Multi-Factor Authentication for Remote Access

For the new remote access solution we replacing the old Vasco tokens. The new system is called Azure Multi-Factor Authentication (MFA) and allows you to use you mobile phone or landline to provide a second level of authentication. Please note that although similar to the Office 365 MFA that you might already be using, the two systems are not linked. If you have setup Office 365 MFA you will still need to configure Azure MFA.

This guide is designed to walk you through the initial setup of MFA. Once this has been completed you will only need to revisit it if you wish to change your phone number or change you authentication method. There is a separate guide for connecting to the new remote access system (that one is a lot shorter).

With this Multi-Factor Authentication (MFA) system you have two different ways to authenticate which are outlined below.

Phone Call

You will receive an automated phone call which will ask you to press the pound sign (what the Americans call the # sign) on your phone's keypad.

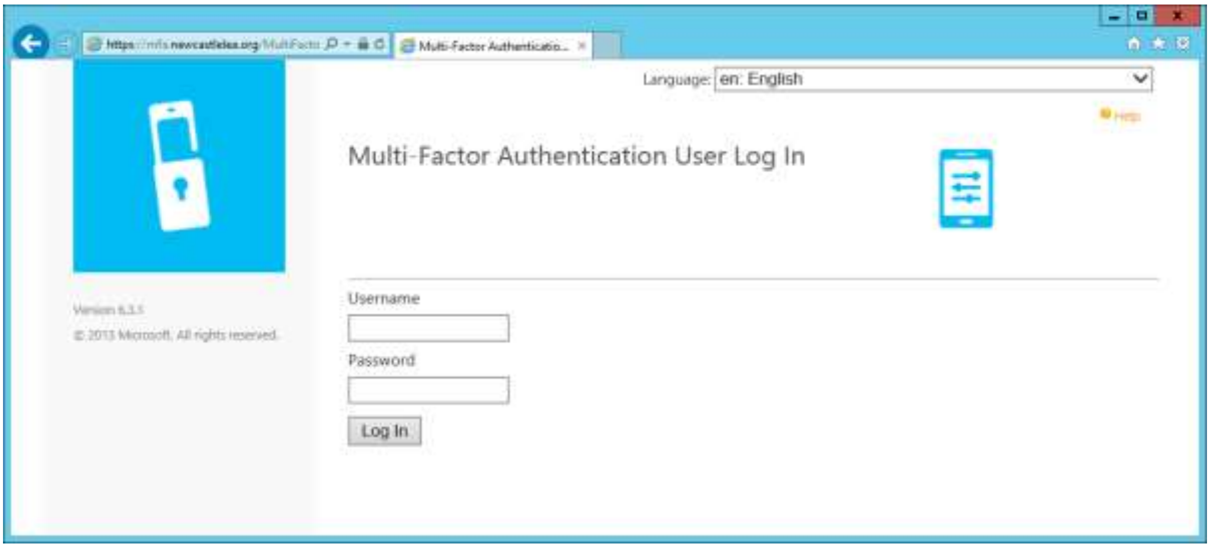
Mobile App

If you have an iPhone, Android or Windows Mobile smartphone you can install and configure a dedicated MFA application. When you login the app will ask you to verify the request. This method does require a mobile data connection or wifi, however the amount of data transmitted is very small.

Setting Up MFA

Open a browser and go to the following URL.

https://mfa.newcastlelea.org/MultiFactorAuth/



https://mfa.newcastlelea.org/MultiFacto
Multi-Factor Authenticatio...

