

HOW TO GUIDE

Azure MFA – Setup guide



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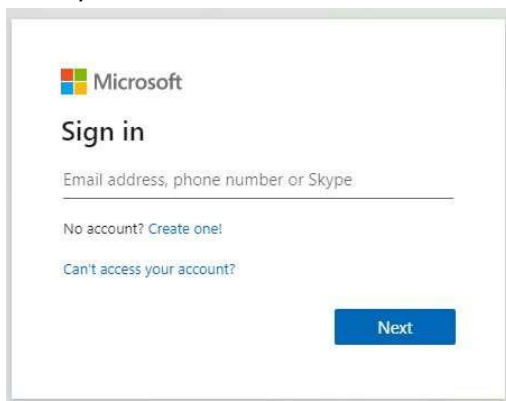
Please complete the following steps - estimated activity time 15- 20 mins

NB - when you have completed the enrolment process you will now login to a new portal at remote.hiscox.com - you can check this in the link at the end of the enrolment steps.

1. Enrolling in Azure MFA

Please note that you must enroll with 2 methods of authentication.

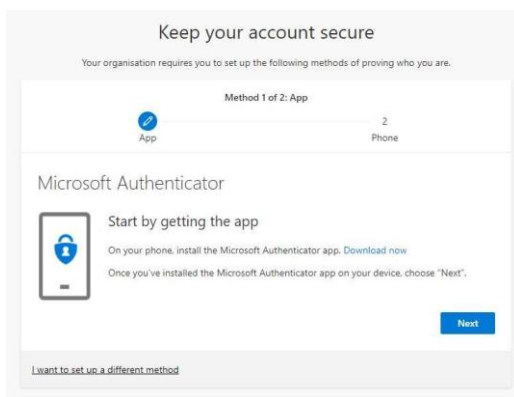
- From within a Citrix session browse to: <https://aka.ms/mfasetup>
Note: If you are not logged into a Citrix session this will not work.
- Enter your Hiscox email address



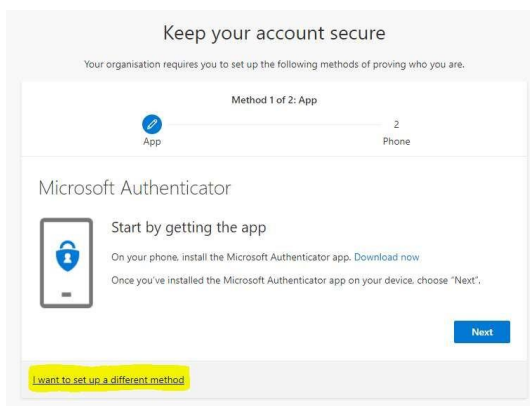
- Select Next on the “More information required” screen



- On the “Keep your account secure” screen you will be prompted to setup the Azure MFA mobile app for authentication. If you would like to enrol via this method which is the one we advise select “Next” and follow the instructions on screen.

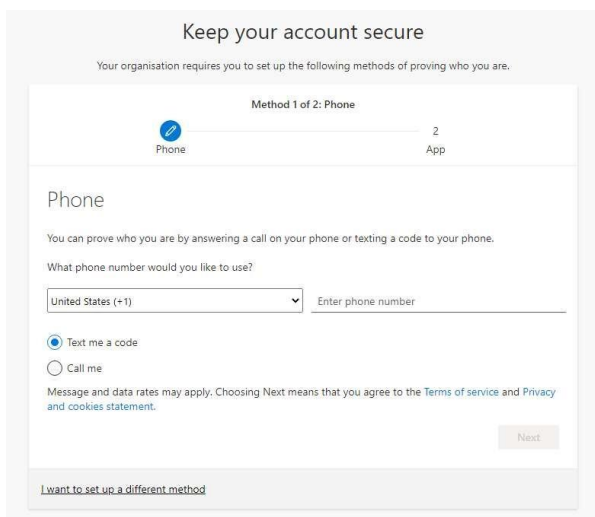


- If you would like to enrol via a different method select the option at the bottom of the dialog that says “I want to set up a different method”



Below is a detailed list of all the options available.

