

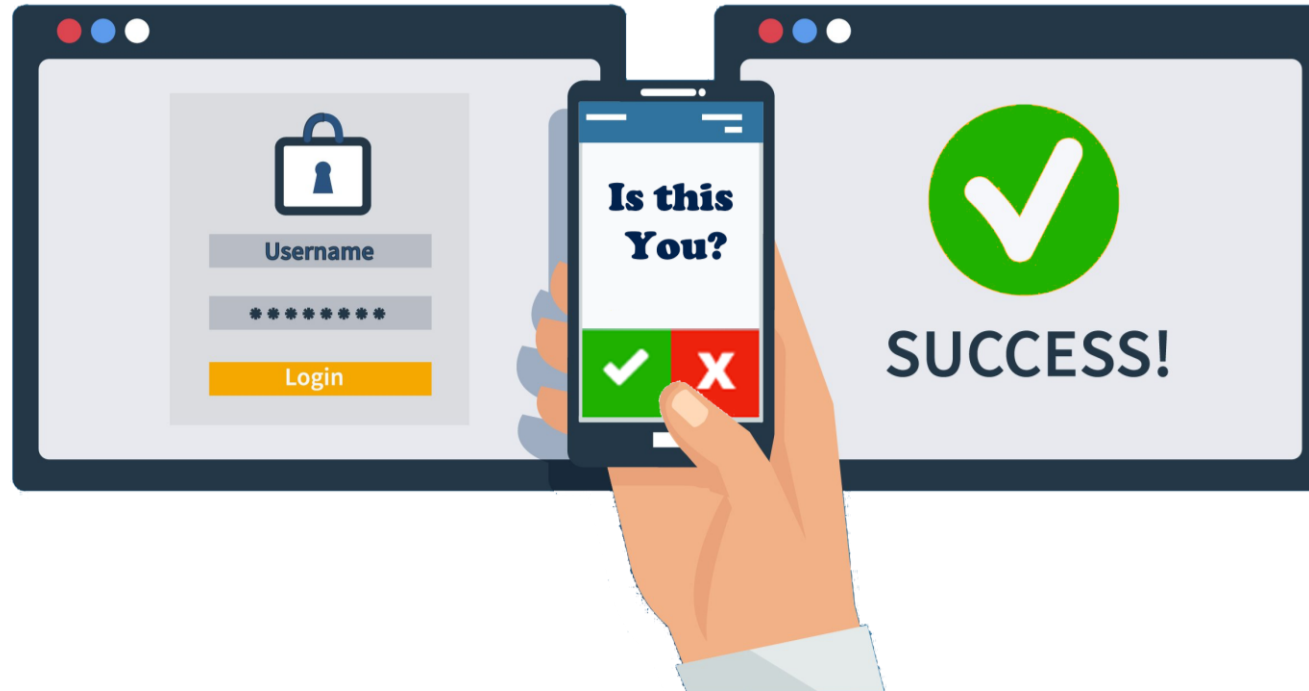


# MFA Multi-Factor Authentication

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



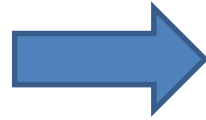
# MFA Multi-Factor Authentication Registration Guide



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## Introduction :

