VOLVO

MFA INSTRUCTIONS FOR SMS (PHONE)

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

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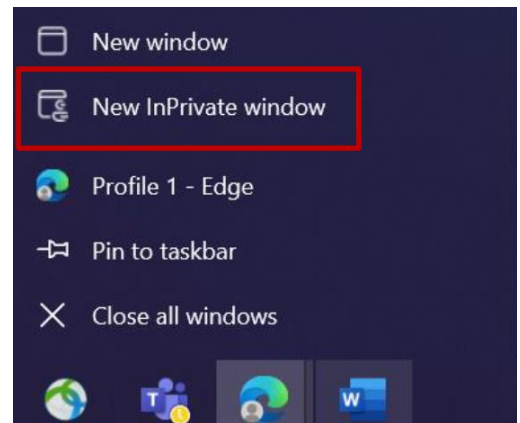
2. In the address field of the browser enter the URL: https://myaccount.microsoft.com

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

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
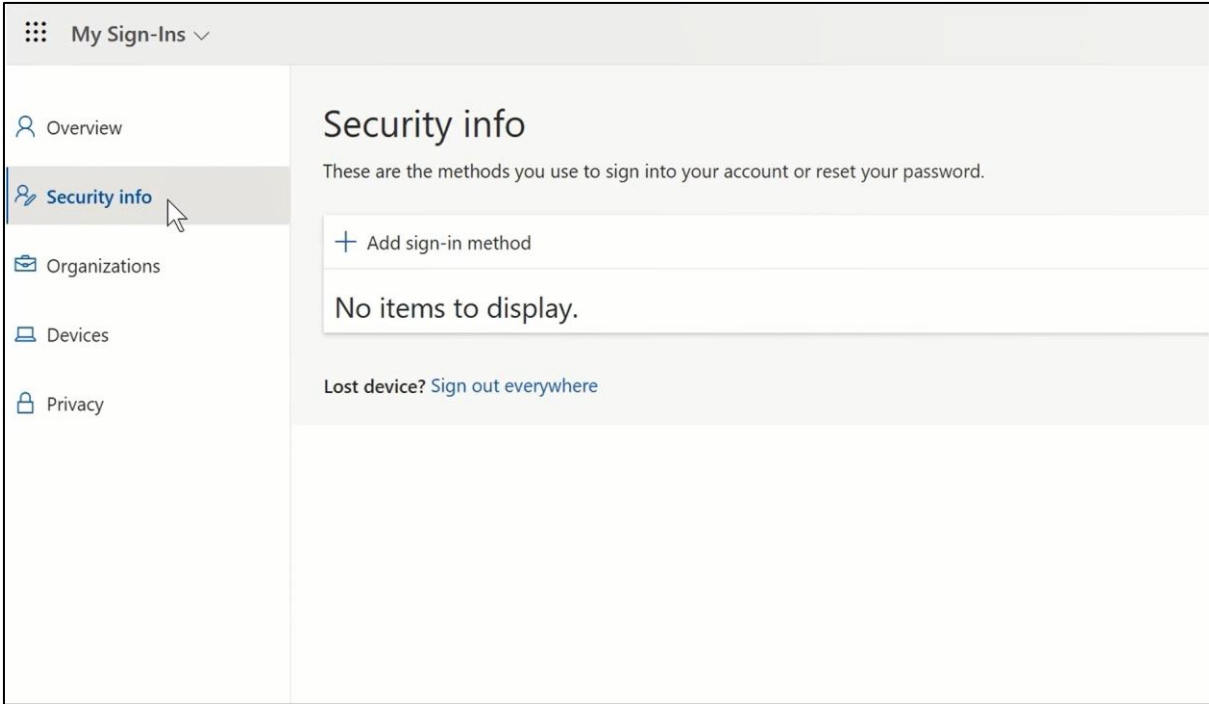
5.   On the next page click on "**+ Add sign-in method**"
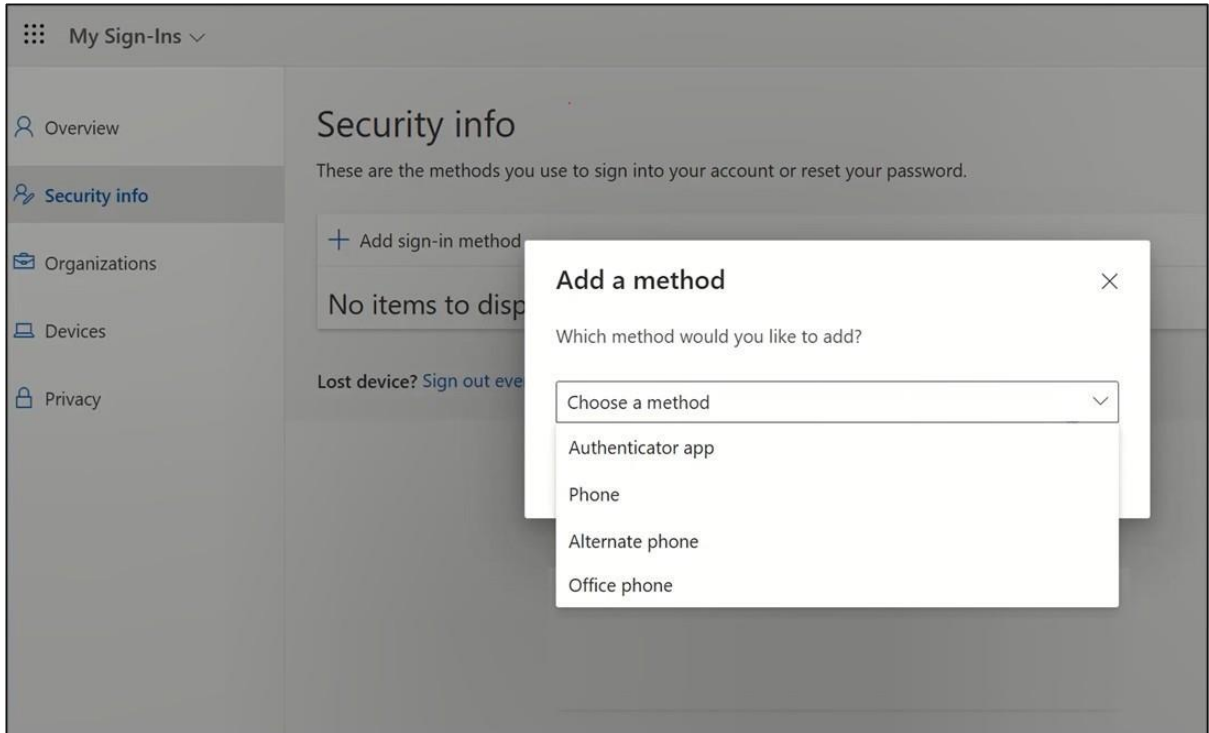
6.   In the pop-up, expand the dropdown-menu "**Choose a method**" and select "**Phone**" as your preferred MFA method
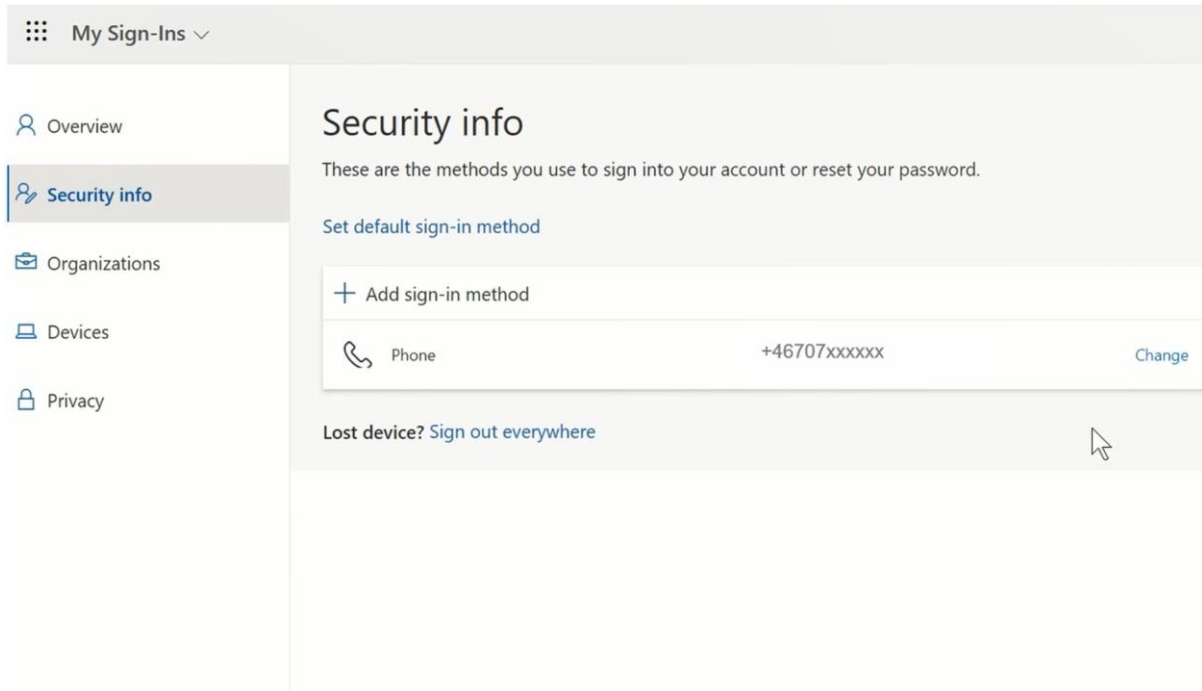
7. Enter your phone number by choosing your country code and using the specified formatting, select "**Text me a code**" and click on "**Next**".
