

[Setup Guide: Enabling MFA on your gen3marketing.com Account]

Tuesday, April 4, 2023



Setup Guide:

Enabling multi-factor authentication on your gen3marketing.com account.

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Information

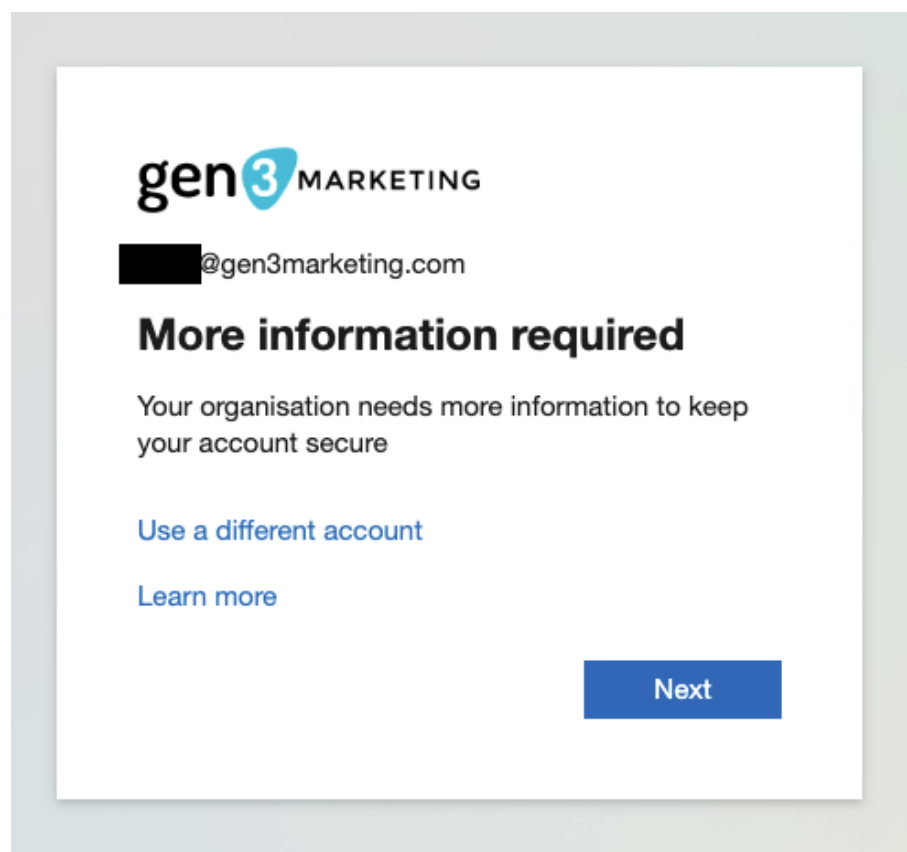
If you are a new user, or the IT Team has enabled multi-factor authentication (**MFA**) on your gen3marketing.com account, you will be asked to register two methods for MFA.

By registering for multi-factor authentication, you will also gain the ability to reset your own password. More information on this can be found at the Gen3 Marketing Support Portal here:

<https://gen3marketing.zendesk.com/hc/en-us/sections/15462680145043-gen3marketing-com-Account-Passwords-and-Security>

