

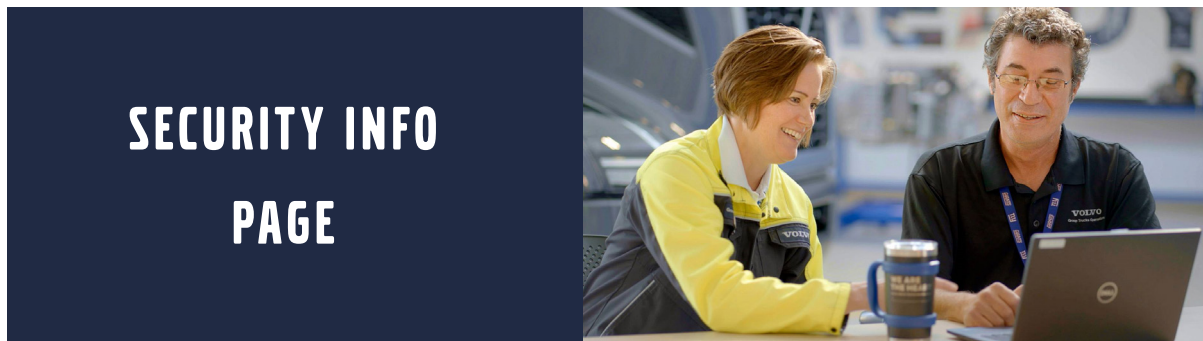
SELF-TROUBLESHOOTING OF MFA ISSUES

This is a guide for end users needing assistance with MFA. Here you will find steps to combat the most common issues that can present themselves when setting up, managing, or using MFA. This document was created to allow users to help themselves before contacting the support teams.

COMMON MFA ISSUES



1. [I have problems with the Microsoft Security info page.](#)
2. [I don't receive an MFA challenge on my phone \(call or SMS\).](#)
3. [I cannot download the Authenticator App on my device.](#)
4. [I cannot setup my Security Key \(e.g., Yubikey\).](#)
5. [I have password issues.](#)
6. [I lost/broke my MFA device or cannot access my MFA method.](#)
7. [I want to change my phone number for MFA.](#)
8. [I am not able to register a new MFA method to my account.](#)
9. [I don't have a mobile phone for MFA. / I don't want to use my private mobile phone for MFA.](#)



SECURITY INFO PAGE

I HAVE PROBLEMS WITH THE MICROSOFT SECURITY INFO PAGE.

Q: What exactly is not working?

A #1: I see the Security Info page for another work account I use.

- Details:** This can happen when you are actively using various Microsoft work accounts on your device.
- Technical reason:** The browser will save security tokens for these logins and will prevent you from navigating to the right tenant.
- Remedy:** To avoid this, we recommend using an incognito/InPrivate browser session.
- How-To:** You can open an incognito (Google Chrome) or InPrivate (Microsoft Edge) browser session by pressing and holding the "**Ctrl**" (on MacOS: "**Cmd**") and "**Shift**" keys and then pressing the "**N**"-key.

A #2: When I use the link the page does not load.

- Details:** This problem suggests network connection problems.
- Technical reason:** Without an internet connection cloud resources are not accessible.
- Remedy:** To narrow down the possible causes for the connection issue you can try various things:
1. Check if other web pages (e.g., www.google.com) are loading.
 2. Check if you are the only one in the vicinity to experience network connection issues.
 3. Try to connect to the network using another device.
- How-To:** Regarding the checkpoints above:
1. Please navigate to another web page (e.g., www.google.com) and try to navigate the page to ensure that the browser does not use cached data. If the web page loads and works normally, there is a problem with the server hosting the Security Info page.

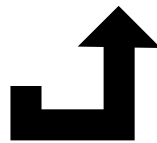
This should only be a time-limited issue and the site should be accessible soon. But to accelerate the process, please raise an incident with your 1st line support team.
 2. If others are also experiencing connection issues, please contact the IT helpdesk in charge of the local network you are trying to connect to.

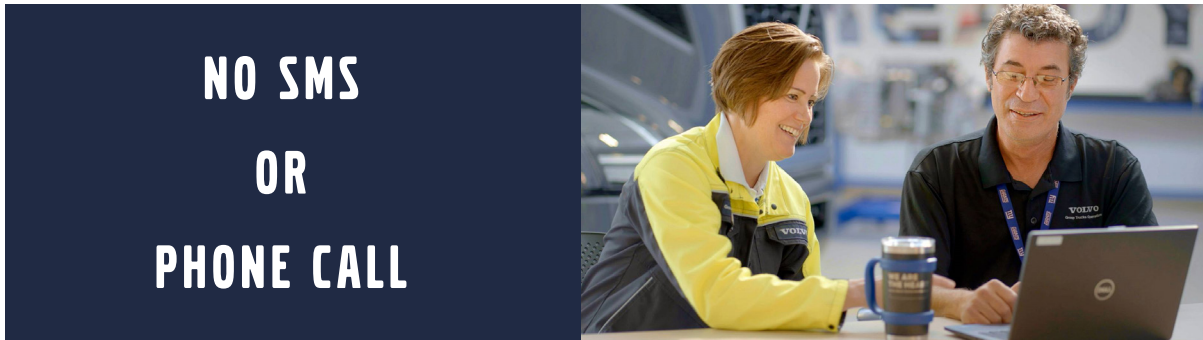
V O L V O

3. When no other web pages load but no one is experiencing network connection issues, the device you are using might be defective or the network connection settings are wrong. If available, try using another device. If this is not an option, please contact your local IT support to try to check the device you are trying to use.

A #3: I cannot see the MFA method I just set up.

<u>Details:</u>	After going through the entire MFA setup process for one of the MFA methods without any error message, the set-up MFA method is not listed in the sign-in methods on the Security Info page.
<u>Technical reason:</u>	n/a
<u>Remedy:</u>	Normally, there is not much that can be done in this situation, but the first thing would be to refresh the page just in case the Security Info page did not refresh properly. Apart from that, you will have to restart the MFA setup process again. If this problem persists, please contact the 1 st level support team for assistance.
<u>How-To:</u>	To refresh the browser window, press and hold “Ctrl” (“Cmd”-key on MacOS) and press the “R”-key.





I DON'T RECEIVE AN MFA CHALLENGE ON MY PHONE (CALL OR SMS).

Details: You get an MFA challenge, but don't receive the corresponding phone call or SMS at all or in time.

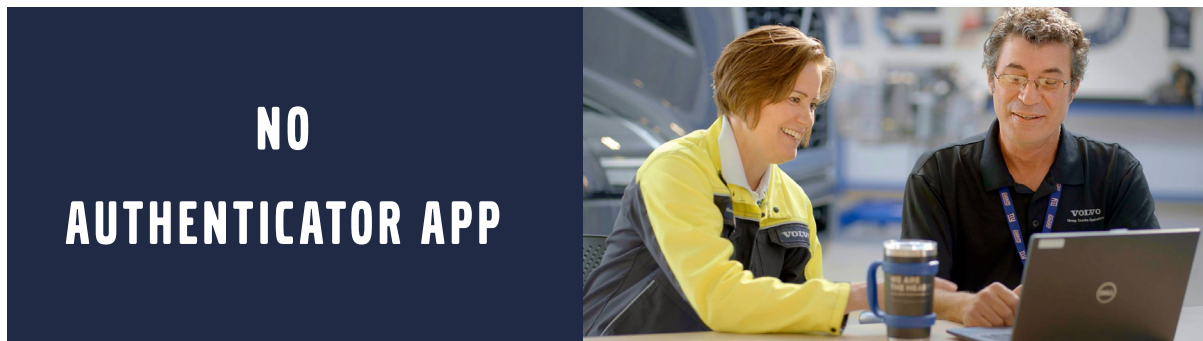
Technical reason: The most likely reason for this issue is a wrong phone number (either entered wrongly upon setup or the sync from Baldo did not work properly for your account).
Another reason could be an unstable/not existing cellular network connection. An unstable connection could cause the phone call or SMS not reaching you in time for successfully answering the MFA challenge.
Timeout for phone call → 30 seconds
Timeout for SMS → 180 seconds

Remedy: Try the following:

1. When getting challenged for MFA you will be shown a truncated phone number where only the last digits are visible. Check that these digits match the phone number you are trying to use for authentication. If they don't match, contact the 1st level support for assistance.
2. Change your location and try to login again.
3. Restart your phone.

How-To: If these steps are not helpful, we would recommend using the Authenticator App for MFA. This can also generate codes even if you do not have an internet or cellular connection.





NO AUTHENTICATOR APP

I CANNOT DOWNLOAD THE AUTHENTICATOR APP ON MY DEVICE.

Details:

You cannot find the Microsoft Authenticator App in the Appstore/Playstore on your IOS or Android device.

Technical reason:

If you have a phone from a Chinese manufacturer that is not supported by Android services, you will have to search for the app in the manufacturer's application for app downloads.

If you are in one of the following regions

- China
- Iran
- Syria
- Crimea

the services for smart devices needed to support the Authenticator App are not available.

Remedy:

Please verify that none of the other available MFA methods are options for you to use in your workflow.

If it is not feasible to use one of the other methods and you are able to install the Authenticator App by other means (there are independent app stores → use with caution, some sources are prone to applications infected with malware) there is a way to use it in your region.

How-To:

Please follow the following instructions.



MFA - INSTRUCTIONS FOR EXTERNAL USERS AUTHENTICATOR APP

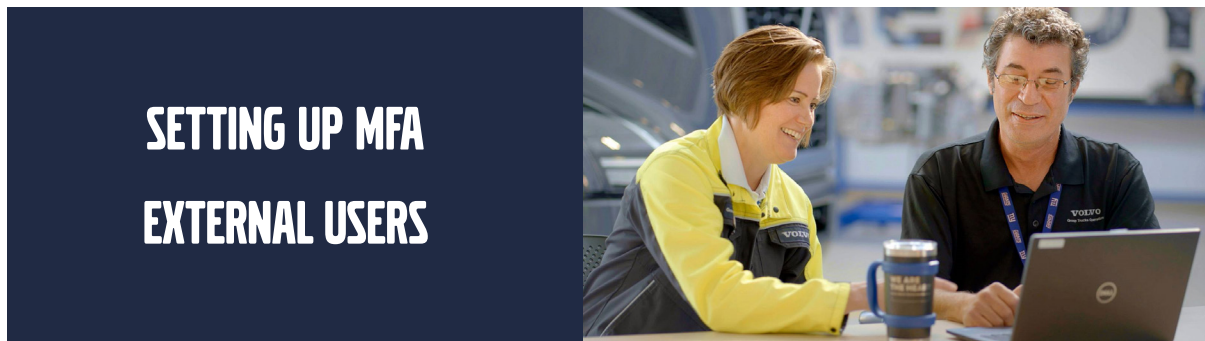
The purpose of this document is to help our users by providing a step-by-step guide to enable MFA via the Authenticator App for user accounts.

Our users in China cannot use the Microsoft Authenticator App with push notifications. This is why they must set up the Authenticator App as described in the following steps.

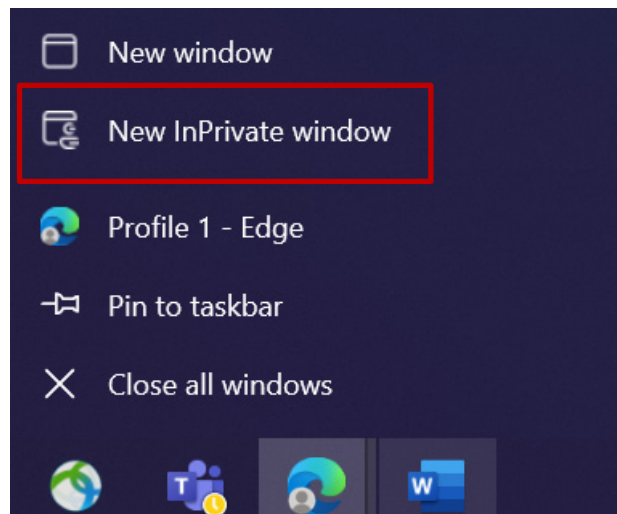
The device you are trying to install the Authenticator App to must meet these requirements:

Android > v8.0

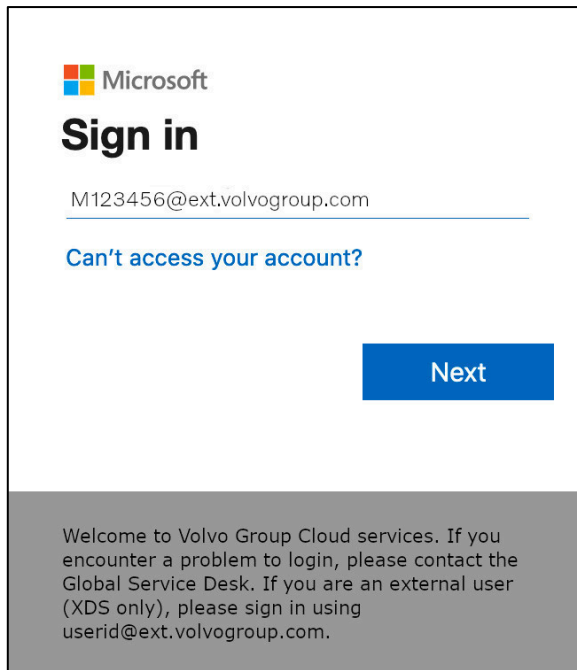
iOS/iPadOS > v14.0



1. Please, log into your system (work laptop, work desktop)



2. Close all browser windows and open a new private/incognito browser session (right-click on Microsoft Edge browser icon and select “**New InPrivate Window**”) or open your browser (Microsoft Edge or Google Chrome) then press and hold “**Ctrl**” (for Windows) / “**Command/Cmd**” (for Mac) and “**Shift**” and then press the “**N**”-key
3. In the address field of the browser enter the URL:
<https://myaccount.microsoft.com>



Microsoft

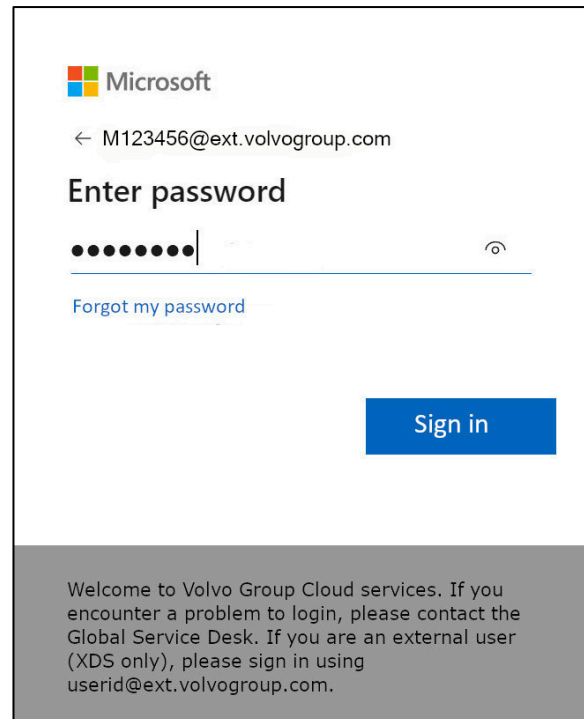
Sign in

M123456@ext.volvogroup.com

[Can't access your account?](#)

Next

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com.