- Option 1 (**Preferred**) – “**Mobile App**”
 - “**Receive Notifications for Verification**” – This will send you a prompt on your mobile device to approve/deny a sign in attempt. You will not need to enter any codes for this, and it is the fastest, easiest and most secure method of authentication.
Note: Wifi or cellular connection Required
 - “**Use verification code**” - This will require you to open the MFA app on your device and obtain a code to type in on the login page. **This option can be used completely offline. If you do not have Wi-Fi or cellular connectivity, use this option.**
- Option 2 – “**Phone**”



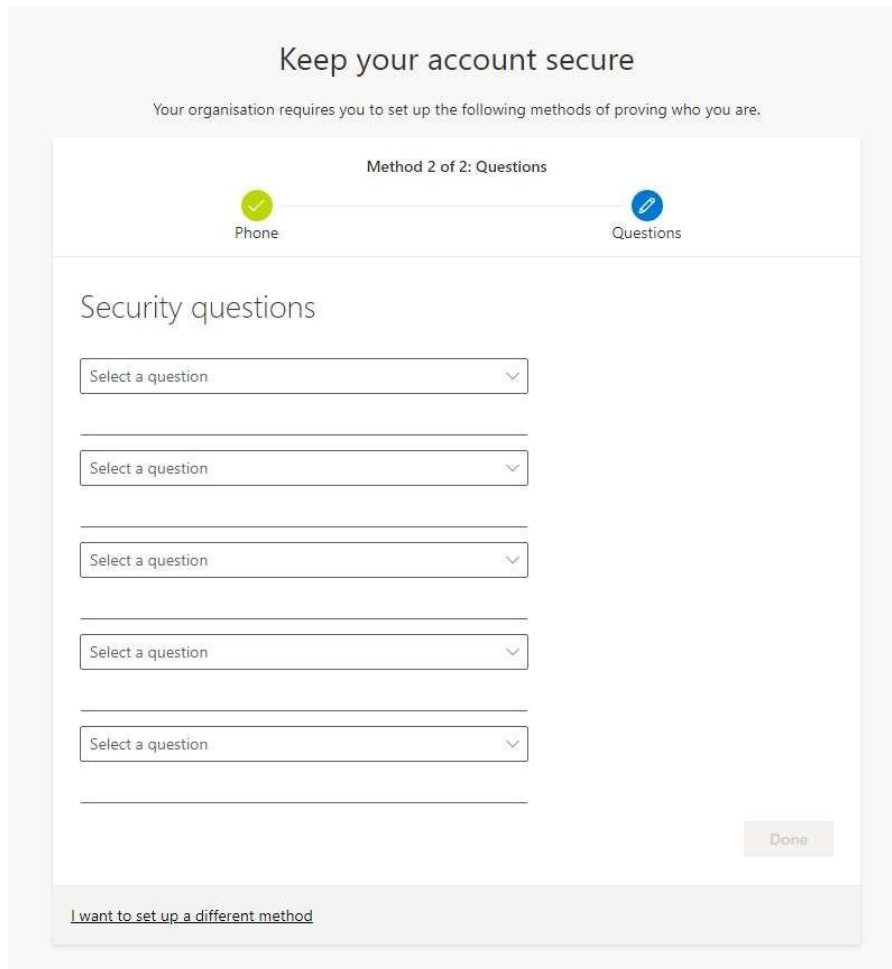
The screenshot shows a web interface titled "Keep your account secure" with the subtext "Your organisation requires you to set up the following methods of proving who you are." Below this, there is a progress indicator for "Method 1 of 2: Phone" and "2 App". The main section is titled "Phone" and contains the following text: "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?" There is a dropdown menu for the country code, currently set to "United States (+1)", and a text input field for the phone number. Below the input fields are two radio buttons: "Text me a code" (which is selected) and "Call me". A small note below the radio buttons states: "Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement." At the bottom right of the form is a "Next" button. At the bottom left, there is a link: "I want to set up a different method".

- “**text me a code**” - This is so that you can receive an SMS text message to your mobile phone.
- “**Call Me**” – You will receive a phone call from an automated service and your code will be read aloud to you.

