

01. Purpose

To assist the enrolment of end-users in Multi Factor Authentication (MFA) and Self-Service Password Reset (SSPR).

02. Scope and Applicability

All CORP domain users.

03. Method:

Enrolment to MFA and SSPR shall be initiated by accessing the portal at <https://aka.ms/ssprsetup>.

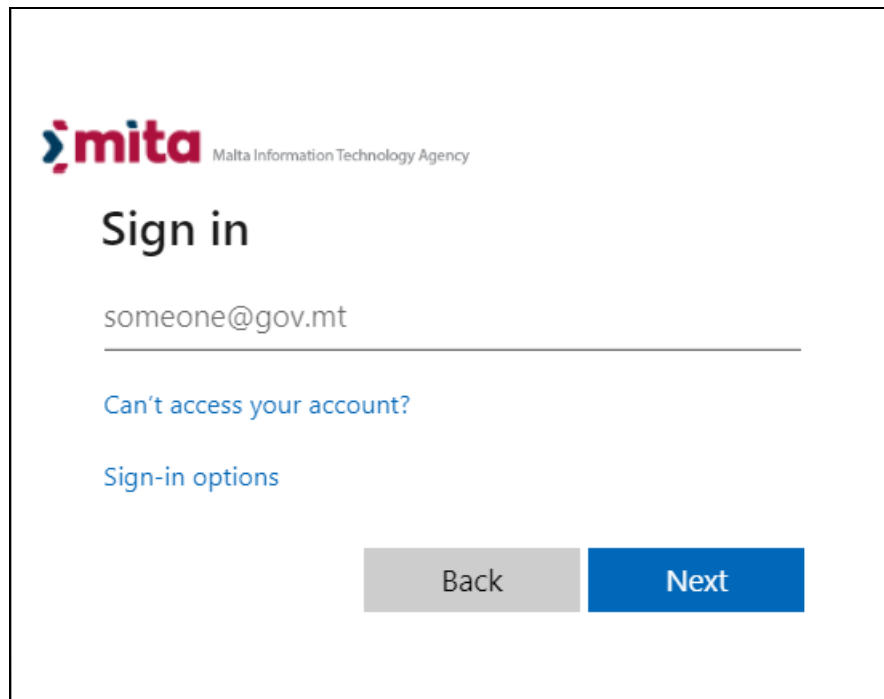
04. Procedures

Follow these steps if this is your first time enrolling to SSPR Portal or MFA. This procedure may also be followed to enrol from a mobile device (smart phone/tablet).

1. Enrolment to both MFA and SSPR is carried out through a single enrolment process.

Note: If you would like to confirm whether you are already enrolled in MFA you may do so by accessing <http://portal.office.com> from any tablet, workstation or mobile. At this point you will be asked to enrol (if not already enrolled). If you have already enrolled, supplying the username (gov.mt email address) and password will lead you to the portal. The latter means that you are already enrolled and can use MFA.

2. Proceed to access <https://aka.ms/ssprsetup>.



The screenshot shows the Mita sign-in page. At the top left is the Mita logo (Malta Information Technology Agency). Below it is the heading "Sign in". A text input field contains "someone@gov.mt". Below the input field are two links: "Can't access your account?" and "Sign-in options". At the bottom are two buttons: "Back" (grey) and "Next" (blue).

Figure 1

3. On accessing <https://aka.ms/ssprsetup>, you will be prompted with a window as per Figure 1 above. Enter your email address and Click **Next**



The screenshot shows the fs.mita.gov.mt sign-in page. At the top is the URL "fs.mita.gov.mt". Below it is the heading "Sign in". There are two text input fields: the first contains "@gov.mt" and the second is empty. Below the input fields is a checkbox labeled "Keep me signed in" which is checked. At the bottom is a blue "Sign in" button.

Figure 2

4. You will then be prompted to enter your CORP password and press *Sign In* as per figure 2 above
5. If you select **Keep me signed in**, you will not be required to authenticate using MFA for 14 days.