Microsoft

← M123456@ext.volvogroup.com

Enter password

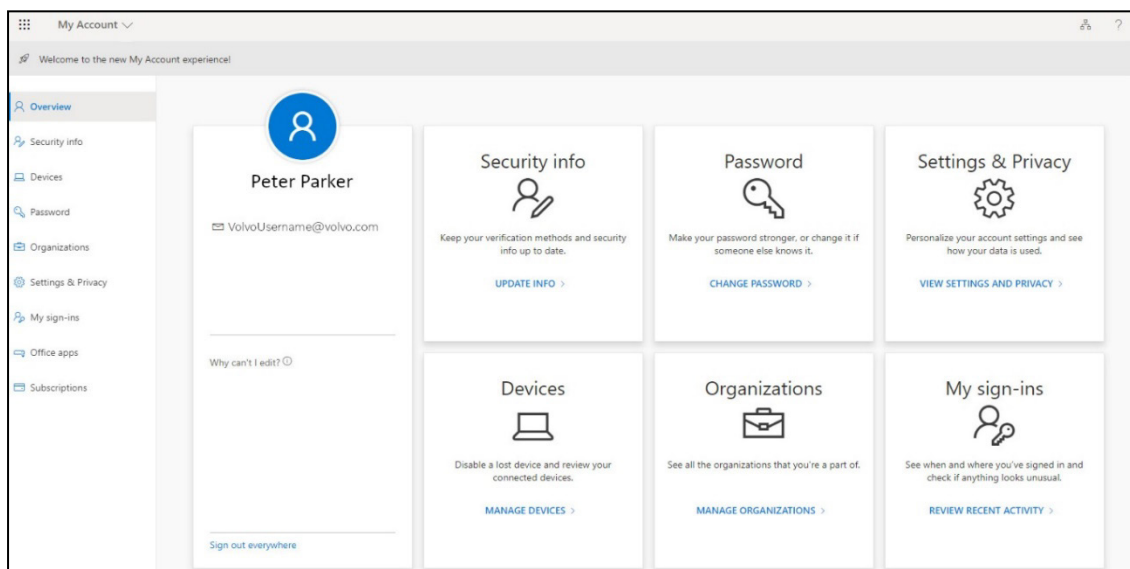
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[Forgot my password](#)

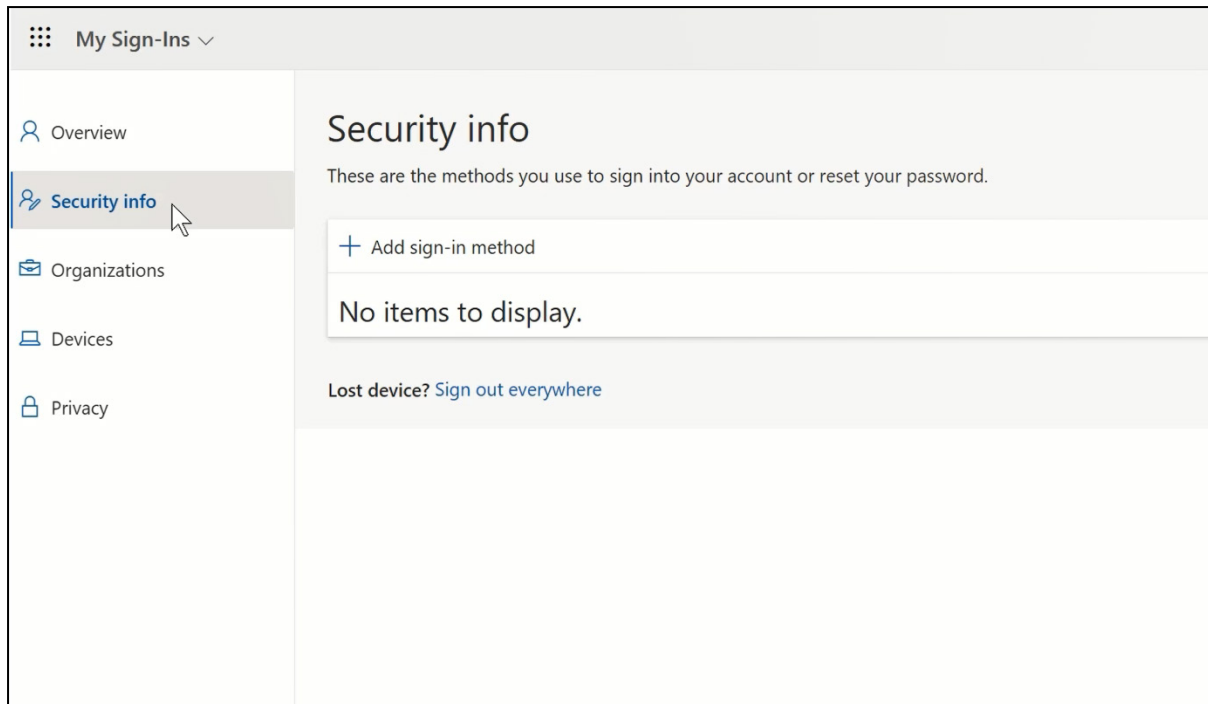
Sign in

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com.

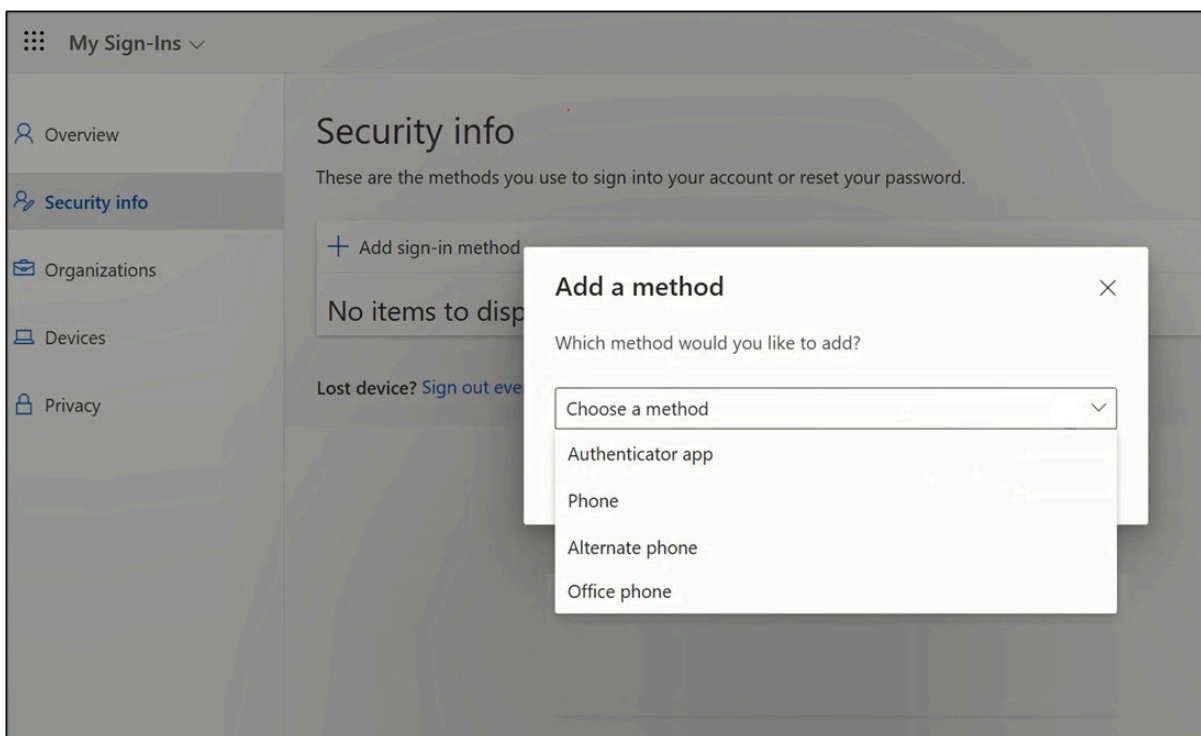
4. Enter your Volvo User ID plus the extension “@ext.volvogroup.com” and click on “Next”
5. Enter the password by using the same password as you use with your Volvo ID
6. Click “Sign in”



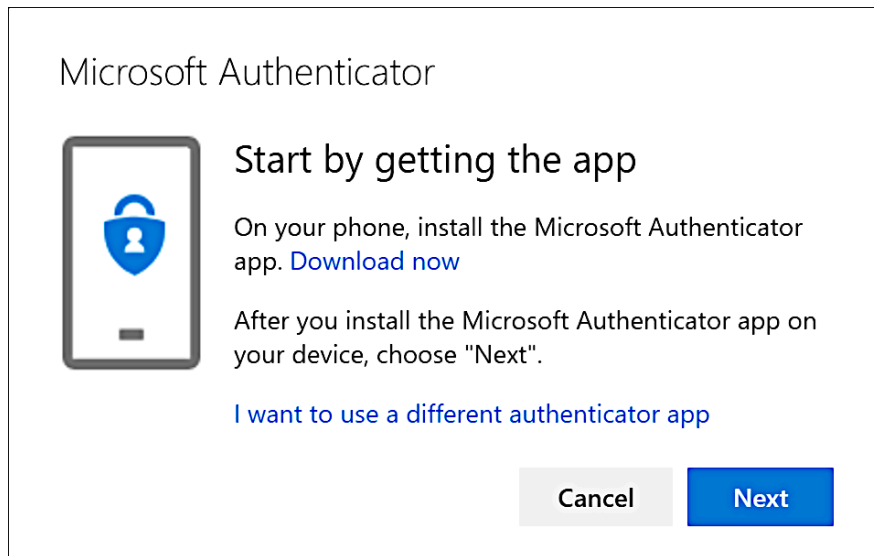
7. When your Microsoft account page has loaded, please click on “Security Info” in the vertical menu bar on the left-hand side



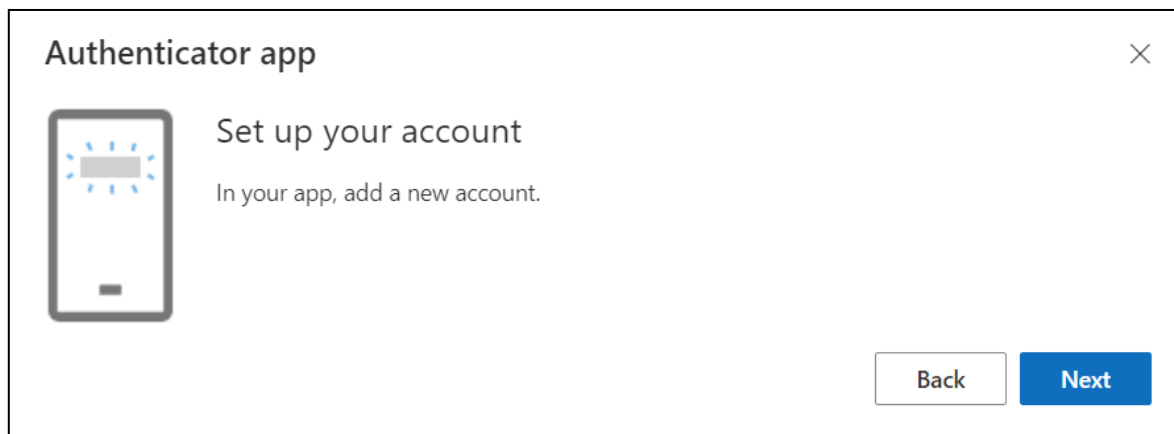
8. On the next page, click on “+ Add sign-in method”



