



## Multi-Factor Authentication (MFA) Set-up

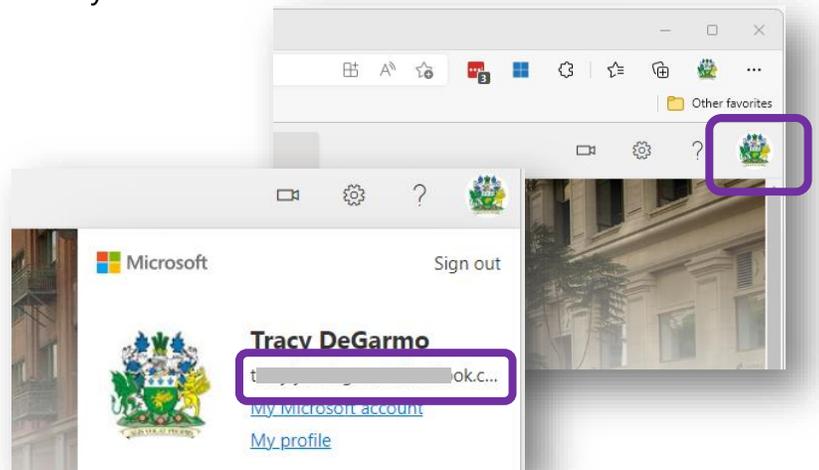
Use these instructions to perform set-up for MFA or to make changes to your security methods.

### Step 1

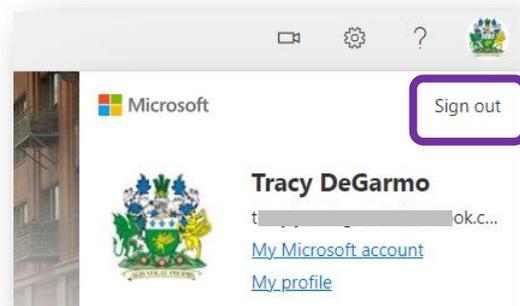
#### Are you already logged in to Microsoft Office?

- Open a browser and go to <https://office.com>
- Are you prompted to log in?
  - Yes
    - This means you are not already logged in to Microsoft Office
    - Go to **Step 2**
  - No
    - This means you are already logged in to Microsoft Office
    - In the upper right corner, click on your icon

- Check the email address



- Are you logged in with your Ford account (FSNID@b2bford.com)?
  - Yes – Go to Step 2
  - No – Click **Sign out**, close your browser, then go to Step 2





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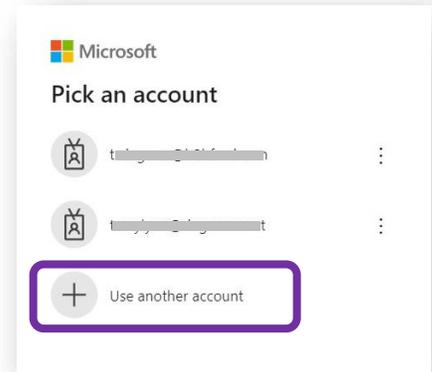
### Step 2

#### Start here to log in to Microsoft:

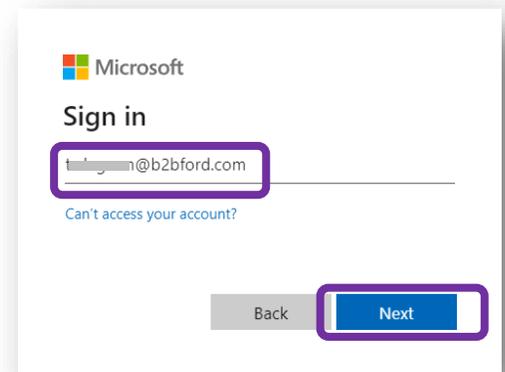
- Go to <https://mysignins.microsoft.com/security-info>
- When prompted to sign in select + **Use another account**

