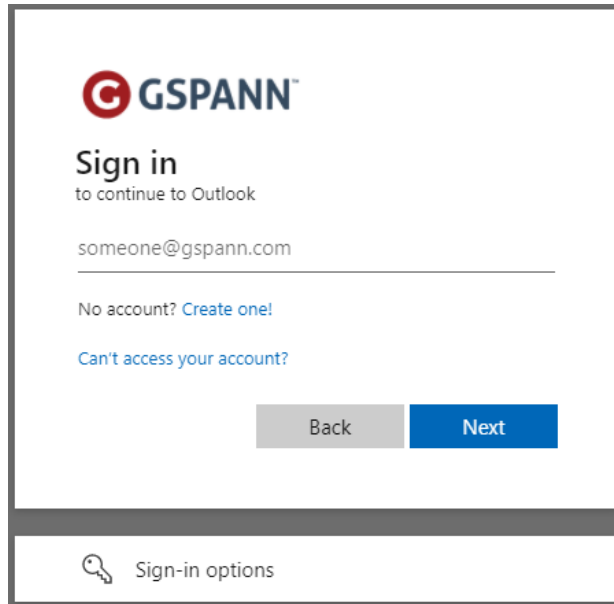


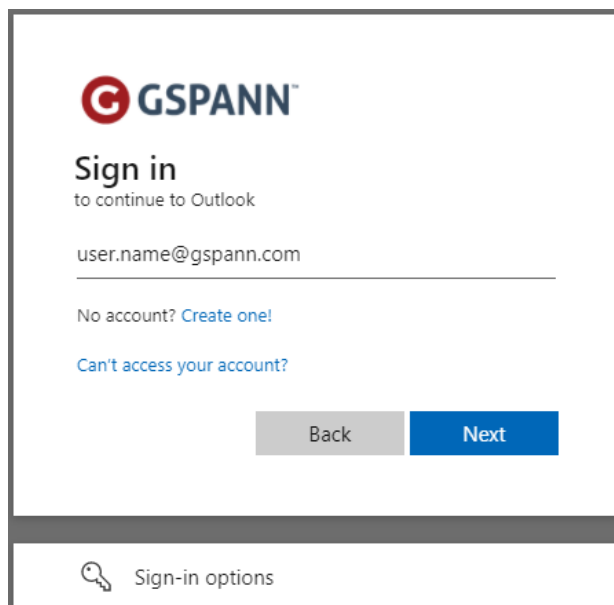
Registering Microsoft Authenticator App

- 1) Please browse for **mail.gspann.com** in any browser.



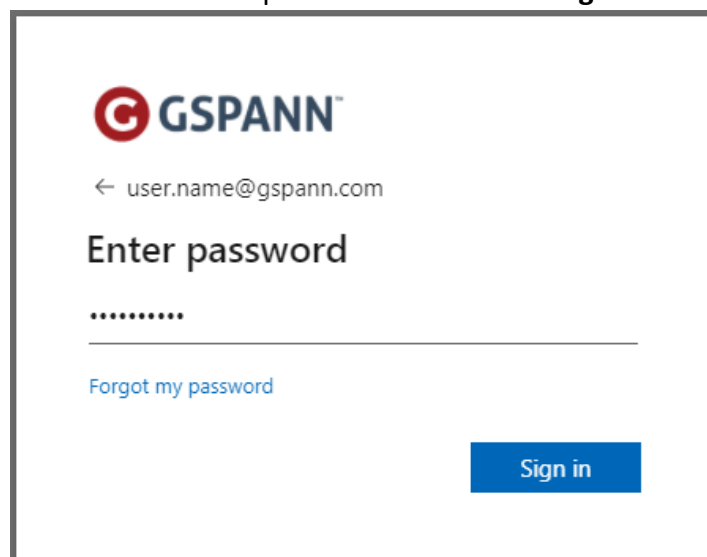
The screenshot shows the GSPANN sign-in page. At the top is the GSPANN logo. Below it, the text "Sign in" is followed by "to continue to Outlook". A text input field contains the email address "someone@gspann.com". Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". At the bottom right are two buttons: a grey "Back" button and a blue "Next" button. At the bottom left is a key icon and the text "Sign-in options".

- 2) Please type your GSPANN mail ID as username and click on **Next** button.



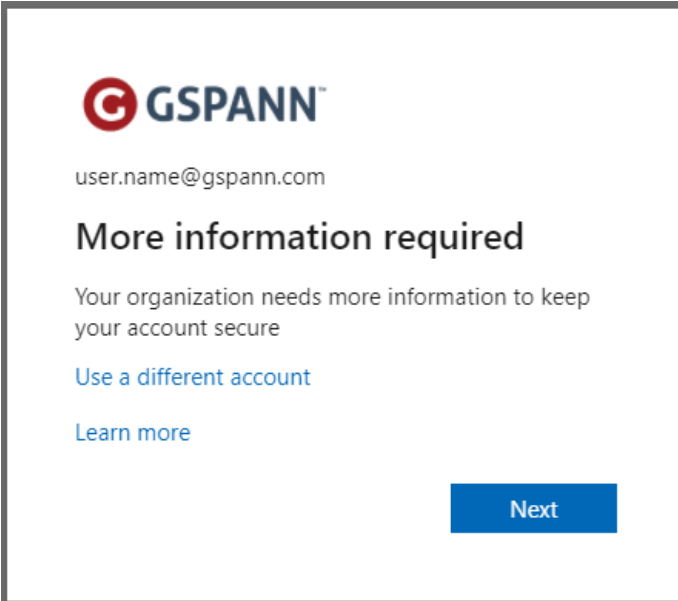
This screenshot is identical to the previous one, but the email address in the input field is "user.name@gspann.com".