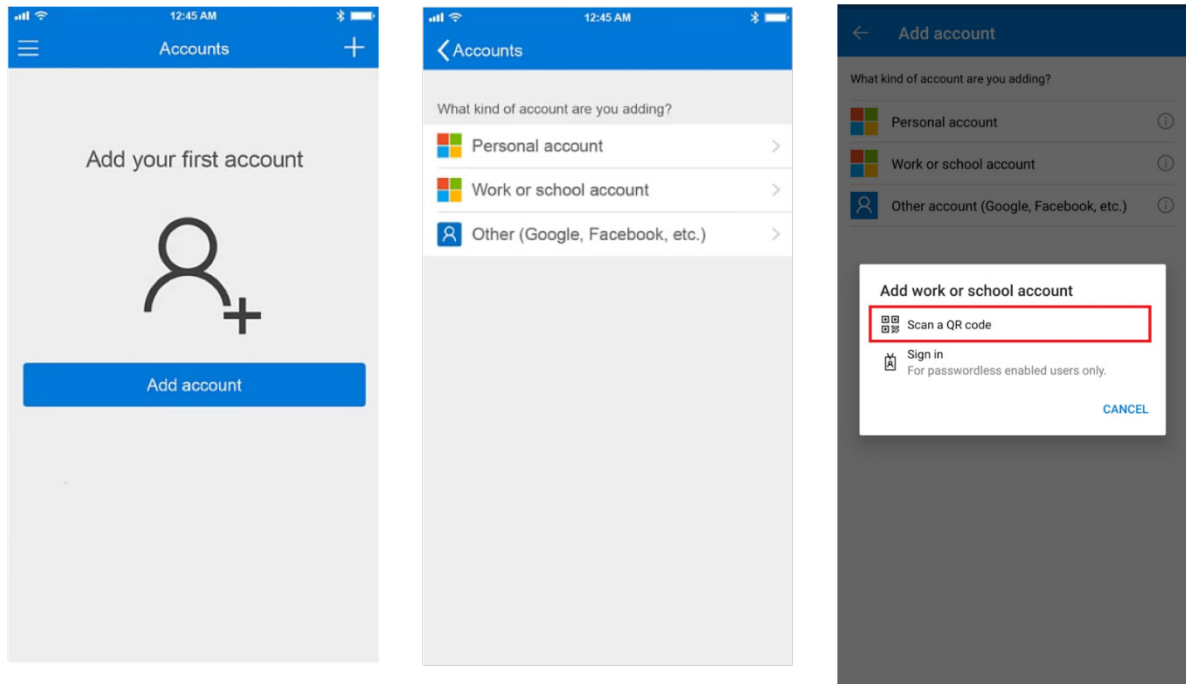
9. In the pop-up, expand the drop-down-menu “Choose a method” and select “Authenticator App” as your MFA method



10. In the pop-up, click on the link "**I want to use a different authenticator app**" and click "**Next**"

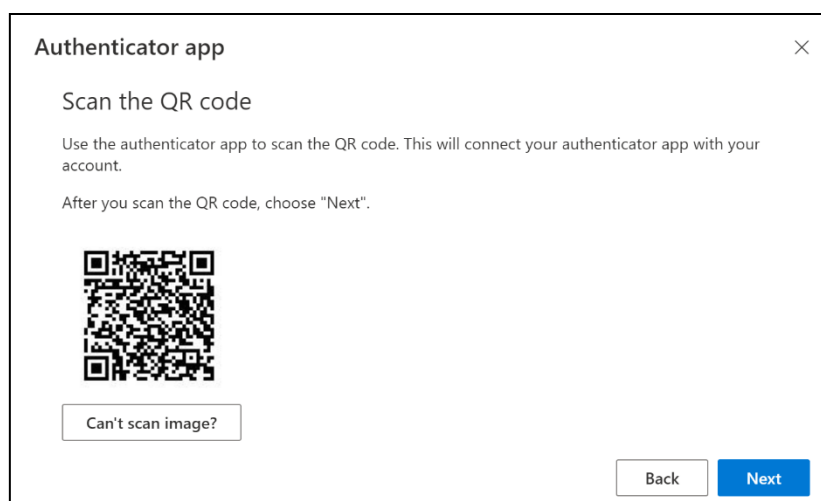


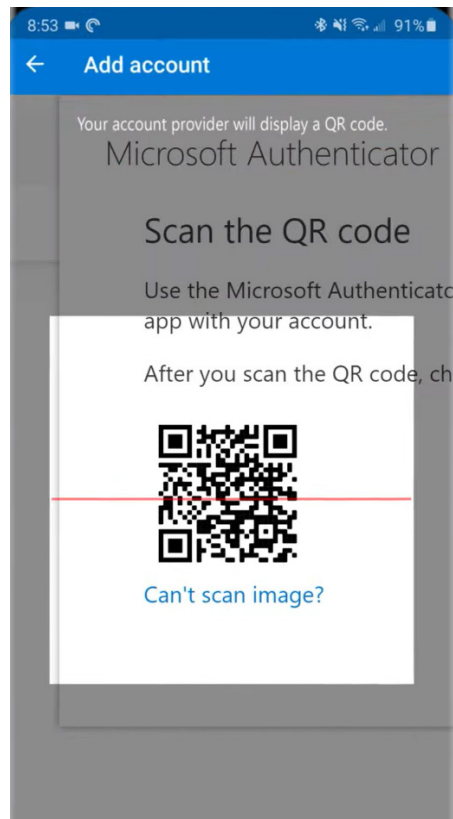
11. On your phone, please open the Appstore/Playstore equivalent and download the Microsoft Authenticator App.
12. On your phone, open the Microsoft Authenticator app after it is installed



13. Select “Add account”, then select “Other (Google, Facebook, etc.)” from the menu
14. In the pop-up, select “Scan QR code”
15. On your computer, click “Next”

The pop-up that opens now on your computer screen shows a QR code





16. Scan the QR code using your phone
17. The app will list your new account on the screen
18. On your computer, click on “Next”

Authenticator app

xxx xxx

Enter code

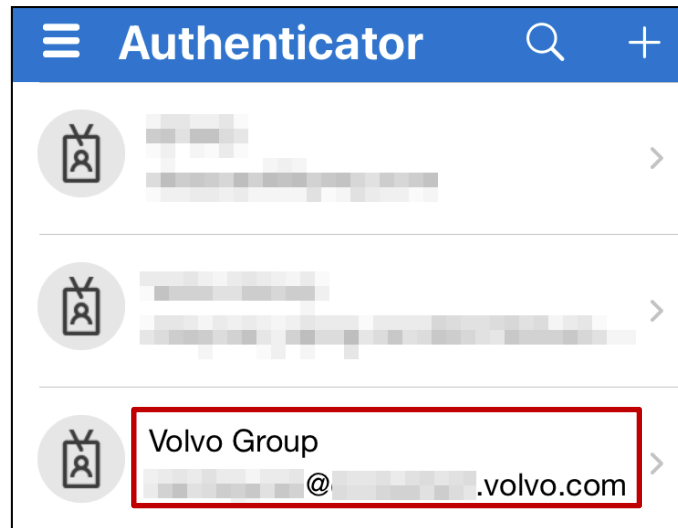
Enter the 6-digit code shown in the Authenticator app.

Enter code

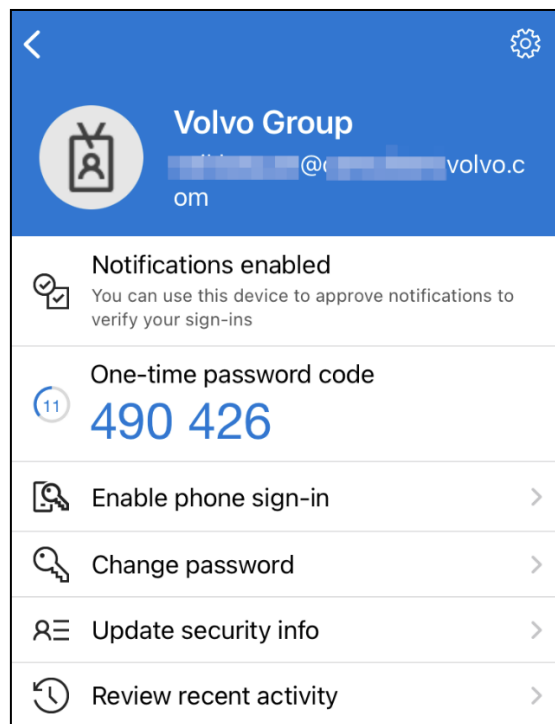
Back

Next

19. On your phone, open the Authenticator App



20. Select the “Volvo Group” account in the Authenticator app



Authenticator app

xxx xxx

Enter code

Enter the 6-digit code shown in the Authenticator app.

490426

Back

Next

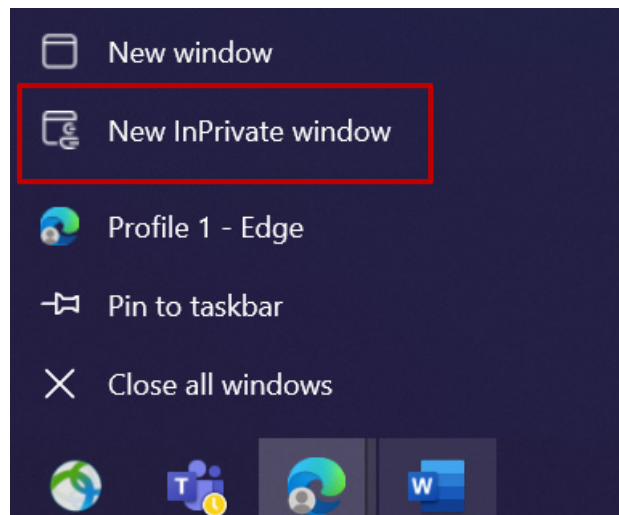
21. Enter the One-time password code from the Authenticator App into the field on your computer and click **Next**

*You can see your new MFA method **"Authenticator app"** in the list on your **"Security Info"** page*

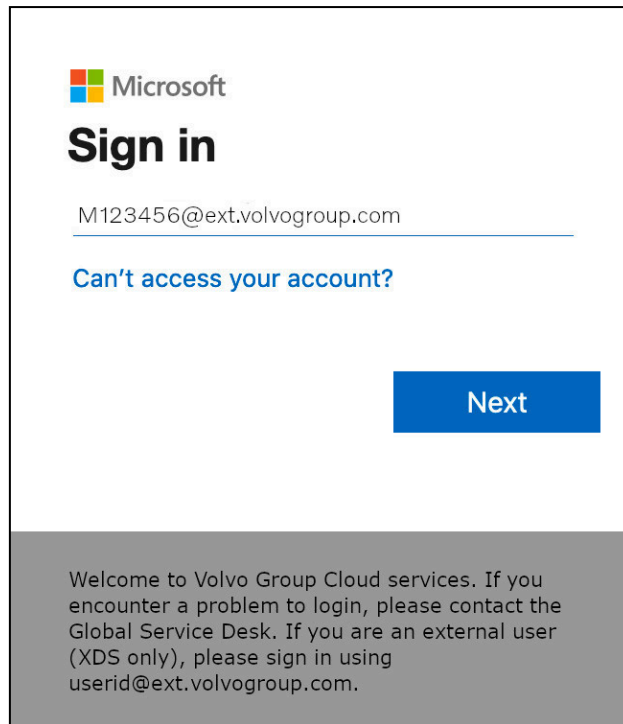
*Now you have enabled MFA by **"Authenticator app"** to your user account
You are done!*

LET'S TEST YOUR NEW MFA METHOD

1. Log out of your account.

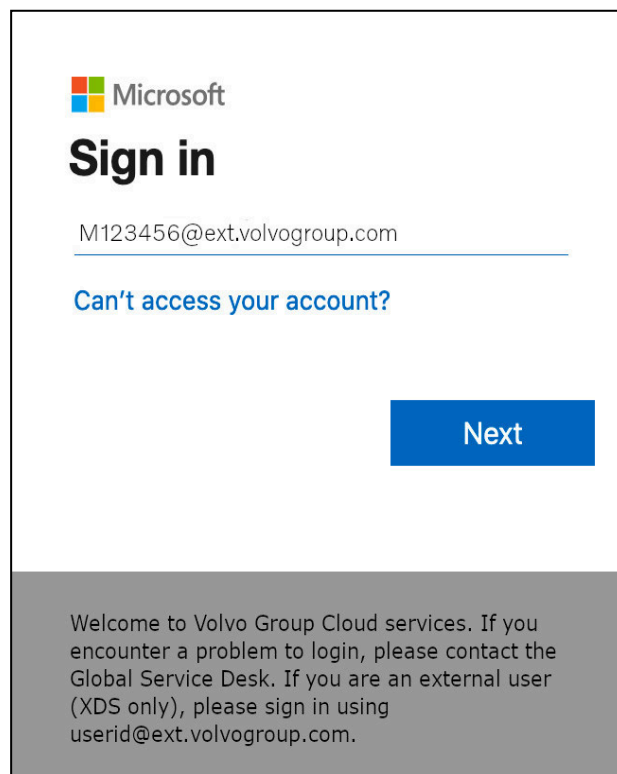


2. Ideally, open a new private/incognito browser session (right-click on Microsoft Edge browser icon and select “**New InPrivate Window**”) or open your browser (Microsoft Edge or Google Chrome) then press and hold “**Ctrl**” (for Windows) / “**Command/Cmd**” (for Mac) and “**Shift**” and then press the “**N**”-key
3. In the address field of the browser enter the URL:
<https://myaccount.microsoft.com>




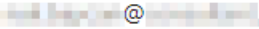
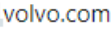
The image shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, the email address "M123456@ext.volvogroup.com" is entered into a text field. Below the text field is a blue link that says "Can't access your account?". To the right of the text field is a blue button labeled "Next". At the bottom of the screen, there is a grey footer area containing the following text: "Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com."

