



Multifactor Authenticator (MFA) Guide - SWF

NZQA

Mana Tohu Mātauranga o Aotearoa
New Zealand Qualifications Authority



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Introduction to MFA

Multifactor Authentication (MFA) is a security tool used by organisations to confirm your identity. By using this authentication method NZQA can protect the security of your personal data. You will require a mobile phone to complete this authentication. If this is an issue for you, please fill out the Contact us form or call 0800 697 296 for support.

The following NZQA systems will require MFA to access:

- Jemini (Personal information)
- TimeFiler (Timesheeting)

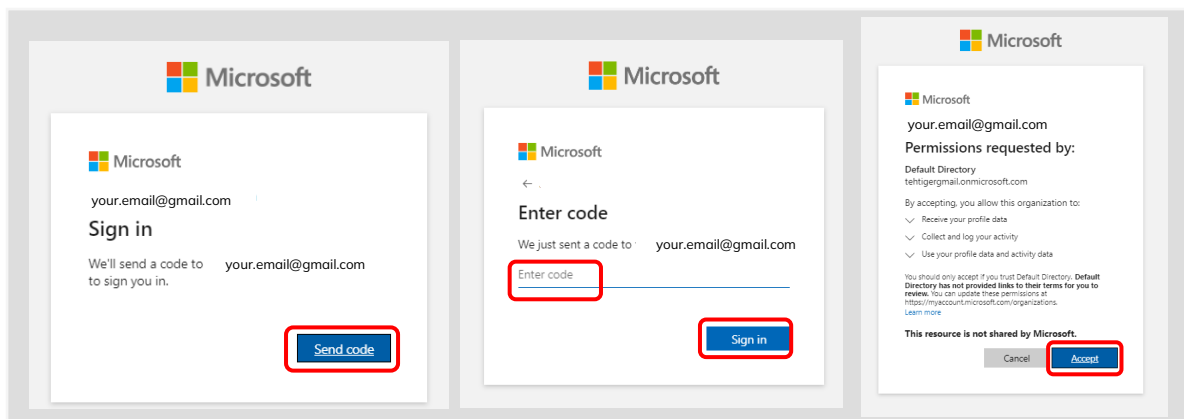
Our support team is available should you experience any problems during this process, call them on 0800 697 296 or fill out the Contact us form. There is also a frequently asked questions section at the bottom of this document, please check if your issue is listed [here](#).

Steps to set up MFA

The following guide was provided to SWF contractors for setting up MFA for the first time, some people may require support walking through the steps.

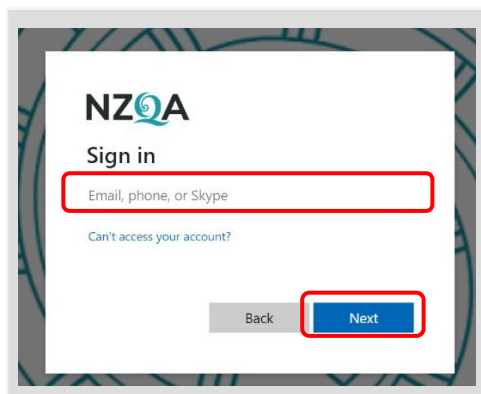
Verify Email Address

1. Once your contract with NZQA has been confirmed and your profile has been created in Jemini you will receive an email prompting you to connect to Microsoft Authenticator. The email may be in your **junk** or **spam folder**.
2. Click on the link provided in the email
3. Verify your email address by clicking send code and entering the code once you have received it in your inbox.

