

Azure MFA FAQs

What is Multi-Factor Authentication (MFA)?

Multi-factor authentication is an electronic second authentication method in which a user is asked for additional forms of authentication to access applications or systems. This includes what you know (e.g. password) and what you have (e.g. phone). This additional authentication is an extra layer of security to validate that the correct user is gaining access.

Why is Multi-Factor Authentication (MFA) important?

Digital attackers and hackers keep getting smarter, so our systems and applications need an extra layer of security to protect sensitive data. The Multi-Factor Authentication (MFA) security helps to safeguard access against malicious entities by strengthening and maintaining the high-level security that is required for accessing our systems and applications with sensitive data.

How can I register for Azure MFA?

You can find the instructions for Azure MFA in the [MFA User Guide](#).
Recommended: Register a back-up method for SMS text message or call.

Where do I download the Microsoft Authenticator App

For Android phones use Google Playstore and for iPhone use Appstore

What are the requirements for my mobile phone?

If you wish to use Microsoft mobile App Authenticator a smart phone would be required.
If you wish to use SMS or phone call option a normal or basic phone is sufficient.

Why do I need to use a mobile phone to log in with a second factor?

The MFA verification methods to prove your identity when signing into an application will be delivering notifications or verification codes through a mobile phone, because your mobile phone serves as a second factor. A mobile phone is something you own and therefore counts as an extra factor to verify your identity.

Which methods are valid for MFA?

Microsoft Authenticator App, SMS text and Phone call

How many methods do I need to register?

To be able to use MFA you must register with at least one method, either Authenticator app or phone. It is recommended that you register with more than one method in case the primary method is unavailable.

Can I install the Microsoft Authenticator app on a personal mobile device?

Yes, the application can be installed on any mobile device. There is no expectation that people use the app on a personal phone if they do not wish to.

I am presented with a message saying 'we need more information' when trying to sign-in.

This means you are not registered for Azure MFA. To register please visit <https://iam.aholddelhaize.com/>

How do I know if I am registered for MFA?

On the <https://mysignins.microsoft.com/security-info> page you will see the bold text '**Default sign-in method:**' this signifies you are registered for Azure MFA.

I am trying to register for Azure MFA with Microsoft Authenticator app and the QR code scan keeps timing out.

- Please check that your phone has network / WiFi signal
 - Check that the app is fully updated and then try again
 - Try reinstalling the App.
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I'm not getting messages to "approve" when using the Mobile app – (push) notifications method

If you receive a notification on your smartphone, but you are not getting the message to approve when you click on it or opening the Microsoft Authenticator app, please close your app and reopen your app again and the message will appear.

How fast will I be able to receive a verification code via SMS?

You should receive a verification code within a few seconds to your registered mobile phone number. When the verification code is delivered through an SMS, it is dependent on the mobile operator's network and traffic condition how fast you will receive the message (be aware: charges may apply).

I am being asked to 'approve sign in request' / 'enter code' but have not received it.

Please check that your phone has network / WiFi signal, notifications are enabled for the app and the phone is not in 'do not disturb mode'. If the screen gives an option to sign-in with a different method, then try that.

I have changed my mobile device, how do I update MFA?

You can update if you have registered for more than one MFA authentication method using the link <https://mysignins.microsoft.com/security-info> else you need to call local Helpdesk.

I have changed my phone number, how do I update MFA?

You can update if you have registered for more than one MFA authentication method using the link <https://mysignins.microsoft.com/security-info> else you need to call local Helpdesk.

What if I get MFA notification but I'm not trying to login?

This can be treated as suspicious login attempt, reject the notification and reset your password immediately.