**NOTE:** You will only see this prompt if you have logged into Microsoft with other accounts.

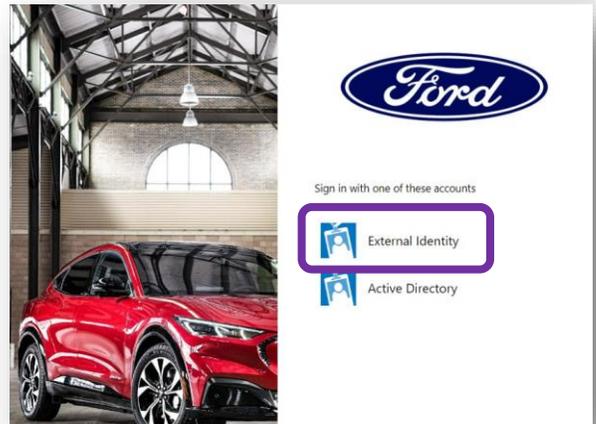
If you do not see this prompt, you will see the next prompt on this page.



- Sign in with your **FSNID@b2bford.com** account and click **Next**



- Click **External Identity**

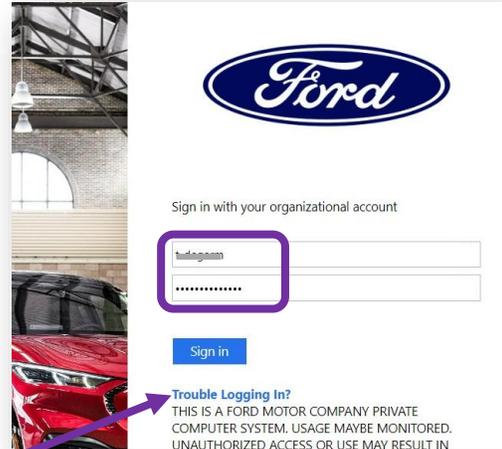




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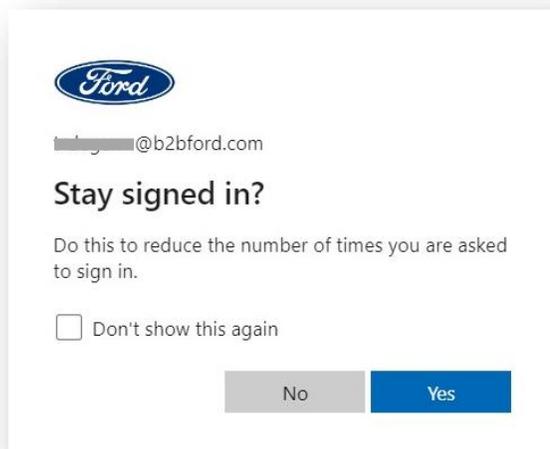
### Step 2 (continued)

- Enter your FSNID and password



**NOTE:** If you have trouble logging in, click this link for help and frequently asked questions.

- The next screen allows you indicate that you wish to reduce the number of times you are asked to sign in. Your selection and will not affect your access to your app.





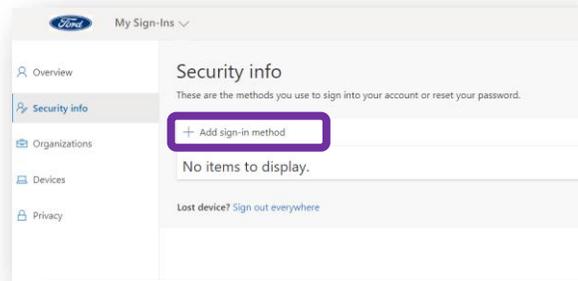
## Multi-Factor Authentication (MFA) Set-up

### Step 3

If you have already set up MFA, it will show your current security methods with the [option to make additions, changes, or deletions](#). If you have never registered MFA, no security methods will be displayed.

