

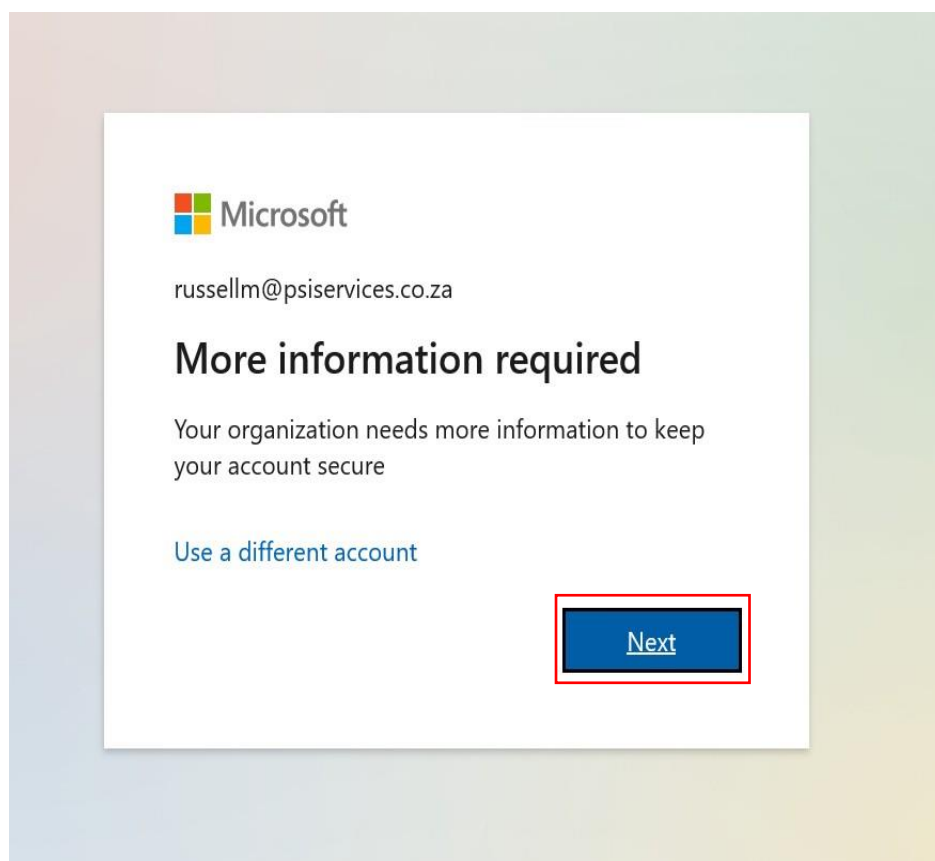
What is Multifactor (MFA) and/or 2-Factor Authentication (2FA)?

Multifactor or 2-Factor authentication will help prevent unauthorized access to your O365 and e-mail account even if your password is compromised. It sends a code through text, phone call, or with a mobile app like Microsoft Authenticator when accessing your account through the Microsoft website.

Below is step-by-step process on how to set up your 2-Factor Authentication on your Microsoft Account.

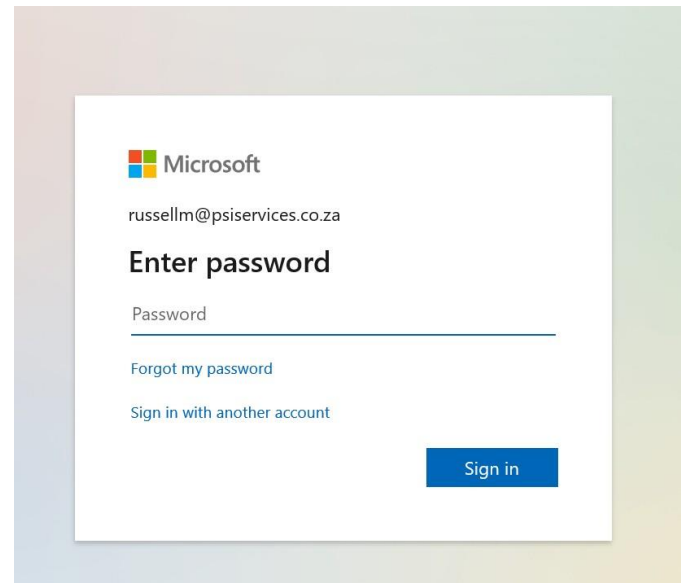
Step 1:

The screen below will pop up with your email address. Click on Next to proceed.