- 3) Please enter your GSPANN mail ID password and click on **Sign in** button.



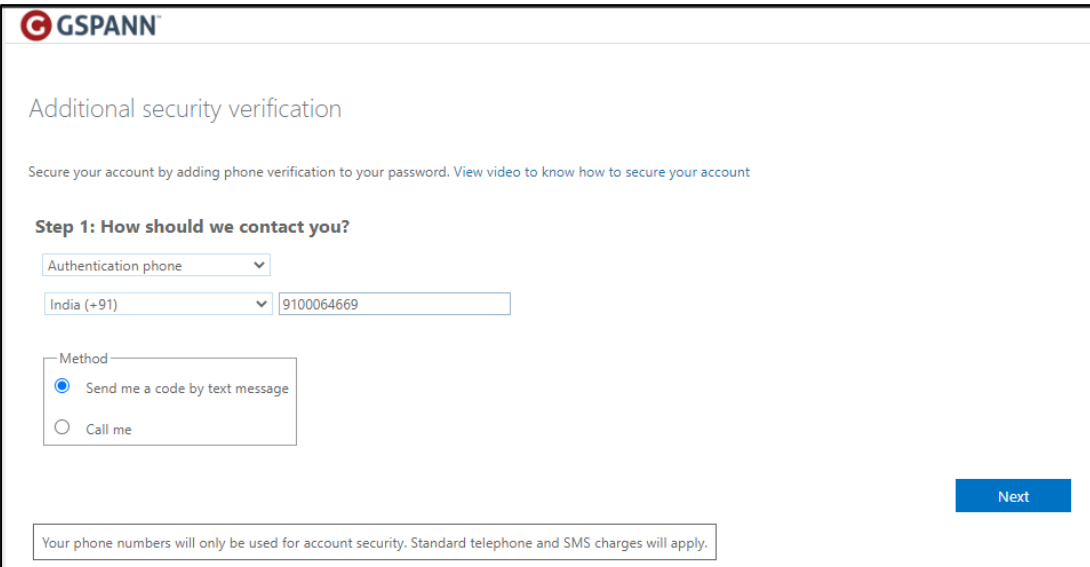
The screenshot shows the GSPANN password entry screen. At the top is the GSPANN logo. Below it is a back arrow icon followed by the email address "user.name@gspann.com". The main heading is "Enter password". Below it is a password input field filled with dots. Below the input field is a link: "[Forgot my password](#)". At the bottom right is a blue "Sign in" button.

- 4) Click on **Next** button to provide required information to setup MFA.



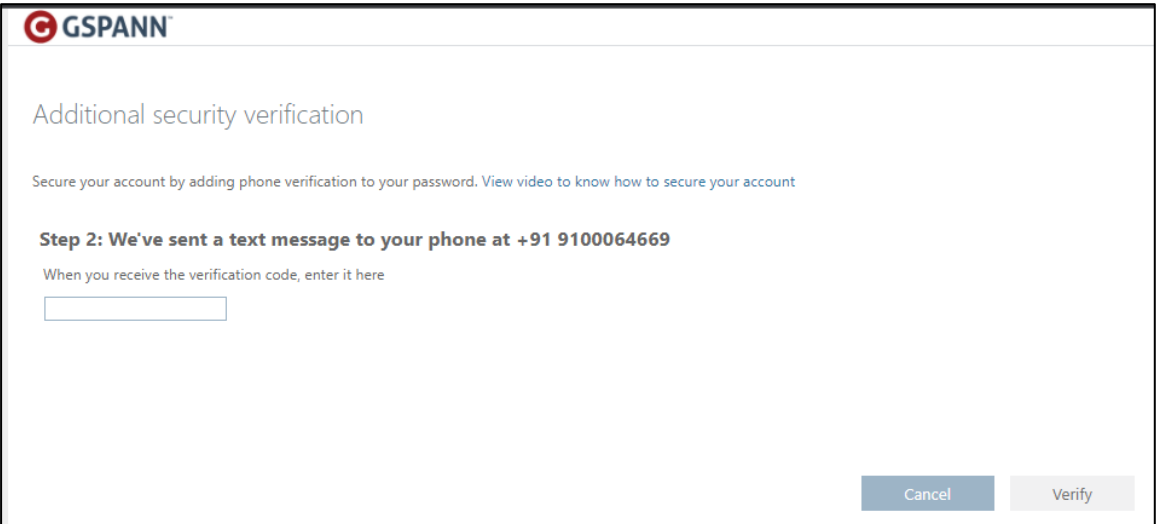
The screenshot shows a web page for GSPANN. At the top is the GSPANN logo. Below it is the email address 'user.name@gspann.com'. The main heading is 'More information required'. Below this, it says 'Your organization needs more information to keep your account secure'. There are two links: 'Use a different account' and 'Learn more'. At the bottom right is a blue 'Next' button.

- 5) Please verify the mobile number prefilled and select any one option available in **Method** box to get OTP and click on **Next** button.



