

# INNOCISE

Precise Handling Solutions

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## MFA-Setup

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## INHALTSVERZEICHNIS

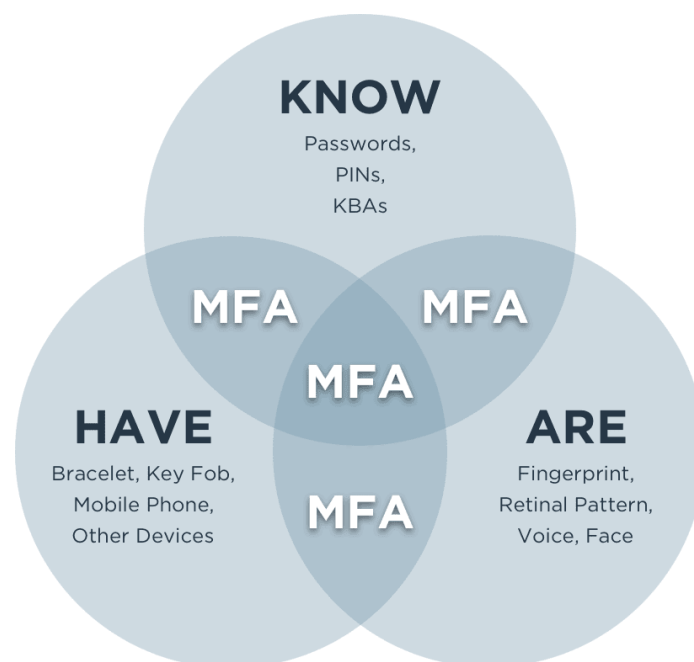
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## 1 Overview

INNOCISE has enabled Multi-Factor Authentication (MFA) for your Office 365 account. MFA is an authentication method that requires more than one verification method for users when signing in. When you log into the company (i.e., Office 365 account) you will be required to enter your INNOCISE username (UserName@innocise.com) and password, as well as a verification code. To receive the verification code, a one-time setup of the MFA verification method is required. This guide explains how to setup the MFA verification method.

### What is MFA and How does it Work?

At a basic level, authentication requires proof that users are who they say they are. Multi-factor authentication solutions take it a step further by requiring users to provide proof from two or more authentication factors (categories as shown below) before access is granted. A hacker or unauthorized user may be able to steal a password or buy it on the dark web, but for them to gain access to a second authentication factor is slim and requires much more effort. Consequently, MFA stops most bad actors before they can enter company systems and gain access to confidential data.



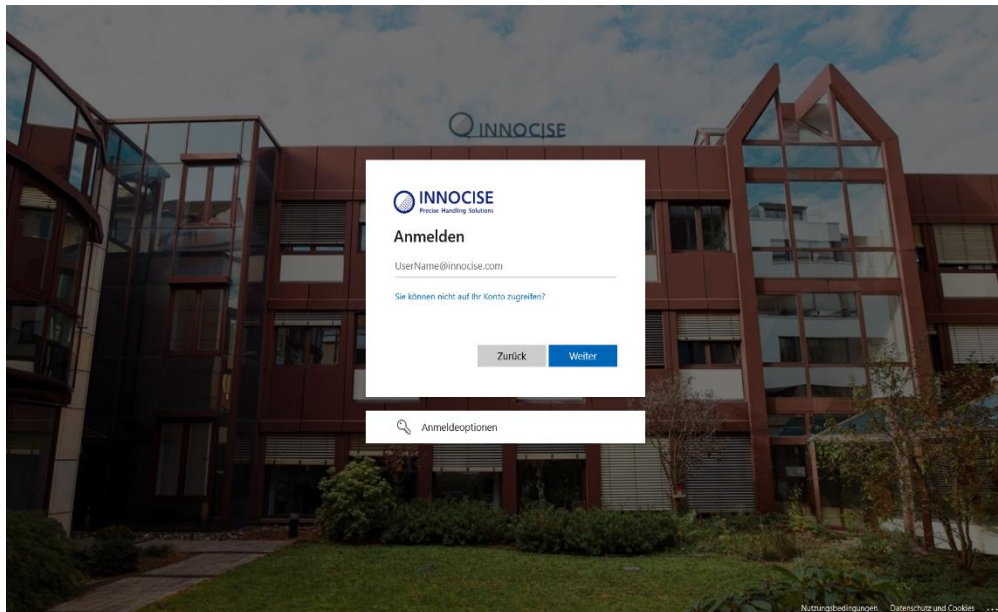
### What is the Purpose of MFA?

