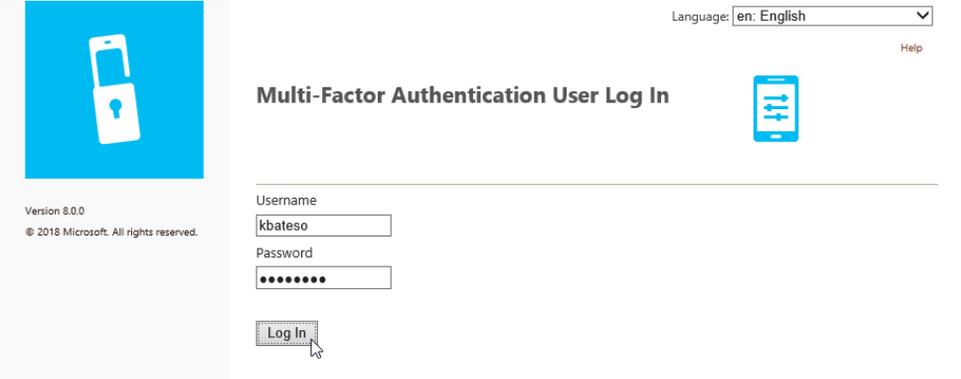


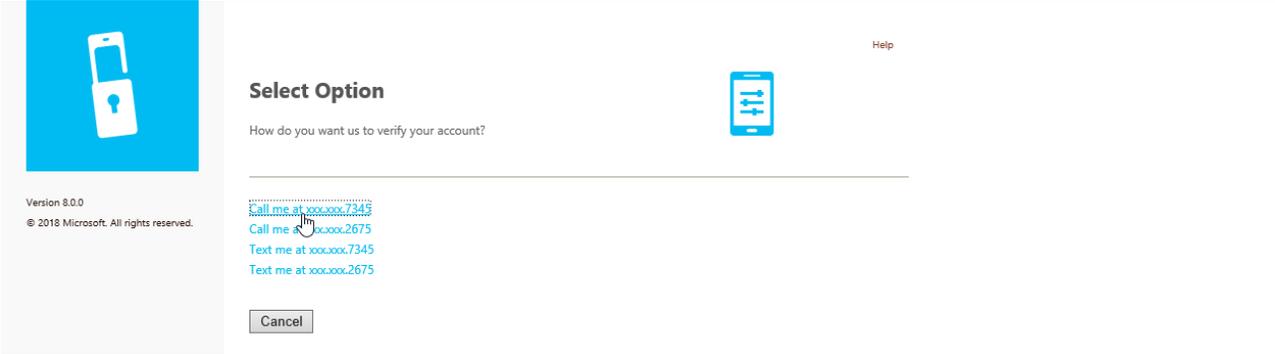
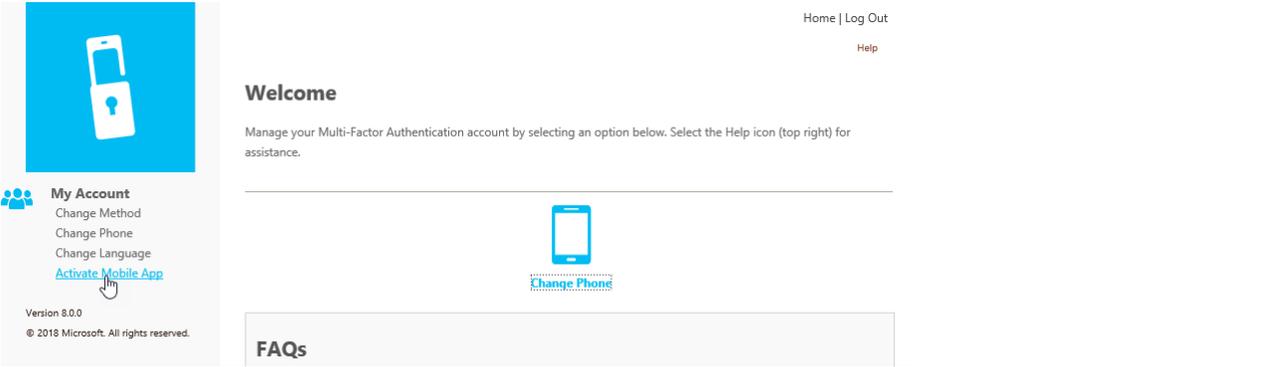
Configure Microsoft MFA App – for iOS and Android

