Instructions on Azure MFA enrollment and reset

User Instruction

Contents

1 About Ericsson MFA

- To increase security, Ericsson is introducing multi-factor authentication for remote system access.
- This provides an additional security layer on top of the username and password.
- In addition to security updates, a new graphical user interface is being deployed.
- The purpose of this quick guide is to provide short instructions for MFA enrollment and resetting.

2 Support and contact

Please contact Extranet Support if you have questions or need help.

https://www.ericsson.com/en/contact/extranet-support

Support is available Monday-Sunday, 24 hours/day.

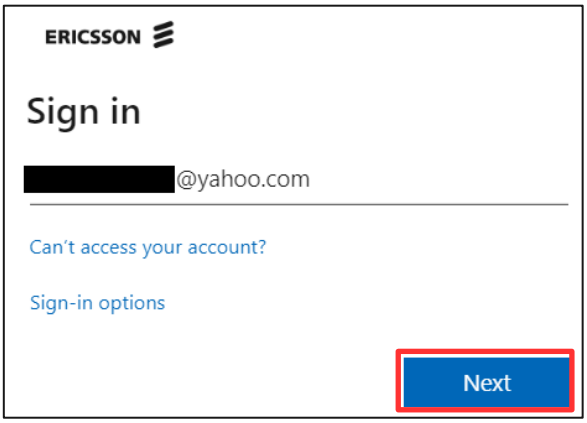
Support Tel: +46 10 71 33085 or 888-671-1268 from North America.

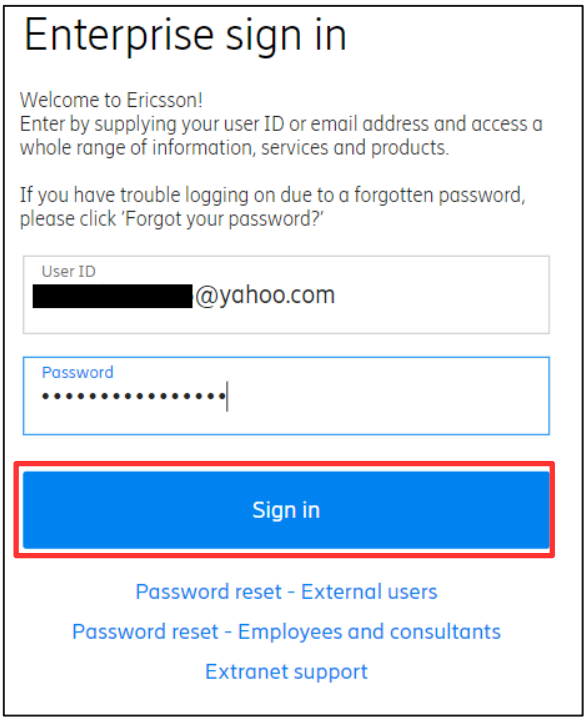
3 MFA enrollment via Self-Service Portal

