

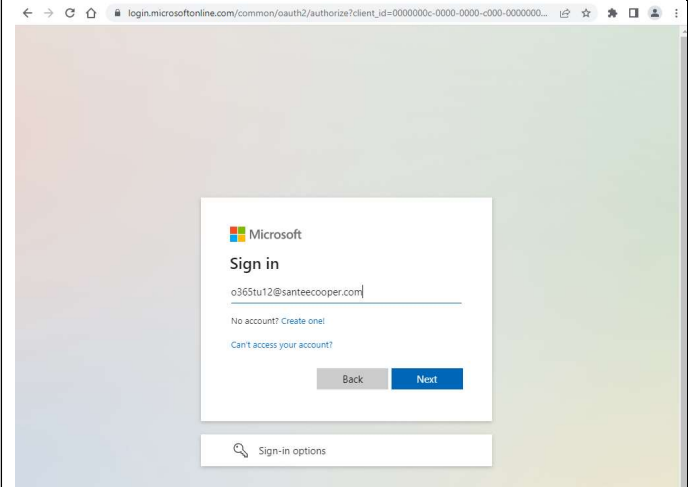
# Multi-Factor Authentication (MFA) Setup Instructions

December 4, 2022



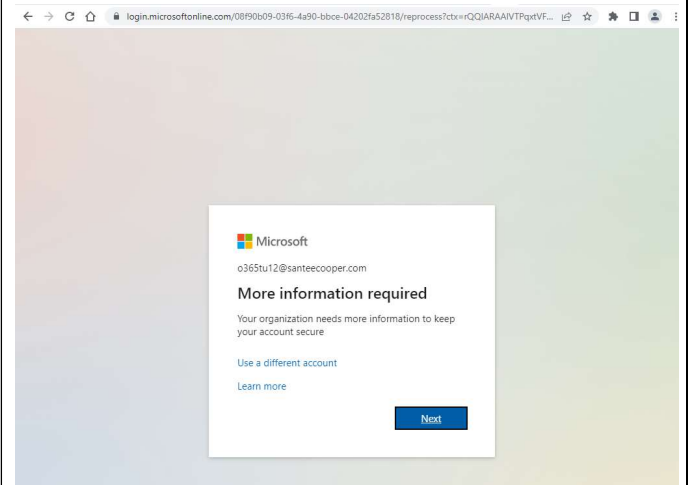
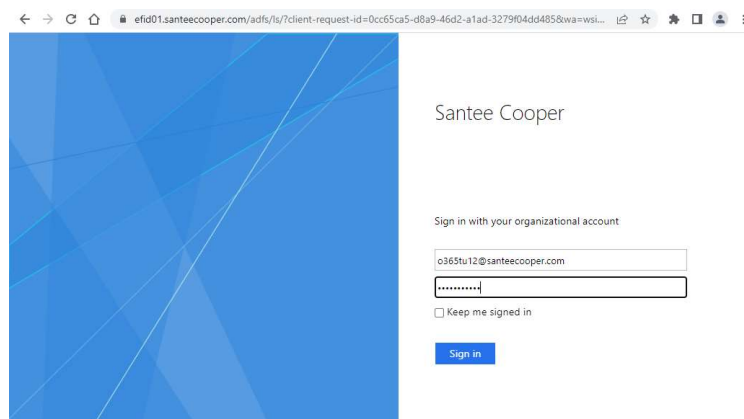
**Step 1:** From **your computer**, navigate to <https://aka.ms/mfasetup>

**Step 2:** Log in with your `userid@santeecooper.com`



**Step 3:** You will be redirected to a Santee Cooper sign in page. Use your `userid@santeecooper.com` plus your network password and click "Sign In".

**Step 4:** You will be prompted for "More Information" simply press "Next".



**Step 5:** You will reach a screen titled "Additional Security Verification". Under Step 1: How should we contact you?

- Choose **Mobile App** from the drop down list.
- How do you want to use the mobile? Choose **Receive notifications for verification**.
- Then click **Setup**.
- You will see a QR Code.
- **Leave this up on your computer screen and go to Step 6 from your mobile device.**



## 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** Please configure the mobile app.

Next

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**Step 6:** On your mobile device (corporate or personal), go to the Play Store or Apps Store and download the MS Authenticator Application. Icon is below.



**Step 7:** Once the app downloaded, select **Add Account**.

Choose **Work or School** and **Scan the QR Code** from your computer.

**Note:** After scanning the QR Code if you get an error message that “you are unable to add account” or “unable to read code”, then go to the computer, hit the Cancel button on the QR Code Screen and Hit Setup Again to get a new QR code. These errors usually occur if the code was not scanned properly or if the QR Code timed out.

**Step 8:** Once you have successfully scanned the QR Code, you will see your account in the Authenticator app.

### Things to remember:

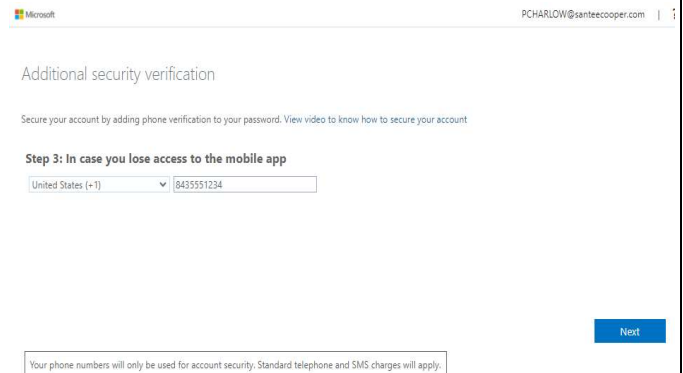
- If you need to open the MS Authenticator app and it asks for a password, the password is how you log into your mobile device (i.e. passcode, facial recognition, thumbprint, etc).
- Once in the app, if you click on your account you may notice a one-time passcode. This is typically only needed if there is an issue with your automatic approval. A pop-up would appear asking for this one-time passcode.

**Step 9:** Now, go back to your computer, and on the QR Code Screen, select “Next”.

On the “Additional Security Verification” screen you will, select NEXT and continue to setup a secondary verification option which is the Office Phone or Authentication Phone, like a cell phone.

**NOTE: At this point it may prompt you to press “Approve” on your mobile device.**

On the next screen, you will have to put your cell phone number for “Additional Security Verification”



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**Step 10:** You can press “Next” after inputting your cellphone number. At this point you may see the below screen, you can save and exit this page. If the option to save is not available, you can proceed with closing the page. You are now complete

The screenshot shows the 'Additional security verification' page in a Microsoft account settings window. The page title is 'Additional security verification' and the user email is 'GPMASON@santeecooper.com'. It explains that users are required to respond from a registered device. Under 'what's your preferred option?', there is a dropdown menu set to 'Notify me through app'. Under 'how would you like to respond?', there are three options: 'Authentication phone' (checked), 'Office phone (do not use a Lync phone)', and 'Alternate authentication phone'. The 'Authentication phone' section includes a country dropdown set to 'United States (+1)', a phone number field, and an 'Extension' field. Below this, there is a 'Set up Authenticator app or Token' button and a list of existing authenticator apps, including 'Authenticator app - George's iPhone' with a 'Delete' button. At the bottom, there is a 'Restore' button for previously trusted devices and a 'Save' button with a 'cancel' link. A note at the very bottom states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.'

**Questions? Call the Service Desk @ ext. 7777.**