

MFA INSTRUCTIONS FOR AUTHENTICATOR APP

The purpose of this document is to help our users with this transition by providing a step-by-step guide to enable MFA via the Authenticator App for user accounts.

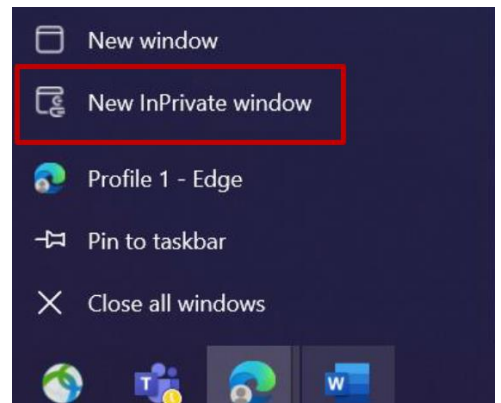
SETUP AUTHENTICATOR APP FOR MULTI-FACTOR AUTHENTICATION



1. Log into your system and close all browser windows.

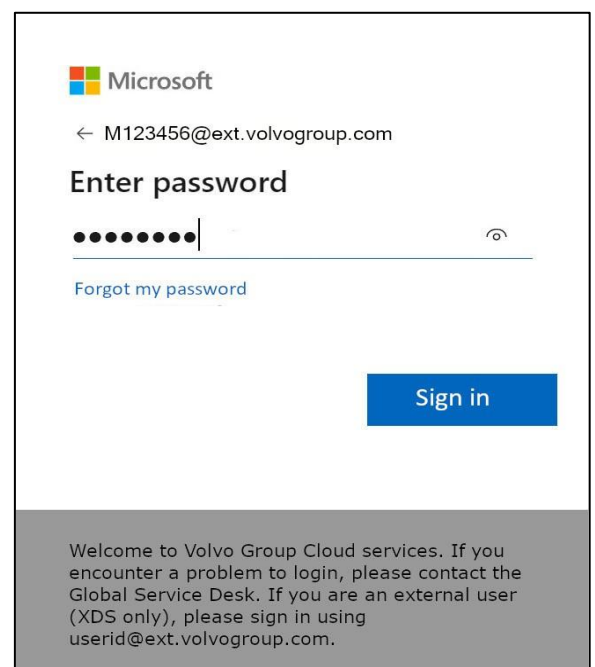
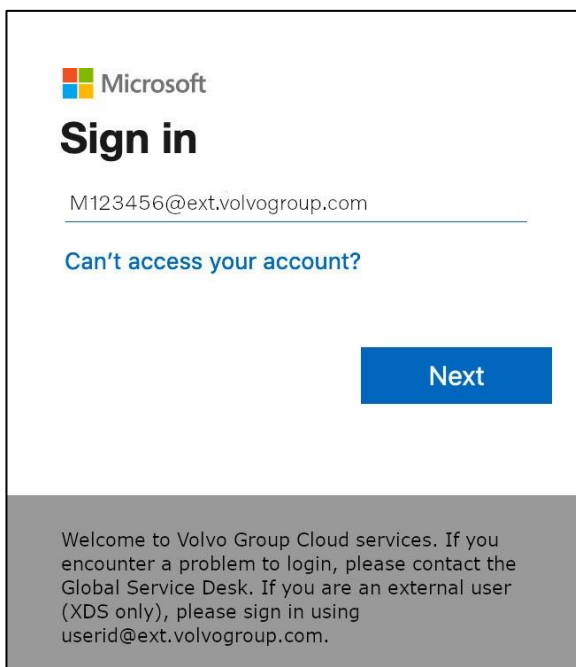
For Win: Open a new InPrivate Incognito browser session with right-click on the Edge browser icon and select “New InPrivate Window”

For MAC: Open your Edge or Chrome browser; Press Command/Cmd and shift and then press the N key



