



## Self-Service: Update Authentication Method

### Purpose

This Quick Reference Guide describes how to update your Authentication method when:

- You received an [expiration reminder](#) for your authentication method
- You have a [new](#) phone number or want to [change](#) the number used for authentication
- You need to re- [add](#) the MS Authenticator app for any reason  
(see also: *QRG Installing the MS Authenticator app*)

### Audience

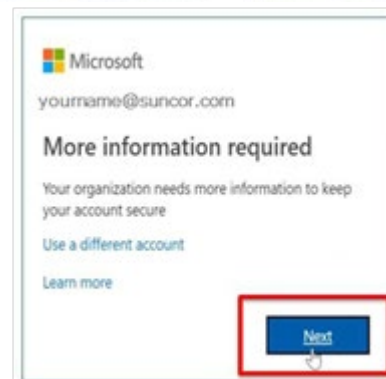
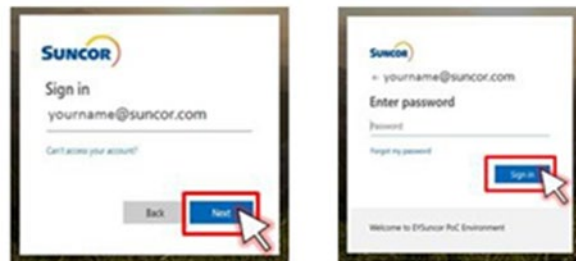
This guide is intended for users that are currently registered for Microsoft's Multifactor Authentication (MFA) and can access the SSPR tools.

## 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**.



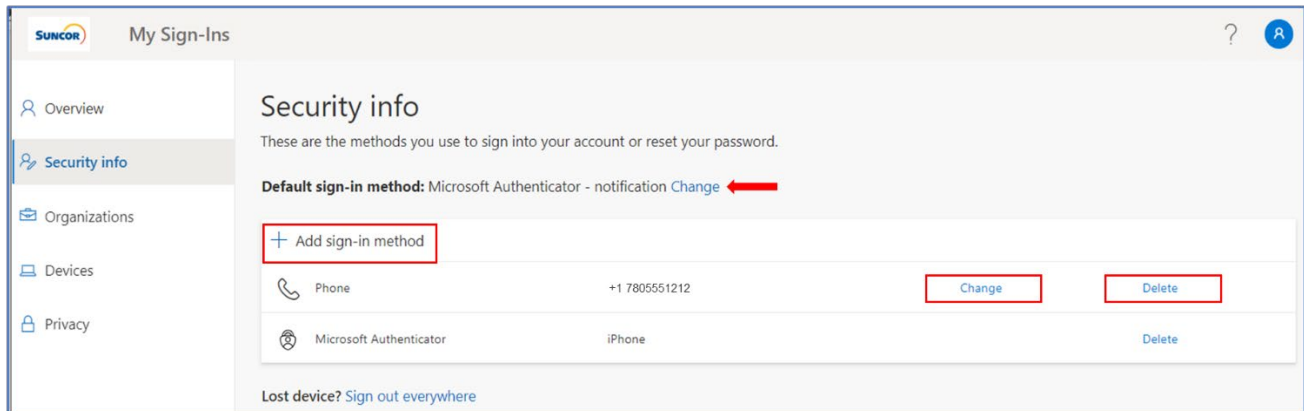
## Access password management

From this page you can [Add](#), [Change](#), [Delete](#) phone #s, authentication &/or default sign-in\* methods.

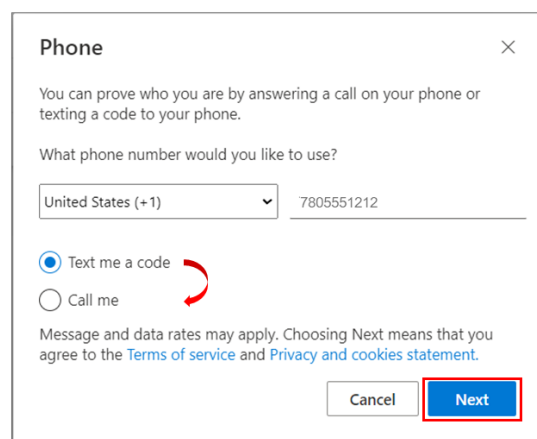
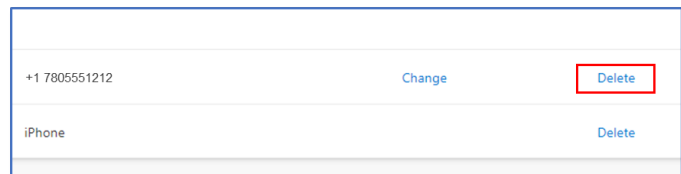
**Important:** You cannot use a Teams phone number (DID) to validate MFA. Only landline and mobile phone numbers will work properly as MFA Authentication methods.

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



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

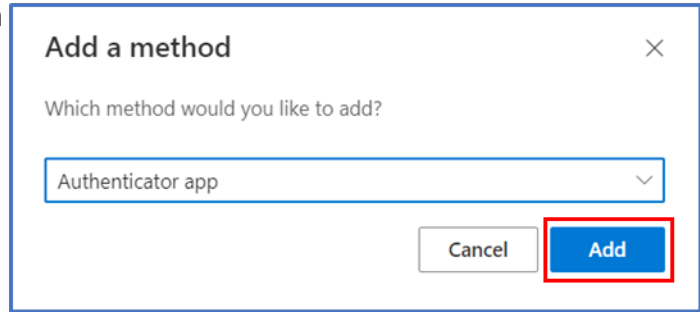
7. To **Add** a sign-in method, click **Add sign-in method**.

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

- Authenticator app \*

*\*Requires installation of app based on phone type.*

9. Click **Add**.

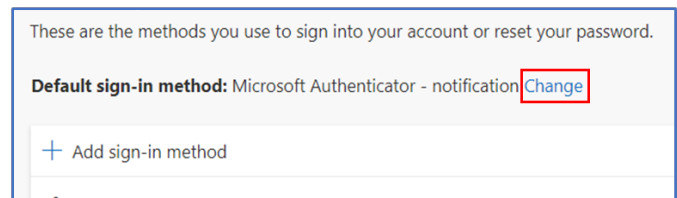


10. Provide the required information for the additional method and click **OK**.

**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**

