
Procedure Steps

BEFORE YOU BEGIN

Bookmark or save <https://www.suncor.com/remote-help> 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

Look out for these icons!



This icon is for steps completed on your computer



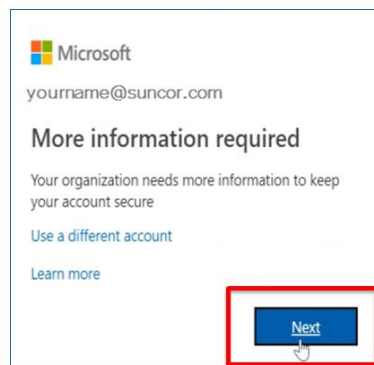
This icon is for steps completed on your mobile phone

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 Suncor email and **Click 'Next'**.
3. Enter your password and **click 'Sign in'**



4. You will be directed to a Microsoft window. **Click 'Next'**



Authentication method selection

- Choose how you would like to be authenticated:

Option 1:

Through a Microsoft App installed on your mobile phone

Option 2:

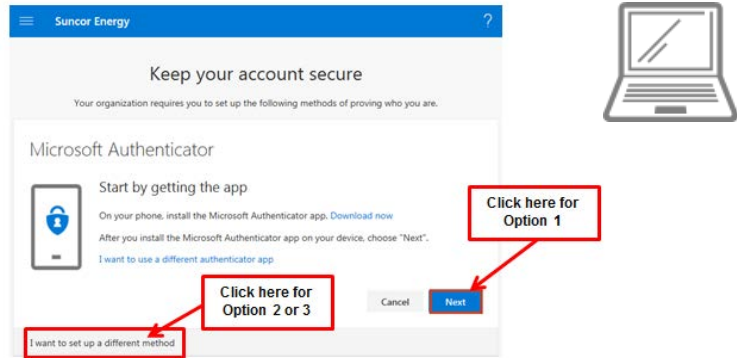
By an automated phone call

Option 3:

By text message (sms)

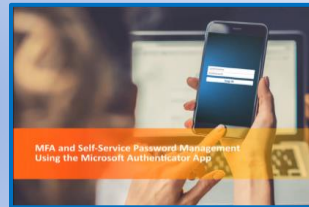
- Select 'Next' for the Microsoft App *OR* Select 'I want to set up a different method' (**skip to page 5 for instructions for Options 2 & 3**)

You can change your authentication method after you have registered if you choose



Microsoft Authenticator App Installation Instructions

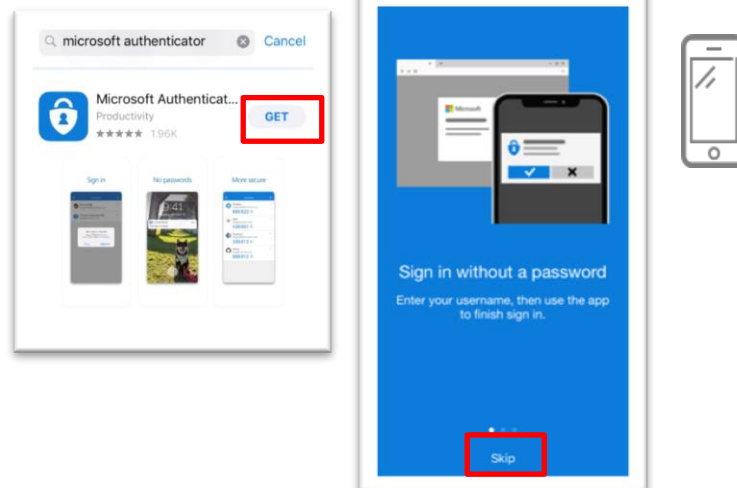
Here is a quick [how-to video](#) to help you get started



- On your **mobile phone**, go to your App Store and search *Microsoft Authenticator*