2. In the address field of the browser enter the URL: <https://myaccount.microsoft.com>

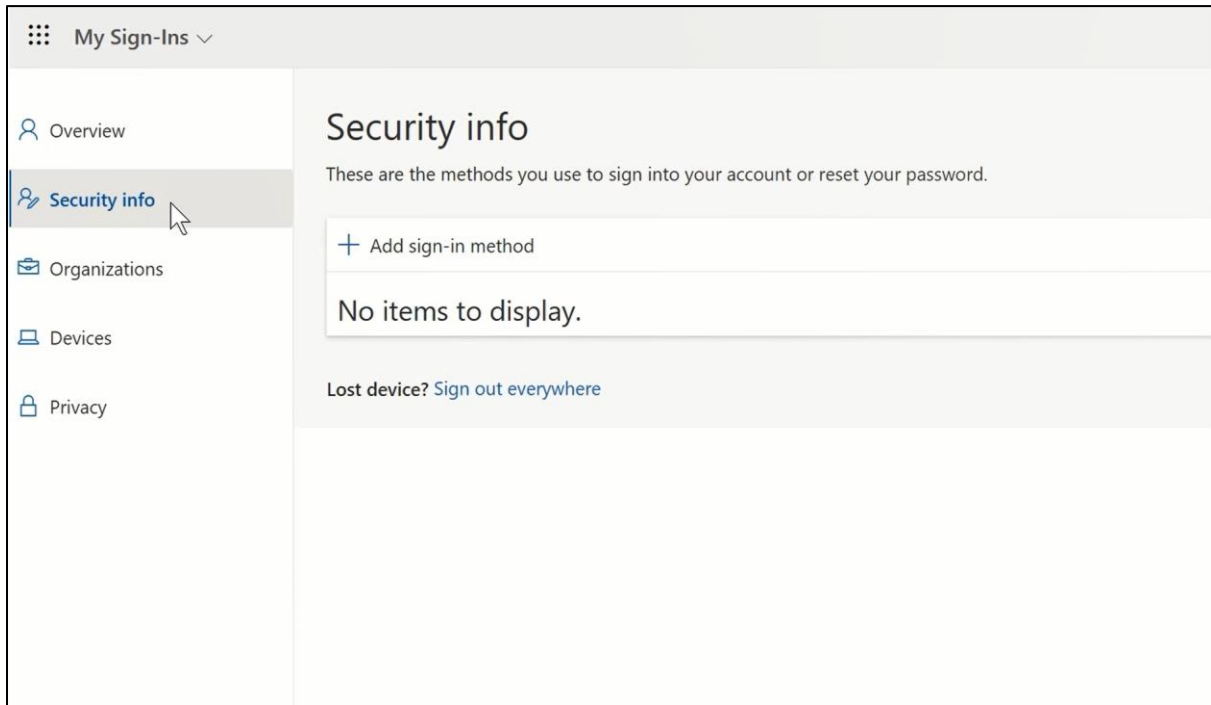
Enter your User ID plus the extension “@ext.volvogroup.com” and click on “Next”



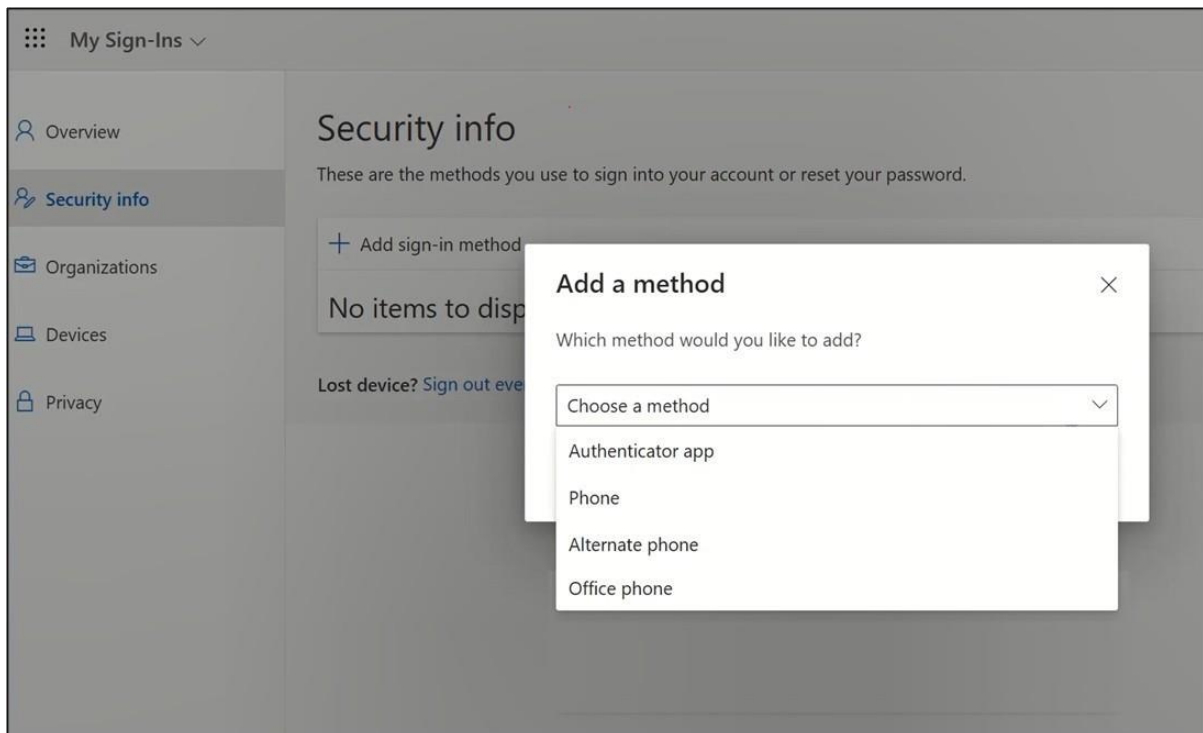
3. Enter the password by using the same password you use for our portals (example: Trucks Dealer Portal, Trucks Customer Portal) or Tech Tool.
4. Click “Sign in”

