

MFA Enrolment Guide for External Users

Ref: Cyber Security

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Why are you being asked to do this?

To protect sensitive information, we require all external users to complete **Multi-Factor Authentication (MFA)** before accessing files and folders shared from Carmarthenshire County Council.

- Passwords alone are no longer sufficient
- MFA adds an extra layer of security using your mobile device
- This helps prevent unauthorised access

This is now a mandatory requirement for accessing secure shared links.

What you will need:

1. A smartphone (Android or iPhone) or tablet device.
2. Internet or mobile data
3. Access to your email account

What happens when you click the sharing link?

1. For Carmarthenshire County Council to share data and information externally, they will require your email address to send you a secure link.
2. You will receive this secure link via email, which provides you with access to the relevant files or folders that have been shared securely with you.
3. Click the link to open the shared file or folder.

4. You will then be prompted to sign in with the same email address that the link has been sent to.
5. If this is your first time, you will be required to **set up MFA** before continuing.

Setting up MFA using Microsoft Authenticator

1. Install Microsoft Authenticator on your mobile or tablet device from the Apple App store or Google Play store:

Google Play Games Apps Books Children

Microsoft Authenticator

Microsoft Corporation

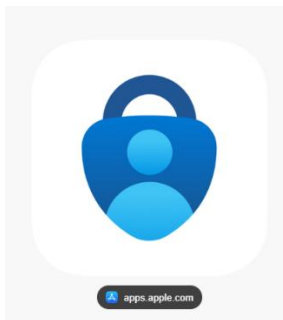
4.6★
2.67m reviews

100m+
Downloads

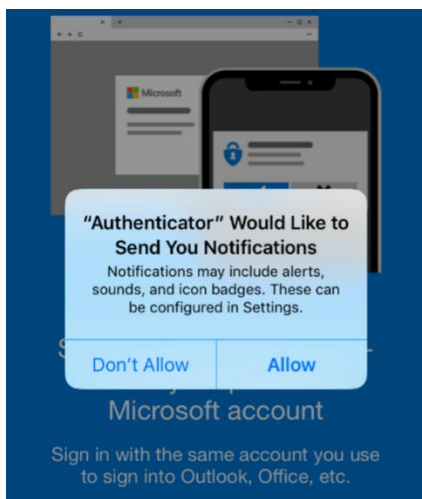
Install

Share

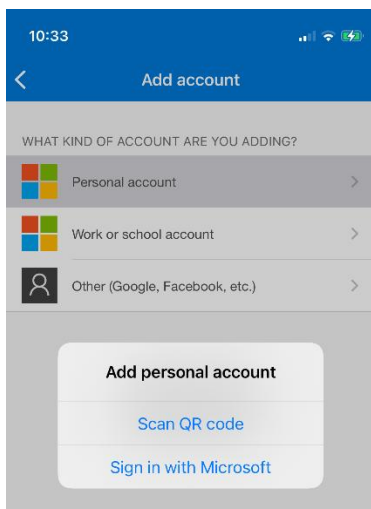
Add to wishlist



2. Open the app and allow permissions:

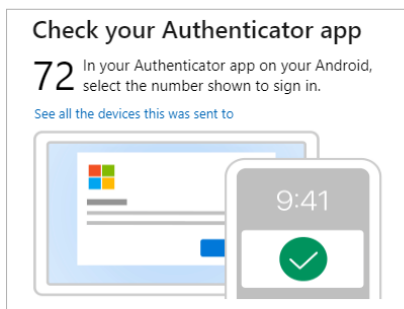


3. Add your email account and sign in with the QR code:

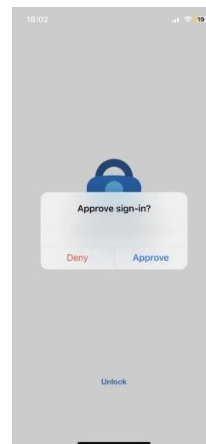


4. Approve the test notification sent to your authenticator app:

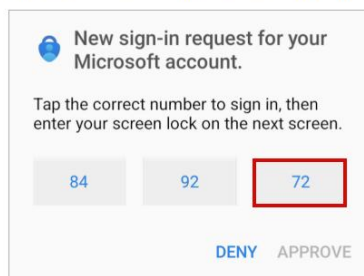
You will be prompted to **Check your Authenticator app** and may also be shown a number.



On your mobile device, open Authenticator, or tap the **New sign-in request** notification.



Tap or enter the corresponding number, then **Approve**.



5. This completes the setup for MFA via the Microsoft Authenticator method.

Setting up MFA using Text Message / SMS Verification:

If you cannot use the Microsoft Authenticator app, you can choose to receive a verification code via text message.

1. When prompted to enter additional information, choose Next.
2. Follow the prompts to configure SMS verification as your preferred MFA method.
3. Enter your mobile phone number.
4. Microsoft will send a verification code via text message.
5. Enter the verification code when prompted.
6. This completes the setup for MFA via SMS verification / Text Message.

Future Access

Each time you access a shared file, you will need to approve a notification on your mobile device via the method you have configured as above.



Important – Security Tips (MFA)

- **Only approve MFA requests when you are expecting to sign in**
 - **If you receive an unexpected request, deny it and report it immediately**
 - **Never share your password, one-time passcode (OTP), or approval notifications with anyone, legitimate organisations will never ask for these.**
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