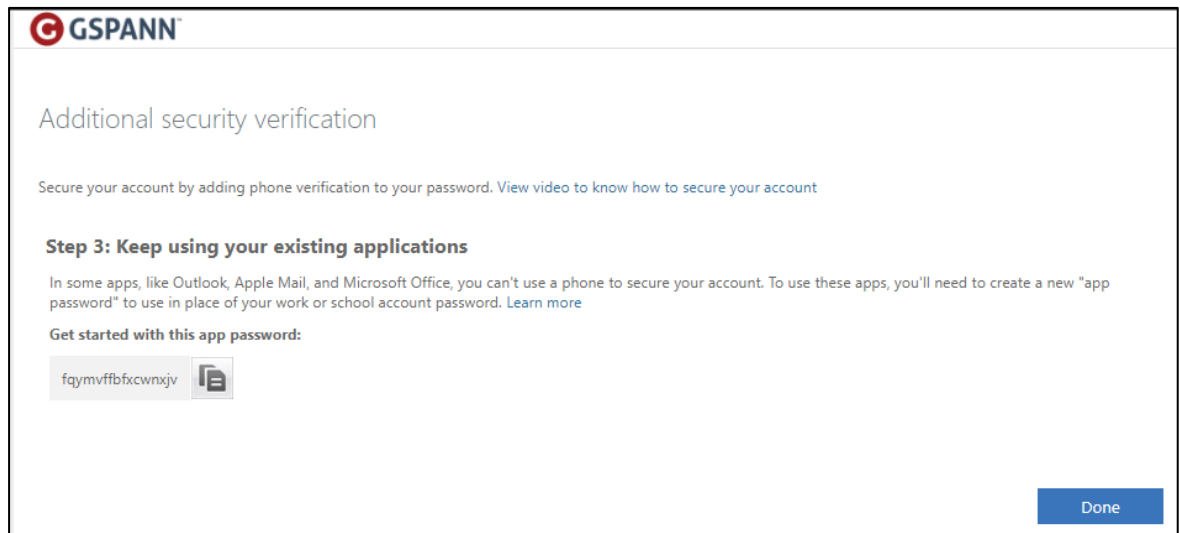
The screenshot shows a web page for GSPANN titled 'Additional security verification'. It says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The section is 'Step 1: How should we contact you?'. There is a dropdown for 'Authentication phone' and a dropdown for 'India (+91)' next to a text input field containing '9100064669'. Below this is a 'Method' section with two radio buttons: 'Send me a code by text message' (which is selected) and 'Call me'. At the bottom right is a blue 'Next' button. At the bottom left, there is a small text box that says 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

- 6) An OTP message would be delivered to provided mobile number, please type in the received OTP, and click on **Verify** button.



The screenshot shows a web page for GSPANN titled 'Additional security verification'. It says 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The section is 'Step 2: We've sent a text message to your phone at +91 9100064669'. Below this, it says 'When you receive the verification code, enter it here' and there is a text input field. At the bottom right are two buttons: 'Cancel' and 'Verify'.

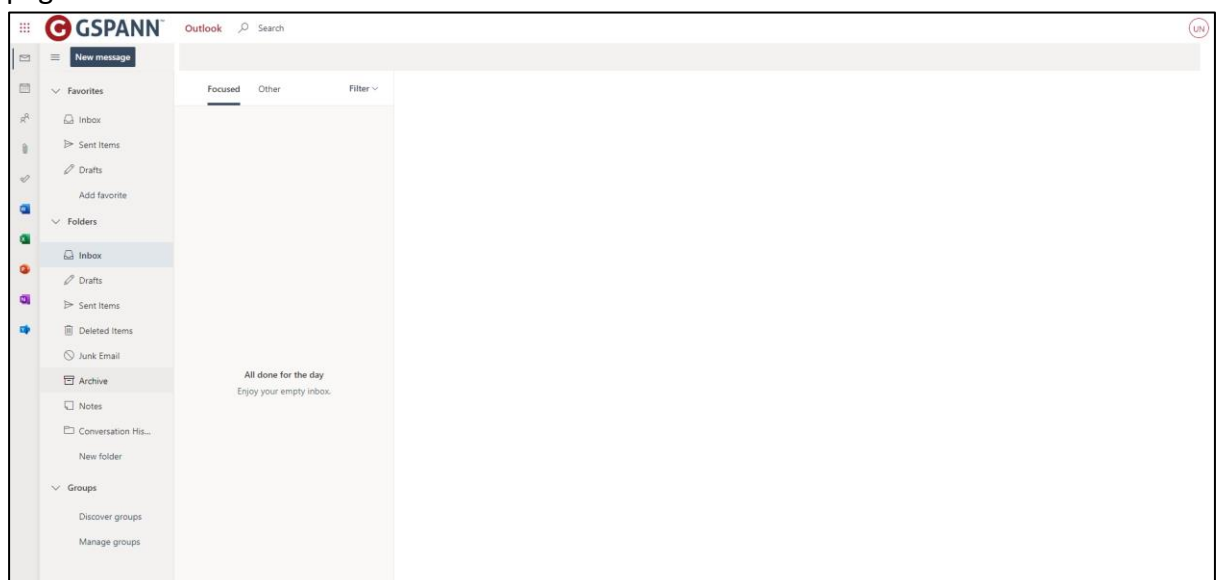
- 7) An app password would be generated for the instance, to make mailbox login successful, please click on **Done** button now.



