# Self-Service: Update Authentication Method

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| **Purpose** | This Quick Reference Guide describes how to update your Authentication method when:<br><br>• You received an expiration reminder for your authentication method<br>• You have a new phone number or want to change the number used for authentication<br>• You need to re- add the MS Authenticator app for any reason<br>*(see also: QRG Installing the MS Authenticator app)* |
| **Audience** | This guide is intended for users that are currently registered for Microsoft's Multifactor Authentication (MFA) and can access the SSPR tools. |

## Procedure Steps

## Sign-In

**Note:** If you are already signed in, this link will take you directly to the **Security Info** page of the SSPR tool. You can bypass these 4 steps and go to **Access Password Management** on the next page.

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**.
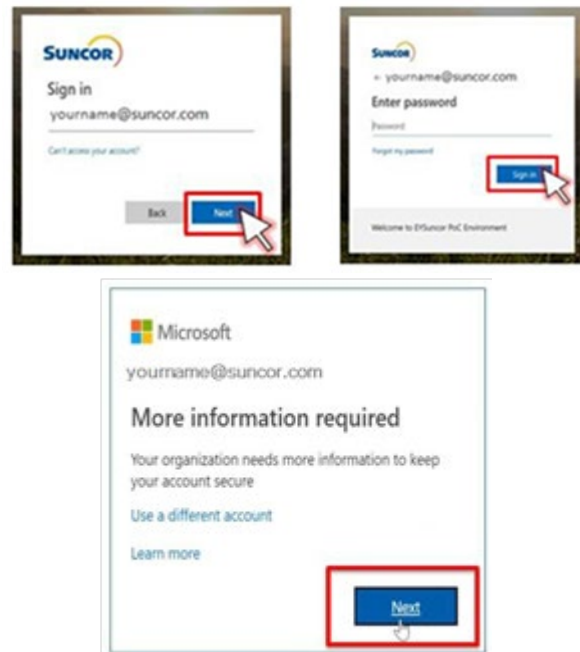
# Access password management

From this page you can **Add**, **Change**, **Delete** phone #s, authentication &/or default sign-in* methods.
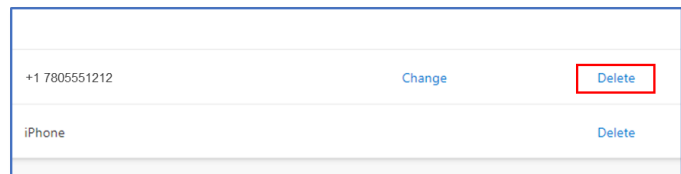
*Important:* You <u>cannot</u> use a Teams phone number (DID) to validate MFA. Only landline and mobile phone numbers will work properly as MFA Authentication methods.

If you recently **upgraded** or **replaced** your phone you need to delete the transferred setup in Microsoft Authenticator with a fresh setup. The token created for your previous phone is NOT transferrable to your new phone as it is <u>hardware</u> specific.

*Authentication via app or hard token code are currently the only acceptable methods
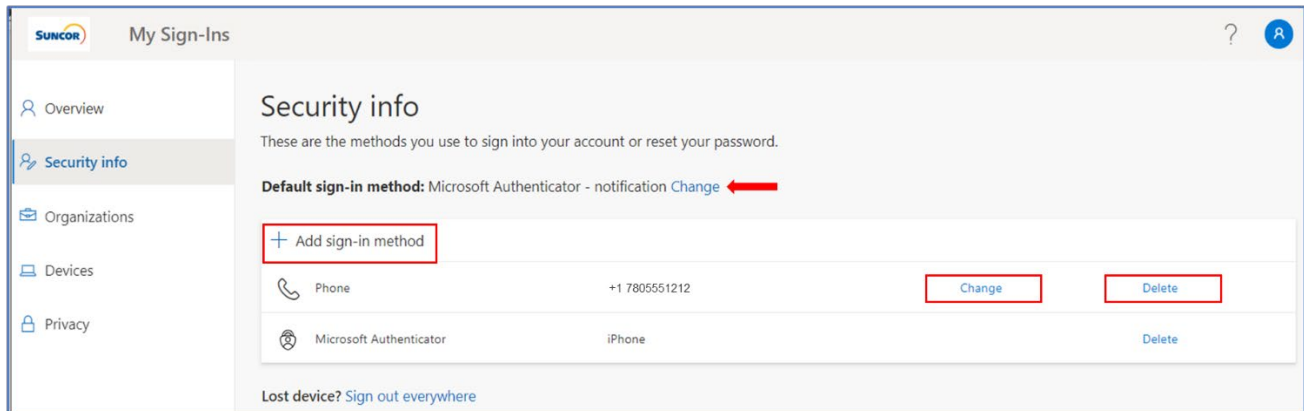


1. To *Delete* a method, click **Delete** on the line of the method to delete.

2. When you confirm the delete, the method is removed from the list.



3. To *Change* the details of a sign-in method, click **Change** on the line of the method

4. From the dialog box that opens, choose which information you want to change, (*number*; *Text me...*; *Call me*).

5. When you click **Next**, the application will verify the changes.
   i.e. if you changed from '*Text me..*' to '*Call me*., you would receive an automated call from the Microsoft system.

   *Note*: this does NOT affect how the Authenticator app functions. This is only used to verify changes to a phone number.



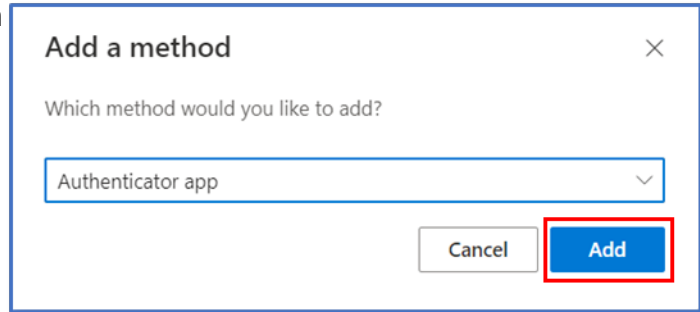6. After you have confirmed the change you can log out.

7. To *Add* a sign-in method, click **Add sign-in method**.

8. From the **drop-down** select:

   - Authenticator app *

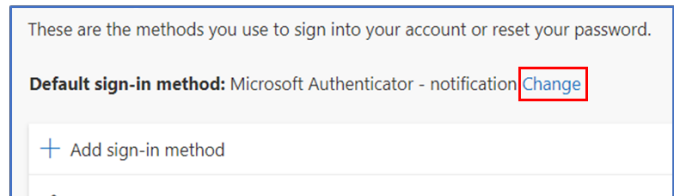   *Requires installation of app based on phone type.*

9. Click **Add.**

10. Provide the required information for the additional method and click **OK**.

    **Note**: *You may require additional setup or to verify the new method.*

    When complete, the new method will be listed in your **Security Info** list of methods.

11. The **Default sign-in method** for your Suncor account is managed by Suncor. Generally, you are not required to change this. Clicking **Change** to the right of this line will not affect the Suncor managed default and may produce errors when attempting to sign in with your Suncor account.

## Authentication Expiry Notification

Your authentication methods are valid for 364 days. When they are about to expire you will receive a notification asking you to either change or confirm your methods.

1. From the notification screen, if your authentication methods are still valid, click **OK**.

2. If you need to update your methods, then click **Edit info**.

3. Update as documented in the previous steps above under **Access Password Management**