MICROSOFT MFA SETUP AND PASSWORD RESET

For new internal users of County information assets

These instructions are for workforce members (WFMs) who have been assigned County employee IDs and need to set up their access to the County network. They describe how to complete security settings and change the temporary password.

The first time you access the County network, you must set up (enroll in) multifactor authentication (MFA). MFA requires network users to verify their identity after entering their password, such as by answering a call to their mobile phone or by entering a code texted to their phone.

These instructions show visiting [Microsoft's My Account site](#) to trigger the enrollment process. Once enrolled, WFMs should change their temporary password to one known only to them.

For issues or more help, contact the SAGE Help Desk - (855) 346-2392

PREREQUISITES

To complete these instructions, you must have been assigned a County employee ID. The ID is in the format CNNNNNN, where NNNNNN is a six-digit number, and is often referred to as the "C number."

The information you will need to enter is provided by your manager or supervisor:

- SAGE users will need to use to following format for County email address: usually in the pattern CNNNNNNN@ph.lacounty.gov
- Temporary password – If you do not know your Temporary password please reach out to the SAGE Help Desk

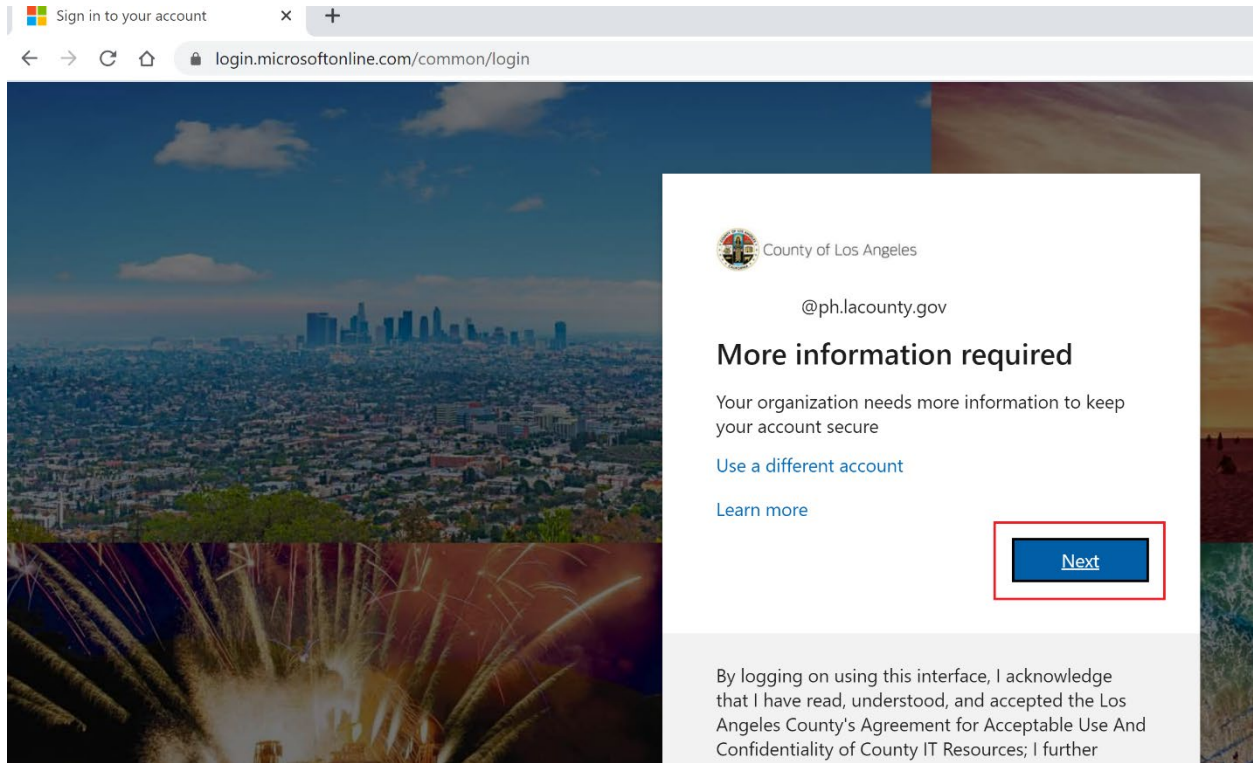## VISIT MICROSOFT'S MY ACCOUNT SITE

1. Go to https://aka.ms/mysecurityinfo. A sign-in prompt appears
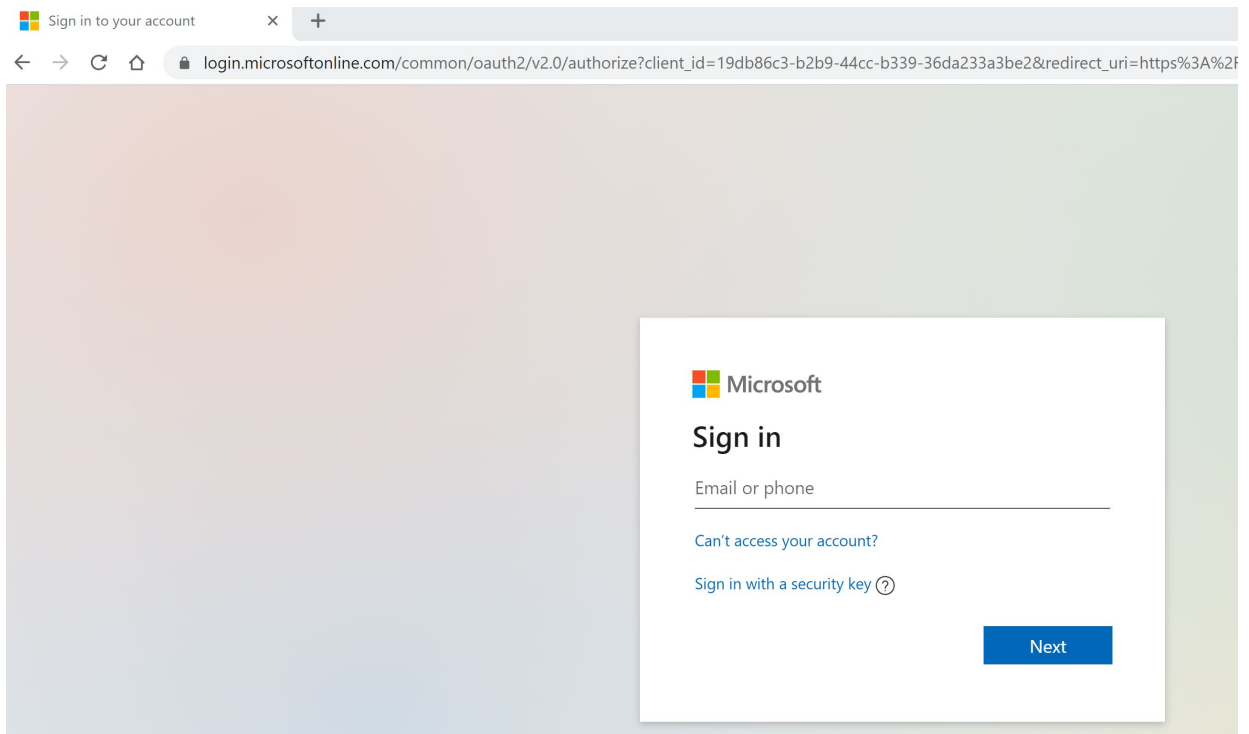
2. Enter your County email address and temporary password. Choose **Next.**
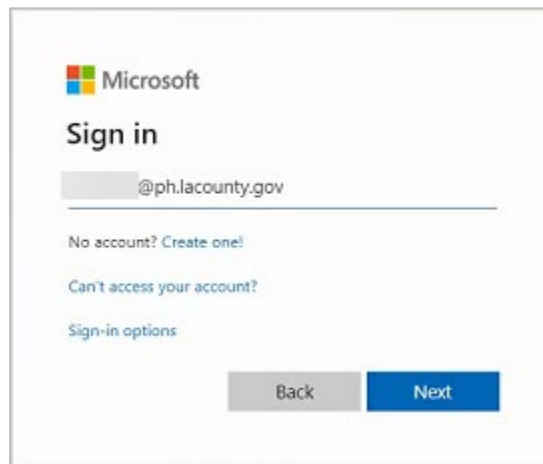
3. You are redirected to a login site, with a custom Los Angeles County Background. Choose **Next**.