3.1 Step 1 – Connect to the Self-Service Portal

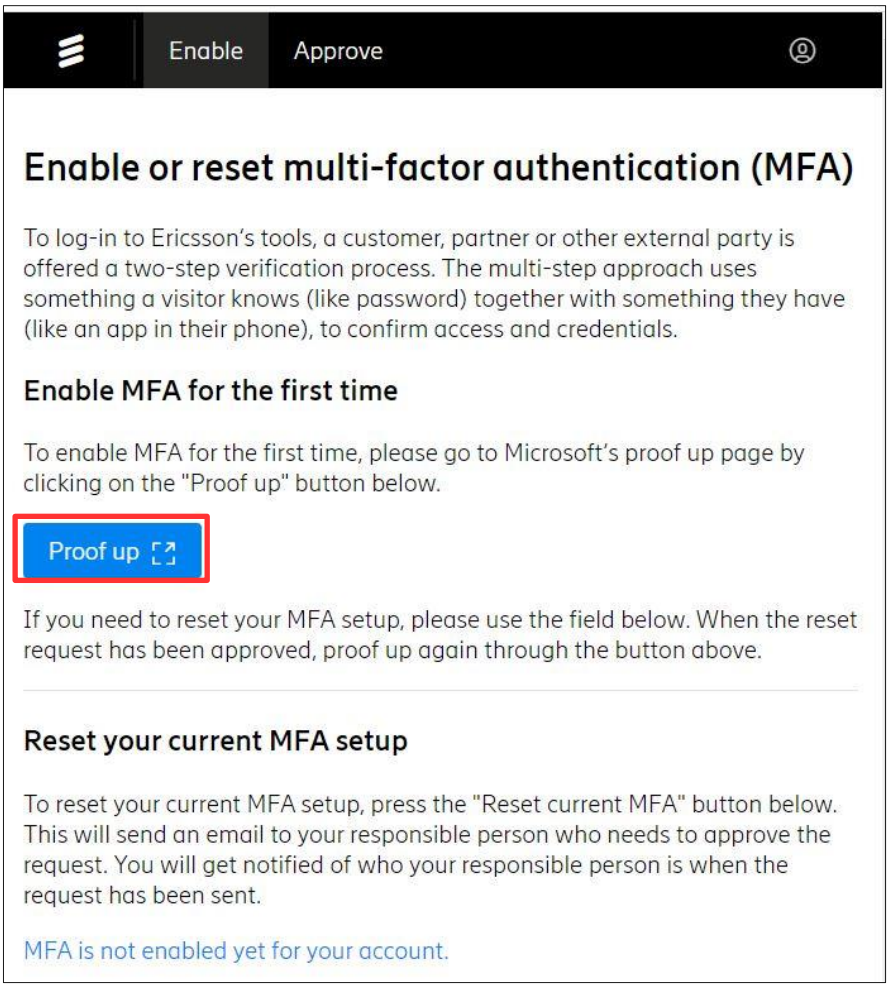
Note: If you navigate directly to a MFA enforced application, you can jump to section 1.

3.1.1 Login with your email and password to https://enable-mfa.myaccount.ericsson.net

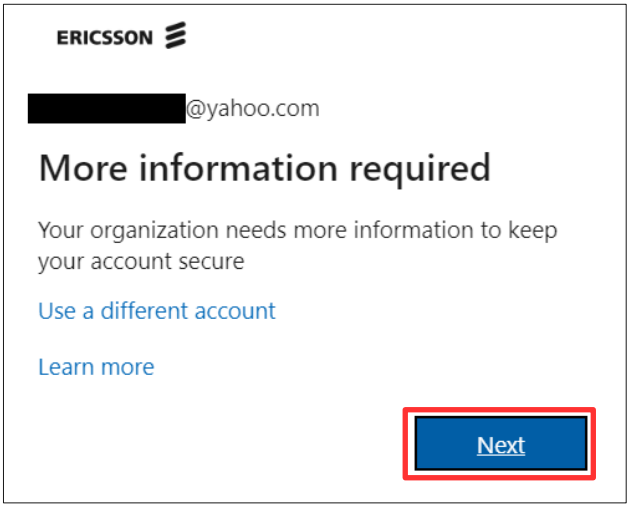




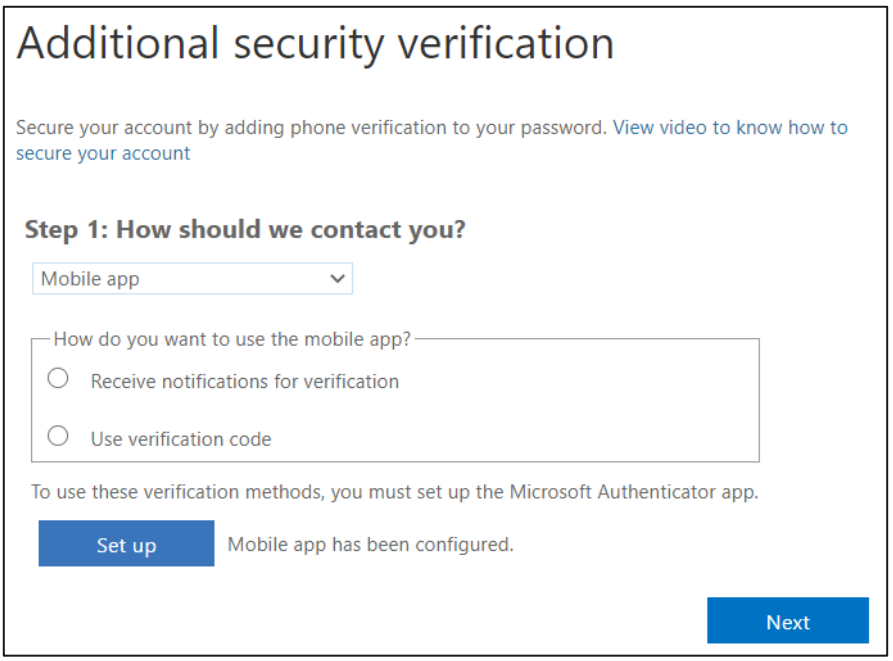
3.1.2 Initiate enrollment process by pressing “Proof up”