**Start here to register MFA for the first time:**

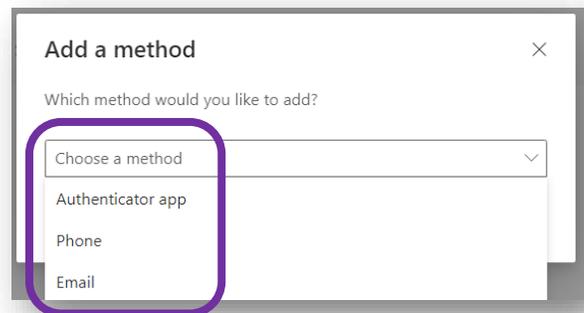
- At the **Security info** page, click **+Add sign-in method**



- From the drop down, choose your preferred method. Instructions for each method are on the remaining pages of this job aid, or you can follow the instructions provided in the browser.

You can add more than one method  
(It is recommended that you have at least 2 methods)

**NOTE:** Email cannot be used for MFA but can be used for security verification if you are locked out of your account.



### NOTE

The remaining pages of this job aid walk you through the three security methods and how to make changes to current security methods.

Choose security methods based on your specific needs.



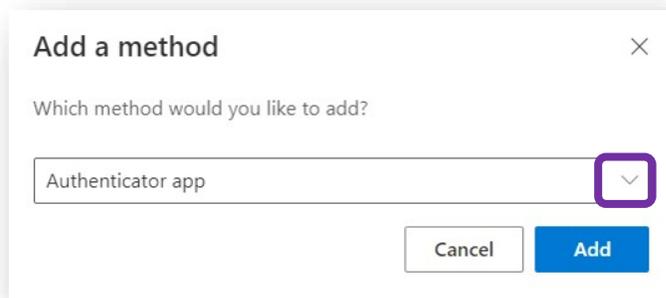
## Multi-Factor Authentication (MFA) Set-up

### Method: Authenticator app

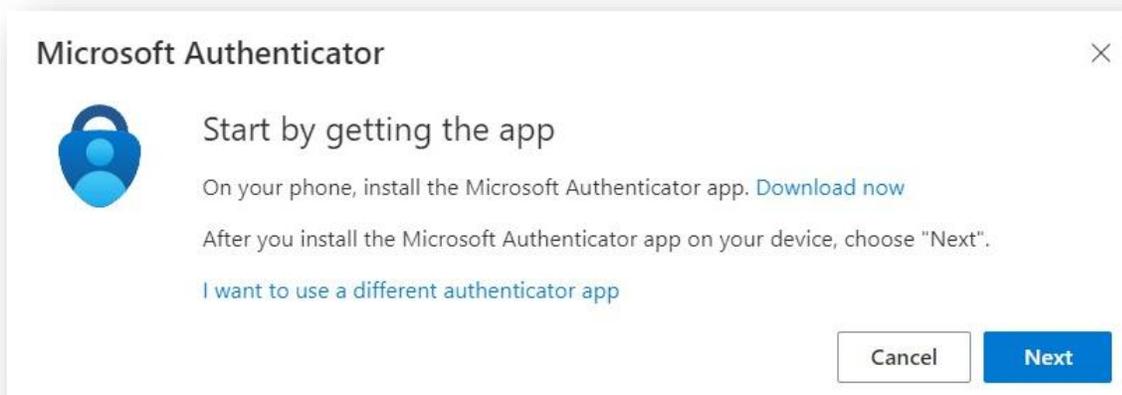
Choose this method if you have regular access to a mobile device (cell phone or tablet) whenever you need to sign in. This method requires installing an app on your mobile device.

You can optionally choose a different authenticator app (e.g., a [browser-based authenticator](#), Google authenticator, etc.). To do so, click the *I want to use a different authenticator app* link and follow the instructions.

- From the dropdown on the **Security Info** page, choose **Authenticator app** and click **Add**



- If you do not already have the **Microsoft Authenticator** installed on your mobile device, click the *Download now* link. Once installed or if you already have it installed, click **Next**.



