

# MFA FAQs

## Contents

MFA FAQs .....	0
What is Multi-Factor Authentication (MFA)?.....	1
Why do we need MFA? .....	2
Where can I manage my account sign-in? .....	2
I am presented with a message saying 'we need more information' when trying to sign-in. ....	2
How do I know if I am registered for MFA? .....	2
How many methods do I need to register? .....	3
Can I install the Microsoft Authenticator app on a personal mobile device? .....	3
What is the MFA Sign-in Experience with the Microsoft Authenticator App .....	3
I am being asked to 'approve sign in request' / 'enter code' but have not received it. ....	4
I have changed my mobile device or phone number; how do I update MFA? .....	5
What Sign in Methods Should I use? .....	6
I am trying to register with the Microsoft Authenticator app and the QR code scan keeps timing out.....	7
I am trying to register with the Microsoft Authenticator app but receive a message saying 'You cannot set up passwordless phone sign-in...'	7
I want to download the Microsoft Authenticator app but don't receive a download link / can't find my country in the list .....	7
I am in China and cannot download the Microsoft Authenticator app from Google Play .....	7
Useful Links.....	8

## What is Multi-Factor Authentication (MFA)?

- Multi-Factor Authentication (MFA) is a method to access applications and data that uses one or more additional steps to validate a person's identity, rather than relying on just a simple username and password combination. MFA helps prevent unauthorized access, helping organizations defend against identity theft, cyberattacks, and data breaches. These methods typically include:
  - **Something you know** (e.g., a password or PIN)
  - **Something you have** (e.g., a smartphone or hardware token)
  - **Something you are** (e.g., a fingerprint or facial recognition)



## Why do we need MFA?

- By combining multiple factors, MFA significantly enhances security, making it much harder for unauthorized individuals to access sensitive information.
- It is recommended that you register with at least 2 methods in case the primary method is ever unavailable. (Microsoft Authenticator app and Phone number)
- **At Unilever the preferred method of Authentication is the Microsoft Authenticator App which you can download on your mobile device.**

## Where can I manage my account sign-in?

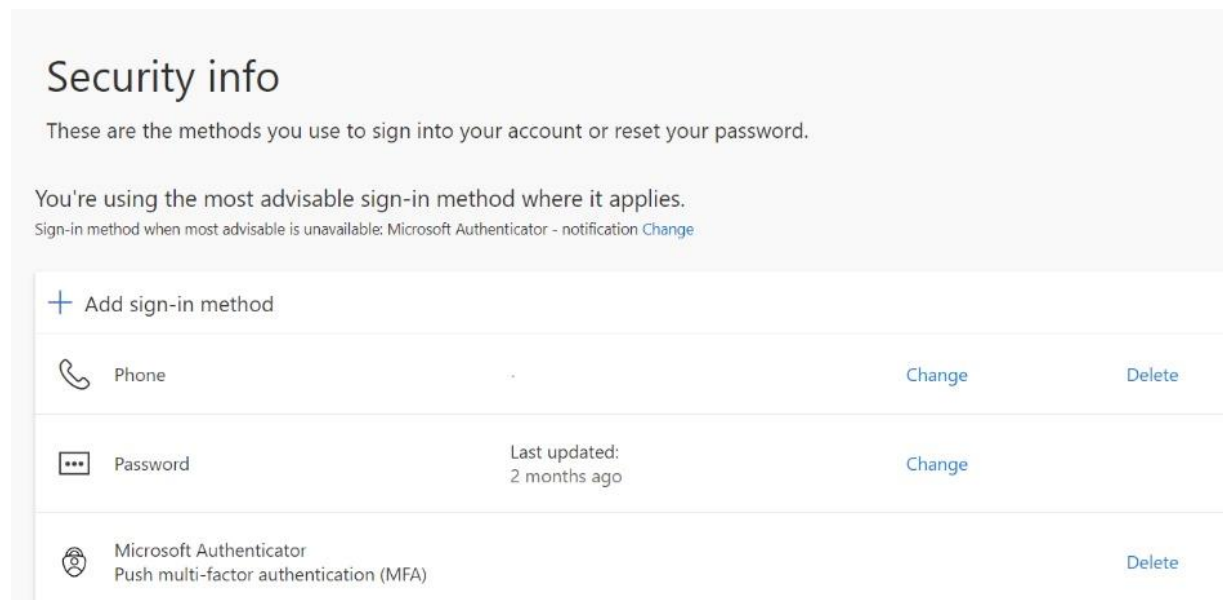
- You can easily manage the methods you use to securely sign into your Unilever account or reset your Unilever password, on any device, anytime, anywhere at the [MFA and SSPR Portal \(unilever.com\)](https://unilever.com/mfa-sspr-portal)

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

- This means you are not registered for MFA.
- To register please visit <https://mypassword.unilever.com> and follow the steps on the pdf guide.