Instructions

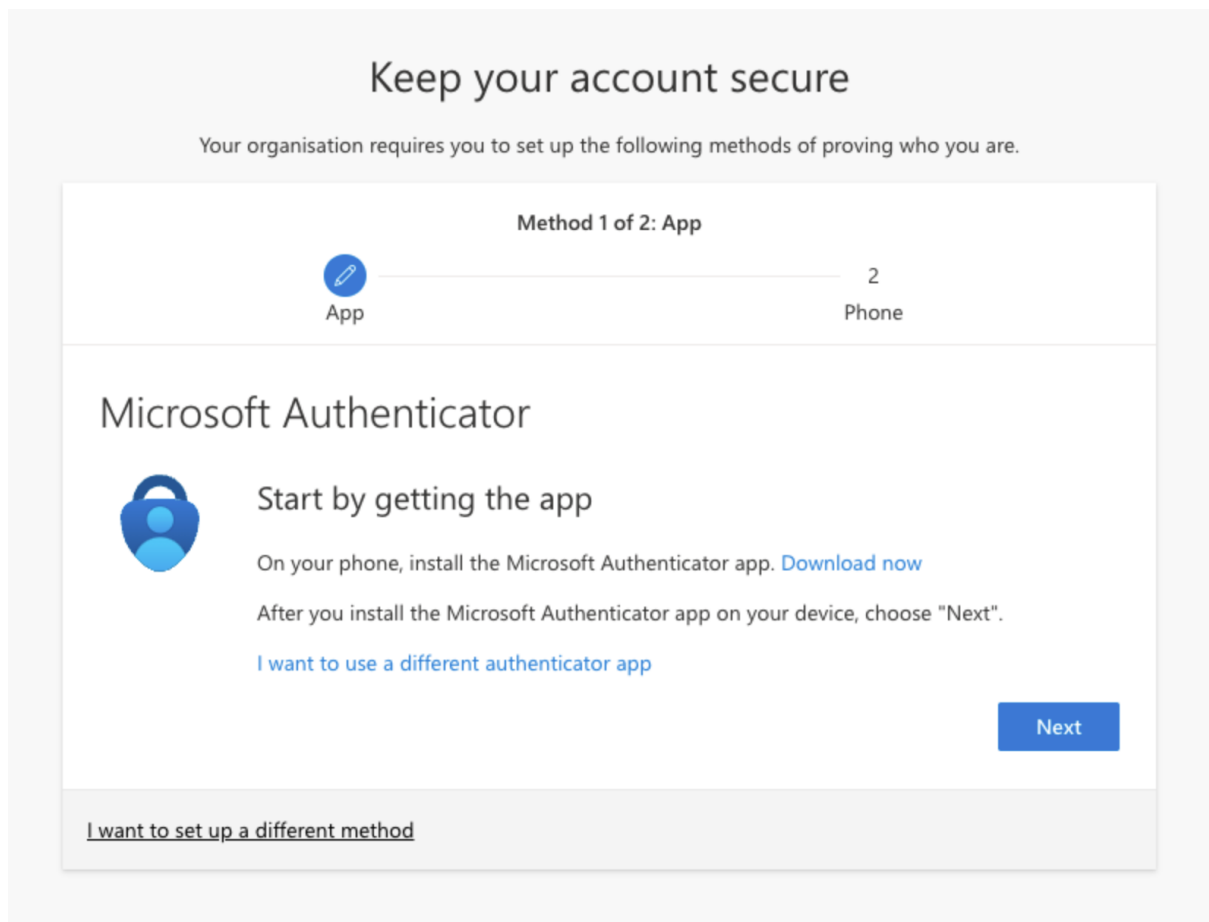
1. After signing-in to Microsoft 365, you will arrive at the following screen asking for **More Information**. Click **Next**.



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2. After clicking **Next**, you will arrive at the following screen, here you will be asked to setup the **Microsoft Authenticator** app. Whilst there are options to choose a different method or use a different authenticator app, we would strongly encourage the use of the **Microsoft Authenticator** app.



We recommend the use of the Microsoft Authenticator app as it greatly simplifies this entire process, we also recommend the app as it gives you the ability to use passwordless authentication. This allows you to login to your applications by inputting the numbers displayed on-screen into the Authenticator app. This also removes the extra step in needing to authenticate after you have logged in with your password. Please contact the IT department if you would like to utilise this option.

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To download the Microsoft Authenticator app, please visit the following link: <https://aka.ms/authapp> on your cell phone or scan the QR code on the next page. Once you have downloaded the app, click **Next** on your computer.



