

# 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

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>

ERICSSON 

## Sign in

[Can't access your account?](#)

[Sign-in options](#)

[Next](#)

## Enterprise sign in

Welcome to Ericsson!  
Enter by supplying your user ID or email address and access a whole range of information, services and products.

If you have trouble logging on due to a forgotten password, please click 'Forgot your password?'

User ID

Password

[Sign in](#)

[Password reset - External users](#)

[Password reset - Employees and consultants](#)

[Extranet support](#)



### 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](#)

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”.

**ERICSSON**

██████████@yahoo.com

**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

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

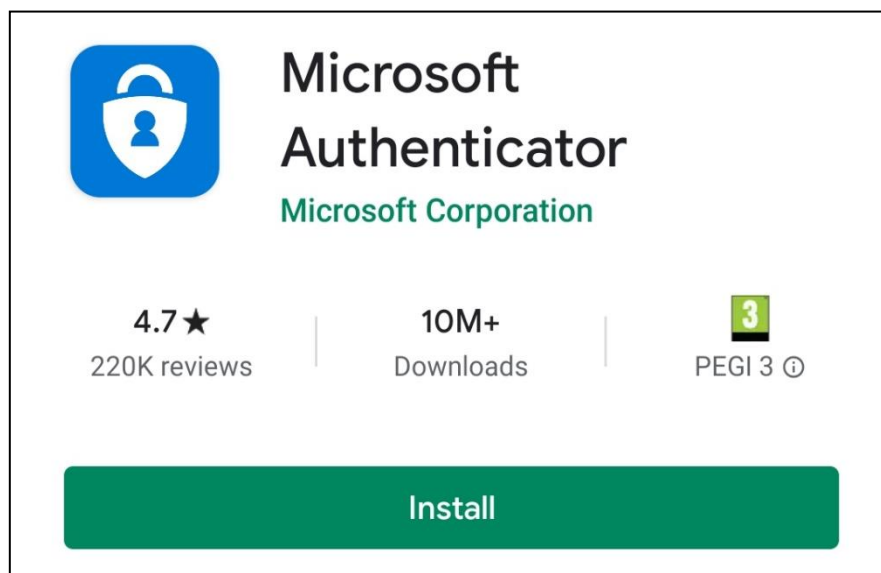
To use these verification methods, you must set up the Microsoft Authenticator app.

[Set up](#) Mobile app has been configured.

[Next](#)

## 3.2 Step 2 – Install and configure mobile app

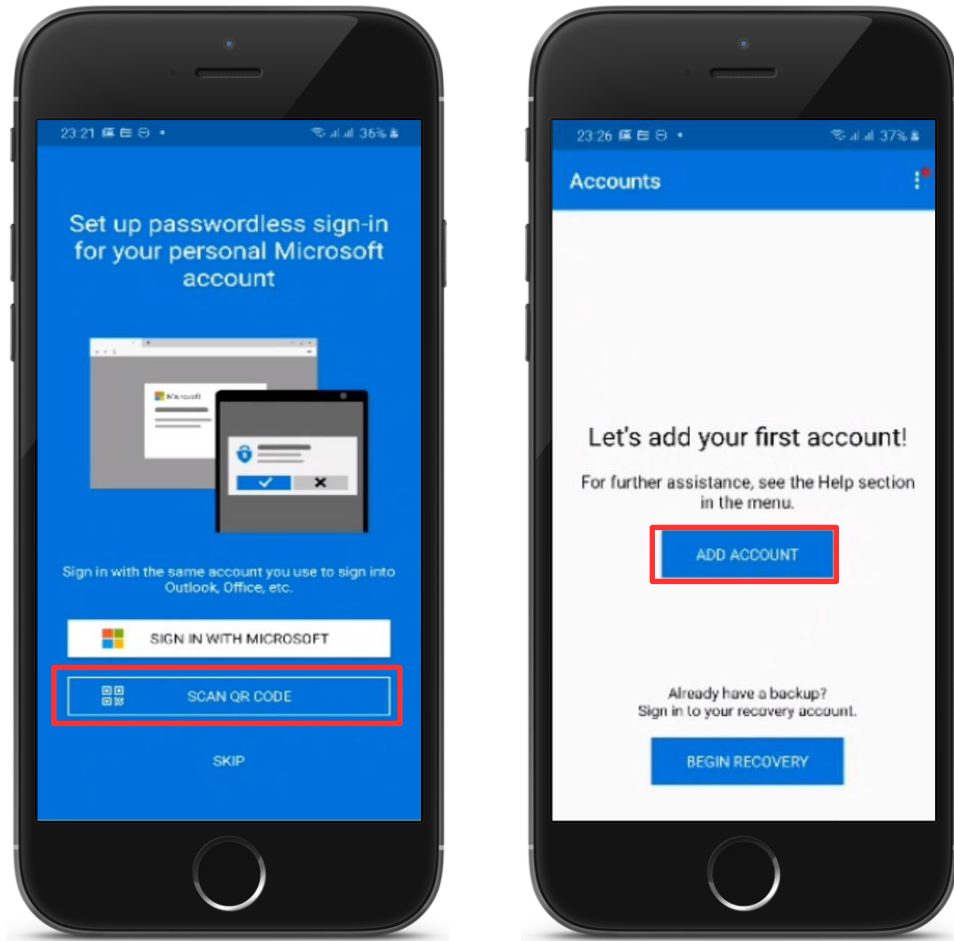
### 3.2.1 Download Microsoft Authenticator app on your mobile phone





