

Two-factor authentication activation guide

When you log on to a UCN Office 365 page e.g. Outlook webmail, you will see a screenshot telling that your business (UCN) needs you to configure your account for additional security checks.

If you do not get this message, when you log in, you can do a similar setup here <https://aka.ms/MFASetup> . Here you will also have the option to change the setup.

Note!

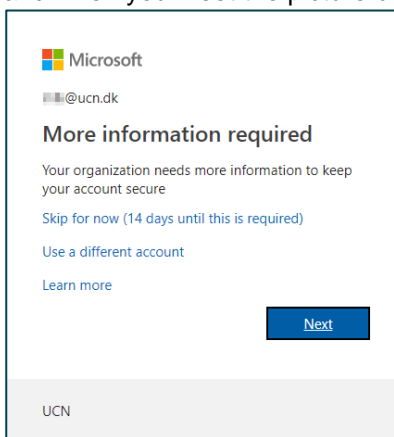
It is important that you log in with your UCN user name and password.

Errors may occur if you are using Safari when trying to register. Therefore, we recommend that you use a different browser, e.g. Chrome.

To follow this guide, you need to have both your PC and phone ready.

Please follow these steps to configure the authentication:

1. To get to the MFA registration, you can Sign in to e.g. Outlook webmail, or <https://aka.ms/MFASetup> - and when you meet the picture below, click Next

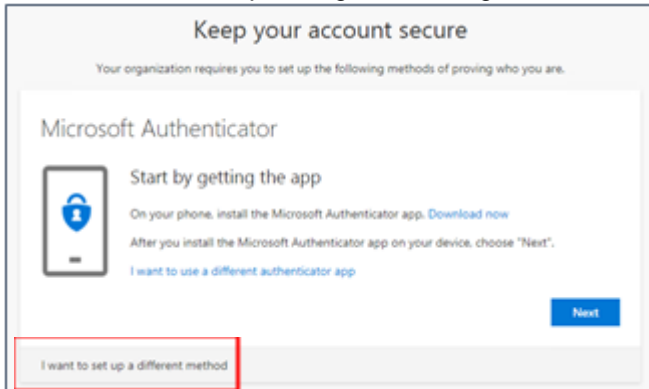


2. You now have 2 options:

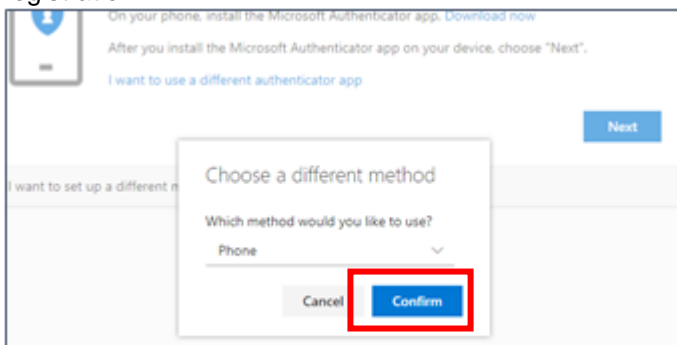
- a) Register MFA so you will be sent a Single-Use code when met with two-factor authentication.
- b) Download Microsoft Authenticator app

A: Single-Use code as two-factor authentication:

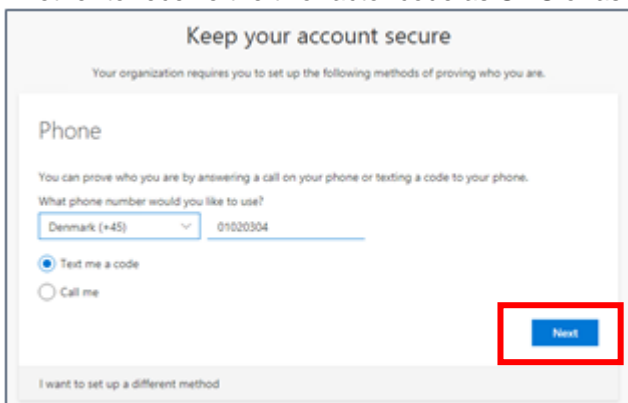
1. Select *I want to set up...* To go to the single-use code setup.



