

Section 1. Set up of the MFA (Multifactor Authentication)

How to authenticate **for the first time**:

Step 1. Link for MFA → <https://aka.ms/mfasetup>

Step 2. Enter your username in the following format (CorpID@irco.com) and then click **Next**.

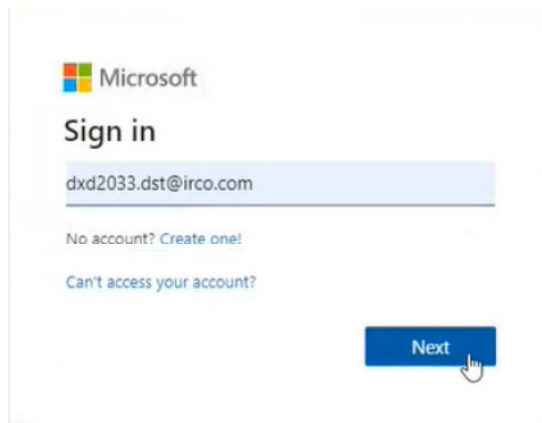
For example:

a user with a Corporate ID = ccxxxx would enter "ccxxxx@irco.com"

a user with a Corporate ID = xxxnnnn.ext would enter "xxxnnnn.ext@irco.com"

a user with a Corporate ID = xxxnnnn.dst would enter "xxxnnnn.dst@irco.com"

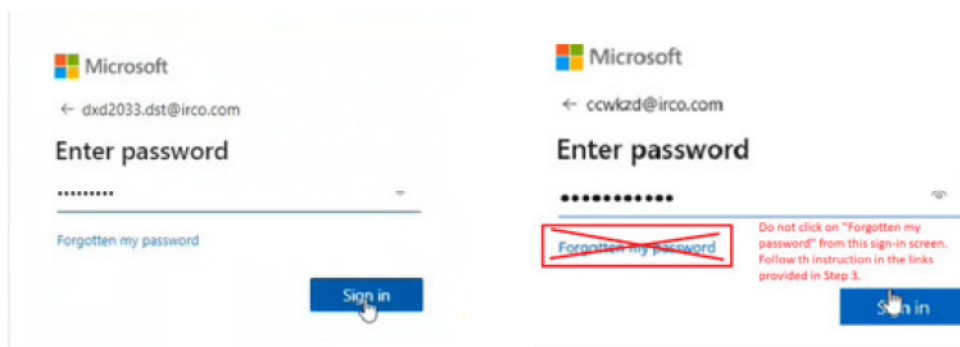
NOTE: Do not enter Corp\ccxxxx as you may have done previously.



Step 3. Enter your Corporate ID password and click **Sign In**.

Please **NOTE** : you need to have your Corporate Password. If you are authenticating for the **first time** and you do not have a valid Corporate ID Password please call the IT international Help Desk 00800 4348 4357 and ask specifically for a Corporate ID password renewal.

Do not click *Forgotten my password* as it won't allow you to change it, if you have not already setup the multifactor authentication.



If you try to use *Forgotten my password* without having authenticated before, the system will show you the error message below.

Microsoft

Get back into your account

We're sorry

You can't reset your own password because you haven't registered for password reset.

If you can't sign in, you must [contact your administrator](#) to reset your password for you.

After you can sign in again, [register for self-service password reset](#), to make sure that you're able to reset your own password in the future.

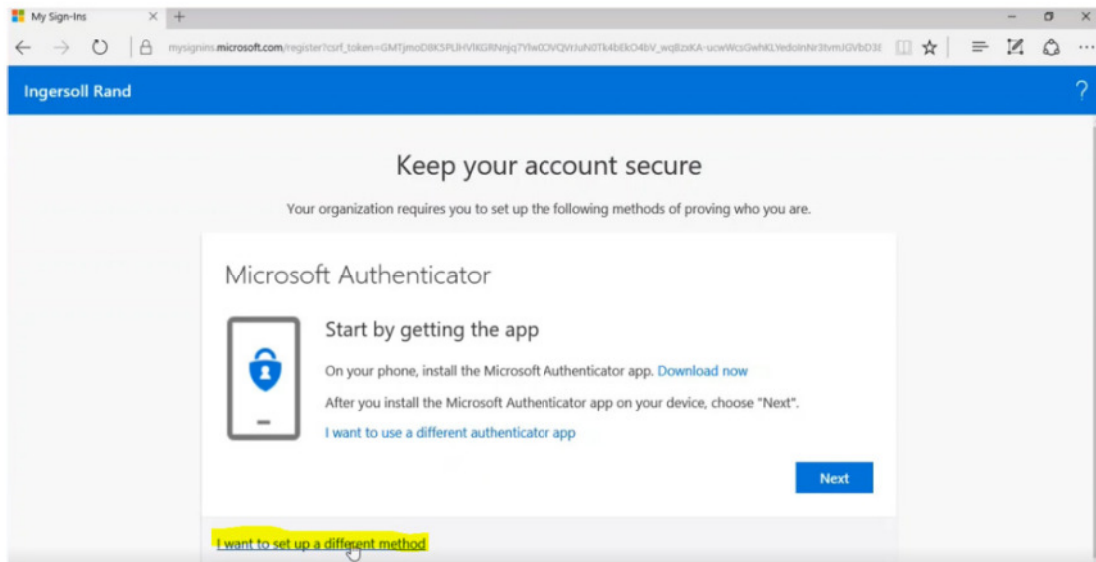
Show additional details

"Forgotten my password" can be **used only AFTER** you have configured MFA.