Once you have completed this you will then be asked to setup method 2 with a screen similar to the first one.

Depending on what you chose for method 1 it will either direct you towards the App or the Phone setup. At this point however you can opt to setup 5 security questions. To use these questions, choose the option at the bottom of the dialog that says “I want to setup a different method” the option for security questions will be listed.

Answer each of the questions and select Done. This will complete your enrolment process.



Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Method 2 of 2: Questions

Phone Questions

Security questions

Select a question

Select a question

Select a question

Select a question

Select a question

Done

[I want to set up a different method](#)

You have completed the Azure MFA enrollment steps

Please test the success of your enrollment by going to remote.hiscox.com and logging in

2. Azure MFA FAQ's.

- What should I do if I don't receive a response on phone?**
 Attempt up to five times in 5 minutes to get a SMS for authentication. Microsoft uses multiple providers for delivering calls and SMS messages. If this approach doesn't work, open a support ticket with IT service desk. Third-party security apps may also block the verification code text message or phone call. If using a third-party security app, try disabling the protection, then request another MFA verification code be sent.

Try this	Guidance info
Restart your mobile device	Sometimes your device just needs a refresh. When you restart your device, all background processes and services are ended. The restart also shuts down the core components of your device. Any service or component is refreshed when you restart your device.
Verify your security information is correct	Make sure your security verification method information is accurate, especially your phone numbers. If you put in the wrong phone number, all of your alerts will go to that incorrect number. Fortunately, that user won't be able to do anything with the alerts, but it also won't help you sign in to your account. To make sure your information is correct, see the instructions in the Manage your two-factor verification method settings article.
Verify your notifications are turned on	Make sure your mobile device has notifications turned on. Ensure the following notification modes are allowed:

Try this	Guidance info
	<ul style="list-style-type: none"> • Phone calls • Your authentication app • Your text messaging app <p>Ensure these modes create an alert that is <i>visible</i> on your device.</p>
<p>Make sure you have a device signal and Internet connection</p>	<p>Make sure your phone calls and text messages are getting through to your mobile device. Have a friend call you and send you a text message to make sure you receive both. If you don't receive the call or text, first check to make sure your mobile device is turned on. If your device is turned on, but you're still not receiving the call or text, there's probably a problem with your network. You'll need to talk to your provider. If you often have signal-related problems, we recommend you install and use the Microsoft Authenticator app on your mobile device. The authenticator app can generate random security codes for sign-in, without requiring any cell signal or Internet connection.</p>
<p>Turn off Do not disturb</p>	<p>Make sure you haven't turned on the Do not disturb feature for your mobile device. When this feature is turned on, notifications aren't allowed to alert you on your mobile device. Refer to your mobile device's manual for instructions about how to turn off this feature.</p>
<p>Check your battery-related settings</p>	<p>If you set your battery optimization to stop less frequently used apps from remaining active in the background, your notification system has probably been affected. Try turning off battery optimization for both your authentication app and your messaging app. Then try to sign in to your account again.</p>
<p>Disable third-party security apps</p>	<p>Some phone security apps block text messages and phone calls from annoying unknown callers. A security app might prevent your phone from receiving the verification code. Try disabling any third-party security apps on your phone, and then request that another verification code be sent.</p>

- **I don't have my mobile device with me or I lost my mobile phone**

It happens. You left your mobile device at home, and now you can't use your phone to verify who you are. Maybe you previously added an alternative method to sign in to your account, such as through your office phone.

If so, you can use this alternative method now. If you never added an alternative verification method, you can contact IT service Help desk for assistance.

- **I have a new phone number and I want to add it**

If you have a new phone number, you'll need to update your security verification method details. This enables your verification prompts to go to the right location. To update your verification method, follow the steps in the how to change my authentication provider section of this article and under add a method use "Phone Number" instead of Authenticator App" and follow on screen instructions.

If this process is not working for you then please contact IT Service Desk to help you update your mobile information.

