

Microsoft Authenticator App Overview & Setup

The Microsoft Authenticator app verification code is the primary solution for MFA at Colonial Life. Download the Microsoft Authenticator App today on your smart phone from the Google Play or iOS App Store and follow the steps below to configure the app.

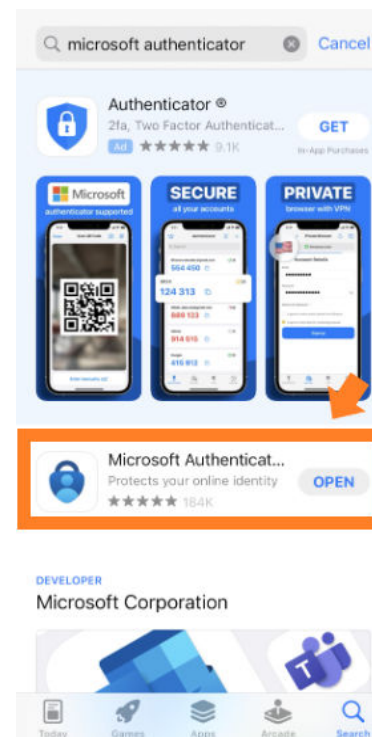
*Make sure you have your computer and phone ready before beginning this process.

Download the Microsoft Authenticator App

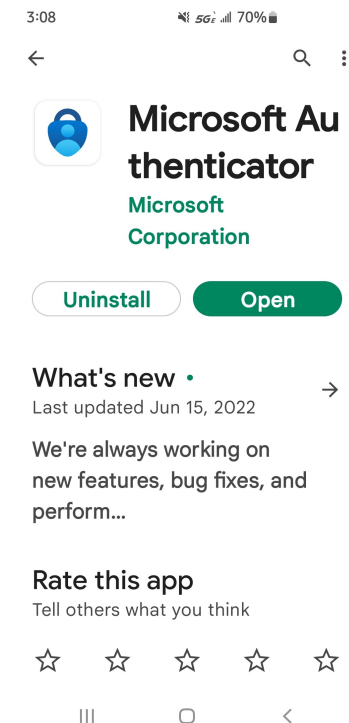
Using the App Store on your mobile device, download the correct Microsoft Authenticator App from either iOS App Store or Google Play.

You will not be asked to pay if you are downloading the correct app.

iPhone/iOS App Store:



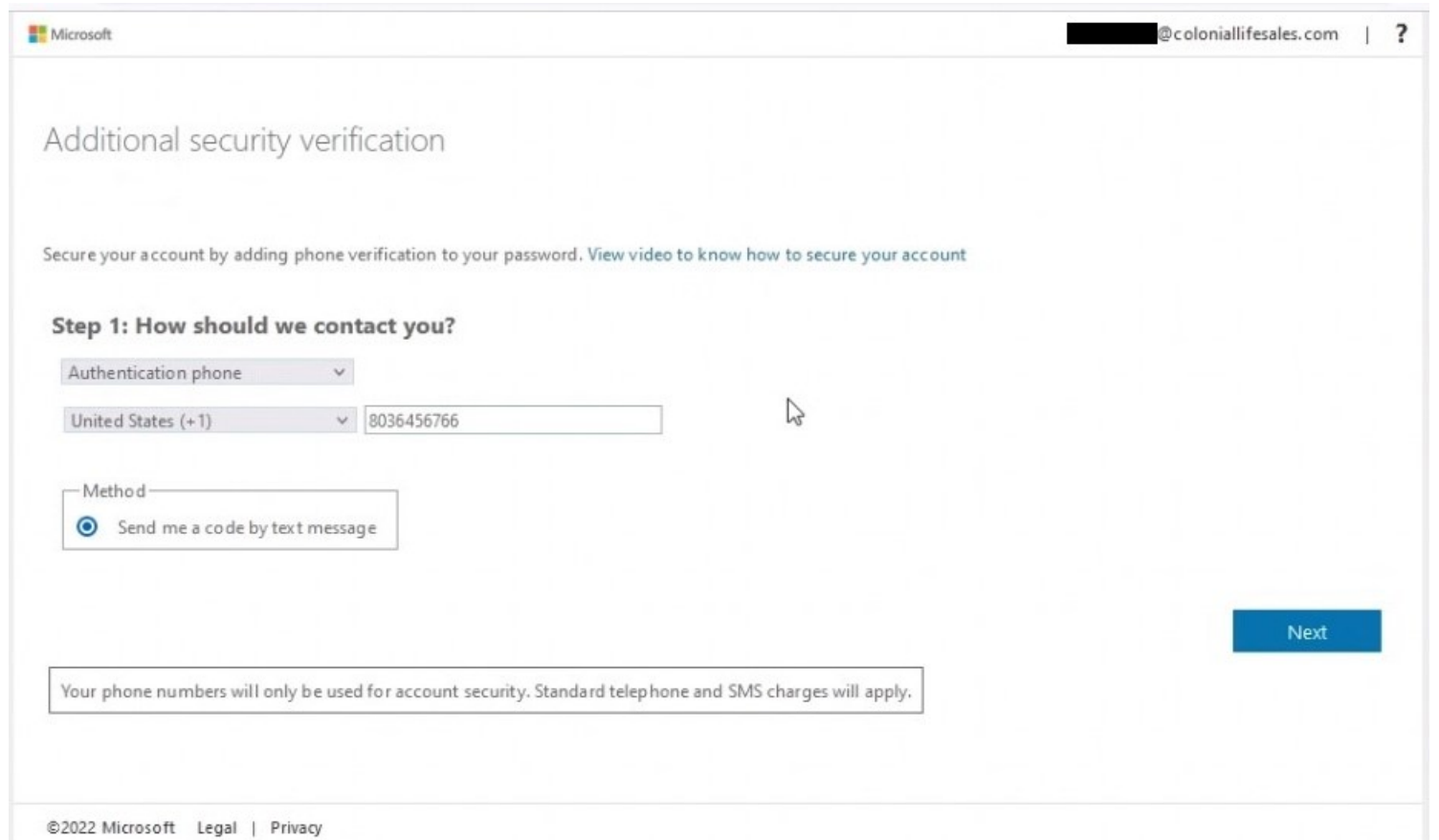
Android/Google Play:



First Time Setting Up the Authenticator App

After you have downloaded the Authenticator App onto your smart phone, access the [Microsoft MFA site](#) on your computer via web browser. Here you will see the options enabled for your MFA settings.

Microsoft's MFA site url:
<https://aka.ms/mfasetup>



The screenshot shows a web browser window with the Microsoft logo in the top left and a user email address in the top right. The main heading is "Additional security verification". Below it, a sub-heading reads "Secure your account by adding phone verification to your password. View video to know how to secure your account". The current step is "Step 1: How should we contact you?". There are three input fields: "Authentication phone" (a dropdown menu), "United States (+1)" (a dropdown menu), and a text box containing "8036456766". Below these is a "Method" section with a radio button selected for "Send me a code by text message". A blue "Next" button is located on the right side. At the bottom, a disclaimer states "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply." The footer contains "©2022 Microsoft Legal | Privacy".

Click the drop down menu pictured to the right and select Mobile app, then click Next.

Microsoft colonialifesales.com

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account.

Step 1: How should we contact you?

Authentication phone
Authentication phone
Mobile app

8036456766

Method
 Send me a code by text message

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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A QR code will be displayed on the screen. The next step will be using the Authenticator app on your phone.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