Effective	This guide is effective July 2023
Purpose	This document is intended to assist users downloading and registering Microsoft’s Multifactor Authenticator (MFA) app to provide 2-factor authentication for business-critical applications. Your first step will be to <i>Activate your Authenticator App</i> . The second step will be to <i>Change your Authentication Method</i> to use the mobile App
Notes	Microsoft MFA provides 3 methods of authentication. If you are an employee , you can choose from a phone call or register the Authenticator App on your mobile device. If you are an external user , you can also utilize the text message method. Your account has been defaulted to use your mobile phone number and defaulted to phone call. It is strongly recommended to use the mobile App. The instructions in this guide provide the steps to change and test your authentication method and phone number. To get started you must download the Microsoft Authenticator App from the Apple App Store or Android Google Play Store on your mobile device
Support info	Clarion Partners Helpdesk 1-866-729-0927 Helpdesk@clarionpartners.com

Activate Authenticator App from iOS App and Google Play stores.

<p>1. Using the Edge or Chrome web browser, navigate to: https://mfa.clarionpartners.com/multifactorauth and enter your Username (i.e., kbateso) and password. Then click on the Log In button.</p> <p>*DO NOT USE your email address.</p> <p>**Make sure you have downloaded the Microsoft Authenticator App before beginning.</p>	
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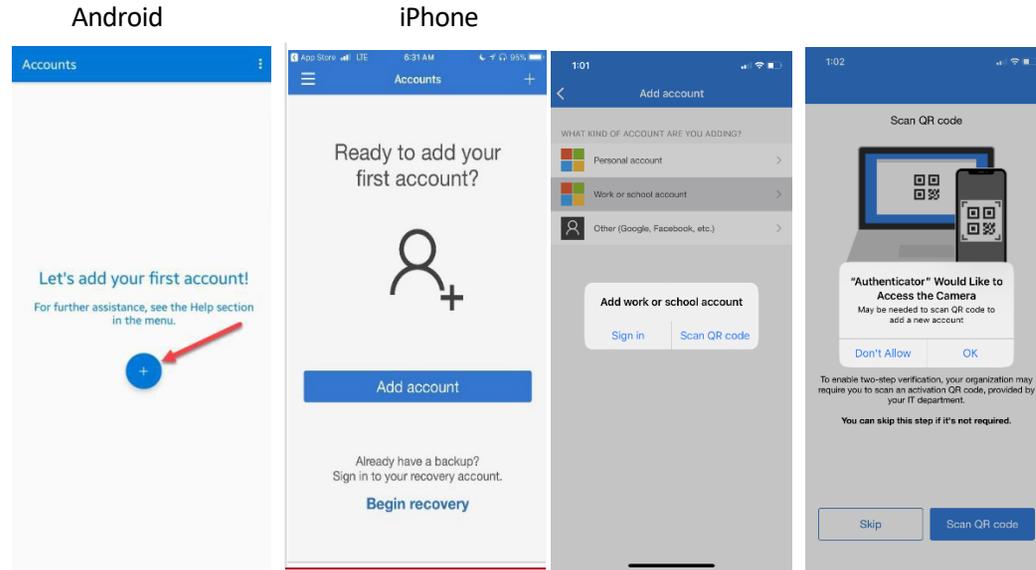
<p>2. Authenticate your account using your current multi-factor authentication method by selecting the options presented.</p> <p>***Call me is usually the default.</p> <p>You will receive a phone call from Microsoft Sign-in Services on your mobile phone number. Listen to and respond to the voice prompt to complete the sign in verification.</p>	
<p>3. The system will automatically display the Welcome page following successful authentication.</p> <p>4. The MFA portal allows you to update your phone number and preferred authentication method and register your mobile device to use the MFA mobile app and receive push notifications for authentication attempts</p> <p>5. click Activate Mobile App to start registering your mobile device.</p>	
<p>6. Switch to your Mobile Device. – and locate the Microsoft Authenticator app.</p> <p>You must activate the Microsoft Authenticator mobile app on a device before you can change your method to Mobile App.</p>	 <p>The Microsoft Authenticator App icon looks like this.</p>