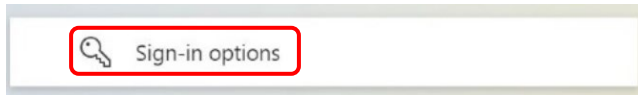


Sign in to the NZQA window

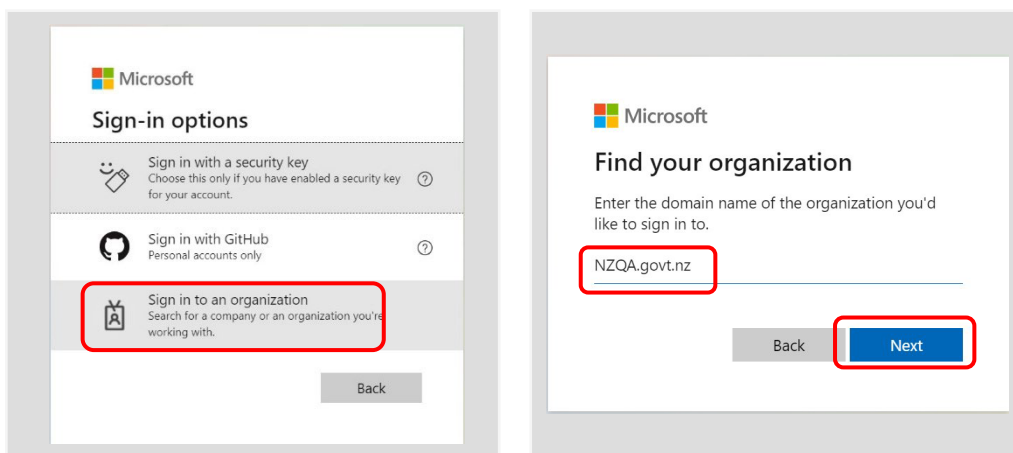
1. After verifying your email address, you will be re-directed to the NZQA sign-in window. Please use the email you have provided to NZQA in Springboard.
2. The password is linked to your email provider, use the password you would usually use to login to this email address.



3. If the login window displays the NZQA logo continue to 'Download to Microsoft Authenticator app'. If you see a Microsoft logo instead, continue with steps 4 and 5.
4. If you do not see an NZQA logo: Click the **Sign-in Options** button underneath the Microsoft login window.



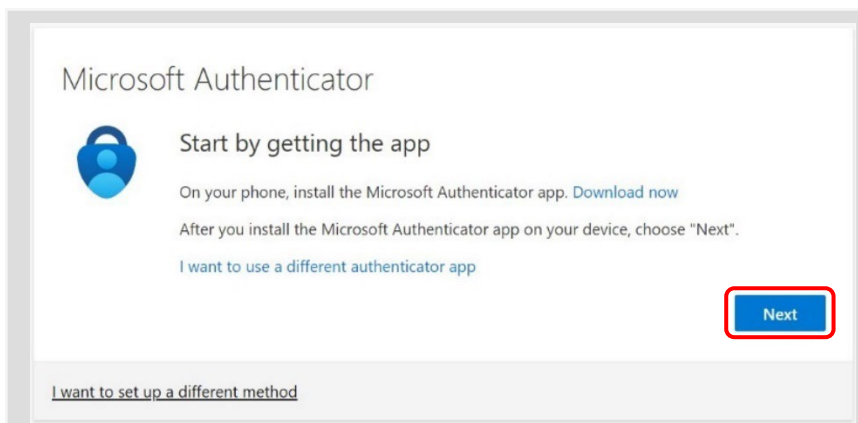
5. In the next window, select the **Sign in to an organisation** button. Type '**NZQA.govt.nz**', this will take you to the NZQA login window.



Download the Microsoft Authenticator app

1. Click '**Next**' until you reach this screen, then switch to your mobile device to set up the **Microsoft Authenticator** app.

If you already have the app downloaded on your mobile device please move to **step 3**.

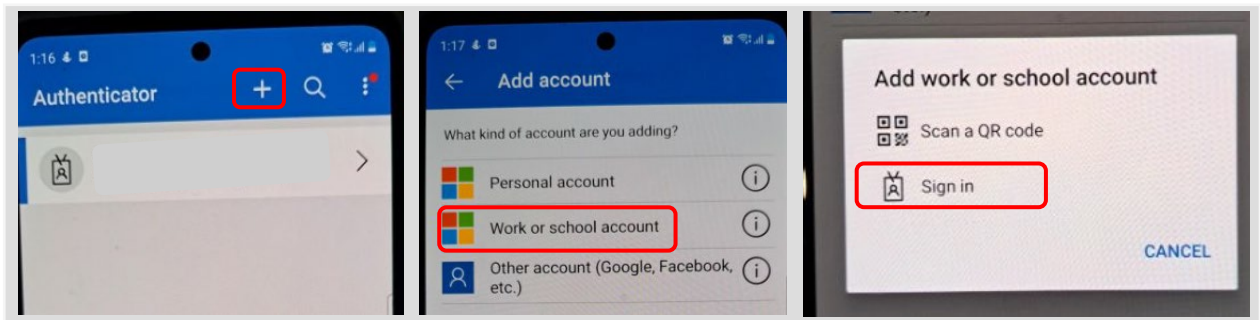


2. On your mobile device, open the **App** Store (Apple) or **Play** store (Android) and search for **Microsoft Authenticator**. Please check the app has this logo and says **Microsoft**.