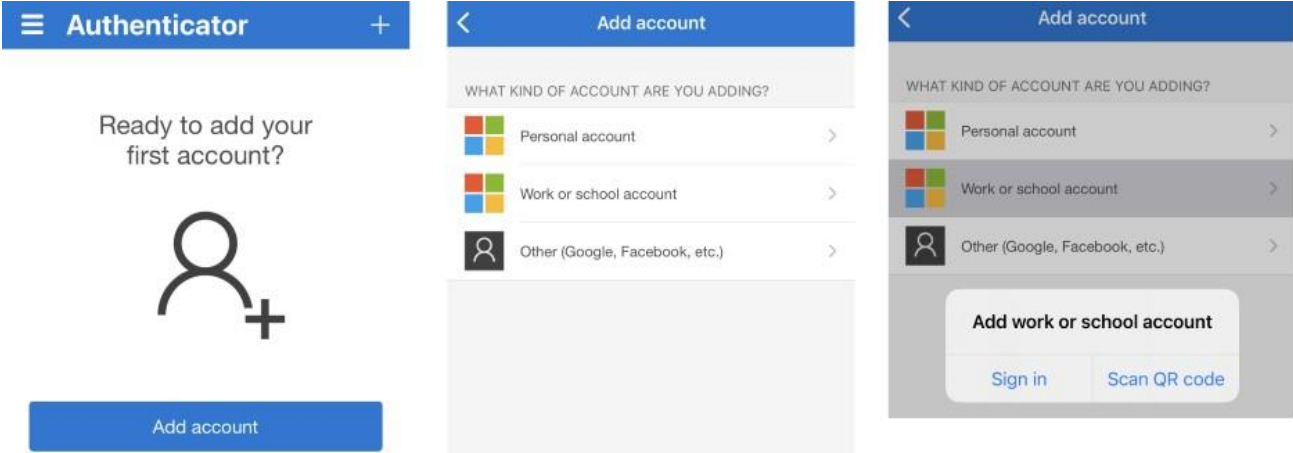
Code: 006 384 660

Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/072960518>

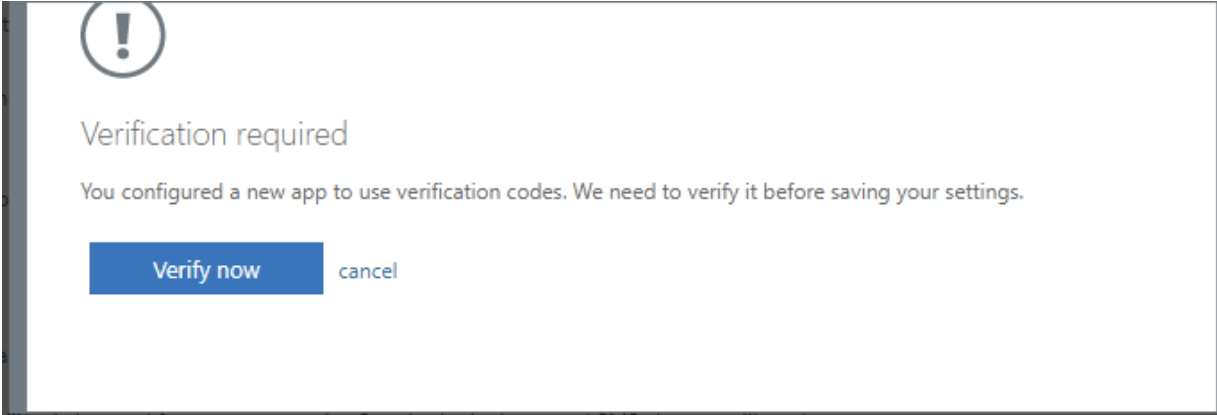
If the app displays a six-digit code, choose "Next".

Next cancel

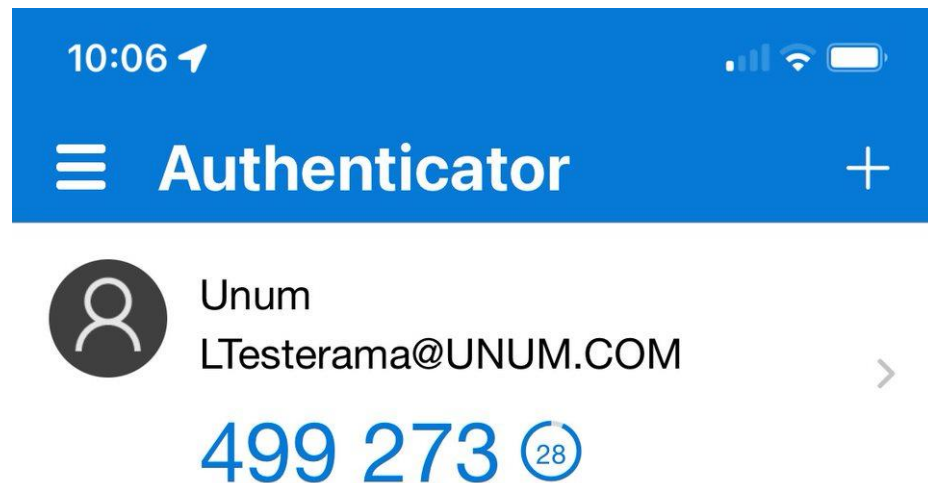
Open the authenticator app on your phone and tap the add account button, tap work or school account and when prompted tap scan QR code and scan the code displayed on your computer screen.



