

Multi-Factor Authentication for M365 guest users

Quick Reference Guide

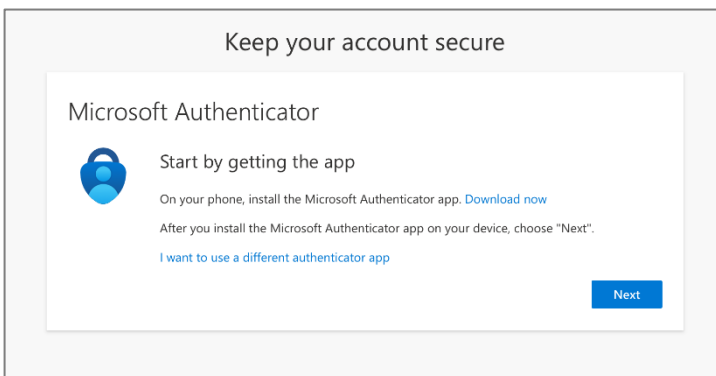
What is Multi-Factor Authentication for M365 guest users?

Multi-Factor Authentication (MFA) is a vital security measure. It is designed to protect sensitive information and resources by requiring multiple forms of verification before granting guests access to the NSW Health IT network. At NSW Health, we use the Microsoft Authenticator app for MFA.

Set up guest MFA for the first time as a new user

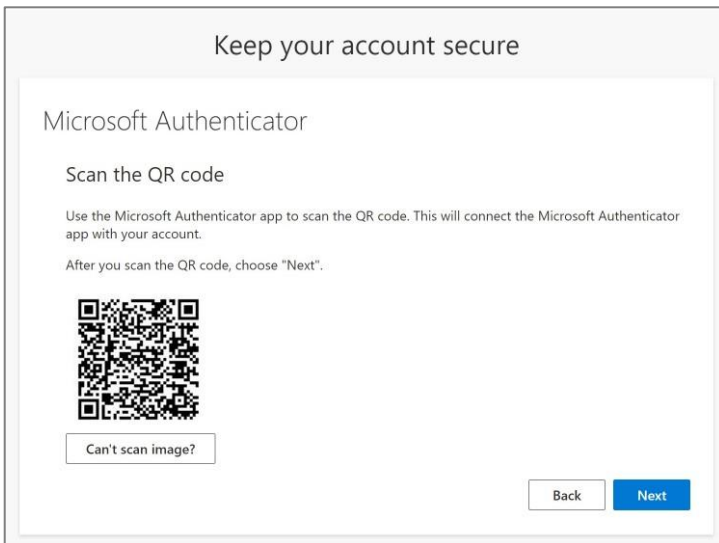
You'll be prompted to set up guest MFA when a NSW Health file is shared with you. Click on the link in the email invitation to go to the NSW Health sign-in page. Then, follow the steps below to set up guest MFA using the Microsoft Authenticator app.

1. **Enter your guest credentials** (the email and password associated with your guest account) on the NSW Health sign-in page.
2. **Download the Microsoft Authenticator app** from the [App Store](#) or [Google Play Store](#) onto your mobile device, if you haven't done so already.



3. **Open the app** and select 'Add work or school account', then 'Scan QR code'.

4. **Go back to the NSW Health sign-in page on your computer** where you entered your guest credentials. Scan the QR code using the Microsoft Authenticator app.



5. **Follow the instructions in the app** to finish setting up MFA.

Verify your identity using guest MFA

Guest users of NSW Health IT network will be required to verify your identity **every 14 days** using the Microsoft Authenticator app. Once you've added your guest credentials into the NSW Health sign-in page, follow the below steps to verify your identity.

1. The **Microsoft Authenticator app will generate a verification code**. Open the app to get the code and enter it on the NSW Health sign-in page.



2. Once the code is verified, you will be required to **read and accept the NSW Health terms of use**. You can now access NSW Health resources securely.

What are the key benefits of guest MFA?

- **Enhanced security:** MFA significantly reduces the risk of unauthorised access by requiring two or more verification methods, ensuring that only legitimate users can access NSW Health resources.
- **Improved accountability:** By enforcing MFA, organisations can better track and manage guest user access, ensuring that each access attempt is authenticated and logged.
- **Compliance with regulations:** Implementing MFA helps organisations meet regulatory requirements for data protection and security, ensuring that guest access to sensitive information complies with industry standards and legal obligations.
- **Reduced risk of data breaches:** With the additional layer of protection provided by MFA, the likelihood of data breaches is significantly lowered, safeguarding sensitive NSW Health information from potential cyber threats.
- **User confidence:** By using MFA, NSW Health security can instil confidence in their users, demonstrating a commitment to robust security practices and the protection of sensitive data.



Other useful information

Find more information about the [Microsoft 365 Security and Compliance Uplift](#).