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



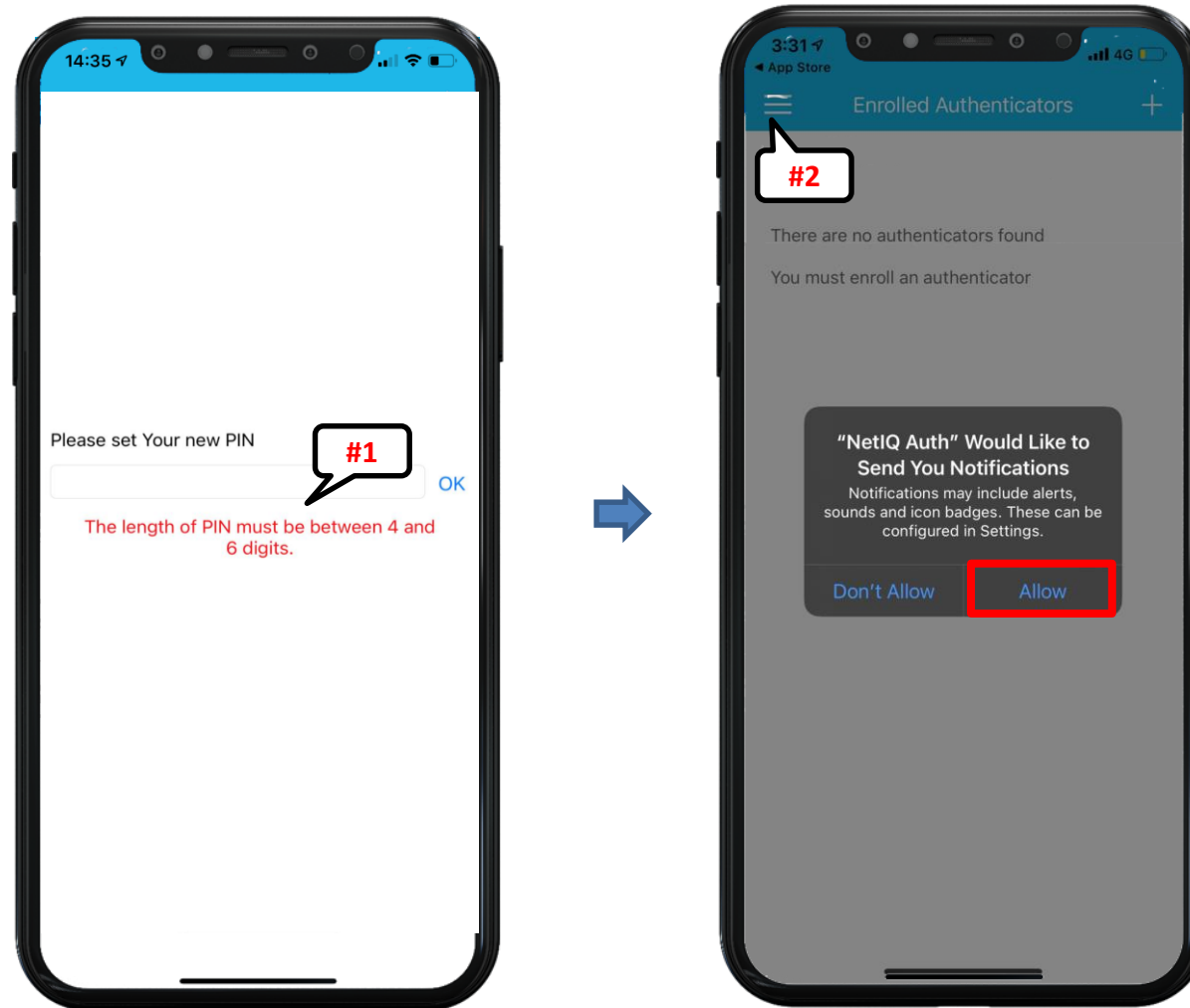
- QR code for iOS



- QR code for Android



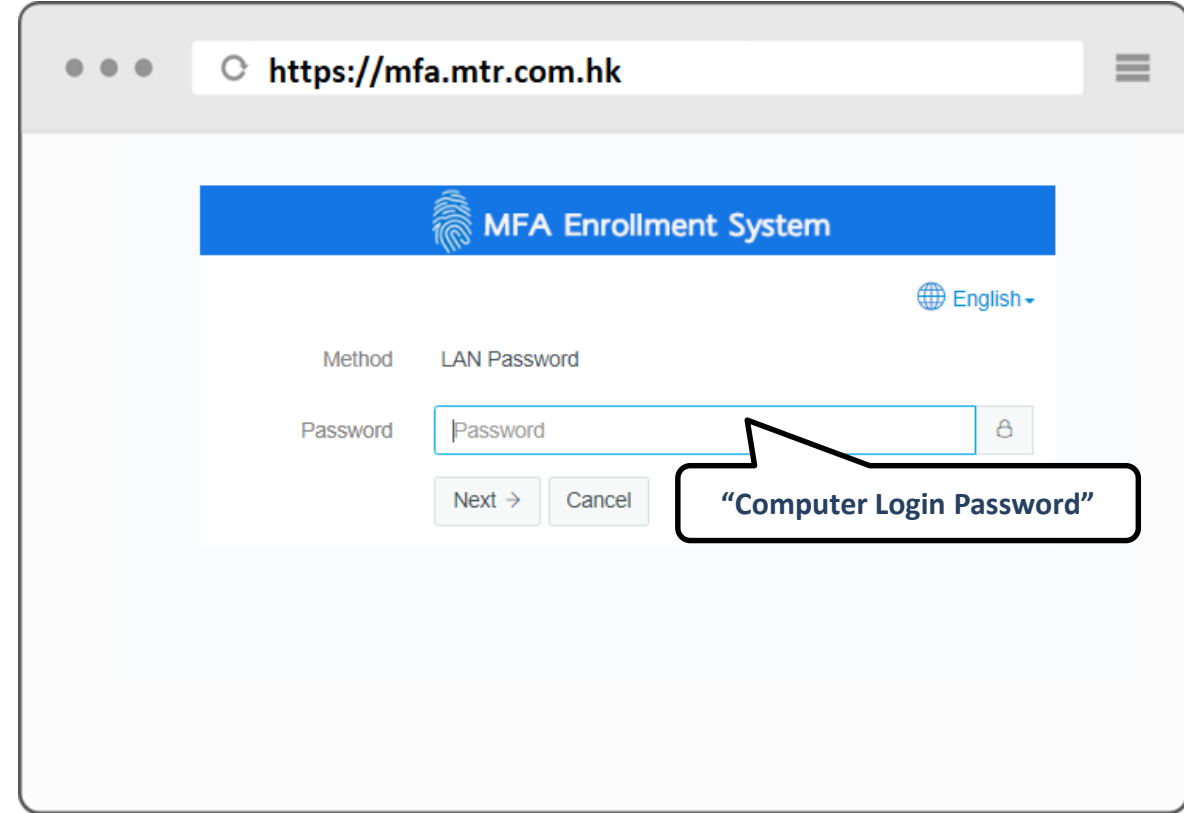
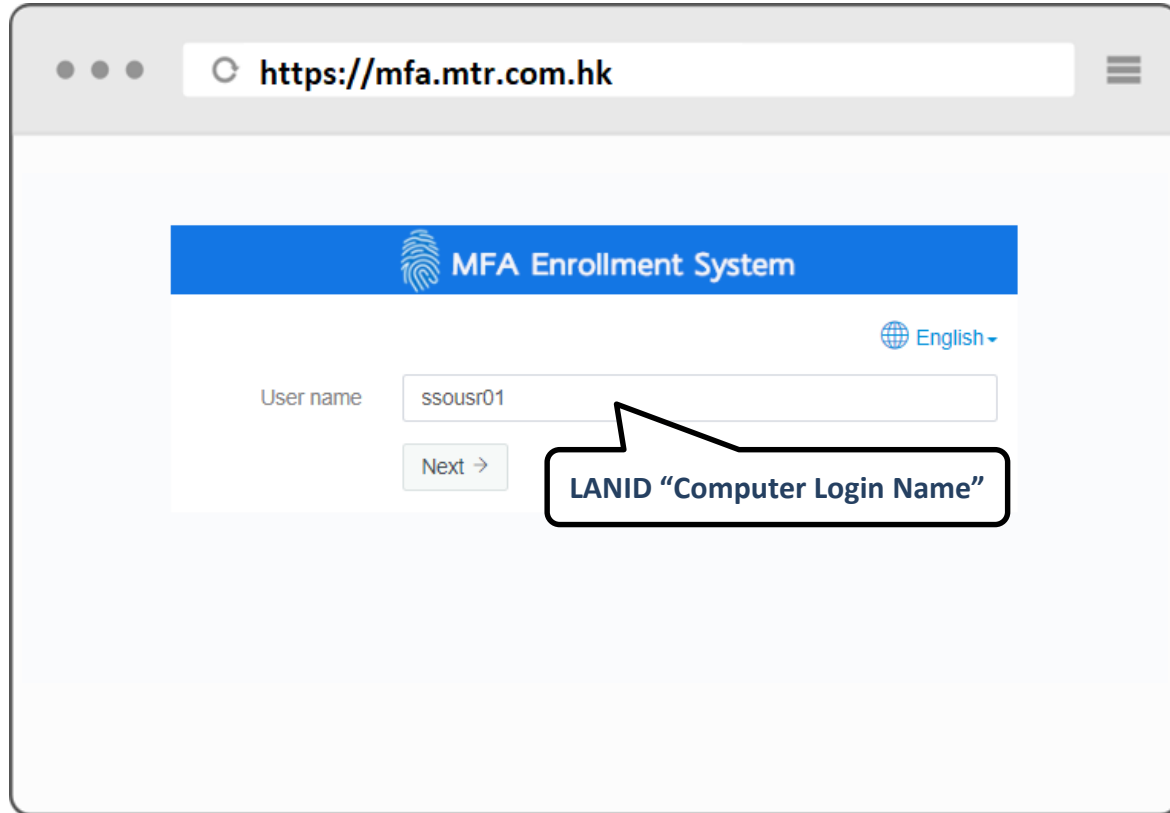
**Step 1: Install the "NetIQ" mobile app on Mobile Device by scanning the above QR Code(...next step)**



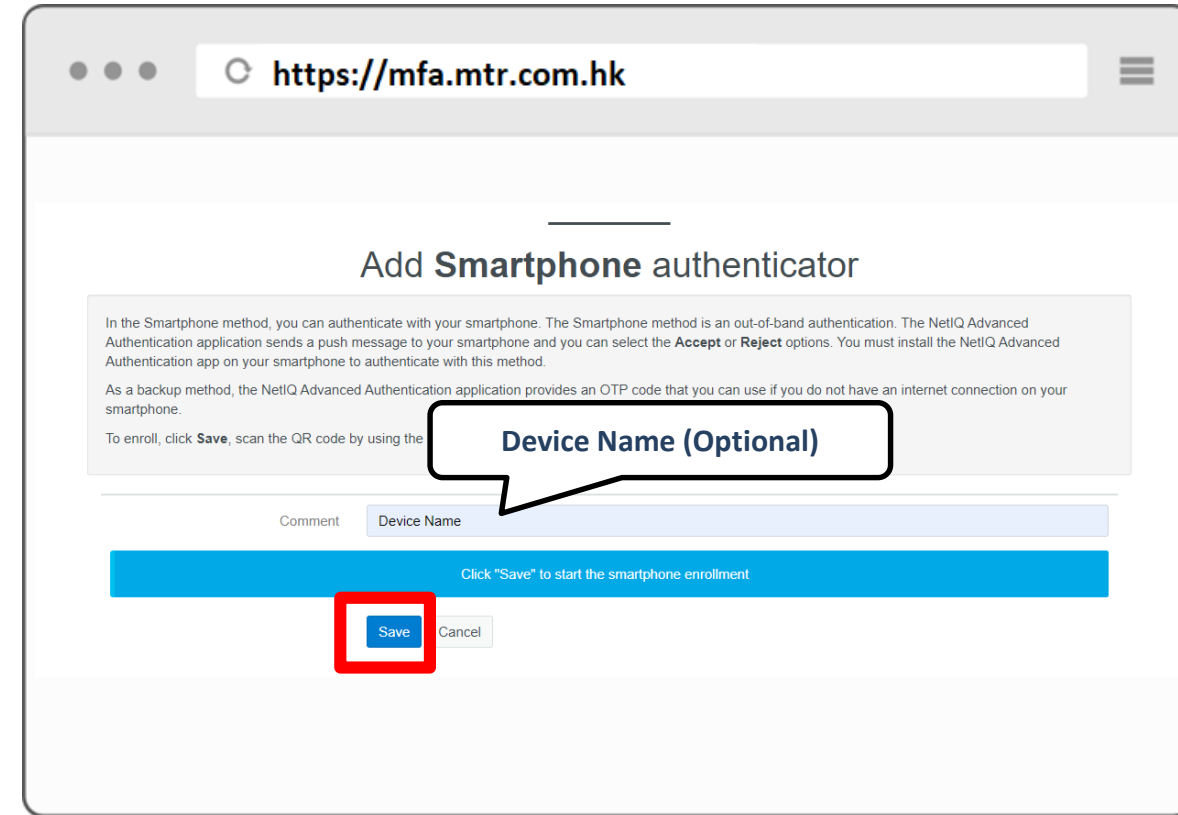
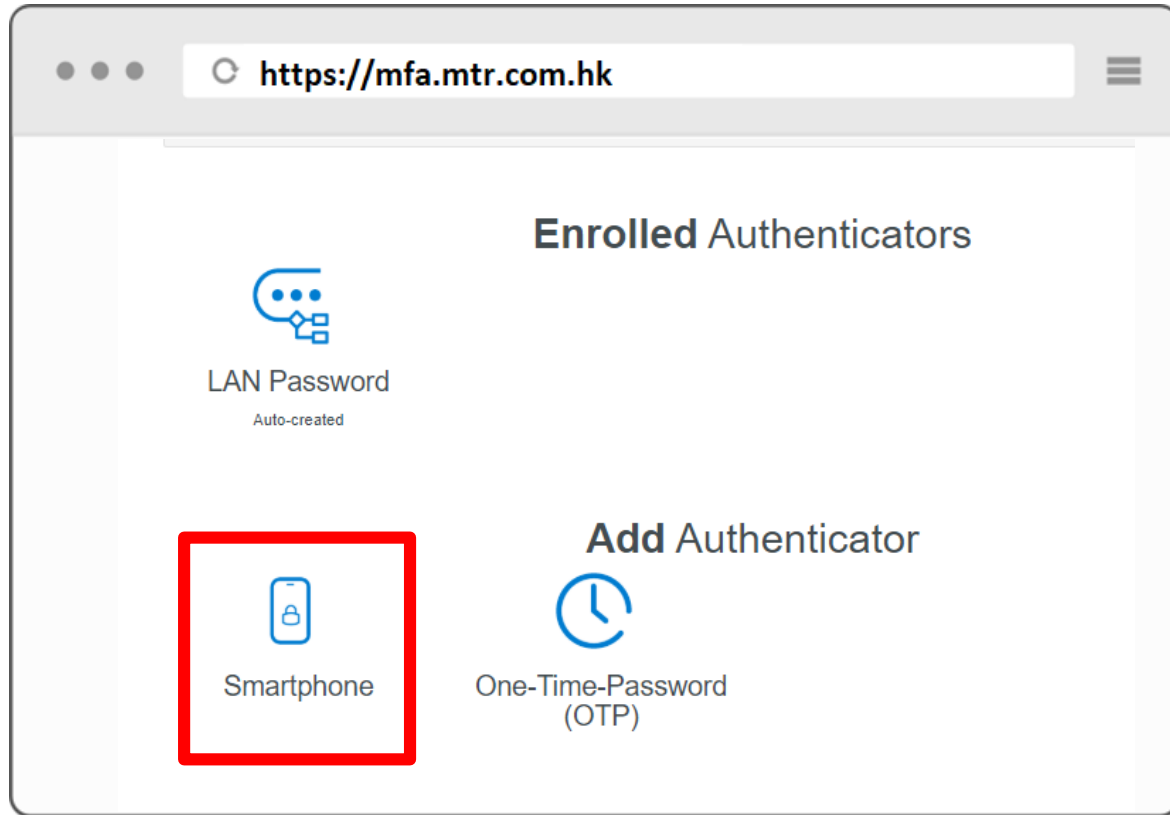
## Step 2: Setup 4-6 digits PIN for “NetIQ” mobile app for new install Accept the notifications settings to receive authentication notifications