Habits are hard to break, so additional ways to verify a user's identity are necessary. Multi-factor authentication keeps data and systems secure by adding roadblocks that stop bad actors in their tracks. Even if a password or other authentication method is compromised, it's extremely rare that a hacker also has a second or third authentication factor. MFA prevents users without the requisite number of authentication factors from accessing INNOCISE resources.

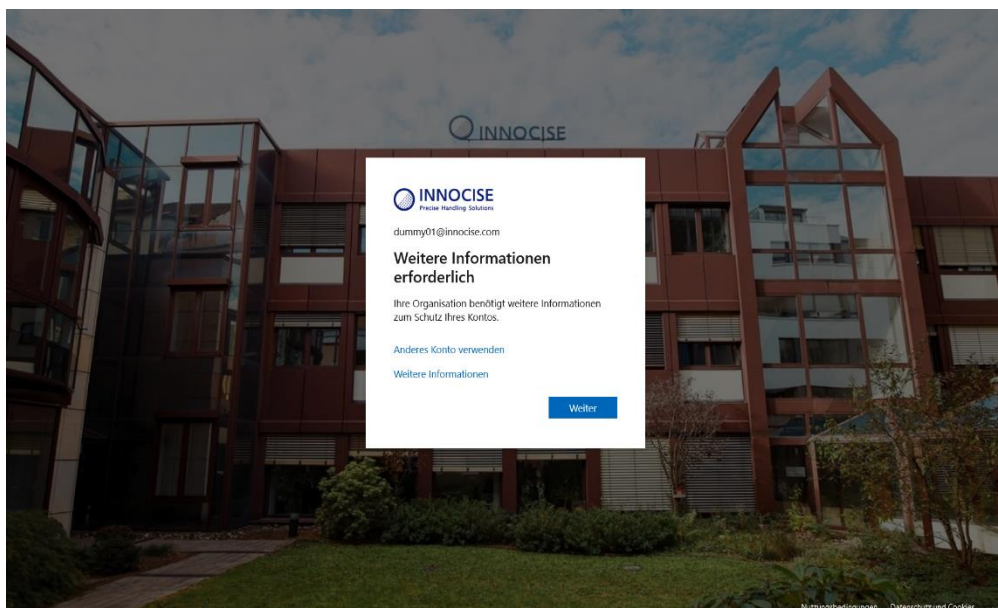
## 2 General

**IMPORTANT: After activating MFA for your user-account you have to re-login to your mail-account in Outlook and the CRM.**

1. Open the Web-Browser of your choice (Chrome / Edge / Firefox)
2. Enter the following URL <https://login.microsoftonline.com/?whr=innocise.com> and you will be presented with the login prompt as shown here:



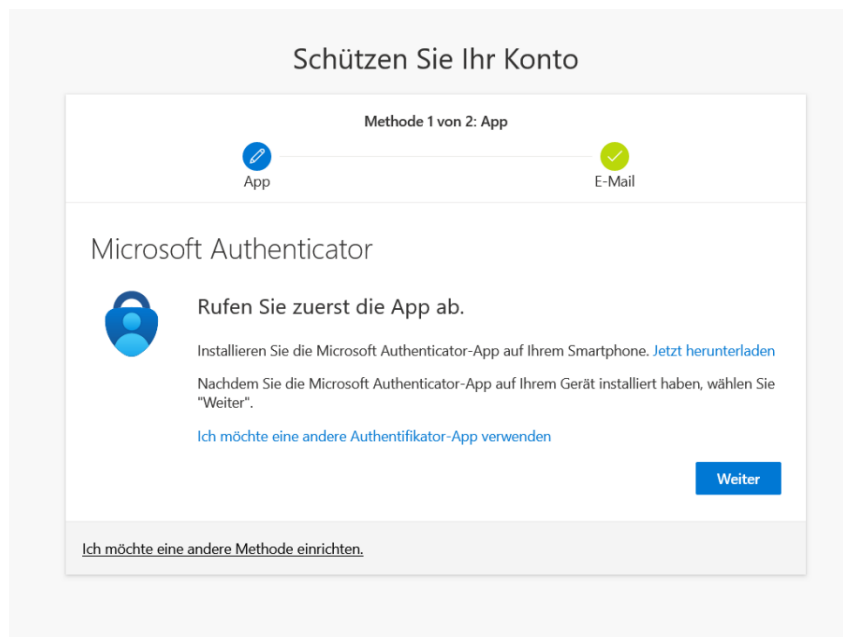
3. Enter your username (with @innocise.com) and password and click on *Next*.
4. After successfully logging in you will be presented with the following prompt:



5. Click on the *Next* button.

6. You will be prompted to download the Microsoft Authenticator-App or to choose a different Authenticator-App as shown below.