4. Enter your UPN into the sign in prompt and click "Next"





The image shows a Microsoft sign-in interface, identical to the one above. It features the Microsoft logo, the "Sign in" heading, the email address "M123456@ext.volvogroup.com" in the text field, the "Can't access your account?" link, and the "Next" button. The grey footer at the bottom contains the same welcome message: "Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com."

5. Enter your password and click on "Sign in"


@volvo.com


Verify your identity


 Use a security key

 Approve a request on my Microsoft Authenticator app

123

 Use a verification code

 Text +XX XXXXXXXXXX96

 Call +XX XXXXXXXXXX96

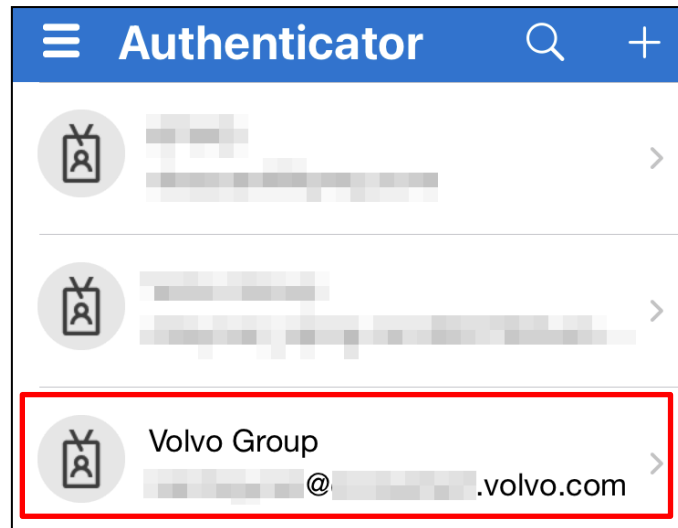
[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

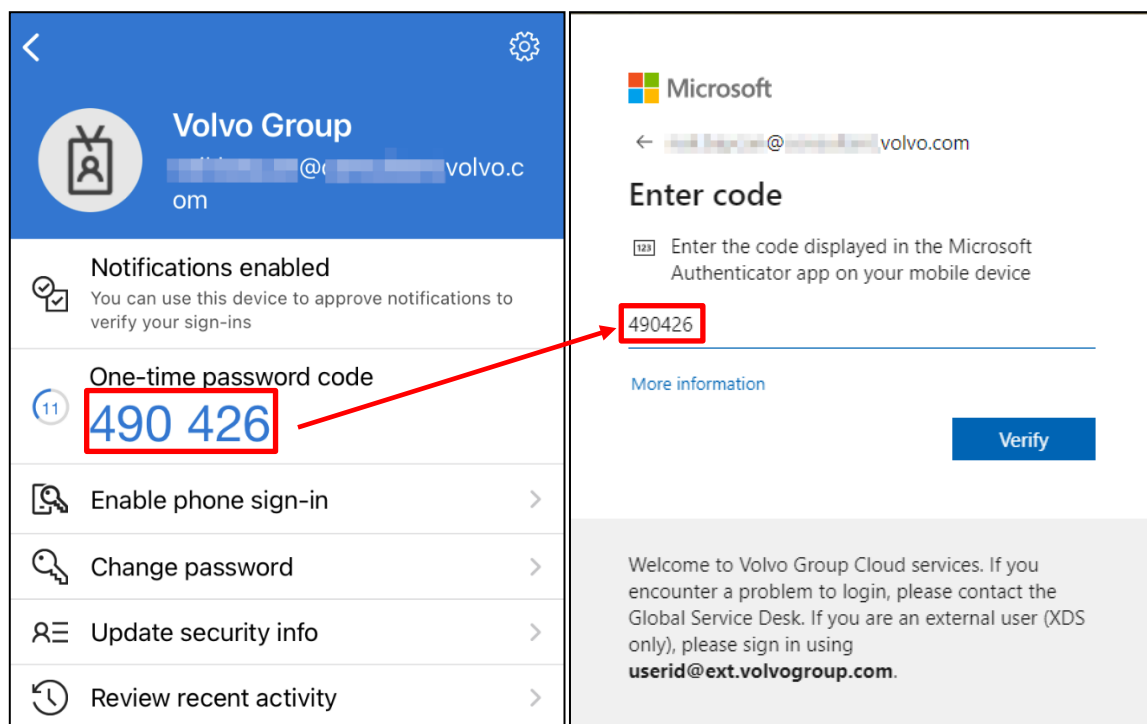
Cancel

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**.


- On the next screen, select “**Use a verification code**” and open the Authenticator app on your device



7. Please select the “Volvo Group” account in the Authenticator app



8. Enter the number in the dialog box in your browser and click on “Verify”



VolvoUsername@volvo.com

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☒ Don't show this again

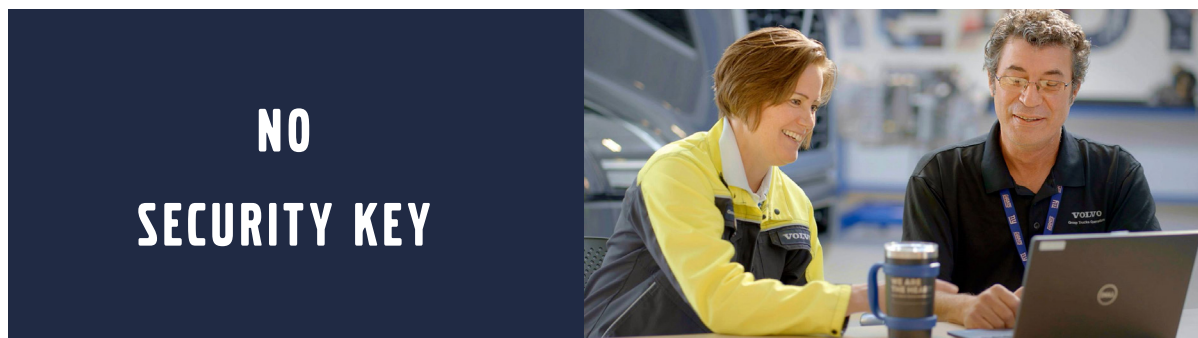
No Yes

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**.

9. Confirm the next pop-up by clicking on “Yes”

You have successfully logged into your account using your newly registered MFA method.





NO SECURITY KEY

I CANNOT SETUP MY SECURITY KEY (E.G., YUBIKEY).

<u>Details:</u>	During setup, when you click on “+Add sign-in method” you cannot find “Security Key” in the dropdown menu.
<u>Technical reason:</u>	For you to be able to setup a security key for your account, you must have an MFA method available in your sign-in options. If you don't the “Security key” option will not be displayed in the dropdown menu.
<u>Remedy:</u>	You will have to setup at least one other MFA method before setting up your security key.
<u>How-To:</u>	You can set up SMS, phone call, or Authenticator App. Below you will find the instructions for setting up SMS as an MFA method. For the other instructions, please contact your local IT support, if not available, try contacting 1 st level support team.



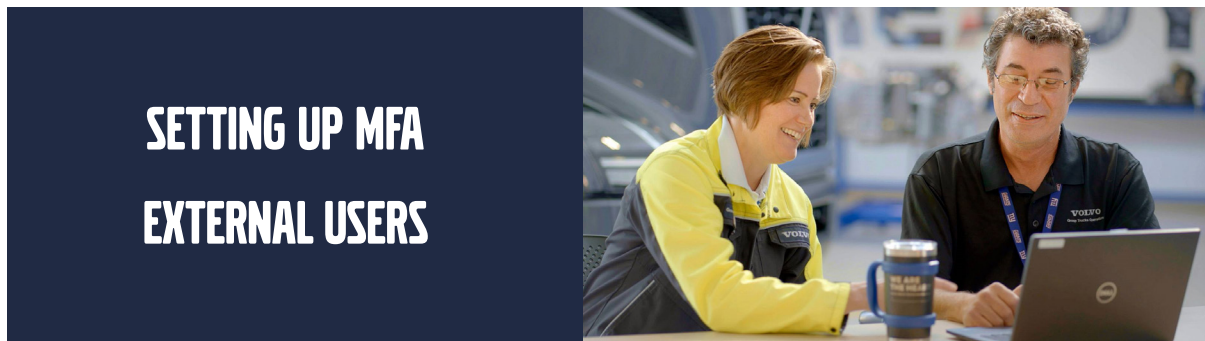
MULTI FACTOR AUTHENTICATION

MFA - INSTRUCTIONS FOR

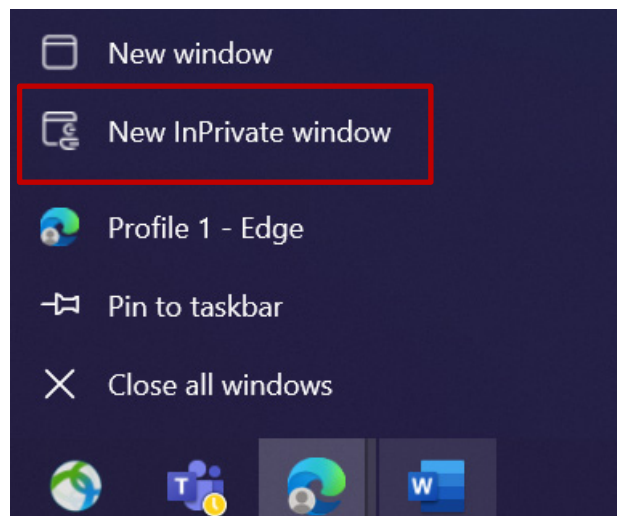
EXTERNAL USERS

SMS

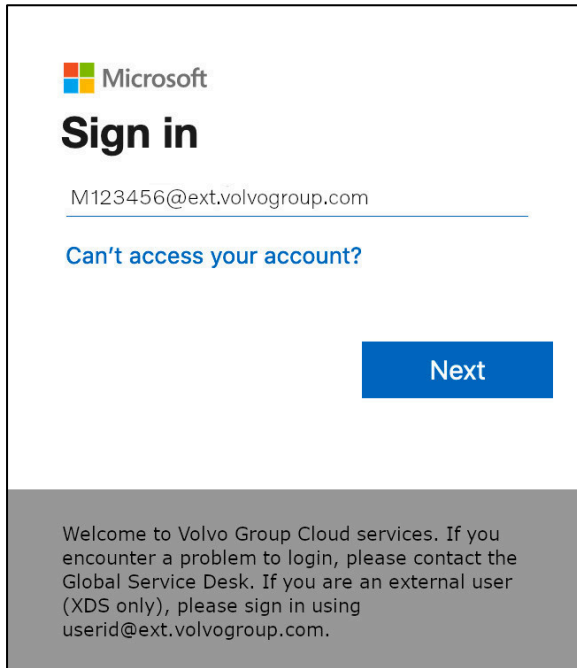
The purpose of this document is to help our users by providing a step-by-step guide to enable MFA using SMS for user accounts.



1. Please, log into your system (work laptop, work desktop)



2. Close all browser windows and open a new private/incognito browser session (right-click on Microsoft Edge browser icon and select “**New InPrivate Window**”) or open your browser (Microsoft Edge or Google Chrome) then press and hold “**Ctrl**” (for Windows) / “**Command/Cmd**” (for Mac) and “**Shift**” and then press the “**N**”-key
3. In the address field of the browser enter the URL:
<https://myaccount.microsoft.com>



Microsoft

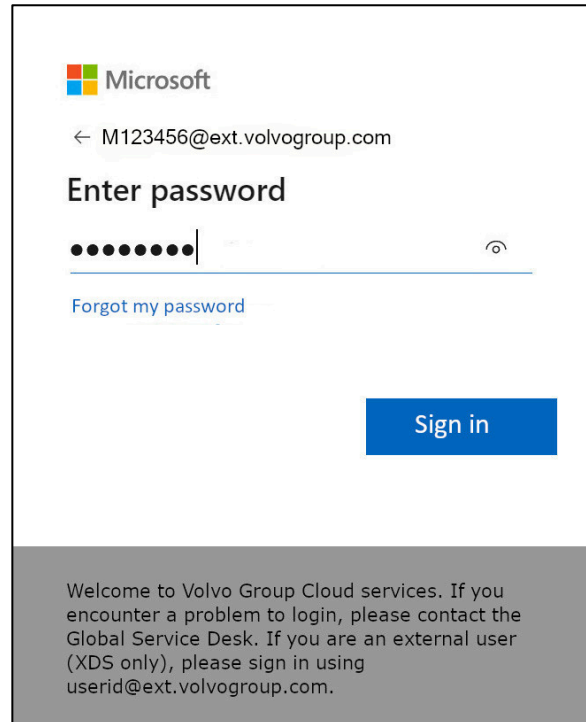
Sign in

M123456@ext.volvogroup.com

[Can't access your account?](#)

Next

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using `userid@ext.volvogroup.com`.