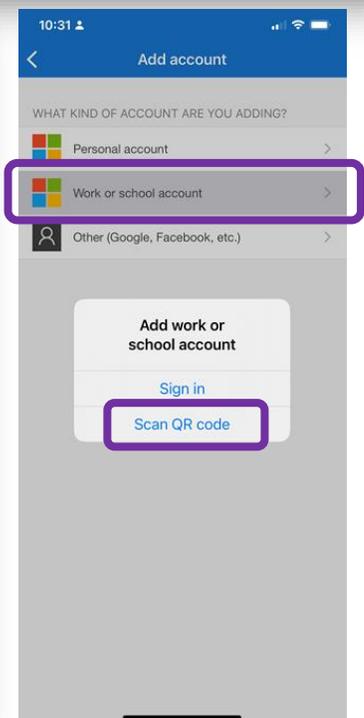
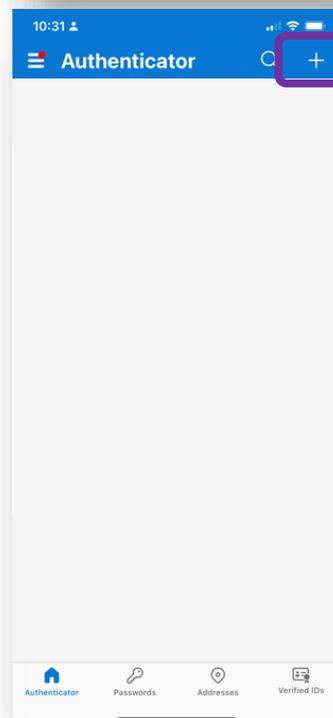
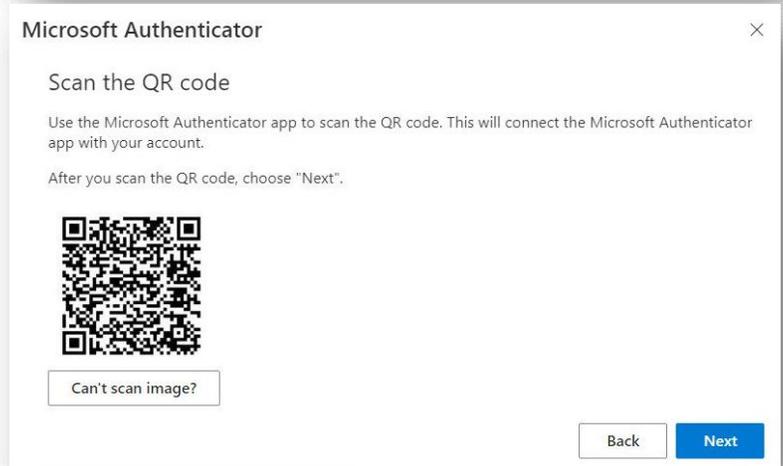
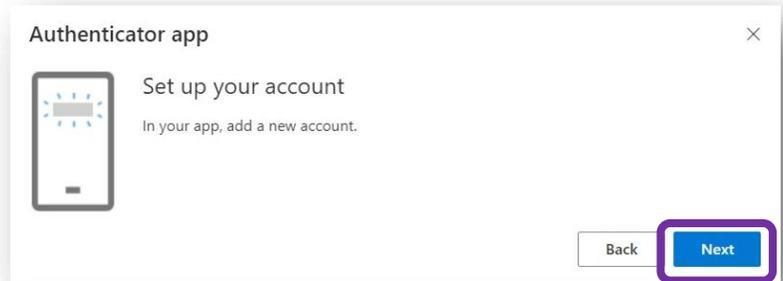
The remaining instructions are specific to the Microsoft Authenticator. If you choose a different authenticator, follow the prompts for that authenticator.