**#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.

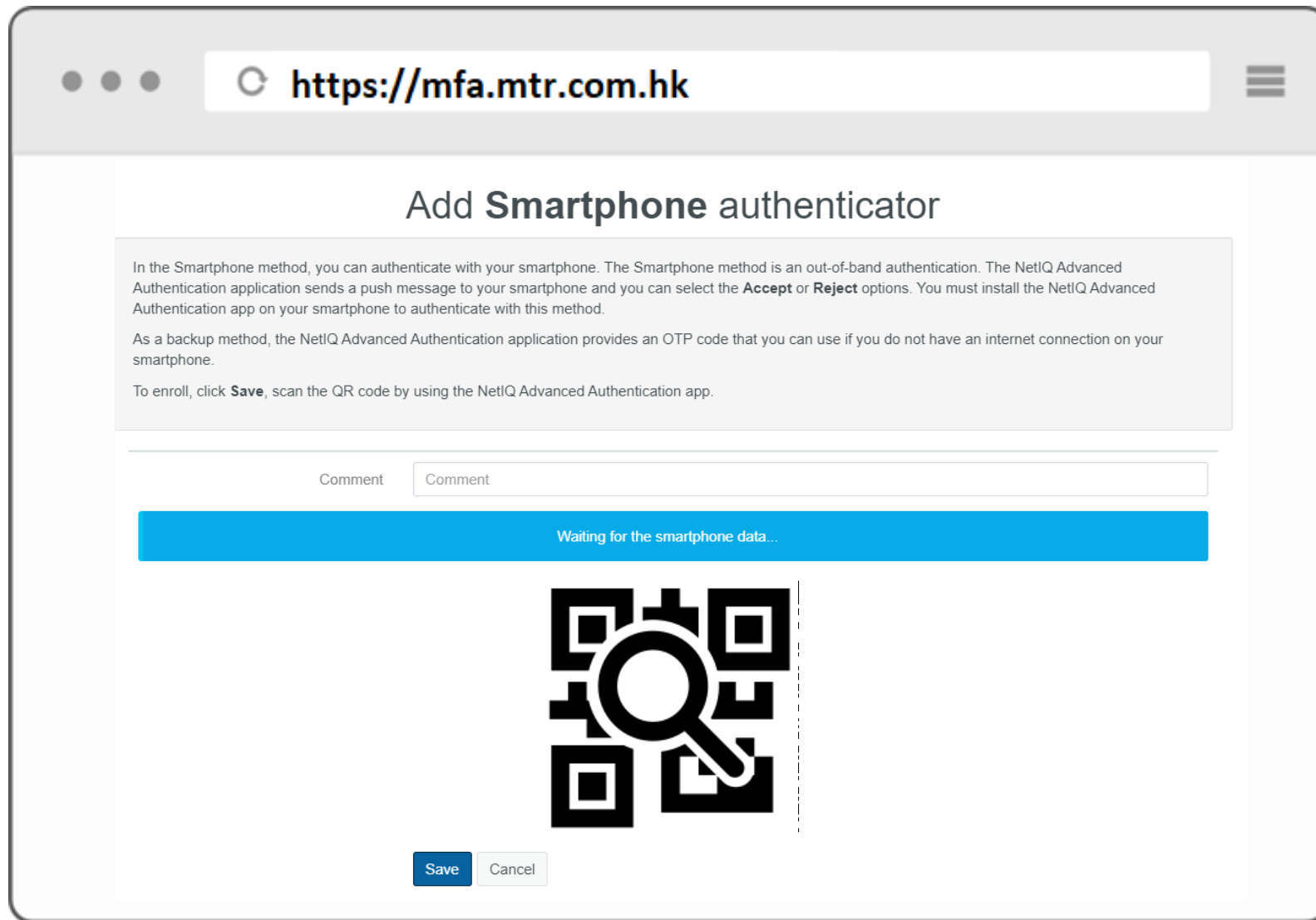


**Step 3 : Access MFA Enrollment System <https://mfa.mtr.com.hk> from PC**  
**Use "LAN ID and Password" to login the enrollment page**



