

# Multi-Factor Authentication

Parentix starters kit

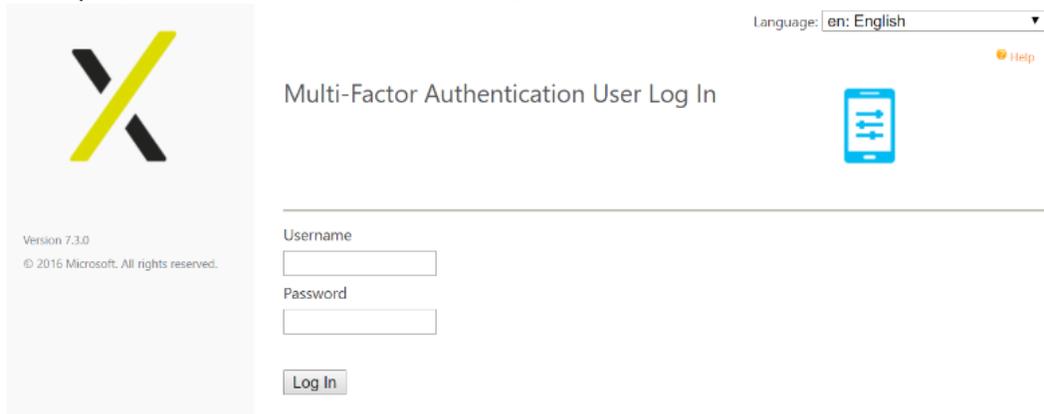
---

Multi Factor Authentication (MFA) is a tool which helps to secure the access to your data and applications and meets the needs for a simple login procedure. This document describes how you can verify your log in with Multi-Factor Authentication and how to use the Microsoft Authenticator App.

The connection to a remote desktop is secured with double verification. Besides a regular password and name combination there is also an authorization notification sent to your mobile phone. The notification that is sent the first time, will be an automated telephone call.

## Setup MFA

After receiving an account from the system administrator, you can log in to the remote desktop by <https://mfa.safespace.nl>. If you are using MFA to log in to Exact Synergy, you need to use <https://mfa-web.safespace.nl>. You will see the following screen:



Language: en: English 

### Multi-Factor Authentication User Log In

Version 7.3.0  
© 2016 Microsoft. All rights reserved.

Username

Password

Log in with your username and password:

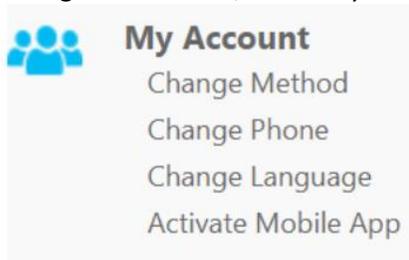
Username

Password

After filling out your credentials, you will get a telephone call. The lady on the other side will request you to press #. After this, your verification is set. You are now signed in. The screen you will see is the home screen. You can change a few settings within this screen.

## Configurations

In this menu you have different options for the configuration of the verification. For example; you can change the method, but also your phone number and language settings.



 **My Account**

- Change Method
- Change Phone
- Change Language
- Activate Mobile App

## Change method

If you want to use the app, you will need to set the verification method to mobile app.

### My Account: Change Method



Select **Phone Call** method to receive a phone call to authenticate. Select **Mobile App** method to authenticate using push notifications to the Microsoft Authenticator mobile app.

Method

Phone Call ▾

Save

## Activating the mobile app

For MFA, we recommend using the mobile app. You can download the app in the App store or the Google Play store. You will find it under “Microsoft Authenticator”.



Microsoft Authenticator

Productiviteit

★★★★☆ 20

OPEN

You can add an account after installing the app. You can do this by scanning the QR-code with the app (tap the ‘+’ on the top right of the app and choose Work or School account). Unlike the method of the verification call, you will receive a push notification in the app with a 6-figure digit. You will need to enter this number to get access.

The image shows two side-by-side screenshots of the Microsoft Authenticator app. The left screenshot shows a verification code '486125' being generated. The right screenshot shows a verification screen with a checkmark and an 'X' button. Below the screenshots, there are two columns of text describing the app's features.

**Verification for all your accounts**  
The app generates verification codes instead of sending a text message or email. The app provides support for accounts that use code generators.

**Verify with one click**  
Complete your Microsoft sign-in attempt with one simple click.

Skip

## FAQ

What do I need to do if I get a telephone call from MFA while I am not logging in?

This will only happen if someone else is trying to log in with your name + password. These phone calls will only take place after entering the right credentials. If you are not the one logging in, you are able to prevent the other person from gaining access via Multi-Factor Authentication. While getting the notification you can report the incident by choosing Fraud notification in the phone menu (press 9). The IT-security team will immediately get a notification. New authentication entries will get blocked until the problem is solved.

What do I need to do if I lose my phone?

Select the option 'Change phone' to enter a new phone number. You can also set an alternative telephone number by calling the Parentix helpdesk when your identity is confirmed.

What happens if my phone has no service in a certain area?

You can set a landline telephone number as an alternative telephone number by choosing the option 'Change phone'.