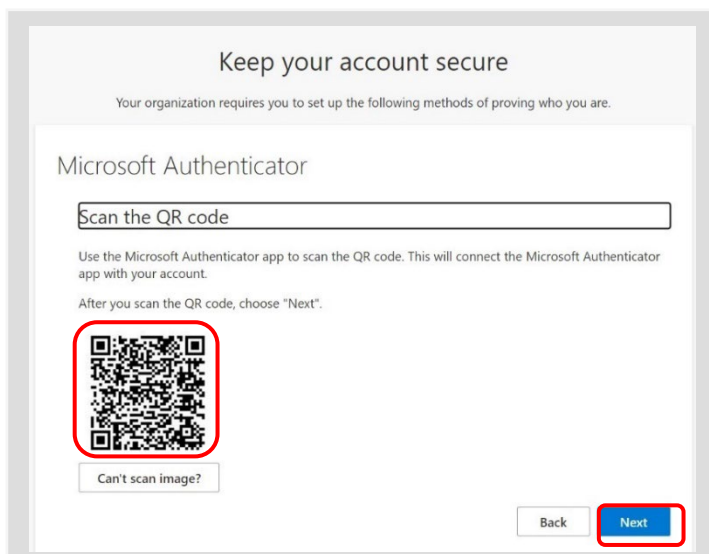
- Click **Install** or **Get** to download the app, then **Open** to launch it.
Important Note: If prompted, select allow notifications.

3. In the **Microsoft Authenticator** app, select **+** to add a new account. Then select **Work or school account**, then **Scan a QR code**. The app will request to take pictures and record video, select **While using the app**.



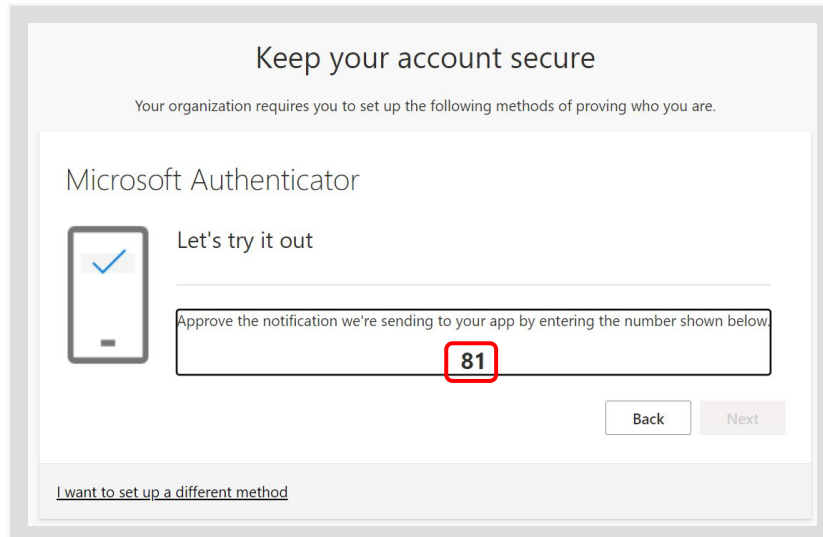
Scan QR code and authenticate

1. Select **Next** on your computer until you reach the QR code.



Use your **Microsoft Authenticator app** to scan the QR code. Line the QR code up with the space shown on your app, hold the camera steady and give the app time to read the QR code.

