

MFA INSTRUCTIONS FOR SMS (PHONE)

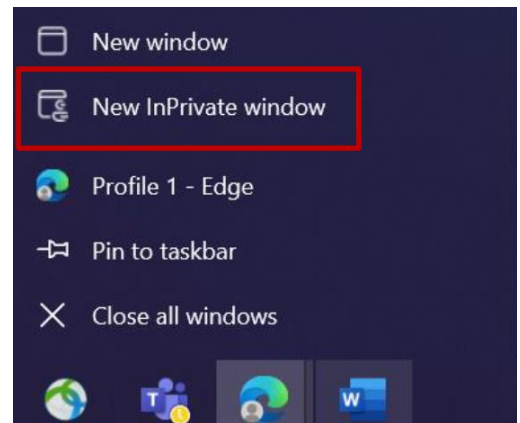
The purpose of this document is to help our users with this transition by providing a step-by-step guide to enable MFA using SMS for user accounts.

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”

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

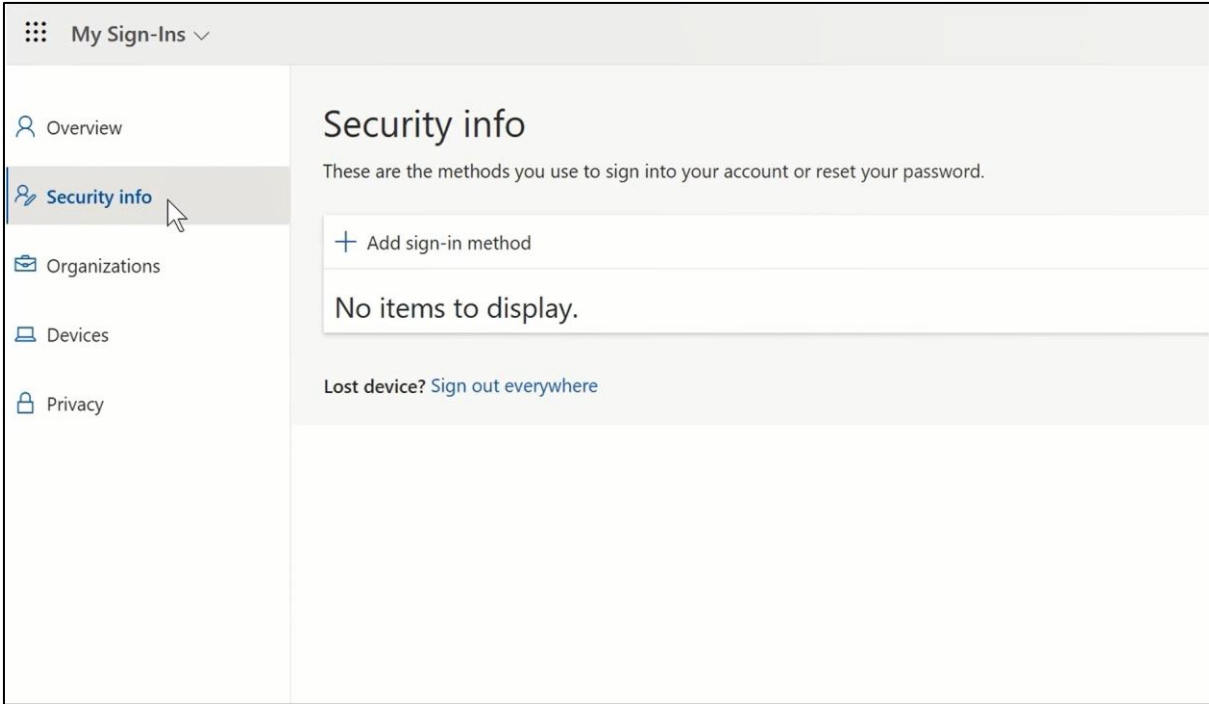
Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com.

