

Step by step guide to MFA.

If you have a new phone/device, you will need to contact OHIOSupport@pamgroup.co.uk and ask for the authenticator to be reset. Once you have confirmation your authenticator has been reset you should follow the guidance below.

For this process you will need to have a mobile phone and your laptop/desktop computer.

You will need to access Google Play Store on Android devices or the App Store on an iPhone.



Once you have opened either of these you will need to search for Microsoft Authenticator.



Click to download and get started and it will show the set up on your screen. Download the App. Before we can go further we need to follow the steps below

1.0 Setting up MFA

There are three steps required to set up MFA

- Choose an authentication factor type
- Register the authentication factor for your PAM account
- Confirm the setup using a One Time Password (OTP)

Once set up, you will be asked to supply your authentication code every time you log in to OHIO.

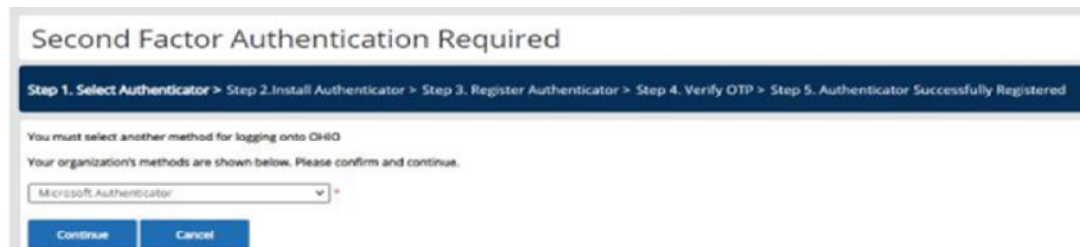
1.1 Initial login

On first use, you should login using your usual username and password on OHIO.



1.2 Choosing an authentication factor

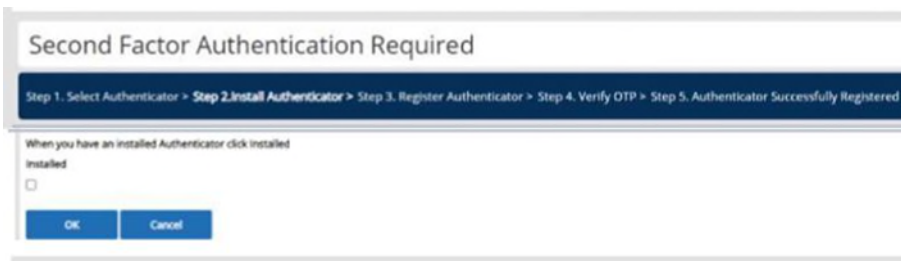
Once logged in, MFA must be configured. Please choose the option for Microsoft Authenticator from the list and click 'Continue'.



The screenshot shows a dialog box titled "Second Factor Authentication Required". At the top, a progress bar indicates the steps: Step 1. Select Authenticator > Step 2. Install Authenticator > Step 3. Register Authenticator > Step 4. Verify OTP > Step 5. Authenticator Successfully Registered. Below the progress bar, the text reads: "You must select another method for logging onto OIRGO. Your organization's methods are shown below. Please confirm and continue." A dropdown menu is set to "Microsoft Authenticator". At the bottom, there are two buttons: "Continue" and "Cancel".

1.3 Confirming installation of an authenticator application

Many authentication factors require the installation of a third party application. Once you have installed the application, please check the 'Installed' checkbox and click 'OK'.



The screenshot shows a dialog box titled "Second Factor Authentication Required". The progress bar is at Step 2. Install Authenticator. The text reads: "When you have an installed Authenticator click installed". Below this is a checkbox labeled "Installed" which is currently unchecked. At the bottom, there are two buttons: "OK" and "Cancel".

1.4 Registering your authentication application

The authentication application must now be registered to match your account. The following screen shows a QR code that can be scanned by your authenticator. Alternatively, a long code is shown below the QR code that can be copied (or typed) into the authenticator. (Be sure to scan your own QR Code on your screen, not the one below. *(The below QR Code is only for demonstration purpose)*)



The screenshot shows a dialog box titled "Second Factor Authentication Required". The progress bar is at Step 3. Register Authenticator. The text reads: "Please scan the QR code below with your Authenticator and click Continue when the Authenticator is registered". Below this is a QR code. Underneath the QR code, it says: "As an alternative you can enter this code manually into the Authenticator" followed by the code "07MSZL1YCRS8DCDB6FRPV43CK7HUGB". At the bottom, there are two buttons: "OK" and "Cancel".

Click 'OK' to continue, once you have registered your authenticator application.

At step 1.3 you can click the check box and continue if you have followed the app download steps at the beginning of the document.

When you get to step 1.4 you will need to click scan QR code on the authenticator app it will ask permission to use your camera please accept and then point the camera at the QR code on your computer.

This should bring up a 6 digit code like below



The codes above are an example. The codes you will see will change every 30 seconds
After you scan the QR code and the above pops up you can click ok under the QR code.
You will then be prompted to enter one of the 6 digit codes. This should log you in.

Should you require further assistance after following this guidance please contact OHIOSupport@pamgroup.co.uk