You will be forwarded to Microsoft's Security Info page

5. On the next page, click on “Add sign-in method”

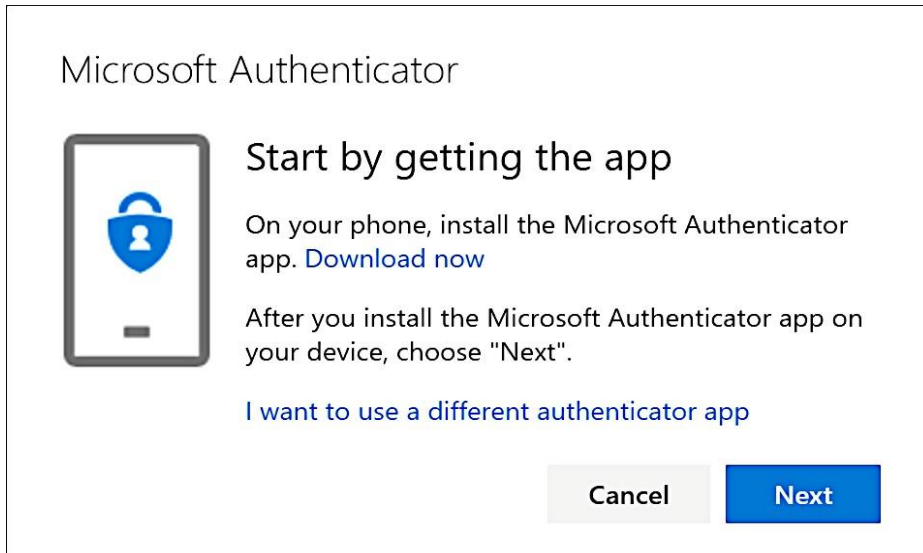


6. In the pop-up, expand the dropdown-menu “Choose a method” and select “Authenticator App” as your MFA method

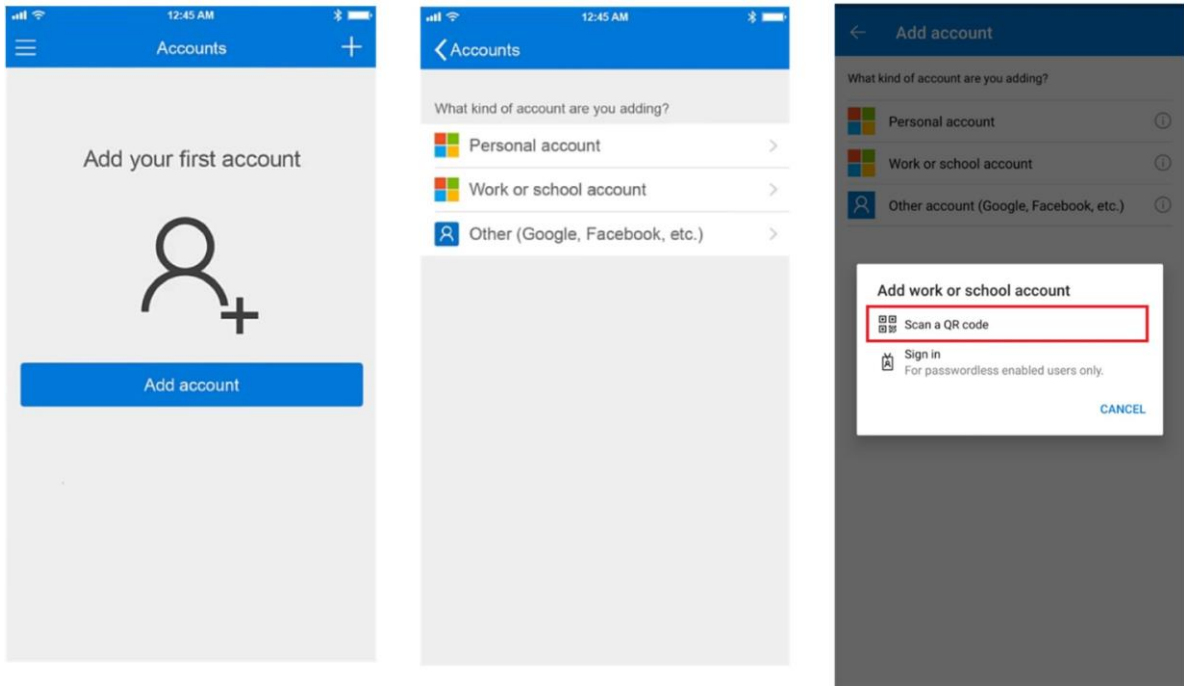


OS Requirements:
Android - v8.0 or later
IOS - v14.0 or later
IPad OS – 14.0 or later

7. In the pop-up, click on the link “Download now” and click “Next”

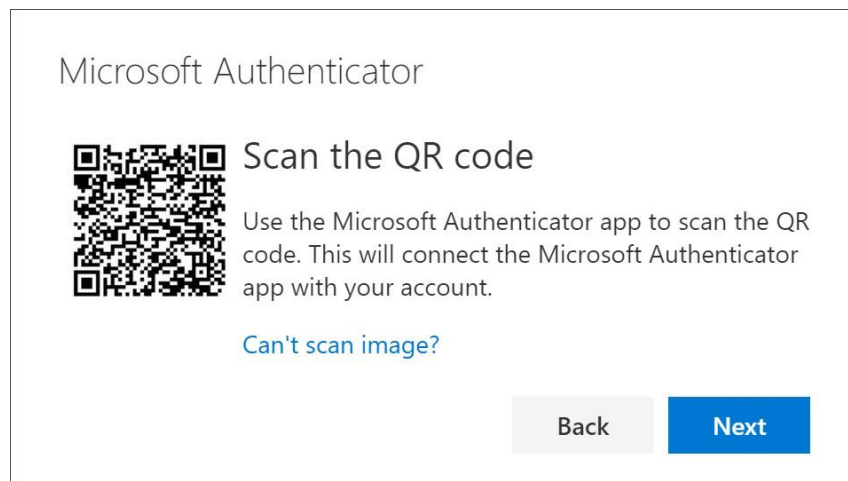