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

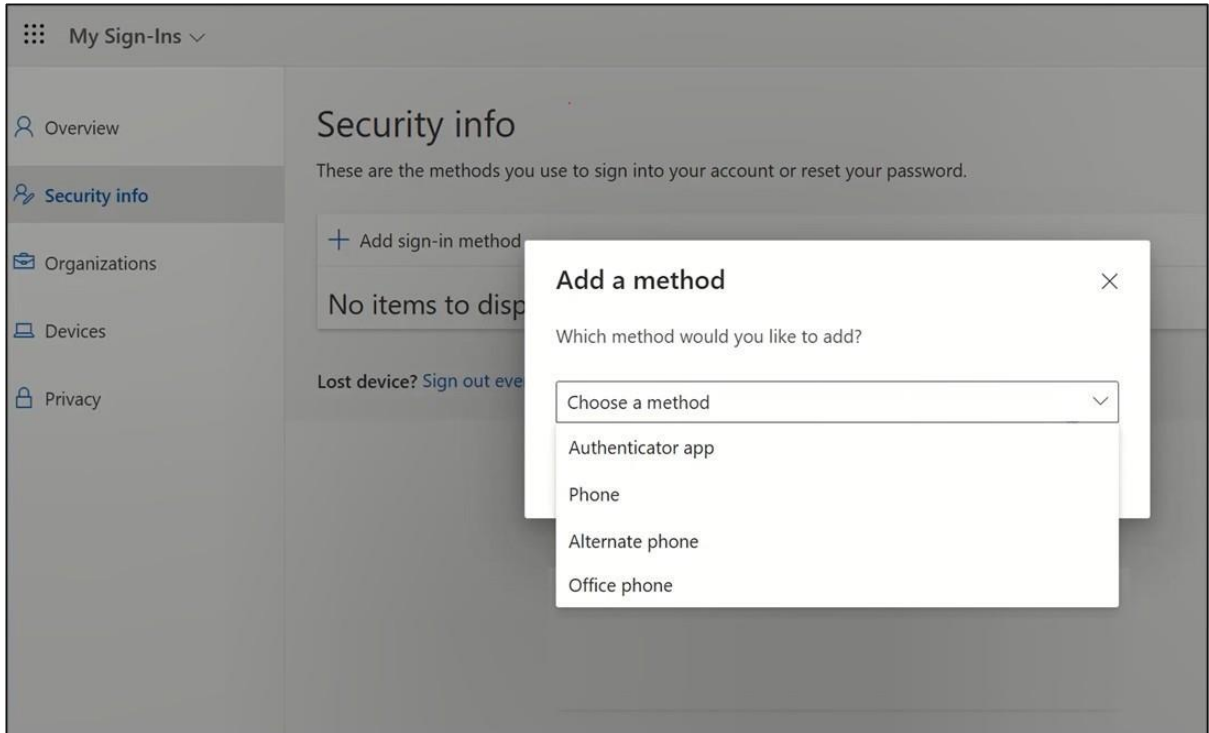
Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com.

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 “Phone” as your preferred MFA method

Phone ✕

You can prove who you are by answering a call on your phone or texting a code to your phone.

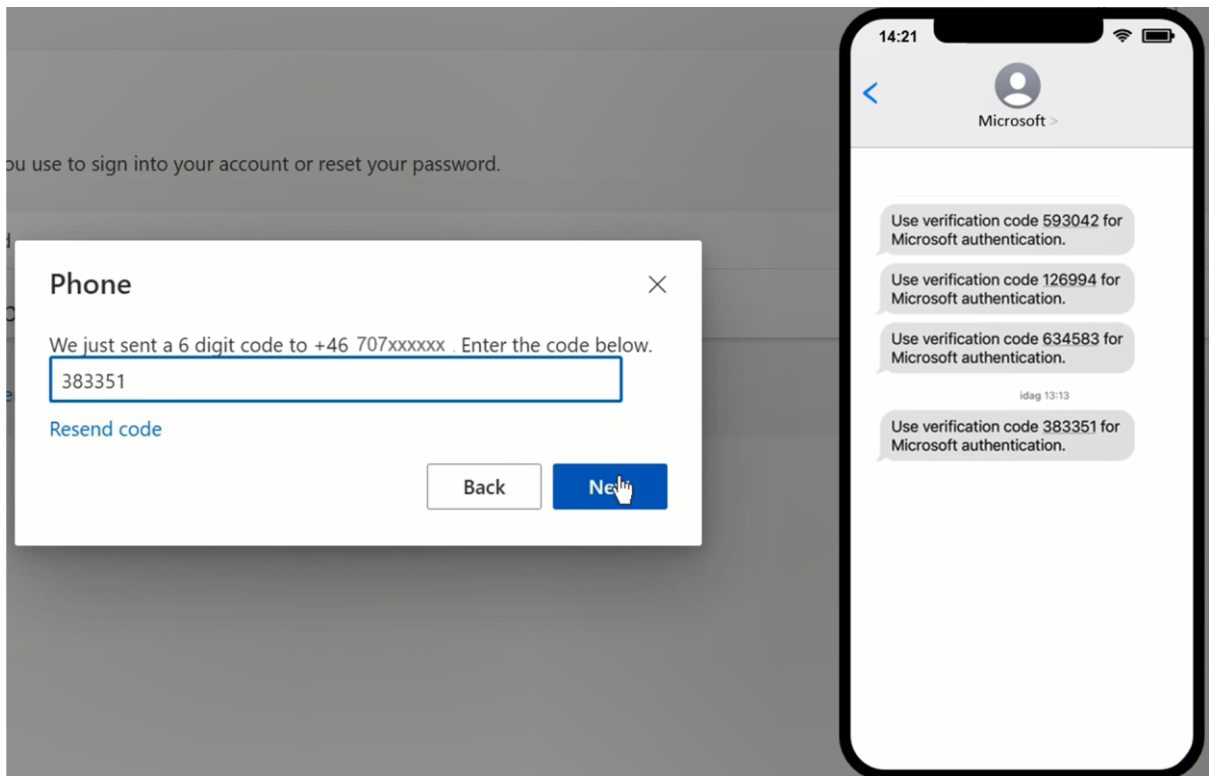
What phone number would you like to use?