## Multi-Factor Authentication (MFA) Set-up

### Method: Authenticator app

- Click **Next** to continue
- Open the Microsoft authenticator app
- Tap the + sign to add a new connection
- Tap **Work or school account**
- Tap **Scan QR code**

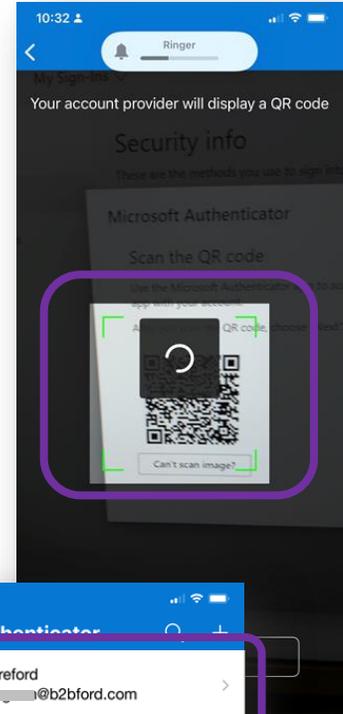




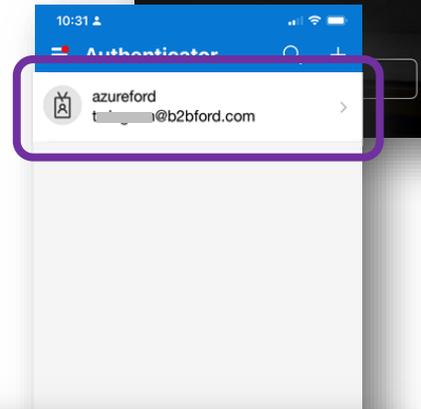
## Multi-Factor Authentication (MFA) Set-up

### Method: Authenticator app

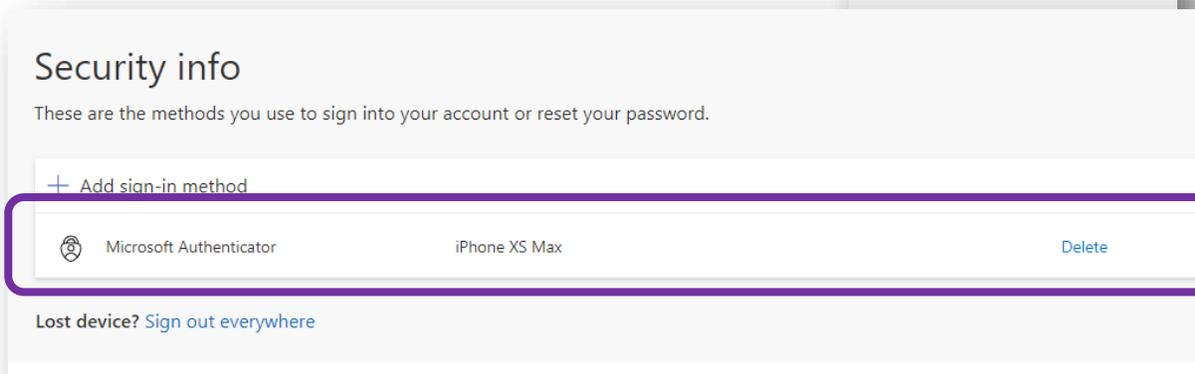
- Raise your mobile device to view the QR code through your device's camera. When the QR code is recognized, the connection will begin.



- When the connection is complete, it will appear in the app



- In the **My Sign-Ins Security info** page in the browser, the authenticator will display





## Multi-Factor Authentication (MFA) Set-up

### Method: Phone

Choose this method if you have regular access to a mobile device (cell phone) whenever you need to sign in. This method requires receiving a text on your mobile device.

- From the dropdown on the **Security info** page, choose **Phone** and click **Add**

Add a method

Which method would you like to add?

Phone

Cancel Add

- Enter your phone number and click **Next**

Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

United States (+1) 784-888-8888

Text me a code

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

Cancel Next

- You will receive a text message that contains a 6-digit verification code for Microsoft authentication



## Multi-Factor Authentication (MFA) Set-up

### Method: Phone

- When you receive the verification code, enter it into the screen in your browser and click **Next**.

