USA Staffing
Installing & Using the Microsoft Authenticator App to Access Power BI

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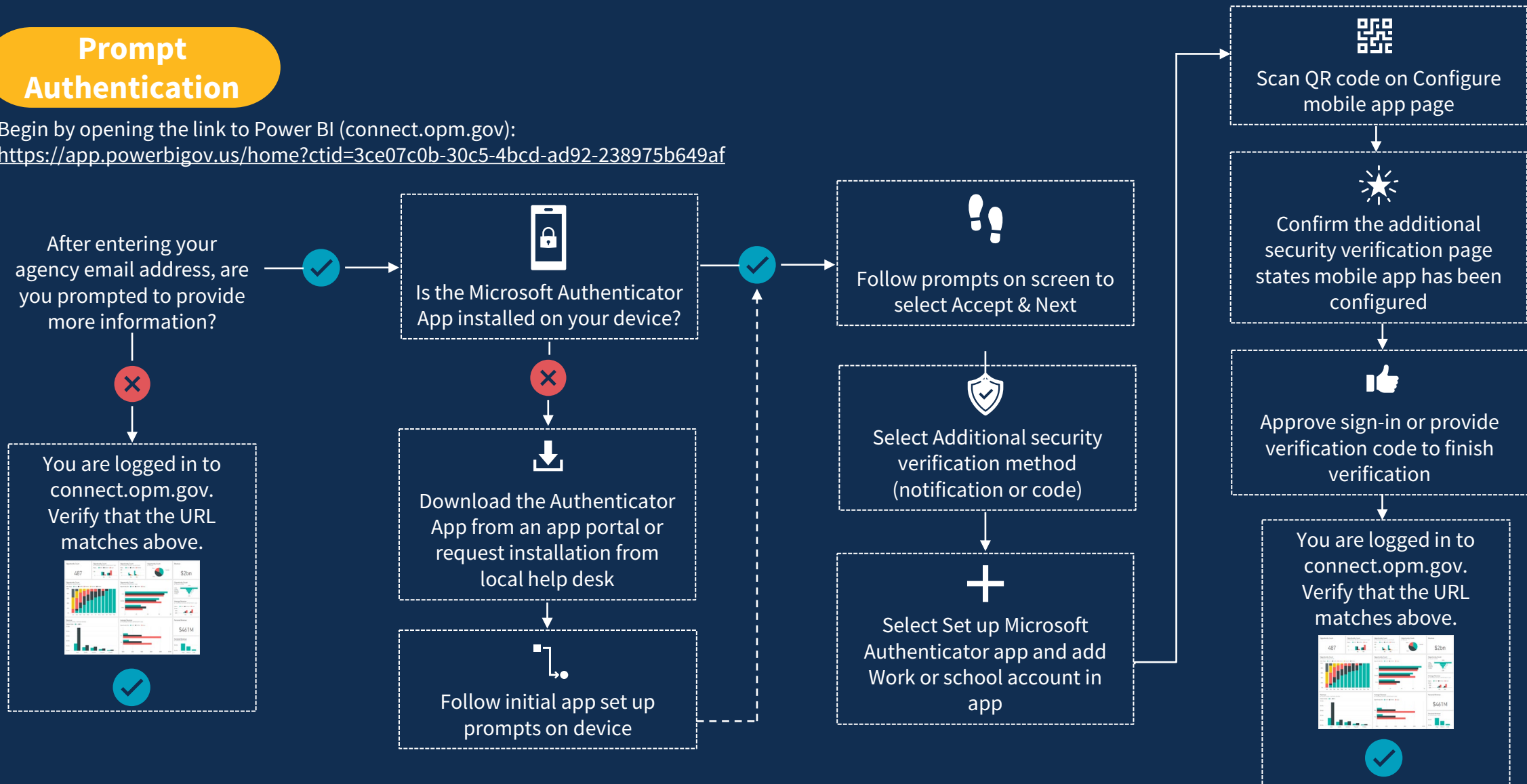# Power BI Multi-Factor Authentication

Current Status

- To gain access to Power BI reports through USA Staffing, users are asked to verify their identity as members of the connect.opm.gov Azure domain via the Microsoft Authenticator app.

