



## Microsoft Authenticator App

The Microsoft Authenticator App works as one of the authentication methods, in a multi-factor (aka two-step) authentication environment. After a quick installation on your mobile device and enabling it for your Suncor account you are ready to go. Each time you sign in with your Suncor account you get a notification from this app. You just tap and approve to access the requesting app.

### Purpose

This Quick Reference Guide describes how to install and setup the MS Authenticator app on your mobile device and update your default authentication method for your Suncor account in SSPR.

### Intended User

This guide is intended for users that are currently registered for Microsoft Multifactor Authentication and can access the SSPR tools but are not using, or do not have the app on their mobile device, or need to reset on a new device.

**Note:** If you do not have MFA setup for your Suncor account then see: QRG MFA SSPR Registration-en.

## Procedure Steps

### Look out for these icons!



This icon is for steps completed on your computer



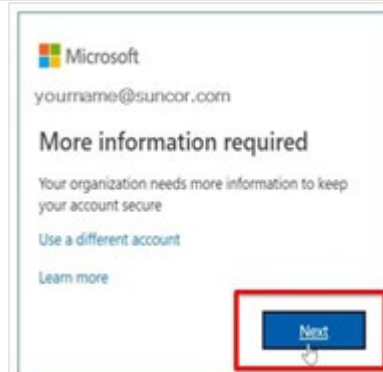
This icon is for steps completed on your mobile phone

## Sign-In

**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 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**.

*This will take you to the Microsoft Security page.*



## Access password management

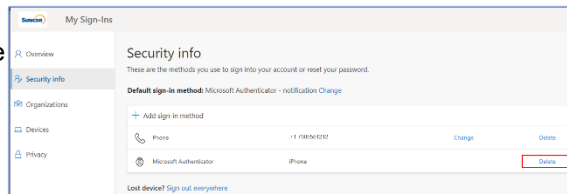
**Before you begin, please review items 5-7 below, then only complete the applicable steps:**

5. **First time** authenticator app users, skip to Step 9.
6. **Current** authenticator app users switching to **new phone**:




- a) From the Microsoft Security info page, on your computer, select delete on the Authenticator App method.

**Note:** You are required to sign in again using your current authentication.



- b) After the Security page has refreshed, from the Authenticator line select **Delete** again. Your phone is unregistered from the authenticator and tells Microsoft to 'forget' the device.
- c) Ensure your phone # is correct (change if necessary), before continuing to next step.
- d) Click **Change** to the right of **Default sign-in method**.
- e) From the drop-down, choose a new default method (text or call), then click **Confirm**. You can keep page open while completing other steps, although you may have to sign in again.

7. **On your old phone**, if you:


- **Do not have** access to your old device, or it has been wiped, **skip** to next step.
- **Have** access to the authenticator app on your old device, and it is connected to the internet, follow all these steps.
  - a. **Open** the *Authenticator App*
  - b. **Select** the *Suncor* account.
  - c. **Choose** *Settings* icon , then tap **Remove account**.
  - d. **Delete** the App from your old device,
  - e. **Continue** to next step.



8. **On your new phone**, if you:

- **Do not have** the app installed, skip to step 9.
- **Already installed** the app by using a "Quick Start" process.

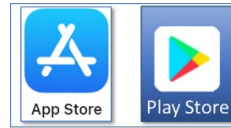
*This process assumes you want all applications and settings on your old device transferred to your new device. However, tokens generated by the MSA app are tied to the specific hardware where the account was created. When transferred, it does not connect to your new device and as such, is not generating any usable tokens.*

- a. From your **new** device, **open** the *Authenticator app*, then **select** the *Suncor* connection.
- b. **Choose** *Settings* icon , then tap **Remove account**.  
*The account is removed and the screen returns to the Authenticator main window*
- c. Continue to section **Add Account to the App**, Step 13.

## MS Authenticator App installation Instructions

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

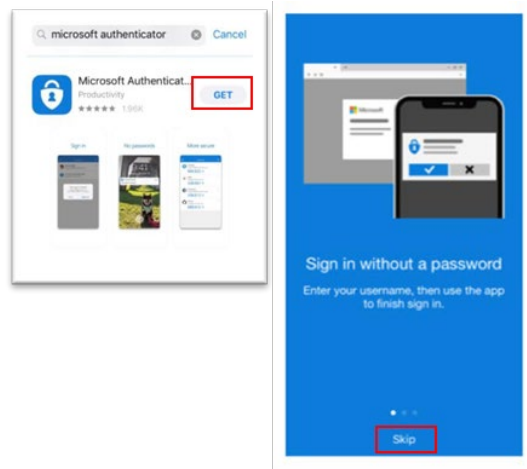
*Note: there are several other authenticator apps, but you must install the one from Microsoft.*