2. Then you will get to the following screen, where you need to select **Confirm**, to proceed with the registration



3. Then select your country code (here we have selected Denmark), enter your mobile number and choose whether to receive the two-factor code as SMS or as a call. Then press **Next**



4. You will now receive a six-digit code on the phone number you specified in the last point. Once you've typed the code, press **Next** again

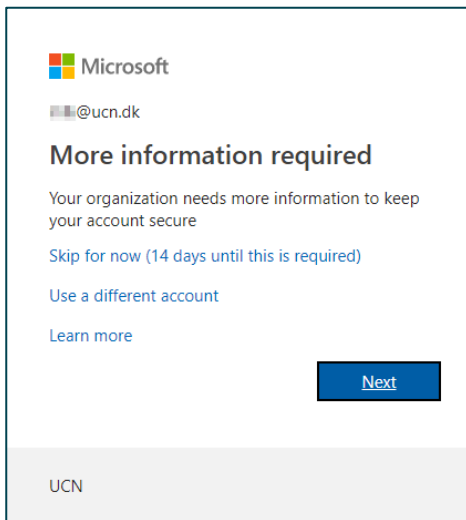
5. When the SMS code is approved, you will get the following screen

6. When you press **Next**, you get to the last screen of the setup. The red squares illustrate where your phone number is. Press Done and your setup is complete.

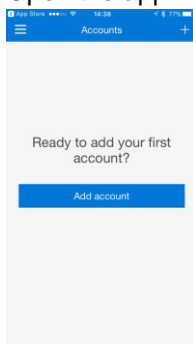
The next time you want to sign in to an UCN Office 365 page when you are abroad, you will receive an SMS code that you must enter to sign in.

B: Microsoft Authenticator app as two-factor authentication:

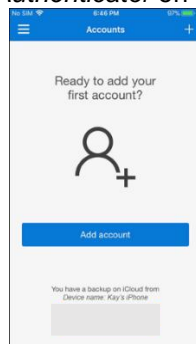
1. Start by downloading the app *Microsoft Authenticator* on your device. Use Google Play or App Store to find it
2. On your pc log on e.g. Outlook webmail or <https://aka.ms/MFASetup> - and when seeing this screenshot click **Next**



3. Click **Next** 2 times in the following page to get to a QR code
4. Open the app *Microsoft Authenticator* on your phone or tablet and select **+** to add an account