6. **Click Next**

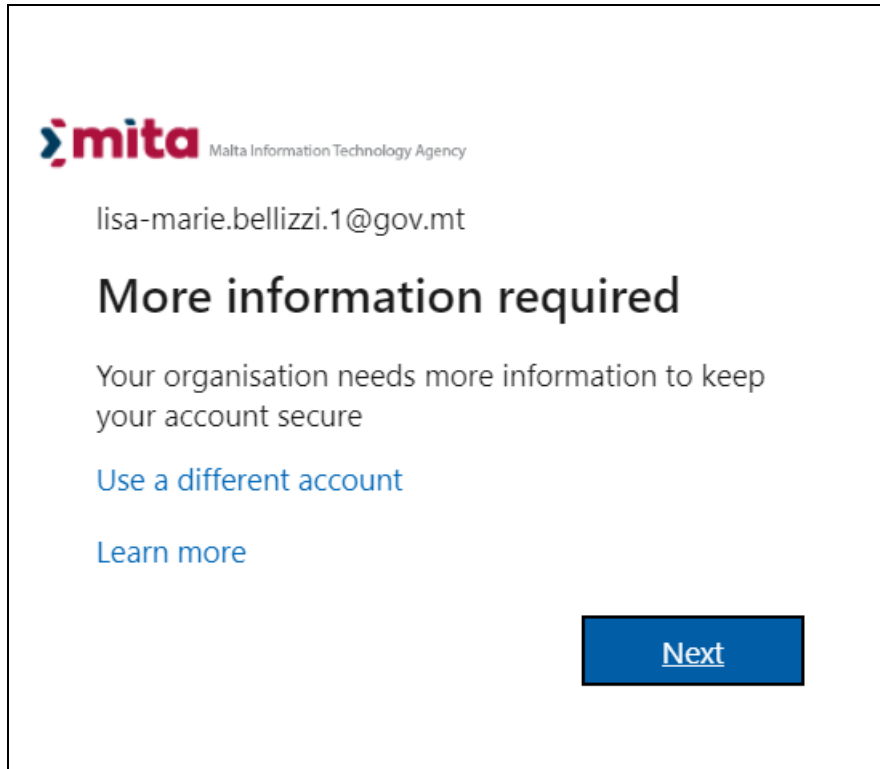


Figure 3

- At this point you will be asked to download the Microsoft Authenticator App on your mobile phone. This can be found in the App Store on iPhone and Google Play on Android phones **Click Next**

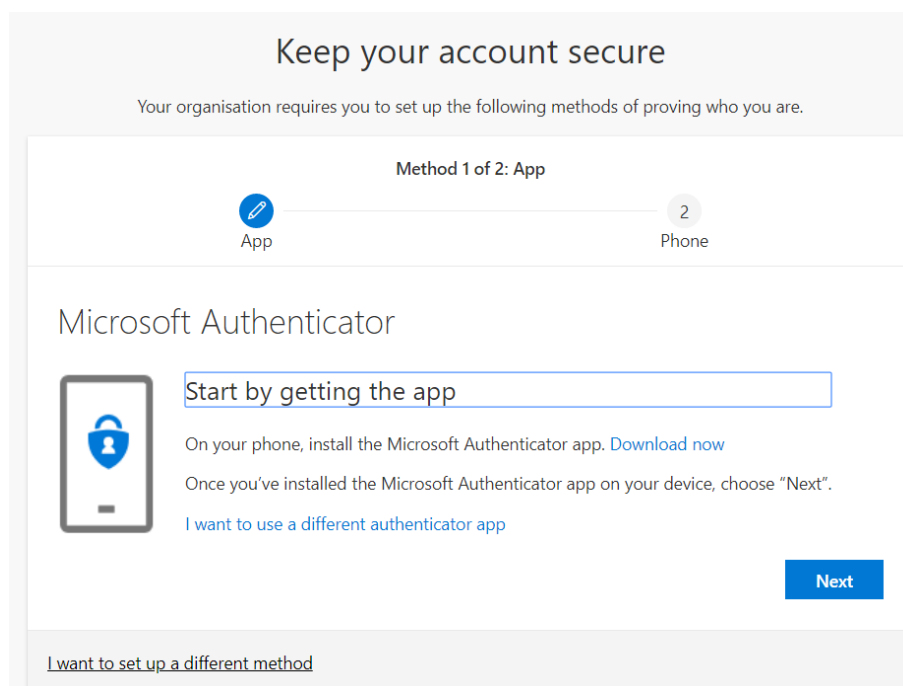


Figure 4

7. Once you have installed the app on your phone, **Click Next** as in figure 5

Please note you may also opt to configure using your mobile phone and receiving an SMS or a phone call with your code instead of installing the MFA app figure 4.1 and 4.2