Google Play



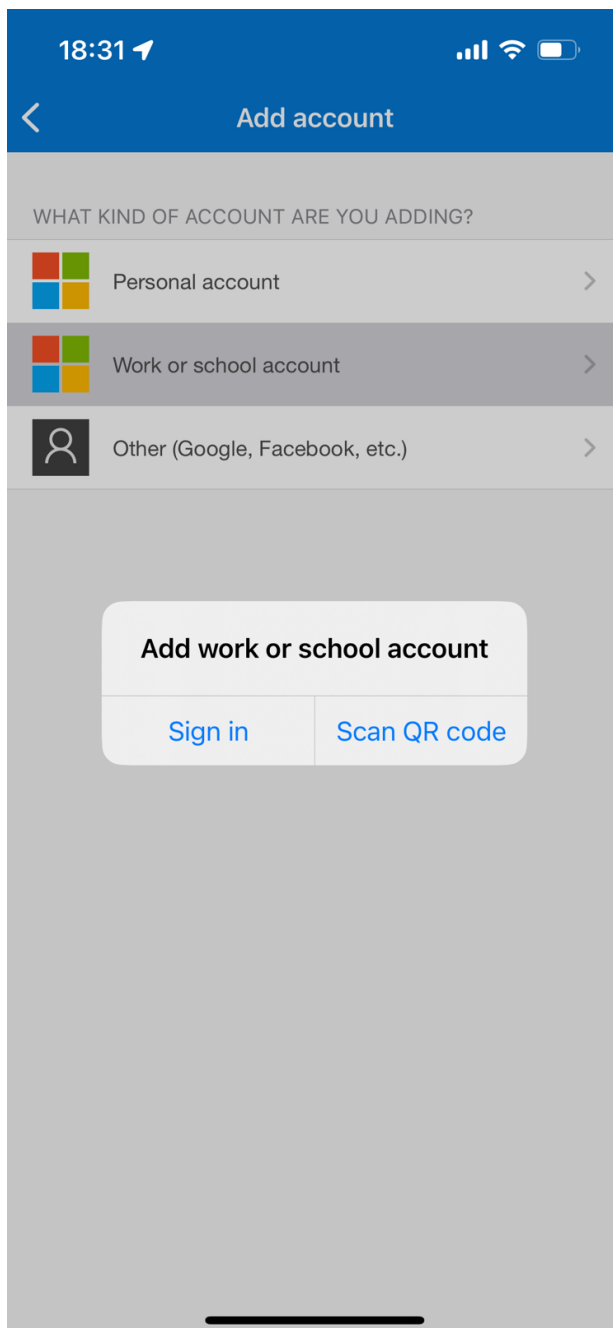
App Store

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3. After clicking **Next**, open the **Microsoft Authenticator** app on your phone and follow the app setup to allow notifications. After you have done this, tap the **+** in the app and tap **Work or School account**.

Microsoft Authenticator app (iOS):



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Then back on your computer, click **Next**.


Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App 2
Phone

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

[Back](#) [Next](#)

[I want to set up a different method](#)

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4. After clicking **Next**, you will be presented with a screen displaying a QR Code. Back on your phone, tap **Scan QR code**, then scan the QR code shown on your computer. After you have scanned the QR code, click **Next**.

(**Please note**, this QR code is unique and time sensitive. If a significant delay occurs between the code being generated and you scanning it, we recommend you click **Back** then **Next** to generate a new code.)

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Method 1 of 2: App


App 2 Phone

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



Can't scan image?

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[I want to set up a different method](#)

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5. After clicking **Next**, you will be sent a notification to your mobile device. As part of this notification, you will be asked to enter the number shown on the screen. Enter this number on your mobile device, then tap **Yes**.


Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Method 1 of 2: App

App 2 Phone

Microsoft Authenticator



Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

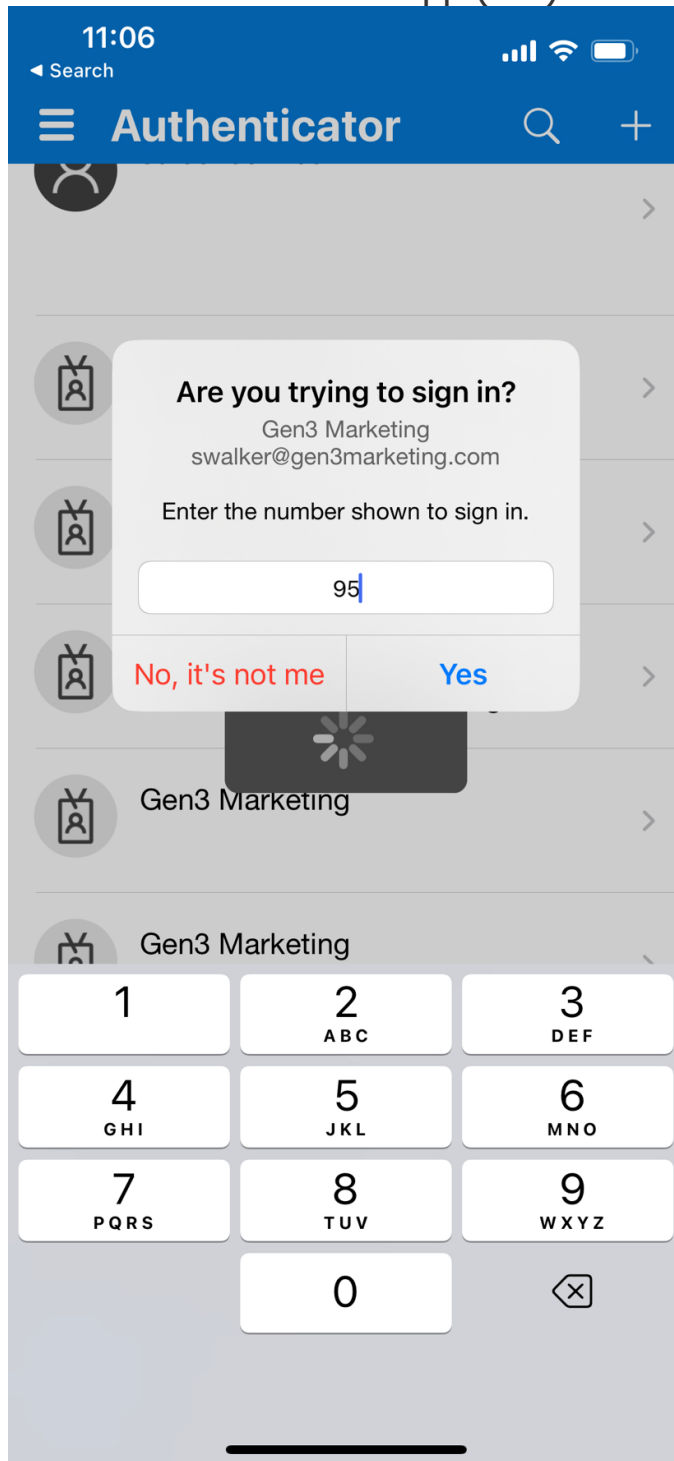
95

[I want to set up a different method](#)

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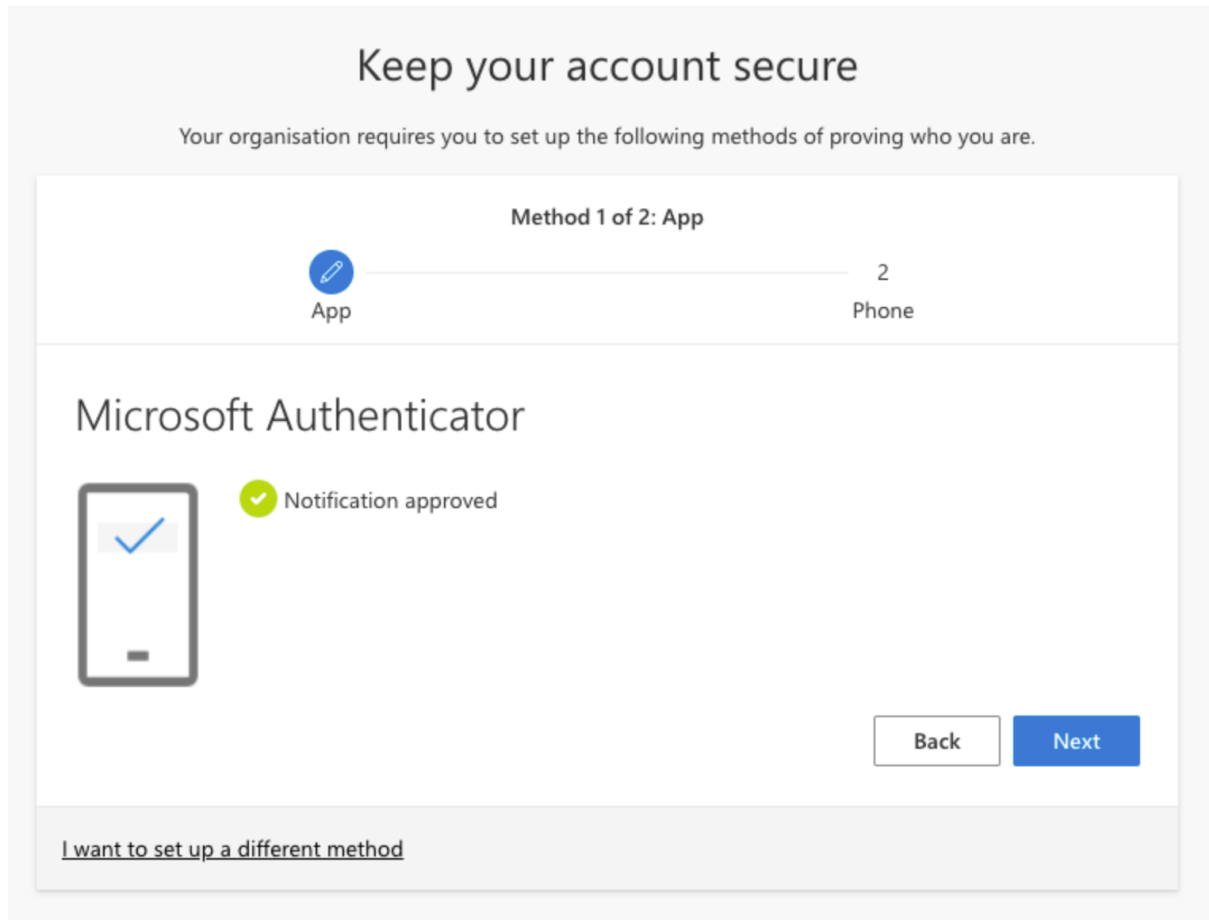
Microsoft Authenticator app (iOS):