A screenshot of a web browser window titled "Phone" with a close button (X) in the top right corner. The text reads: "We just sent a 6 digit code to +1[REDACTED]. Enter the code below." Below this is a text input field containing a masked 6-digit code "054400". A "Resend code" link is positioned below the input field. At the bottom, there are two buttons: "Back" and "Next".

- You will see a success message when complete

A screenshot of a web browser window titled "Phone" with a close button (X) in the top right corner. A green checkmark icon is followed by the text: "SMS verified. Your phone was registered successfully." A "Done" button is located at the bottom right.

- In the My Sign-Ins Security Info page in the browser, the phone method will display

A screenshot of the "Security info" page. The title "Security info" is at the top, followed by the text: "These are the methods you use to sign into your account or reset your password." Below this is a section with a "+ Add sign-in method" button. A table lists the current sign-in methods:

Phone	[REDACTED]	Change	Delete
Microsoft Authenticator	iPhone XS Max		Delete

At the bottom, there is a link: "Lost device? Sign out everywhere". A purple box highlights the "Phone" method row in the table.



## Multi-Factor Authentication (MFA) Set-up

### Method: Email

**NOTE:** Email cannot be used for MFA but it can be used for security verification if you become locked out of your account.

- From the dropdown on the **Security info** page, choose **Email** and click **Add**

The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right corner. Below the title is the question "Which method would you like to add?". There is a dropdown menu with "Email" selected. A purple box highlights the dropdown arrow. At the bottom, there are two buttons: "Cancel" and "Add".

- You will be asked for the email address you would like to use. This must be an email address to which you have regular access.
- Enter the email address and click **Next**.

The screenshot shows a dialog box titled "Email" with a close button (X) in the top right corner. Below the title is the question "What email would you like to use?". There is a text input field containing a partially obscured email address. A purple box highlights the input field. At the bottom, there are two buttons: "Cancel" and "Next".

- You will be instructed that a code was sent to your email address.

The screenshot shows a dialog box titled "Email" with a close button (X) in the top right corner. Below the title is the text "We just sent a code to [redacted]@redacted.com". Below that is the text "Enter code" followed by a text input field. A blue link "Resend code" is located below the input field. At the bottom, there are two buttons: "Back" and "Next".



