

MFA for Zscaler SafeNet MobilePASS+ quick start guide

*Only use this guide if MFA is **enabled and required** for you to access Zscaler.

Overview

Multifactor authentication for Zscaler, the VPN login used to access the secure State of Oklahoma network, was added to provide an extra layer of security.

In order to gain access to your files, follow the enrollment and authentication steps. **Only use this guide if MFA is enabled and required for you to access Zscaler.**

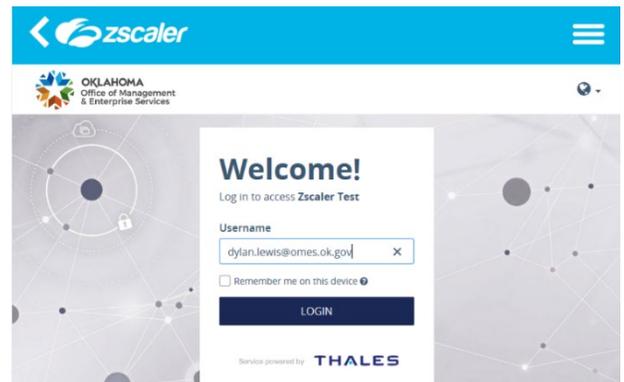
If you don't want to use or don't have access to a mobile device to download the MobilePASS+ app, follow the [GrIDsure instructions](#) to access Zscaler.

Enrollment Steps

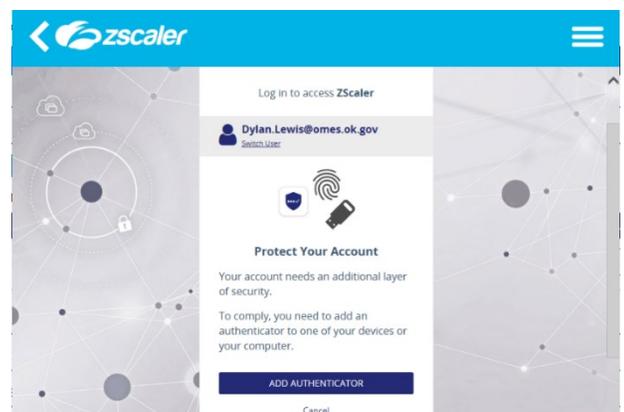
Step 1: Enter your Office 365 credentials and select **Sign in**.



Step 2: The Thales portal for MFA window opens. Your user ID pre-populates. Select **LOGIN**.



Step 3: The Thales authenticator window opens. Select **ADD AUTHENTICATOR**.



Step 4: Once you receive an email with a one-time passcode to verify your identity, enter the six-digit code. Select **Continue**.

IMPORTANT! Make sure to open the email and enter the code on your mobile device.

Step 5: Select the mobile operating system (Android or iPhone). Open your mobile device camera application and scan the QR code displayed.

This will either open the SafeNet MobilePASS+ app already installed on your device or take you to the app store.

If the app opens, **skip to Step 7**.

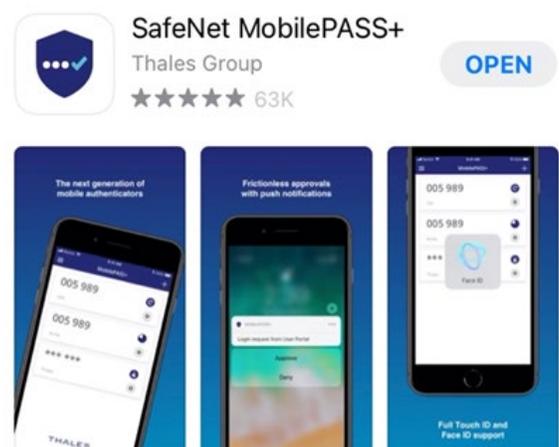
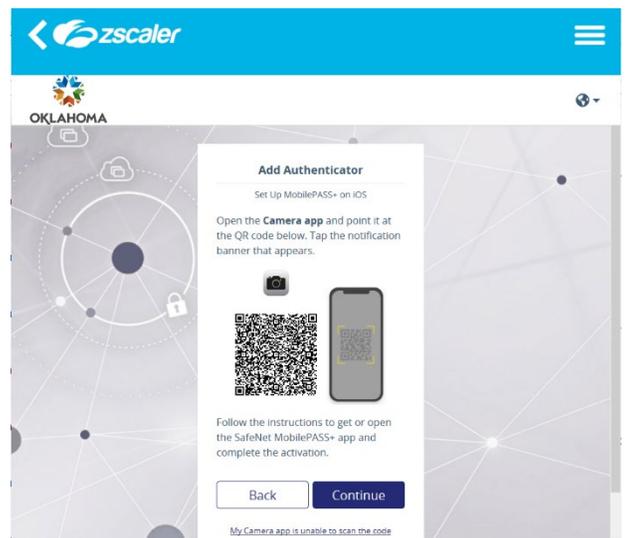
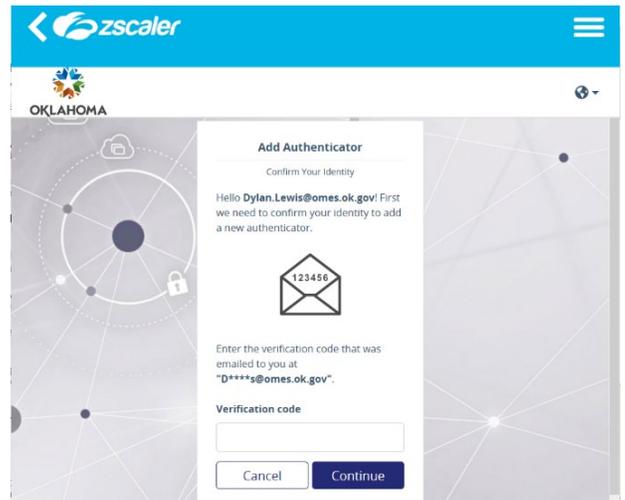
If the app doesn't open, continue to download and install the SafeNet MobilePASS+ app.

