



2FA Guidebook: Microsoft Authenticator

Kenneth Alina | Technical Support Officer



2FA is a National Policing Information Risk Management Policy requirement for Official - Sensitive material ensuring this data isn't so easily accessible.

2FA covers your account with an extra layer level of security and decreasing your susceptibility to an attack from a hacker.

Police Digital Service expects the highest standard of security with the Knowledge Hub. Ensuring all users are authorised to access its features and are whom they say they are.

2FA is mandatory for the following groups and without an active 2FA, access will be restricted to Knowledge Hub Groups:

- Non-whitelisted (Users not on our [Whitelisted Domains](#))
- Those who are invited/request to join an Official - Sensitive group
- Facilitators (of any group type)
- You change your email from whitelisted to non-whitelisted

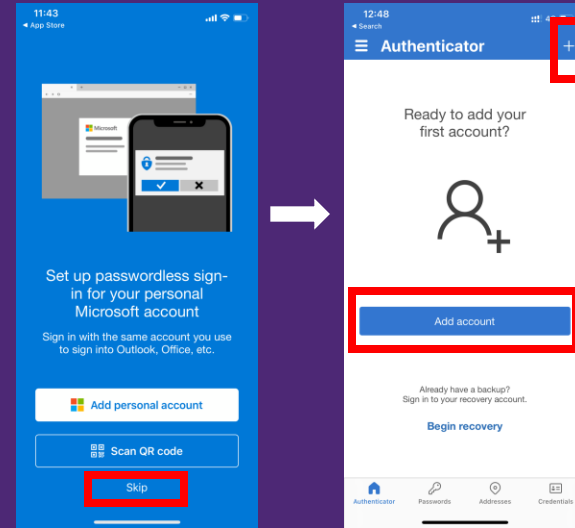
Microsoft Authenticator Setup Guide

Step 1:

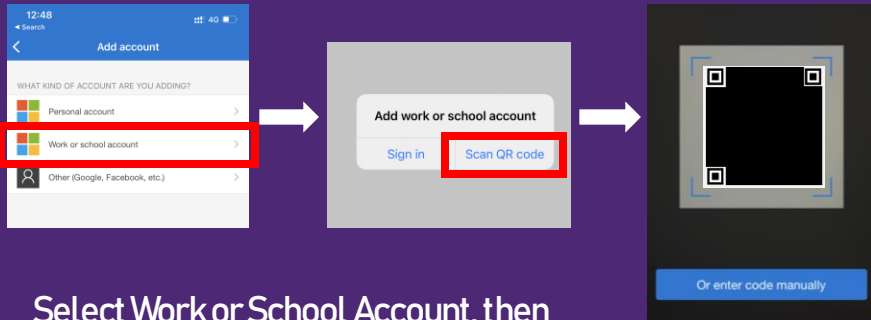
Open your Microsoft Authenticator App. Select SKIP and select Add Account.

Alternatively, on the top right of your app, you'll either see a : or a + icon (iOS or Android).

Select the three dots or plus sign to proceed to the next step.



Step 2:



Select Work or School Account, then select Scan QR Code.

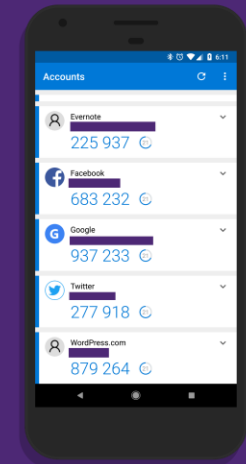
Scan the QR code or if the QR code is invalid, manually enter the code by selecting enter code manually.

Step 3:

You will be returned to your home screen, where you will now have the Knowledge Hub registered with the Authentication codes below it.