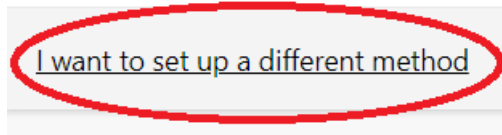


Figure 4.1

ation requires you to set up the following methods of proving wh

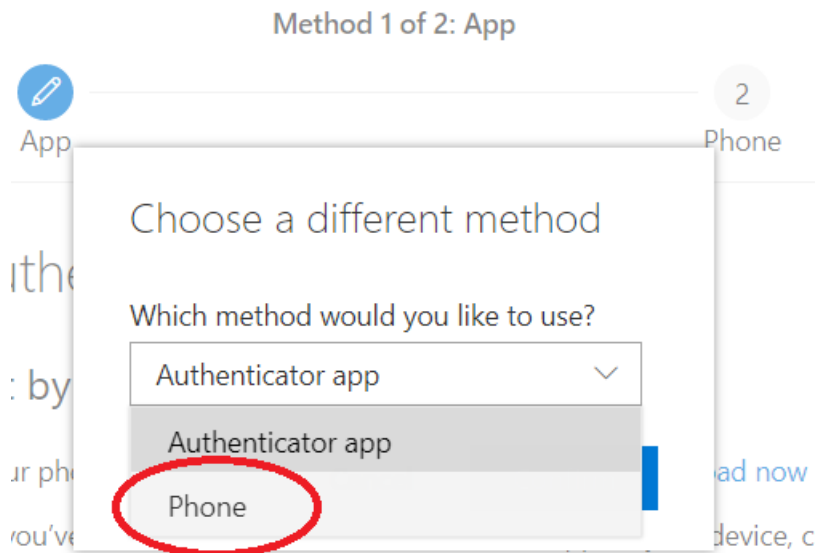


Figure 4.2

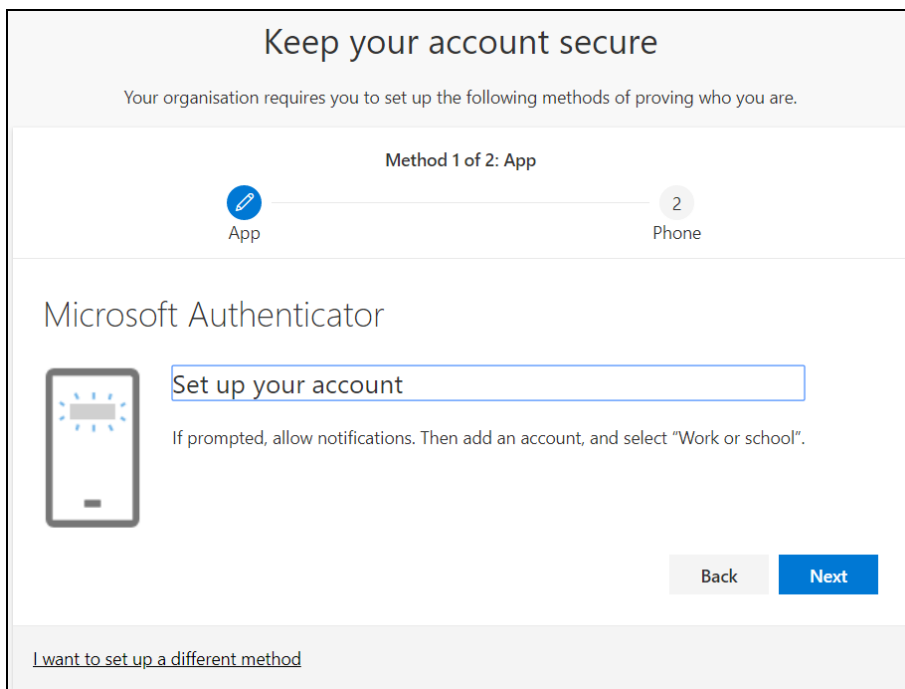


Figure 5

8. Open the Microsoft Authenticator App. You will need to Add a new account from the app on your phone following which you will be prompted to scan the QR code, to automatically create the login on your phone.