**IMPORTANT: Only the Microsoft-Authenticator-App or the SOPHOS Intercept-X App are allowed**



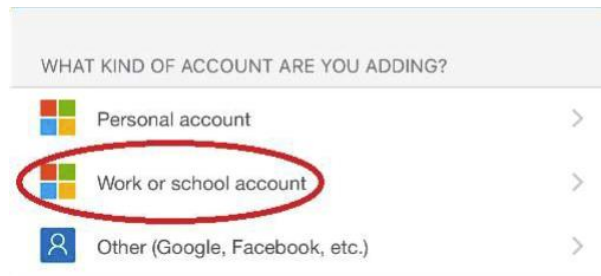
## 2.1 Setup of Microsoft-Authenticator

1. Download the Microsoft-Authenticator-App (if already installed go to step 4):

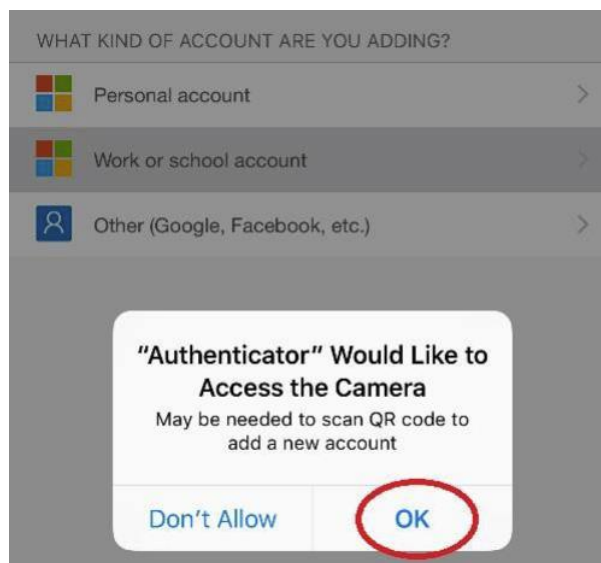


2. After successful download and installation of Microsoft-Authenticator click on *next*
3. Open the Microsoft-Authenticator-App on your smartphone and allow notifications

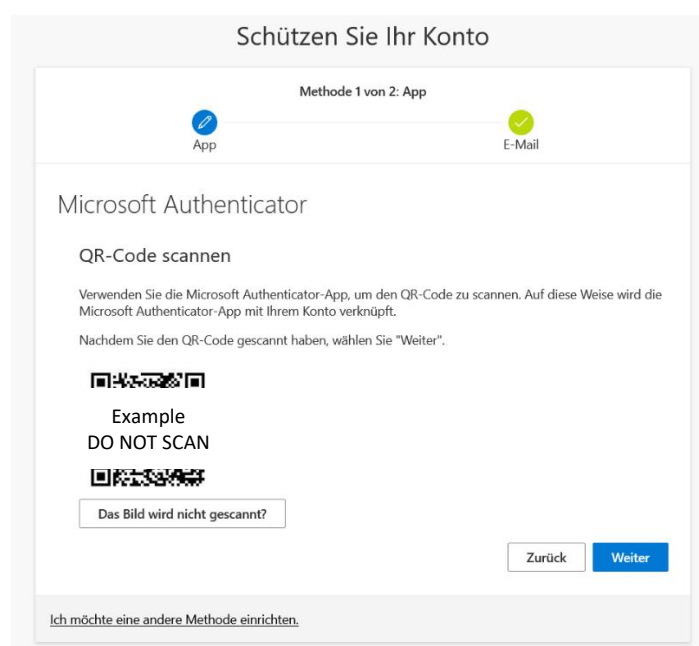
4. Add a new account by choosing *Work or school account* as shown below:



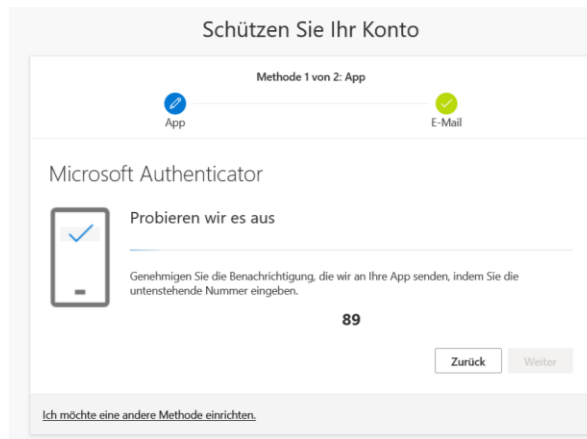
5. If you are prompted to allow the Microsoft Authenticator to use your camera, tap *OK*.