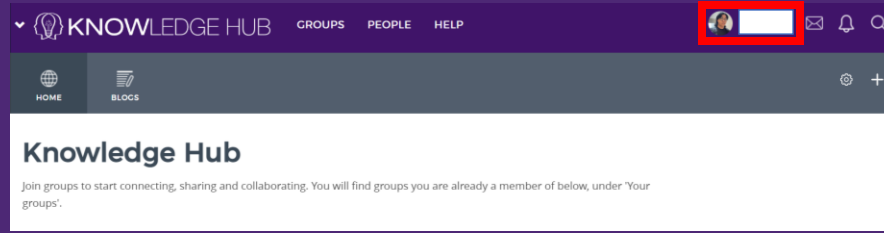
Depending on your version, it may be hidden and you'll need to click on the registered name to view the codes.

Your authenticator is now set up.



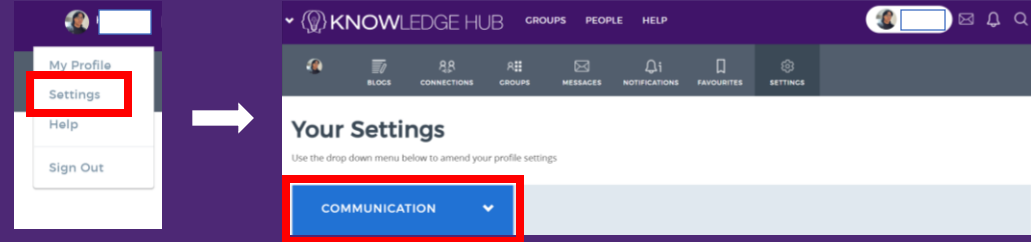
Knowledge Hub – Activating Your 2FA

Step 1



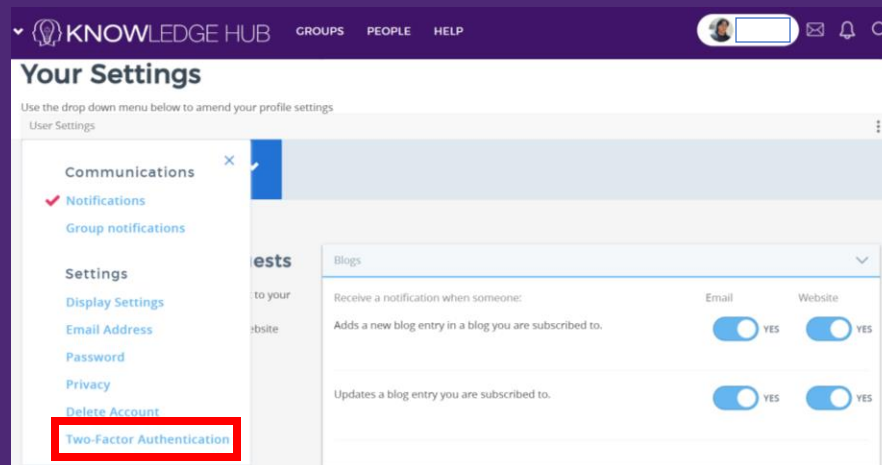
Select your icon / name and then select settings from the drop down options.

Step 2:



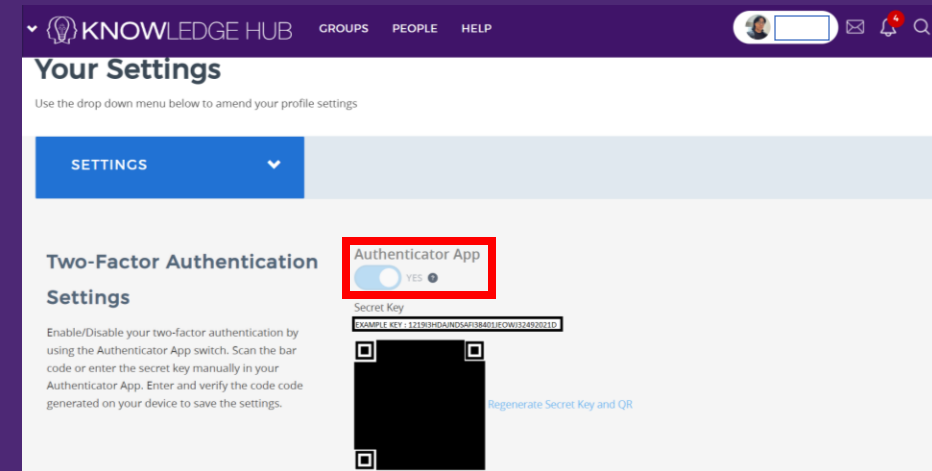
Click Communication

Step 3:



Select Two-Factor Authentication

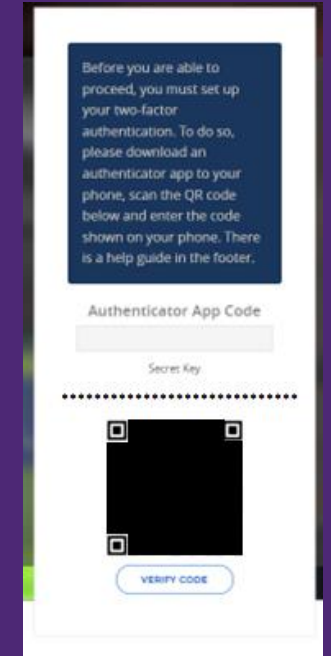
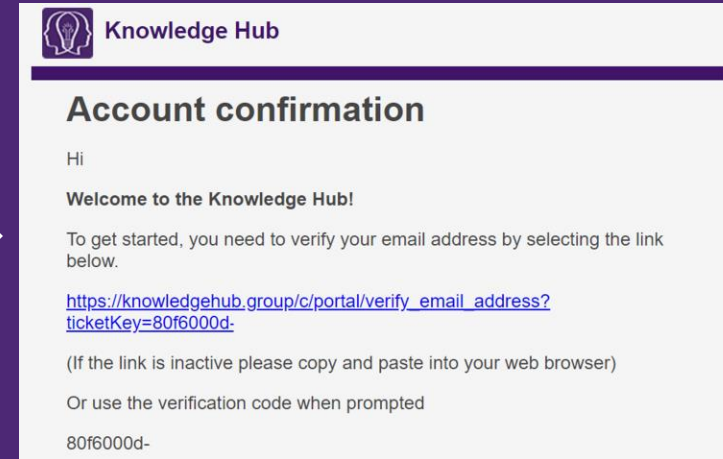
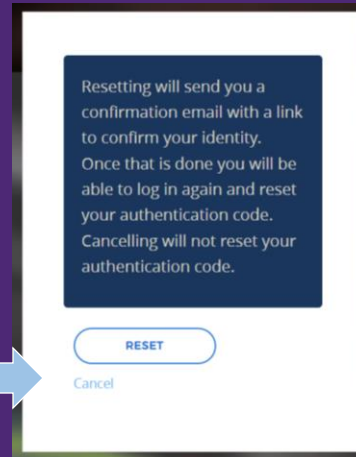
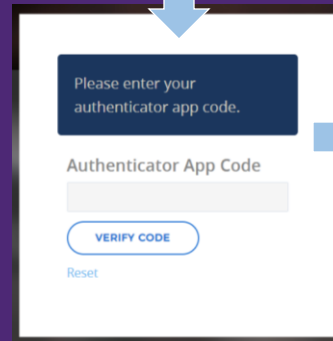
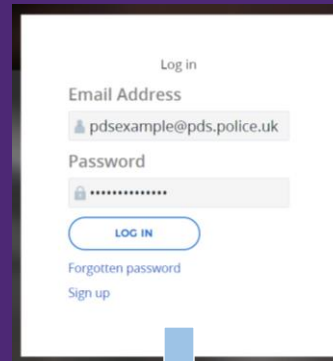
Step 4:



You must activate the authenticator by clicking on the Authenticator App button . Once this button mirrors the image above this means 2FA has been activated on your account.

Ensure you Scan the QR code OR Manually enter the Secret Key to register your 2FA.

Knowledge Hub – Resetting Your 2FA



Enter your login details.

