

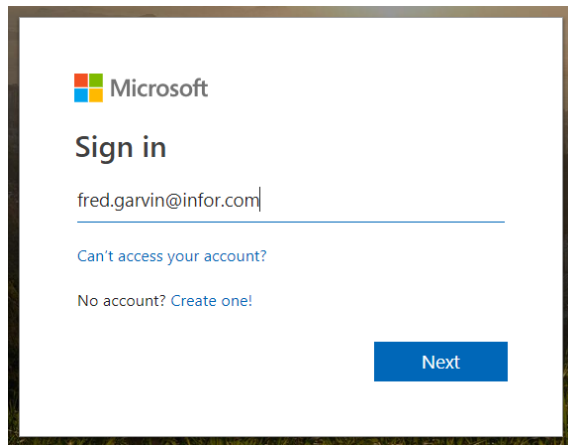


# Microsoft MFA Setup Sheet

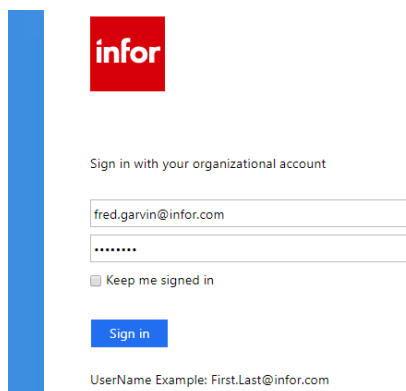
**These steps should be performed from a computer, not from the device you are enrolling**

## Registering for MFA

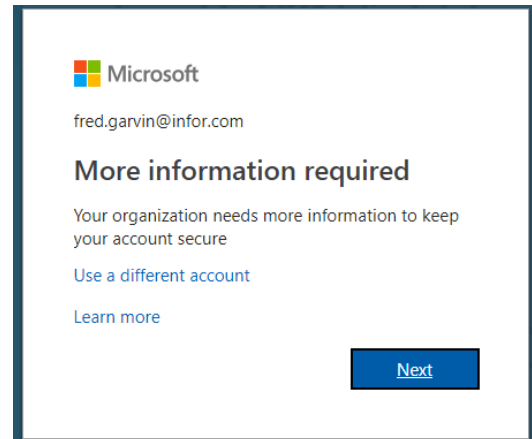
- 1 From your computer, click the following link.  
<http://mfa.infor.com>
- 2 Enter your Infor email address and click Next if prompted.

A screenshot of the Microsoft Sign in page. It features the Microsoft logo at the top left. Below it, the text "Sign in" is displayed. A text input field contains the email address "fred.garvin@infor.com". Below the input field, there are two links: "Can't access your account?" and "No account? Create one!". At the bottom right, there is a blue "Next" button.

- 3 Enter your Infor network password and click Sign In

A screenshot of the Infor Sign in page. It features the Infor logo at the top left. Below it, the text "Sign in with your organizational account" is displayed. There are two text input fields: the first contains the email address "fred.garvin@infor.com" and the second contains a masked password "\*\*\*\*\*". Below the input fields, there is a checkbox labeled "Keep me signed in". At the bottom, there is a blue "Sign in" button. At the very bottom, there is a text label "UserName Example: First.Last@infor.com".

- 4 At the following screen click Next

A screenshot of the Microsoft "More information required" screen. It features the Microsoft logo at the top left. Below it, the email address "fred.garvin@infor.com" is displayed. The main heading is "More information required". Below this, there is a message: "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, there is a blue "Next" button.

- 5 Select the way you want to verify your account and click the corresponding link below for instructions:

### Option 1: Mobile app (recommended method)

Use the Microsoft Authenticator app for authentication by either receiving a push notification or use a code for verification.

### Option 2: Authentication phone

Use your mobile device to either receive a text message with a code or receive an automated phone call.



# Microsoft MFA Setup Sheet

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## Option 1 - Mobile App

Under the Authenticator App heading click Setup

Keep your account secure

Sometimes your organization needs more info to make sure it's you. Set up the security info below so you can prove who you are.

Authenticator app  
Set up your mobile app and approve a notification

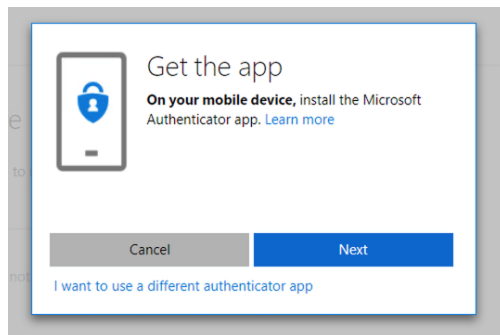


Choose security info

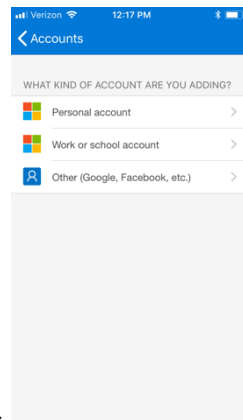
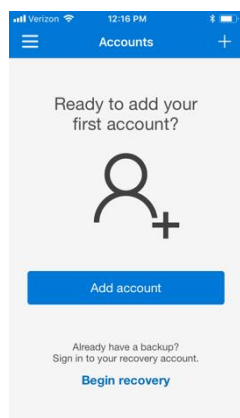
Get help

