTUAL SUMMIT –