

MFA INSTRUCTIONS FOR AUTHENTICATOR APP

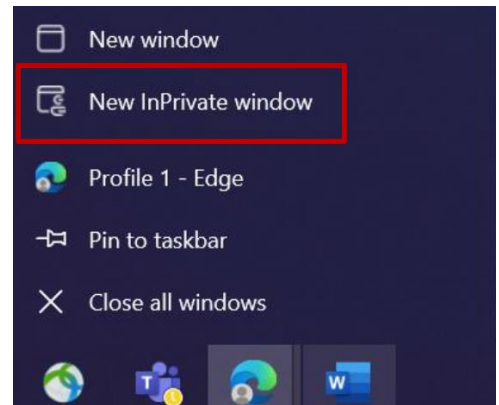
The purpose of this document is to help our users with this transition by providing a step-by-step guide to enable MFA via the Authenticator App for user accounts.

SETUP AUTHENTICATOR APP FOR MULTI-FACTOR AUTHENTICATION



1. Please, log into your system (work laptop, work desktop)

Close all browser windows and open a new private/incognito browser session (right-click on Microsoft Edge browser icon and select “New InPrivate Window”) or open your browser (Microsoft Edge or Google Chrome) then press and hold “Ctrl” (for Windows) / “Command/Cmd” (for Mac) and “Shift” and then press the “N”-key



2. In the address field of the browser enter the URL: <https://myaccount.microsoft.com>

Enter your User ID plus the extension “@ext.volvogroup.com” and click on “Next”

Microsoft
Sign in
M123456@ext.volvogroup.com
[Can't access your account?](#)
Next

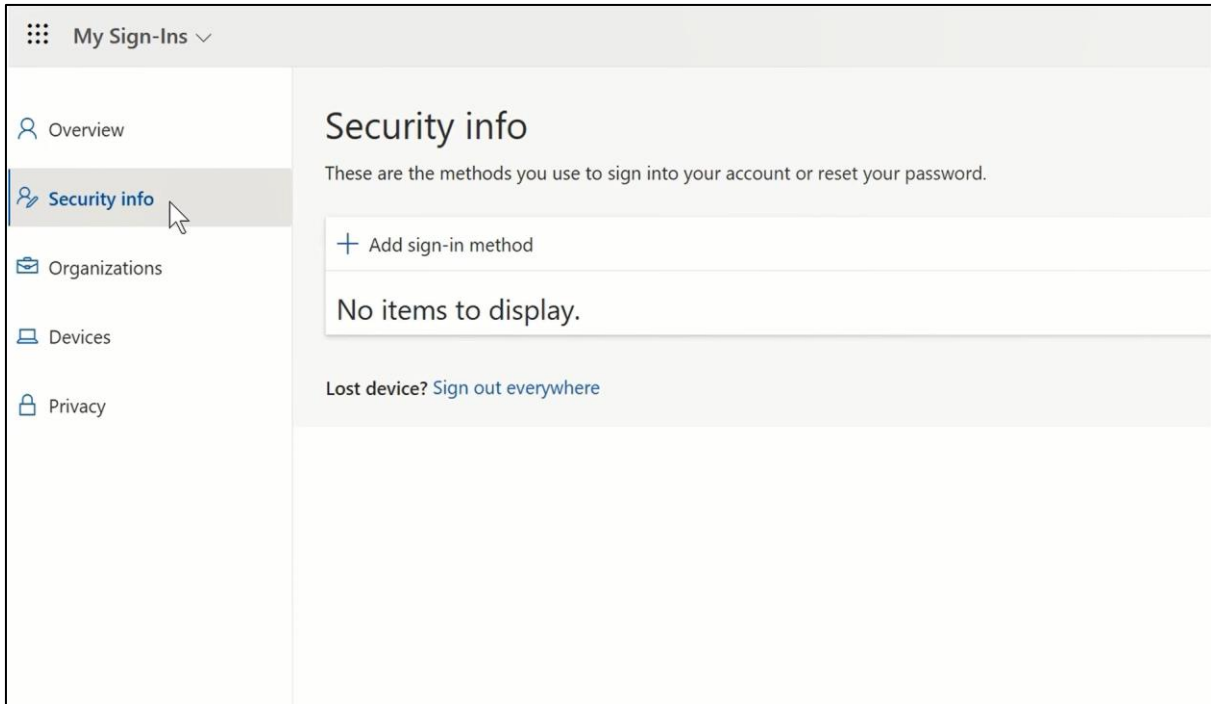
Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com.

