AZEK MFA Guide

MFA Setup Guide

## Registering for MFA with the Microsoft Authenticator App (recommended)

The Microsoft Authenticator app delivers the best MFA experience and allows users to authenticate by simply acknowledging a push notification. Complete these simple instructions to get setup.

Estimated time: 3-5 minutes.

Mobile device: Get the Microsoft Authenticator app from the Apple App Store or Google Play Store

**Computer:** Visit https://aka.ms/mfasetup and complete the following instructions

Mobile device: Open the Authenticator app. If prompted, **allow notifications and camera access. Skip** setting up a personal account.
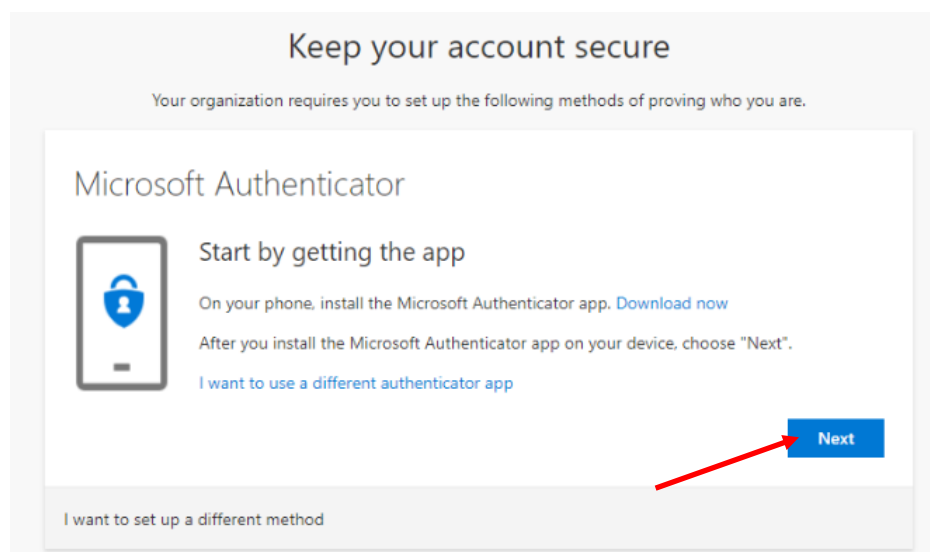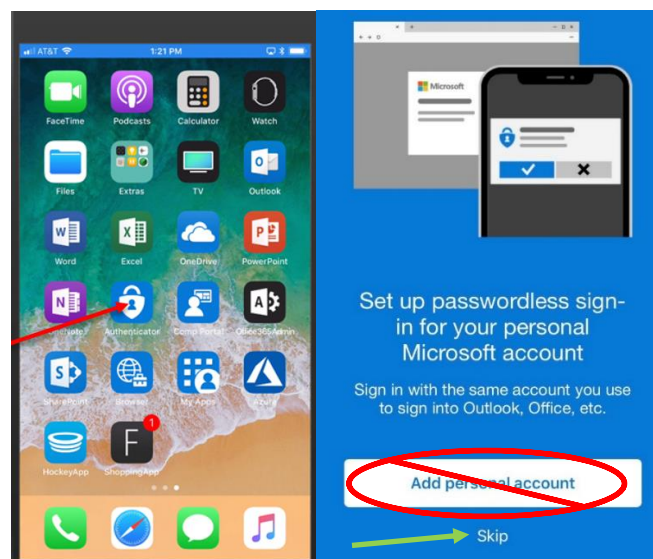