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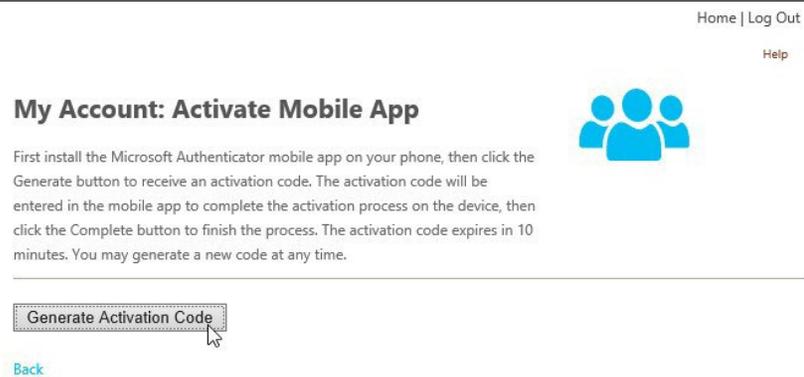
7. In the Microsoft Authenticator App on your mobile phone, from Accounts screen, tap on the *Plus (+) icon for Android or Add Account for iPhone.*

8. Then tap on Work or school account and click Scan QR Code.

***Note: If prompted, select Allow Authenticator to Access the Camera.



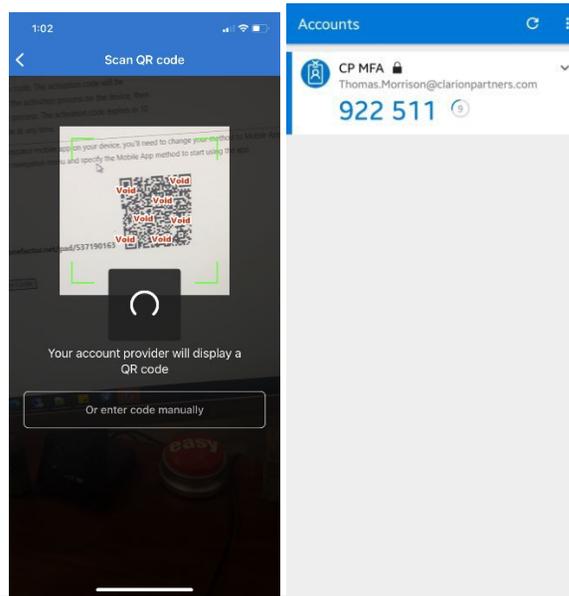
9. Return to your computer and click **Generate Activation Code**



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10. From your mobile phone, scan the barcode displayed on the Browser.

11. Your mobile phone will display a timer with your MFA token.



12. Click on the **Complete Activation** button on your PC.

13. Click the **Back** button to return to the Welcome page.

Home | Log Out
Help

My Account: Activate Mobile App

First install the Microsoft Authenticator mobile app on your phone, then click the Generate button to receive an activation code. The activation code will be entered in the mobile app to complete the activation process on the device, then click the Complete button to finish the process. The activation code expires in 10 minutes. You may generate a new code at any time.

After activating the Microsoft Authenticator mobile app on your device, you'll need to change your method to Mobile App. Click the Change Method link in the navigation menu and specify the Mobile App method to start using the app.