Microsoft
← M123456@ext.volvogroup.com
Enter password
.....
[Forgot my password](#)
Sign in

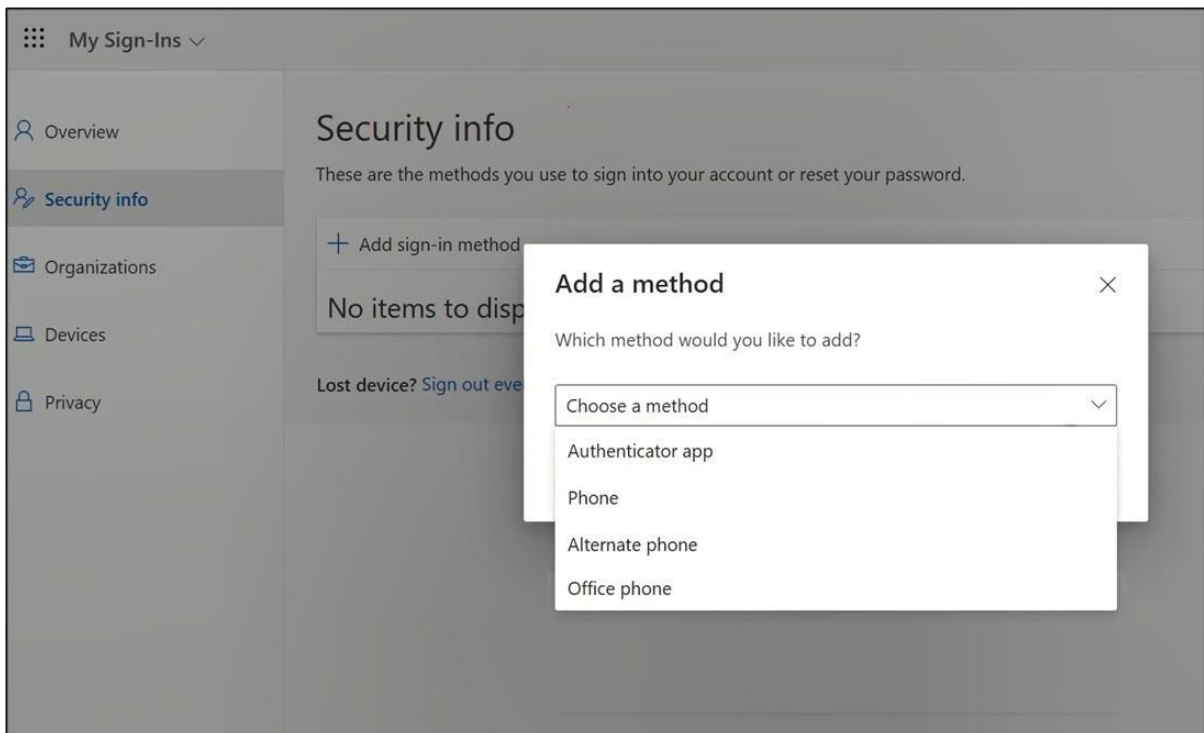
Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com.

3. Enter the password by using the same password you use for our portals (example: Trucks Dealer Portal, Trucks Customer Portal) or Tech Tool.
4. Click “Sign in”