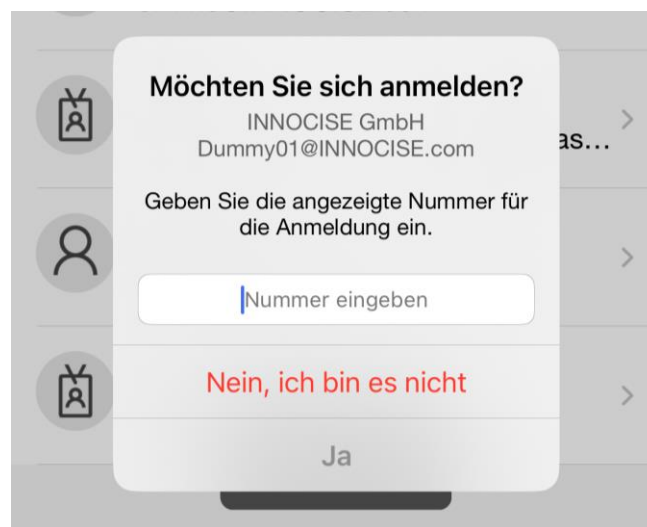
6. Select *QR-Code*
7. Click *Next* in your browser and you will be presented with a QR-Code as shown here:



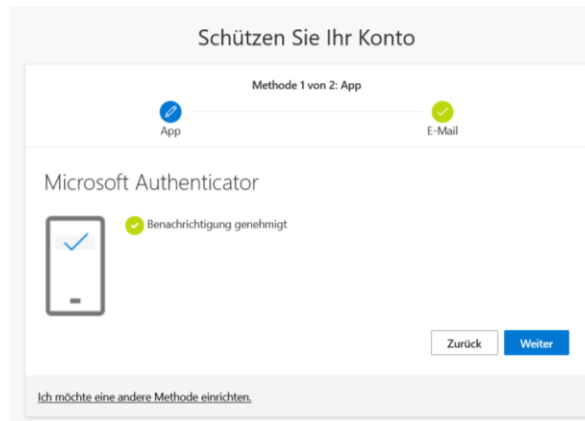
8. Scan the QR-Code with the Microsoft-Authenticator-App. Your Account will be added automatically.
9. Click *Next* in the browser and your newly added MFA will be tested.
10. A two digit code is displayed as shown here:



11. Enter the two digit code in the prompt displayed on your smartphone as shown here and tap *Yes*:



12. Your browser will show a message that the authentication was successful:



13. Click on *Next* to finalize the setup.

14. In the next prompt click on *Finish* as shown here:

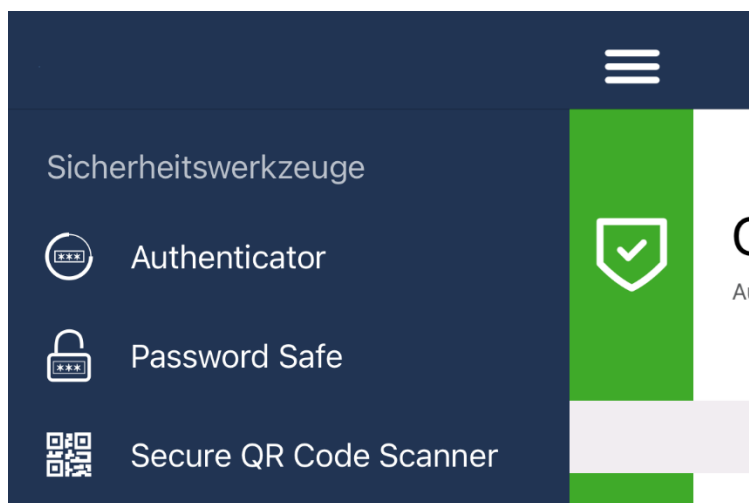


## 2.2 Setup of Sophos Intercept X for Mobile

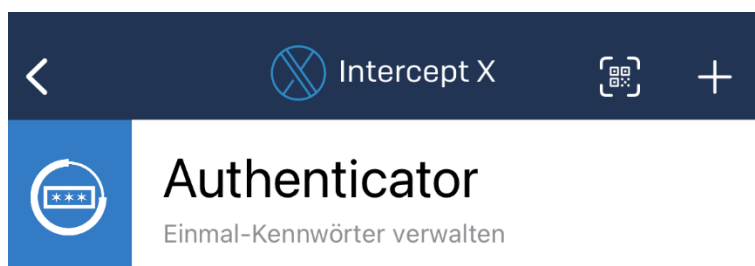
1. Download the Sophos Intercept X for Mobile (if already installed go to step 4):



2. After successful download and installation of Sophos Intercept X for Mobile click on *Next*
3. Open Sophos Intercept X for Mobile on your smartphone, tap on the burger-menu in the top left corner and select *Authenticator*.

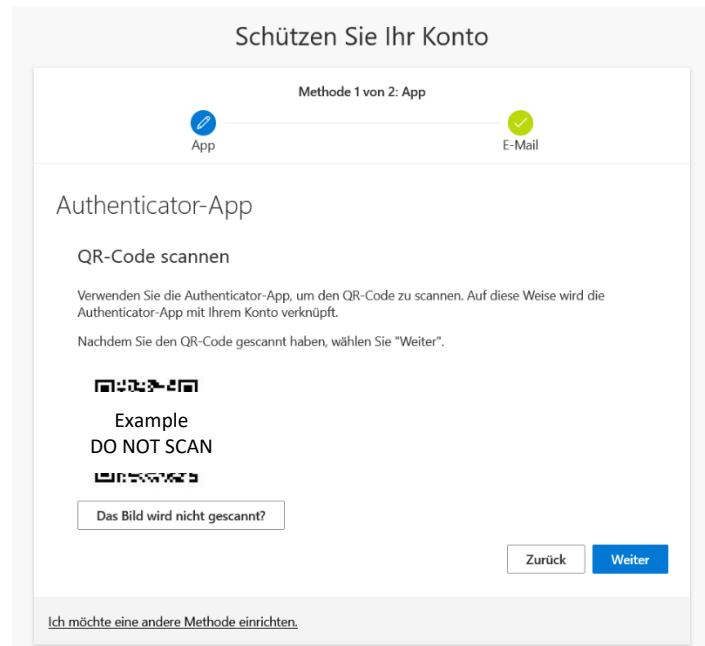


4. Add a new account by tapping on the QR-Code symbol in the top right corner as shown below

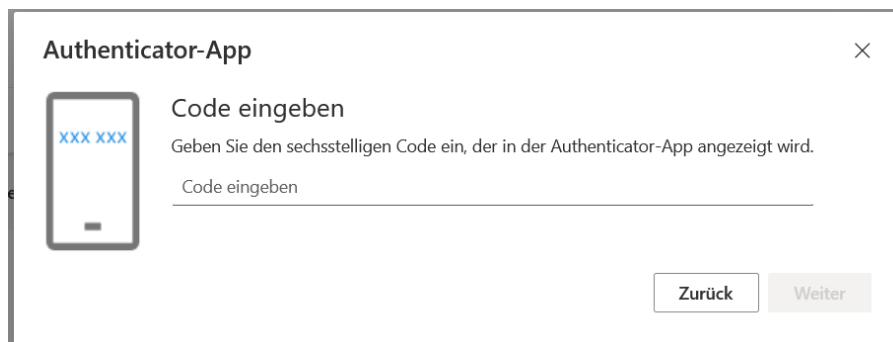


5. If you are prompted to allow Sophos Intercept X for Mobile to use your camera, tap *OK*.

6. Click *Next* in your browser and you will be presented with a QR-Code as shown here:

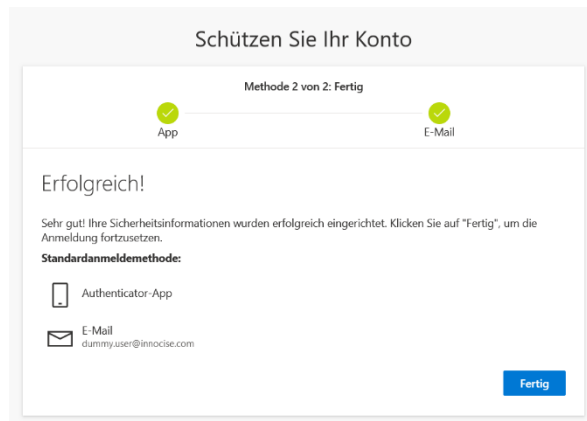


7. Scan the QR-Code with Sophos Intercept X for Mobile. Your Account will be added automatically and a new 6-digit code will be shown every 30 seconds.
8. Click *Next* in the browser and your newly added MFA will be tested.
9. A prompt for a 6-digit code is displayed as shown here:



10. Enter the 6-digit code from with Sophos Intercept X for Mobile in the prompt and click on *Next*:

11. Your browser will show a message that the authentication was successful:



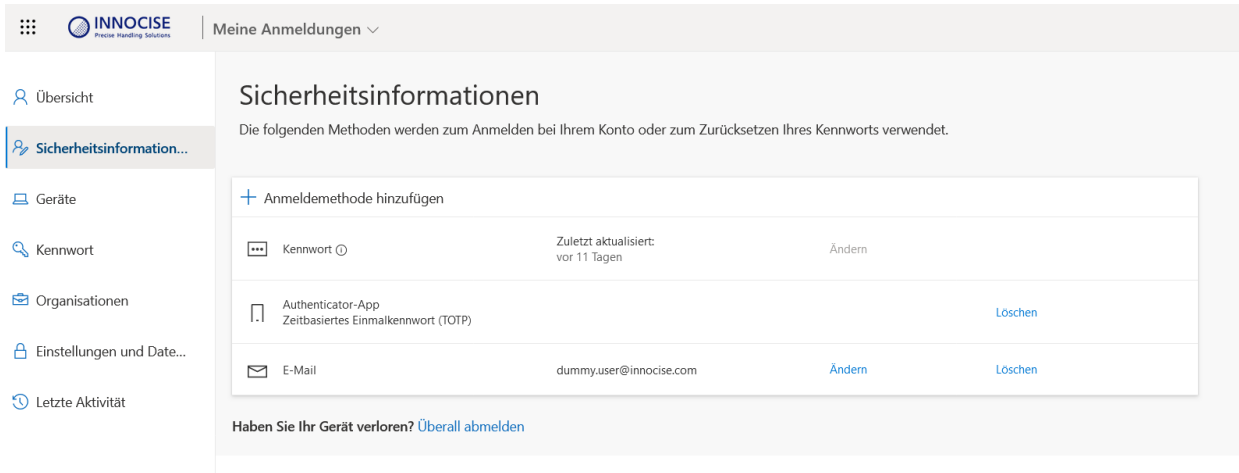
12. Click on *Finish* to finalize the setup.

### 2.3 Re-Login to Outlook and CRM

1. Open Outlook on your computer / smartphone
2. You will be presented with a login-prompt.
3. Enter your username (incl. @innocise.com) and password and proceed.
4. You will be presented with a MFA-prompt.
5. Fill in the required data (6-digit-code or MFA-challenge) and proceed
6. Open Edge and go to <https://crm.innocise.com>
7. Login to your account
8. Browse to *Personal E-Mail Account*
9. Click on *Disconnect*
10. Wait until disconnected
11. Click on *Connect*
12. Click on *Check Connection* and wait for the green banner to appear on the top.

### 3 Change or add MFA-method

1. Open the Web-Browser of your choice (Chrome / Edge / Firefox)
2. Enter the following URL <https://mysignins.microsoft.com/security-info>
3. Enter your username (with @innocise.com) and password and click on *Next*.
4. After successfully logging in you will be presented with a list of your current authentication methods:



The screenshot shows the 'Sicherheitsinformationen' (Security Information) page in a web browser. The page title is 'Sicherheitsinformationen' and the subtitle is 'Die folgenden Methoden werden zum Anmelden bei Ihrem Konto oder zum Zurücksetzen Ihres Kennworts verwendet.' (The following methods are used to sign in to your account or to reset your password). The page displays a list of authentication methods:

+ Anmelde-methode hinzufügen			
🔑 Kennwort	Zuletzt aktualisiert: vor 11 Tagen	Ändern	
📱 Authenticator-App Zeitbasiertes Einmalkennwort (TOTP)			Löschen
✉ E-Mail	dummy.user@innocise.com	Ändern	Löschen

Below the table, there is a link: 'Haben Sie Ihr Gerät verloren? Überall abmelden'.

5. Add or delete a MFA-method.



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