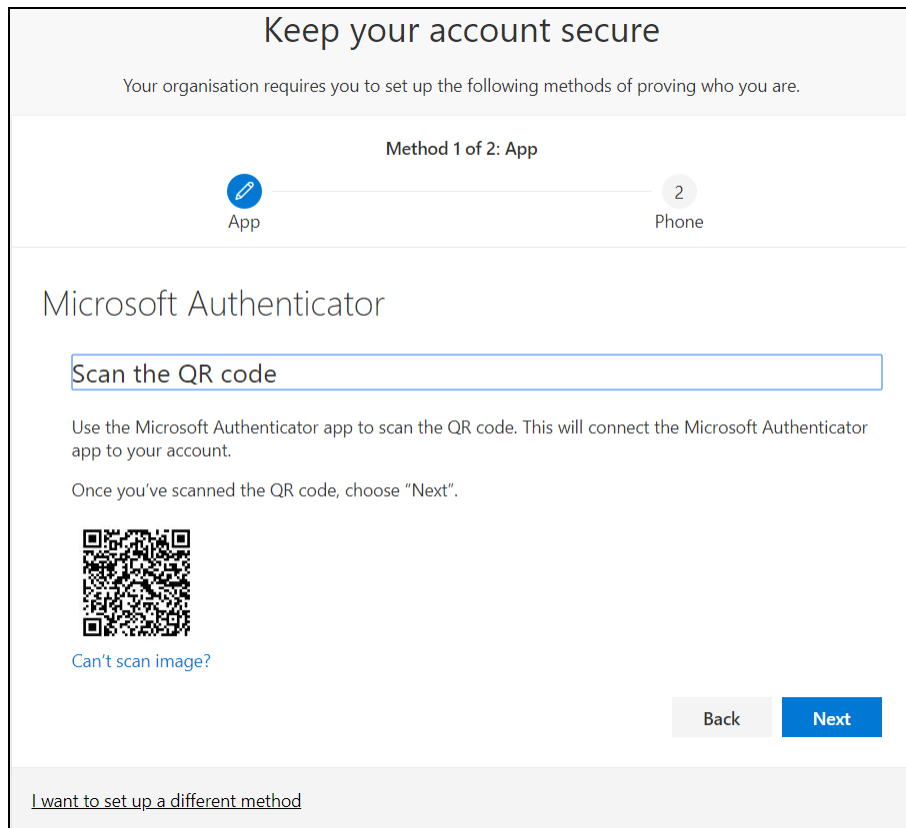


Figure 6

9. Once completed your account will be ready to use as shown in figure 7

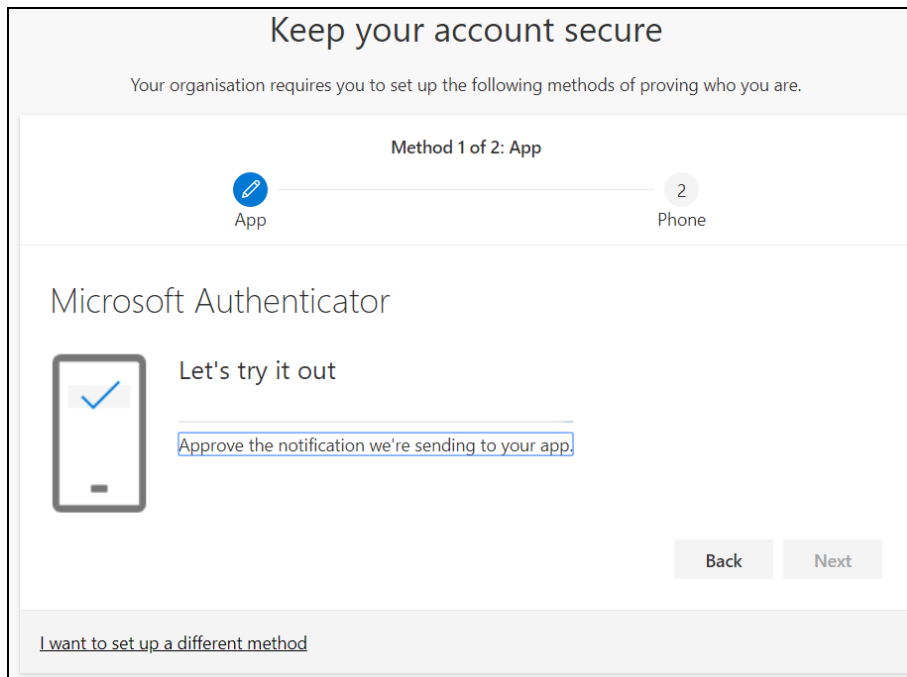


Figure 7

10. Your phone will alert you with a “message” asking you to approve or deny access, **Click Approve**

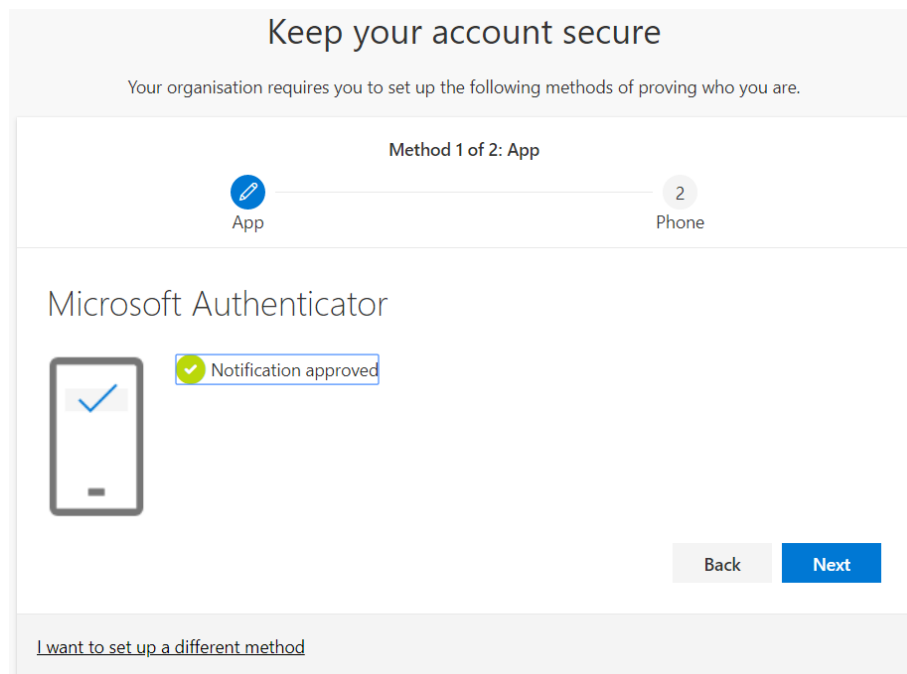


Figure 8

11. Figure 8 shows that the Authenticator account has been created and code approved successfully.

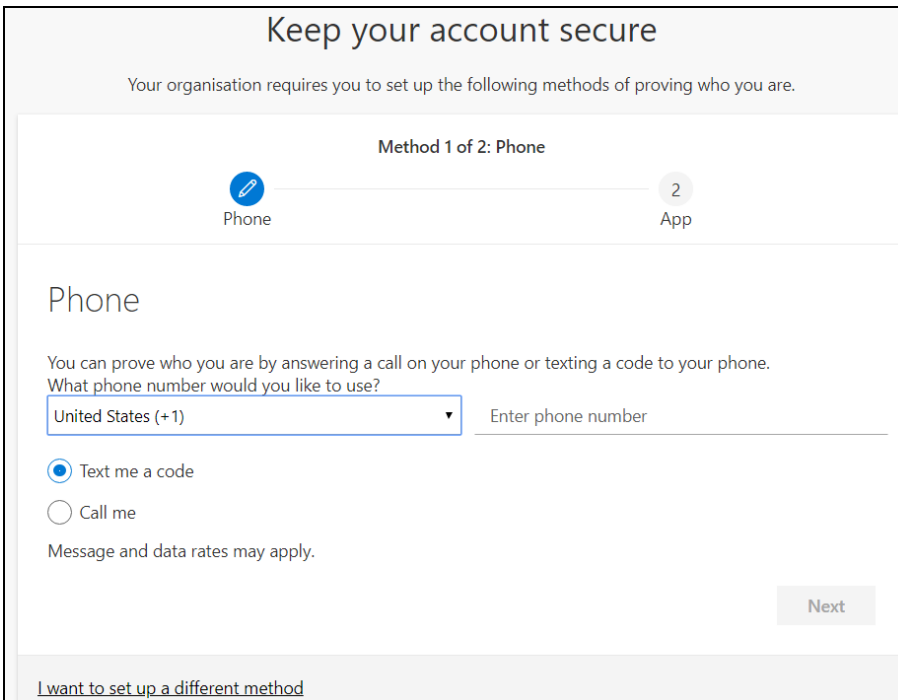
The above steps need to be followed if you are accessing Webmail and Email from a device which is not connected to the Government Network and is not CORP joined. These include devices such as personal laptops, smart phones and tablets. MFA is also required when accessing email through webmail (webmail.gov.mt), or through the following mobile apps:

- **Microsoft Outlook**
- **Nine mail**
- **Android native app**
- **Google native app**
- **iPhone native app**

For other apps kindly contact the MITA Service Call Centre on 2599 2777.

