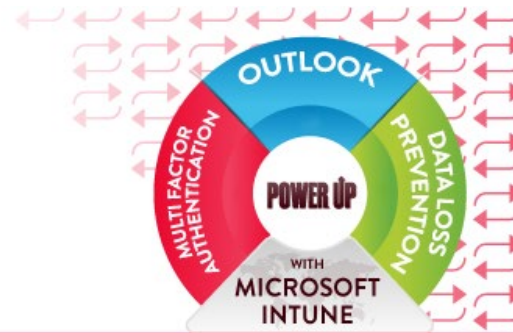




POWER UP YOUR PRIVACY & SECURITY



WITH MULTI FACTOR AUTHENTICATION

Revised 6/24/2020

MULTI-FACTOR AUTHENTICATION (MFA) ENROLLMENT



There are multiple options for Multi-Factor Authentication.

However, it is highly recommended to use the **Microsoft Authenticator App** option **AND** the **Phone Call** option.

The steps illustrated below are for configuring MFA ***without*** the Microsoft Authenticator App.



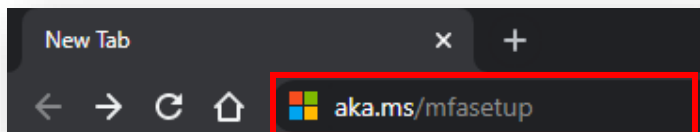
Be sure to have both a laptop/pc and a mobile device available since both will be used for enrollment.

Each step will have an icon showing it is to be completed on a Laptop/PC  or a Mobile Device .

Please also have all Passwords (Hershey account, Apple ID, Google Play Sign-in) ready in case they are needed.

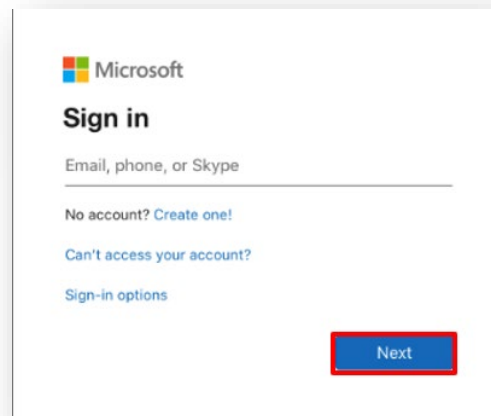
Step 1

Navigate to <https://aka.ms/mfasetup>



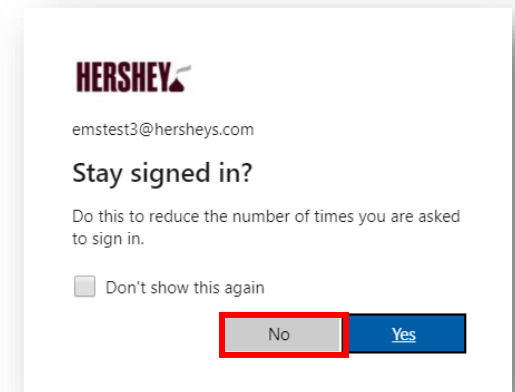
Step 2

You will be prompted to sign into your account. Please use your Hershey email address and password, then click **"Next"**.



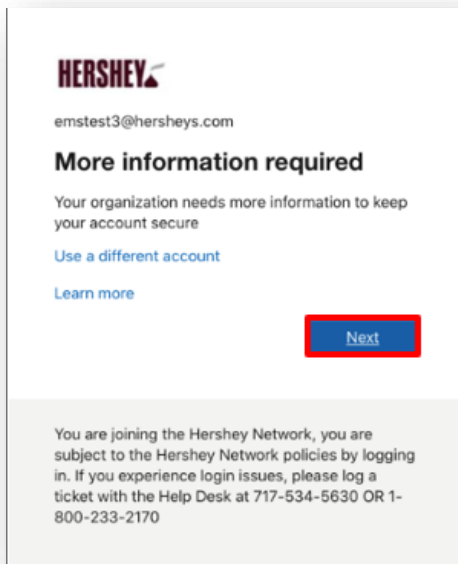
Step 3

Select **"No"**.



