

Instructions for Setting Up Two Factor Authentication (2FA)

What is 2FA?

2FA is a verification process that requires users to specifically use at least two pieces of verification information, e.g. a password and a PIN.

Passwords can be compromised so 2FA immediately increases account security by requiring more than one form of verification to prove your identity when signing into a website or an application.

CSO users are currently using a Username and Password to sign in remotely to access their workstations. A second verification is now being added using the Microsoft Authenticator phone app on users' mobile phone.

Microsoft Authenticator App

The Microsoft Authenticator phone app gives you easy, secure access to online accounts, providing two-factor authentication for an extra layer of security. This Microsoft Authenticator phone app generates a six-digit code which users will be required to provide during the sign in process.

The app icon is a blue box with a white padlock and is available in the App store on your mobile phone.



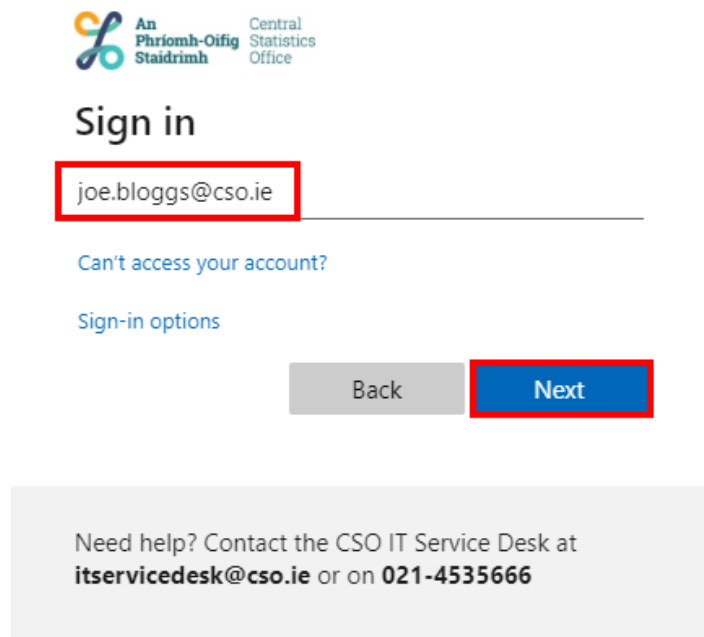
If you currently have a CSO issued mobile, the Microsoft Authenticator phone app will be already installed under your work profile.

Please note:

Only the Microsoft Authenticator phone app is supported for use with <https://sara.cso.ie:444>

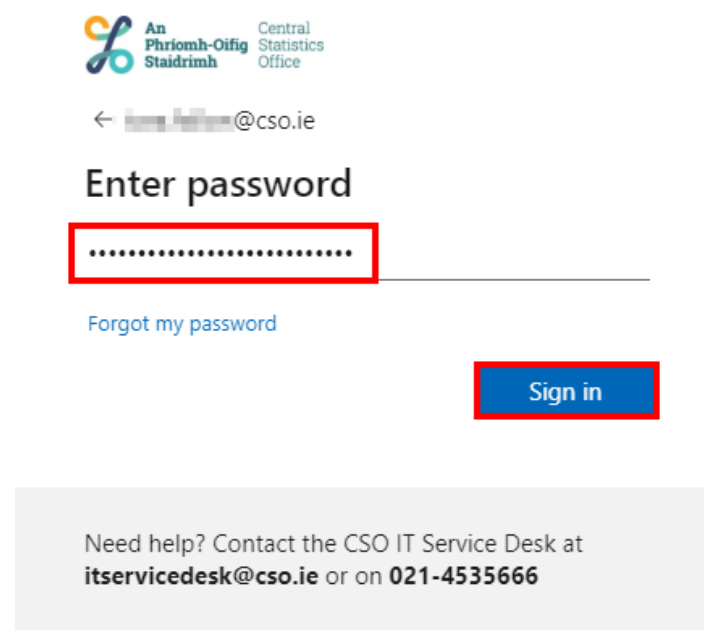
Setting Up 2FA

1. Log out of all **Citrix Sessions**.
2. On your **Home Device Browser**, go to the <https://sara.cso.ie:444> (please note the addition of the colon and port number 444 from URL you currently use).
3. Enter your **CSO Email Address** as your username e.g. joe.bloggs@cso.ie, then click **Next**.