- An iPhone or Android device must be used for the Authenticator app.

- This is a temporary solution while OPM works towards providing a multi-factor authentication alternative to eliminate the need for the Authenticator app.

# Initial Authenticator App Set Up Workflow

Prompt Authentication

Begin by opening the link to Power BI (connect.opm.gov):
https://app.powerbigov.us/home?ctid=3ce07c0b-30c5-4bcd-ad92-238975b649af

After entering your agency email address, are you prompted to provide more information?

Is the Microsoft Authenticator App installed on your device?

Follow prompts on screen to select Accept & Next

Scan QR code on Configure mobile app page

Confirm the additional security verification page states mobile app has been configured

You are logged in to connect.opm.gov. Verify that the URL matches above.

Download the Authenticator App from an app portal or request installation from local help desk

Select Additional security verification method (notification or code)

Approve sign-in or provide verification code to finish verification

Follow initial app set up prompts on device

Select Set up Microsoft Authenticator app and add Work or school account in app

You are logged in to connect.opm.gov. Verify that the URL matches above.

📱 Verify Installation

You may already use the Microsoft Authenticator app for multi-factor authentication into other applications. If you already have the app installed, move forward with following the steps on the screen for set up to use with connect.opm.gov. Even if your username appears in the app, the account is not set up as a verification method until you complete the registration.
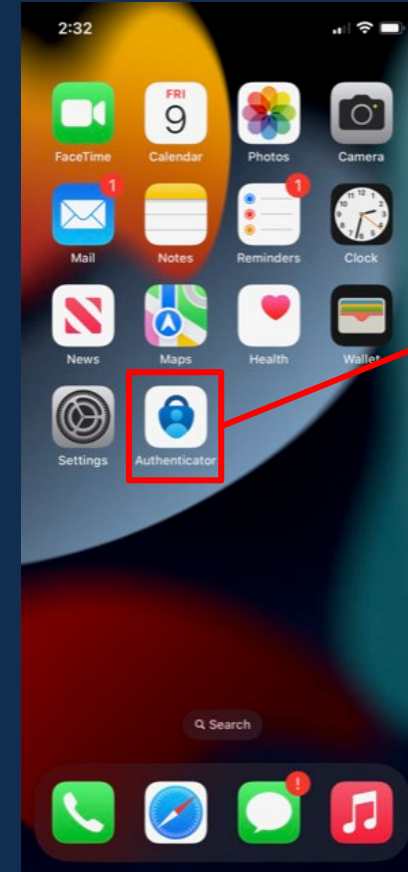
📥 Download the Authenticator App

Download the Microsoft Authenticator App:

- In your app portal or app store on your device, tap **Get** or **Install** to begin downloading Microsoft Authenticator
- Once the download has completed, tap **Open**
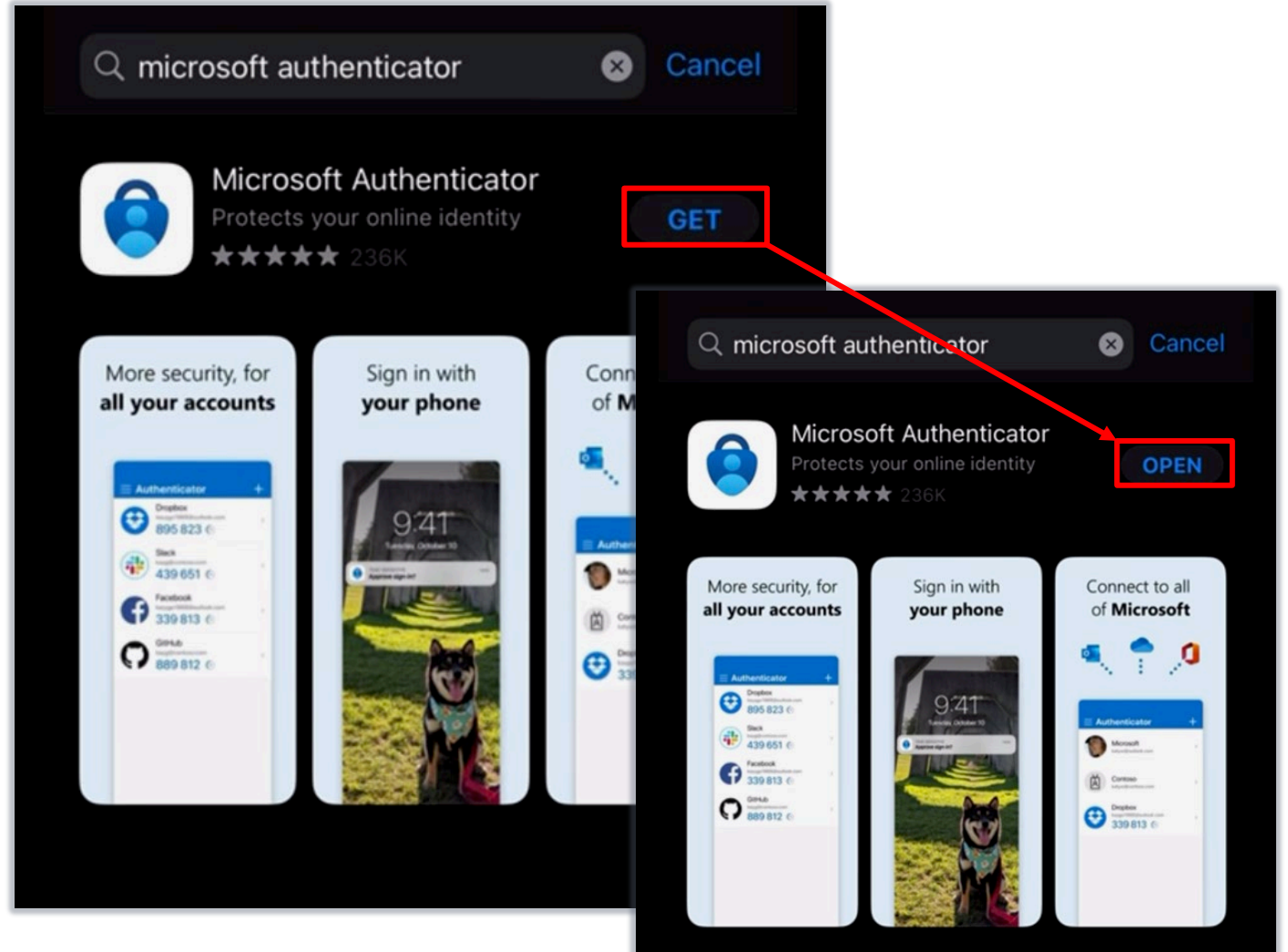
Initial Microsoft Authenticator Set Up

If setting up the Authenticator app for the first time, you may see the following screens:

Help Improve Microsoft Authenticator:

- Tap **Continue** to go to the next screen. You do not have to share app usage data to Microsoft.
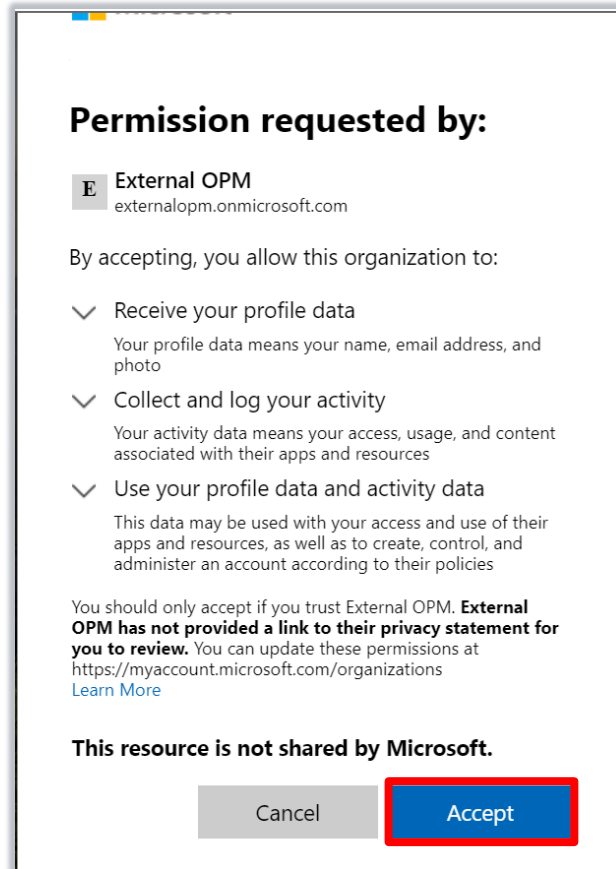
Scan QR Code:

- Tap **Scan a QR code** to proceed with the download of Microsoft Authenticator. Tap **OK** to allow the app permission to access the camera.
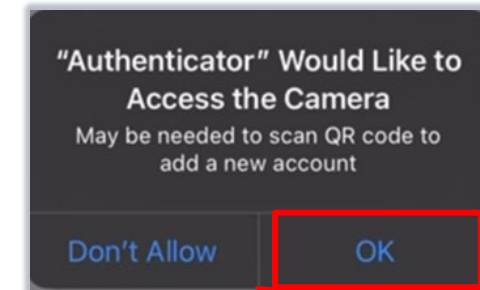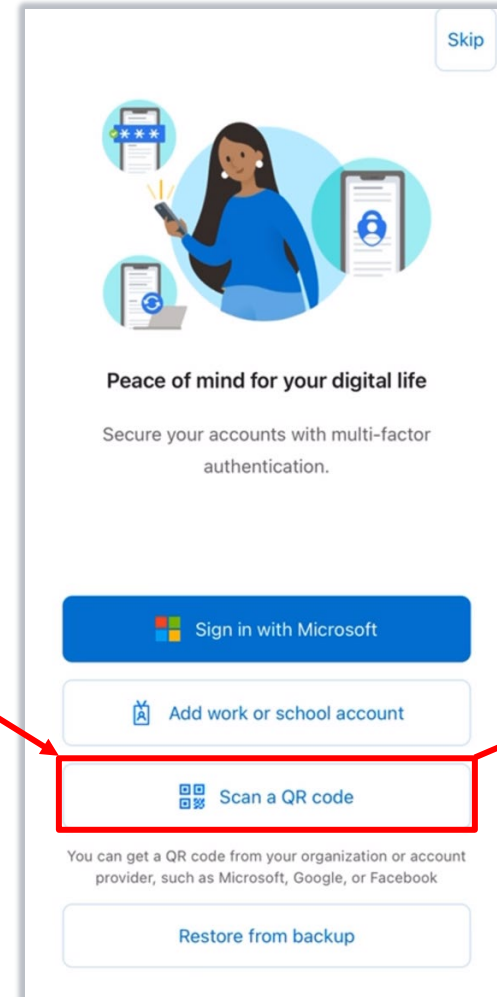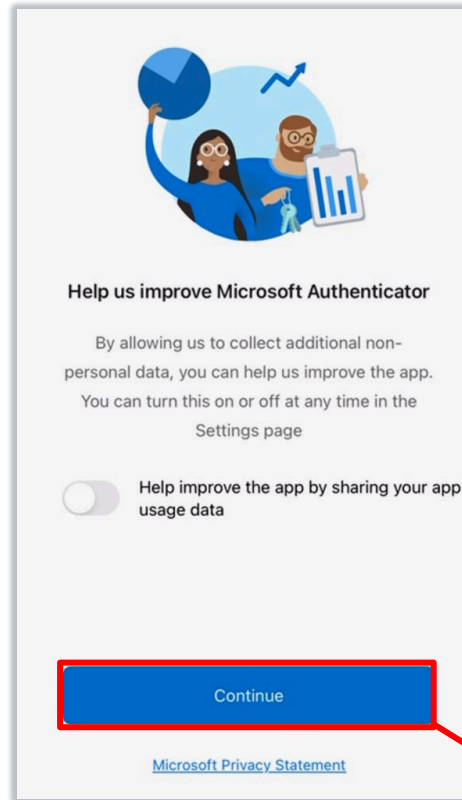
👣 Follow Prompts on Screen

On your computer screen, select **Accept** and **Next** to complete multi-factor authentication.

