MFA FAQs

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Useful Links

1. MFA and SSPR portal (accessible without login) – https://mypassword.unilever.com/
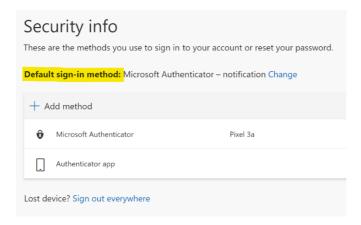2. MFA and SSPR guide to registering – https://mypassword.unilever.com/assets_azureMFA/docs/MFA Guide_2021_v5_EN.pdf
3. MFA FAQs – https://mypassword.unilever.com/assets_azureMFA/docs/MFA_FAQs.pdf
4. Una - https://unilever.service-now.com/esc
5. Yammer Group - https://web.yammer.com/main/groups/eyJfdHlwZSI6Ikdyb3VwIiwiaWWQiOiIxNjkxMzY5NDcyIn0/all

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

6. This means you are not registered for MFA.
7. To register please visit https://mypassword.unilever.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 have successfully registered for Azure MFA.

- If you have any issues with registration you can either raise it on Yammer https://web.yammer.com/main/groups/eyJfdHlwZSI6Ikdyb3VwIiwiaWWQiOiIxNjkxMzY5NDcyIn0/all or log a ticket with the Service Desk via Una for IT.

How many methods do I need to register?

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

Which methods are valid for MFA?

10. To be able to use MFA you must register with at least one method, either phone or Authenticator app.
11. It is recommended that you register with more than one method in case the primary method is ever unavailable.
12. Security questions and email options appear in the https://mysignins.microsoft.com/security-info portal because they are used for Self-Service Password Reset (SSPR), which shares this portal.

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

13. Yes, the application can be installed on any mobile device, it does not need to be Intune registered.
14. Note – although this option is made available for people to use there is no expectation that people use the app on a personal phone if they do not wish to.

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

1. 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.
2. Does the screen give an option to sign-in with a different method? If so, try that.
3. If you cannot proceed, please raise a ticket with the support team through Una for IT. You may need a colleague to do this for you if you cannot access Una.

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

1. Visit https://mysignins.microsoft.com/security-info
2. Sign-in with your username and password
3. You will see your registered methods - note only phone and app methods are valid for MFA. Others shown are for SSPR (self-service password reset) only.
4. Next to each method you can choose to change (for phone numbers) or delete.
5. You can also click '+ Add method' to register a new method.

Note - it is possible to register a mobile, alternate and office phone number and you can install the app on up to 5 devices.

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

1. Visit https://mysignins.microsoft.com/security-info
2. Sign-in with your username and password

3. You will see your registered methods - note only phone and app methods are valid for MFA. Others shown are for SSPR (self-service password reset) only.
4. Next to each method you can choose to change (for phone numbers) or delete.
5. You can also click '+ Add method' to register a new method.

Note - it is possible to register a mobile, alternate and office phone number and you can install the app on up to 5 devices.

I am trying to register with the Microsoft Authenticator app and the QR code scan keeps timing out.
1. 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.
2. Check that the app is fully updated and then try again – refer to your phone instructions to know how to do this.
3. Try removing the app and reinstalling it – try again.
4. If you cannot proceed, please raise a ticket with the support team through [Una for IT](#). You may need a colleague to do this for you if you cannot access Una.

I am trying to register with the Microsoft Authenticator app but receive a message saying 'You cannot set up passwordless phone sign-in…'
1. This feature is not yet enabled for Unilever.
2. If you are trying to register the application to use with MFA please follow the guidance document on https://mypassword.unilever.com/

I want to download the Microsoft Authenticator app but don't receive a download link / can't find my country in the list
1. You followed the instructions to install the app and landed at this page: https://www.microsoft.com/en-us/account/authenticator?cmp=vgfp7d_40oczo#getapp
2. Unfortunately this page does not work well, Microsoft have been made aware.
3. However, you can go directly to the app store for your device on the device itsel and install the app from there. Search for Microsoft Authenticator.

I am in China and cannot download the Microsoft Authenticator app from Google Play

The Microsoft Authenticator app for Android is available for download in China. The Google Play Store isn't available in China, so the app must be downloaded from other Chinese app marketplaces. Check [this article](#) for more information.