SET UP MFA WITH THE COUNTY

Because you are accessing County information assets for the first time, you are now prompted to set up MFA. You need to go thru this setup process only one time.

1. Select an authentication method. We recommend selecting the last option, in which you receive a text or call on your smart phone after you enter your password.
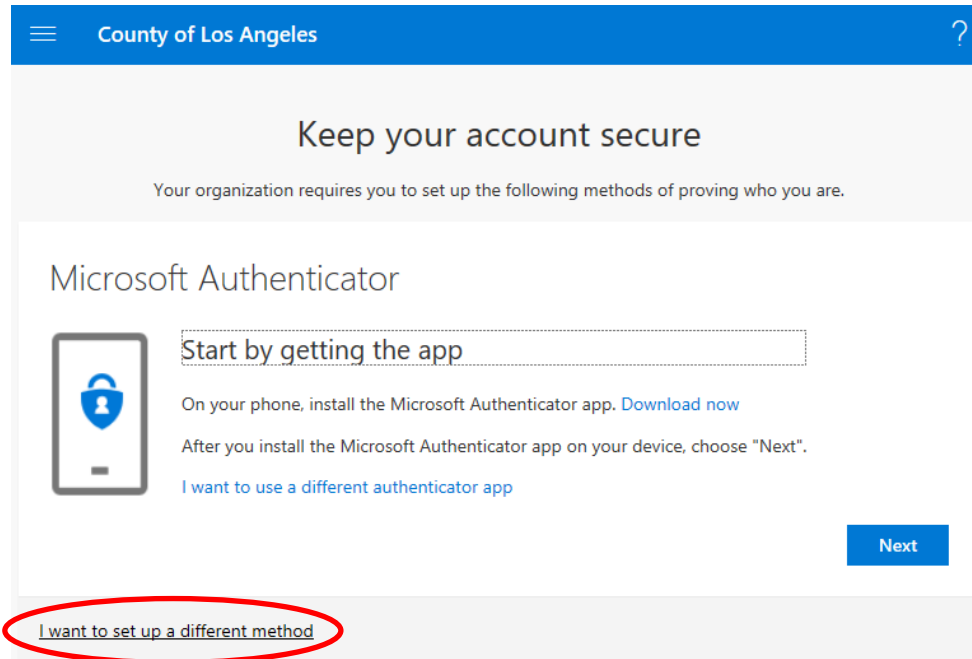
2. Choose phone as the method, then choose **Confirm**.
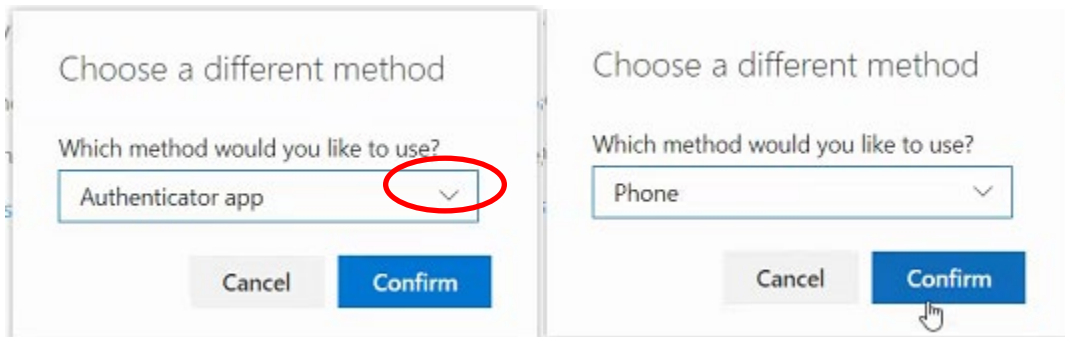
3. Enter the phone number and choose a notification method:

- **Text me a code:** When you need to authenticate, a code is texted to your phone. You enter the code when prompted.