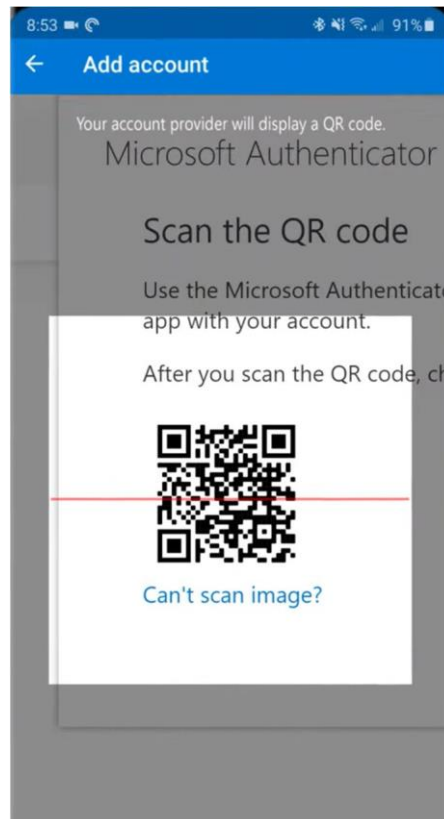
8. Take the phone and scan the corresponding QR code matching your phone’s operating system or access your phone’s App-Store/PlayStore to download the app
9. On your phone, open the Microsoft Authenticator app after it is installed and allow notifications, when the prompt appears
10. If you click on “I want to use a different authenticator app”, please follow vendor provided instructions to complete the setup process.
11. Volvo Group currently supports Microsoft Authenticator App only.