Language: en: English

Multi-Factor Authentication User Log In

Username

Password

Version 6.3.1

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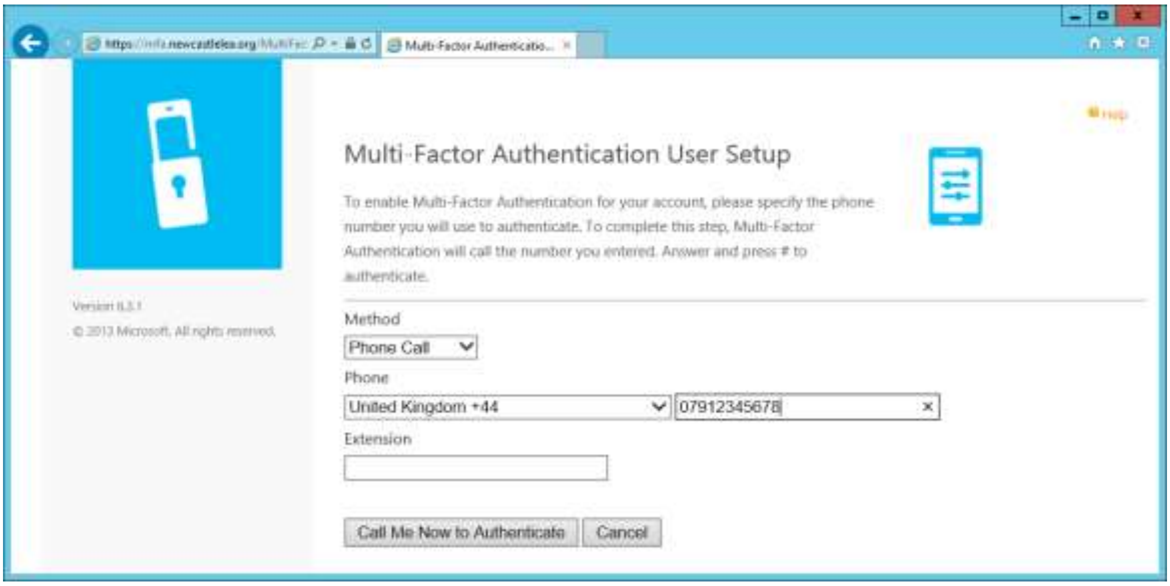
Log on with you Newcastle domain account, usually your pay id and the password that you use for RDS and email.

You will then be asked to setup MFA. At this point you can select different authentication methods, but we recommend that you start by using the Phone Call option.

For the Phone drop down list select United Kingdom +44. Then enter the number of the phone you wish to use. We recommend using a mobile phone, but if you choose to use a landline then include the area code.


https://mfa.newcastleles.org/MultiFac
Multi-Factor Authenticatio...
Help

Multi-Factor Authentication User Setup

To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will call the number you entered. Answer and press # to authenticate.