The screenshot shows the 'Sign in' page of the Central Statistics Office. At the top is the logo for 'An Phríomh-Oifig Staidrimh' and 'Central Statistics Office'. Below the logo is the heading 'Sign in'. A text input field contains the email address 'joe.bloggs@cso.ie', which is highlighted with a red rectangle. Below the input field are two links: 'Can't access your account?' and 'Sign-in options'. At the bottom of the form are two buttons: 'Back' and 'Next', with the 'Next' button highlighted by a red rectangle. Below the form is a grey box containing the text: 'Need help? Contact the CSO IT Service Desk at itservicedesk@cso.ie or on 021-4535666'.

4. Enter your **CSO Network Password**, then click **Sign In**.



The screenshot shows the 'Enter password' page of the Central Statistics Office. At the top is the logo for 'An Phríomh-Oifig Staidrimh' and 'Central Statistics Office'. Below the logo is a back arrow and the email address 'joe.bloggs@cso.ie'. Below this is the heading 'Enter password'. A password input field is shown with dots, highlighted by a red rectangle. Below the input field is a link: 'Forgot my password'. At the bottom of the form is a 'Sign in' button, highlighted by a red rectangle. Below the form is a grey box containing the text: 'Need help? Contact the CSO IT Service Desk at itservicedesk@cso.ie or on 021-4535666'.

5. Click **Next**.



██████████@cso.ie

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

Need help? Contact the CSO IT Service Desk at **itservicedesk@cso.ie** or on **021-4535666**

6. Click **Set up**.



Additional security verification

Secure your account by adding phone verification to your password. [View video](#) to know how to secure your account

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

☒ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Please configure the mobile app.

Next

7. The **Configure mobile app** window will appear on your screen. Leave this window open and continue with the next steps on your mobile phone.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft Authenticator or any authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Other account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Account Name: Central Statistics Office [redacted]@cso.ie

Secret Key: [redacted]

If the app displays a six-digit code, choose "Next".

Next

cancel

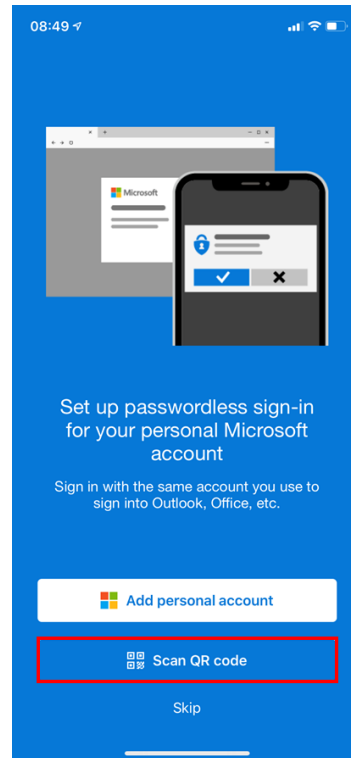
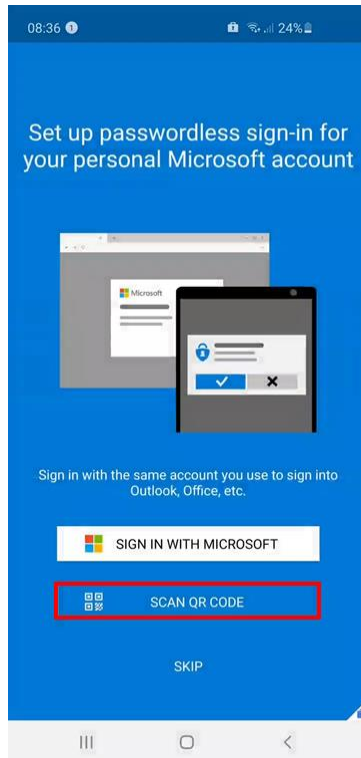
8. If you currently have a CSO issued mobile, the **Microsoft Authenticator phone app** will be already installed under your work profile. If using a personal mobile phone, go to the Google Playstore (Android) or iOS App Store (iOS) and download the **Microsoft Authenticator phone app**. Once installed, open the **Microsoft Authenticator phone app**.