At this point enrolment to MFA is complete, and the next steps are to enrol to SSPR

In the next step you will be enrolling to SSPR using your mobile phone as a means of authentication. Other methods are possible for which you need to skip to Appendix A – Enrolment using other methods



The screenshot shows a web interface titled "Keep your account secure". Below the title, it states "Your organisation requires you to set up the following methods of proving who you are." There are two progress indicators: "Phone" (1) and "App" (2). The "Phone" method is selected. The main heading is "Phone". Below this, it says "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?". There is a dropdown menu for the country code, currently set to "United States (+1)", and a text input field for the phone number. Below the input fields, there are two radio button options: "Text me a code" (selected) and "Call me". A note below the radio buttons says "Message and data rates may apply." At the bottom right, there is a "Next" button. At the bottom left, there is a link that says "I want to set up a different method".

Figure 9

12. Change the country code to Malta and enter your mobile phone number. Select **Text me a code** or **Call me** to receive your code, **Click Next**.
13. Enter the code in the location shown in figure 10, **Click Next**.

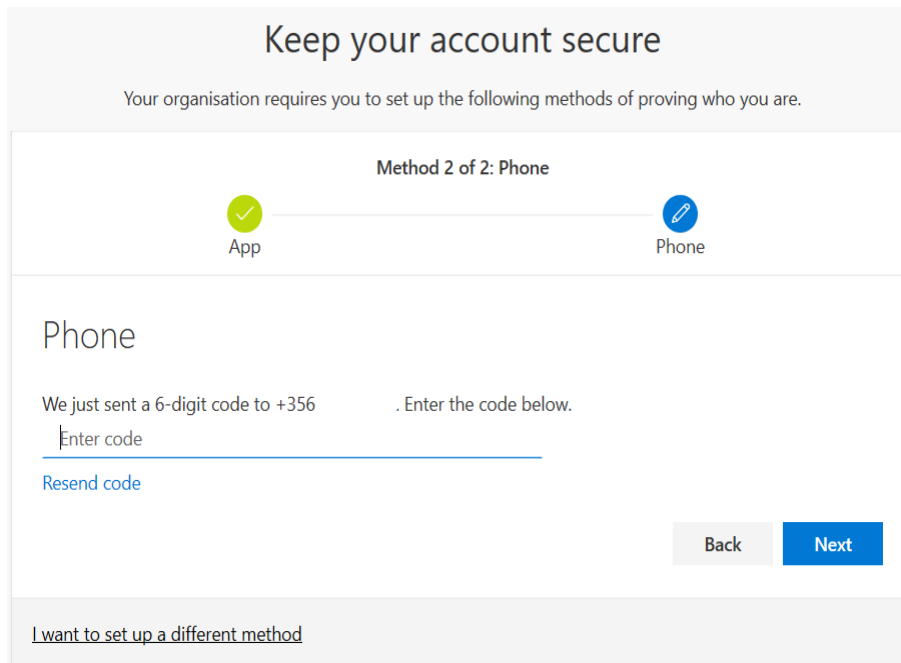


Figure 10

14. You will then be shown figure 11 confirming your mobile phone has been registered successfully.

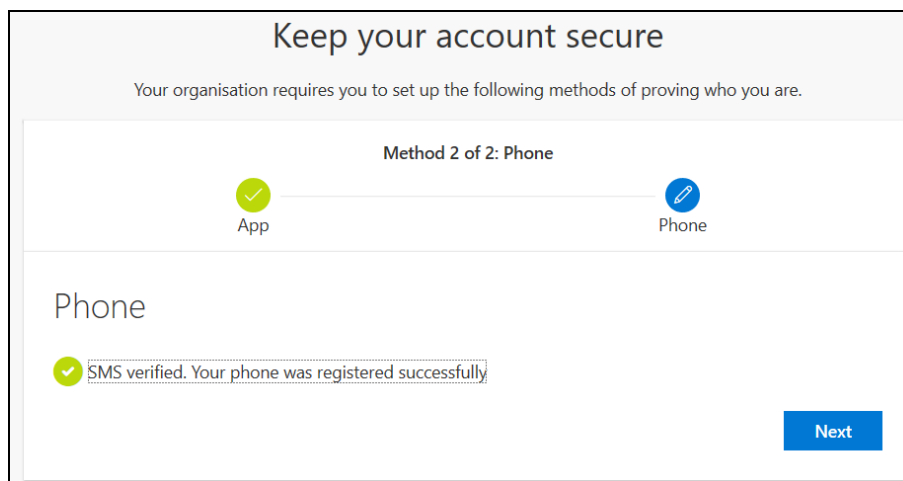


Figure 11

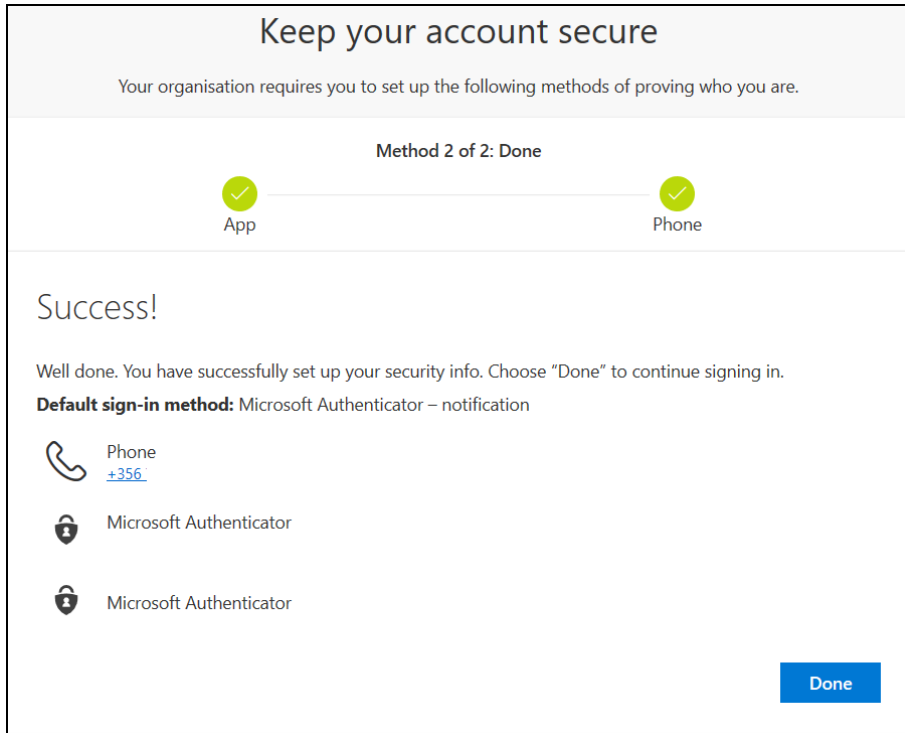


Figure 12

15. Figure 12 shows you have successfully setup your account, with both the Microsoft Authenticator App as well as with your mobile phone number.