Activation Code
982 670 400

URL
https://cys01pfpad01.phonefactor.net/pad/915027554



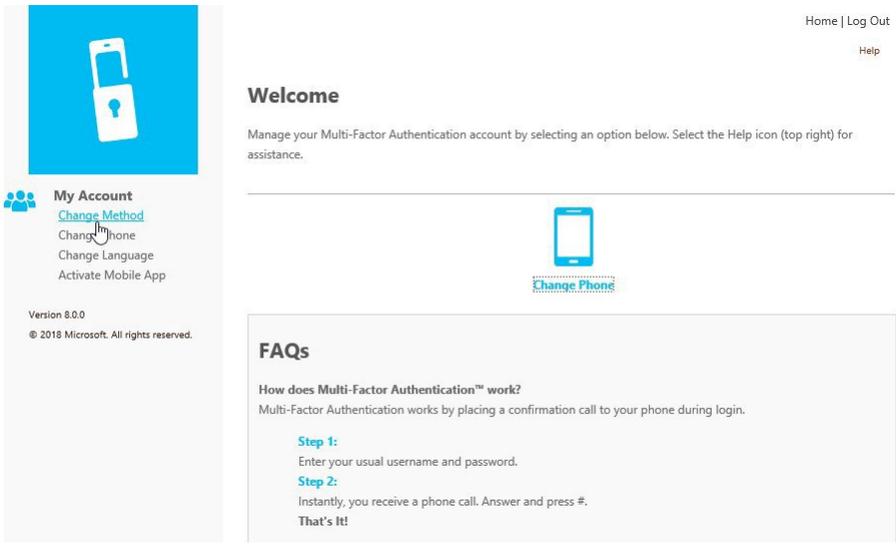
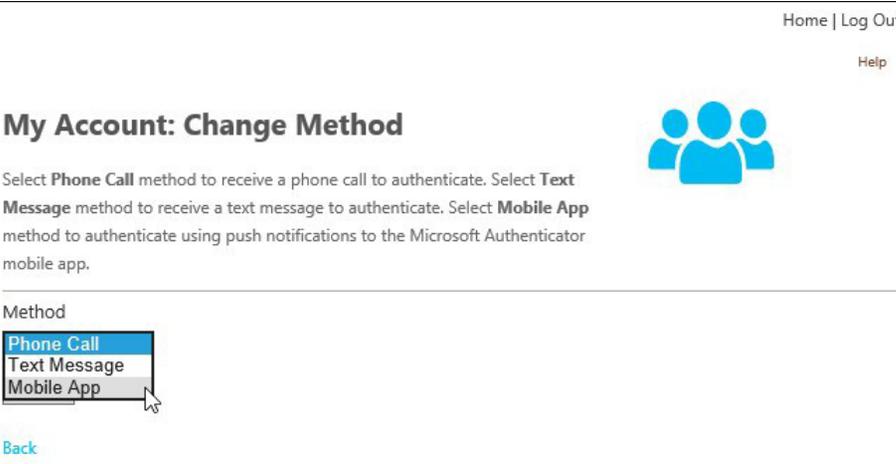
[Generate New Activation Code](#)

[Complete Activation](#)

[Back](#)