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Method: Phone Call

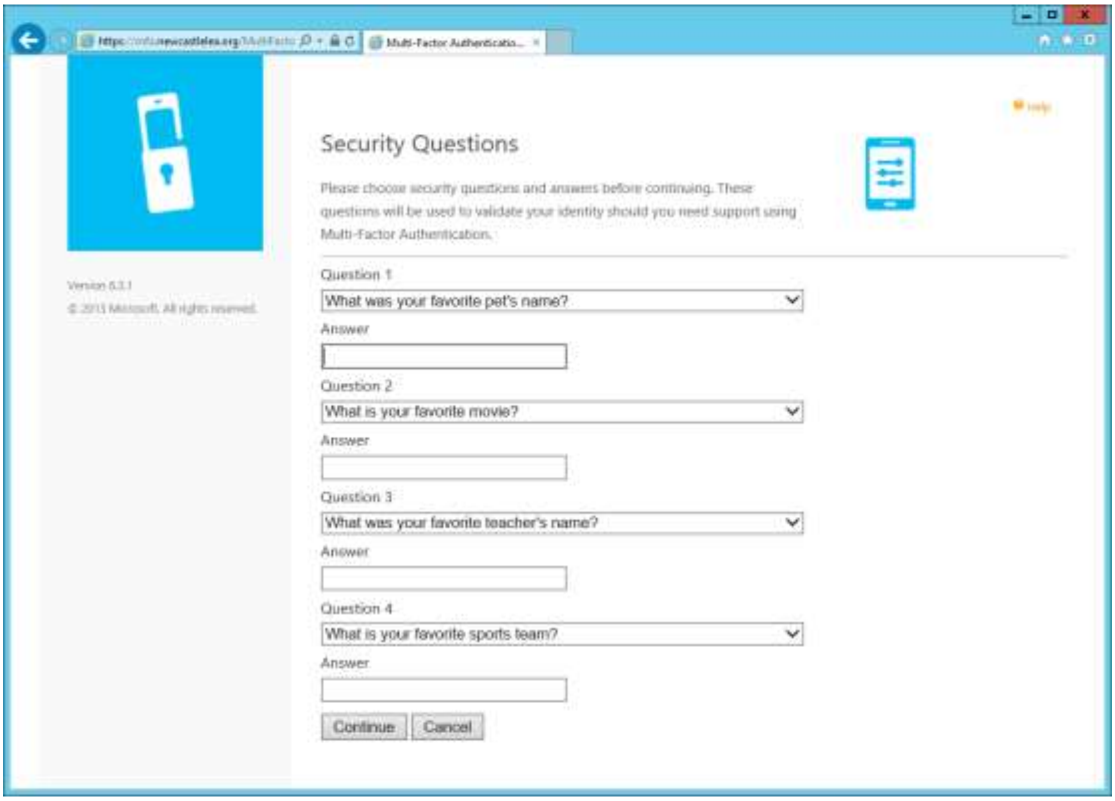
Phone: United Kingdom +44 | 07912345678

Extension:

Call Me Now to Authenticate | Cancel

Click on the Call Me Now to Authenticate button and you should receive a phone call. The message will ask you to press the pound key on your phone. As this is an American system they call the hash symbol (#) the pound key.

After the call has been authenticated the web page will automatically redirect to a list of security questions.


https://mfa.newcastleles.org/MultiFacto
Multi-Factor Authenticatio...
Help

Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

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Question 1: What was your favorite pet's name?

Answer:

Question 2: What is your favorite movie?

Answer:

Question 3: What was your favorite teacher's name?

Answer:

Question 4: What is your favorite sports team?

Answer:

Continue | Cancel

You need to pick four different questions and enter the answers. These will be used as a backup authentication method to access this MFA site.

Once you are happy with the questions and answer, click on Continue and you will be taken to the main MFA page.

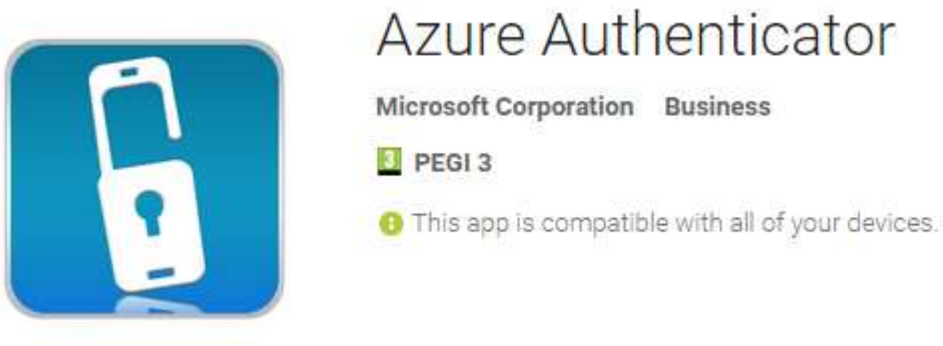
From here you can change authentication method, modify your phone number, change security questions and activate the mobile App.

Continue to the next section of this guide if you want to use the mobile app.

Active Mobile App

The mobile app only works with iPhone, Android and Windows Mobile smartphones. It does not support Blackberry devices.

On you mobile device visit the App store and search for Azure Authenticator and install it. It will have the icon shown below and be published by Microsoft.