Cancel

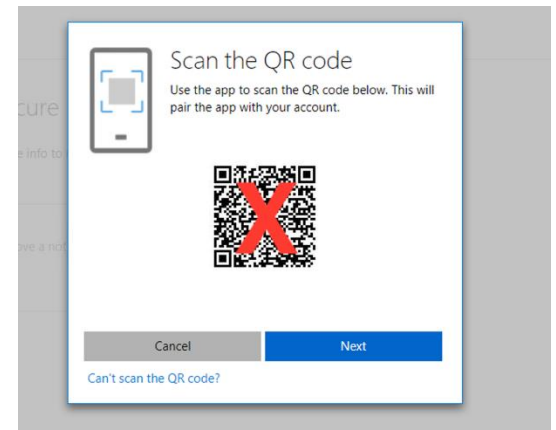
1. On your mobile device, download the **Microsoft Authenticator** app from Google Play (Android) or the App store (Apple). Once the app has been installed. click Next on your browser



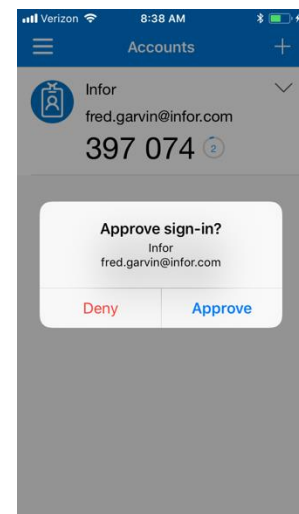
2. On your mobile device, open the Authenticator app, and tap Add Account then tap Work or school account



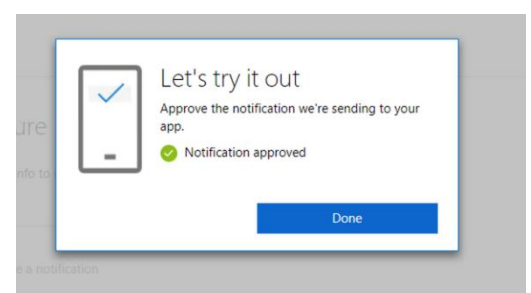
3. With the mobile device scan the QR code on your **browser** screen (not this document window!)



4. You will be sent a verification to your mobile device. Tap Approve.



5. Once the verification is successful, click Done. **Proceed to the [Using MS MFA to log into VPN](#) section for instructions on how to connect to the Infor VPN.**





# Microsoft MFA Setup Sheet

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## Option 2 – Authentication Phone

### 1. Click Change security info

Keep your account secure

Sometimes your organization needs more info to make sure it's you. Set up the security info below so you can prove who you are.

Authenticator app  
Set up your mobile app and approve a notification

Set up

Choose security info  
Get help  
Cancel

### 2. In the drop-down menu select phone, and click close

Choose security info

METHOD

Phone

Close

### 3. Click Setup

Microsoft

Keep your account secure

Sometimes your organization needs more info to make sure it's you. Set up the security info below so you can prove who you are.

Phone  
We'll call or text you to verify your phone number

Set up

Choose security info  
Get help  
Cancel

- Pick your Country or Region from the drop-down box, type your phone number (including area code) into the Phone Number box, select either the "Text me a code" or "Call me" option, and then select Next.

Set up your phone

What phone number do you want to use?

United States (+1)

555-555-5555

☒ Text me a code  
☐ Call me

Cancel Next

- If you chose 'Call me'. You will receive a call to verify your number, press the # key to verify, then click Done.

Verify your phone

Call answered

Done

If you chose 'Text me a code', you will receive a text message with a code. Enter that code into the verification field in your browser window.

Verify your phone

Enter the code we sent to +1 5555555555

000000

Resend code

Back Done

Proceed to the [Using MS MFA to log into VPN](#) section for instructions on how to connect to the Infor VPN.



## Microsoft MFA Setup Sheet

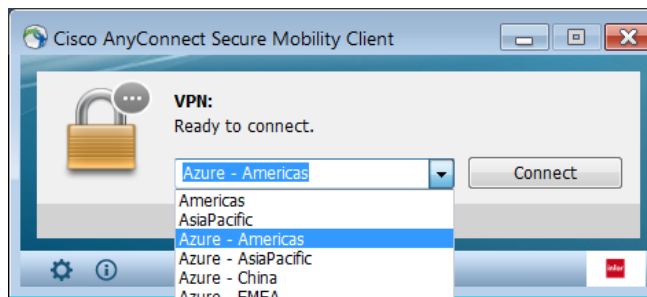
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### Using MS MFA to log into VPN

If you need to install the Cisco AnyConnect VPN client visit <https://vpn.infor.com/> **after** completing the MS MFA enrollment steps above.

