

MFA Multi-Factor Authentication

- Registration
- OWA and RTS Login
- Device Un- Registration

MTR Corporation Limited 香港鐵路有限公司



MFA Multi-Factor Authentication Registration Guide

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Introduction :

MFA protects your account from being used by unauthorized people or hackers





Step 1: Install the "NetIQ" mobile app on Mobile Device by scanning the above QR Code(...next step)





Step 2: Setup 4-6 digits PIN for "NetIQ" mobile app for new install Accept the notifications settings to receive authentication notifications

#1 Please remember or save the PIN safely, you need the PIN for access "NetIQ" mobile app every time.#2 PIN protection on/off control on "Settings" options.





Step 3 : Access MFA Enrollment System <u>https://mfa.mtr.com.hk</u> from PC Use "LAN ID and Password" to login the enrollment page

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Step 4: Select "Smartphone" Icon , click "Save" (...next step)

"One-Time-Password (OTP)" not recommended to use



• • •	O https://mfa.mtr.com.hk	≡				
Add Smartphone authenticator						
In the Sm Authentic Authentic As a back smartpho To enroll,	nartphone method, you can authenticate with your smartphone. The Smartphone method is an out-of-band authentication. The NetlQ Advanced cation application sends a push message to your smartphone and you can select the Accept or Reject options. You must install the NetlQ Advanced cation app on your smartphone to authenticate with this method. kup method, the NetlQ Advanced Authentication application provides an OTP code that you can use if you do not have an internet connection on your one. , click Save , scan the QR code by using the NetlQ Advanced Authentication app.					
	Comment Comment Waiting for the smartphone data					
	Sace					

Step 5: Use the "NetIQ" mobile app installed at mobile device in step 1 to complete the registration (... next step)

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01/12/2020





Step 6: Press "+" icon, and then scan the QR Code using the "NetIQ" mobile app Input description to distinguish this MFA token easily (e.g. if you have multiple accounts). Click "Save".

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Step 7: After registration, Smartphone and OTP icon will be showed under the Enrolled Authenticators

Registration Completed Successfully



Login to Remote Terminal Service (RTS)











Device Un-Registration

(Change "NetIQ" mobile app to other Mobile Device) Unregister device ≠ uninstall mobile app on device

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Step 1 : Access MFA Enrollment System <u>https://mfa.mtr.com.hk</u> from PC Use "LAN ID and Password" to login the enrollment page(...next step)

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	如果您說動了驗證,請托 證告知您的系統管理員。	受該要求。否則,請加以拒絕,並;
MFA Enrollment Sy	等待中的要求 User authentication from tenant TOP.	P for event TE
	2020年8月10日 14: ● English -	36:07
Method Smartphone	接受	拒絕
Waiting for the smartphone data		
If your phone does not have a network connection, yo OTP that is displayed in the smartphone app in the fo	ou can specify the offline + llowing field	
Next → Cancel		

Step 2 : An approval request would be sent to your mobile device. Select "Approve" on "NetIQ" mobile App(...next step)



	○ https://mfa.mtr.com.hk		3:34 -7
	MFA Enrollment System	- English -	Enrolled Authenticators + Use the TOTP (time based one-time password) generated to connect to an application Smartphone authenticator (for Offline) ssouser01
lf your ph OTP that	Waiting for the smartphone data None does not have a network connection, you can spec is displayed in the smartphone app in the following field	tify the offline -	mtrcorp 100715 Six Digit Code
	OTP 100715	6	

If your phone does not have a network connection, you can specify the offline OTP that is displayed with the "+".





Step 3: Click "Smartphone"

Click "DELETE" to remove the registered mobile device





Successfully remove the registered mobile device

Unregister device ≠ uninstall the mobile app on mobile device Uninstalled mobile app cannot access the enrollment system again, please call IT-helpdesk to remove the registered mobile device and re-register