## Multi-Factor Authentication (MFA) Set-up

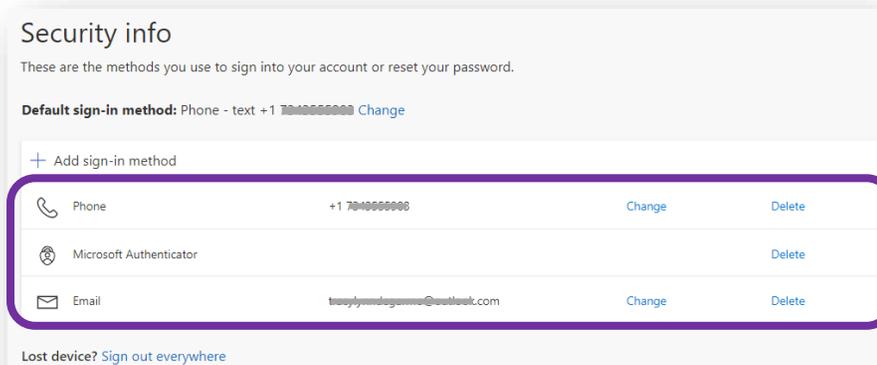
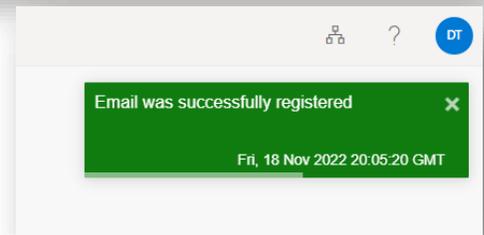
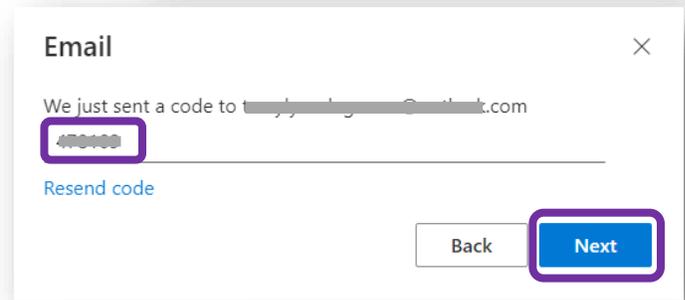
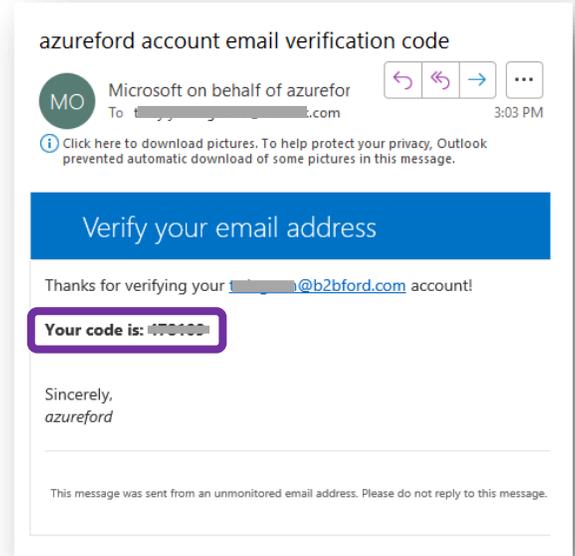
### Method: Email

- Go to your email and look for an email from **Microsoft on behalf of azureford**
- The email will contain a 6-digit code.

**NOTE:** The code is unique and will change if you exit This step and try again.

The code will expire after a period of time.

- Back in the browser, enter this code into the space provided and click **Next**.
- You will see a notification that your email was successfully registered and you will now see the email method entered in your **Security info** page.



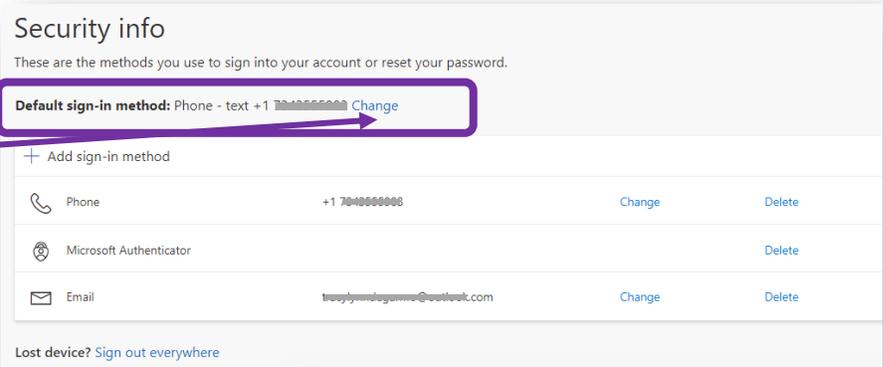


## Multi-Factor Authentication (MFA) Set-up

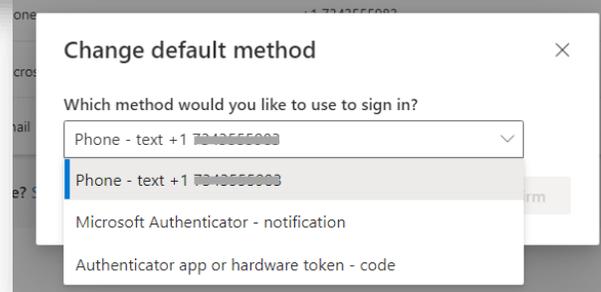
### Change your default security method

If you enter multiple sign-in methods and want to change which method is the default, you can do so at the **My Sign-Ins Security info** page.