Mobile device: Tap through the welcome guide, **select Work or school account** when prompted
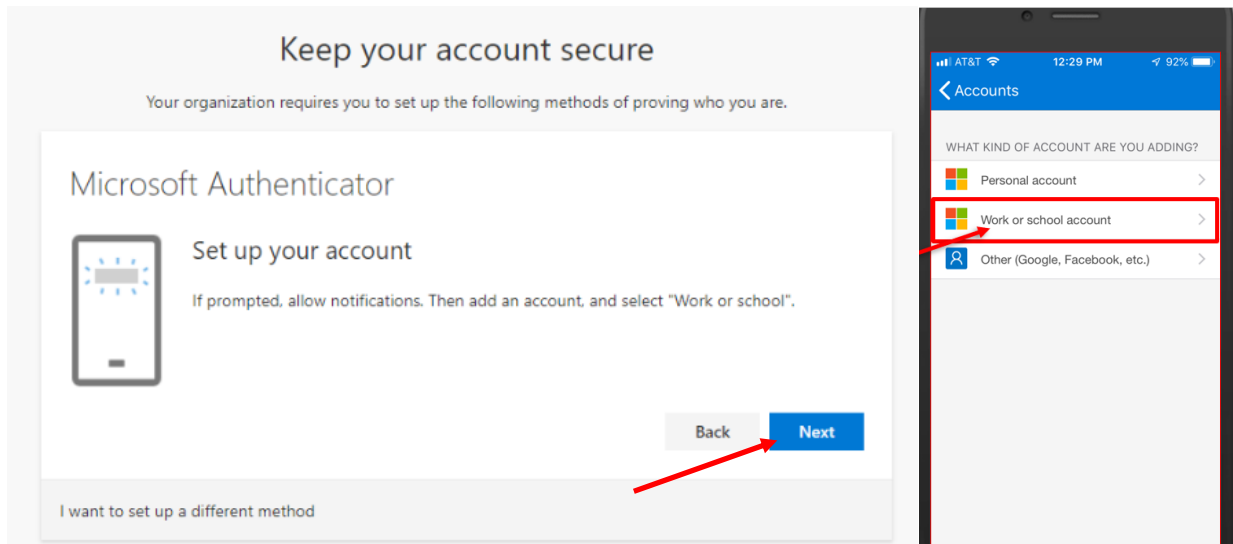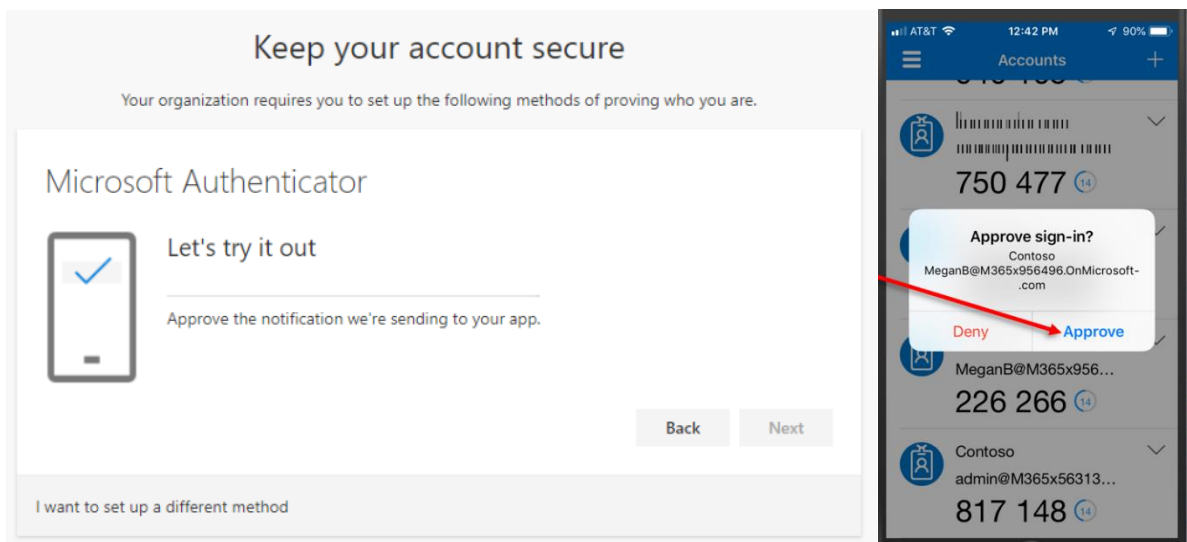
Mobile device: Using your camera, pair your device by ==capturing the QR code== displayed on your computer screen
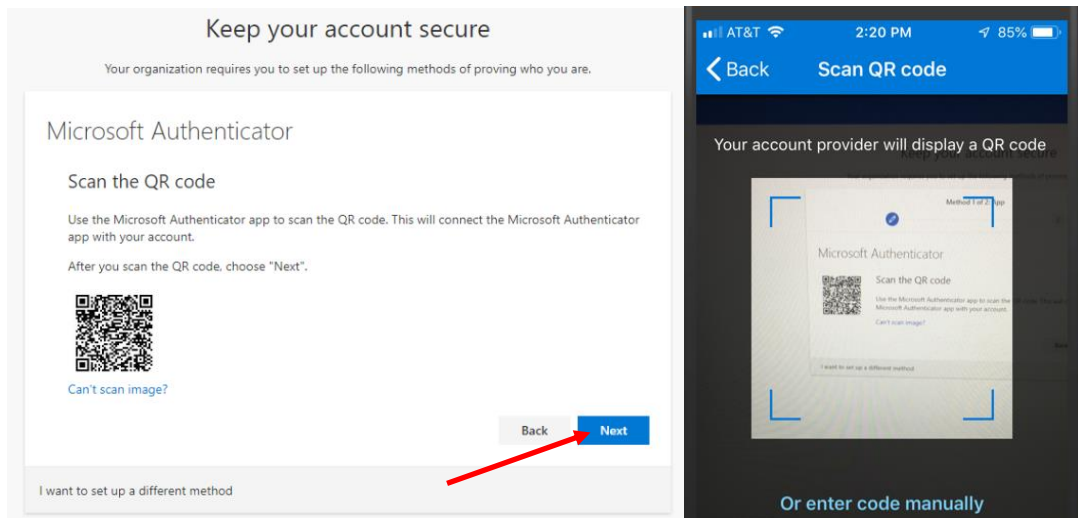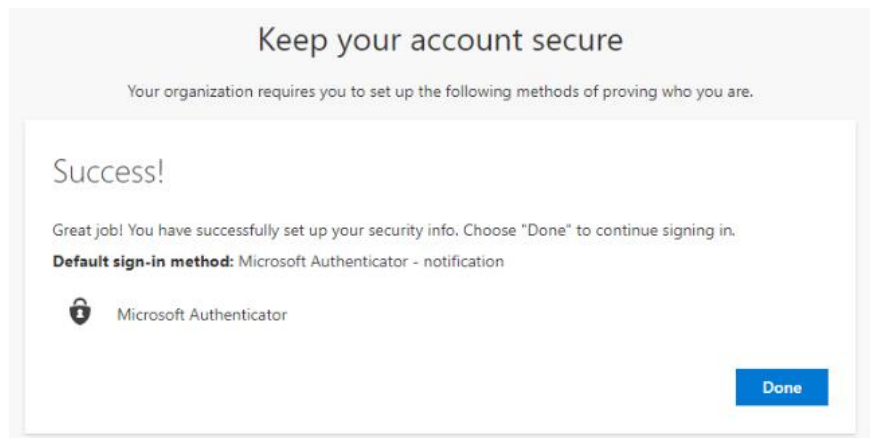