## Download the App

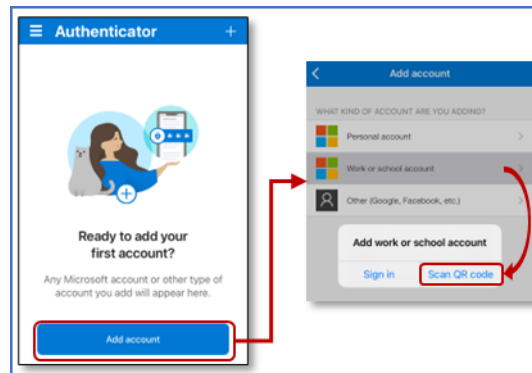
10. From your search, select the **Microsoft Authenticator App** and download it to your device.
11. **Open** the app and click **Skip**.
12. If the *Allow Access to Camera* message displays tap **Yes**. (this is required to add the Suncor account to the app)

*The Authenticator main screen displays.*



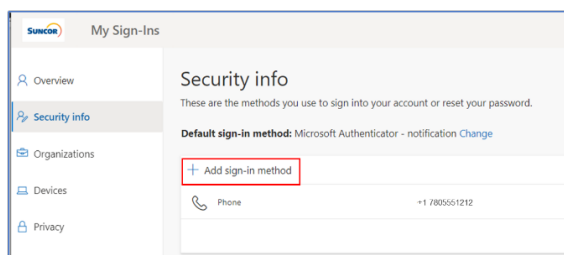
## Add Account to the App

13. From the Authenticator main screen tap **Add Account**
14. Click **Work or school account**
15. When the **Add work or school account** message dialog displays, tap **Scan QR code** to display the **Scan QR code** screen.
16. Continue to next steps on your computer

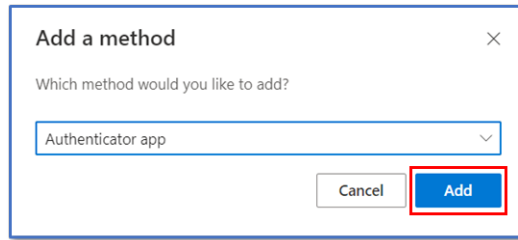


## Add sign in method

17. From the Security info page click **Add sign-in method**.

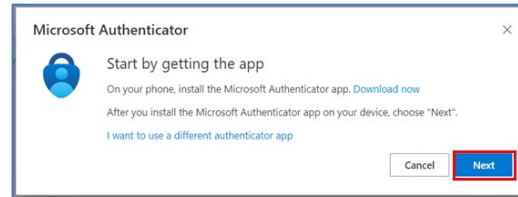


18. From the **drop-down** select **Authenticator app**.

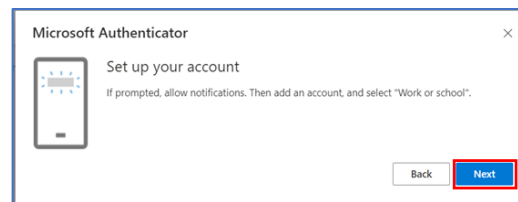


19. Click **Add**.

20. At the **Start by getting the app** dialog click **Next**.



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



## Associate the Microsoft App to your registration

22. 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.*

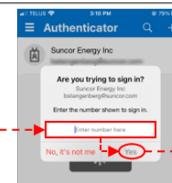
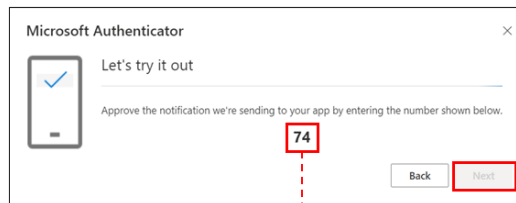


## Validate the Authenticator Connection

23. When the **Let's try it out** dialog displays with an approval number, switch to your phone.

24. 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.*

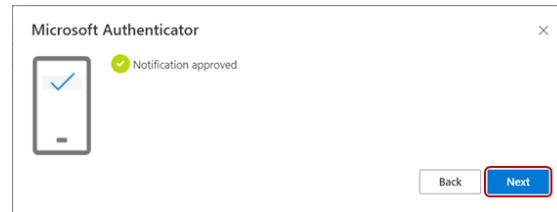


becomes available when notification is approved



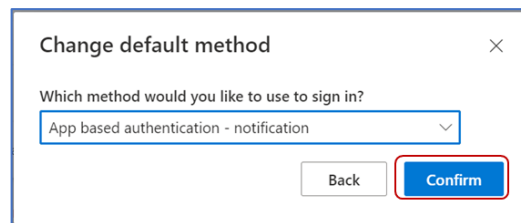
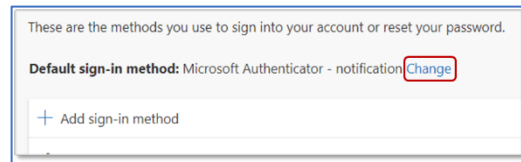
25. On the computer, when the confirmation window confirms approval, click **Next**.

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



## Finish Application Registration

26. In the **Security Info** tab, ensure that Microsoft Authenticator shows as the Default sign-in method. If not, complete the next two steps.
27. Update your **Default sign-in method** by clicking **Change** to the right of this line.
28. 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.