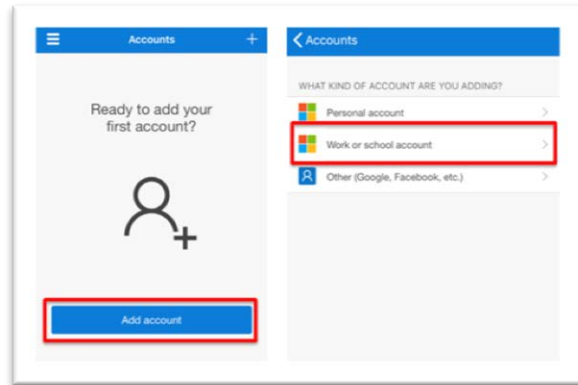
Download the App

- From your search, locate the Microsoft authenticator App and download it to your device.
- Open the app and **click 'Skip'**.



Add Account to the App

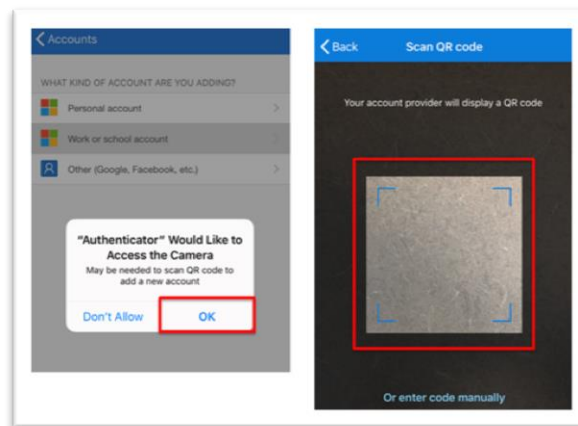
10. Click 'Add Account'
11. Click 'Work or school account'



Associate the Microsoft App to your registration

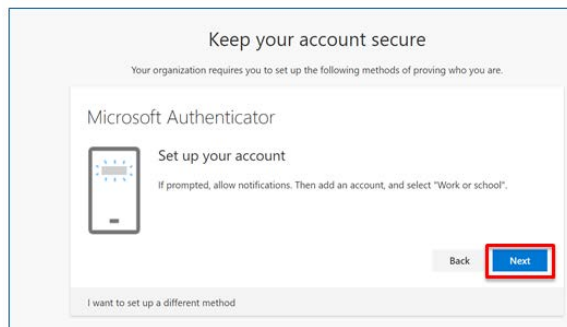
12. If prompted, **click 'OK'** allow the Application to access your phone's camera. You will need this for the next step

Your camera will open a window where you will scan a code off of your computer screen.



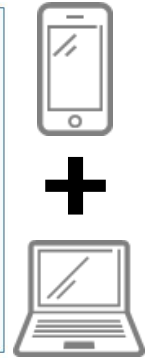
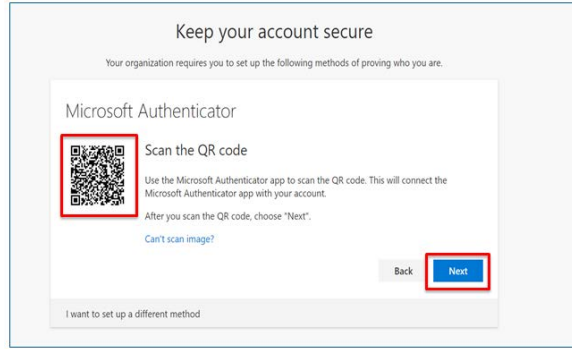
Back on your computer...

13. Click 'Next'



Scan the QR Code

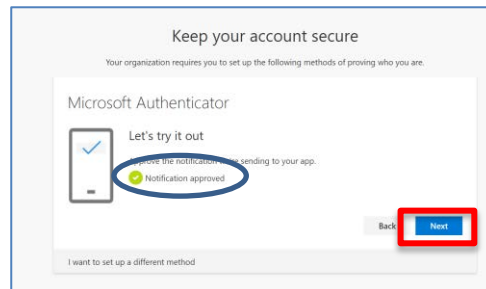
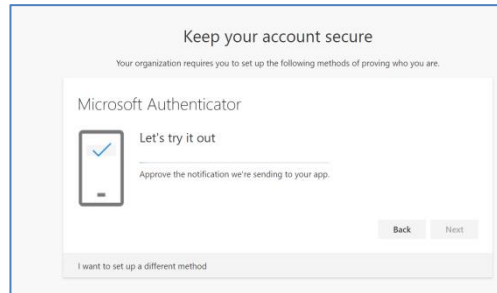
14. A funny looking spotted box called a QR code will appear in the next window on your computer.
15. **Hold your phone** (it should still be displaying the 'Scan QR code' screen) **up to the QR code**
16. You should now see the account in the application on your mobile phone.
17. Click **'Next'** on your computer