Select Additional Security Verification

On the Additional Security Verification page:

- In "Step 1: How should we contact you?" section, select **Mobile app**
- Select **Receive notifications for verification** or **Use verification code**
  - The option to receive notifications for verification will send a push notification on your device to approve or deny the sign-in. You will also be prompted to enter a two-digit code.
  - The option to use verification code will require opening the app to retrieve a verification code.
  - Either method can be used for signing in to connect.opm.gov.
- Select **Set up**
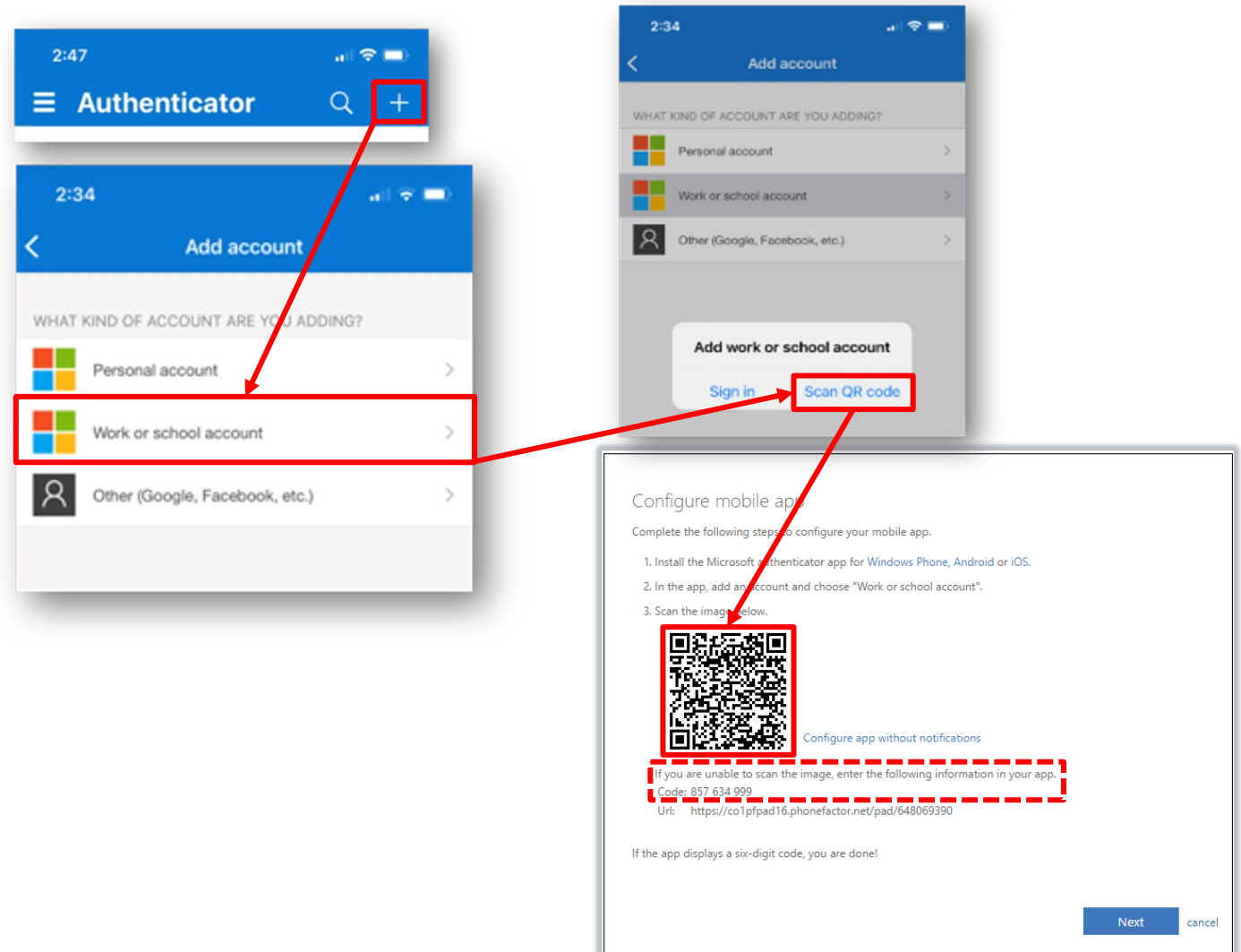
✛ Set Up Microsoft Authenticator