Microsoft

← M123456@ext.volvogroup.com

Enter password

●●●●●●●●

[Forgot my password](#)

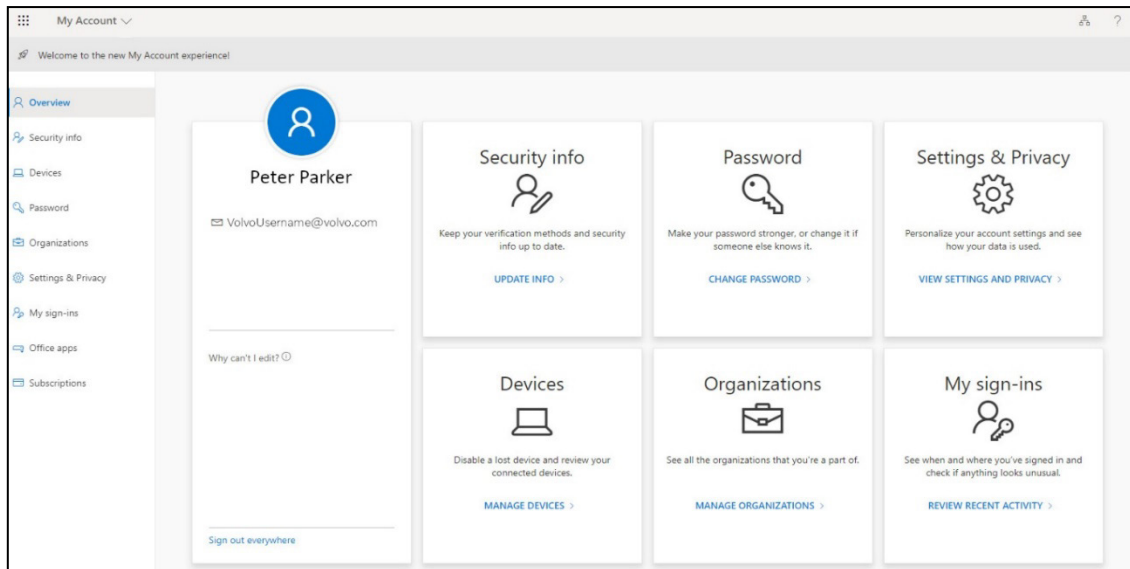
Sign in

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using `userid@ext.volvogroup.com`.

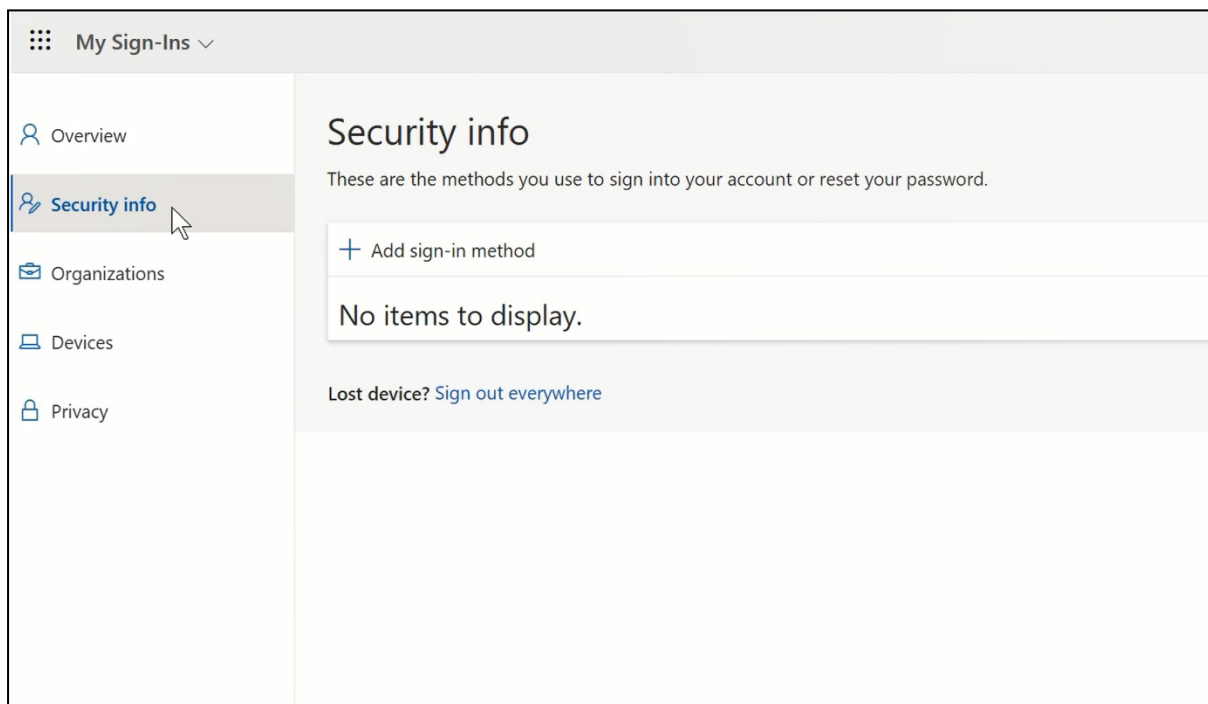
4. Enter your Volvo User ID plus the extension “**@ext.volvogroup.com**” and click on “**Next**”
5. Enter the password by using the same password as you use with your Volvo ID
6. Click “**Sign in**”

You will be forwarded to Microsoft's My Account page

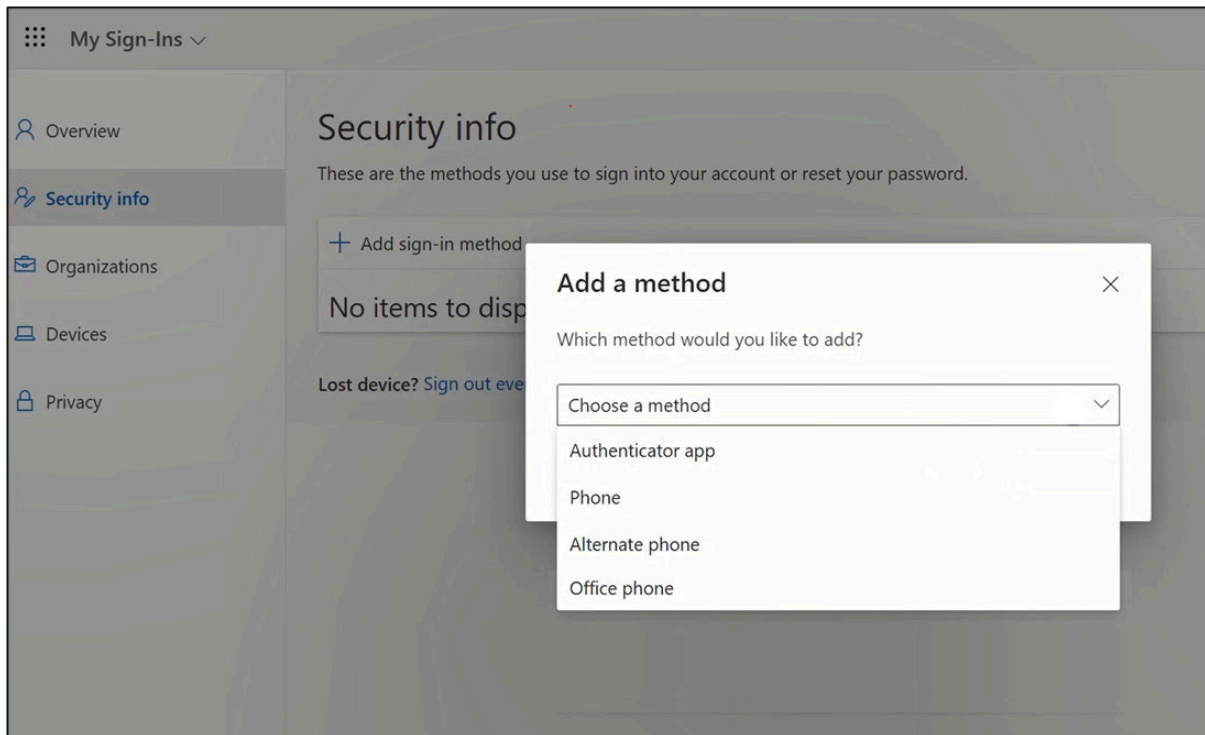
VOLVO



7. When your Microsoft account page has loaded, please click on “**Security Info**” in the vertical menu bar on the left-hand side



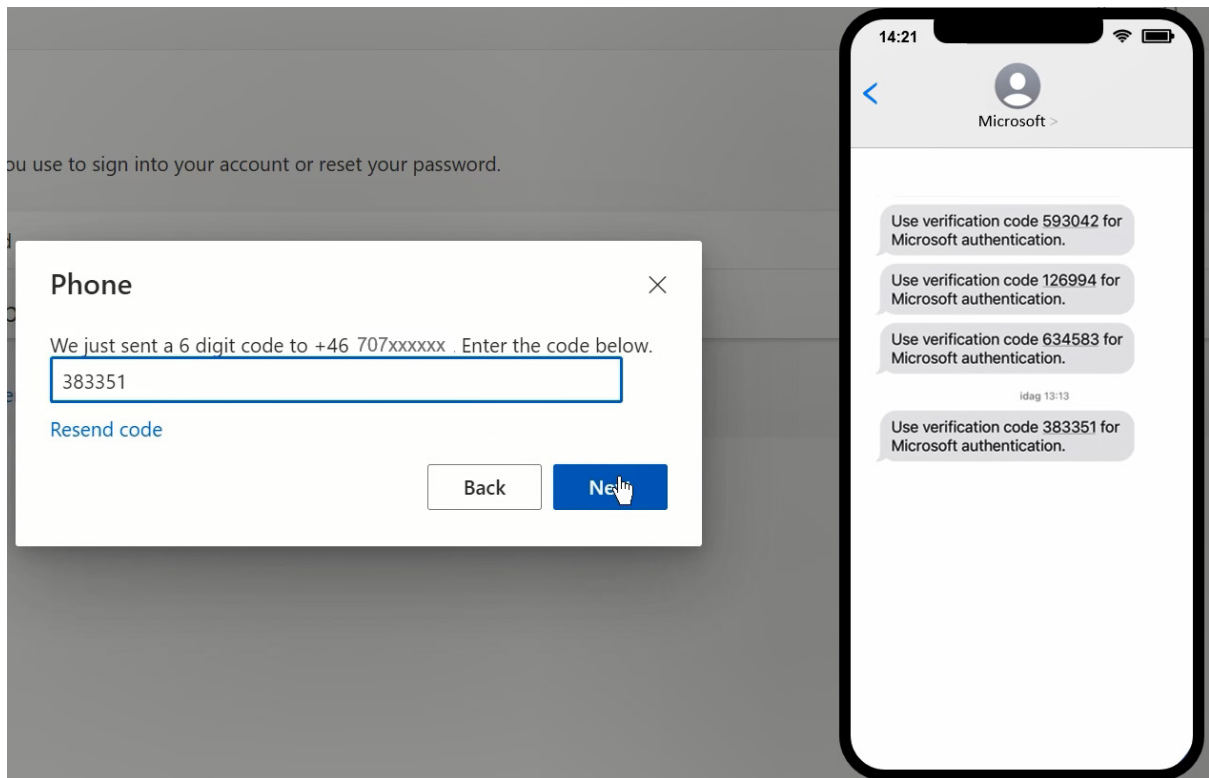
8. On the next page click on “**+ Add sign-in method**”



9. In the pop-up, expand the drop-down-menu “**Choose a method**” and select “**Phone**” as your preferred MFA method

A screenshot of the 'Phone' setup pop-up. The title is 'Phone'. The text reads: 'You can prove who you are by answering a call on your phone or texting a code to your phone.' Below this, it asks 'What phone number would you like to use?'. There is a dropdown menu for the country code, currently set to 'Sweden (+46)', and a text input field for the phone number, containing '0707xxxxxx'. Below the input fields, there are two radio buttons: 'Text me a code' (which is selected) and 'Call me'. At the bottom, there is a disclaimer: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' and two buttons: 'Cancel' and 'Next'.

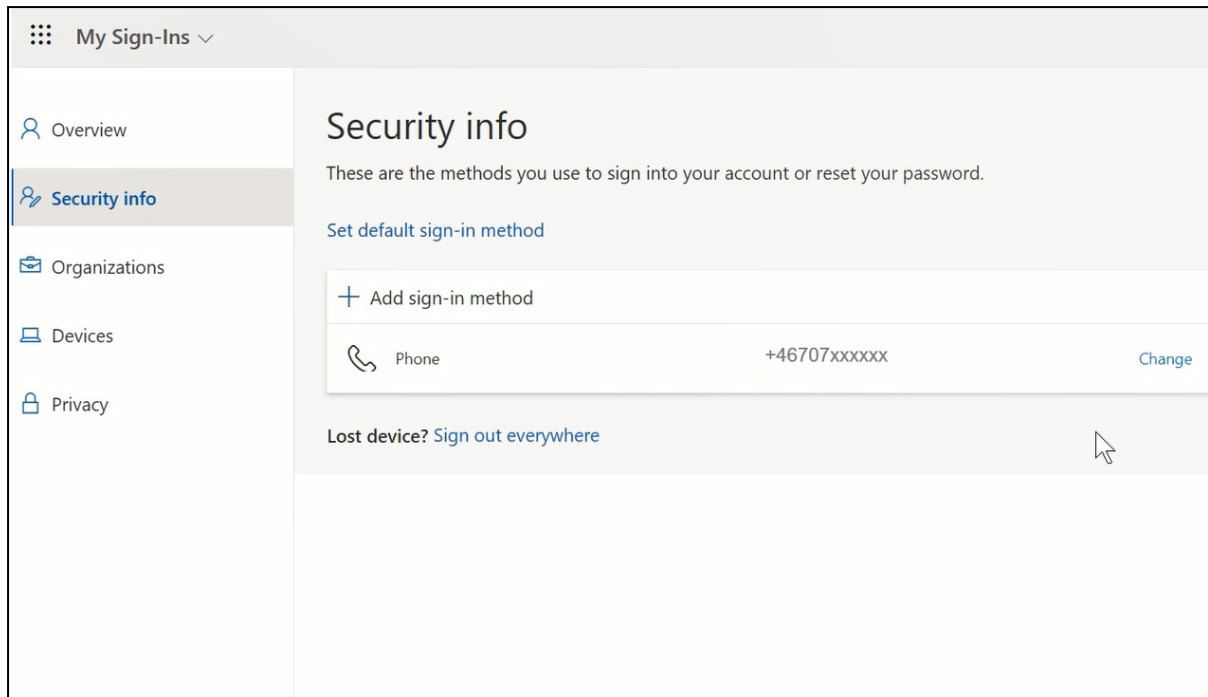
10. Enter your phone number by choosing your country code and using the specified format, select “**Text me a code**” and click on “**Next**”.