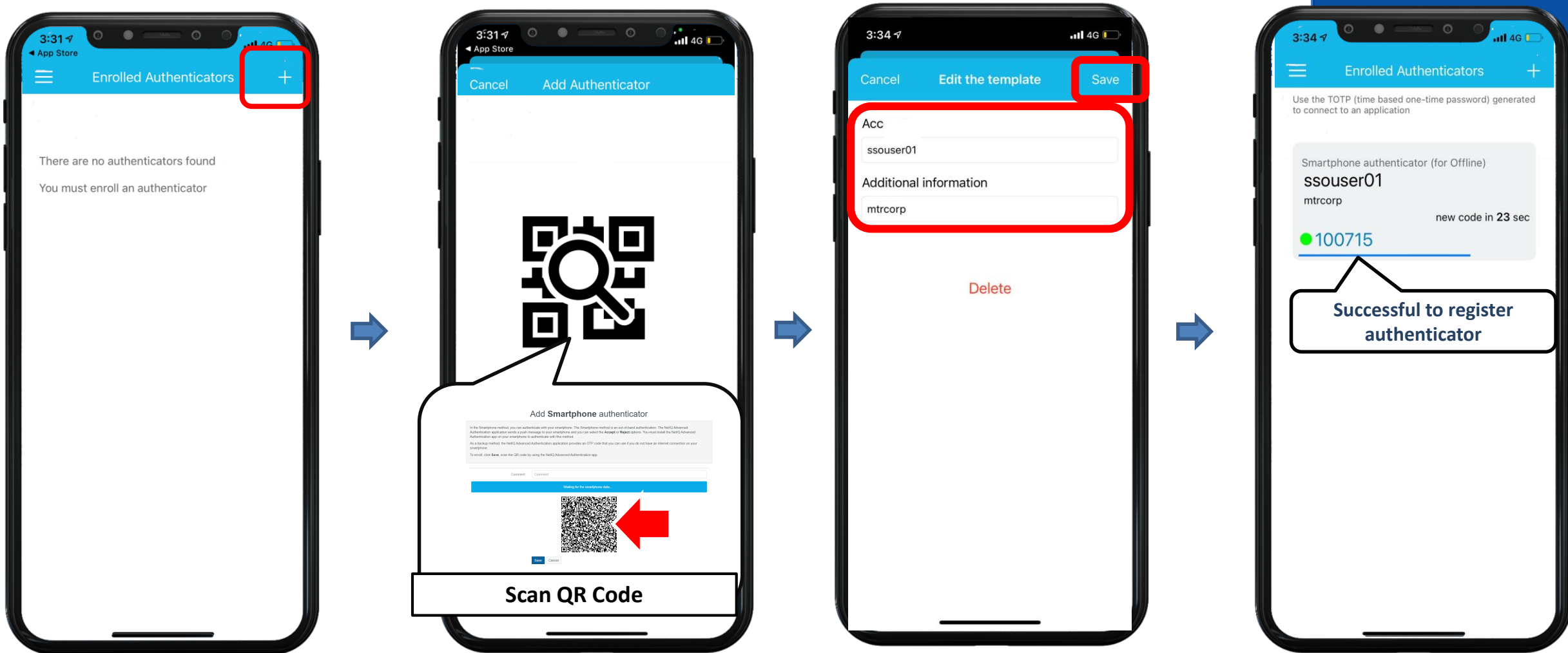
## Step 4: Select “Smartphone” Icon , click “Save” (...next step)

“One-Time-Password (OTP)” not recommended to use

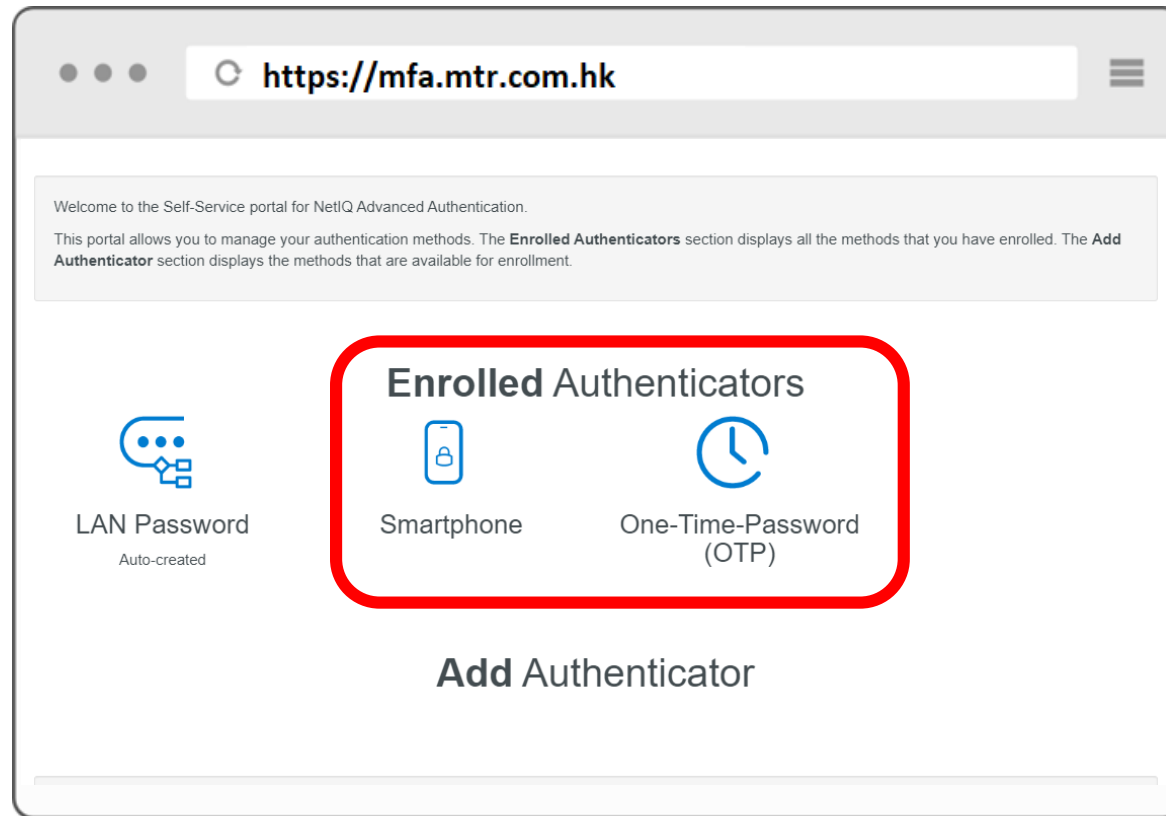


**Step 5: Use the "NetIQ" mobile app installed at mobile device in step 1 to complete the registration (... next step)**





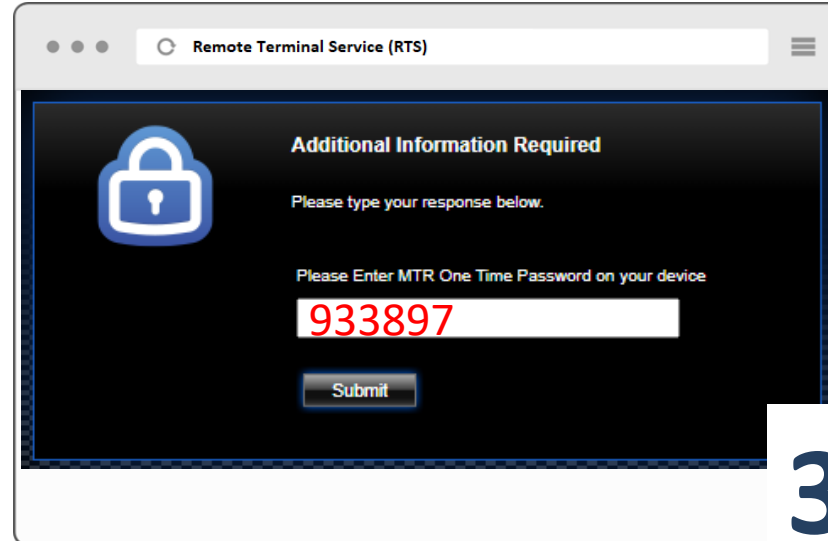
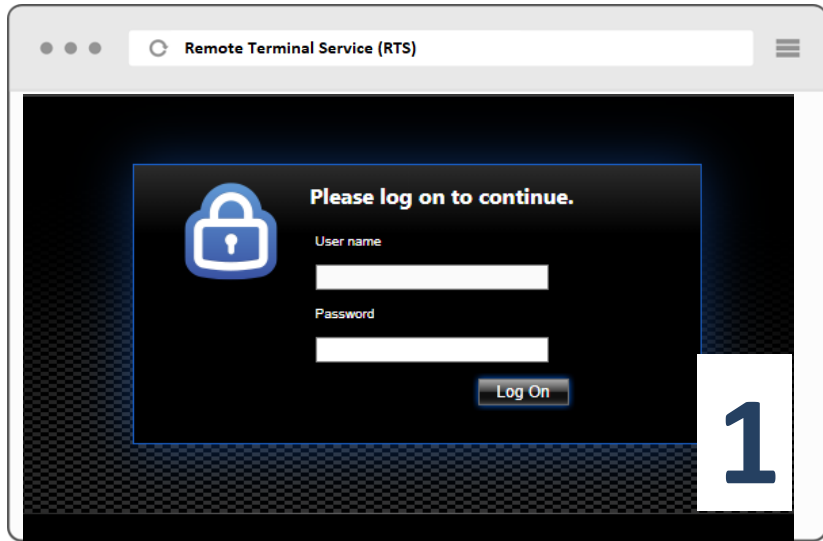
**Step 6: Press “+” icon, and then scan the QR Code using the "NetIQ" mobile app**  
**Input description to distinguish this MFA token easily (e.g. if you have multiple accounts). Click “Save”.**