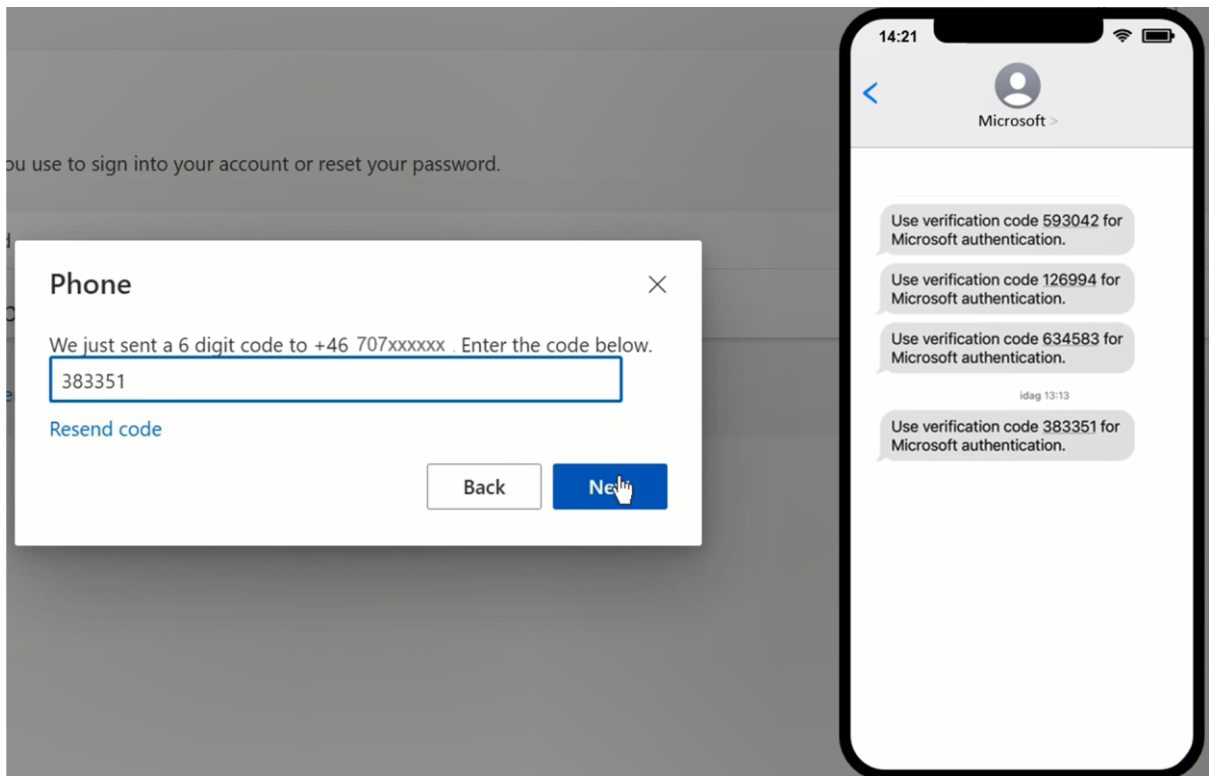
You will be sent a code by SMS to the phone number you specified to validate the phone number.

8. Enter the code in the corresponding field

9. Click on **"Next"**

Now you have enabled MFA by "SMS" to your user account

You are done.

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