You will be sent a code by SMS to the phone number you specified to validate the phone number.

11. Enter the code in the corresponding field
12. Click on “**Next**”

V O L V O

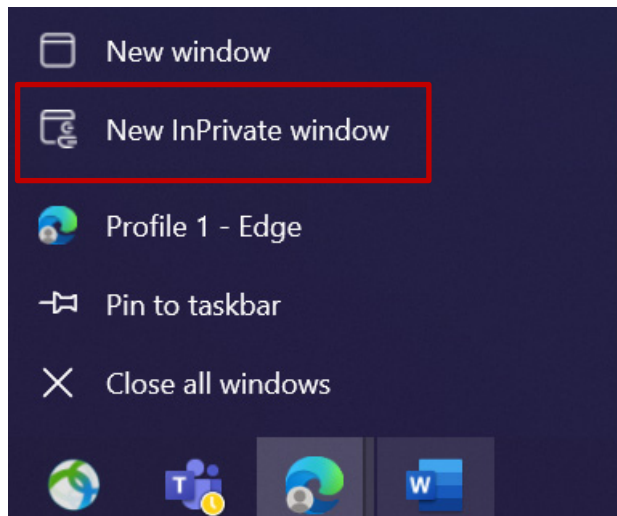


Now you have enabled MFA by SMS to your user account.

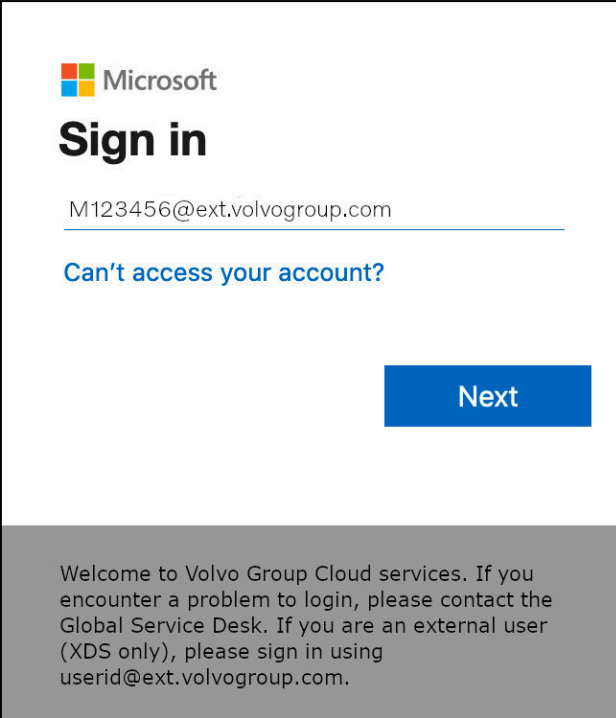
You are done.

LET'S TEST YOUR NEW MFA METHOD

1. Log out of your account.

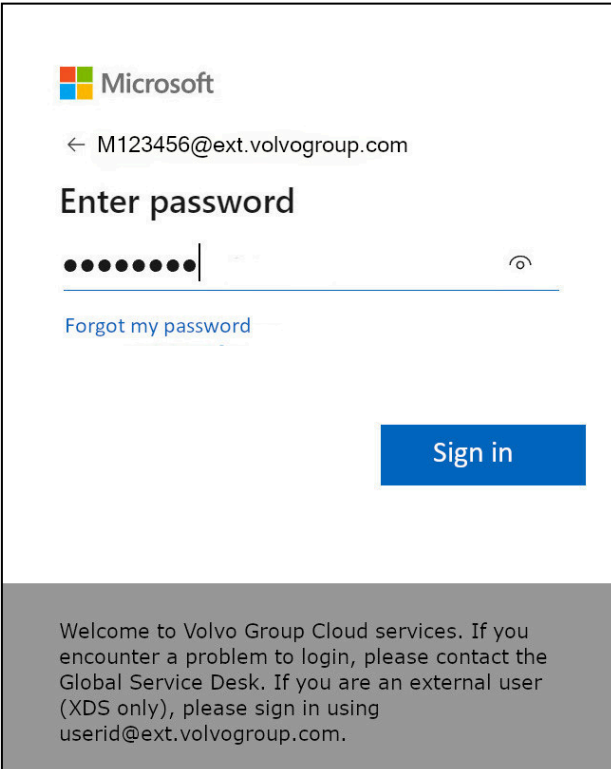


2. Ideally, open a new private/incognito browser session (right-click on Microsoft Edge browser icon and select “**New InPrivate Window**”) or open your browser (Microsoft Edge or Google Chrome) then press and hold “**Ctrl**” (for Windows) / “**Command/Cmd**” (for Mac) and “**Shift**” and then press the “**N**”-key
3. In the address field of the browser enter the URL:
<https://myaccount.microsoft.com>




The image shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, the email address "M123456@ext.volvogroup.com" is entered into a text field. Below the text field is a link that says "Can't access your account?". To the right of the text field is a blue button labeled "Next". At the bottom of the screen, there is a grey footer area containing a welcome message: "Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com."

4. Enter your UPN into the sign in prompt and click "Next"




The image shows the next step in the Microsoft sign-in process. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed in a large, bold font. Above this text, the email address "M123456@ext.volvogroup.com" is shown with a back arrow to its left. Below the text is a password input field with a series of dots and a toggle icon to its right. Below the password field is a link that says "Forgot my password?". To the right of the password field is a blue button labeled "Sign in". At the bottom of the screen, there is a grey footer area containing the same welcome message as the previous screen: "Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using userid@ext.volvogroup.com."


5. Enter your password and click on "Sign in"



M123456@ext.volvogroup.com

Verify your identity

Text +XX XXXXXXXXX96

Call +XX XXXXXXXXX96

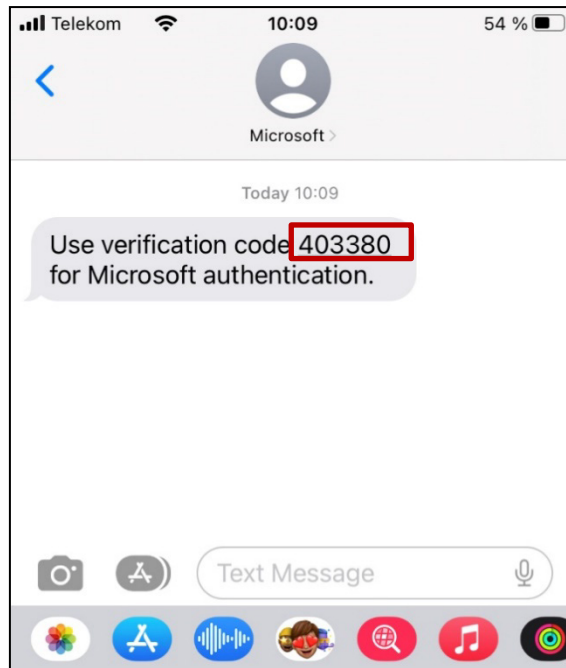
[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>


Cancel

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**.

6. On the next screen, select “Text +XXXXXXXXXXXXXX” to receive a text message
7. Check the phone with the number you set up as your MFA method




8. Open the messages/SMS app of your phone.
9. In the text message from Microsoft you will find a 6-digit code.



M123456@ext.volvogroup.com

Enter code

 We texted your phone +XX XXXXXXXXX96.
Please enter the code to sign in.

403380

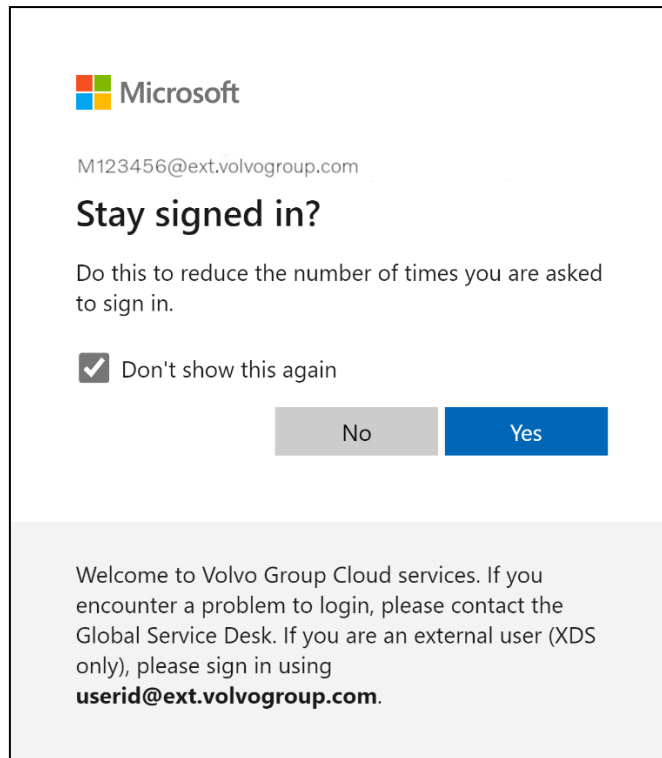
Having trouble? [Sign in another way](#)

[More information](#)

[Verify](#)

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**.

10. Enter this code in the field of the browser window of your computer and click on “Verify”



A Microsoft authentication dialog box titled "Stay signed in?". It features the Microsoft logo at the top left, followed by the email address "M123456@ext.volvogroup.com". The main heading is "Stay signed in?". Below this, a message states: "Do this to reduce the number of times you are asked to sign in." There is a checked checkbox labeled "Don't show this again". At the bottom right, there are two buttons: "No" (grey) and "Yes" (blue). A light grey footer section contains a welcome message: "Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**."

11. Confirm the next pop-up by clicking on "Yes"

You have successfully logged into your account using your newly registered MFA method.



PASSWORD ISSUES



I HAVE PASSWORD ISSUES.

Details: You forgot your password.

Technical reason: Logging in without the right password is not possible

Remedy: Please navigate to the password management page at
<https://password.volvo.com>
and follow the instructions.

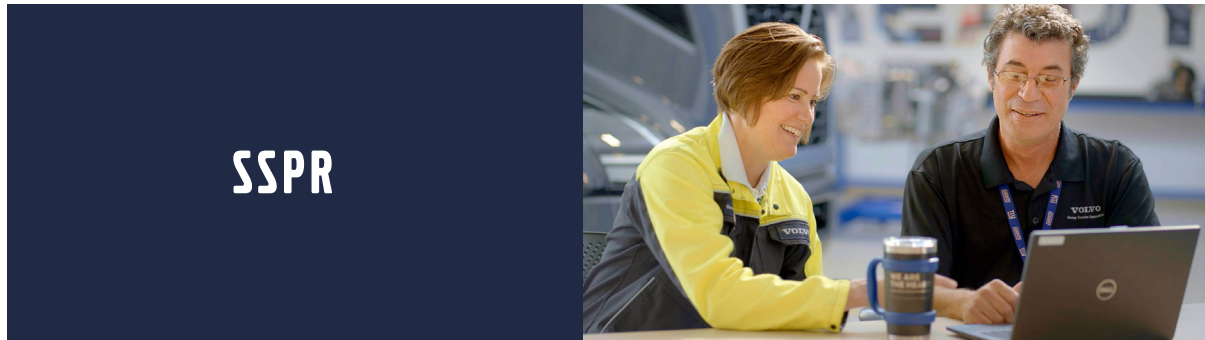
How-To: If you need further assistance with the process, please follow the instructions below.



SELF-SERVICE PASSWORD RESET (SSPR)

This is a step-by-step guide for external users needing to reset their password by using the self-service password reset process.

Based on our organisational security settings for self-service password reset a valid email address is the minimum requirement for registered sign-in methods. If there is no valid email address available for the account or any other valid sign-in methods, a self-service password reset is not possible. Please contact 1st line support team.



1. Click on the link: <https://password.volvo.com> or enter it in the address field in your browser window.

Languages ▼

PASSWORD MANAGEMENT

In the next step you will be moved to the Microsoft site to change or reset password.
Read the password policy first.
DO NOT remove the @ext.volvogroup.com from your Username on the next screen

User ID

Reset password ⓘ

Change password ⓘ

The password must be minimum length of 8 characters and policy must match 3 of 4 listed below character rules:

- contains upper case letters,
- lower case letters,
- numbers,
- and symbols: ~!@#%&^*_+=~|0{}[];:"<>.,?/&

Don't use:

- your User ID or display name
- password used the last 8 times
- words related to Volvo and its business (Volvo, truck, etc.)
- common dictionary words (summer, password, etc?)

Remember these guidelines, as they will not reappear on subsequent screens.

2. When the page has finished loading, enter your **User ID** in the field (format: **M123456**)

Here the user needs to enter their User ID. After entering the User ID the system will create the UPN that will be used for the password reset process automatically.