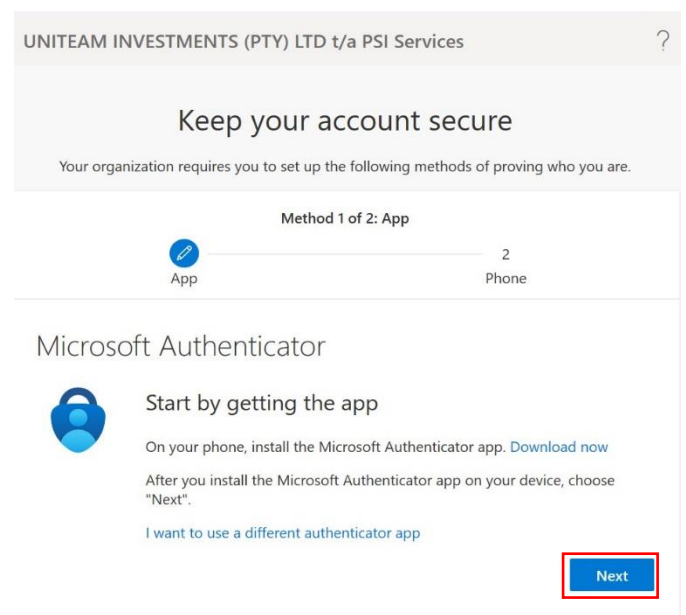
Step 2:

Enter your Microsoft 365 password provided by your IT support team. Click on **"Sign In"**.



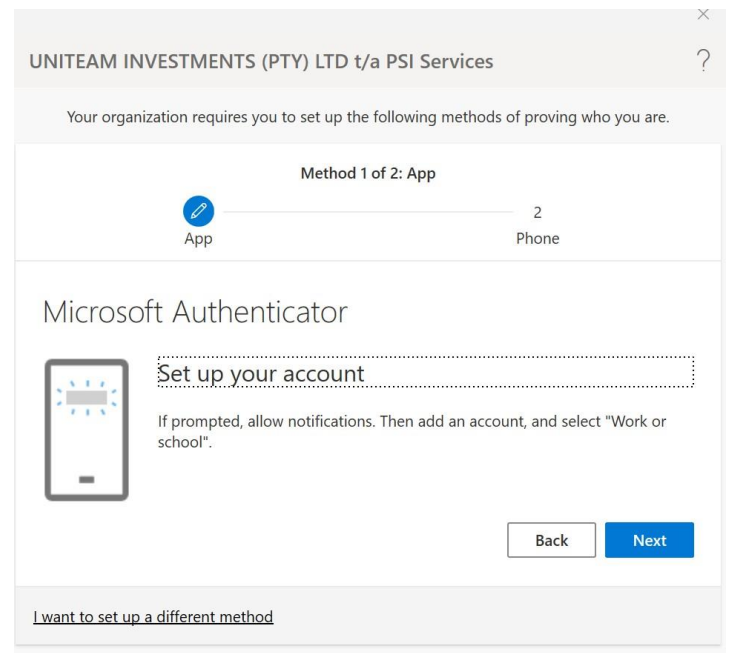
Step 3:

Download the Microsoft Authenticator APP from the Google Play or the Apple Store. After successfully installing the APP on your mobile device, click on **"Next"**.