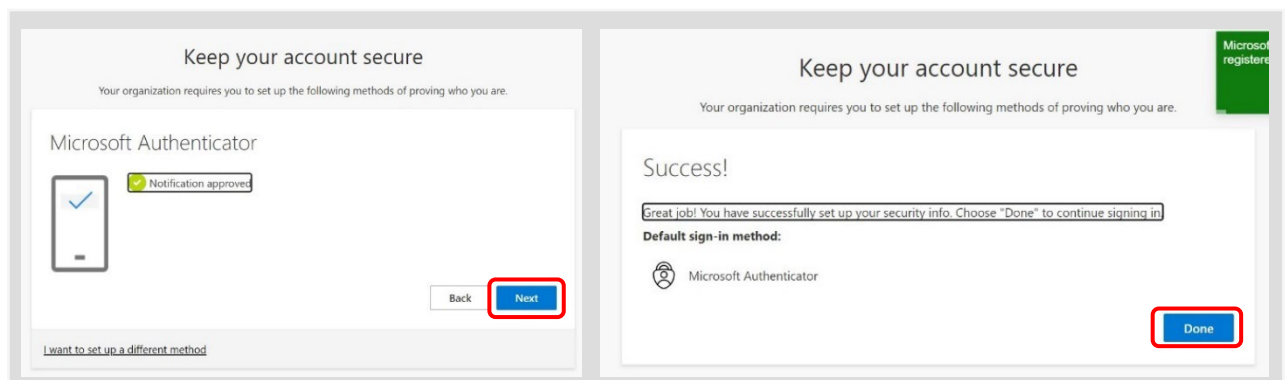
2. After scanning the QR code, select **Next**. You will now be shown a number to input into your **Microsoft Authenticator app**.



3. Enter the shown number into your **Microsoft Authenticator app**, then select **Yes**.

Complete set up

1. You have now completed set up of **Microsoft Authentication**, you will not need to complete the set-up process again whilst employed with NZQA.

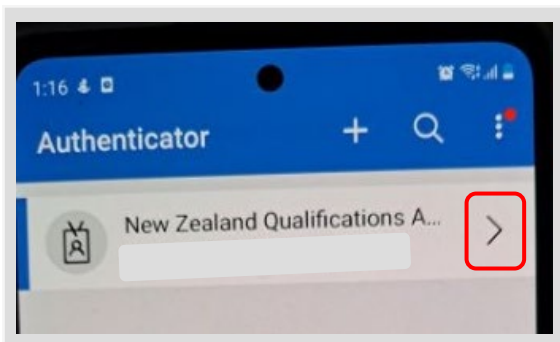


Authenticate after setting up

1. When accessing NZQAs systems **Jemini** or **TimeFiler** you will be required to authenticate using the **Microsoft Authenticator app**.
2. You will receive a notification on your mobile device from **Microsoft Authenticator**, click the notification banner to be re-directed to the app.

Follow the prompts provided on your app.

3. If you did not receive a notification, open your **Microsoft Authenticator** app and locate **New Zealand Qualifications Authority**. You will see a **One-time password**, use this for authentication.



Frequently Asked Questions

Q. I have changed my phone since my last login and cannot sign in anymore?

A. Please complete the 'Contact us' form or call 0800 697 296 and request an "MFA Reset". This will happen when you change devices as it does not recognise the new device yet, despite using the same number and email.

Q. When trying to scan the QR code it says it has been used and I need a new one?

A. Please complete the 'Contact us' form or call 0800 697 296 and request an "MFA Reset". The old QR code has been used or timed-out. They will be able to issue a new QR code through the reset process.

Q. I clicked 'Do not allow' for notifications in the app OR the notifications are not appearing on my mobile?

A. Please go into your phone settings, locate the notification settings for the MFA app and change it to on.

Q. I clicked 'Deny' for the MFA app to use my camera OR the camera isn't working to scan the QR code?

A. Please go into your phone settings, locate the camera settings for the MFA app and change it to on.

Q. My mobile phone camera is broken?

A. You will need to use an alternative method of authentication, if you require support with this please complete the 'Contact us' form or call 0800 697 296 and request to use an "MFA alternative method".

Q. My password to login is not working?

A. We do not administer your password, it will be linked to your email provider, if you are using a work or school email, contact your IT person. If you are using a personal email (gmail, outlook, yahoo etc) then follow instructions on their website for forgotten passwords.

Q. The computer keeps returning to the login page, how do I stop this?

A. Clear the cache on your browser or use another browser. If this does not work, please complete the 'Contact us' form or call 0800 697 296 and request support with being "Stuck in a login loop".

Q. My mobile app looks different than the images in the MFA guide

A. There are similar apps available in the app store for download, please check you have downloaded the correct one. The correct one will have 'Microsoft' in the title.

Note: the Microsoft Authenticator app will NEVER ask for any bank details.

Q. The email address showing on the login page is incorrect

A. Click 'sign in with another account' and login with the correct email address

Q. My app is crashing or freezing?

A. Update the app to the latest version available in your device's app store. If the problem persists, please complete the 'Contact us' form or call 0800 697 296.

Q. I did not receive an email

A. It may be in your Spam or Junk folder, if it is still not there please complete the 'Contact us' form or call 0800 697 296.