Please note:

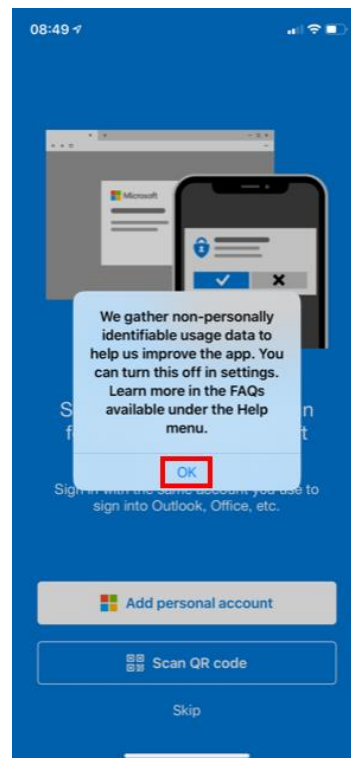
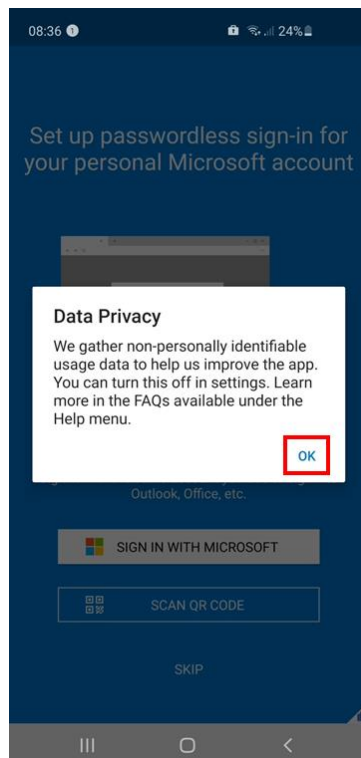
Only the **Microsoft Authenticator phone app** is supported for use with <https://sara.cso.ie:444>

9. If this is the first time you are setting up the Microsoft Authenticator phone app on your mobile phone, proceed directly to **Step 10**. If you have used the Microsoft Authenticator phone app before on your mobile phone, proceed directly to **Step 13**.

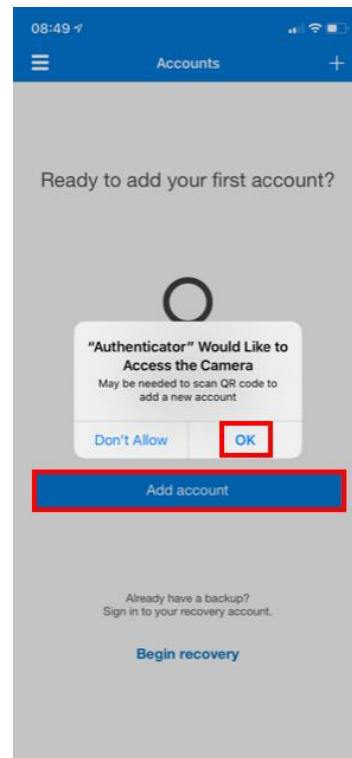
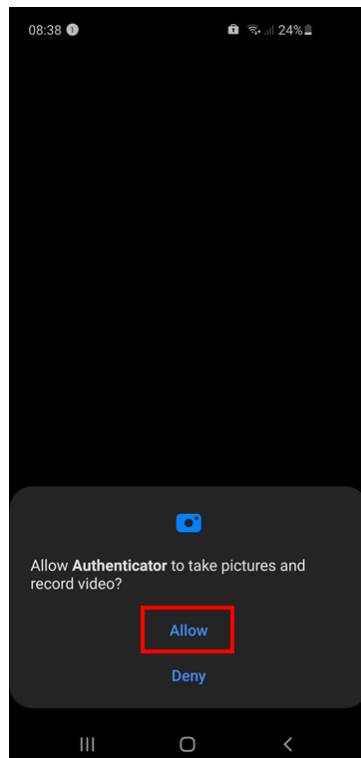
10. Open the Microsoft Authenticator phone app, then click **Scan QR Code**.