Languages

PASSWORD MANAGEMENT

In the next step you will be moved to the Microsoft site to change or reset password.
Read the password policy first.
DO NOT remove the @ext.volvogroup.com from your Username on the next screen

User ID

M123456

Reset password

Change password

The password must be minimum length of 8 characters and policy must match 3 of 4 listed below character rules:

- contains upper case letters,
- lower case letters,
- numbers,
- and symbols: ~!@#\$%^*_+~"{}[];:'<>_/?&

Don't use:

- your User ID or display name
- password used the last 8 times
- words related to Volvo and its business (Volvo, truck, etc.)
- common dictionary words (summer, password, etc?)

Remember these guidelines, as they will not reappear on subsequent screens.

3. Click on **Reset password**.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

M123456@ext.volvogroup.com

Example: user@contoso.onmicrosoft.com or user@contoso.com

5d56

Enter the characters in the picture or the words in the audio. *

Next

Cancel

You will be forwarded to **Microsoft SSPR** page (self-service password reset).

4. Pass the CAPTCHA challenge by entering the characters (case-sensitive) you see in the image into the field below.

5. Click on **Next**.

Microsoft

Get back into your account

Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next Cancel

6. To reset your password, click on *I forgot my password*, then click on *Next*.

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

You will receive an email containing a verification code at your alternate email address (le*****@lev .se).

Email

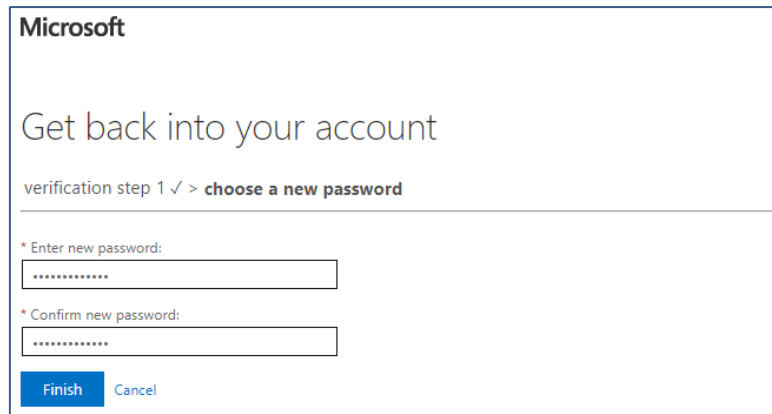
Cancel

7. On the next pages you will be asked to verify your identity by providing information regarding your registered sign-in methods.

This may consist of entering your complete phone number for SMS or phone call verification, when you have a phone number registered, or receiving a verification code to your alternate email, for example.

Your verification steps may vary, depending on the sign-in methods available.

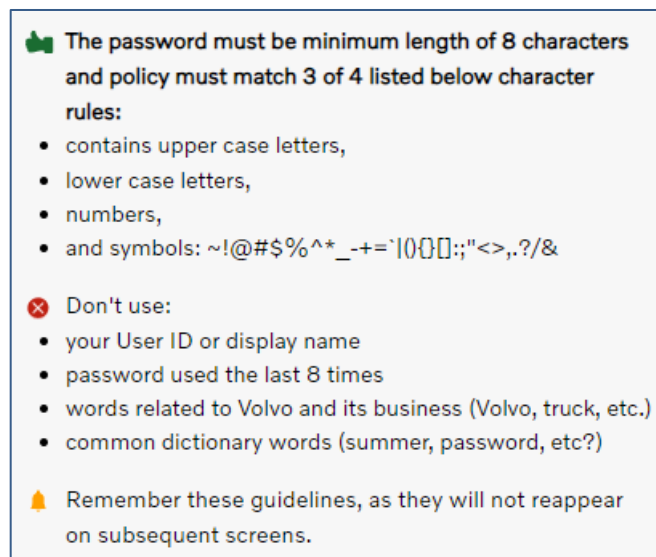
8. After passing the verification steps, click on *Next*.



9. You will be asked to enter your new password.

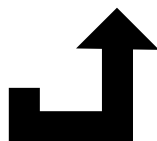
10. Confirm your new password by entering it again in the field below, then click on ***Finish***.

Please consult the password requirements on the Volvo Password Management landing page.



11. A message appears on screen that confirms that ***Your password has been reset.***

You have successfully reset your password!

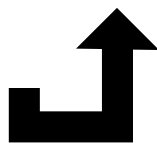




LOST/BROKEN MFA METHOD

I LOST/BROKE MY MFA DEVICE OR CANNOT ACCESS MY MFA METHOD.

<u>Details:</u>	Lost/broken phone, security key.
<u>Technical reason:</u>	n/a
<u>Remedy:</u>	To avoid losing complete access to your work devices, you should have set up multiple MFA methods as fallback options. If that is not the case, you will need to contact 1 st level support team.
<u>How-To:</u>	If you have at least one more MFA method set up beside the one you do not have access to, please click on “ Other ways to sign in ” and select the MFA method you can still use. You will receive an MFA challenge on the device you have access to.



CHANGE PHONE NUMBER



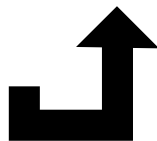
I WANT TO CHANGE MY PHONE NUMBER FOR MFA.

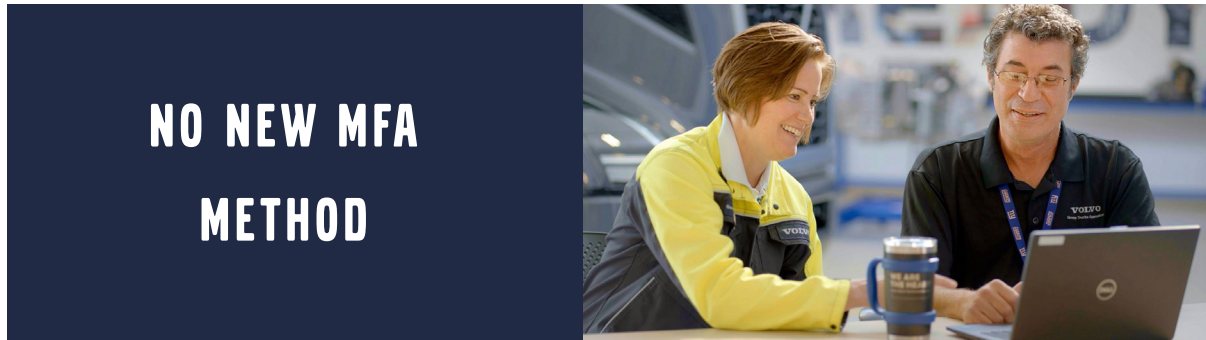
Details: Your phone number changed and you want to update it in your Microsoft Security info page.

Technical reason: n/a

Remedy: Please enter the address
<https://aka.ms/mysignins>
into your browser.

How-To: Click on “**Change**” behind the entry of the old phone number in your sign-in options. Update your phone number accordingly. You will be prompted to verify the phone number by SMS or phone call.

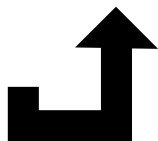




NO NEW MFA METHOD

I AM NOT ABLE TO REGISTER A NEW MFA METHOD TO MY ACCOUNT.

<u>Details:</u>	You get an error message from Microsoft when trying to setup an MFA method.
<u>Technical reason:</u>	Setting up an MFA method while not connected to a trusted network is blocked by Volvo Group's security policy.
<u>Remedy:</u>	Please connect to a trusted network and try again.





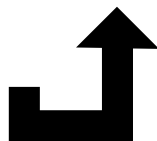
I DON'T HAVE A MOBILE PHONE FOR MFA. / I DON'T WANT TO USE MY PRIVATE MOBILE PHONE FOR MFA.

Details: As a matter of company policy, you are not allowed to use your smartphone when working or you do not want to use your private mobile phone/number to answer MFA challenges.

Technical reason: n/a

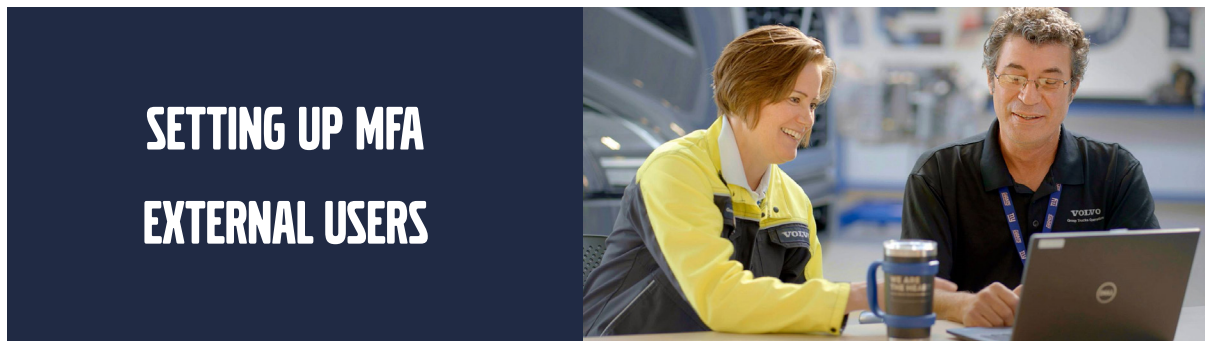
Remedy: If there is an office phone available in your work area or your employer provided the workshop with a mobile phone to be used as a shared MFA method, that you can access while working, you can setup this phone number as an MFA method. But we recommend to additionally setup a security key for convenience purposes since it can prove difficult to access the office phone in your workflow, especially if multiple colleagues also had to have set up this particular office phone as well.

How-To: Please follow the instructions below to set up an office phone as an MFA method for your account.

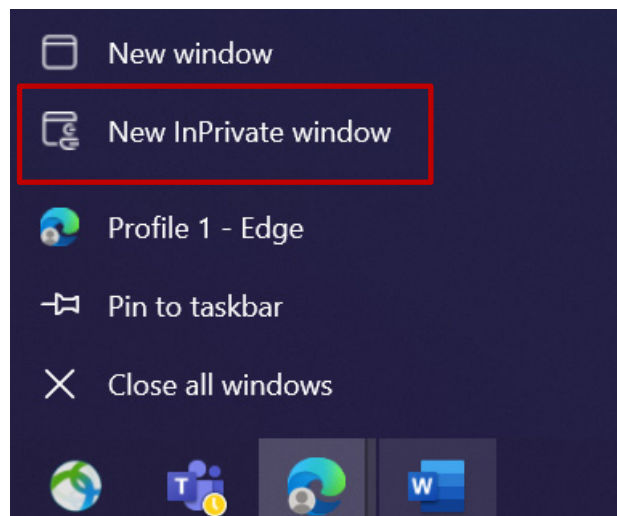


MULTI FACTOR AUTHENTICATION MFA - INSTRUCTIONS FOR EXTERNAL USERS OFFICE PHONE

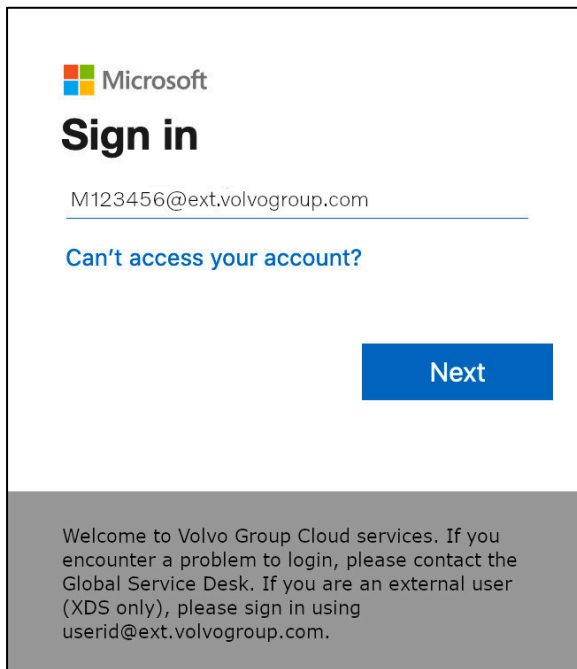
The purpose of this document is to help our users by providing a step-by-step guide to enable MFA via Office Phone for user accounts.



1. Please, log into your system (work laptop, work desktop)



2. Close all browser windows and open a new private/incognito browser session (right-click on Microsoft Edge browser icon and select “**New InPrivate Window**”) or open your browser (Microsoft Edge or Google Chrome) then press and hold “**Ctrl**” (for Windows) / “**Command/Cmd**” (for Mac) and “**Shift**” and then press the “**N**”-key
3. In the address field of the browser enter the URL:
<https://myaccount.microsoft.com>



Microsoft

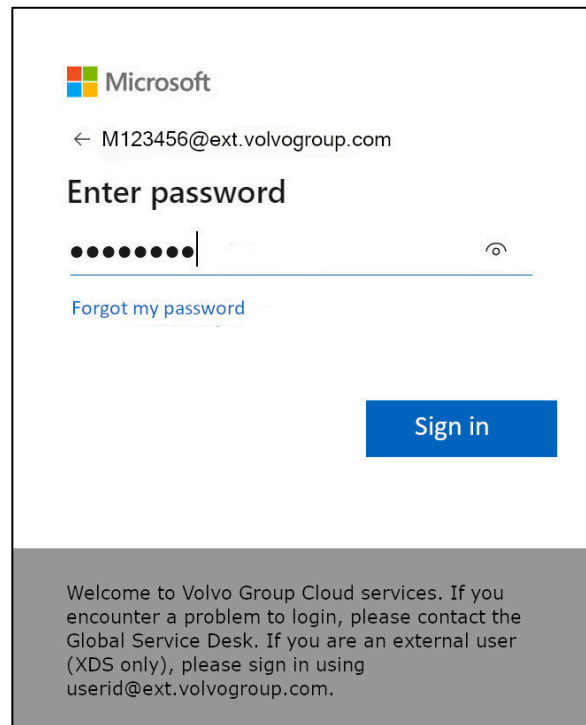
Sign in

M123456@ext.volvogroup.com

[Can't access your account?](#)

Next

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using [userid@ext.volvogroup.com](#).