## How do I know if I am registered for MFA?

On the [My Security Info](#) portal you will have all your sign-in methods listed. If your registered for MFA, you will have the Microsoft Authenticator, Phone or both.



The screenshot shows the 'Security info' section of a user's account. It lists three sign-in methods: Phone, Password, and Microsoft Authenticator. The Phone method has 'Change' and 'Delete' options. The Password method shows 'Last updated: 2 months ago' and a 'Change' option. The Microsoft Authenticator method has a 'Delete' option.

Method	Last updated	Actions
Phone		Change, Delete
Password	Last updated: 2 months ago	Change
Microsoft Authenticator Push multi-factor authentication (MFA)		Delete

If you have any issues with registration you can log a ticket with the Service Desk via the link [here](#) or through Una.



## How many methods do I need to register?

- To be able to use MFA you must register with at least one method, either phone or Authenticator app.
- **At Unilever the preferred method of Authentication is the Microsoft Authenticator App which you can download on your mobile device.**
- **It is recommended that you register with both methods in case the primary method is ever unavailable.**
- Note - 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.
- Only Phone or Authentication app are valid methods of Authentication for MFA.

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

- Yes, the application can be installed on any mobile device, it does not need to be Intune registered.
- 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.

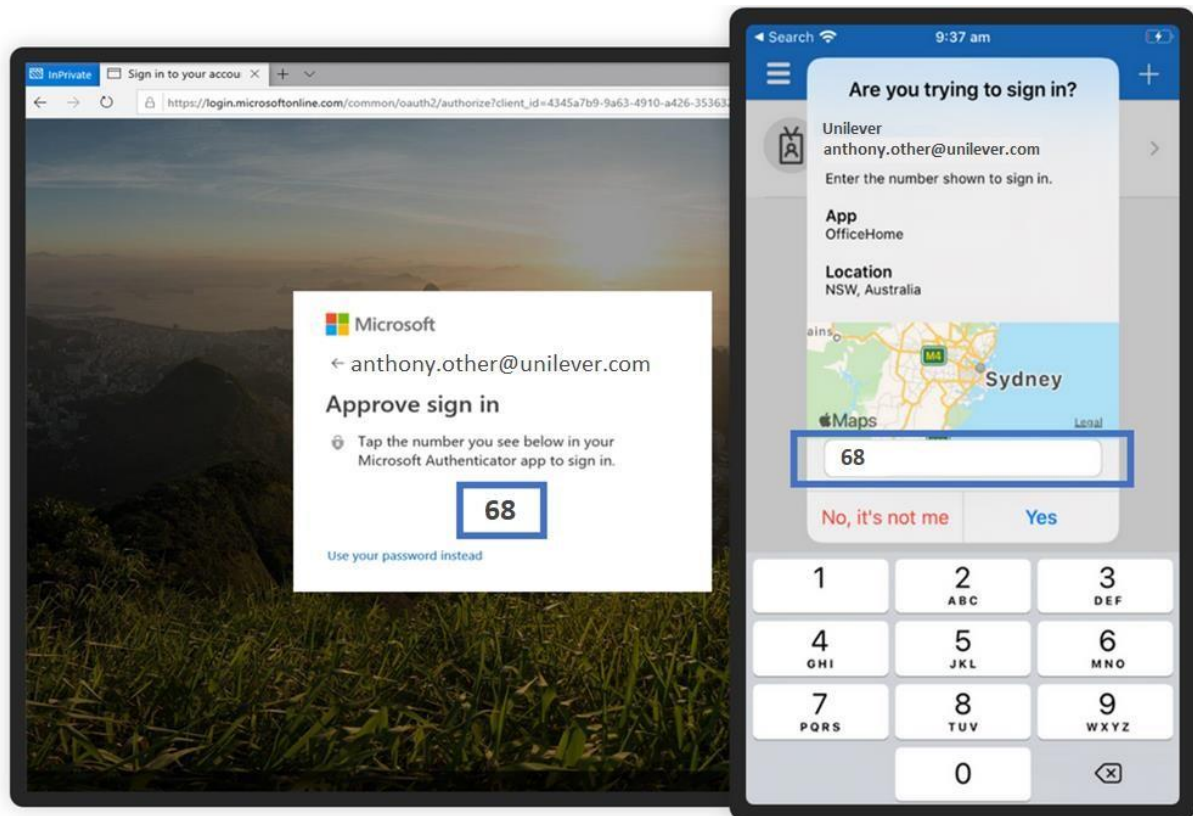
## What is the MFA Sign-in Experience with the Microsoft Authenticator App