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Once you have entered the number and tapped **Yes**, you will see a screen telling you that the notification was approved, click **Next**.



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6. After clicking **Next**, you will then be asked to setup Phone authentication. If you would like to use an alternative such as email, select "**I want to set up a different method**" then follow the instructions. Otherwise select the country where you are based then type in your phone number and click **Next**.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

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

What phone number would you like to use?

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](#).

Next

[I want to set up a different method](#)

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7. After clicking **Next**, you will receive an SMS message with a verification code. Type the code in the box below and click **Next**.

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

 App  Phone

Phone

We just sent a 6 digit code to Enter the code below.

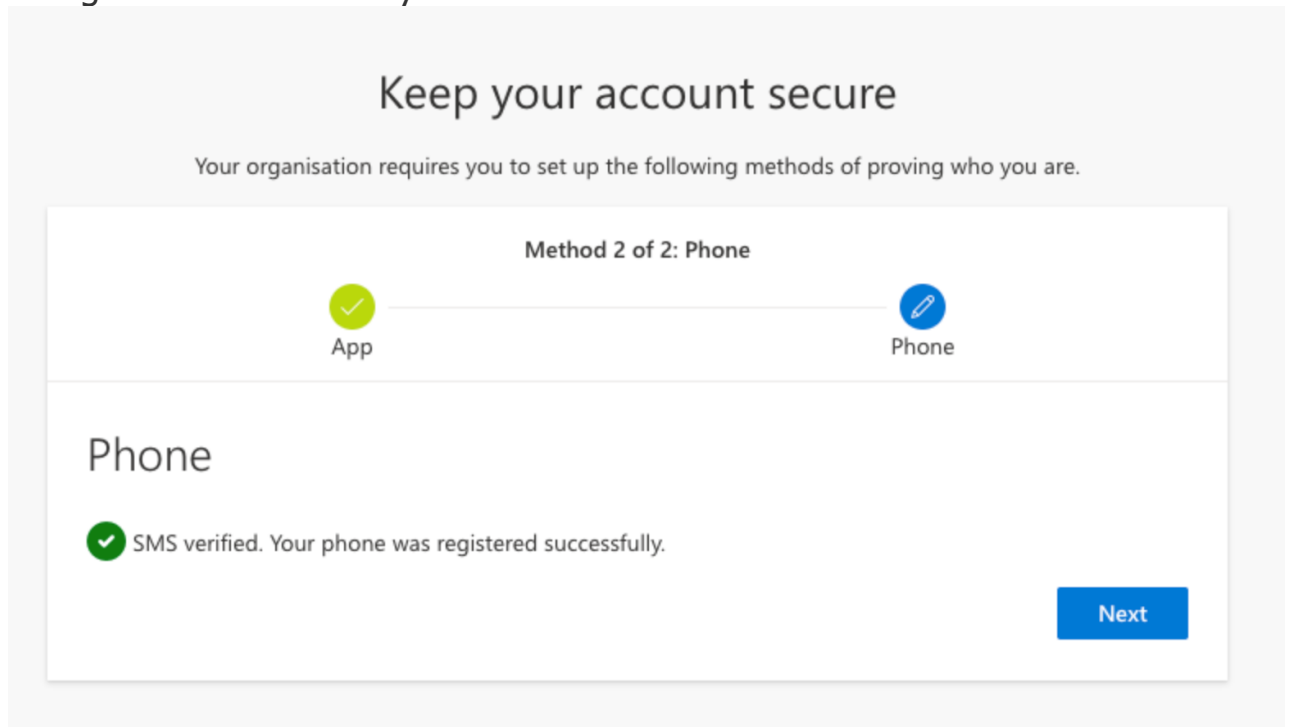
[Resend code](#)

