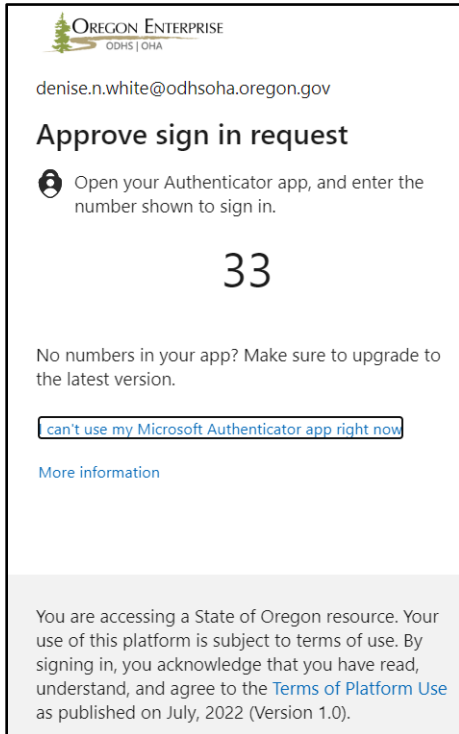*DHS/OHA Office of Information Services*

How to use Microsoft Authenticator App

If multi-factor authentication (MFA) is required, a screen like this will appear on your computer:

When prompted to approve a sign-in request, a notification will be sent to the Authenticator app on your agency-issued iPhone. Open the Authenticator app on your agency-issued iPhone and **enter the number shown on your computer** and tap **Yes**.
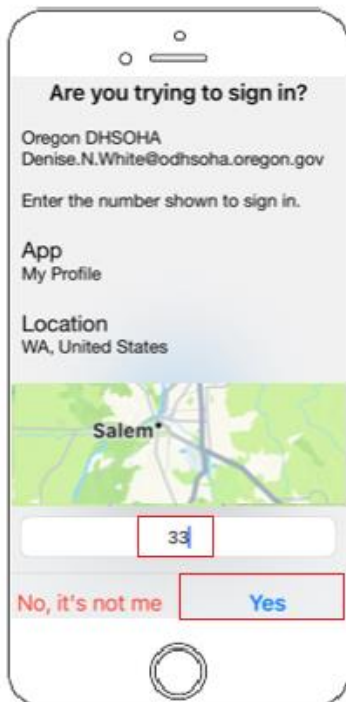
How to use the Authenticator App

Questions? Chat live with an OIS Service Desk technician using Service Desk Chat or call 503-945-5623

Deny any unexpected approval requests

If you get an unexpected approval request, it could mean someone else is attempting to log in to your account.

Never approve an unexpected request. Do not approve or accept any request for authentication if you did not do something to trigger it.

If you think someone is attempting to access your account, deny the request and report it to the Information Security and Privacy Office (ISPO) at DHSInfo.Security@dhsoha.state.or.us.