Once you have successfully logged in you will be prompted to enter an Authenticator App Code.

This code is not found anywhere other than in your Microsoft Authenticator App.

If you no longer have access to the App / Code or the code provides you with an invalid code error, select Reset.

You will receive an email, commonly found in your junk inbox or in other folders in your email.

Click the link to verify your email.

Once you have verified your email by clicking the link, you will be brought to the final stage where you can once again scan the QR code with your authenticator app or enter the secret key if you are unable to scan the QR code.

Remember, if applicable, delete and remove the invalid Knowledge Hub authenticator codes you set up previously before attempting to register it again.

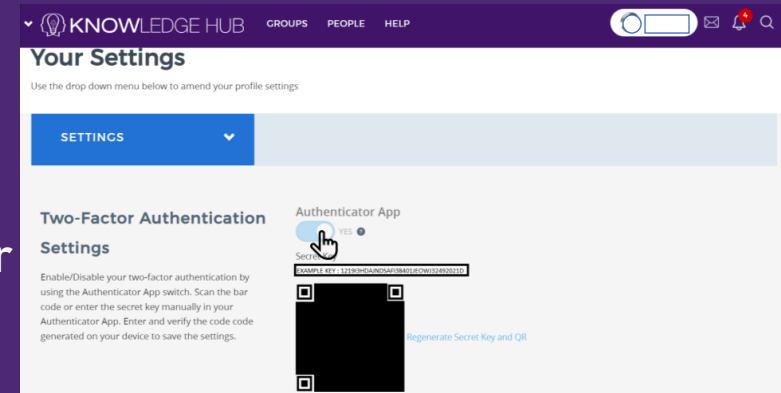
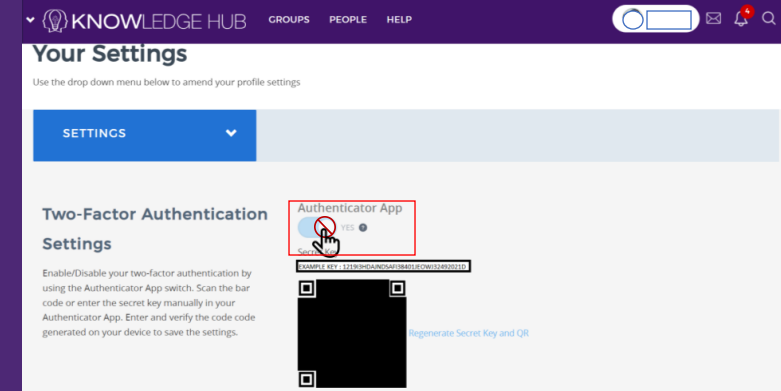
Knowledge Hub – 2FA Enforcement

2FA is mandatory for the following groups of users

- Non-whitelisted (Users not on our Whitelisted Domains)
- Those who are invited/request to join an Official-Sensitive group
- Facilitators (of any group type)
- You change your email from whitelisted to non-whitelisted

A method of discovering if your account must have 2FA active would be through visiting your “Two-Factor Authentication” page and hovering your mouse over the toggle button for the Authenticator App, you’ll then see a “general prohibition sign” or informally the “no” icon which means that 2FA is mandatory on your account and cannot be removed until or unless you no longer fall into one of the four categories above.

If on the other hand, your account does not fall into one of the four categories, you will see that no “general prohibition” / “no” icon will appear which means you are able to switch it off manually and have no 2FA authentication at your point of login



FAQ

What is the point of 2FA?

- 2FA in short, adds a second password on your account. Ensuring you have a secondary measure against unauthorised access to your account.

2FA is mandatory for me but my work phone does not allow me to download any authenticators, what can I do?

- A last resort would be downloading the authenticator on a personal device

I'm trying to enter my authenticator code but it's saying it's invalid, how do I fix this?

- Your current authenticator will need to be deleted and you will need to contact support.knowledgehub@pds.police.uk for to retrieve your new QR code and secret key to register.