Keep the Configure mobile app page open and switch to the Authenticator app:

- Tap the **+ (plus sign)** to add an account
- Tap **Work or school account**
- Tap **Scan QR code**
- Use your device camera to scan the QR code
- If you are unable to utilize the QR code, there is a code below it to enter into the app

☀ Confirm Configuration & Finish Verification 👍

Confirm the message, "Mobile app has been configured for notifications and verification codes" displays. Finish verification by selecting **Next**.

If you chose "Receive notifications for verification," enter the code shown on the screen and tap **Yes** on the notification sent to your mobile device.

If you chose "Use verification code," copy the 6-digit code from the app into **Step 2: Enter the verification code from the mobile app** box on your computer. Select **Verify**.

Success Authenticating into Power BI

Once authenticated into Power BI, the home screen will look similar to this. Confirm that the URL reached is: https://app.powerbigov.us/home?ctid=3ce07c0b-30c5-4bcd-ad92-238975b649af

Using the Authenticator App

The initial Authenticator app set up is a one-time action.
On future visits to connect.opm.gov, you will need to sign in using the Authenticator app.
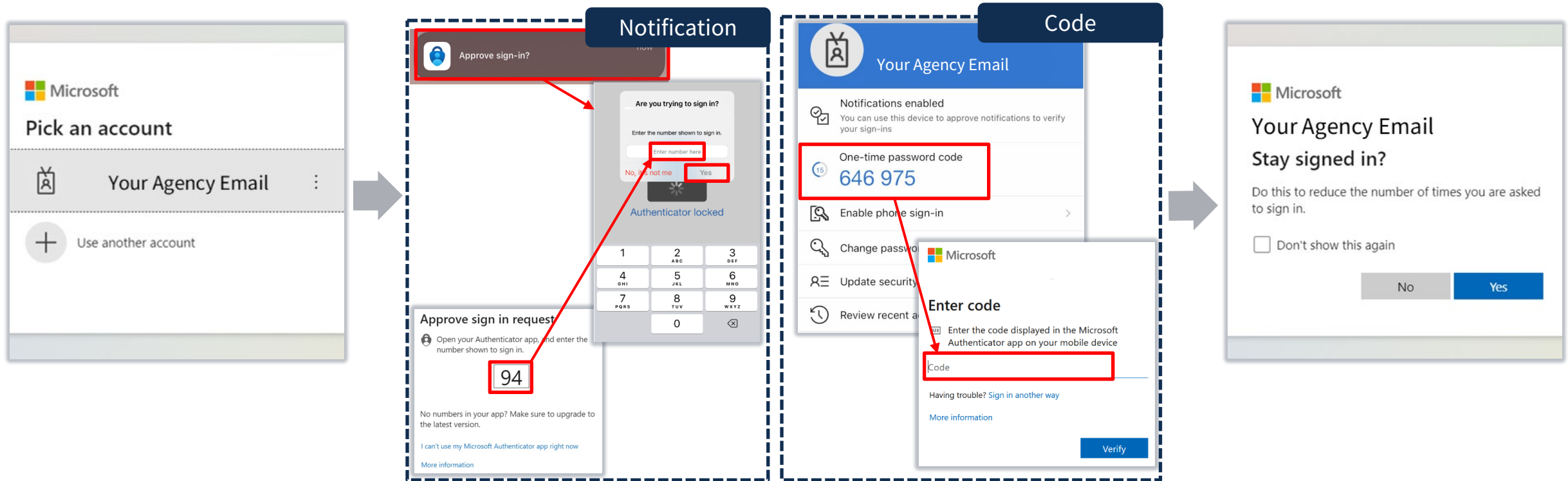
Once prompted, select your agency email address under "Pick an account."