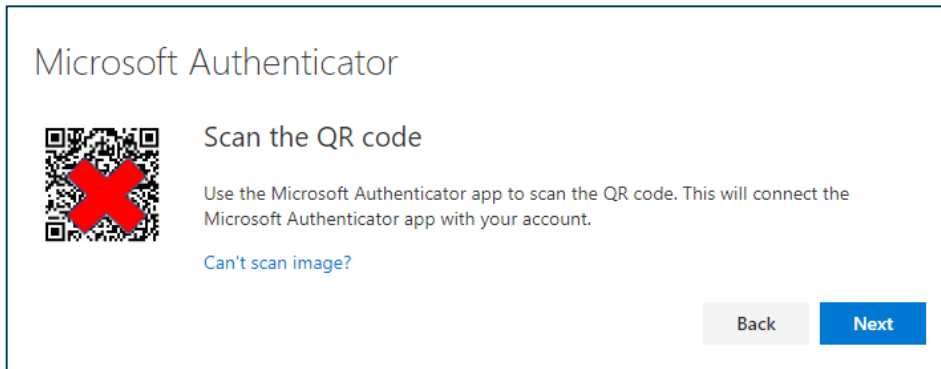


Android

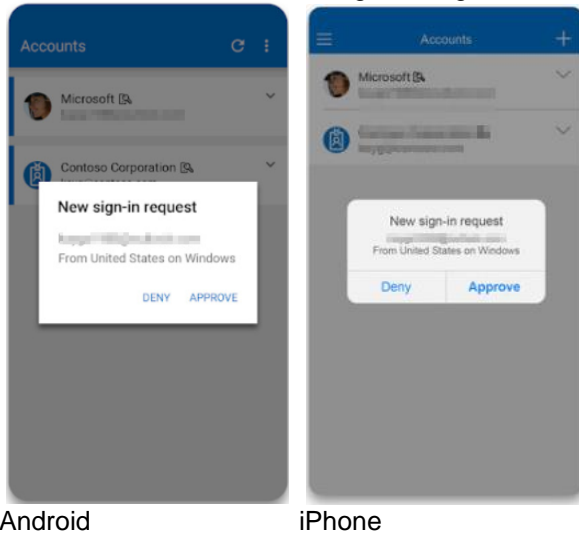


iPhone

5. Specify that you want to add a *Work or school account*. The QR code scanner on your phone opens
6. Scan the QR code and select **Next** on your pc. **Note!** The QR code below is an example. You need to scan the one that pops up on your PC.



7. When you receive the following message or code on your phone, select **Approve**



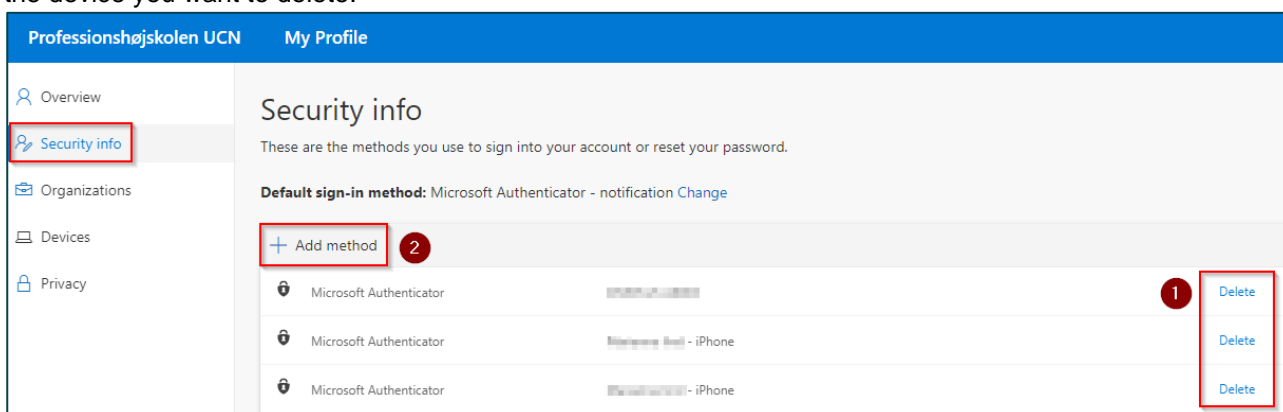
8. Select **Next** on your pc, when the control is finished. Then select **Done**, and by doing this you have finished setting up the two-factor authentication.

The next time you are abroad and sign in to a UCN Office 365 page, a sign-in request will be sent to your phone, which you will need to authenticate in the *Microsoft Authenticator* app.

New mobile phone?

If you get a new mobile phone, you need to go through the same procedure again, but first you need delete your old mobile phone in MFA.

1. Login with MFA here <https://aka.ms/MFASetup>
2. Under *Security Info*, you can see a list of devices where MFA is activated. You must press *Delete* next to the device you want to delete.



3. Then press *Add method* and follow the on-screen instructions (You can also follow from step 3 in this guide).

Problems?

Please contact your local Service Centre or Service Centre HelpDesk by one of the following:

- Call 72 69 99 99

Monday – Thursday kl. 7.30 – 15.00
Friday kl. 7.30 – 14.30

- Send an email to servicecenter@ucn.dk
- Create a support case on the Service Centre [Self Service Portal](#)