3.1.3 You will be redirected to Microsoft proof up wizard. Press “Next”.

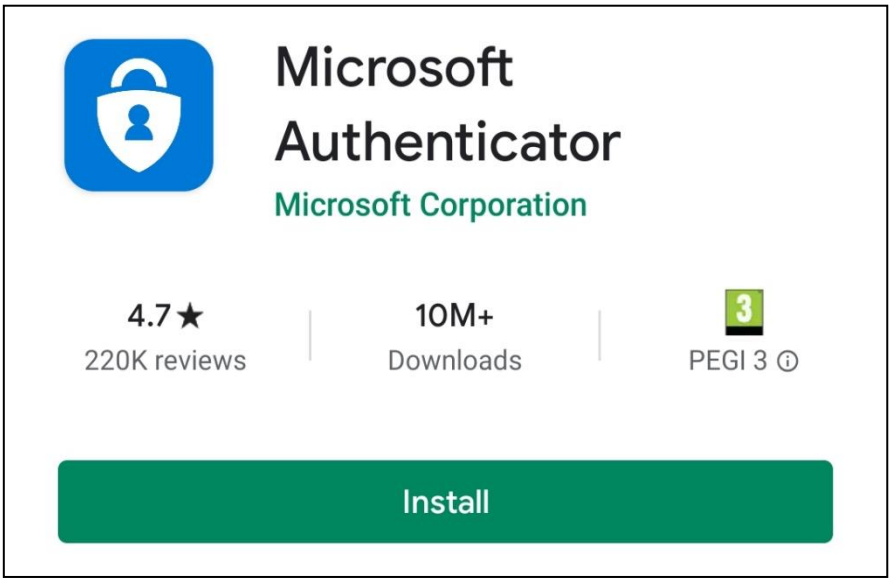


3.1.4 You will be displayed this view. Proceed to Section 3.2.

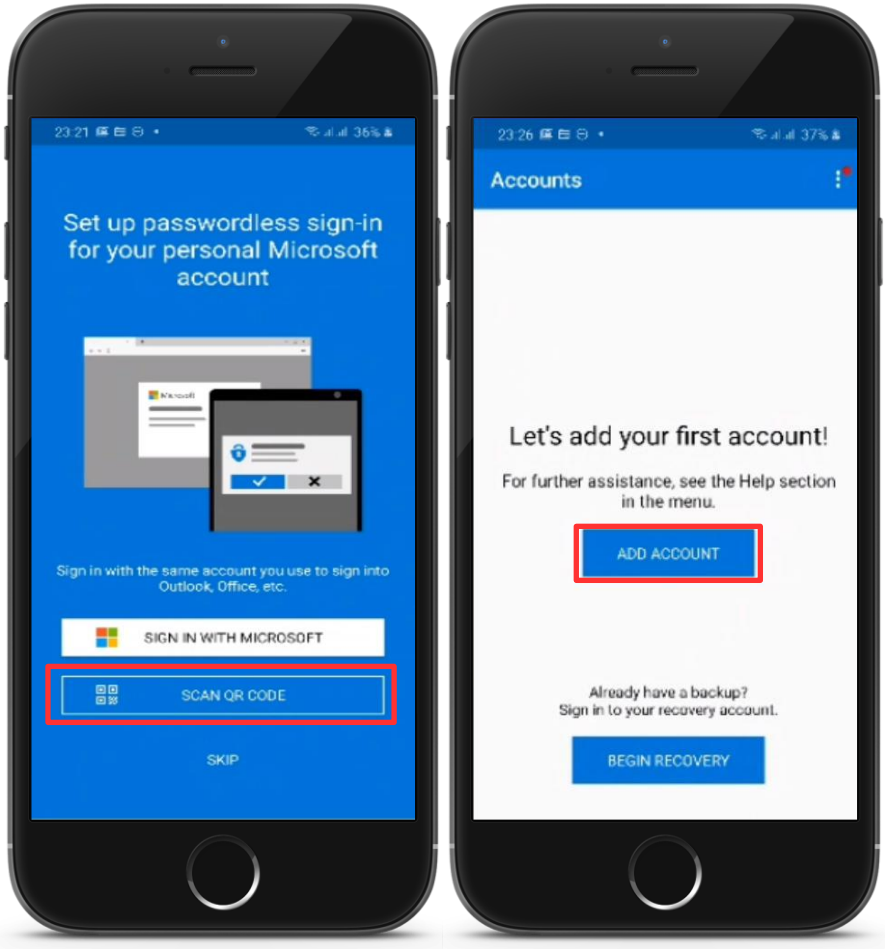


3.2 Step 2 – Install and configure mobile app