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

**Registration Completed Successfully**

# Login to Remote Terminal Service (RTS)

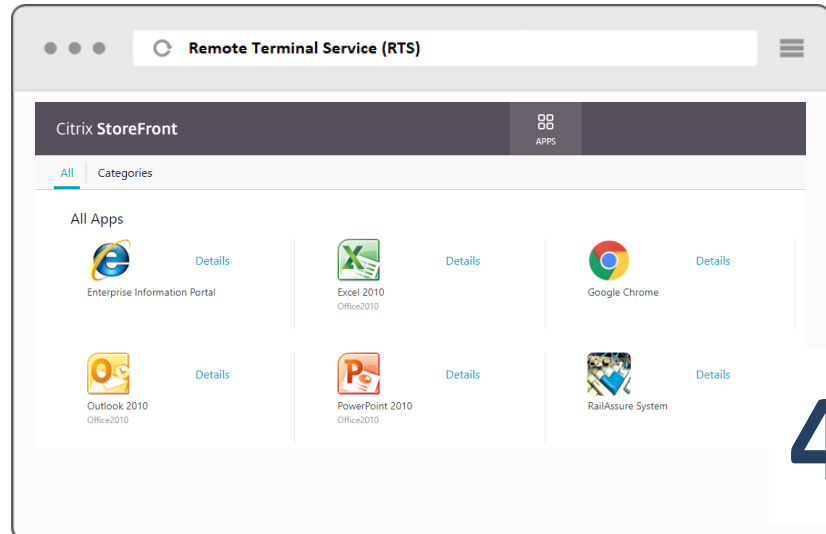
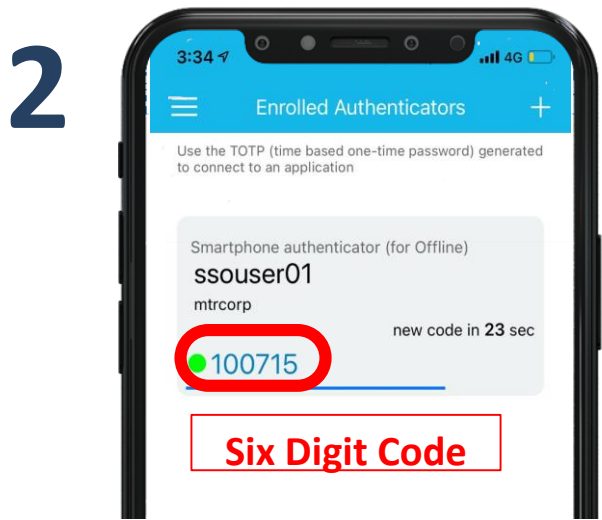


1. Access RTS and login with "LAN ID and Password"

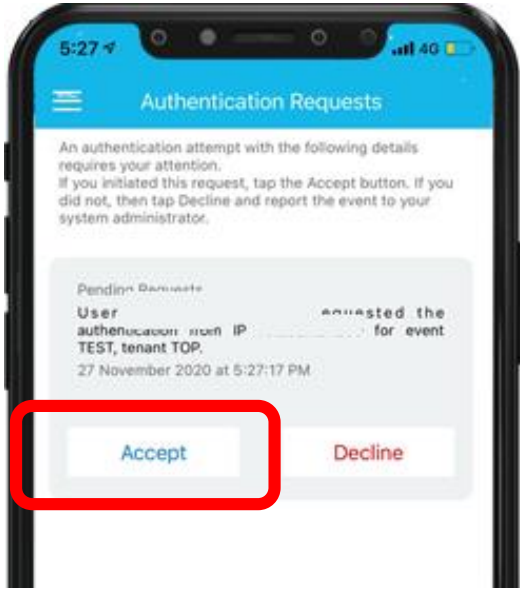
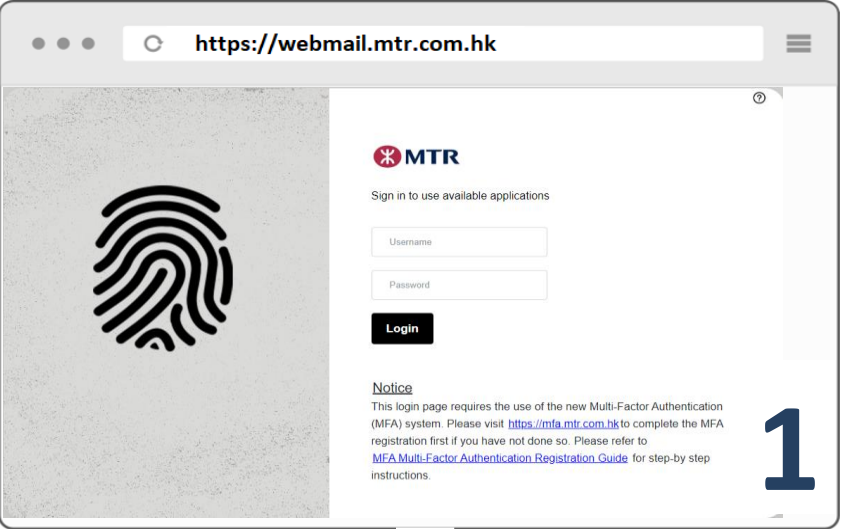
2. Open Mobile App "NetIQ Auth"

3. Enter One-time "Six Digit Code"

4. Success to login RTS



# Login to Outlook Web Access (OWA)

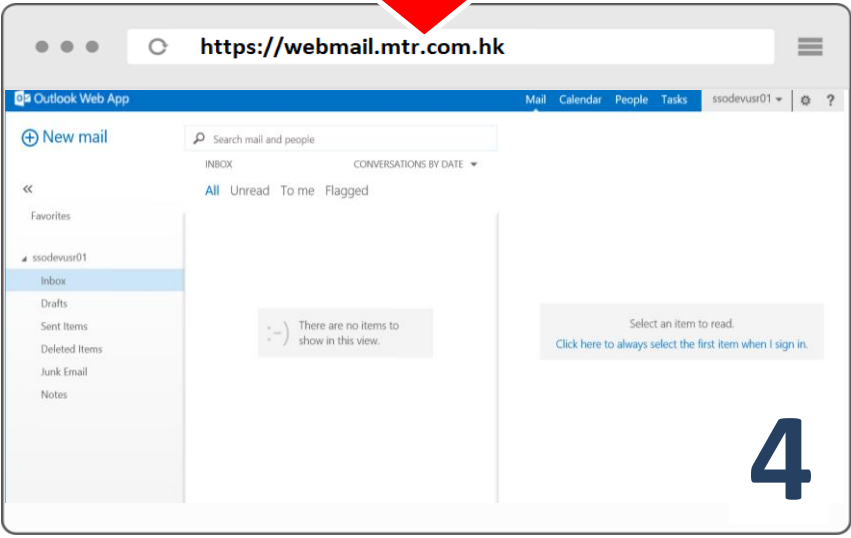
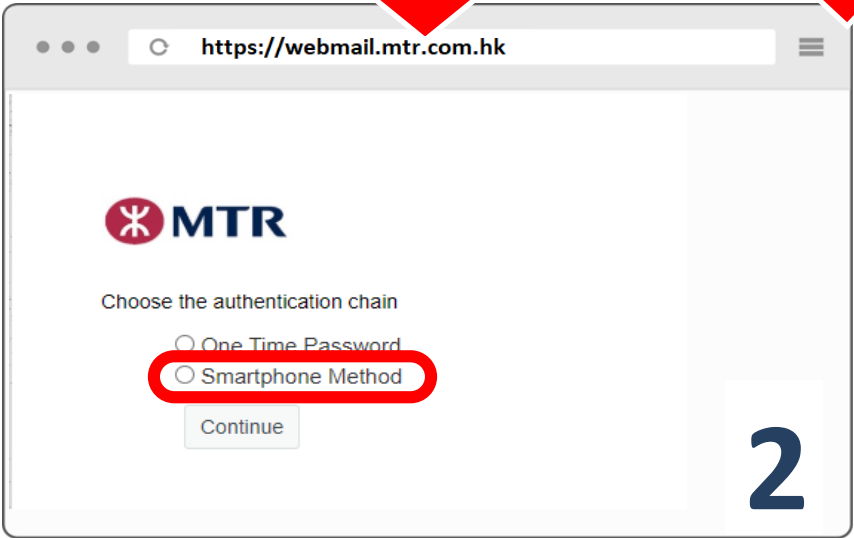


