

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 <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

Procedure Steps

Look out for these icons!



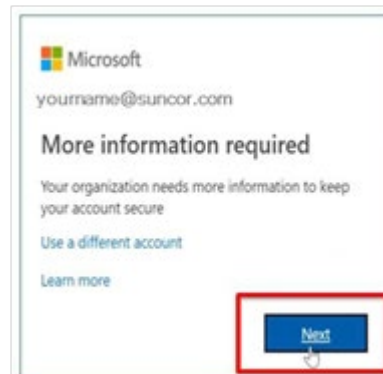
This icon is for steps completed on your computer



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**.



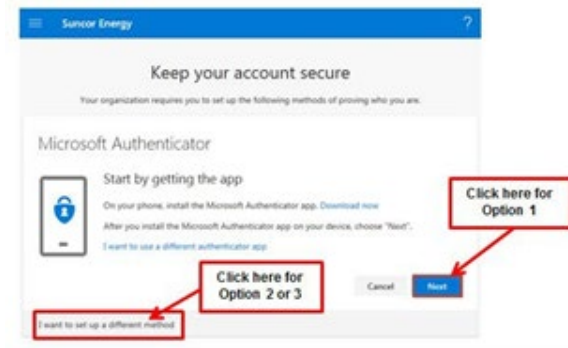
Authentication method selection

5. Choose your authentication method.
- **Microsoft Authenticator App** installed on your mobile phone
 - By an automated **phone call**
 - By text message (sms)

6. For the *Microsoft App* click **NEXT**
(continue to next step)

For Phone call or SMS click
I want to set up a different method
(continue on [Page 6](#))

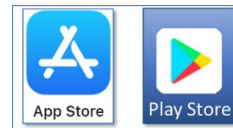
Note: You can change your authentication method after you have registered.



Microsoft Authenticator App installation instructions

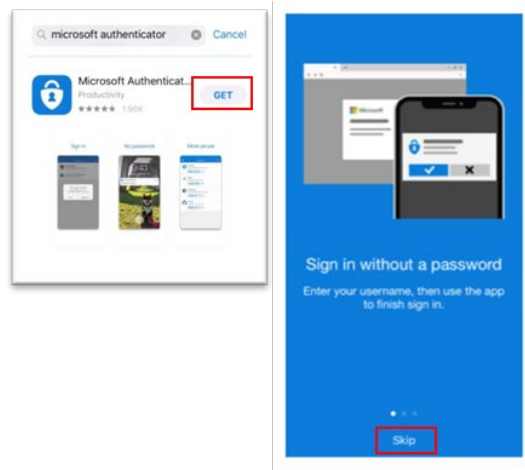
7. On your **Mobile phone**, go to your App Store and search “Microsoft Authenticator”.

Note: there are several other authenticator apps, but you must install the one from Microsoft.



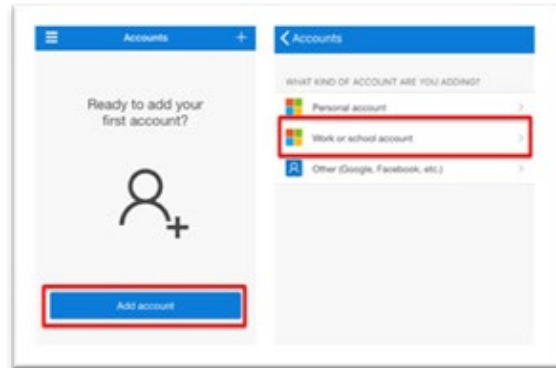
Download the App

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

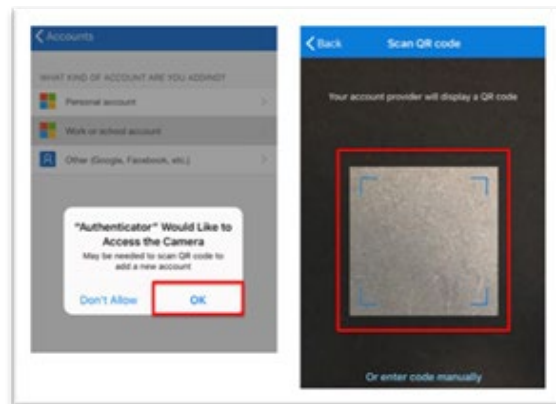
- 10. Click **Add Account**
- 11. Click **Work or school account**



Associate the Microsoft App to your registration

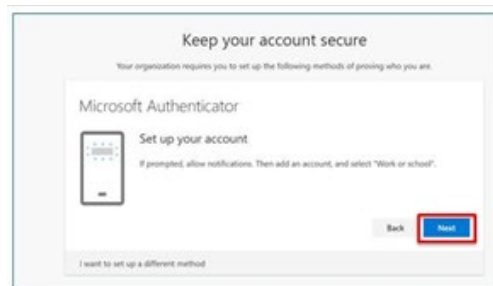
- 12. If prompted, click **OK** to allow the application to access your phone's camera. You need this for the next step.