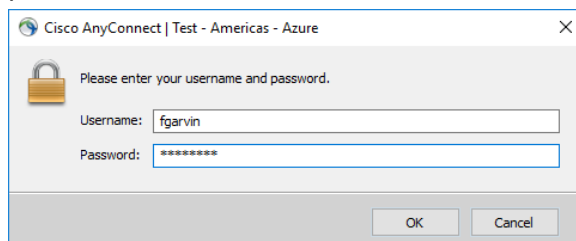
Disconnect from the Infor VPN if you are already connected to it.

In your Cisco AnyConnect Client choose the **Azure <<Region>>** connection from the drop-down that corresponds to your region and click Connect



*NOTE: If you do not see the Azure - <<Region>> connection names in your AnyConnect drop down list, connect once to your regional VPN and then disconnect. This will download the new Azure names to your AnyConnect client.*

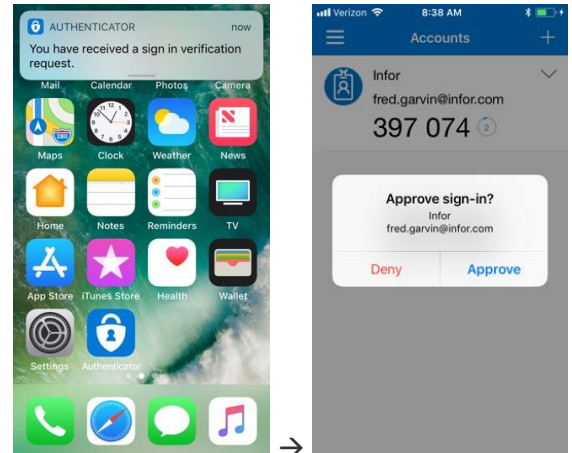
Enter your Infor username and network password.



Depending on how you configured your notification options previously, you will receive ONE of the following TFA prompts:

#### 1. Notification through app:

Tap the notification, then tap Approve on your mobile device



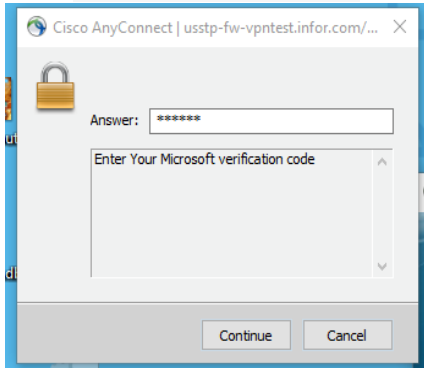
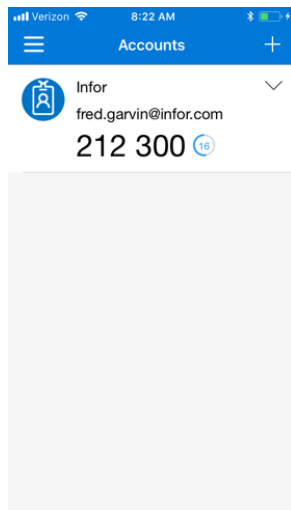
#### 2. Use verification code from App

Enter the 6-digit code in from the Authenticator app into the dialog box on your laptop



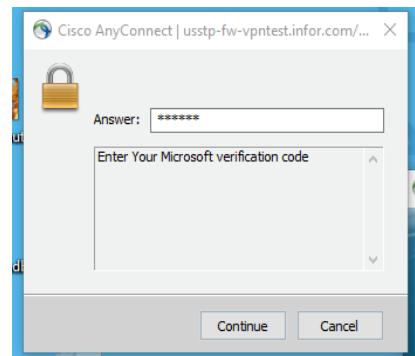
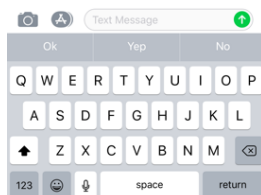
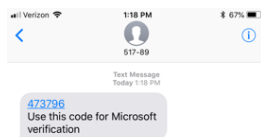
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## 3. Use SMS text to enter 6-digit code

Enter code sent to your device via text message into the dialog box on your laptop



## 4. Use phone call to authenticate

You will receive an automated call from Microsoft. Press the # key to verify.

## Final Steps & References

- **IMPORTANT:** Ensure you configure a secondary authentication method (i.e. an alternate phone number) **that is different than their primary cell phone number**, in case you lose your primary device. Visit <https://docs.microsoft.com/en-us/azure/active-directory/user-help/security-info-manage-settings> for full instructions.
- If you were using Duo only for Infor VPN authentication, you can uninstall the Duo app from your mobile device.
- Read the **important** Infor-specific MFA FAQ from [this link](#).