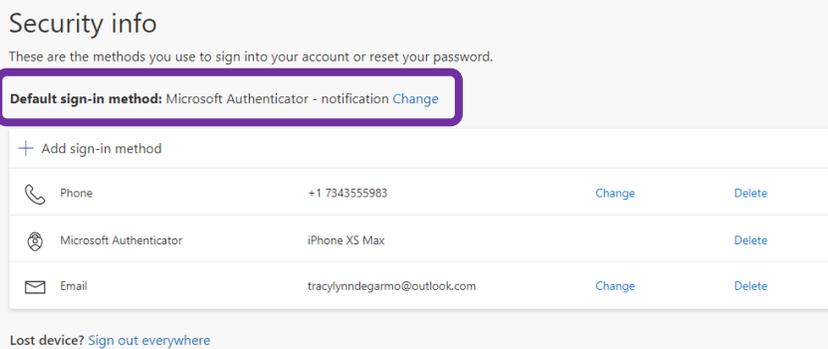
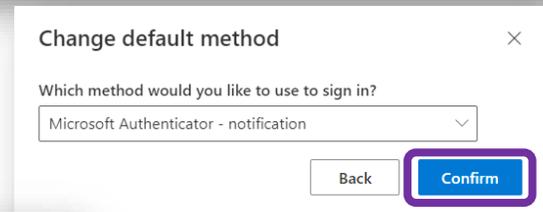
- Go to <https://mysignins.microsoft.com/security-info>
- Your default method is displayed above your sign-in methods.



- Click **Change**.
- Select the method you want to use as the default.



- Click **Confirm**.
- The new default method is now displayed.





## Multi-Factor Authentication (MFA) Set-up

### Change your security method information

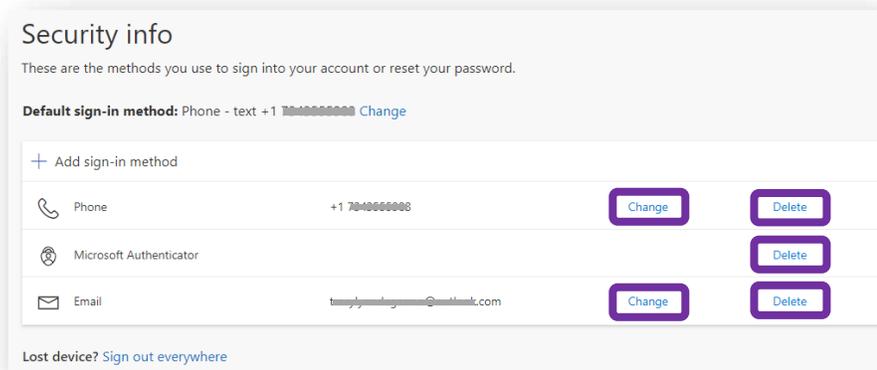
It is recommended that you back up your authenticators prior to changing devices.

[Follow these instructions](#) if using the Microsoft authenticator.

If you are using a different authenticator, follow their instructions for back-up and recovery options.

If your phone number changes, your email address changes, you want to change your authenticator, or if you want to delete one of the methods, you can do so at the **My Sign-Ins Security Info** page.

- Go to <https://mysignins.microsoft.com/security-info>
- From the Security info page, click change or delete for any of the methods.



- You will be prompted for the new information or to confirm the deletion.

At any time, you can return to the **Security info** page to change or delete your sign-in method or information.

If you want to add a new security method, [click here for instructions](#).

### Support

If you get locked out and cannot use any MFA method, contact the Ford Help Desk. Information at: [https://externalpartner.ford.com/public/guestidentity/MFA\\_Support.html](https://externalpartner.ford.com/public/guestidentity/MFA_Support.html)