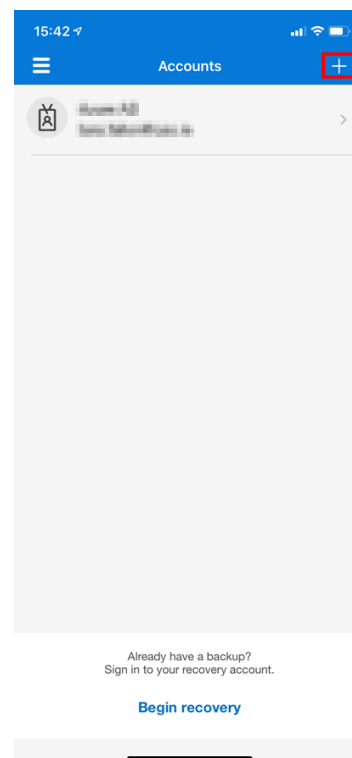
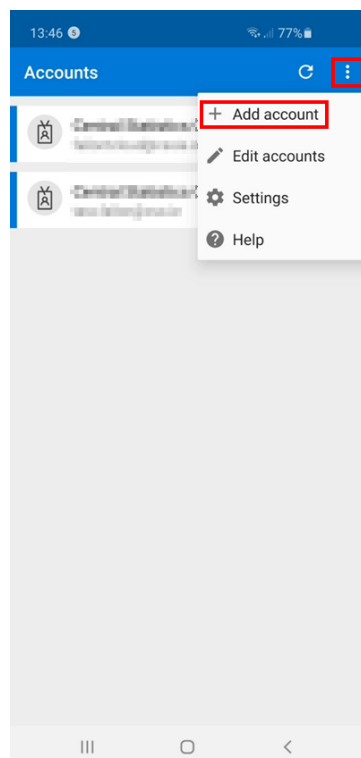
11. You will receive a Data Privacy prompt, click **OK**.



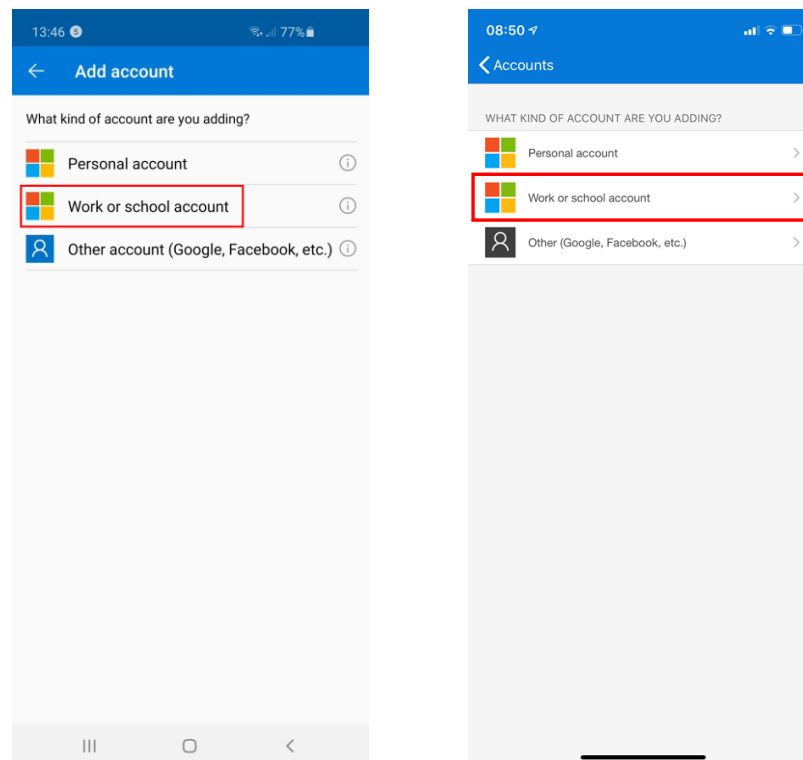
12. On Android = Allow Authenticator to take pictures and record video, click **Allow**.
 On iOS = Authenticator Would Like to Access the Camera, click **OK**, then click **Add Account**.
 Now proceed directly to **Step 15**.