You will be notified on the screen to either approve or provide a code via the Authenticator app.

You can click **Yes** to reduce the number of times you are asked to sign in.

Troubleshooting Tips

Q: I'm in Power BI but do not see my home agency organization workspace(s).

A: If you successfully log into Power BI but do not see the USA Staffing Power BI assets listed above, clear your browser cache (**Ctrl** + **Shift** + **Delete** from within browser) for all time, close, and restart your browser session and try logging in again using the provided link. Next, try switching browsers (if available). Finally, try again after rebooting your computer.

Q: I received a message that my account has been locked.

A: Please take a screenshot of the error message and submit with the Help Desk ticket or message to USA Staffing Lead or Account Manager.

Q: I received a message that my account is blocked due to suspicious activity.

A: Please take a screenshot of the error message and submit with the Help Desk ticket or message to USA Staffing Lead or Account Manager.

Q: I received a message that says "Something went wrong. Please try again later."
A: First, try clearing your browser cache (**Ctrl** + **Shift** + **Delete** from within browser) for all time, close, and restart your browser session and try logging in again using the provided link. Next, try switching browsers (if available). Finally, try again after rebooting your computer. If the problem persists, please send a screenshot of the error message and submit with the Help Desk ticket or message to USA Staffing Lead or Account Manager.

Troubleshooting Tips

Q: I have a new phone and need to move the Authenticator app to the new device.

A: Open Microsoft Authenticator on your old phone, go to **Settings**, and enable cloud backups. Install Microsoft Authenticator app on your new phone and tap **Begin Recovery**. The accounts that were backed up from your old phone will be transferred to your new phone. Refer to https://support.microsoft.com/en-us/account-billing/back-up-and-recover-account-credentials-in-the-authenticator-app-bb939936-7a8d-4e88-bc43-49bc1a700a40 for detailed instructions. Seek local help desk support if you need additional assistance.

Q: I do not see my email address on the "Pick an account" dialog box.
A: Choose **+ Use another account** and type in the appropriate email address.
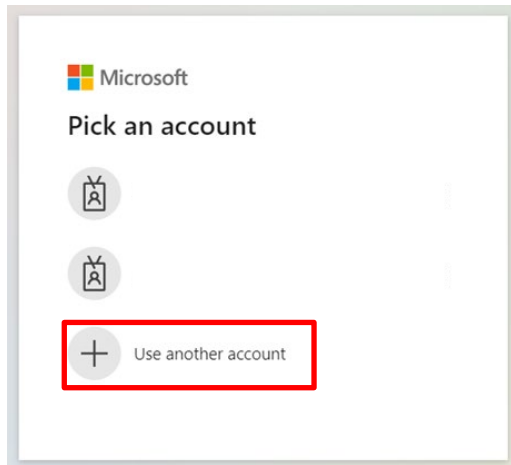
For additional frequently asked questions about Microsoft Authenticator app, refer to https://support.microsoft.com/en-us/account-billing/common-questions-about-the-microsoft-authenticator-app-12d283d1-bcef-4875-9ae5-ac360e2945dd

Need Help?

- Step-by-step Microsoft Authenticator app set up instructions available at: https://support.microsoft.com/en-us/account-billing/set-up-an-authenticator-app-as-a-two-step-verification-method-2db39828-15e1-4614-b825-6e2b524e7c95

- If you need assistance or receive an error message, refer to the troubleshooting tips in this job aid. Submit a Help Desk ticket through USA Staffing. Please send a screenshot of any error message received with the ticket.

HR Users
Submit a ticket through USA Staffing
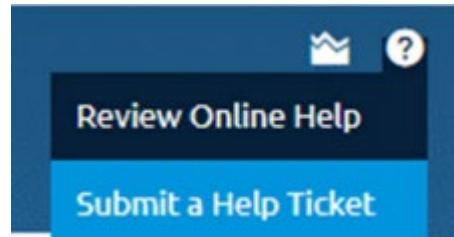
Report Author Only and AFD Users
Contact your internal USA Staffing Lead or Account Manager to submit a ticket on your behalf.

Or send an email to USAStaffingData@opm.gov