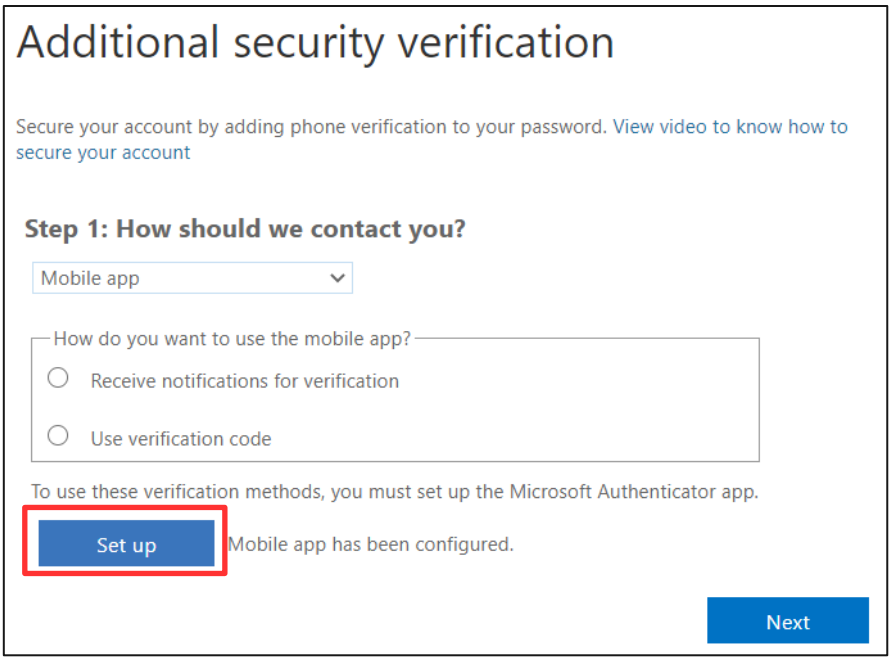
3.2.1 Download Microsoft Authenticator app on your mobile phone



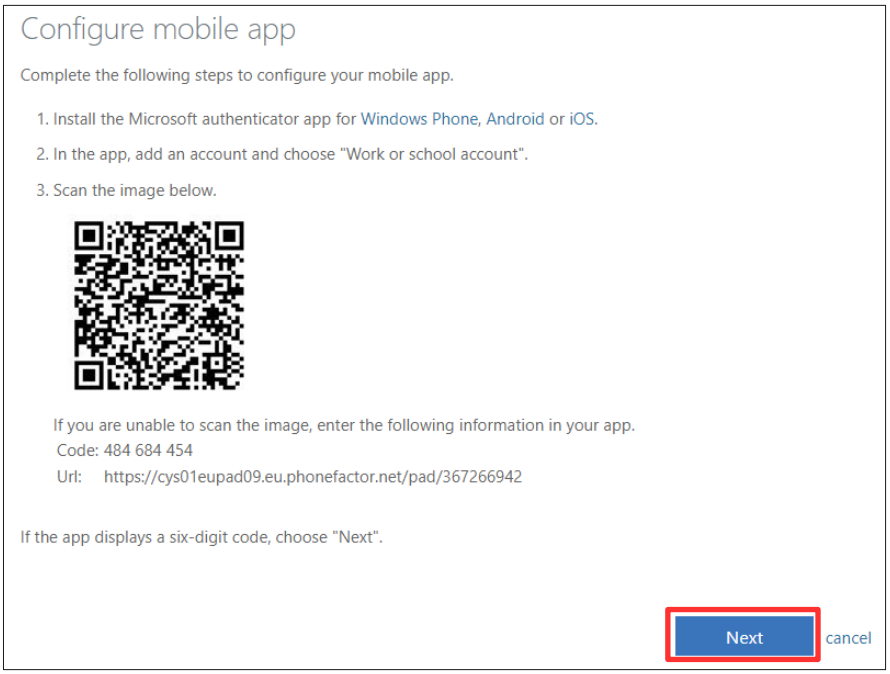
3.2.2 Launch app and press “Scan QR Code” or press “Add account” and then “Work or school account”.