You will be forwarded to Microsoft's Security Info page



5. On the next page, click on “+ Add sign-in method”



6. In the pop-up, expand the dropdown-menu “Choose a method” and select “Authenticator App” as your MFA method

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Cancel

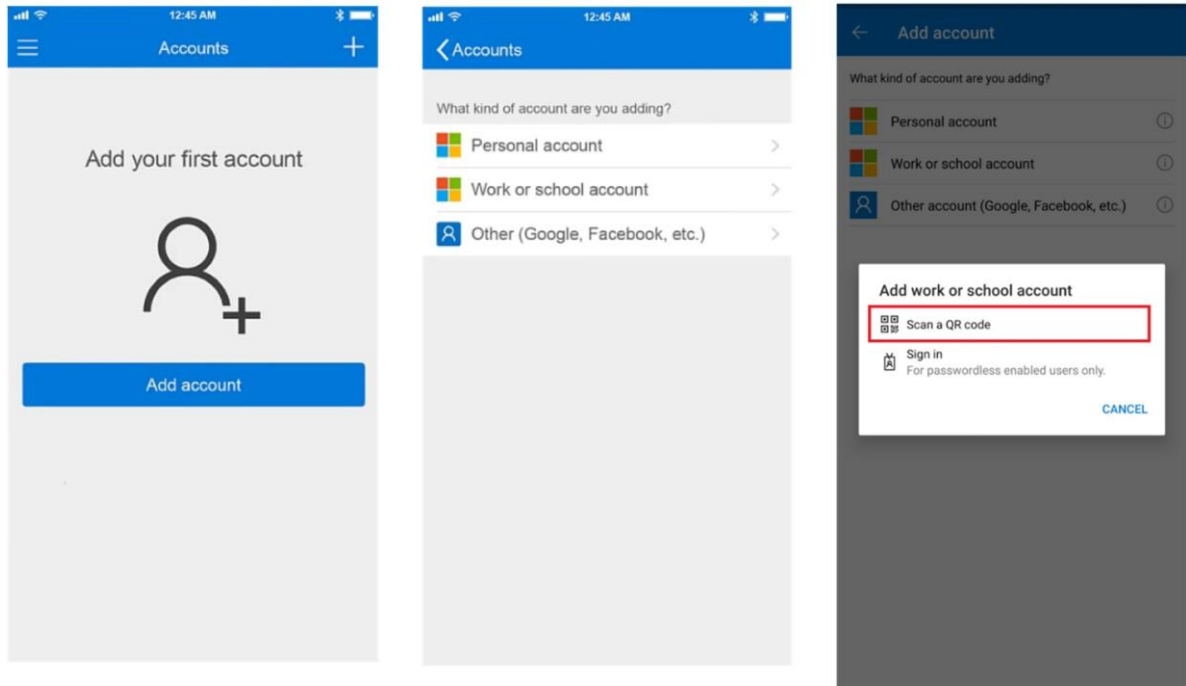
Next

OS Requirements:
Android - v8.0 or later
IOS - v14.0 or later
iPad OS – 14.0 or later

7. In the pop-up, click on the link "Download now" and click "Next"

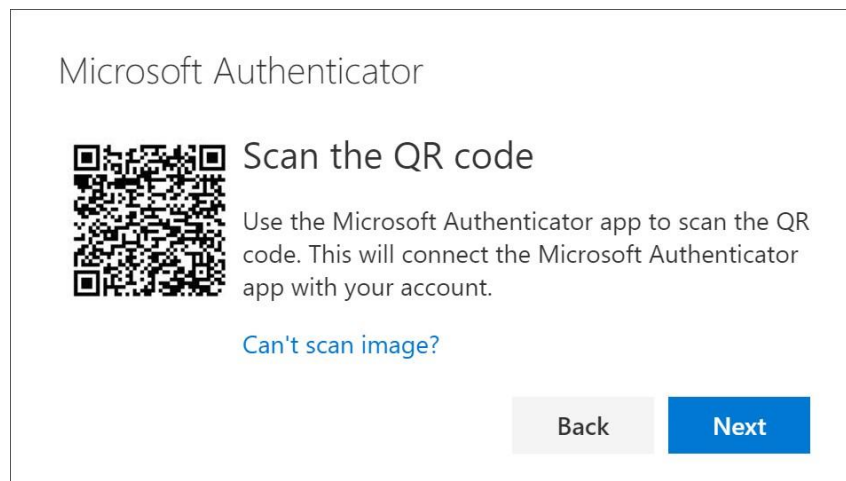


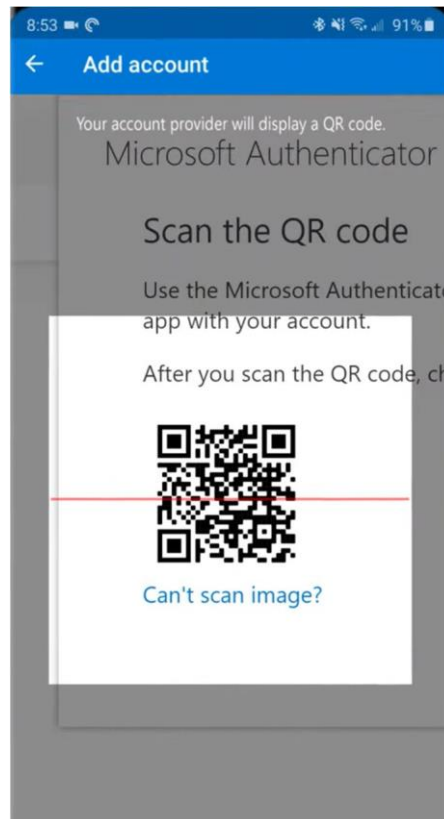
8. Take the phone and scan the corresponding QR code matching your phone's operating system or access your phone's App-Store/PlayStore to download the app
9. On your phone, open the Microsoft Authenticator app after it is installed and allow notifications, when the prompt appears
10. If you click on "I want to use a different authenticator app", please follow vendor provided instructions to complete the setup process.
11. Volvo Group currently supports Microsoft Authenticator App only.