- **Call me:** When you need to authenticate, you receive a phone call, then press the pound (#) sign.

Choose **Next**.

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)

⦿ 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

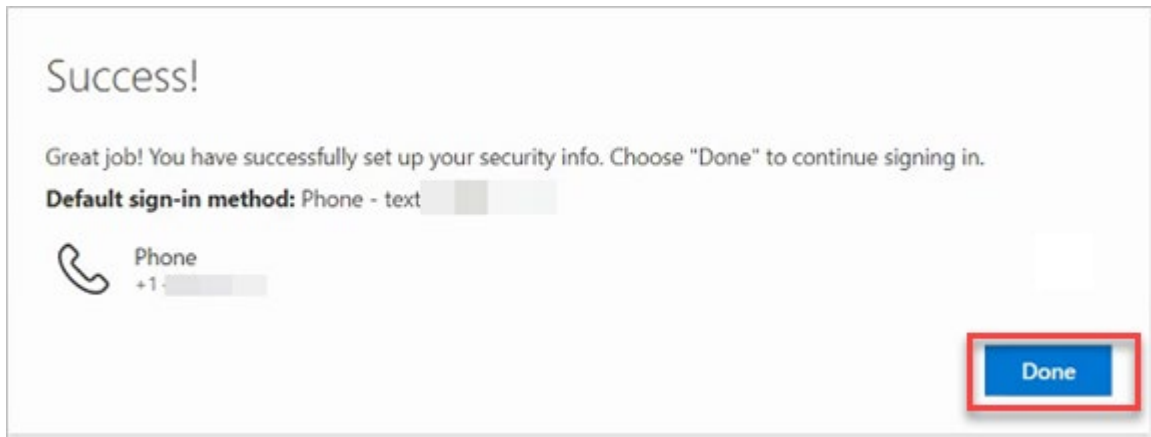4. Microsoft texts a code to your phone. Enter the code and choose **Next**.

Phone

We just sent a 6 digit code to +1   Enter the code below.

178544

Resend code

Back   Next

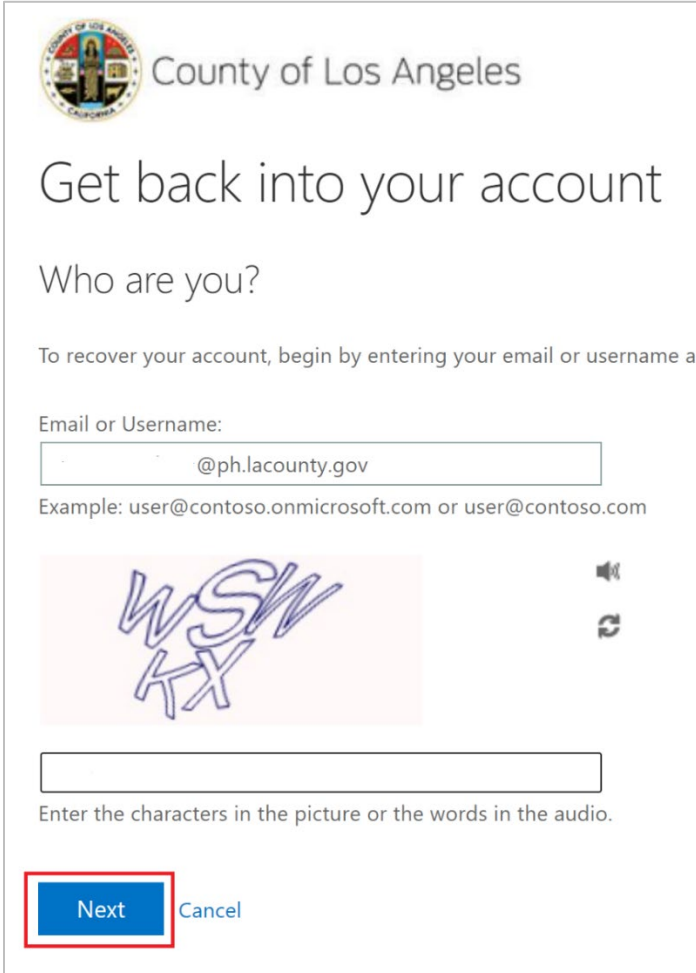5. The text is acknowledged. Choose **Next**, and then choose **Done**.