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



Back on your computer

- 13. Click **Next**



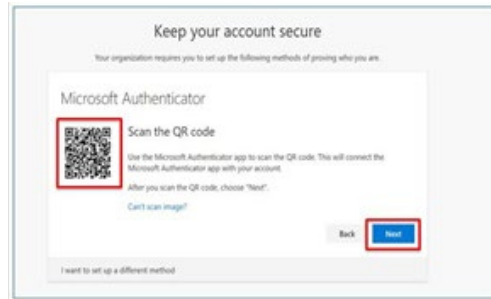
Scan the QR Code

On the computer, the **Keep your account secure** dialog displays with a QR code that you must scan with your phone.

14. Hold your phone up to the **QR code** displayed on your computer screen. The code is automatically scanned by your phone.

The application on your phone now displays your Suncor account.

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



Approve the Notification

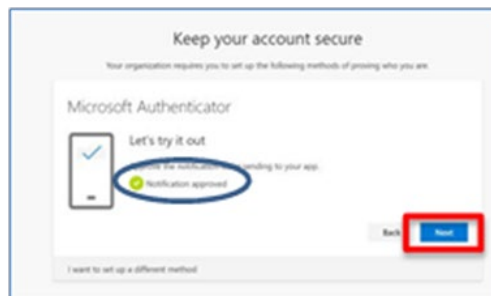
The application now conducts a test to ensure it can send an authentication to your phone.

A message for you to **'Approve'** is sent to your mobile phone.

16. When you receive a popup notification on your mobile phone click **Approve**.
17. On your computer look at the screen and you can see that it has received the approval from your phone.
18. Click **Next**.

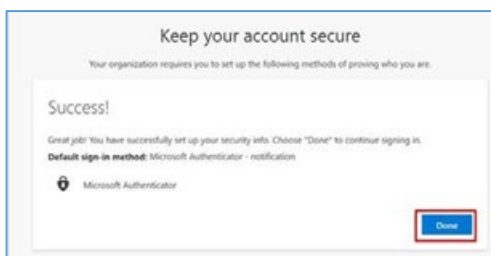


Note: You still need to use whatever security features your phone requires (such as thumbprint scan or passcode) to open when you use this app.



Finish Application Registration

19. Click **Done** to complete your registration.



Phone or Text Registration Instructions

You are here because you chose:

I want to set up a different method.

1. From the *Choose a different method* dialog click the drop-down and select **Phone**.

2. Click **Confirm**.

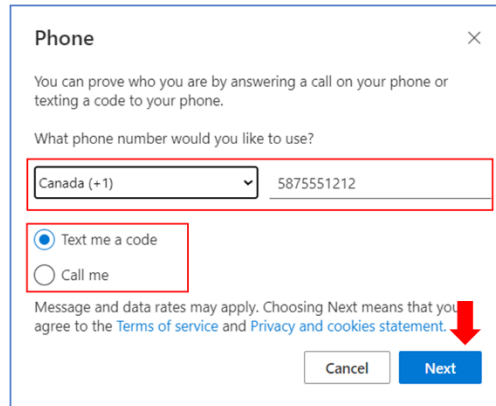
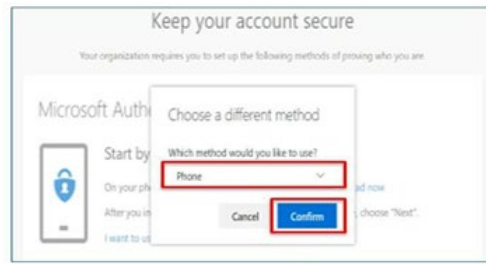
3. **Enter** the *phone number* you want to use.

Note: You cannot functionally use your Teams phone number (DID) to validate MFA. Only Landline and mobile phone numbers will work properly as MFA Authentication methods.

4. Select **Text me a code** or **Call me**

5. Click **Next**

Note: You can click **Cancel** or **Back** at any time in this process if you need to change info or discontinue this setup.



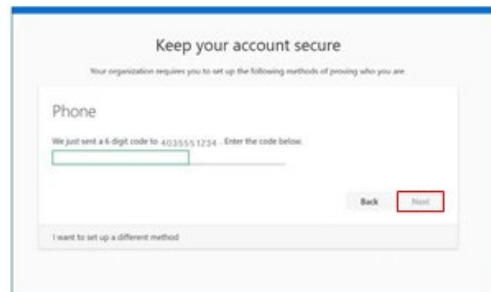
Verify the authentication information

6. For **Text me a code**, you are sent a 6-digit code via text (SMS) to your phone.

7. Enter the 6-digit code from your phone into the dialog on your computer

8. Click **Next**.

9. For **Call me** you receive an automated call from Microsoft to the requested number. Follow the instruction to: **“Press # to complete the authentication”**.



Finish Registration

10. Your computer will show that authentication was successful. click **Next**.
11. Complete the last step by clicking **Done** in the next screen.