Approve the Notification

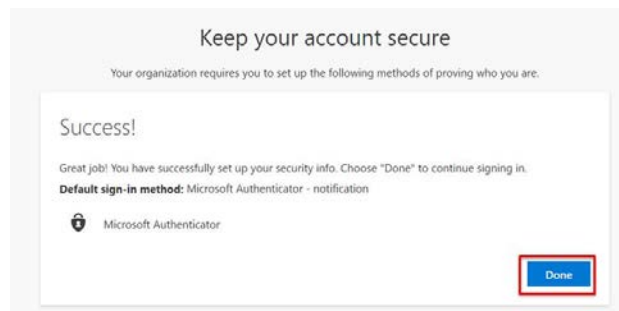
The application now wants to test to make sure it can send an authentication to your phone and will send you a message to 'Approve' on your mobile device.

18. You will receive a popup notification on your mobile phone. **Click 'Approve'**
19. You will see that your computer received the approval from your mobile!
20. **Click 'Next'**



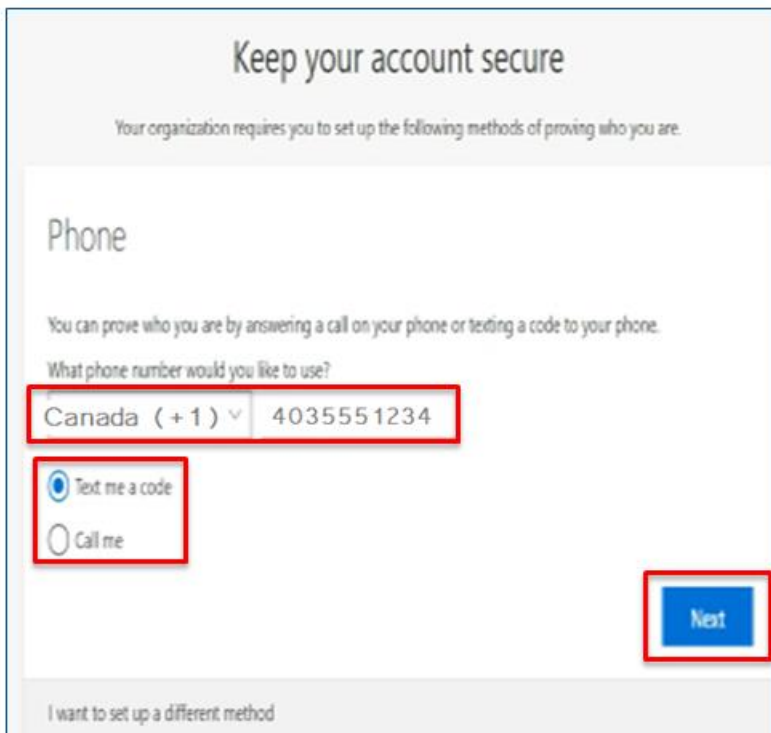
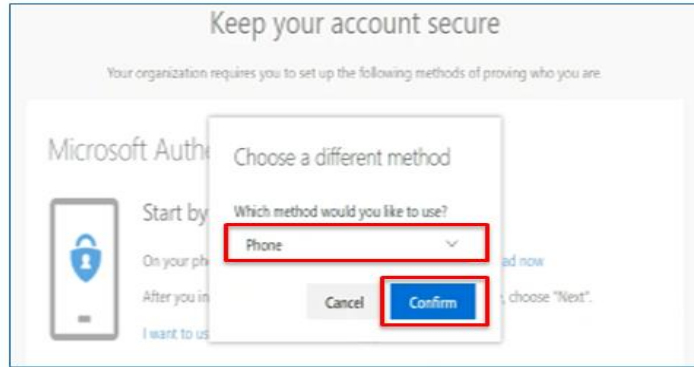
Finish Application Registration

21. **Click 'Done'** to complete your registration.