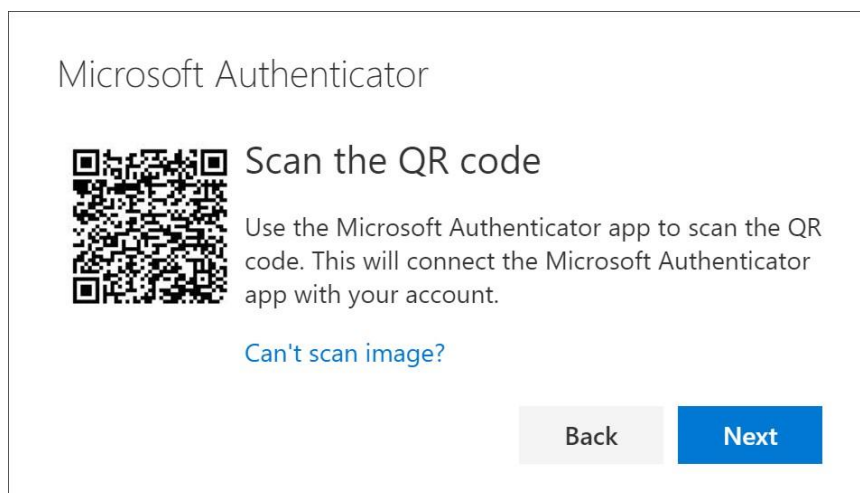
12. Select “Add account”, then select “Work or school account” from the menu
13. In the pop-up, select “Scan QR code”
14. On your computer, click “Next”

The pop-up that opens now on your computer screen, shows a QR code

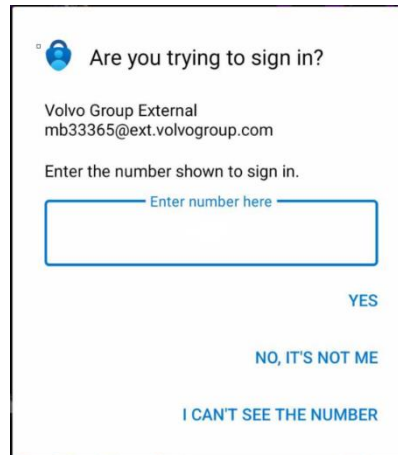
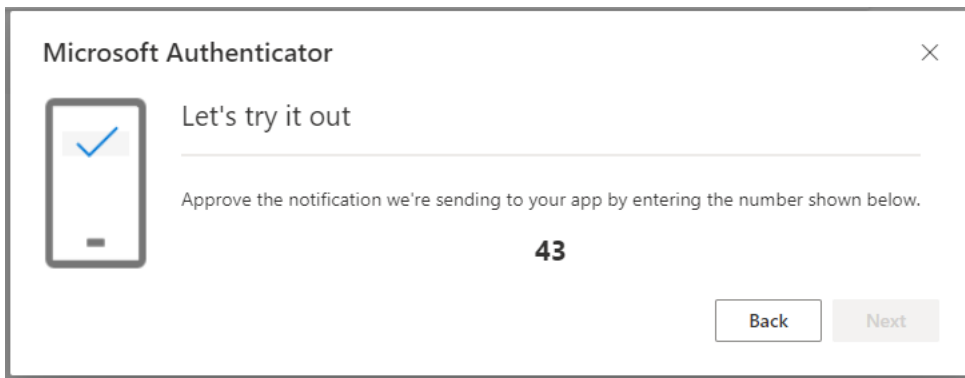




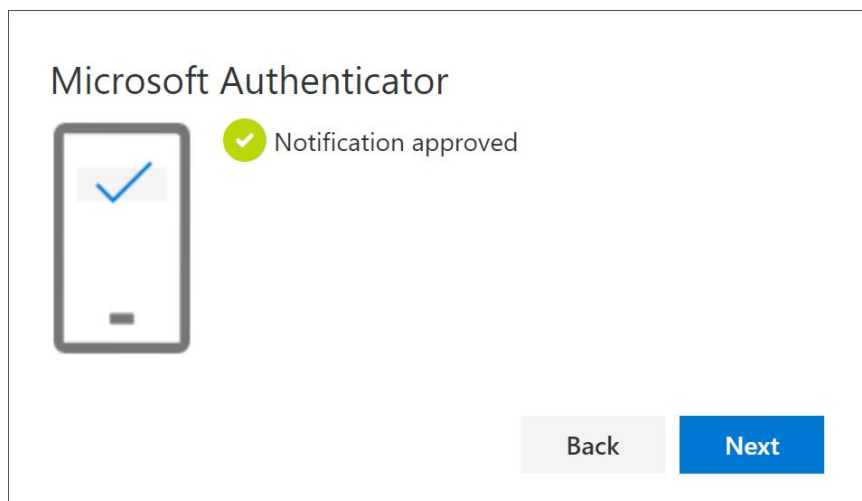
15. Scan the QR code using your phone
16. The app will list your new work account on the screen



17. On your computer, click on "Next"



18. On your phone, enter the number and approve the test-notification that is sent to your phone



19. On your computer, click on "Next"

You can see your new MFA method "Authenticator app" in the list on your "Security Info" page

Now you have enabled MFA by "Authenticator app" to your user account

Note: Two MFA Methods should be selected for each user to minimize support required to access Volvo Applications