1. Access OWA and login with "LAN ID and Password"

2. Select Smartphone Method

3. Open "NetIQ Auth" Mobile App and Select Accept.

4. Success to login OWA

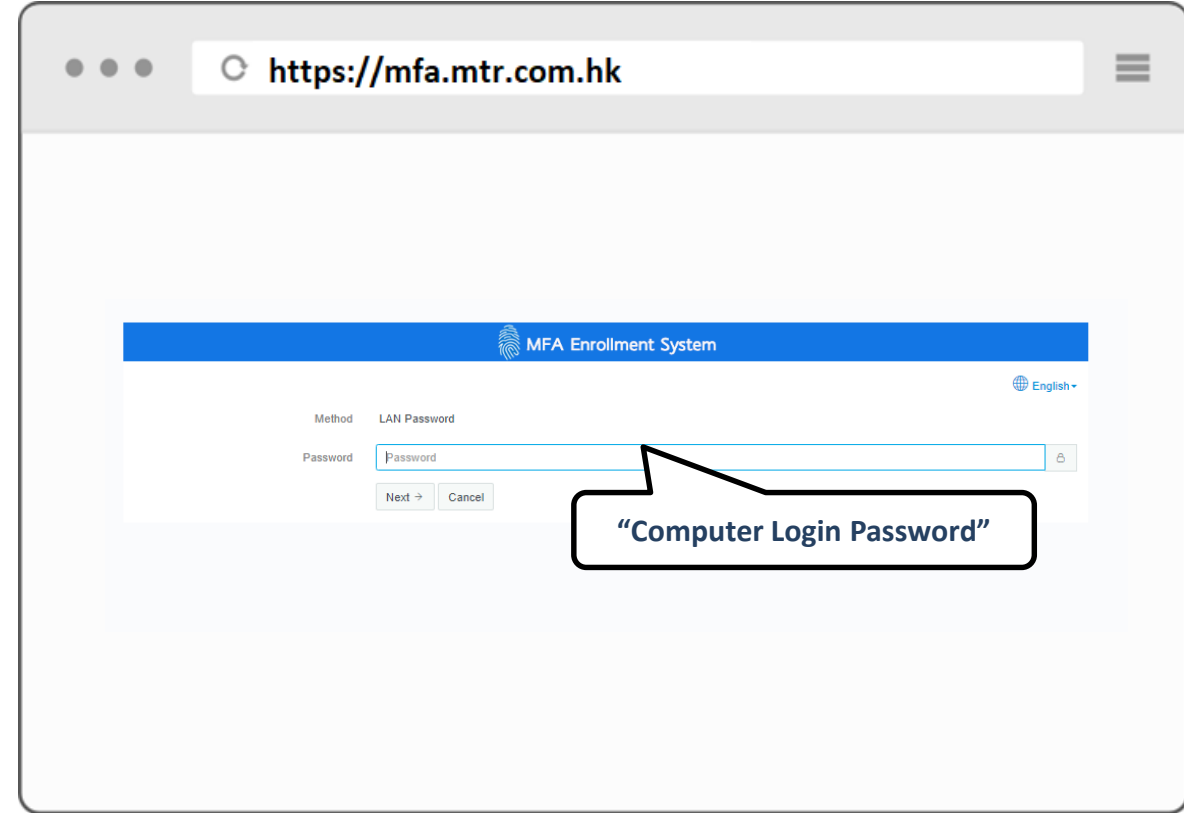
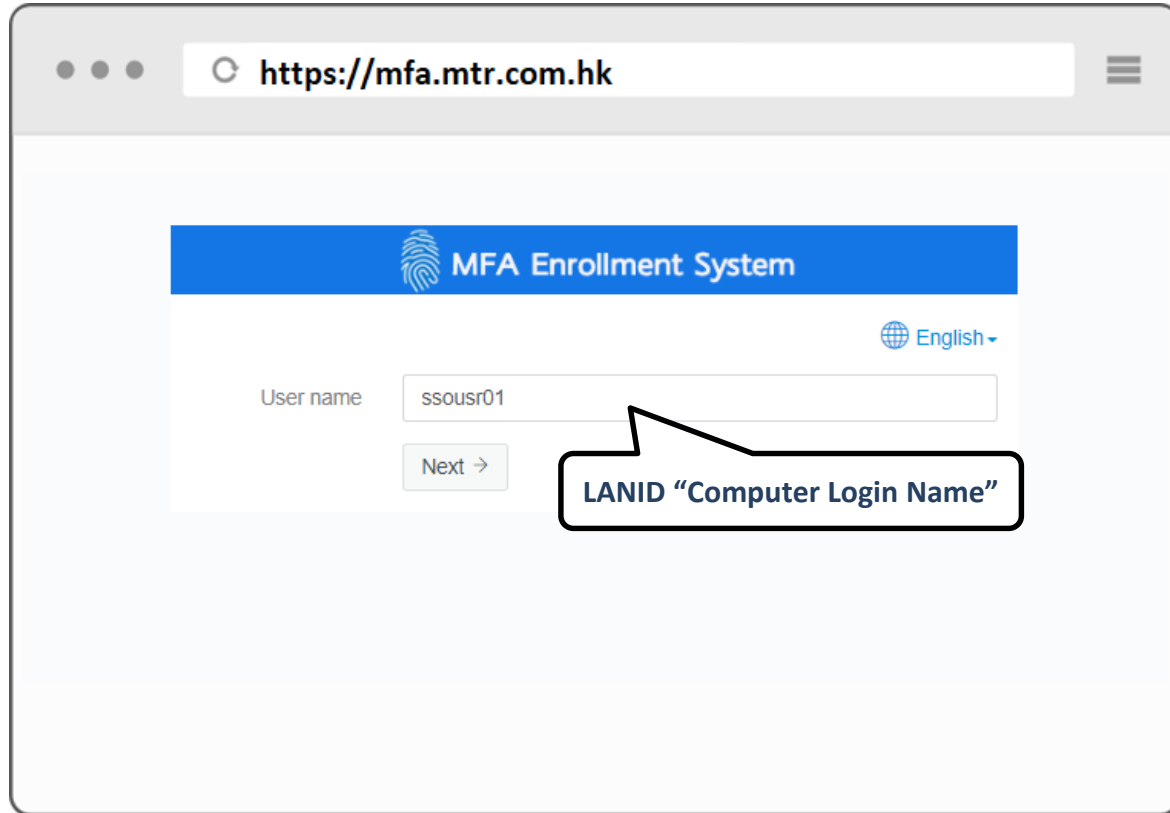