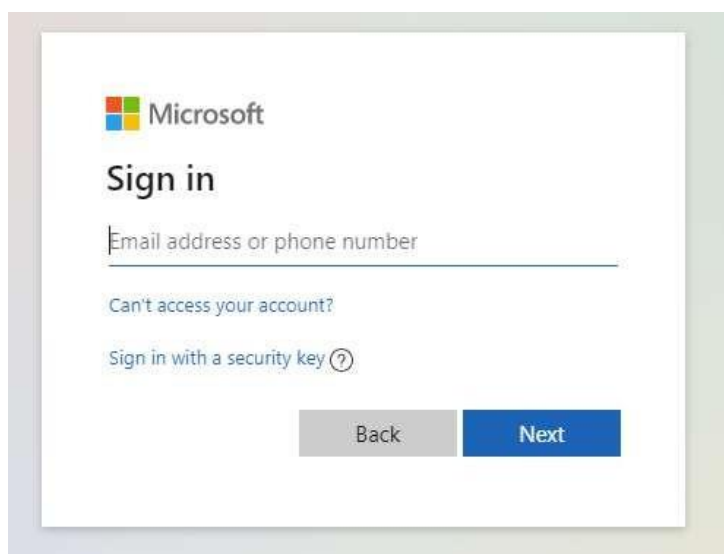
3. Switching between Azure MFA authentication Methods.

Currently there are four methods supported within Hiscox for Azure MFA

- Microsoft Authenticator App – push notification
- Microsoft Authenticator App – token code
- SMS
- Phone call

Switching between Azure MFA authentication methods:

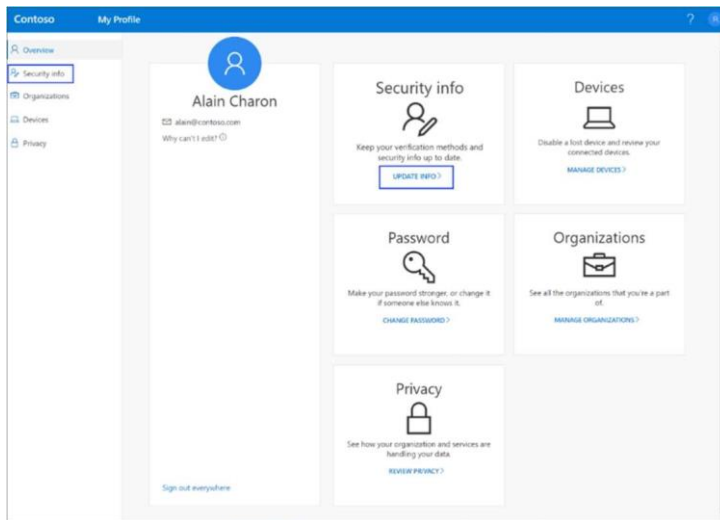
- Navigate to <https://myaccount.microsoft.com/>



- Enter your Hiscox Email address i.e. firstname.lastname@hiscox.com and click **Next**.
- You will be redirected to a Hiscox login screen. Complete the login



- Once you have authenticated you will be redirected to an Azure MFA setup page:

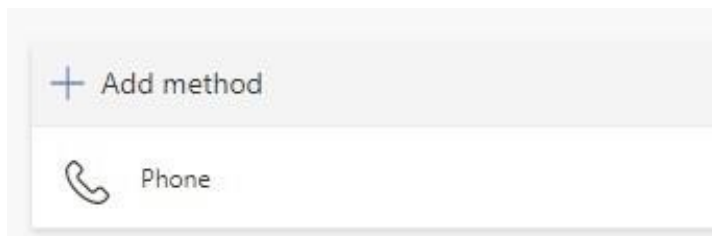


- Select **Security info** and click on “**Update Info**”

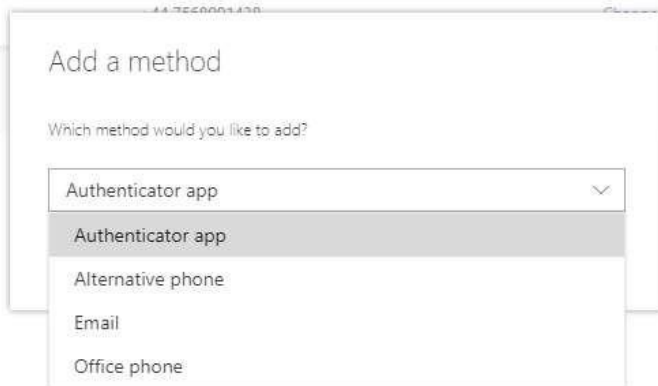


You will then be presented with a final page where you can update your authentication settings.

