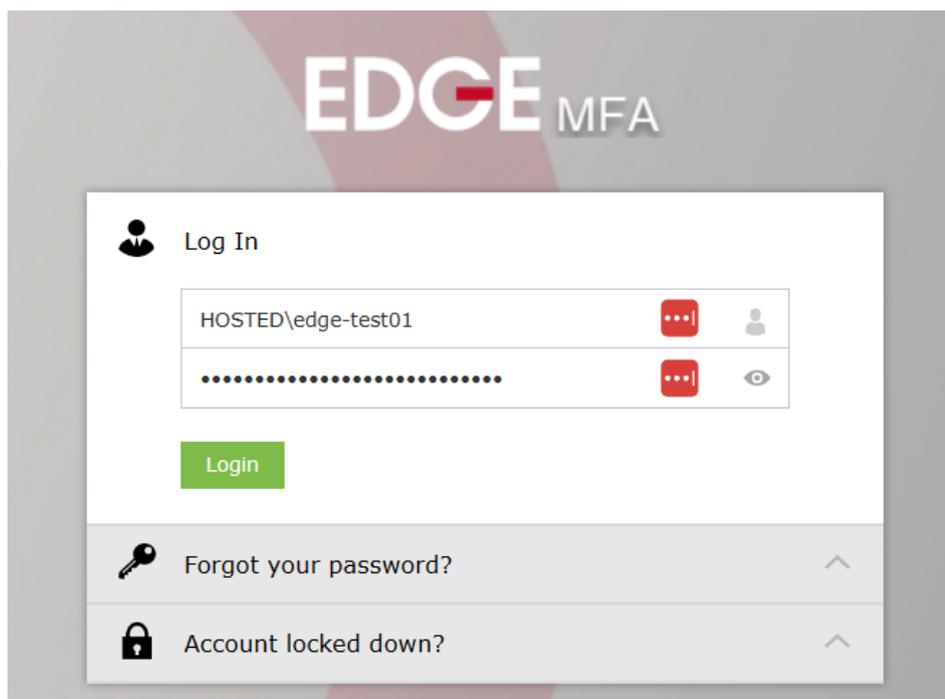# EDGE MFA Client Guide

Visit the sign-in screen for our RemoteApps on the Work Resources page in your browser as per usual when accessing our RemoteApps software modules. Look for the "EDGA MFA" link under the "Password" field.

On this page, enter your RemoteApps username and password when prompted. These credentials will be the same as what is used on the RemoteApps log-in page for your account. The username used below is only for the purposes of this guide.

EDGE MFA Client Guide

Upon logging in, you will see this pop-up box. Select "Click Here" to proceed in enrolment.

Welcome! This portal offers you the power of password self-service!

- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.

Enroll now to enjoy these benefits!   Click here

So we can contact you regarding anything EDGE MFA in the future, please enter your email and the verification code that will be received after clicking "Send Code". Select "Verify Code and Continue", and then "Next".

Please enroll for the forced verification methods enabled for your account.

✉ Email Verification

Enter the email address where you want to receive the verification code

Enter Email address   Send Code

Enter the code that you received via email

Enter verification code   Verify Code and Continue

Step 1 of 2   Next

On the next page, you will see the same for SMS Verification. Please enter your mobile number, select "Send Code", and enter the code that will arrive via text message. Select "Verify Code and Continue", and then "Next".

Please enroll for the forced verification methods enabled for your account.