Sweden (+46)

Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

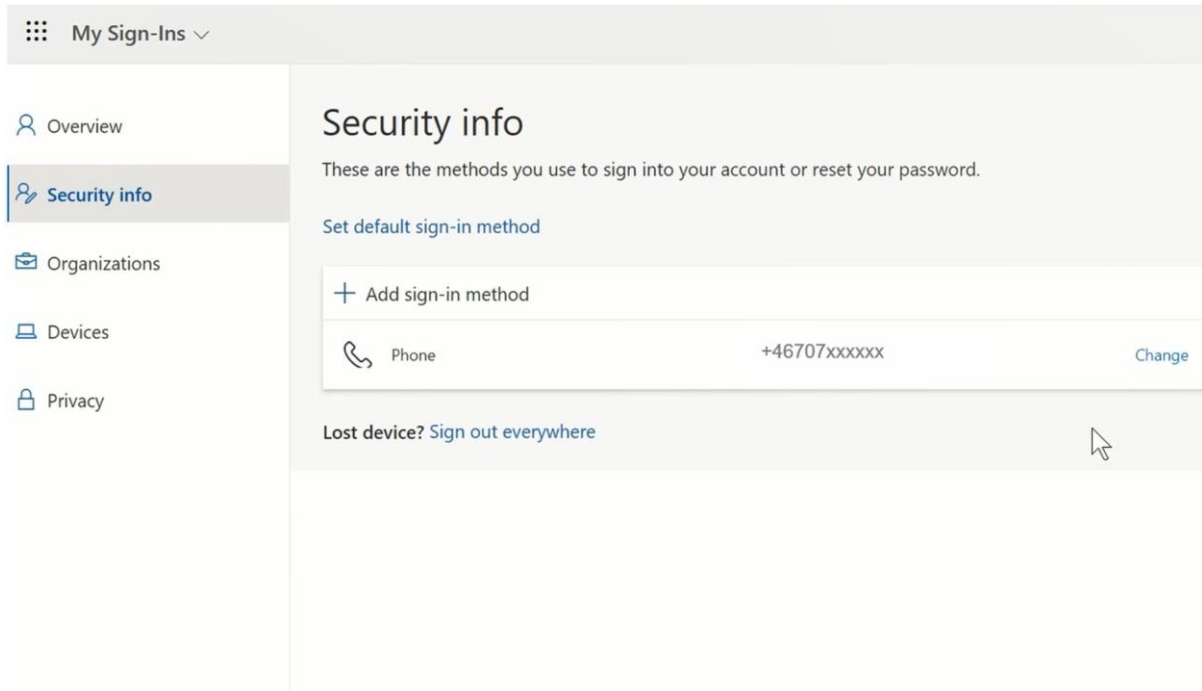
7. Enter your phone number by choosing your country code and using the specified formatting, select “Text me a code” and click on “Next”.



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