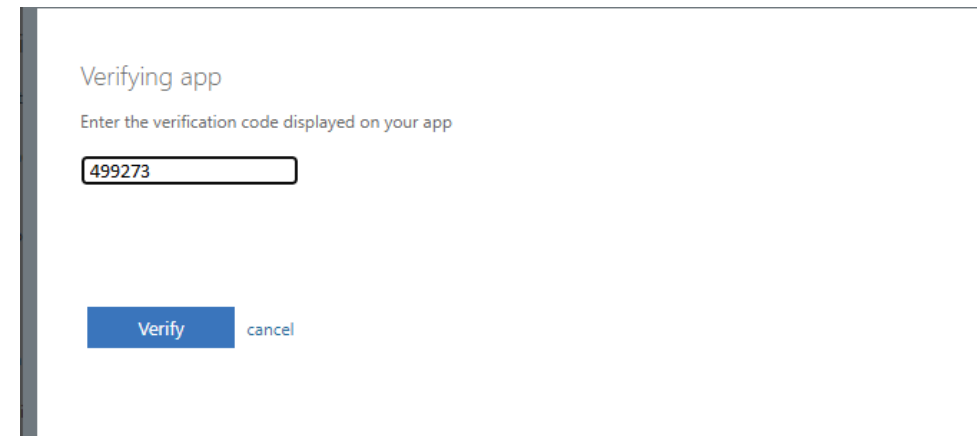
You will be presented with a Verification Required message, click the verify now button to continue.



A Verifying app message will appear, open the Authenticator app on your phone, if no code is displayed, tap on your account to display the code and enter this code on in the box on the Verifying app page and click verify.



Enter the code from the app in the box on the Verifying app page and click verify.



When Verification of the app is complete you will be brought back to the MFA setup page, the setup of the Authenticator app is successful when a checkbox appears next to Authenticator app or Token. Verify that "Mobile app" is selected in the preferred option section and click save to complete the setup.

You will be presented with another Verification required prompt, this is the same process as outlined in the verification of the app. Click the verify preferred option button to continue and complete the verification process to confirm your preferred option.

unum LTesterama@UNUM.COM | ?

Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?
We'll use this verification option by default.

Use verification code from app ▾

how would you like to respond?
Set up one or more of these options. [Learn more](#)

Authentication phone * United States (+1) [Country Code]

Authenticator app or Token [Set up Authenticator app](#)

Authenticator app	Delete
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[Save](#) [cancel](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

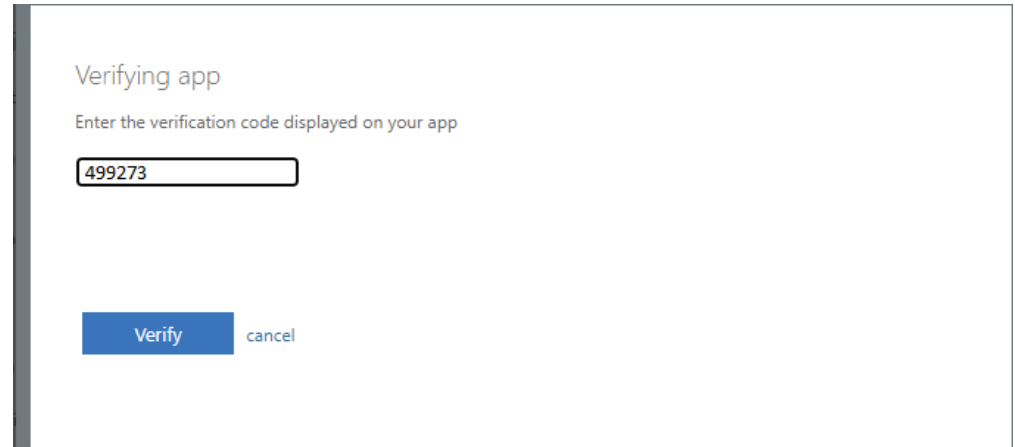
!