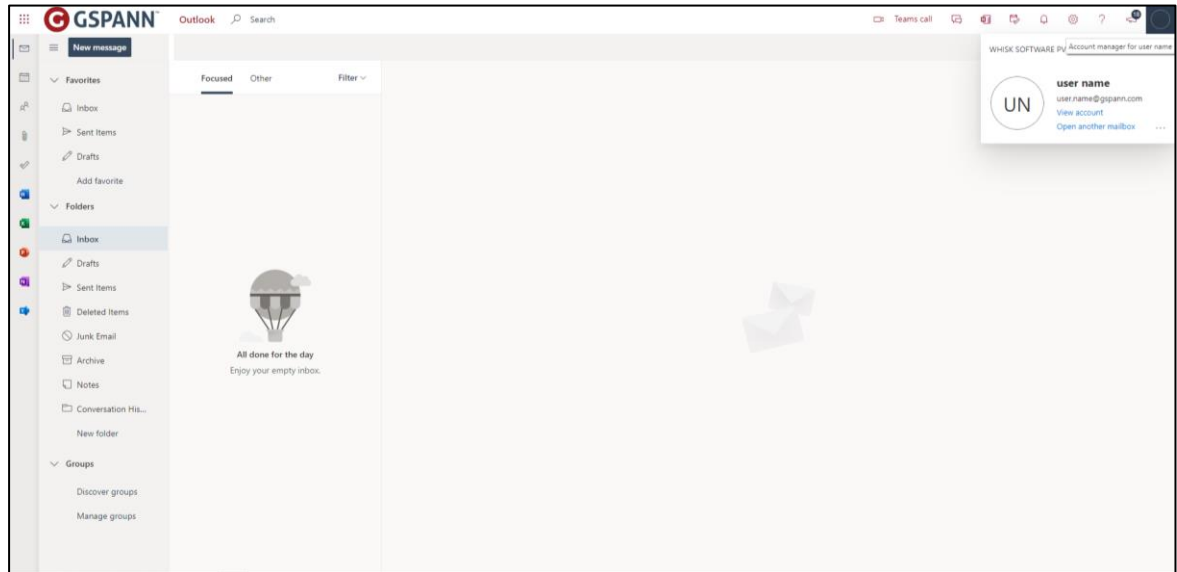
- 8) Once you click on Done button, you will be redirected to below page.



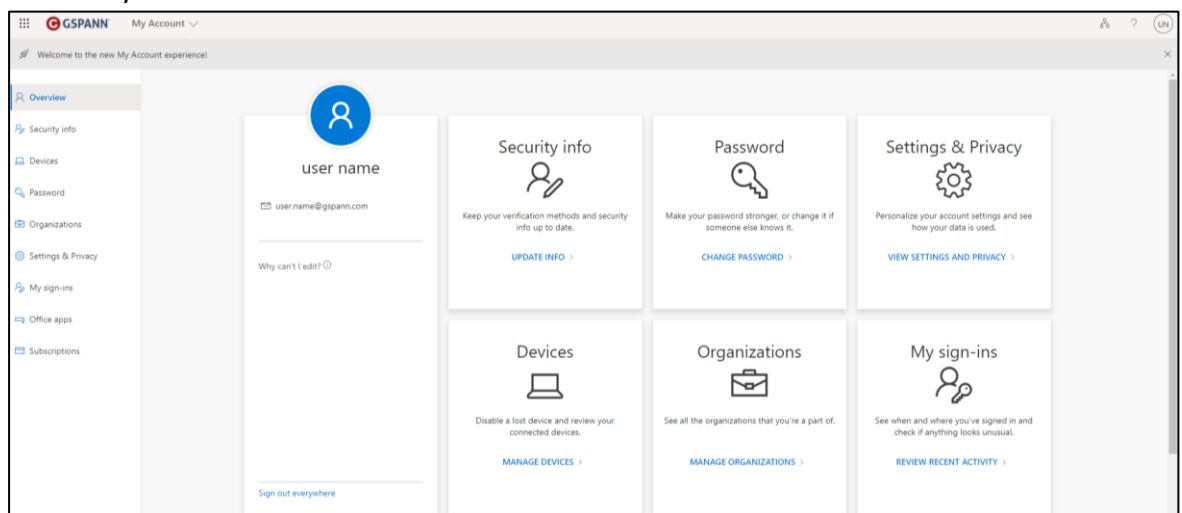
- 9) You can go with one of the available options (**Yes / No**) to see outlook mailbox home page.



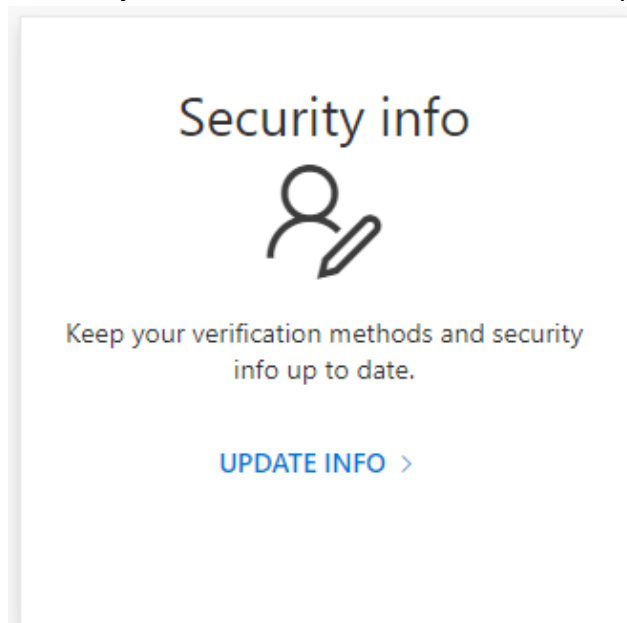
10) Now, please track down the Profile icon located at top right corner of the page as shown in the below snap and click on it for more options.