Phone or Text Registration Instructions

1. If you selected 'I want to set up a different method,' you will receive a new window.
2. Select 'Phone' from the drop down menu and **click 'Confirm'**.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Canada (+1) 4035551234

Text me a code
 Call me

Next

I want to set up a different method

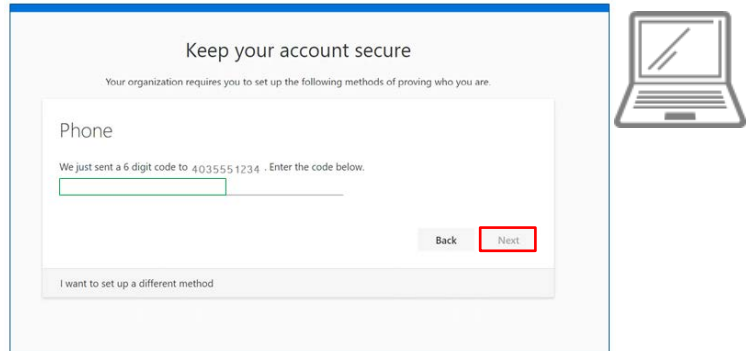


3. Enter the phone number you would like to use.
4. Select 'Text me a code' or 'Call me'.

Verify the authentication information

5. If you selected to be notified by *TEXT*:
You will receive a text message (SMS) with a 6 digit code.
6. For *TEXT*: Enter the 6 digit code on the window on your computer and **click 'Next'**

If you selected to be notified by *CALL ME*:
You will receive an automated call from Microsoft, asking you to **press #** to complete the authentication.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

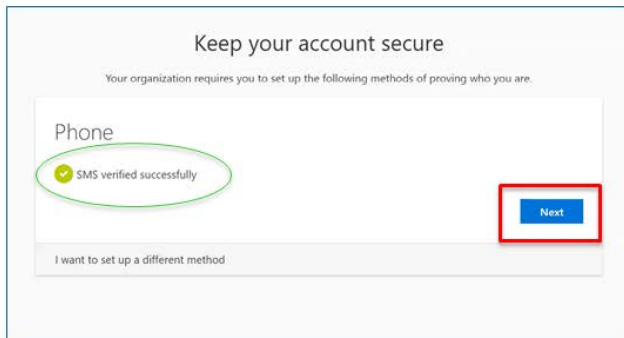
Phone

We just sent a 6 digit code to 4035551234 . Enter the code below.

Back Next

I want to set up a different method

Finish Registration



Keep your account secure

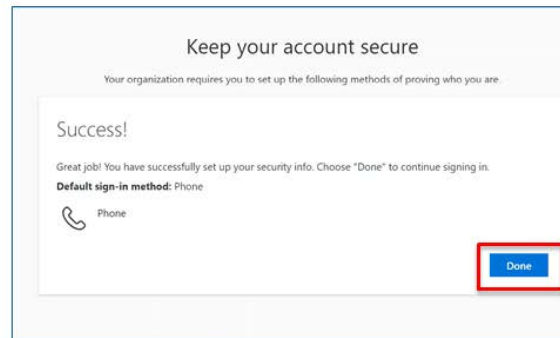
Your organization requires you to set up the following methods of proving who you are.

Phone

✓ SMS verified successfully

Next

I want to set up a different method



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Phone

Phone

Done

7. Your computer will show that authentication was successful. **Click 'Next'**.
8. Complete the last step by clicking **'Done'** in the next screen.

You are now ready to use self-service password management!
This link < <https://www.suncor.com/remote-help> > allows you to:

1. Unlock your account
2. Change your password
3. Change your authentication preferences