6. The My Sign-Ins page displays, confirming that you are logged in to the County network. We recommend you take this opportunity to set up backup phone numbers for authentication. The next step is to reset your temporary password.
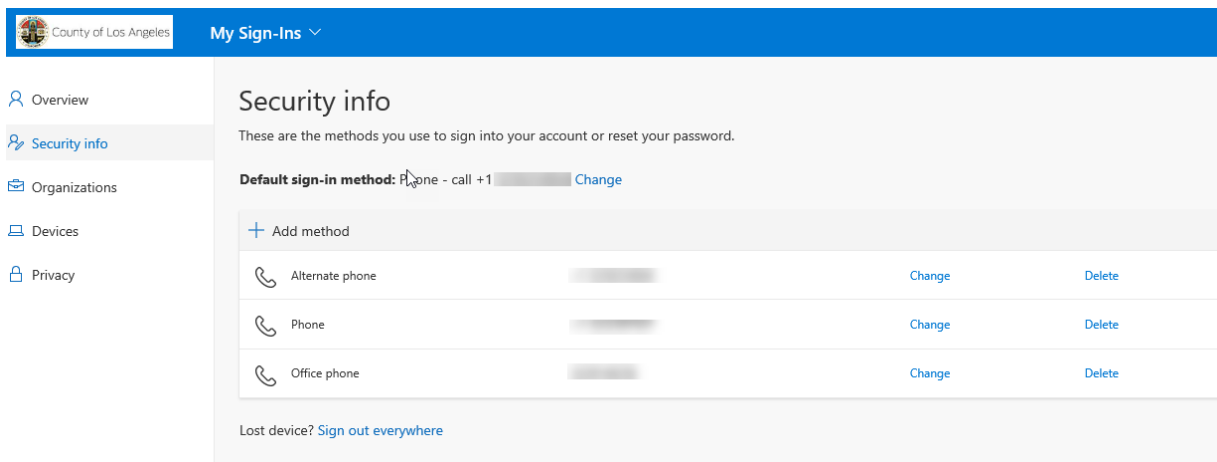
RESET PASSWORD

Per County security guidelines, you must reset your password from the temporary one provided, as well as periodically after that. Passwords must be at least eight characters long and contain at least one each of upper-case letters, lower-case letters, numbers, and typographic symbols (on the keyboard).

1. Go to https://passwordreset.microsoftonline.com/. The account retrieval dialog appears.

2. Enter your County email, answer the security challenge, and choose **Next**.

3. Choose a verification method (**Text my mobile phone** is shown), enter a telephone number, and choose **Text** (or **Call**).

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- ⦿ Text my mobile phone
- ◯ Call my mobile phone
- ◯ Call my office phone

In order to protect your account, we need you to enter your complete mobile phone number (***********23) below. You will then receive a text message with a verification code which can be used to reset your password.

[   ]

[Text]

4. Once verified, enter the new password, confirm the entry, and choose **Finish.**

County of Los Angeles

Get back into your account

verification step 1 ✓ > **choose a new password**

* Enter new password:

[   ]

* Confirm new password:

[   ]

[Finish] Cancel