11) Now, please click on **View Account** hyperlink, to get redirected for updating necessary information.



12) Now, please locate **Security Info** tab and click on **UPDATE INFO** hyperlink.



- 13) Once you click on the **UPDATE INFO** hyperlink, you will be redirected to the below page.

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +91 9100064669 [Change](#)

| | | | |
|--------------|------------------------------------|------------------------|------------------------|
| + Add method | | | |
| Phone | +91 9100064669 | Change | Delete |
| App password | Initial app password20211109060201 | | Delete |

- 14) Now, please click on the **Add Method** tab to register Microsoft Authenticator App, which is pre-installed in your smartphone, which can be seen in the below snap.

Add a method

Which method would you like to add?

Choose a method

Cancel Add

- 15) Now, please click on the **Choose a method** button and select **Authenticator App** from the available options.

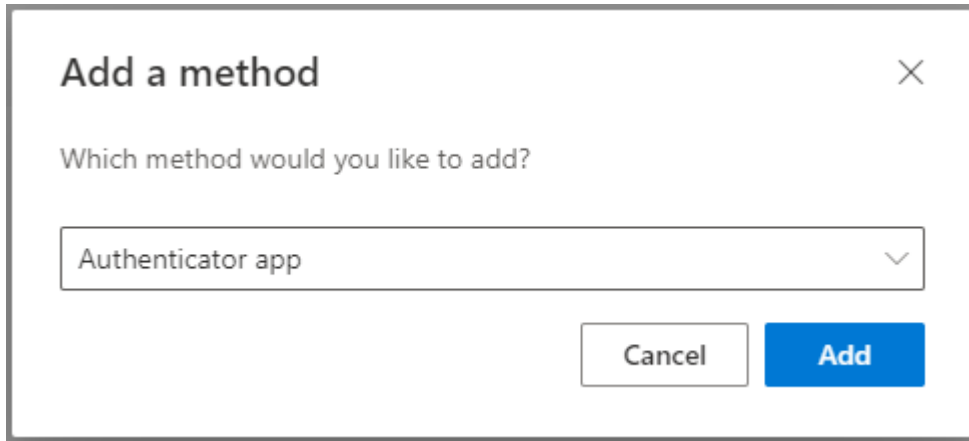
Add a method

Which method would you like to add?

Choose a method

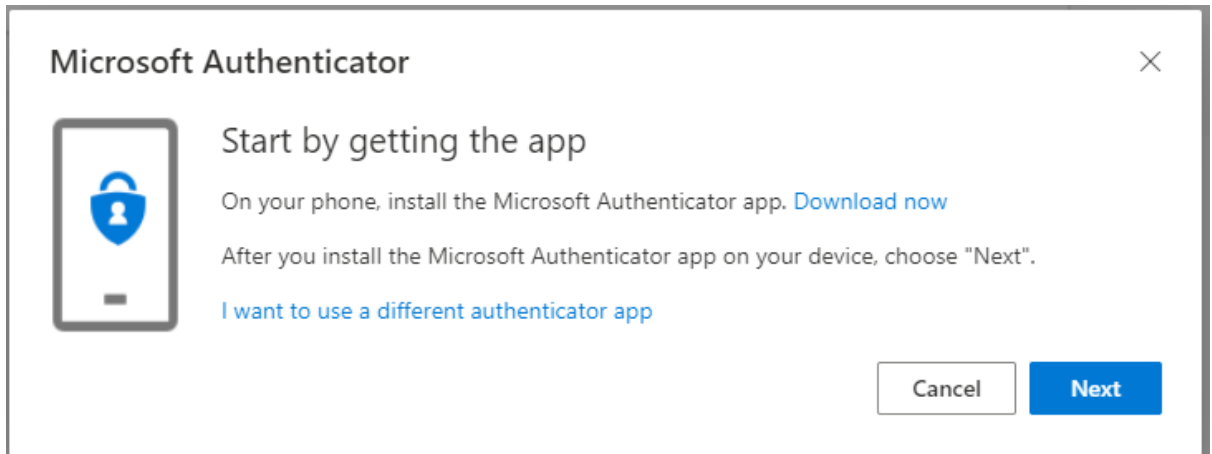
- Authenticator app
- Alternate phone
- App password
- Office phone

16) Now, please click on **Add**, to initiate App registration.