Computer: After you have successfully scanned the code, click **Next.**

Mobile Device: To ==verify this worked==, Microsoft will send a push notification to your device. ==Tap Approve==.

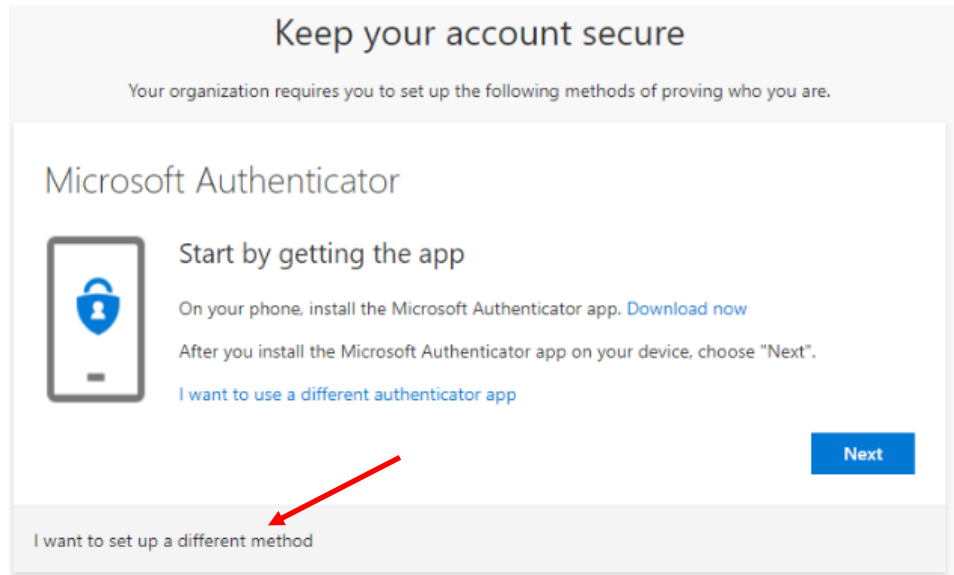**Computer:** After the notification is approved, click **Next.** MFA setup is now complete
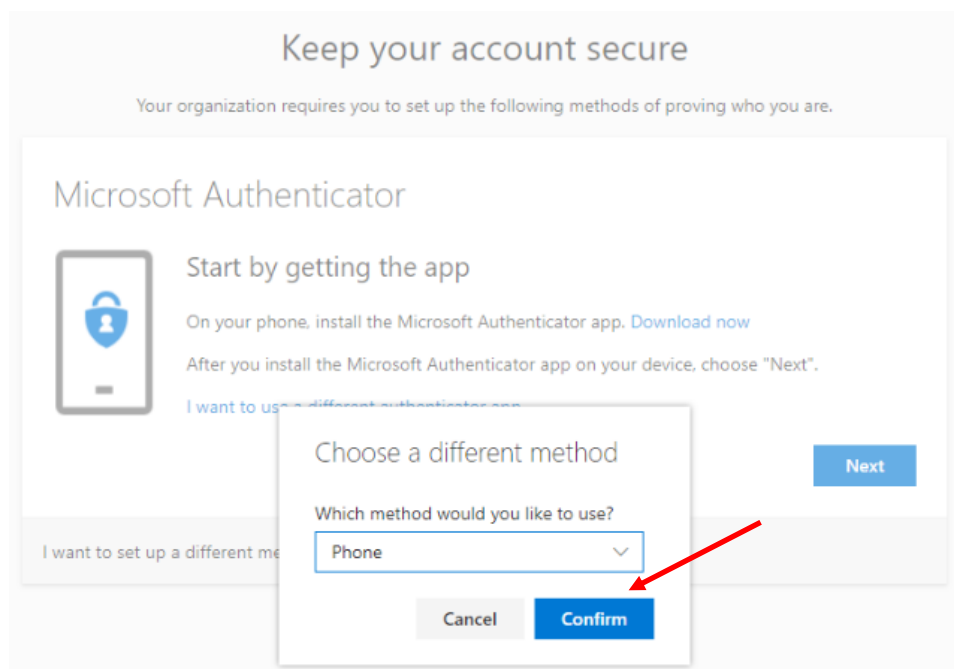
Registering for MFA with a phone

Any phone can be registered for MFA, Microsoft will simply provide a code via text or phone call. Complete these quick instructions to get setup.

Estimated time: 3-5 minutes.

1. Visit https://aka.ms/mfasetup and click **"I want to setup a different method"**

2. **Confirm** you would like to use a Phone for MFA

3. Enter your phone number and select your preference of phone call or text message

4. To verify this worked, Microsoft will provide a code using either a text message or phone call. ==Enter the code==.

5. After the code is accepted, click **Next.** MFA setup is now complete.

MFA Usage Guide

Top MFA Tips

- Improve your experience on Apple iOS by using the Outlook app, rather than Mail
- Use a single web browser to reduce the number of MFA prompts you receive
- Register more than one factor to ensure access

MFA Basics

When to expect MFA verification prompts

MFA will generally remember your verification for 14 days. This is specific to each device, application, and browser you are using.

Watch for a "Don't ask again for 14 days" option when signing in, if using a device you trust, check the box to reduce the verifications you'll receive.

You may be required to sign in with MFA at any time if our security tools detect unusual or risky behavior on your account.

Tip: Use a single web browser to reduce the number of MFA prompts you receive (we recommend Microsoft Edge or Google Chrome)

Managing your MFA authentication factors

Visit https://aka.ms/mysecurityinfo to manage your MFA settings. Verification methods can be added, removed or changed.