# Device Un-Registration

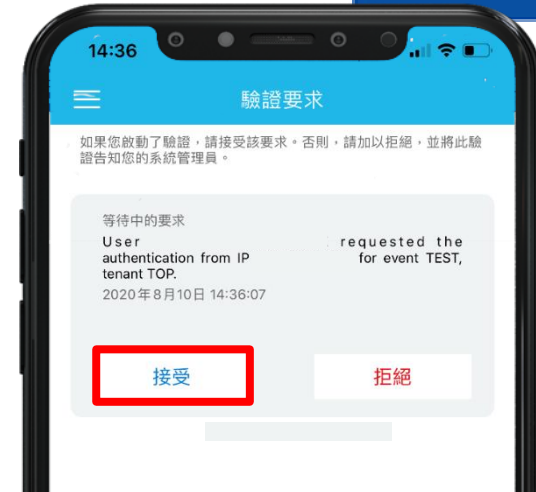
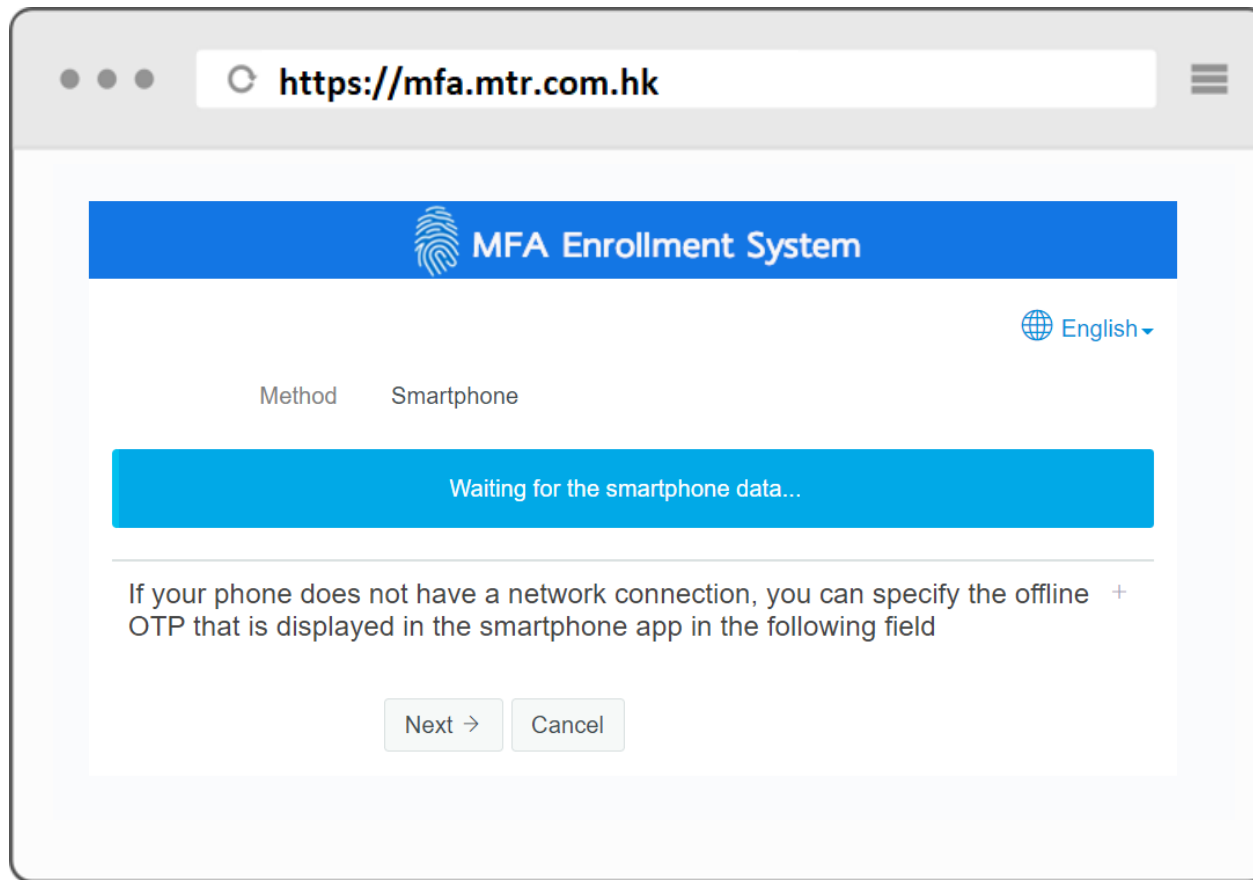
(Change "NetIQ" mobile app to other Mobile Device )

Unregister device ≠ uninstall mobile app on device

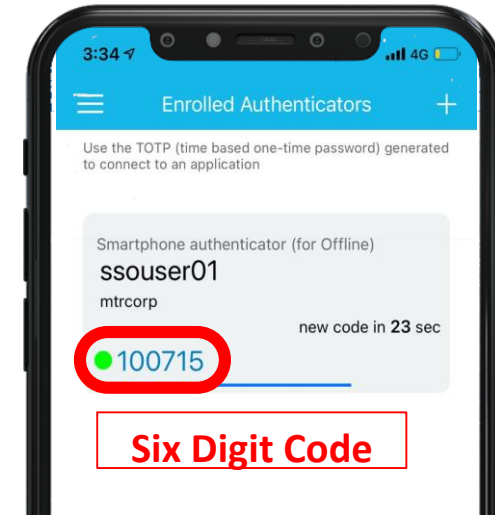
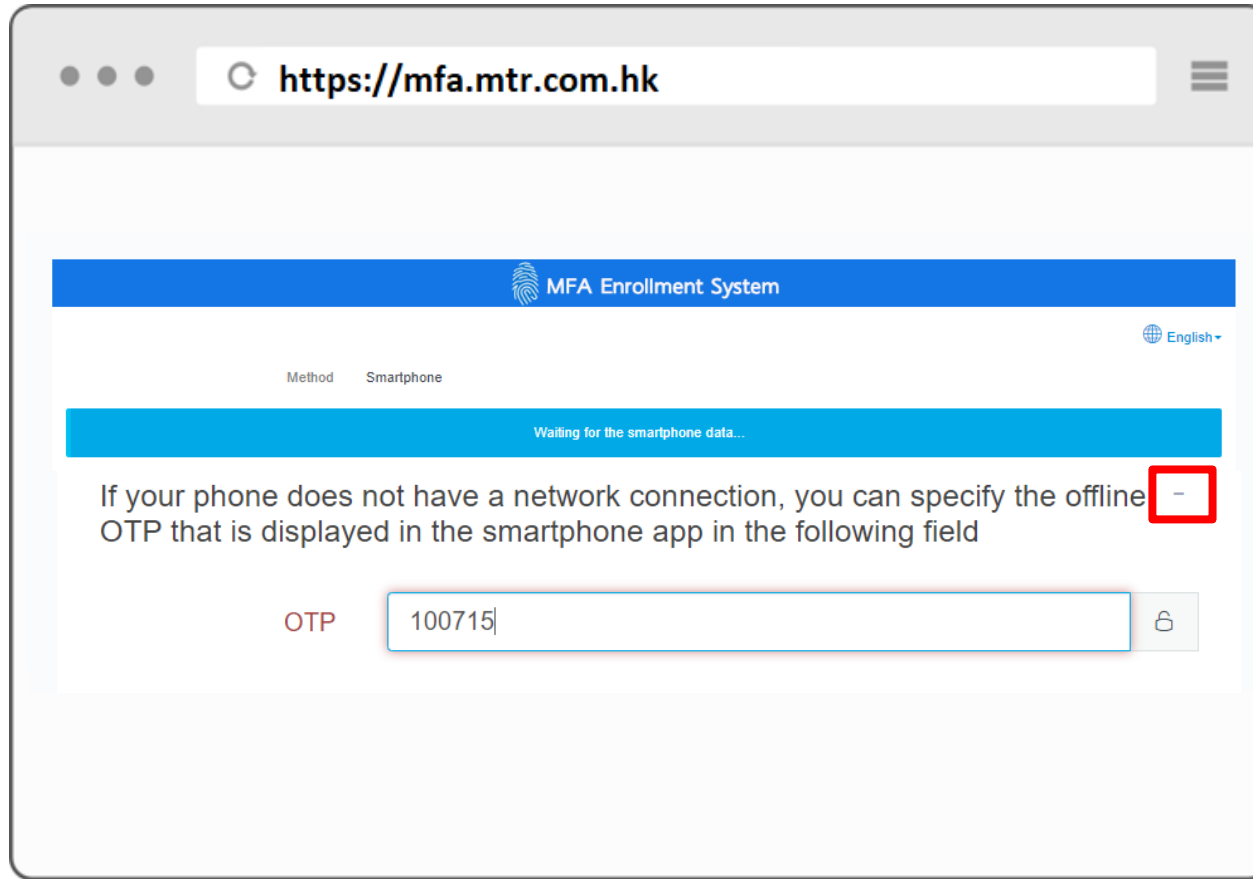


Step 1 : Access MFA Enrollment System <https://mfa.mtr.com.hk> from PC

Use “LAN ID and Password” to login the enrollment page(...next step)