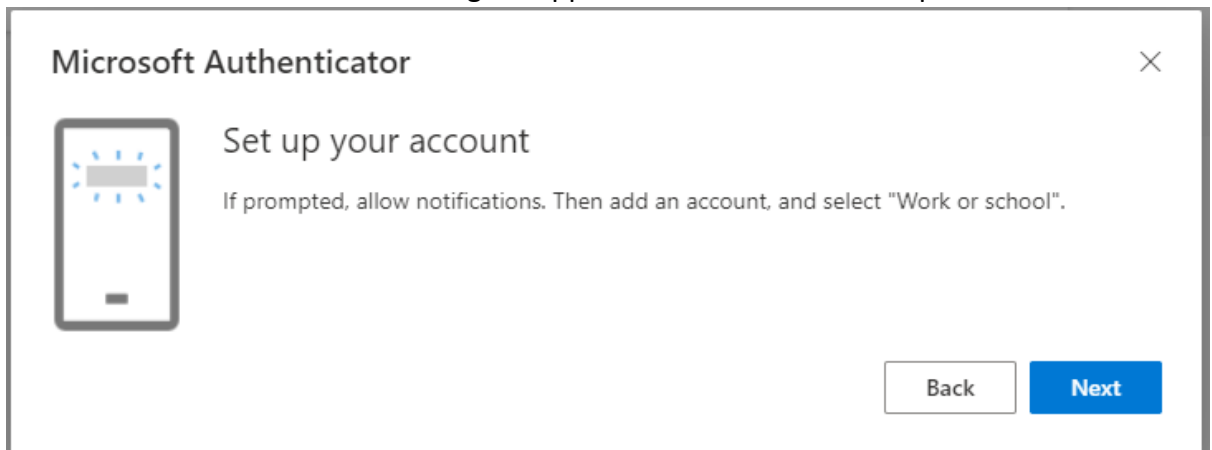
The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right corner. Below the title, it asks "Which method would you like to add?". There is a dropdown menu showing "Authenticator app" with a downward arrow. At the bottom right, there are two buttons: "Cancel" and "Add".

17) Once you click on Add button, you will see the below snap.



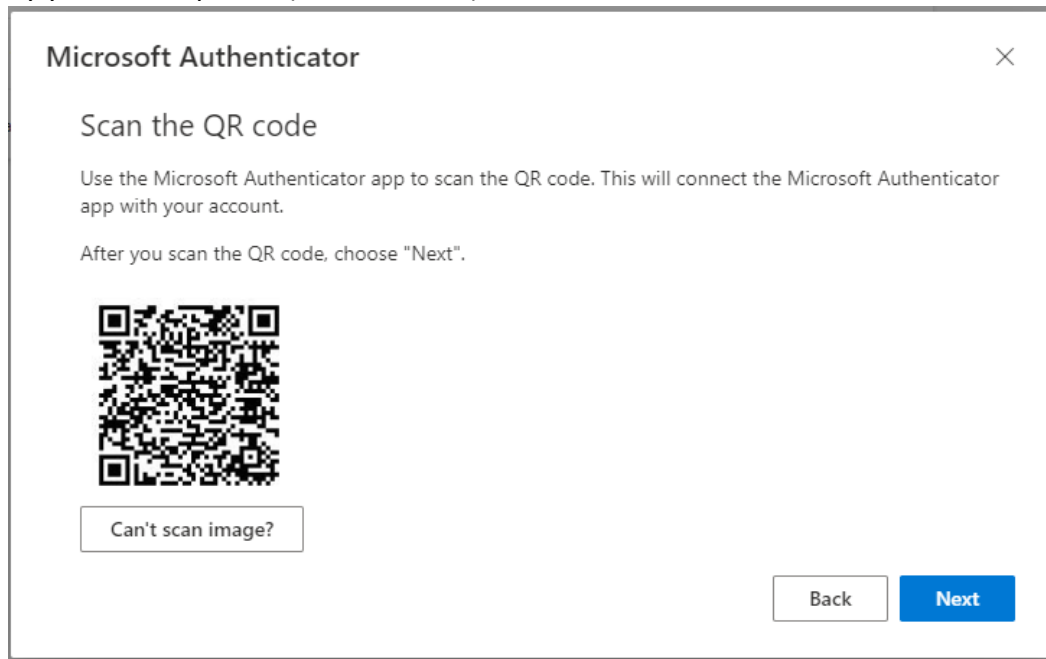
The screenshot shows a screen titled "Microsoft Authenticator" with a close button (X) in the top right corner. On the left, there is an icon of a smartphone with a blue shield and a white person silhouette. To the right of the icon, the text says "Start by getting the app". Below this, it says "On your phone, install the Microsoft Authenticator app. [Download now](#)". Then it says "After you install the Microsoft Authenticator app on your device, choose 'Next'." Below that, there is a link: "[I want to use a different authenticator app](#)". At the bottom right, there are two buttons: "Cancel" and "Next".

18) Please click on **Next** button to configure App notifications in the smartphone

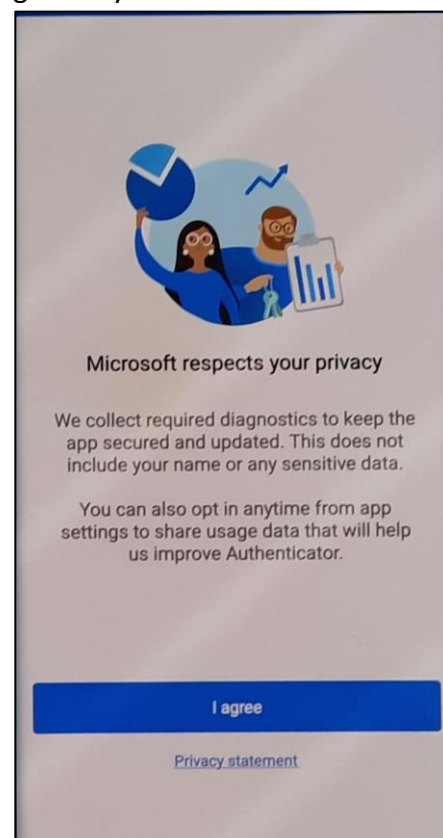
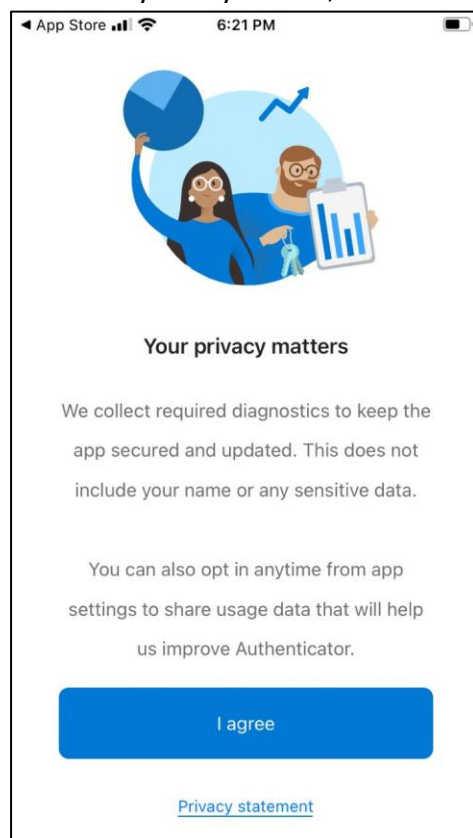