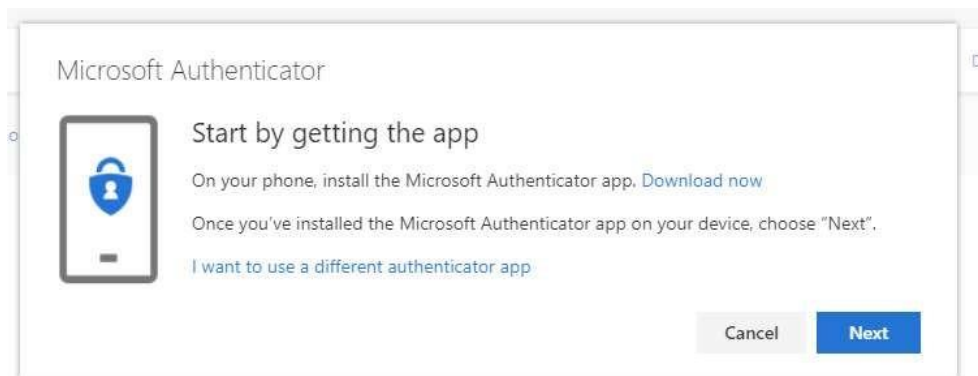
Click on **Add Method** as shown below



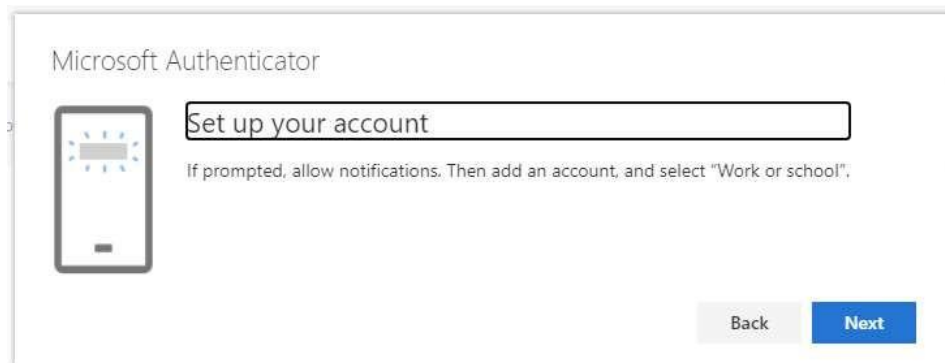
Once you click on “Add a Method “window you will then be promoted to select your preferred authentication method and follow on screen instruction.



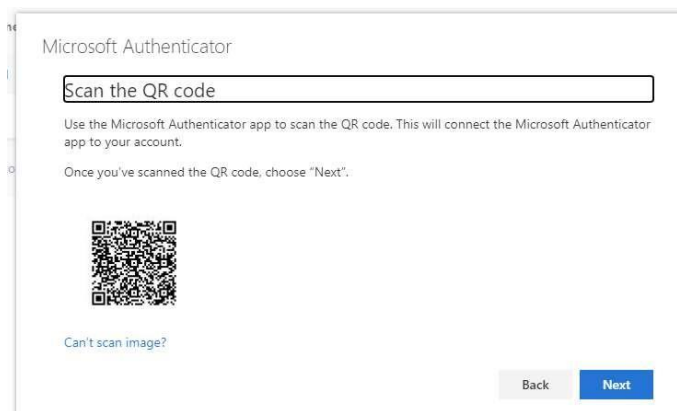
In this case we are switching from Text Message to Authenticator App. The instructions on your screen will guide you through the steps you need to take.



Click **Next**



Click **Next**



You may receive a prompt asking whether to allow the app to access your camera. You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step.

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Netherlands	+31 20 799 1899	421899
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