Appendix A

Enrolment using other methods

1. Open internet explorer and navigate to mfa.mita.gov.mt
2. Click *Add Method* as per figure 13

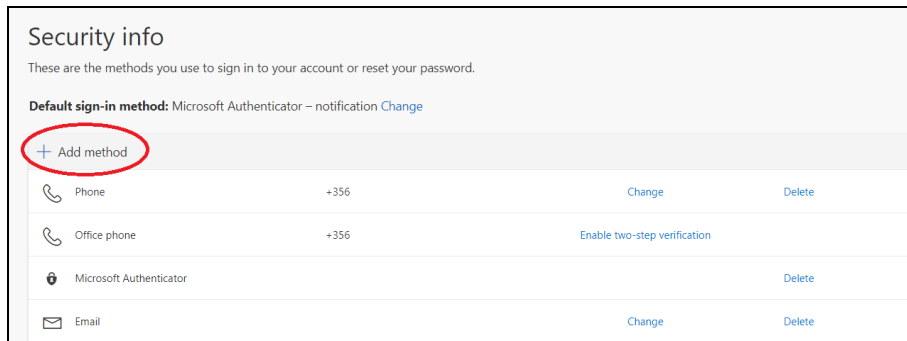


Figure 13

3. Here you will be prompted with a dropdown menu
4. Select your preferred method figure 14

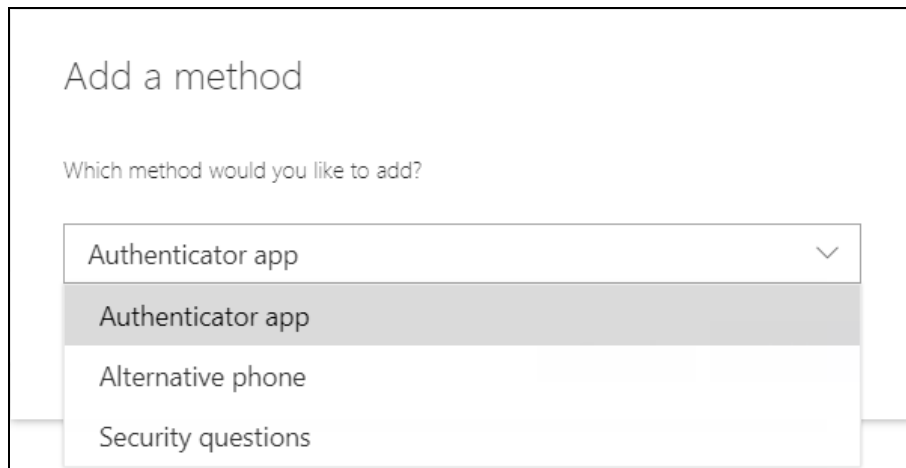


Figure 14

5. Option 1 Authenticator app has already been configured
6. Option 2 allows you to select an alternative phone
7. Option 3 allows you to answer a series of Security questions for which you will have to remember the answers.
8. If selecting option 3 and you need to reset your CORP password, you will need to remember all the answers to the questions as you will not be able to reset it otherwise.
9. Once you have selected your preferred option, this will now be the method to use when resetting your CORP password.
10. You may reset your password at <https://aka.ms/sspr>

If you are already registered to MFA but not to SSPR you will need to follow the below steps

11. Go to <https://aka.ms/ssprsetup>
12. Click Add Method (Figure 15)
13. Add your alternate email address (not your gov.mt email address)

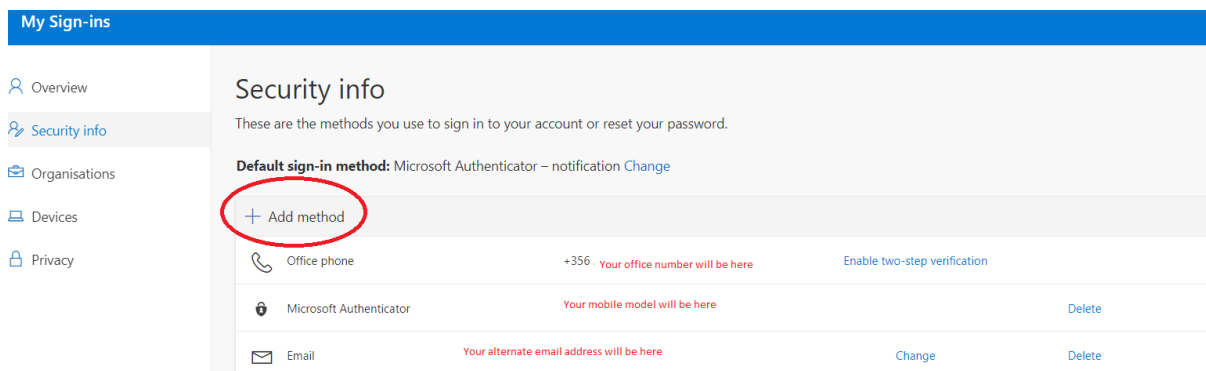


Figure 15

14. Adding your email address will register you to SSPR.
15. You may reset your password at <https://aka.ms/sspr>

The MFA App may require you to enter your mobile phone passcode or fingerprint, to disable this:

1. Click the Microsoft Authenticator App
2. Click the 3 dots top right
3. Click settings

- 4. Ensure “App Lock” is disabled.

05. Modification History

Version	Date	Author	Comments
Draft v0.1	14/05/2020	Lisa Bellizzi	First draft version
Version 1.0	26/05/2020	Lisa Bellizzi	First official version
Version 2.0	04/06/2020	Lisa Bellizzi	Added mobile phone registration info
Version 3.0	16/06/2020	Lisa Bellizzi	Added enrolment procedure for SSPR only
Version 4.0	19/06/2020	Lisa Bellizzi	Updated steps
Version 5.0	23/06/2020	Lisa Bellizzi	Updated steps
Version 6.0	19/10/2020	Lisa Bellizzi	Updated Steps
Version 7.0	22/01/2021	Lisa Bellizzi	Changed Logos

06. Authorisation

Issuing Authority
<p align="center">Signature and Date:</p> <p>Name: Matthew Catania Position: Consultant - SMD</p>

Approval Authority
<p align="center">Signature and Date:</p> <p>Name: Ian Bonello Position: DM – SMD</p>