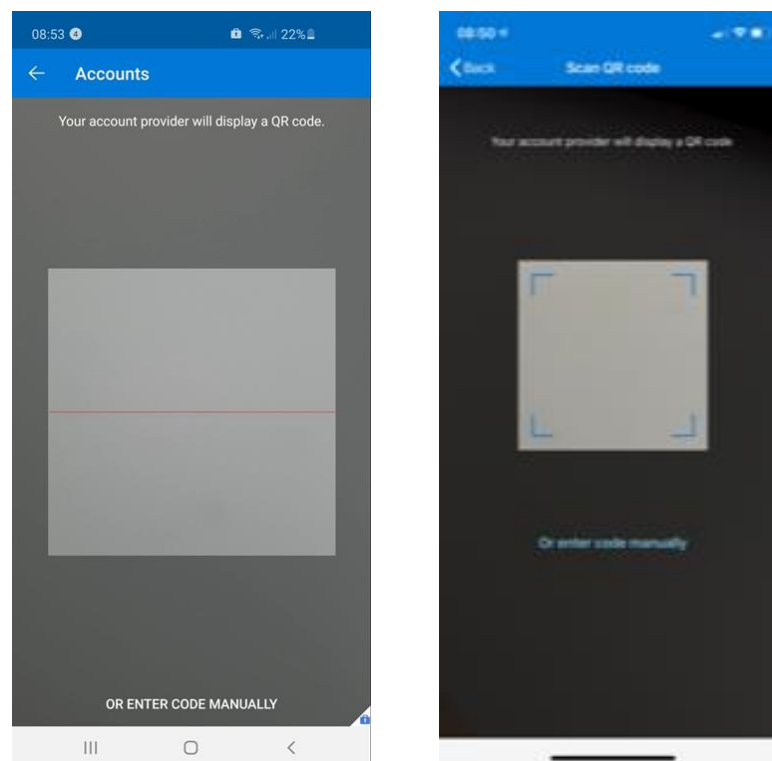
13. Continuing from **Step 9**, open the Microsoft Authenticator phone app.
 On Android = click the **3 dots icon** in the upper right corner, then click **Add Account**.
 On iOS = click the **plus icon** in the upper right corner.



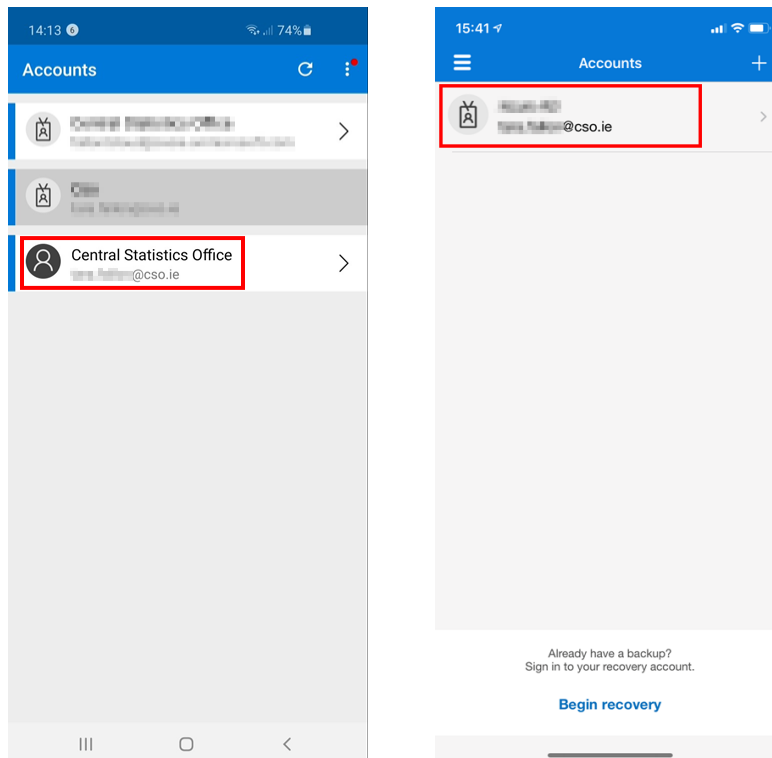
14. Click **Work or school account**.