3.2.3 Press "Set up" button on the Security verification screen from Step Error! Reference source not found.



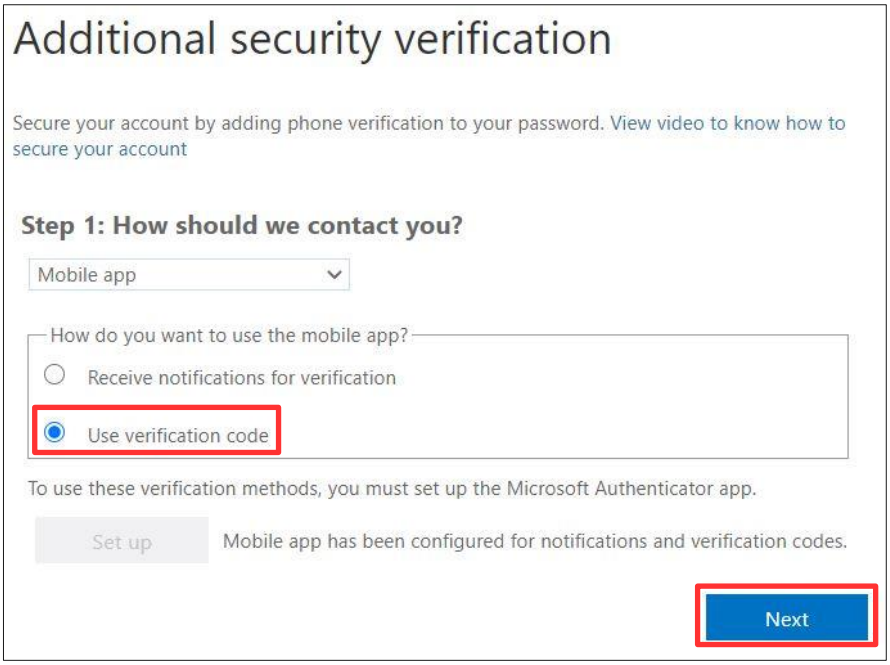
3.2.4 Scan the QR code displayed in the browser and press "Next"