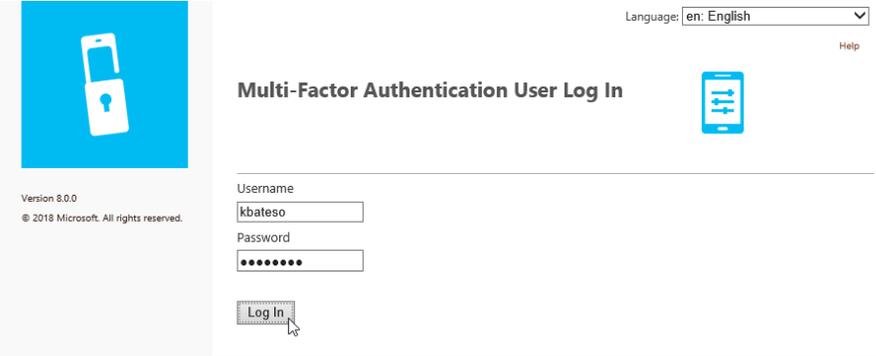
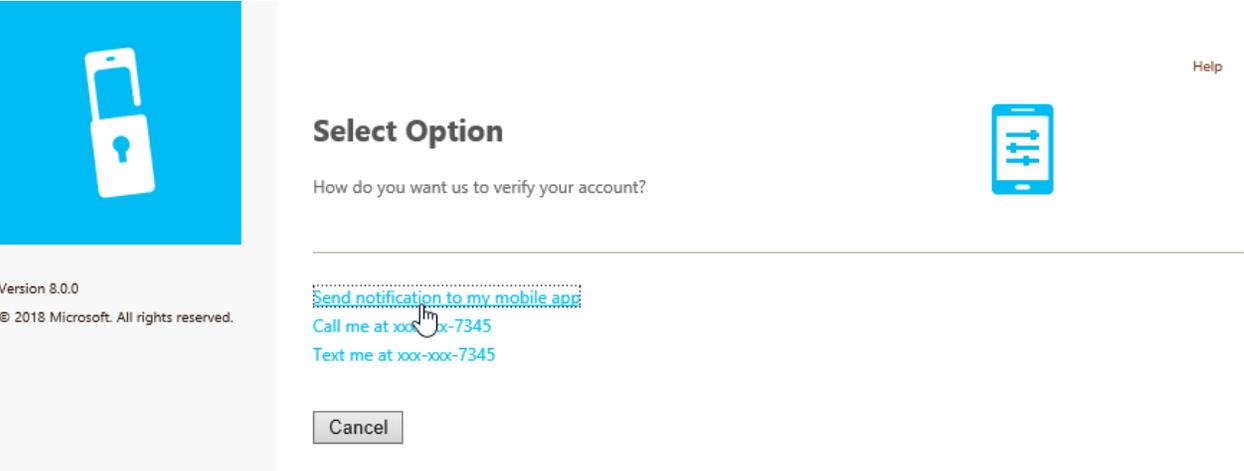
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Change your Authentication Method

<p>1. Click on the Change Method link.</p>	
<p>2. Select the method you wish to change to from the drop-down list</p> <p>Phone call or Mobile App for employees</p> <p>Phone call, Mobile App or Text Message for external users.</p> <p>3. Be sure to click SAVE.</p>	

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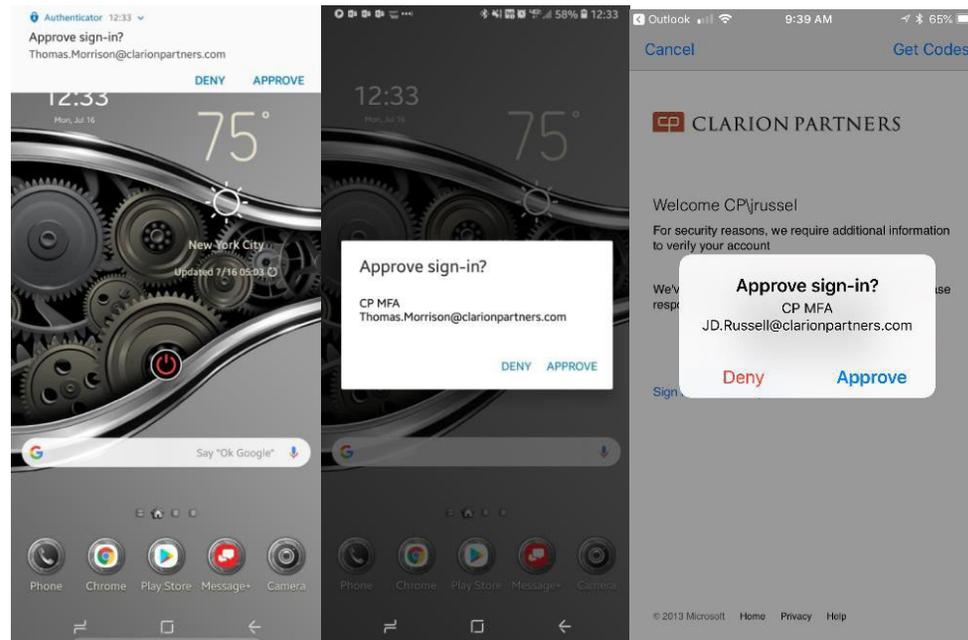
Testing Authentication Methods