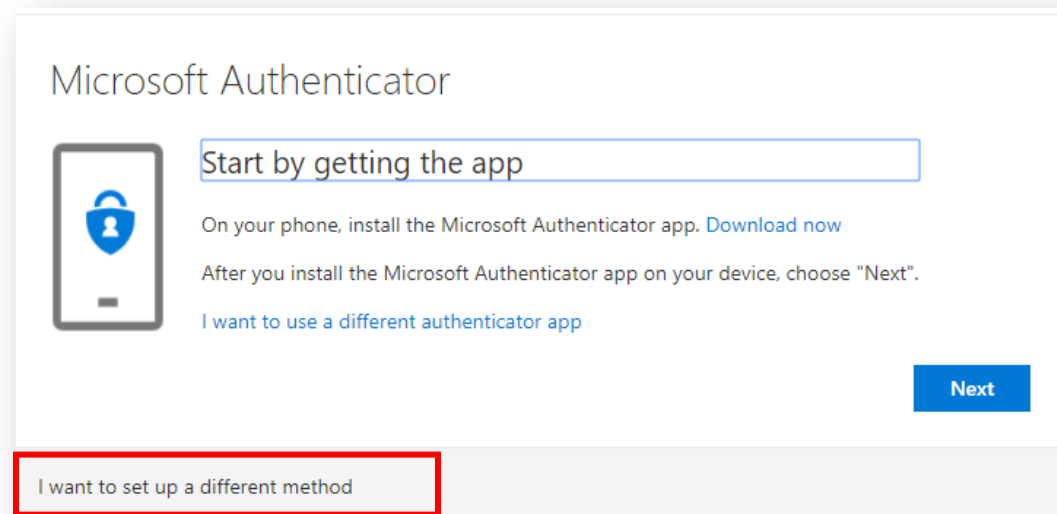
Step 4

You will be taken to a "More information required" screen pictured below. Click "**Next**".



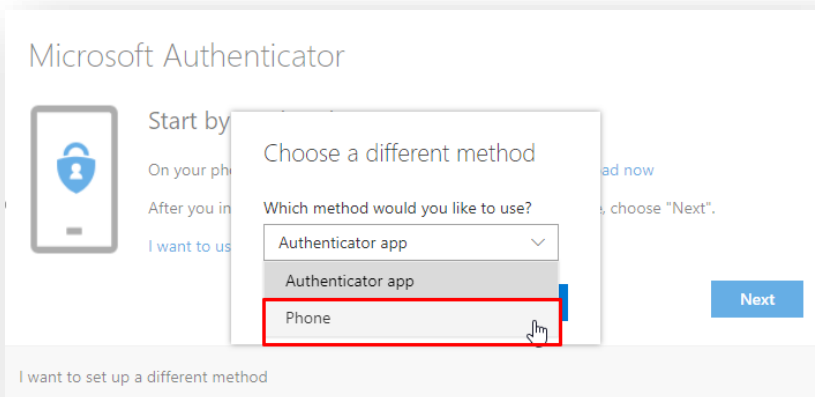
Step 5

The screen will display information about the Microsoft Authenticator app. Since you do not have a mobile device to install the Microsoft Authenticator app on, you will select "**I want to set up a different method**".



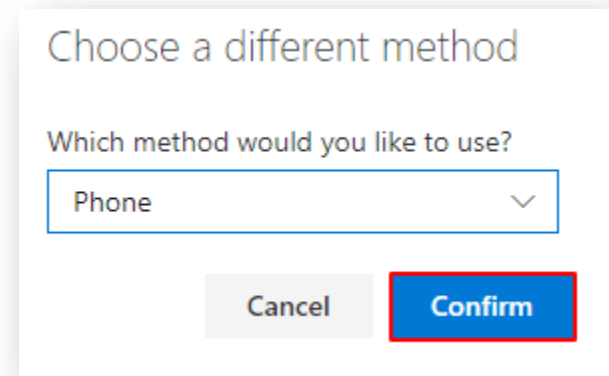
Step 6

The only option other than the Authenticator app is a phone call. Select **"Phone"**.



Step 7

Select **"Confirm"**.



Step 8

Enter the phone number you would like to register and select either **"Text me a code"** - or - **"Call me"**.



If you enter a desk phone number here, you run the risk of not being authenticated unless you are in the office.
It is highly recommended you enter a phone that you always have access to.

Click **"Next"**.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?

United States (+1)

Text me a code
 Call me

Message and data rates may apply.

Cancel

Step 9

You will receive a phone call or a text message on the phone number you entered.

Answer the automated call so you can be prompted for a response using your device's keypad.

- or -

Enter the text code on your **Laptop/PC**.

Select **"Next"**.

Phone

We just sent a 6 digit code to +1 [redacted]. Enter the code below.

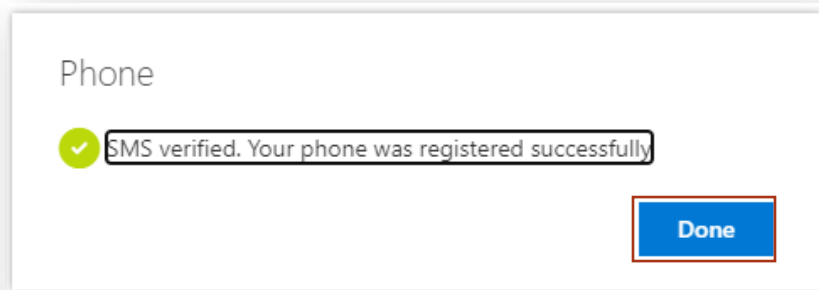
[Resend code](#)

Back

Step 10

You will now see a page showing your phone was registered successfully.