The screenshot shows a screen titled "Microsoft Authenticator" with a close button (X) in the top right corner. On the left, there is an icon of a smartphone with a blue shield and a white person silhouette. To the right of the icon, the text says "Set up your account". Below this, it says "If prompted, allow notifications. Then add an account, and select 'Work or school'." At the bottom right, there are two buttons: "Back" and "Next".

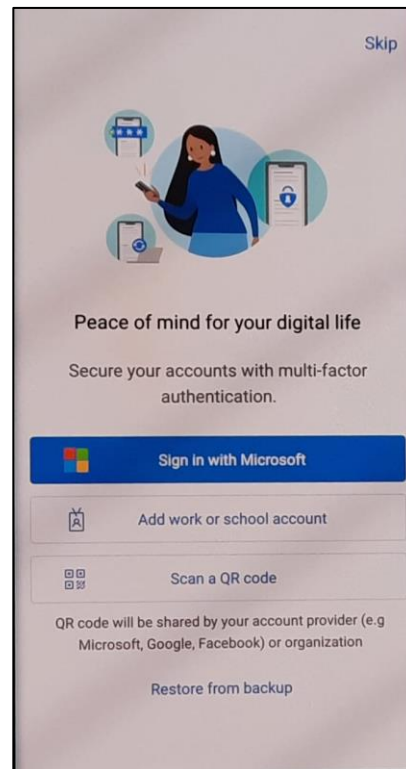
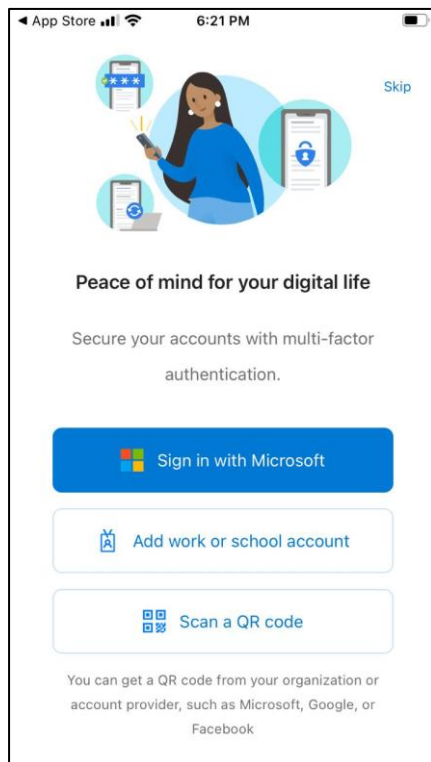
19) Now, please click on Next button again to generate QR code which can be scanned by your smart phone (iOS / Android), as shown below.



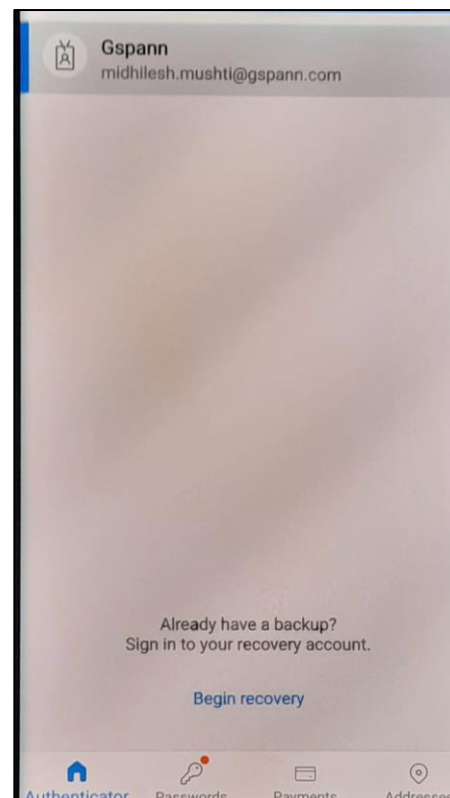
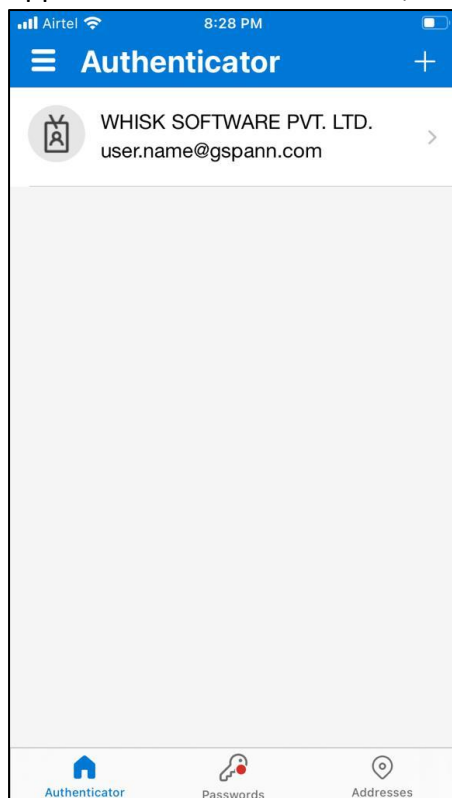
20) Please open Microsoft Authenticator App pre-installed in your Smart Phone to see the Privacy Policy screen, which need to be agreed by the user.