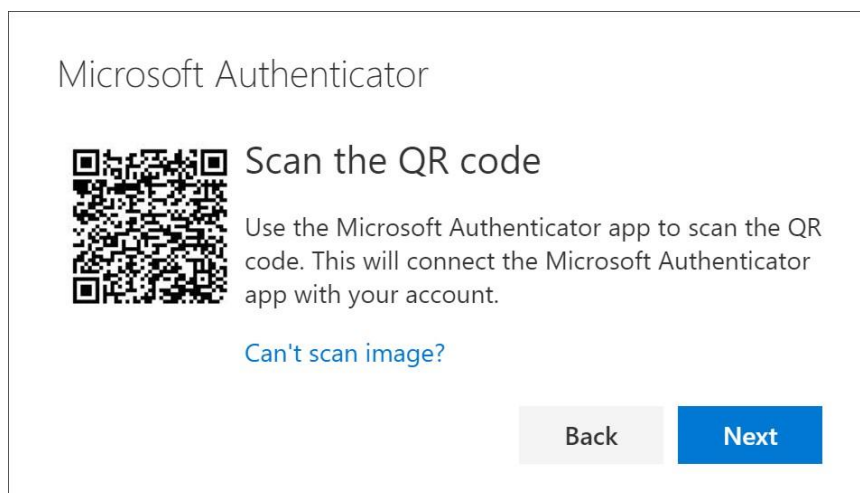
12. Select “Add account”, then select “Work or school account” from the menu
13. In the pop-up, select “Scan QR code”
14. On your computer, click “Next”

The pop-up that opens now on your computer screen, shows a QR code

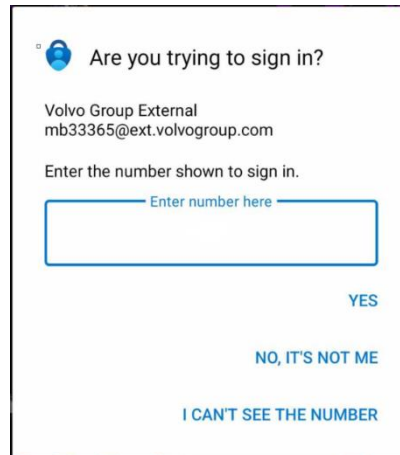
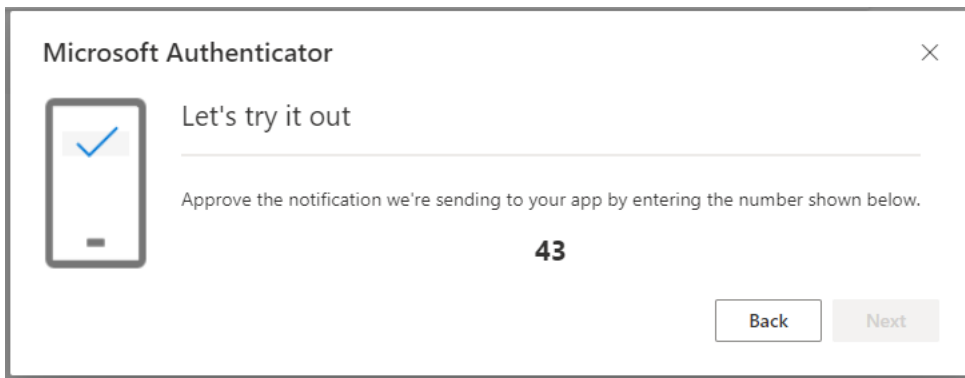




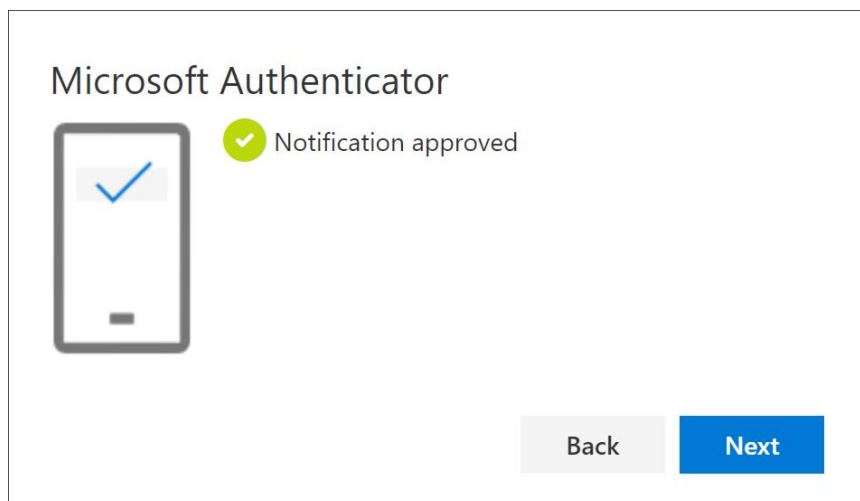
15. Scan the QR code using your phone
16. The app will list your new work account on the screen



17. On your computer, click on "Next"



18. On your phone, enter the number and approve the test-notification that is sent to your phone



19. On your computer, click on "Next"

You can see your new MFA method "Authenticator app" in the list on your "Security Info" page

Now you have enabled MFA by "Authenticator app" to your user account

Note: Two MFA Methods should be selected for each user to minimize support required to access Volvo Applications