Tip: Enroll more than one method so that when one is unavailable, you have a fallback. For example, setting up your home or office phone in addition to the Microsoft Authenticator app

Tip: We recommend using the Microsoft Authenticator app and setting "Microsoft Authenticator – notification" as the default sign-in method
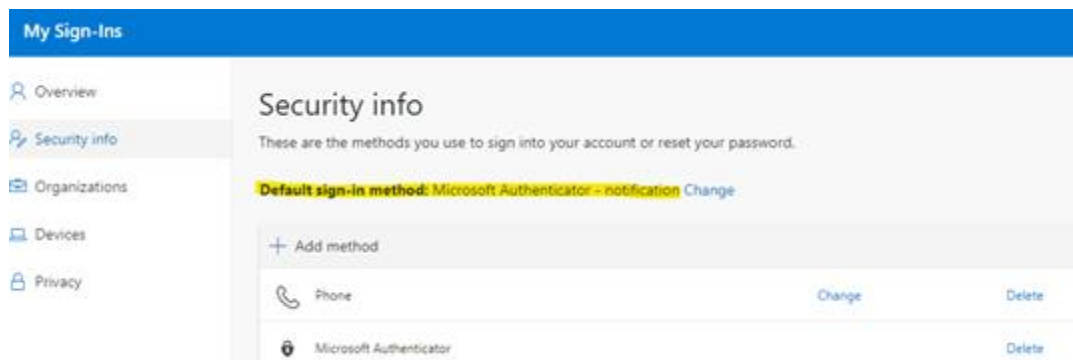
Unexpected verification prompts

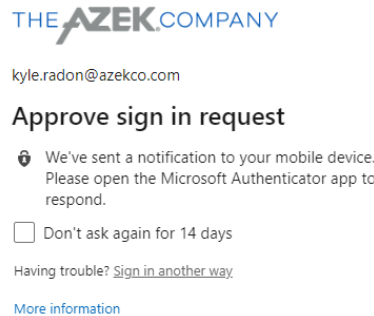**If you receive a notification to approve a sign in that you did not expect, ignore it!**

Using MFA when your phone is offline (Ex. in an airplane)

If you have the Microsoft Authenticator app setup, you can use MFA to sign into another device even if your phone is offline.

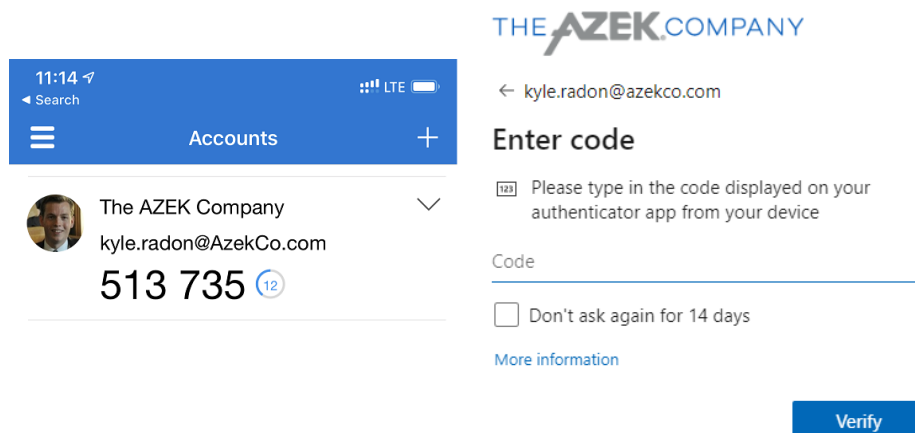When prompted to "approve sign in request", simply **click "Sign in another way"**

Then **select "Use a verification code from my mobile app"**
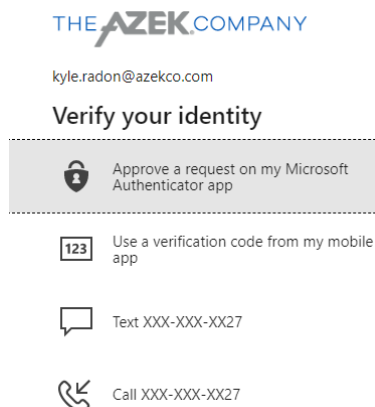
Open the **Microsoft Authenticator app** to retrieve a time-based code, enter this into the prompt

Lost Phones / MFA factors

Contact the IS Help Desk immediately if you lose your phone or suspect that it has been stolen. The support specialist will disable it for MFA and help you log in.