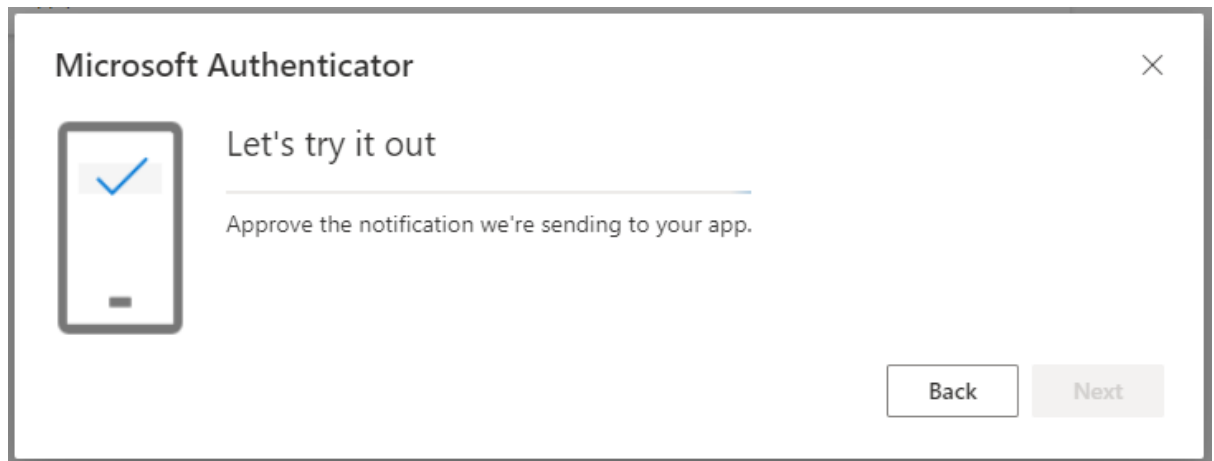
21) On clicking on **I agree** button, user will get the App registration option of scanning QR code which has generated at step 19.



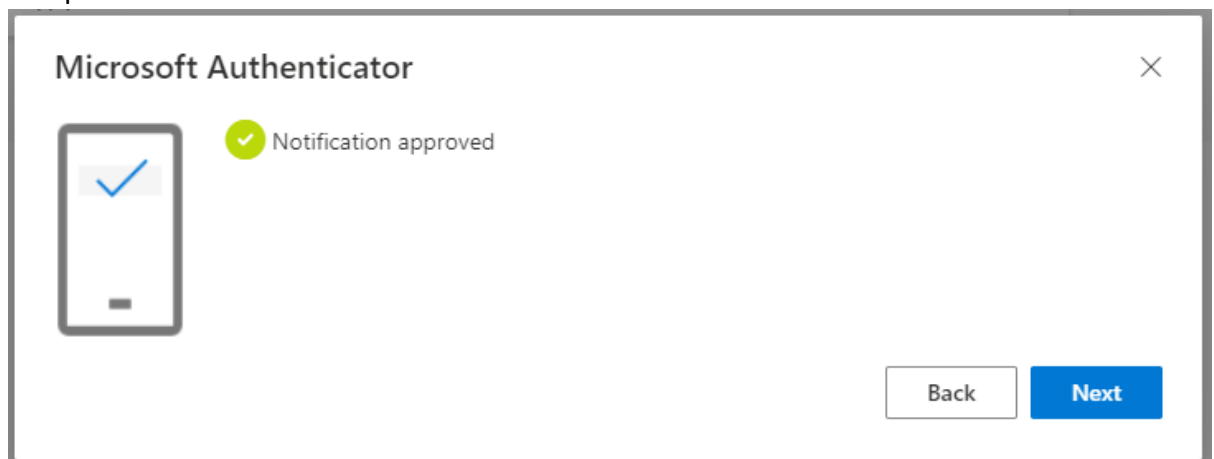
22) Now, please click on Scan QR code button to register the Microsoft Authenticator App with the GSPANN mailbox, which can be seen in Smart Phone screen.



23) Now, click on Next button on the laptop web page to verify the app registration.



24) Once you approve the notification on Smart Phone, web page will consider the confirmation and will display the below snap, by which registration process would be completed.



25) From, next time onwards whenever user tries to login into Outlook (in Laptop Outlook App / iOS Outlook App / Android Outlook App) or Outlook Web Mail, a notification would be generated on smartphone to authenticate the GSPANN mailbox access.

Note: Please reach out to TechOps (+1 408 834 4232), in case of any assistance needed.