

Registering Your Account to MFA

Microsoft Multi-factor Authentication (MFA) is an essential and required component of your Suncor account when accessing the Suncor network environment on a non-Suncor device. When MFA is enabled on your account, Self Service tools are available from the link below.

Note: Before proceeding with MFA, you must have a valid password. If you have forgotten your password or are locked out of your account, you must contact the Service Desk @ 1 866 276 7800 to assist you.

BEFORE YOU BEGIN

Bookmark or save [Account and password management](#) on Suncor.com somewhere you can access it if you are locked out of your Suncor computer!

This is the link to use self-service password functions after you register

Procedure Steps

Look out for these icons!



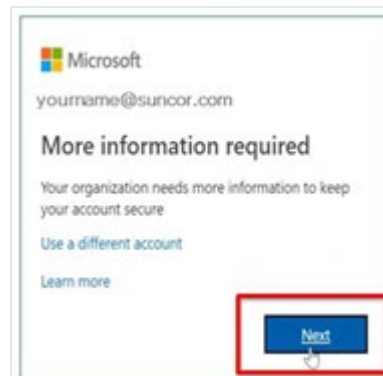
This icon is for steps completed on your computer



This icon is for steps completed on your mobile phone

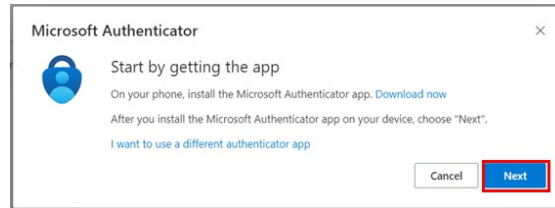
Sign-In

1. Copy & paste this link into your computer's internet browser and press **Enter** on your keyboard
<https://aka.ms/setupsecurityinfo>
2. Enter your account and click **Next**.
3. Enter your password and click **Sign in**.
4. You are directed to the Microsoft "More information required" window. Click **Next**.



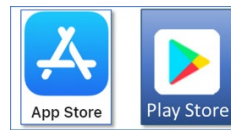
Authentication method selection

5. Choose the Authenticator app as the authentication method.
 - **Microsoft Authenticator App** installed on your mobile phone is the required default
6. Click **NEXT**.
Go to your phone



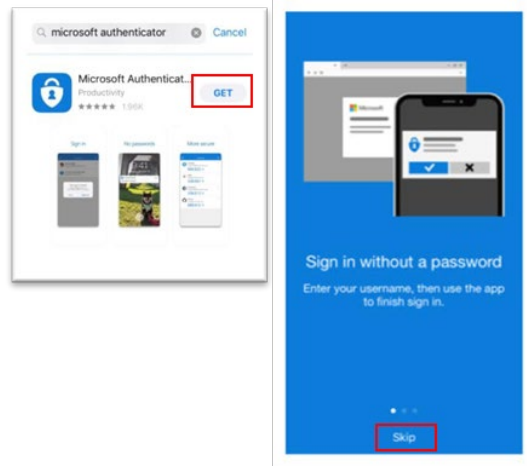
Microsoft Authenticator App installation Instructions

7. On your **Mobile phone**, go to your App Store and search "Microsoft Authenticator".
Note: there are several other authenticator apps, but you must install the one from Microsoft.



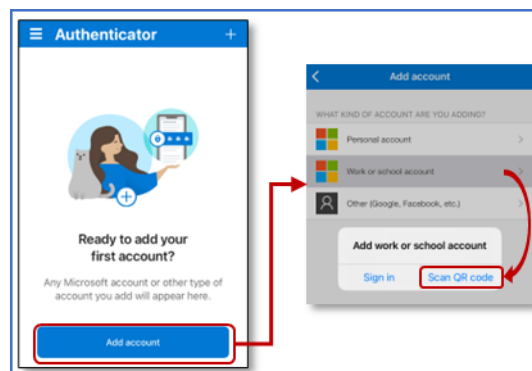
Download the App

8. From your search, select the **Microsoft Authenticator App** and download it to your device.
9. Open the app and click **Skip**.



