

# GSD. Global – Mobile Phone – Set up Multi-Factor authentication via Mobile App

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

User wants to set up Multi-Factor authentication via Mobile App

Alternative names of the system:

MFAMulti-Factor AuthenticationToken

IMPORTANT NOTICE:

N/A

Solution:

There are two ways for Mobile App:

Mobile App - Receive notifications for verification (jump-to link)Mobile App - Use verification code (jump-to link)

Click here for a video on how to set up Multi-Factor Authentication via the Mobile App

A. Mobile App - Receive notifications for verification

Refer user to the steps given in How to Set-Up Multi-Factor Authentication Method (Link to be changed)Advise user to choose Mobile app from the drop down and click Receive notifications for verification, then click Set up button.

User must Install Microsoft Authenticator application on their mobile device.

After installation, inform user to open the Microsoft Authenticator application. In the next screen, user should tap Add Account or the + icon at the upper-right corner.

In the next screen, advise user to select Work or school account.

Now user must allow the application to access user's camera by selecting OK.

Advise user to scan the QR code that is displayed on their computer screen or type the code manually in the mobile device. User should select Finish or click their displayed Fresenius account.

The application will now display a 6-digit code. Inform user to click Next on the their computer.

User will now receive a notification on their mobile device asking if they want to approve the sign-in of the displayed e-mail address. Inform user to select Approve to proceed.

Each time they will access their account from an external network, they will receive a notification within the mobile device application. Inform user to select Approve on the Microsoft Authenticator application to proceed signing in the account.

#### B. Mobile App - Use verification code

Refer user to the steps given in How to Set-Up Multi-Factor Authentication Method Advise user to choose Mobile app from the drop down and click Use verification code. User must click Set up button.

Inform user to Install Microsoft Authenticator application in the mobile device.

After installation, advise user to open the Microsoft Authenticator application. In the next window, user must tap Add Account or the + icon at the upper-right corner.

In the next screen, advise user to select Work or school account.

User must allow the application to access user's camera by selecting OK.

Inform user to scan the QR code that is displayed in the user's computer screen or type the code manually in the mobile device. Select Finish.

The application will now display a 6-digit code. User must click Next on their computer.

Advise user to enter the 6-digit code displayed on the Microsoft Authenticator application to the computer, then click Verify.

Each time user would access their account from an external network, they need to get the verification code within the mobile device application. Inform user to enter the code under the e-mail address then click Verify to continue Signing in.

Assignment Group:

Ext\_WW\_Mobile-Workplace\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A