3.2.5 Wait for the message "*Mobile app has been configured for notifications and verification codes*"

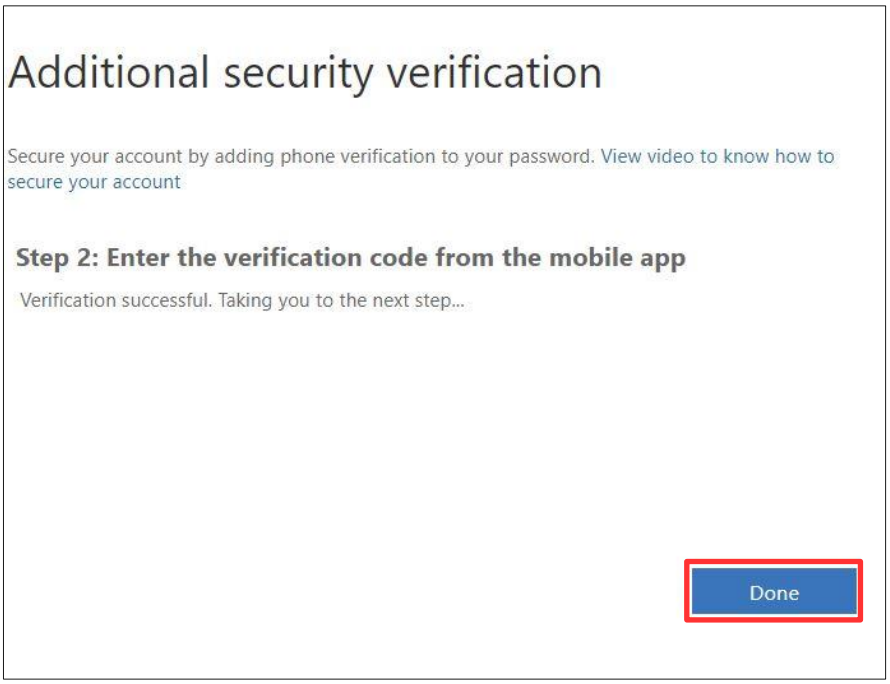
3.3 Step 3 – Verify mobile app setup

3.3.1 Choose "Use verification code" as MFA method and press "Next"



3.3.2 Verify the mobile app setup by providing token generated in Authenticator app

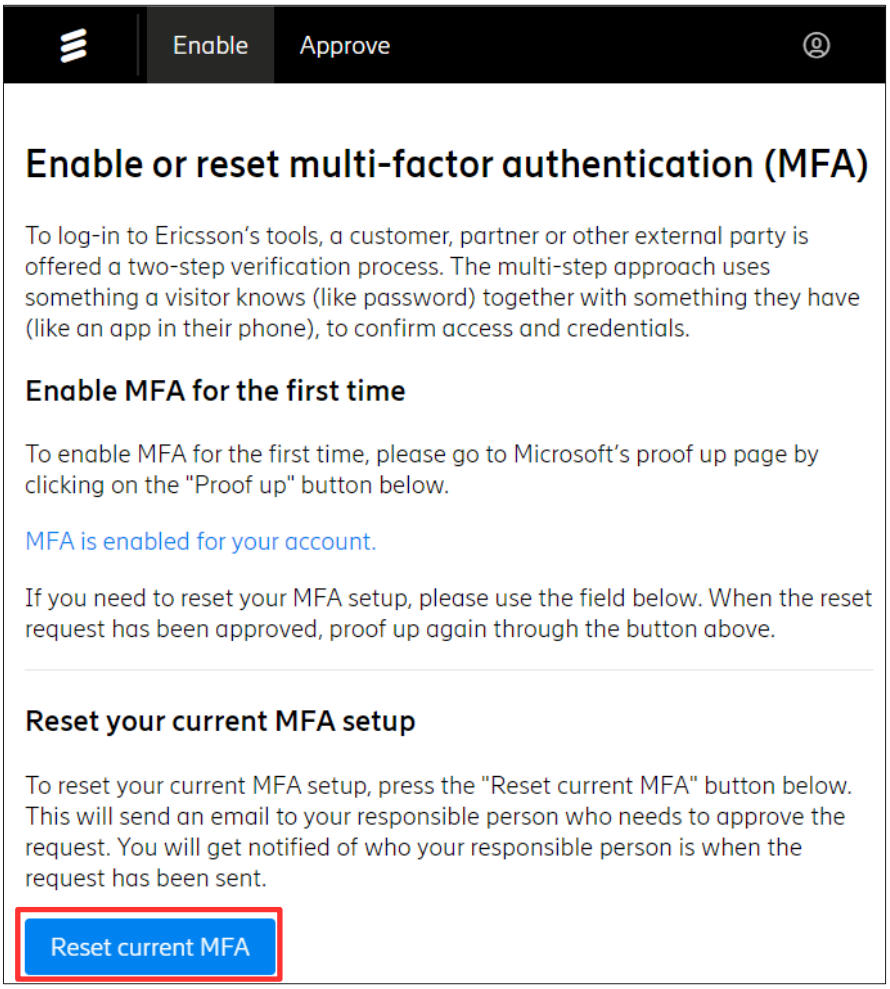
3.3.3 **Verification is successful once you see the message in the browser *"Verification successful. Taking you to the next step"*, then press "Done" button.**



4 Resetting MFA

4.1 **Login with your email and password to https://enable-mfa.myaccount.ericsson.net**

4.2 **Press on "Reset current MFA" to initiate the reset process**



4.3 **A message will be sent to Ericsson responsible to approve your request. Once it is approved, you will receive email notification or you can check status on https://enable-mfa.myaccount.ericsson.net**

4.4 **Once request for resetting MFA is approved, you need to perform all steps described in MFA enrollment via Self-Service Portal section.**