Add Account to the App

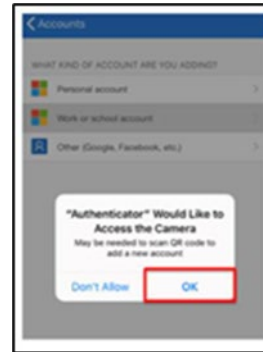
10. Click **Add Account**
11. Click **Work or school account**



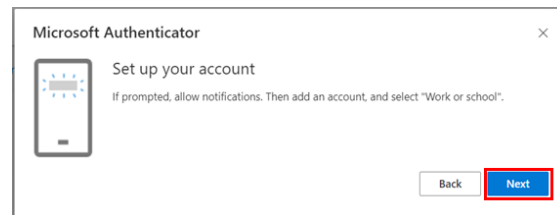
Associate the Microsoft App to your registration

12. If prompted, click **OK** to allow the application to access your phone's camera. You need this for the next step.

Your camera opens a window where you scan a code off your computer screen.



13. When the **Set up your account** dialog displays click **Next** to display the QR code dialog.



Scan the QR Code

14. When the **Scan QR code** screen displays, hold your phone up in front of the computer screen displaying the QR code.

Your phone should immediately recognize the code and create the account and return to the main Authenticator screen.

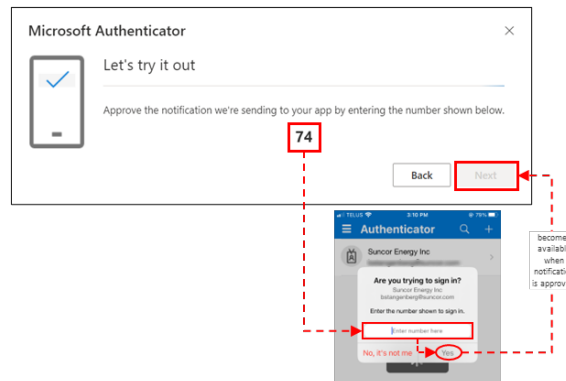


15. On your computer, click **Next**.

Validate the Authenticator Connection

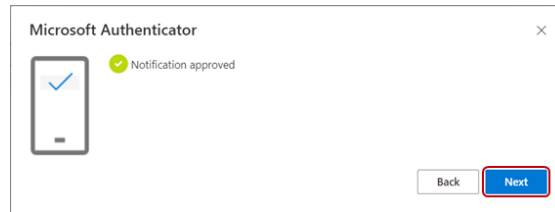
16. When the **Let's try it out** dialog displays with an approval number, switch to your phone.
17. On your phone, in the **Are you trying to sign-in?** message dialog input the number shown in the 'Let's try it out' dialog.

Note: Your phone's security features are still enforced.



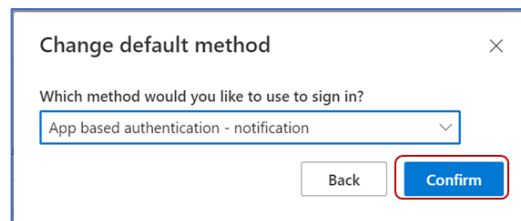
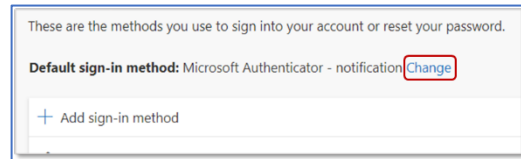
18. On the computer, when the confirmation window confirms approval, click **Next**.

The Security info page displays and shows the Microsoft Authenticator and device, in the methods list. A 'success' message briefly displays.



Finish Application Registration

19. In the **Security Info** tab, ensure that Microsoft Authenticator shows as the Default sign-in method. If not, complete the next two steps.
20. Update your **Default sign-in method** by clicking **Change** to the right of this line.
21. In the **Change default method** dialog, click the drop-down and choose **App based authentication – notification**.



Success!

You have completed your setup. When you are accessing your Suncor account outside the Suncor network you will be required to use MFA which now includes the MS Authenticator application.

Make sure that you have bookmarked the [Account and password management](#) on Suncor.com for easy access when you need to change / update passwords, or unlock your account.