📱 SMS Verification

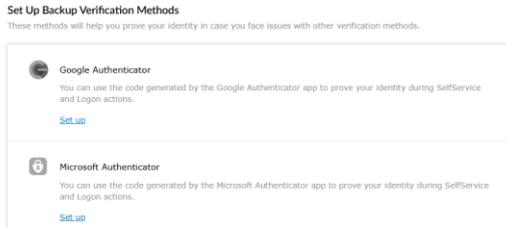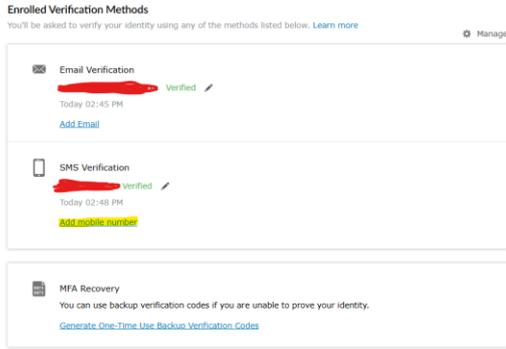Enter the mobile number where you want to receive the verification code

Enter mobile number   Send Code

Enter the code that you received in your mobile

Enter verification code   Verify Code and Continue

Step 2 of 2   Next

EDGE MFA Client Guide

You will then see this page, which means you have completed the set-up:

Please note, if you share one RemoteApps account for multiple staff members, select "Add mobile number" (under SMS Verification) and enter the other staff members' mobile numbers

OPTIONAL STEP START

However, if you prefer to use the Microsoft Authenticator app rather than SMS, firstly download the Microsoft Authenticator app from the App Store. Then, select the "Set up" button as shown below:
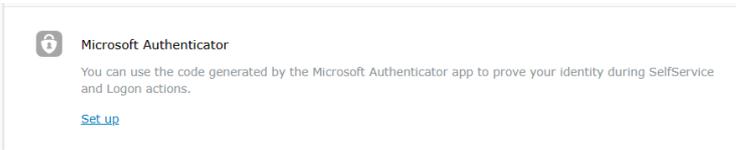
You will then see the below window, asking you to scan the QR code on the Microsoft Authenticator app and then enter the code the app generates once that has been done:
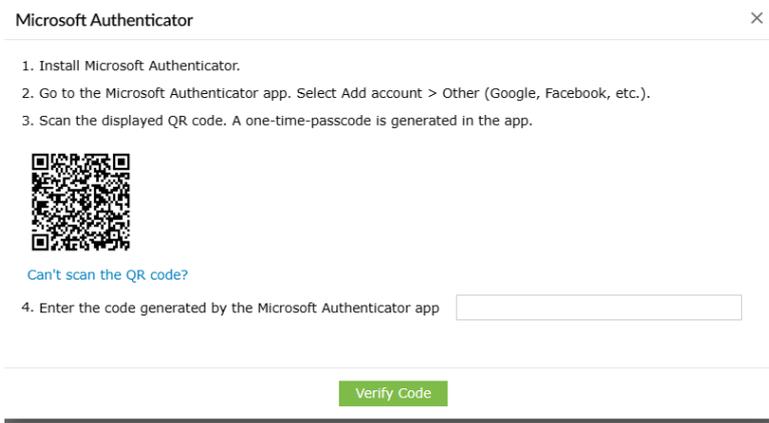
Once you have entered the code, this will be set-up. For Google Authenticator, the same steps will be applicable aside from downloading the Google Authenticator app instead of Microsoft Authenticator.

OPTIONAL STEP END

EDGE MFA Client Guide

Now you have verified your email and SMS (and the optional Microsoft Authenticator app step if relevant), you can now close the tab, and navigate back to the [EDGE IT RemoteApps webpage](#). Enter your log-in details again as per usual, and you will again be redirected to EDGE MFA to authenticate for the first time. Select to authenticate via SMS from the drop-down (this will also show Microsoft Authenticator if you set that up too).

Get a verification code via SMS

Select your mobile number

--- Select Mobile No. ---

Cancel   Continue

Upon clicking continue, you will be asked to provide a code sent to your mobile number (or on the Microsoft Authenticator app if this has been set-up). **Ensure "Trust this browser" is selected so you won't need to reauthenticate for 7 days**.

Once you have received the code, Please enter it in the textbox below

Resend Code

☑ Trust this browser
Trusted browsers will expire after 7 day(s)

Go Back   Cancel   Continue

Upon entering the code and clicking continue, you will be redirected back to the familiar RemoteApps module page where you can select a module to load into.