Instructions on Azure MFA enrollment and reset

User Instruction

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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”

Enable or reset multi-factor authentication (MFA)

To log-in to Ericsson’s tools, a customer, partner or other external party is offered a two-step verification process. The multi-step approach uses something a visitor knows (like password) together with something they have (like an app in their phone), to confirm access and credentials.

Enable MFA for the first time

To enable MFA for the first time, please go to Microsoft’s proof up page by clicking on the “Proof up” button below.

![Proof up button](image)

If you need to reset your MFA setup, please use the field below. When the reset request has been approved, proof up again through the button above.

Reset your current MFA setup

To reset your current MFA setup, press the “Reset current MFA” button below. This will send an email to your responsible person who needs to approve the request. You will get notified of who your responsible person is when the request has been sent.

MFA is not enabled yet for your account.

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

![Next button](image)
3.1.4 You will be displayed this view. Proceed to Section 3.2.

![Additional security verification](image)

3.2 Step 2 – Install and configure mobile app

3.2.1 Download Microsoft Authenticator app on your mobile phone

![Microsoft Authenticator](image)
3.2.2 Launch app and press “Scan QR Code” or press “Add account” and then “Work or school account”.

![Microsoft Authenticator setup](image)

Set up passwordless sign-in for your personal Microsoft account

Sign in with the same account you use to sign into Outlook, Office, etc.

- **Scan QR Code**
- **ADD ACCOUNT**

Let’s add your first account!

For further assistance, see the Help section in the menu.

Already have a backup? Sign in to your recovery account.

- **BEGIN RECOVERY**
3.2.3 Press “Set up” button on the Security verification screen from Step Error! Reference source not found.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account.

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

☐ Receive notifications for verification
☐ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Mobile app has been configured.

Next

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"

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account.

Step 1: How should we contact you?

Mobile app

- How do you want to use the mobile app?
  - Receive notifications for verification
  - Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Mobile app has been configured for notifications and verification codes.

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.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: Enter the verification code from the mobile app

Verification successful. Taking you to the next step...
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.