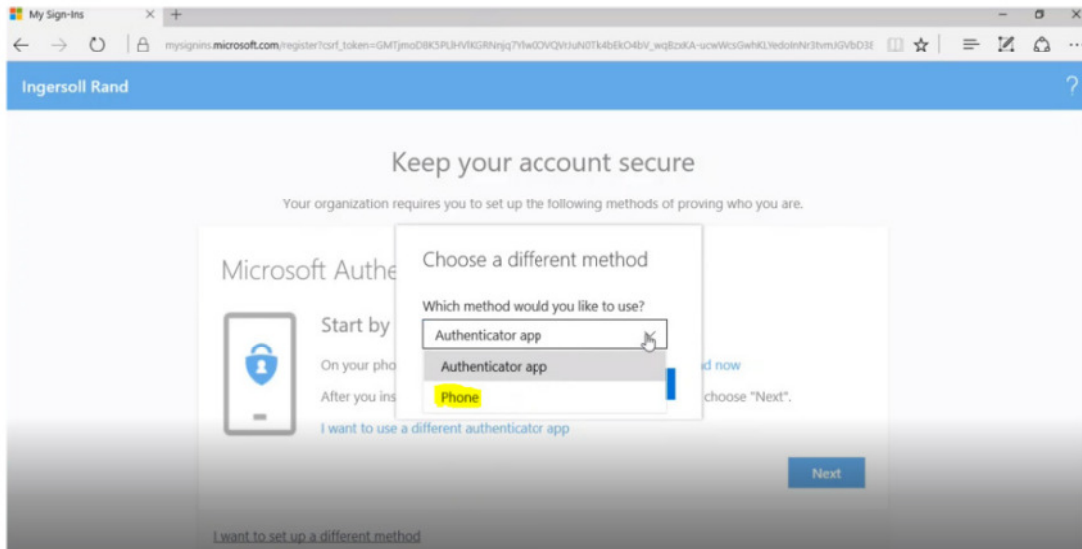
Step 4. You will now need to set the Multi Factor Authentication with Microsoft.

Here we advise a setup of a verification method by SMS, which, as long as you keep the same phone number, will remain valid even after a phone replacement. This option is easy to miss so please follow the steps below carefully.

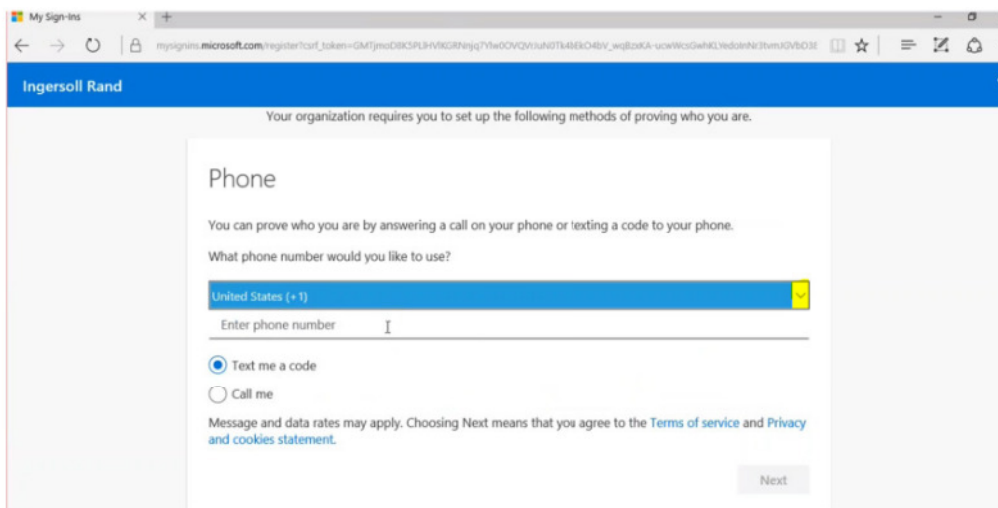
Click on **"I want to set a different method"**