- Android (5.0+) – SafeNet MobilePASS+ – Apps on Google Play.
- iOS (10.0+) – SafeNet MobilePASS+ – App Store (apple.com).

Step 6: Once the app is installed, scan the QR code one more time with your mobile device camera and select **Open MobilePASS+**.

IMPORTANT! *Removing and/or installing the app will invalidate any previous tokens. Please do not remove the app unless instructed by the OMES Service Desk to do so.*

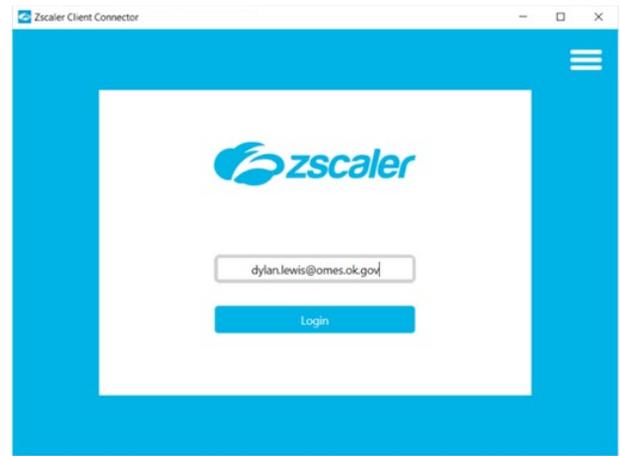
Step 7: Follow the prompts on the app to create your PIN or biometrics. The passcode displays in the MobilePASS+ app.



Authentication Steps

Once enrolled, you will need to authenticate to identify yourself. You will be asked to complete these steps every two days to two weeks, depending on your level of access to sensitive data.

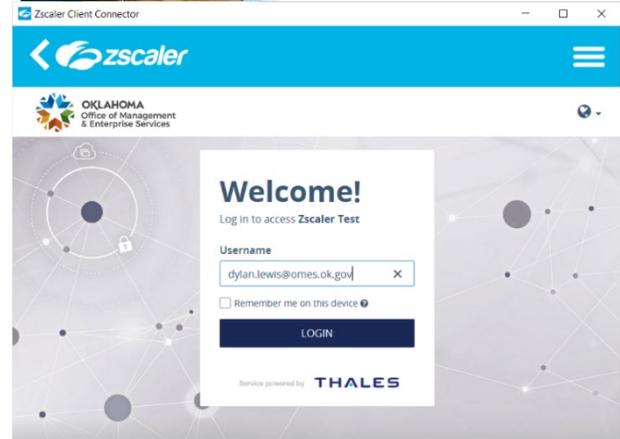
Step 1: Open Zscaler and enter your state email address.



Step 2: Enter your Office 365 credentials and select **Sign in**.



Step 3: The Thales portal for MFA window opens. Your user ID pre-populates. Select **LOGIN**.



Step 4: The MobilePASS+ authentication page opens and a notification is sent to your mobile device.

Press approve on your device and verify with your PIN or biometrics.

Or enter the eight-digit passcode from your mobile device and select **LOGIN**.