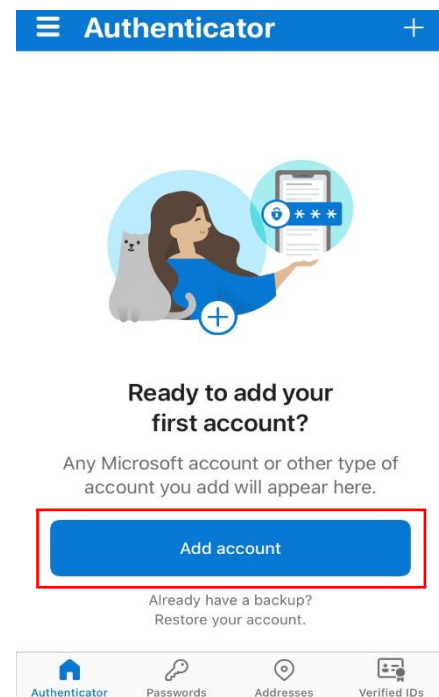
Step 4:

The screen below will be displayed on your PC.
DO NOT CLICK "Next". You are required to first setup your account on the Microsoft Authenticator APP on your mobile device.



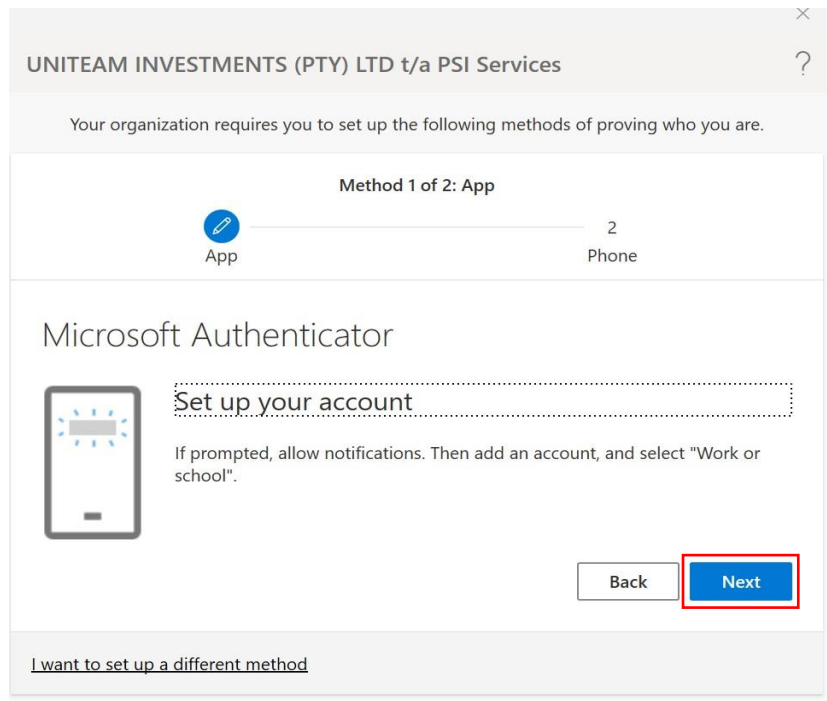
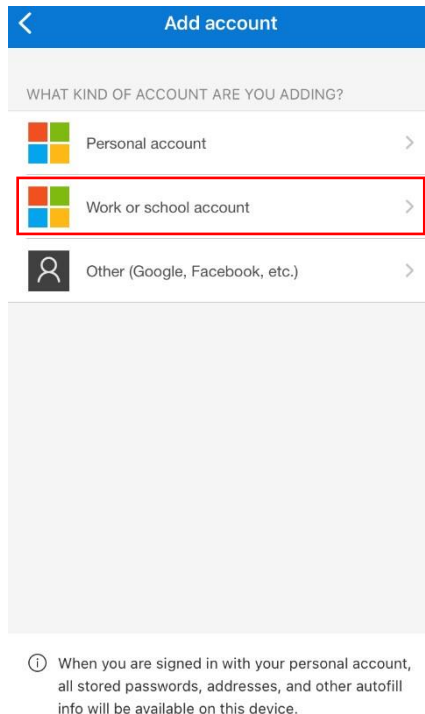
Step 4.1:

On the Microsoft Authenticator APP on your mobile device, click on Add Account



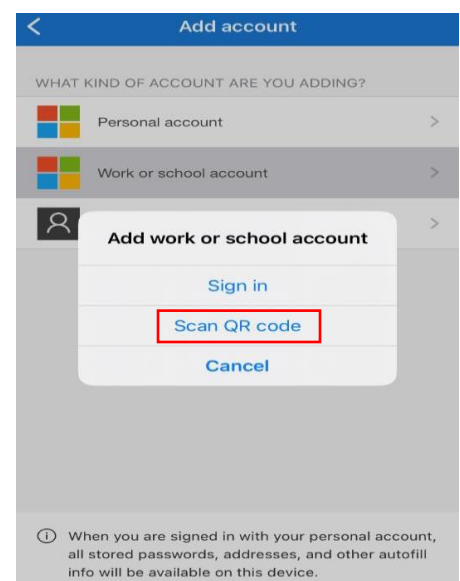
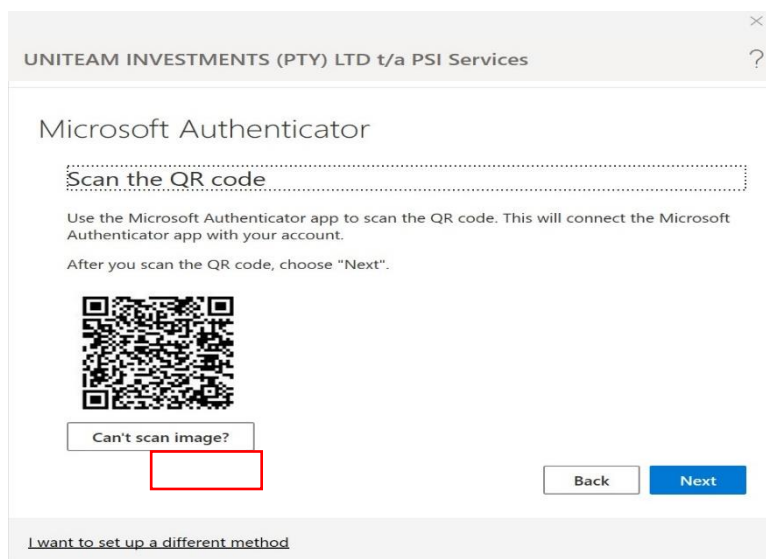
Step 4.2:

Click on Work or school account and then on your PC, click on **"Next"**.



Step 4.3:

On your PC, the **"Scan the QR code"** page will be displayed. Click on Scan QR Code on your Microsoft Authenticator APP.