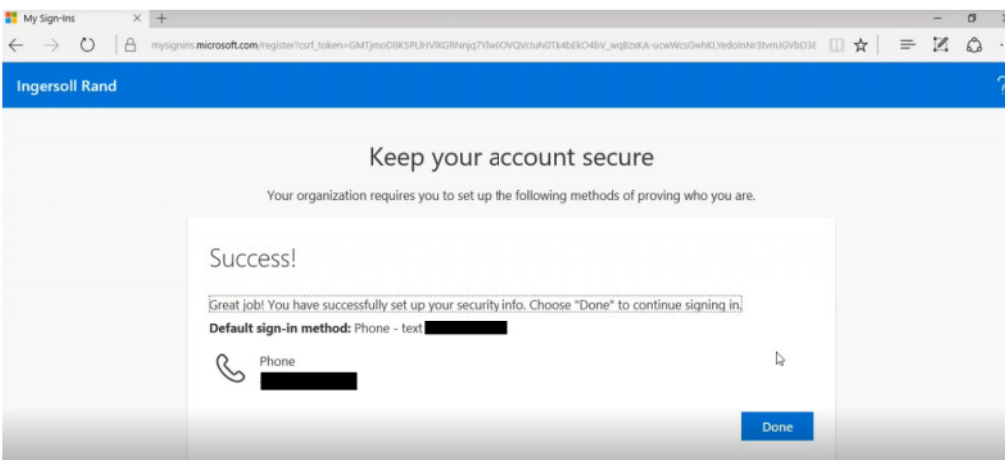
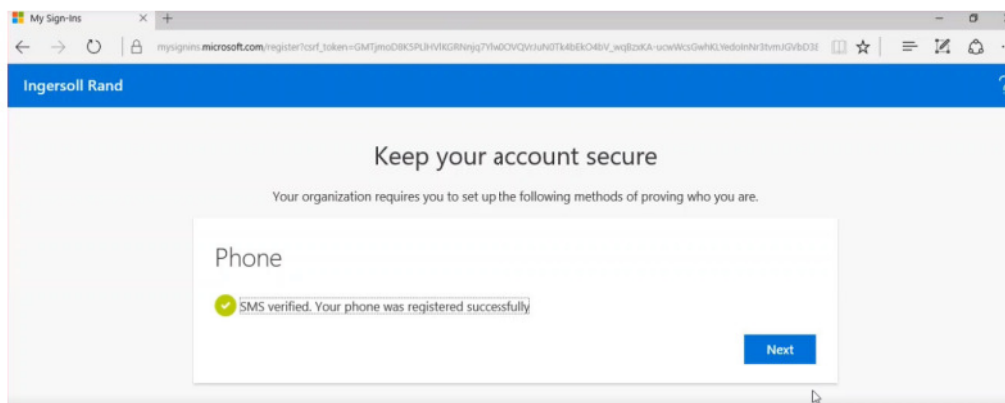
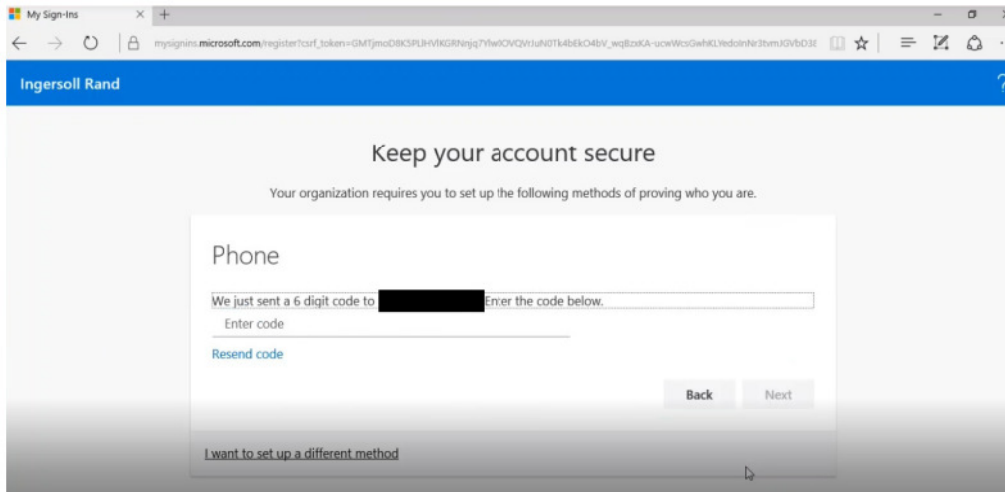
Step 5. select "Phone"



Step 6. Select "Text me a code", pick your country from the drop-down menu and add your phone number (without the country code, but keeping the first 0 if there is one)



Step 7. You will receive a code via SMS. Please enter the code you received and click "**Next**" to verify and complete the setup.



Step 8. Select whether if you wish to stay signed in for next time or display this message again.

A screenshot of a Microsoft sign-in dialog box. It features the Microsoft logo and the text 'Microsoft' at the top. Below that is the email address 'dxd2033.dst@irco.com'. The main heading is 'Stay signed in?'. The text below the heading says 'Do this to reduce the number of times you are asked to sign in.' There is a checkbox labeled 'Don't show this again' which is currently unchecked. At the bottom, there are two buttons: a grey 'No' button and a blue 'Yes' button with a white underline under the 'y'.