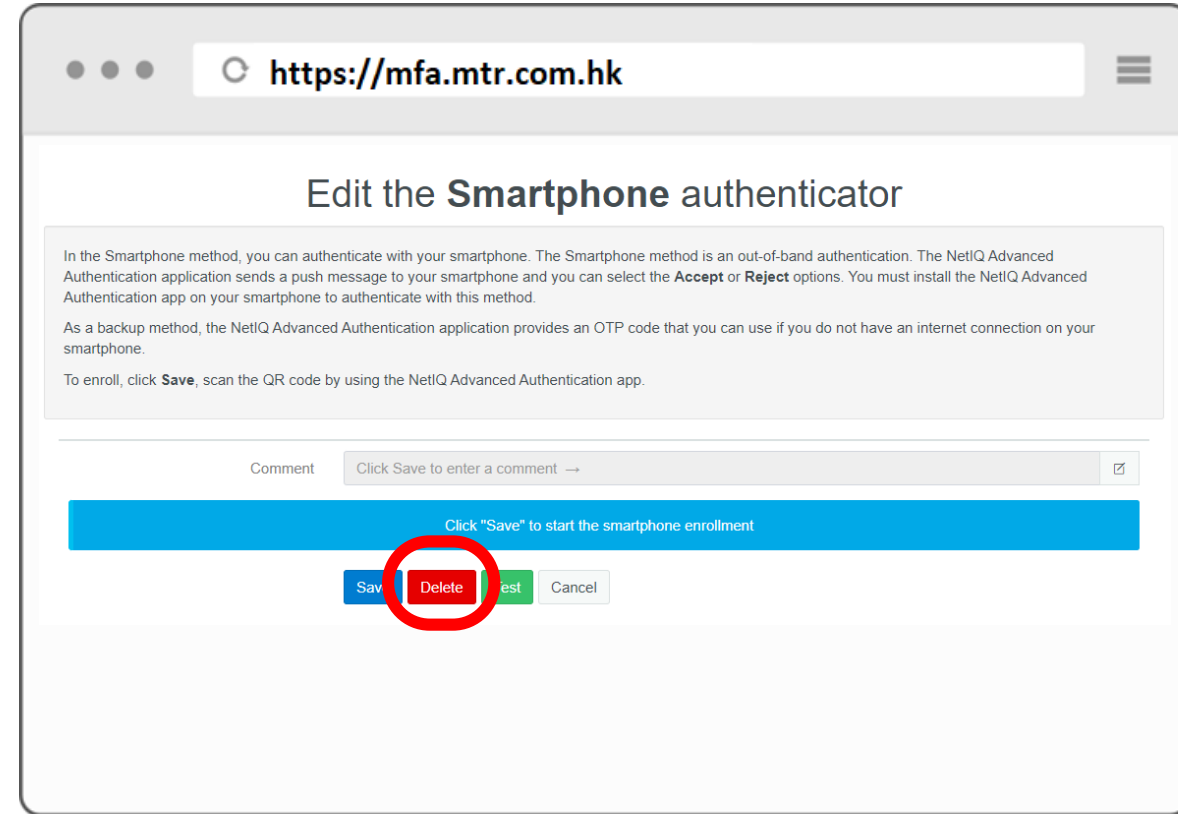
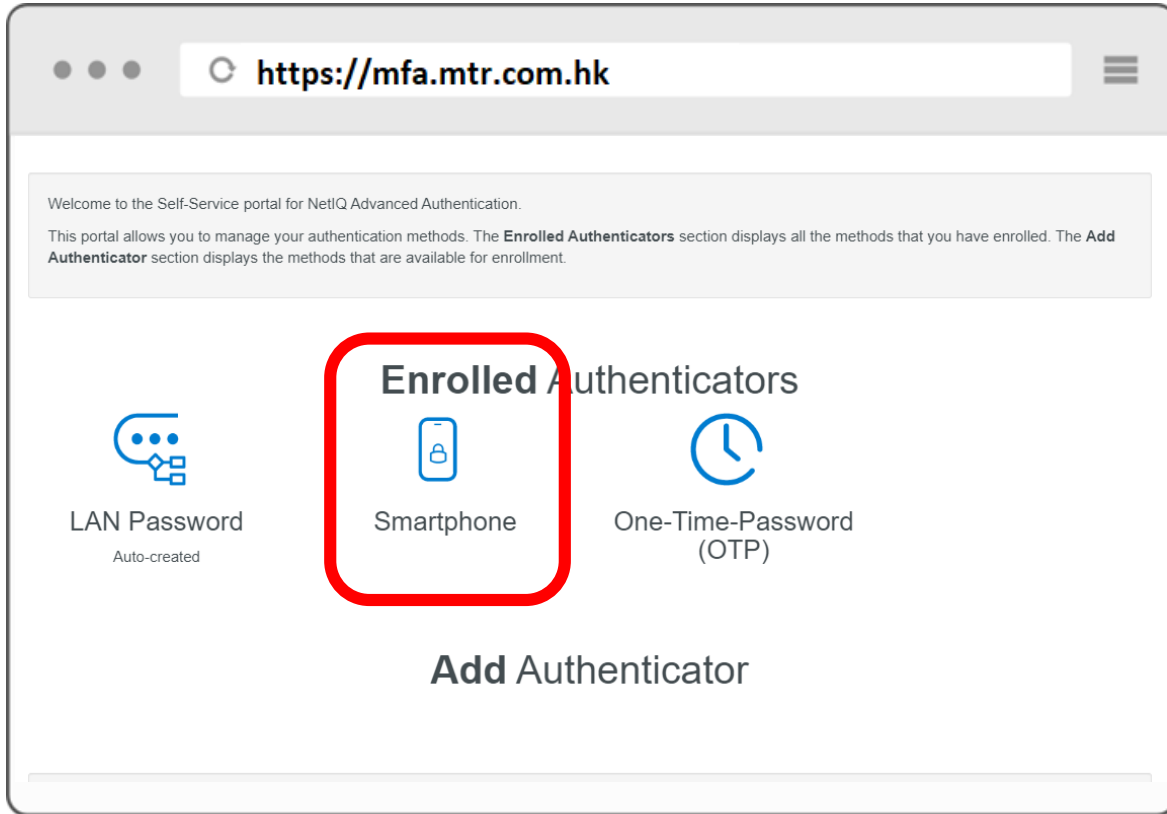


**Step 2 : An approval request would be sent to your mobile device. Select “Approve” on “NetIQ” mobile App(...next step)**



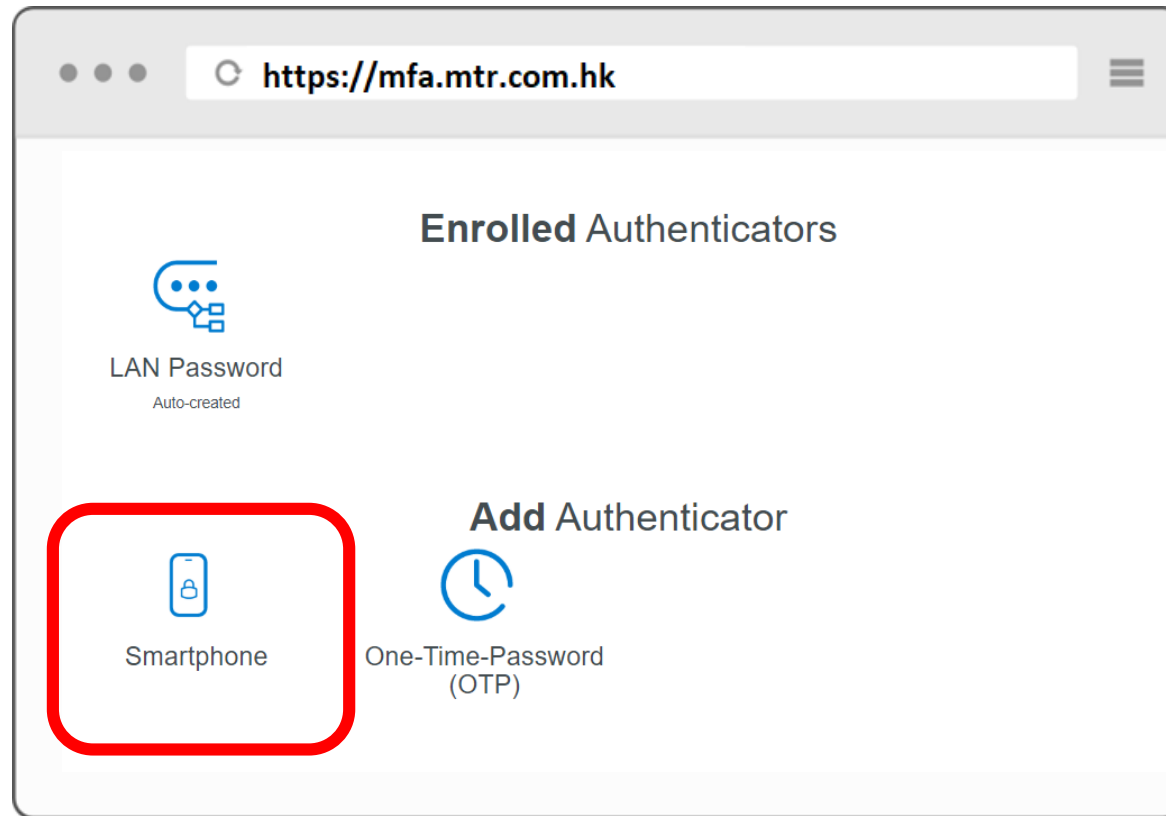
If your phone does not have a network connection, you can specify the offline OTP that is displayed with the “+”.





**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