Verification required

We detected that you made a change to your preferred option. We need to verify it before saving your settings.

[Verify preferred option](#) [cancel](#)

Enter the code from the app in the box on the Verifying app page and click verify.



Verifying app

Enter the verification code displayed on your app

[Verify](#) [cancel](#)

When Verification of the app is complete you should automatically be redirected to your profile page on your computer.

If you want to verify the app is set up correctly, you can exit out of the browser, then attempt to log into your email via portal.office.com.

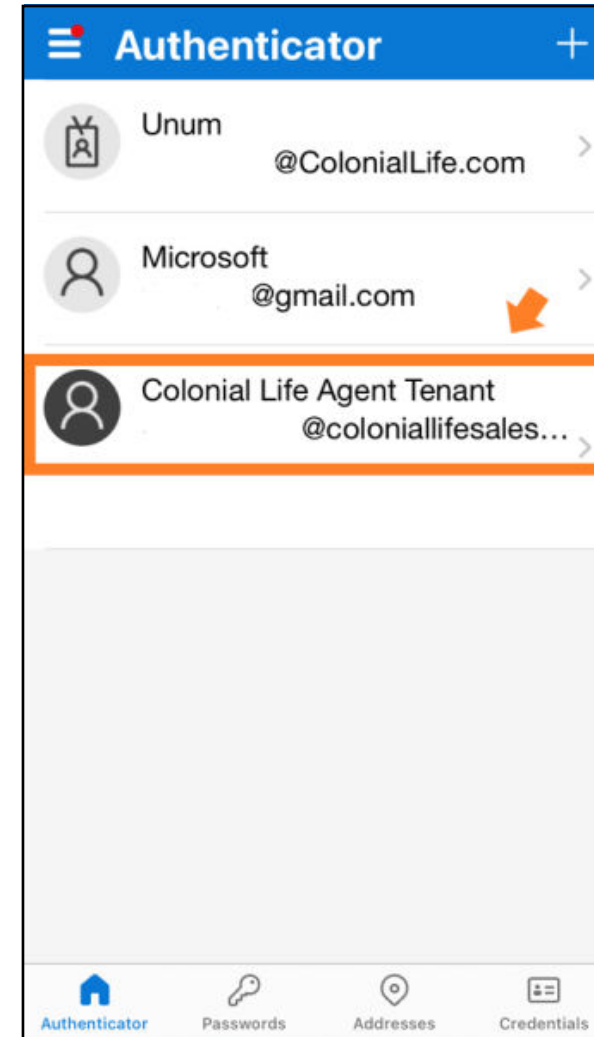
If you are prompted to enter the code from the app and successfully log into your email, you are properly connected.

Troubleshooting

QR Code Error

If you are getting an error saying the QR code has already been used, you may have previously registered the app and then deleted it. In this case, select the menu in the top left corner of the app. You should see your Colonial Life Sales email account as seen in the example to the right.

Select this account, and you should be able to begin using the code on your app to log into your Colonial Life Sales email and Microsoft account.



Troubleshooting

Error message when attempting to set up your app

If you are getting an error seen to the right when attempting to verify your app, this means you are already registered. In this case, you can test it by selecting your Colonial Life Sales email account on your Microsoft Authenticator app, and then on your computer, accessing your email via portal.office.com. If you are able to successfully log into your email, you are all set.

*If you are still having trouble registering your Authenticator App, please contact VB Tech Support at 800-438-6423 option 2, option 5 or at VBTechSupport@ColonialLife.com.

Note for iPhone users: You must be logged into your iPhone or iOS device using your AppleID. We will not be able to assist if you are not logged into your device completely.