Microsoft Authenticator MFA Notification Process:

1. MFA will be triggered when you access a Unilever application from a non-Unilever managed device or access a Unilever application that requires an additional security layer from a Unilever managed device. Typically, this would be a website browser.
2. You will be presented with a Microsoft Sign In screen, prompting for username (firstname.surname@unilever.com)
3. Enter your username and select Next
4. You will be prompted to enter your Password, select Next
5. You will be presented with a 2-digit code on your device and prompted to open Microsoft Authenticator App and enter the 2-digit code to proceed
6. Open the Authenticator app
7. Ensure your sign-in location and the application you are trying to access are correct
  - Enter the 2-digit number



- Select 'Yes'
8. If selected 'Yes' MFA security approval process is deemed successful. You can use the application.
  9. If selected 'No its not me', the MFA security approval process is rejected and you will be presented with a message in the browser to inform of the rejection – the requested resource cannot be accessed.



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

- Please check that your phone has network / Wi-Fi signal, notifications are enabled for the app and the phone is not in do not disturb mode.
- Does the screen give an option to sign-in with a different method? If so, try that.
- Some applications may still send a push notification requesting 'Approve or Deny' as an MFA prompt.
- If you cannot proceed, please raise a ticket with the support team [here](#) or through Una. You may need a colleague to do this for you if you cannot access Una.

## I have changed my mobile device or phone number; how do I update MFA?

On a Unilever Trusted Device:

- Visit <https://mysignins.microsoft.com/security-info>
- Sign-in with your username and password
- 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.
- Next to each method you can choose to change (for phone numbers) or delete.
- You can also click '+ Add sign-in method' to register a new method.

On a non-Unilever/ Not trusted device:

- Visit <https://mysignins.microsoft.com/security-info>
- Sign-in with your username and password
- **You will be asked to complete MFA – one of the methods registered \***
- 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.
- Next to each method you can choose to change (for phone numbers) or delete.
- You can also click '+ Add sign-in method' to register a new method.

**\* - This is why it's important to have more than one method registered. If you can't complete MFA, you will be unable to login and manage your sign-in methods**

### Note:

- It is possible to register a mobile, alternate and office phone number and you can install the app on up to 5 devices. If you get a New Mobile Phone
- If you change your mobile device, head to <https://mysignins.microsoft.com/security-info>, it's important to delete the old device and add a new one to keep your Authentication methods up to date.
- If you change your phone number, head to <https://mysignins.microsoft.com/security-info>, it's important to change your phone number and keep your Authentication methods up to date.



## What Sign in Methods Should I use?

The recommended Sign-in method on your Unilever Trusted Device is signing up for WHfB and using the Biometrics (Face, Fingerprint) or using the PIN.