<p>1. Using the Edge or Chrome web browser, navigate to: https://mfa.clarionpartners.com/multifactorauth and enter your Username (i.e., kbateso) and password. Then click on the Log In button.</p>	
<p>2. Click the link for the method you wish to test</p> <p>Phone call or Mobile App for employees</p> <p>Phone call, Mobile App or Text Message for external users only.</p>	

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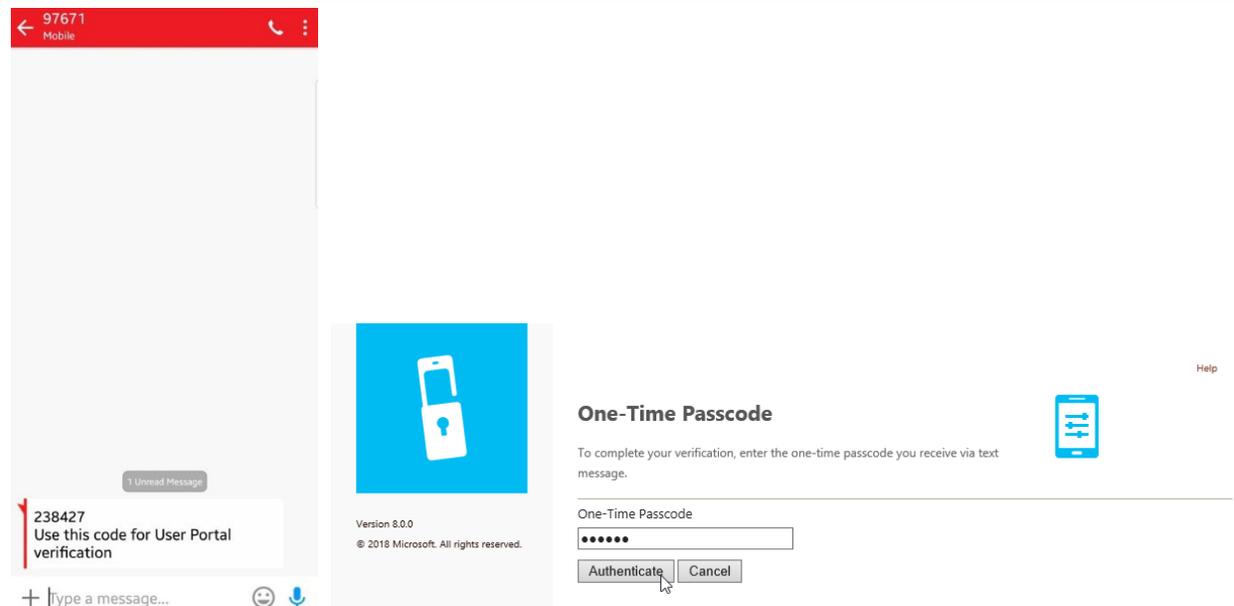
Testing Mobile App Method

3. The Screens to the right will display on your mobile device if you select Mobile device as your authentication method.
4. When prompted, tap Approve. You might see either of these prompts on an Android or iOS Apple device.



Testing Text Message One-Time Passcode

5. If you select Text me at... (external user only), a One-Time Passcode will be sent via text to the number registered.
6. Enter this One-Time Passcode into the portal and press Authenticate.



Testing Phone Call Method

If you select Call me at... you will receive a phone call from **Microsoft Sign in Services**. Listen to and respond to the voice prompt to complete the sign in verification.

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Revision History

Version	Date Updated	Updated By	Details of Update
2023.1	7/28/2023	JD Russell	Initial draft