Use Outlook App for iOS

Many users report difficulty using the native iOS Mail app with MFA. We recommend switching to the Outlook app as it provides richer functionality and a seamless MFA experience. Follow these steps to do so:

1. Delete your work email account from the legacy Mail app
   a. Open **Settings**, then find **Passwords & Accounts**
   b. **Pick your work account**, then scroll down and **click Delete Account**
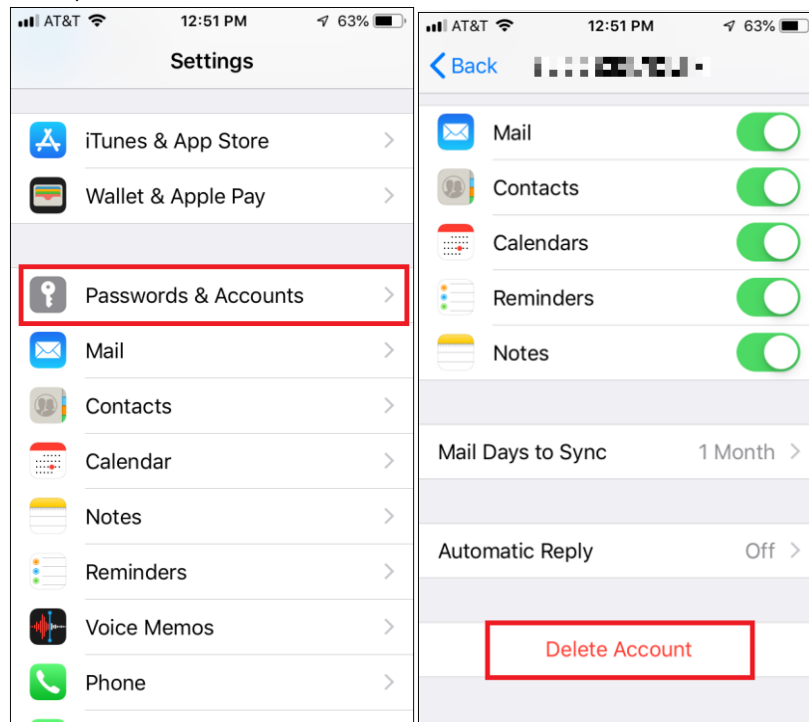
2. Get the Microsoft Outlook app (and the Microsoft Authenticator app if not already installed)
   Tip: The Authenticator app not only provides the best MFA experience, but also manages sign-ins across all Microsoft Office apps
   a. Go to the **app store** and **search for Microsoft Outlook.** The setup process will require the **Microsoft Authenticator app**, as well. **Install both apps**.
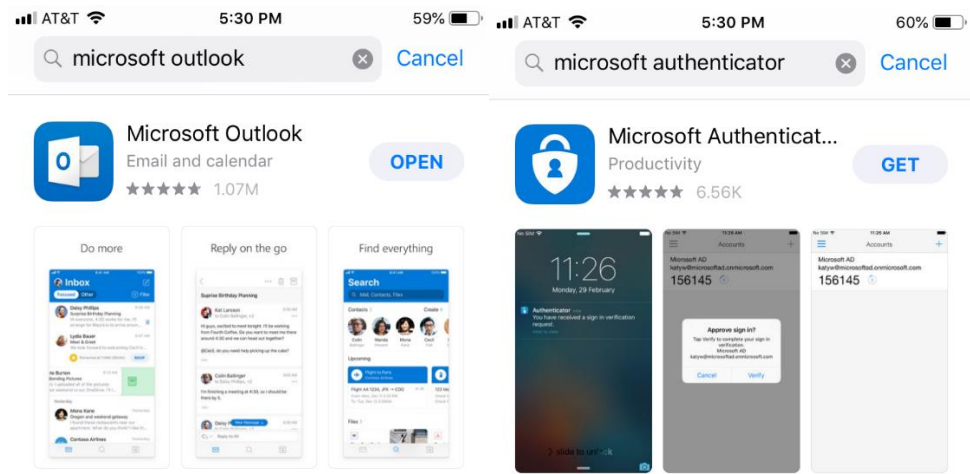
Tip: You can also download other Office 365 applications use such as Teams, OneDrive, Word, Excel, PowerPoint, etc.

3. *Sign into Outlook*
   a. *Launch the app and sign in using your email address (*first.last@azekco.com*)*
4. *Sync your contacts*
   You may optionally choose to sync your Outlook contacts to your device (they are not synced by default)
   a. *Swipe from the left side of the screen and **pick the gear icon** in the lower left corner **(Settings)***
   b. *Select your AZEK account, then toggle the option to **Save Contacts***