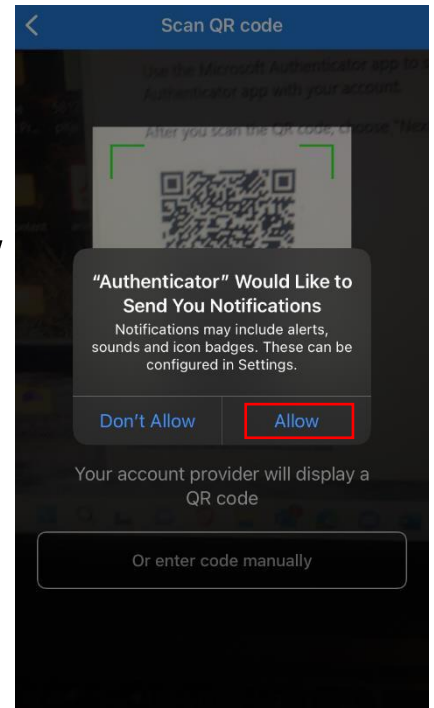


UNITEAM INVESTMENTS 101 (PTY) LTD
REG NO. 2010/009455/07
VAT REG 4810195927

29 Wandsbeck Road,
Westville 3629,
Durban, South Africa
Service Desk: 087 537 0777
Director: Shane Morrow

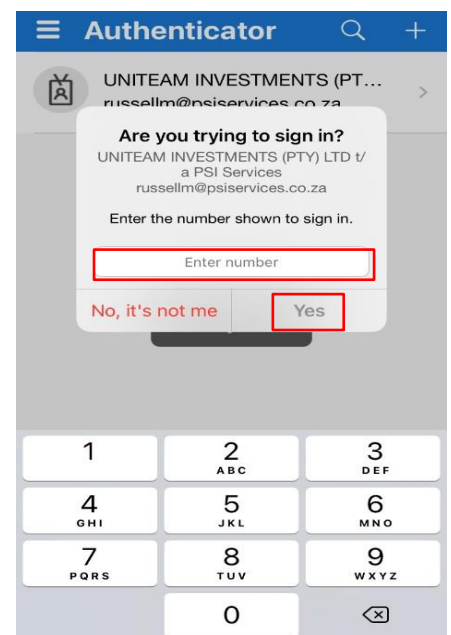
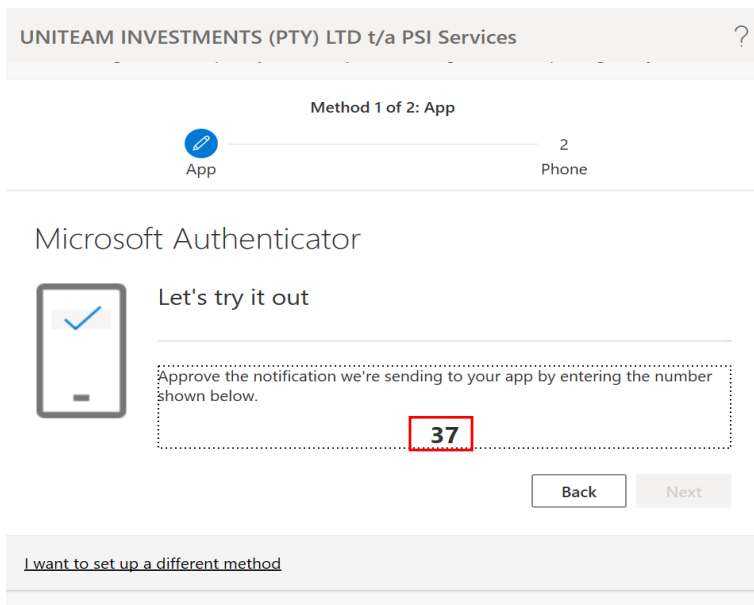
Step 4.4:

The message - "Authenticator would like to send you notifications" will pop up on your mobile device. Click on Allow and scan the QR code with your mobile device that is displayed on your PC. Then click on Next on your PC.



Step 4.5:

On your PC, it will request you to approve the notification that is being sent to your Microsoft Authenticator APP. Enter the number being displayed and click on Yes



Step 5

You have an option to add a different method of authenticating your Microsoft Account which is by answering a call on your phone or by entering the verification code sent via text. We suggest you select the "TEXT" option. This will now conclude your 2FA setup process.

UNITEAM INVESTMENTS (PTY) LTD t/a PSI Services

?

keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

✓
App

✎
Phone

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

▼

Enter phone number

☒ Text me a code

☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Frequently Asked Questions

1. Q: What will happen after 2FA rolls out?

A: Your emails will stop working and a pop up to sign in will show up on outlook. It will then show the above 2FA set up shown in step 1

2. Q: Where do I go to set up 2FA if it fails to load in outlook?

A: Go to outlook.office365.com and sign into the account.

3. Q: After setting this up, will I need to use my phone every time I log in?

A: Not every time. If you log into the website and don't select "stay signed in" then yes. If you are using outlook then not until Microsoft require a new login to confirm that the account is secure. This takes place every 30 to 60 days automatically.

4. Q: What if I forget my device at home, will I still be able to log in?

A: Unfortunately not, as 2FA will not allow you to bypass without it.

5. Q: What if I lose my device?

A: You can give us a call on 087 537 0777 and we can force the process to start again so you can set up the new device to allow you to log back in.