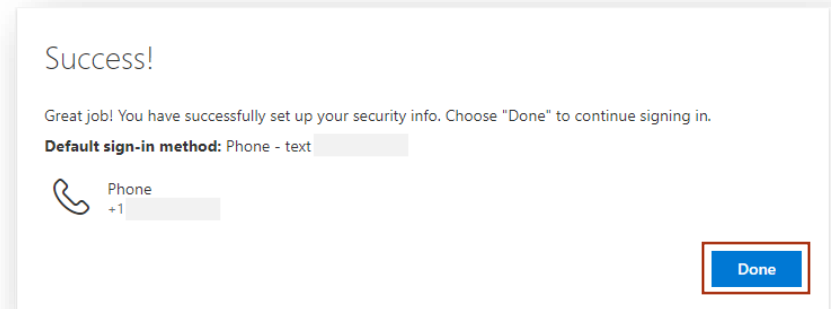
Click "**Done**" to continue.



Step 11

You will see a Success! screen showing your security info has been registered.

Click "Done".



Step 12

You will now be at the Security info page.

Click "**Add Method**"

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 [Change](#)

+ Add method

Phone

+1

Step 13

Select "**Alternate Phone**"

Add a method

Which method would you like to add?

Alternate phone

Authenticator app

Alternate phone

Step 14

You will see only the **"Call Me"** option.

Enter the Phone number you would like to register and click **"Next"**

Phone

You can prove who you are by answering a call on your phone.
What phone number would you like to use?

United States (+1)

Call me

Message and data rates may apply.

Step 15

You will receive a phone call or a text message on the phone number you entered.

Answer the automated call so you can be prompted for a response using your device's keypad.

Phone

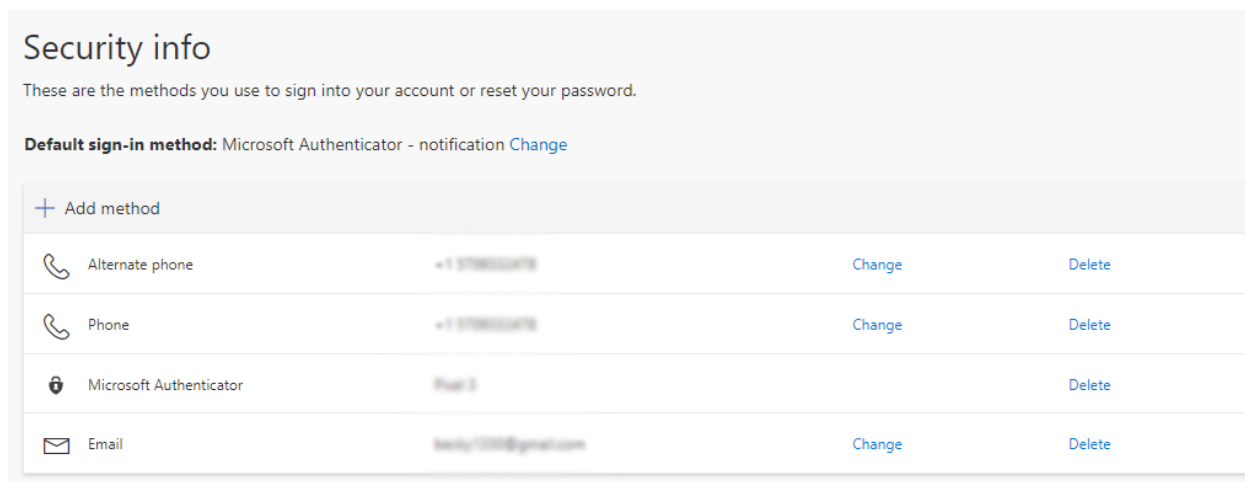
We're calling +1 now.

Click **"Done"**.

Phone

Call answered. Your phone was registered successfully

You will be taken back to the main Security Info screen. You should now see both methods added to your list.



Your account now has Multi-Factor Authentication and is more secure!



When signing into Microsoft services with your Hershey account you may be prompted for authentication so be ready to approve the login request.

For security reasons, only approve requests that you initiated!

If you ever need to change your authentication methods – [Click Here](#) for the Instructions.

Please share your feedback on the Intune/MFA process with us via a brief [Microsoft Forms survey](#).