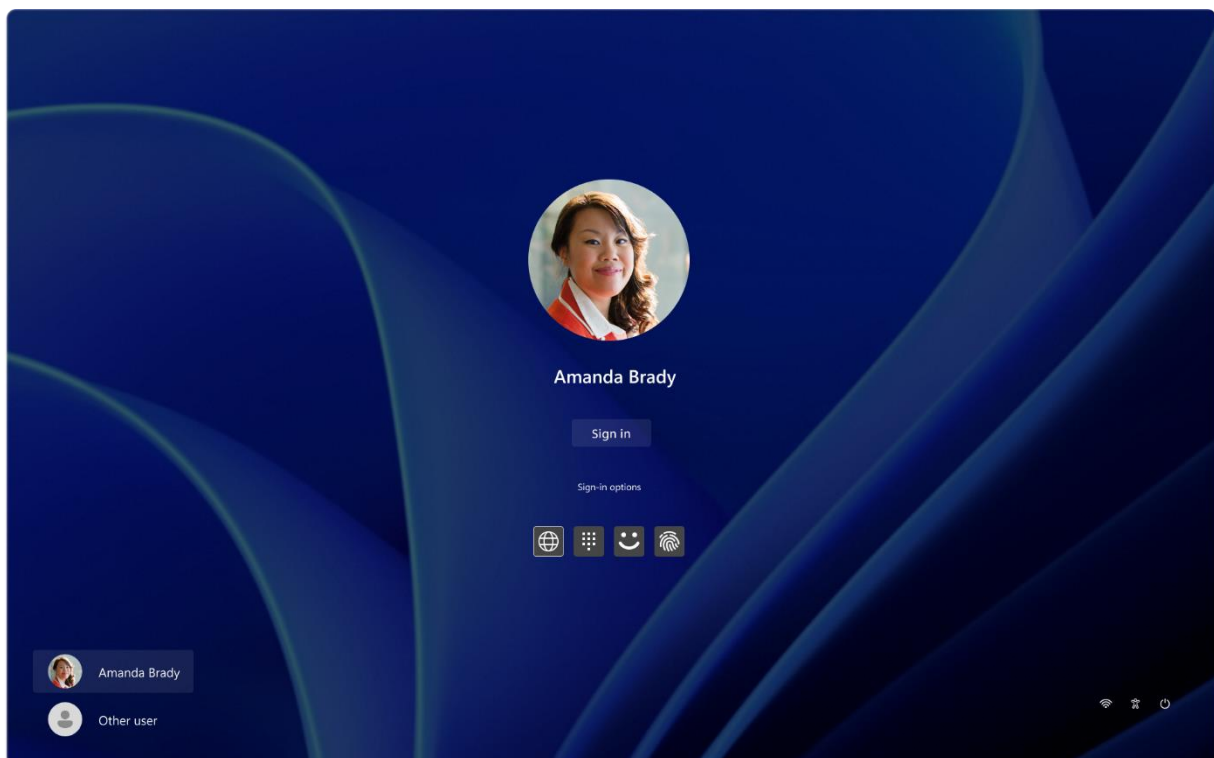
Why:

Your PIN is more secure as it is associated with the device and can only be used to login to that device. It is far more secure than using your password as it can never be Phished. We encourage everyone to use a PIN or biometric to login on their device giving you seamless sign in to most of your Unilever IT services.

What if I wanted to use my Password (Switching Sign-in methods):

You can use your password to login to your device at any time. When you get to the sign in screen on your device, click "Sign-in options" and your sign in methods will pop up as little buttons. From here you can sign in to your device using your password and any other methods registered.

**\* - At Unilever the preferred sign in method is the WHfB pin which allows you to login to your device using a 6-digit PIN which can only be used to login to your device.**



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

- Please check that your phone has network / Wi-Fi signal, notifications are enabled for the app and the phone is not in do not disturb mode.
- Check that the app is fully updated and then try again – refer to your phone instructions to know how to do this.
- Try removing the app and reinstalling it – try again.
- If you cannot proceed, please raise a ticket with the support team through Una or through the link [here](#). 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...’**

- if you are having issues enabling, please contact the service desk
- 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**

- You followed the instructions to install the app and landed at this page:
  - [https://www.microsoft.com/enus/account/authenticator?cmp=vqfp7d\\_40oczo#getapp](https://www.microsoft.com/enus/account/authenticator?cmp=vqfp7d_40oczo#getapp)
- Unfortunately, this page does not work well, Microsoft have been made aware.
- However, you can go directly to the app store for your device on the device itself 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.



## Useful Links

1. [MFA and SSPR portal](#) (accessible without login)
2. [MFA and SSPR guide to registering](#)
3. [MFA FAQs](#)
4. [MFA Sign-In with Microsoft Authenticator Application](#)
5. [Microsoft Authenticator Phone Sign-in/Passwordless capability](#)
6. [How to change, reset or unlock my Unilever laptop password?](#)