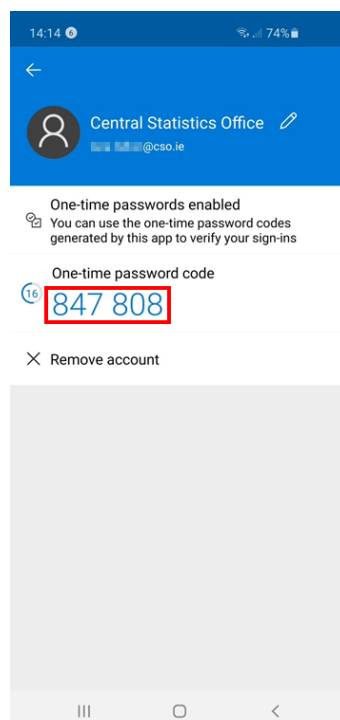
15. Point your mobile phone at the Configure mobile app screen currently open on your home device to scan the QR code.



16. You will now see your account has been added to the Microsoft Authenticator phone app on your mobile phone.



17. Click on your new account within the Microsoft Authenticator phone app. This Microsoft Authenticator phone app will now display a six-digit code. This code changes every 30 seconds.



18. Back on your home device, on the Configure mobile app screen, click **Next**.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft Authenticator or any authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Other account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Account Name: Central Statistics Office [redacted]@cso.ie

Secret Key: [redacted]

If the app displays a six-digit code, choose "Next".

Next

cancel

19. Click **Next**.



Central Statistics Office

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

☒ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

[Set up](#)

Mobile app has been configured for verification codes.

Next

20. Enter the six-digit code that is currently showing on your mobile phone into the Additional security verification screen on your home device, then click **Verify**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Enter the verification code displayed on your app

847808

Cancel

Verify

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21. If prompted, enter a back-up mobile phone number in case you lose access to the Microsoft Authentication phone app and click **Next**. Click **Done**.

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Enter the verification code from the mobile app

Verification successful. Taking you to the next step...

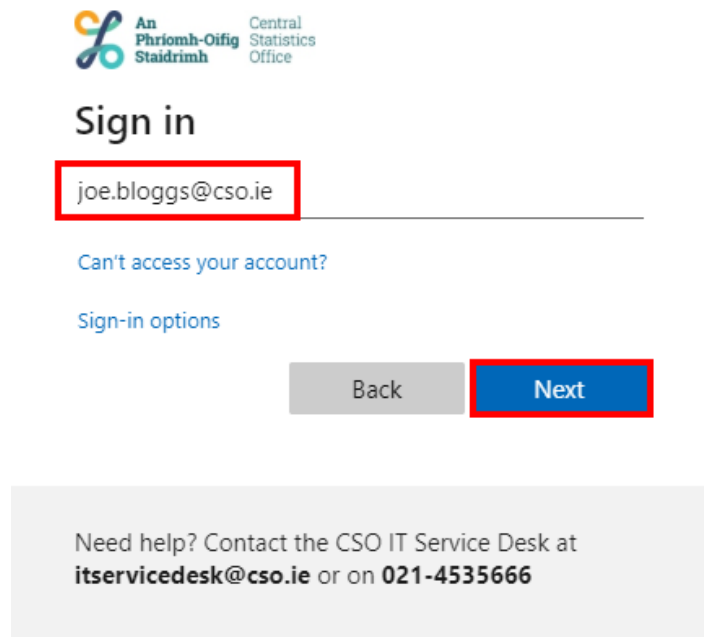
Done

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For more information on how to install the Microsoft Authenticator App and set-up 2FA, please see <https://youtu.be/Q8OzabuNwHI>