[I want to set up a different method](#)

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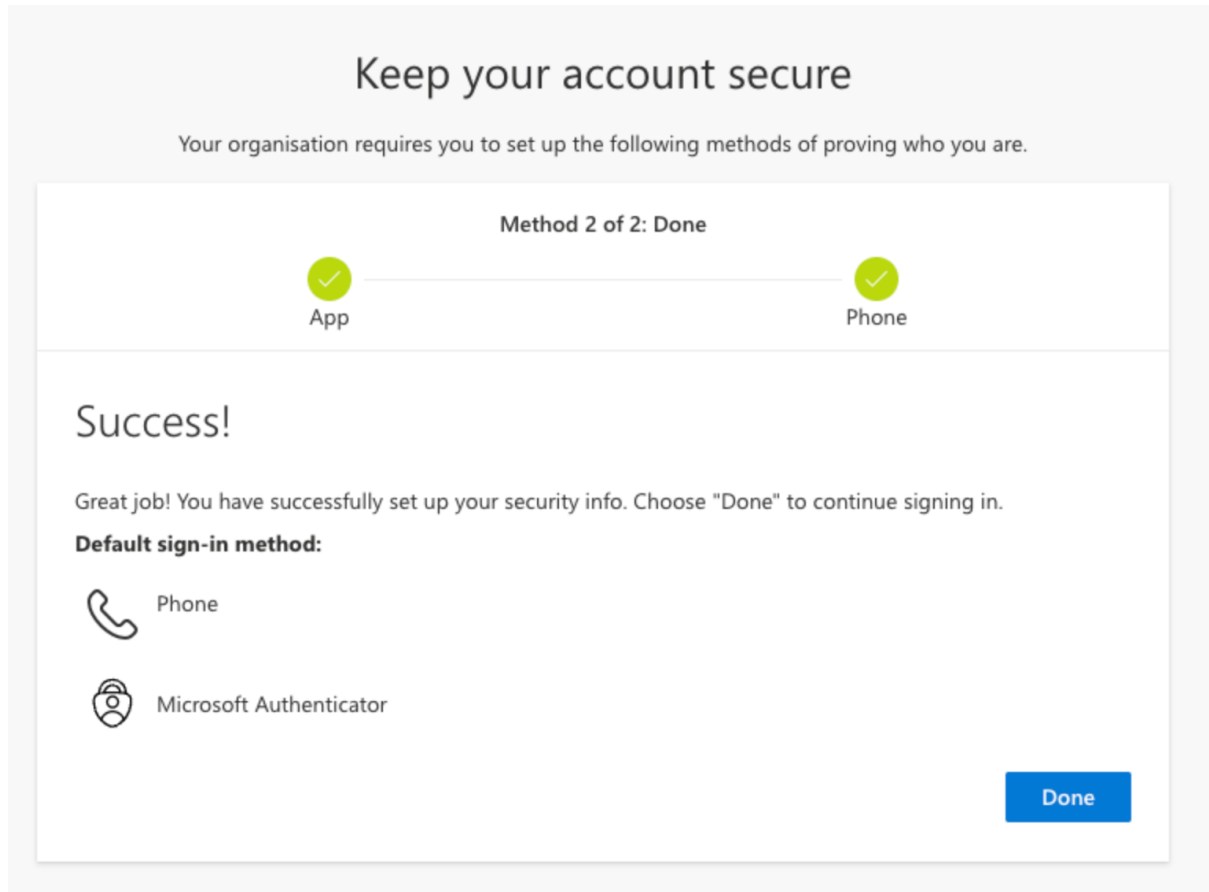
8. On the next screen, you should see that your phone has been registered successfully. Click **Next**.



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9. After clicking **Next**, on the next screen you will see that you have successfully completed setting up your security information.



If this is your first time signing into Microsoft 365, click **Done** then you will be asked to set a new password. Otherwise, once you click **Done**, you will be able to continue using Microsoft 365.