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.
MFA enrollment via Self-Service Portal

Before we start, we highly recommend using a browser in incognito mode for the process of setting up MFA. For Internet Explorer, they call it “InPrivate Browsing”.

3.1 Step 1 – Connect to the Self-Service Portal

Note: If you navigate directly to an MFA enforced application, you will see screen displayed in step 3.1.3. You can then start from there.

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.

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”.

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

Next
3.1.4 You will be displayed this view. Proceed to Section 3.2 to install the Microsoft Authenticator app on your phone. Leave this page open, you will use it in a later step.

*Note: You should not select any of the options in the box for “How do you want to use the mobile app” in this step.*

![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 you will see one of the two alternatives; (1) Press “Scan QR Code” or (2) “Add account”.

- Alternative 1. The app should open the camera, leave the camera open and proceed to step 3.2.3.
- Alternative 2. If you selected “Add account”, a new page will be displayed. Here you need to select “Work or school account”. 
3.2.3 Press “Set up” button on the Security verification screen from Step 3.1.4.

3.2.4 Use your mobile phone to scan the QR code displayed in the web browser and press “Next”.

Note: the example QR code below is only for reference, do not scan this.
3.2.5  Wait for the confirmation message "Mobile app has been configured for notifications and verification codes" besides the "Set up" button.

3.3  Step 3 – Verify mobile app setup

3.3.1  Choose “Use verification code” as MFA method and press “Next”

![Additional security verification](image)

3.3.2  Your setup will now be verified and prompt you to enter a verification code. 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...

3.3.4 The MFA setup has now been completed.

You can verify that the setup has taken effect in Ericsson environment by going back to the page https://enable-mfa.myaccount.ericsson.net. You should now see a text that "MFA is enabled for your account".
4  **Resetting MFA**

This section will describe how to reset your MFA if you, by some reason, do not have access to the device anymore.

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

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

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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](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.**