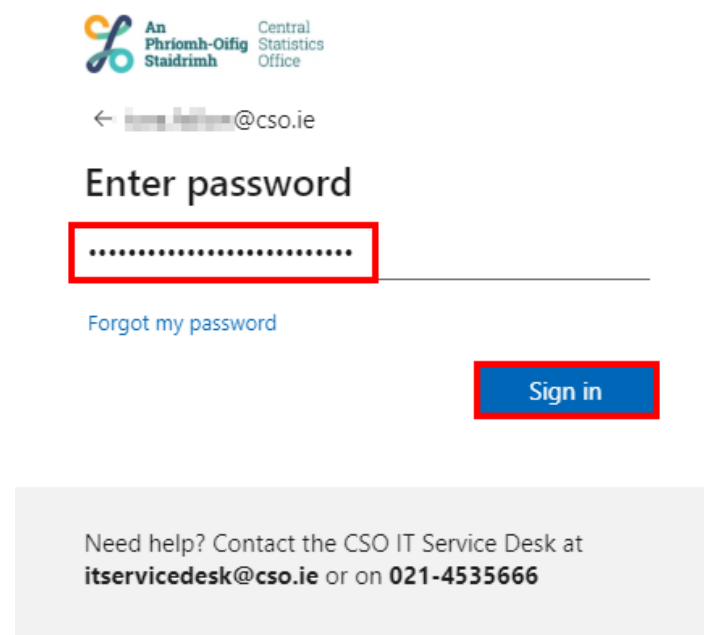
Sign in to CSO with 2FA

1. Now that you have successfully set-up 2FA, you will be required to use it each time you sign into CSO. On your **Home Device Browser**, go to the <https://sara.cso.ie:444> (please note the addition of the colon and port number 444 from URL you currently use).
2. Enter your **CSO Email Address** as your username e.g. joe.bloggs@cso.ie, then click **Next**.



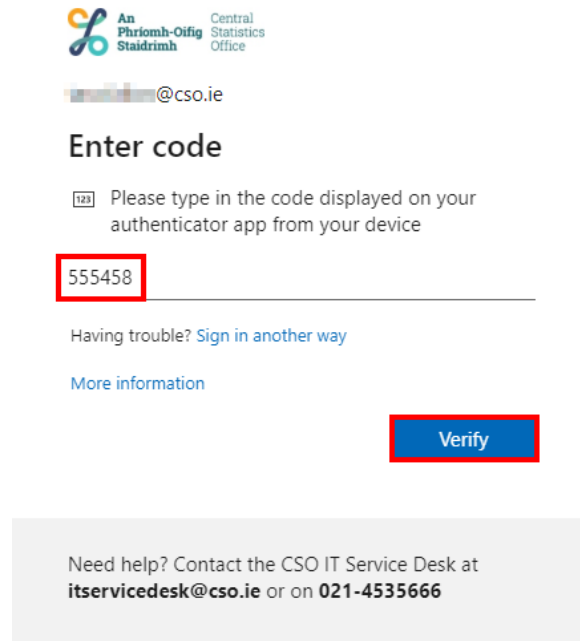
The screenshot shows the CSO Sign in page. At the top is the logo for An Phríomh-Oifig Staidrimh (Central Statistics Office). Below the logo is the heading "Sign in". There is a text input field containing the email address "joe.bloggs@cso.ie", which is highlighted with a red rectangle. Below the input field are two links: "Can't access your account?" and "Sign-in options". At the bottom of the form are two buttons: "Back" and "Next", with the "Next" button highlighted by a red rectangle. Below the form is a grey box containing the text: "Need help? Contact the CSO IT Service Desk at itservicedesk@cso.ie or on 021-4535666".