### 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.**

## 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.

Mobile app has been configured.


**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.*

## Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.  
Code: 484 684 454  
Url: <https://cys01eupad09.eu.phonefactor.net/pad/367266942>

If the app displays a six-digit code, choose "Next".



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

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.

Mobile app has been configured for notifications and verification codes.

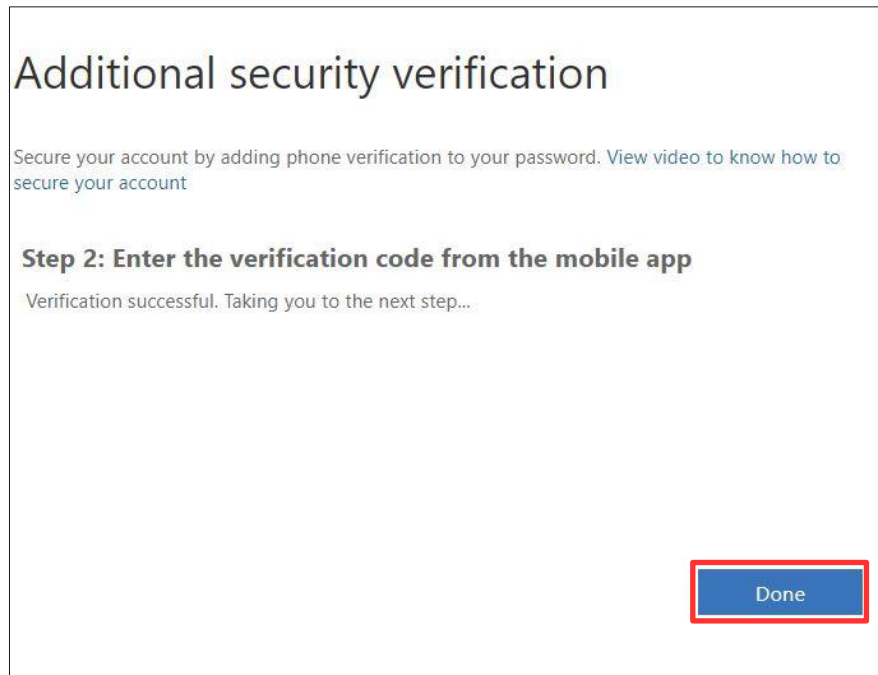
3.3.2 Your setup will now be verified and prompt you to enter a verification code. Verify the mobile app setup by providing token generated in Authenticator app.





### 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.



### 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>

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

**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.

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[MFA is enabled for your account.](#)

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.

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**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.

[Reset current MFA](#)

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.