Azure Authenticator

Microsoft Corporation Business

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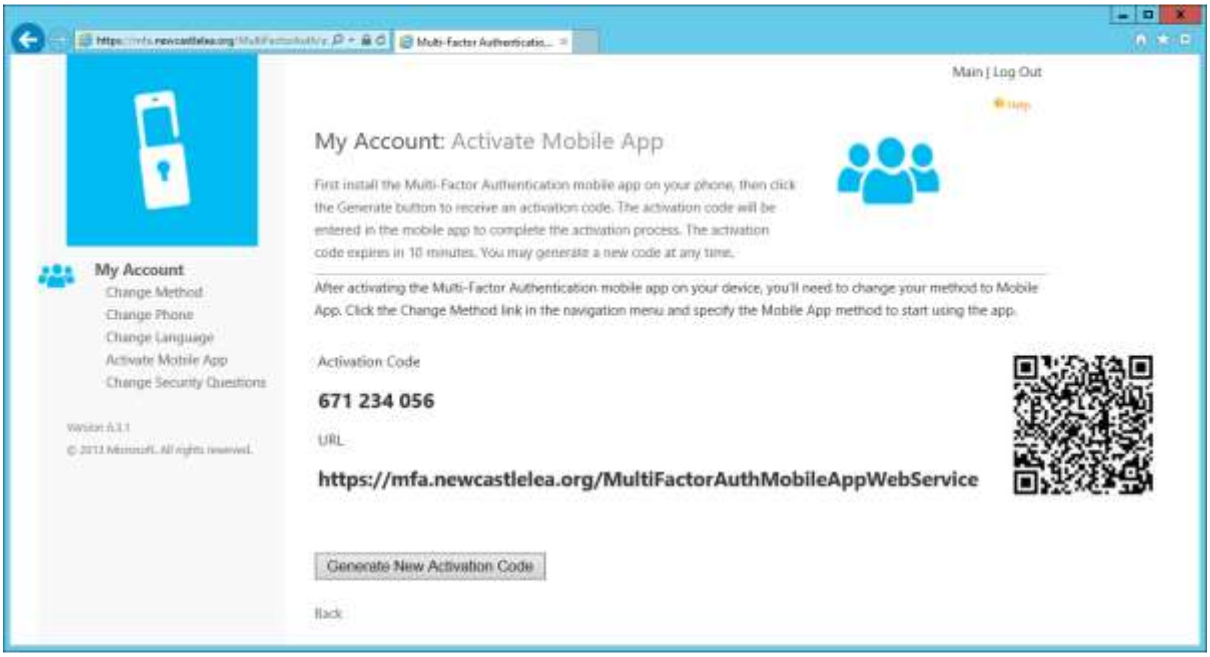
This app is compatible with all of your devices.

Going back to the main page in the MFA portal, select Activate Mobile App from the left hand side.

Click on the Generate Activation Code button.



https://mfa.newcastlelea.org/MultiFactorAuth/...
Multi-Factor Authenticatio...
Main | Log Out
Help
My Account
Change Method
Change Phone
Change Language
Activate Mobile App
Change Security Questions
Version 6.3.1
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Generate New Activation Code
Back

My Account: Activate Mobile App

First install the Multi-Factor Authentication mobile app on your phone, then click the Generate button to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code expires in 10 minutes. You may generate a new code at any time.

After activating the Multi-Factor Authentication mobile app on your device, you'll need to change your method to Mobile App. Click the Change Method link in the navigation menu and specify the Mobile App method to start using the app.

Activation Code

671 234 056

URL

https://mfa.newcastlelea.org/MultiFactorAuthMobileAppWebService

Open the Azure Authenticator app on your phone.

Here you will have two options. You can either use you phone’s camera to scan the QR code (the back and white square that acts as a 2D barcode) or enter the details manually. As the URL is quite long we recommend using the scanner.

If you are using this on an Android device you might be prompted to install a barcode reader if you phone doesn’t already have one.

Place the barcode in the middle of the viewfinder rectangle and once it is recognised the phone will beep. The app will then contact the server to verify the information. If it is successful the app will go back to the Accounts screen where you will see your registered account.

Once the app is configured you need to go back to the website and select Change Method on the left side of the screen, select Mobile App in the drop down menu and click on save.

When you next get a MFA authentication request the application will notify you.