3. Enter your **CSO Network Password**, then click **Sign In**.



The screenshot shows the CSO Enter password page. At the top is the logo for An Phríomh-Oifig Staidrimh (Central Statistics Office). Below the logo is a text input field containing a masked email address "joe.bloggs@cso.ie", with a red rectangle highlighting the masked part. Below the input field is the heading "Enter password". There is a password input field with masked characters ".....", which is highlighted with a red rectangle. Below the password field is a link: "Forgot my password". At the bottom of the form is a button labeled "Sign in", which is highlighted by a red rectangle. Below the form is a grey box containing the text: "Need help? Contact the CSO IT Service Desk at itservicedesk@cso.ie or on 021-4535666".


4. Open the Microsoft Authenticator phone app on your mobile phone. Click on your CSO account to display the six-digit code. Enter the six-digit code currently displayed in the Microsoft Authenticator phone app into the Enter Code box on your home device screen, then click Verify.



 **An Phríomh-Oifig Staidrimh** Central Statistics Office

@cs0.ie

Enter code

 Please type in the code displayed on your authenticator app from your device

555458

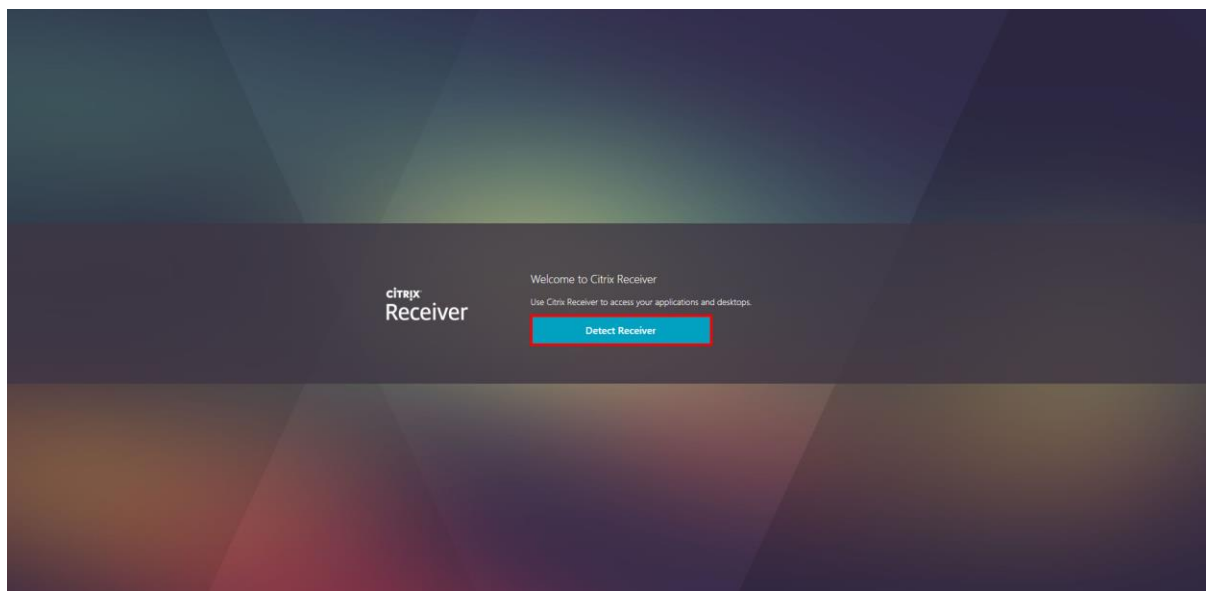
Having trouble? [Sign in another way](#)

[More information](#)

Verify

Need help? Contact the CSO IT Service Desk at **itservicedesk@cs0.ie** or on **021-4535666**

5. If prompted, click **Detect Receiver**.



6. Tick the box beside **Always allow sara.cso.ie:444 to open links of this type in the associated app**, then click **Open**.

This site is trying to open Citrix Receiver Launcher.

https://sara.cso.ie:444 wants to open this application.

☒ Always allow sara.cso.ie:444 to open links of this type in the associated app

Open

Cancel

7. Click **Desktops**. Click on your assigned desktop to launch, then sign in as normal.