Microsoft

← M123456@ext.volvogroup.com

Enter password

●●●●●●●●

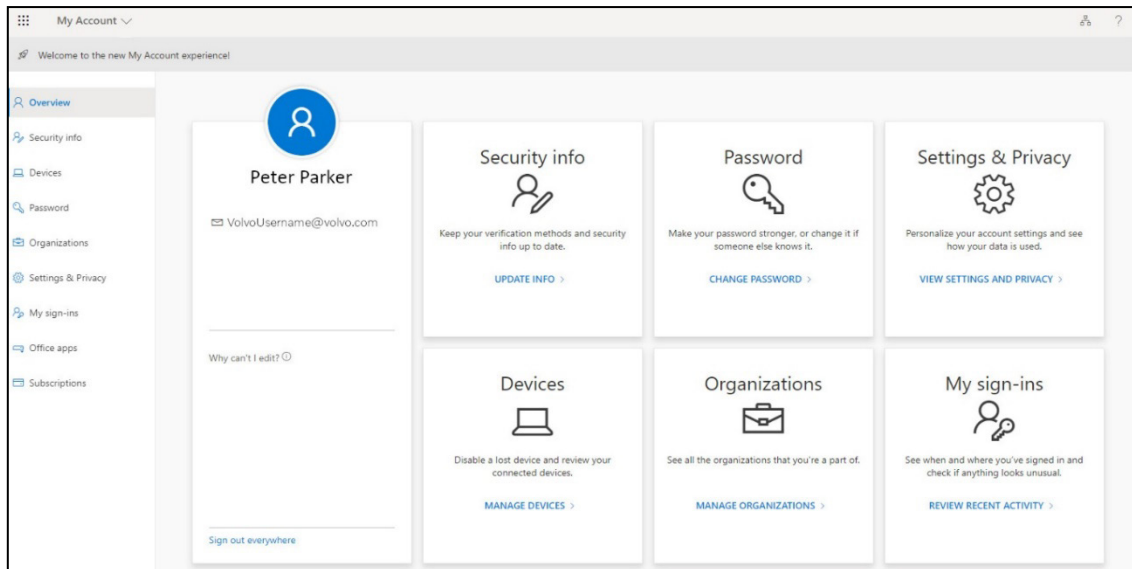
[Forgot my password](#)

Sign in

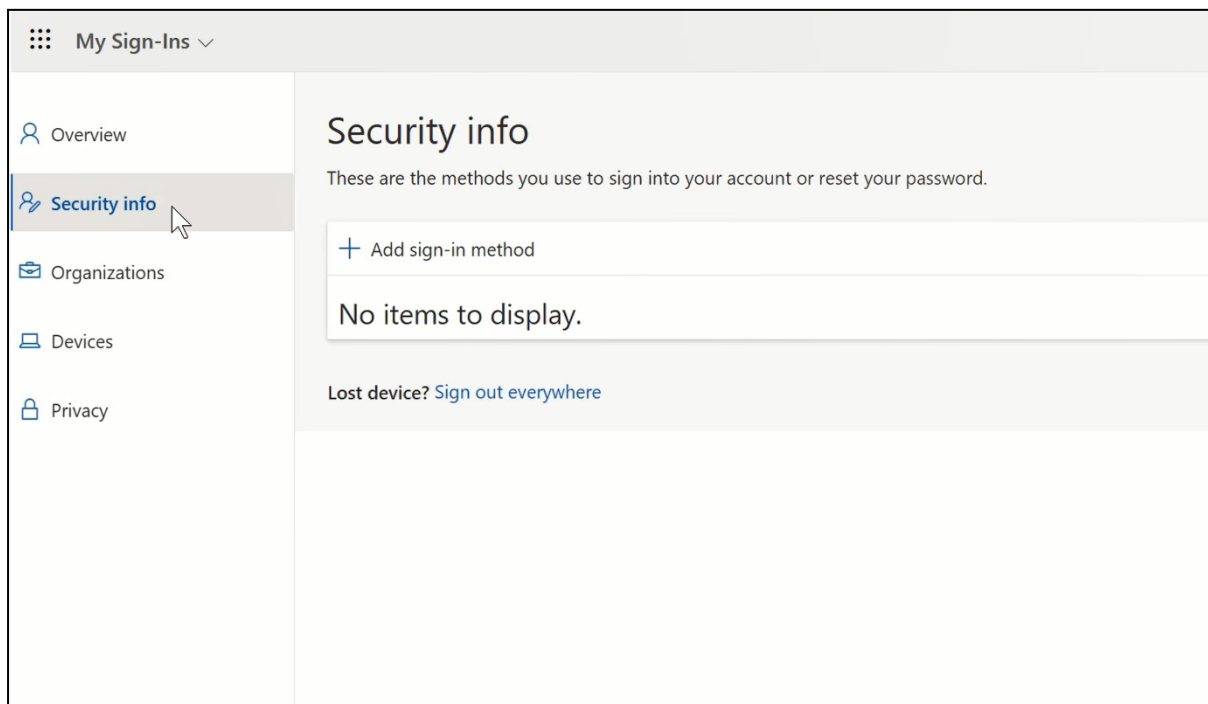
Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using [userid@ext.volvogroup.com](#).

4. Enter your Volvo User ID plus the extension “**@ext.volvogroup.com**” and click on “**Next**”
5. Enter the password by using the same password as you use with your Volvo ID
6. Click “**Sign in**”

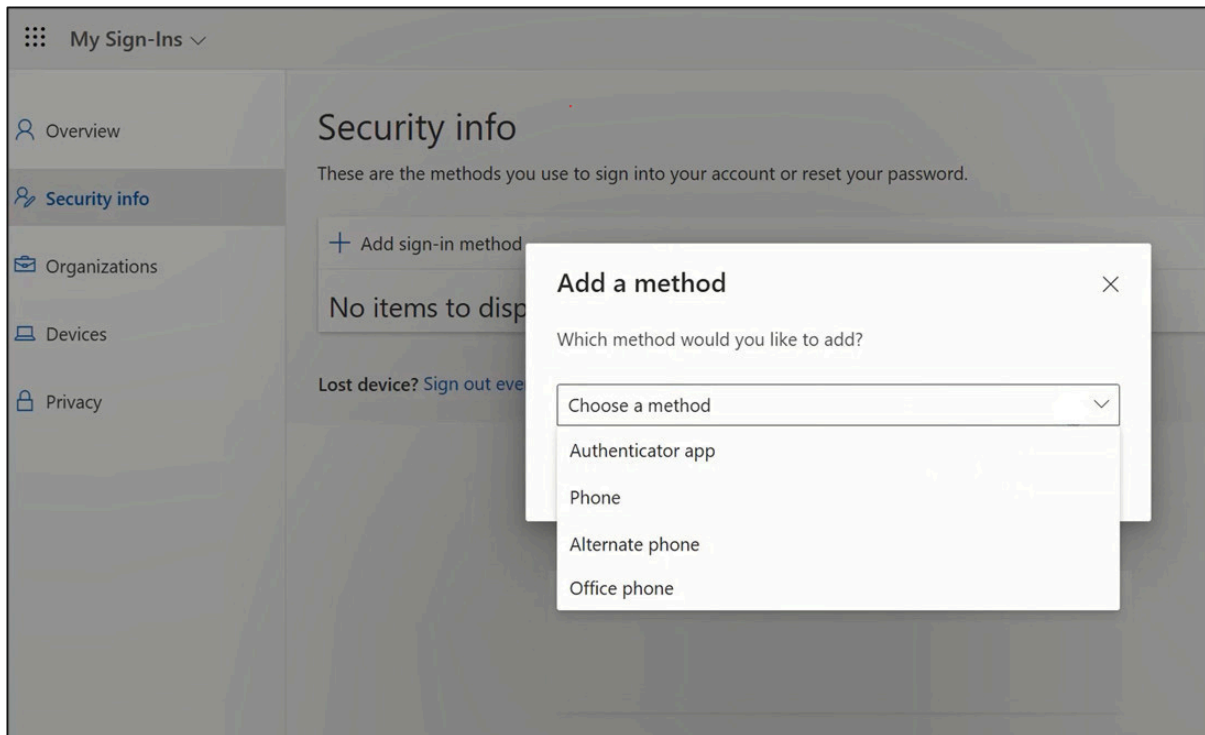
You will be forwarded to Microsoft's My Account page



7. When your Microsoft account page has loaded, please click on “**Security Info**” in the vertical menu bar on the left-hand side



8. On the next page click on “**+ Add sign-in method**”

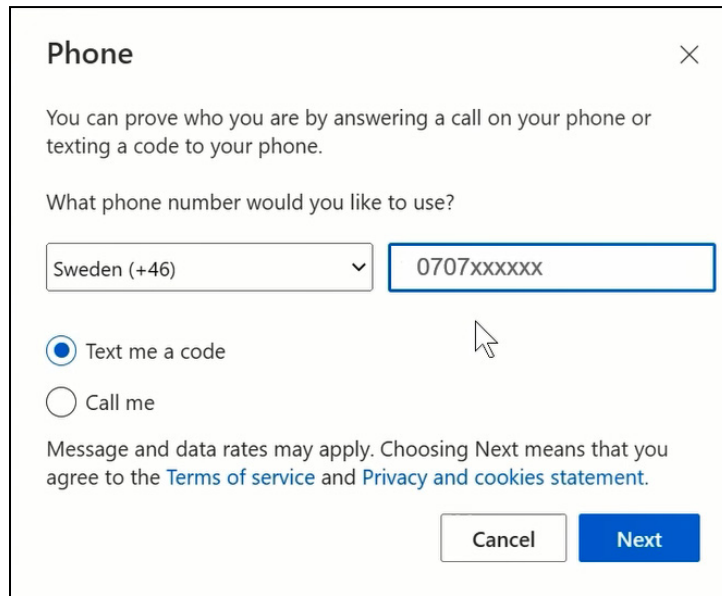


9. In the pop-up, expand the drop-down-menu “**Choose a method**” and select “**Office Phone**” as your preferred MFA method

*“**Phone**”, “**Office Phone**”, and “**Alternate Phone**” can be used, but offer slightly different features.*

*When you select “**Phone**” you can trigger MFA via text message or call. “**Alternate Phone**” or “**Office Phone**” only offer the call-back MFA option. “**Office Phone**” also is the only option that allows the use of phone number extensions.*

V O L V O

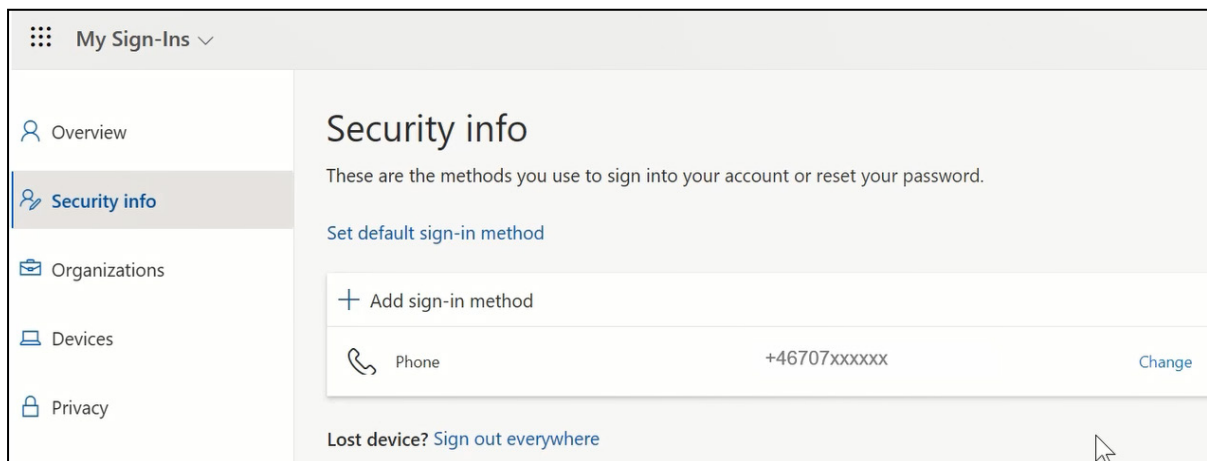


A dialog box titled "Phone" with a close button (X) in the top right corner. The text inside reads: "You can prove who you are by answering a call on your phone or texting a code to your phone." Below this, it asks "What phone number would you like to use?". There is a dropdown menu showing "Sweden (+46)" and a text input field containing "0707xxxxxx". Below the input field, there are two radio buttons: "Text me a code" (which is selected) and "Call me". At the bottom, there is a note: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." There are two buttons at the bottom right: "Cancel" and "Next".

10. Enter your phone number by choosing your country code and using the specified format, select **"Call me"** and click on **"Next"**.

*You will receive an automated phone call to the phone number you specified. To validate the phone number, you are asked to press the **"#"** key on your phone.*

11. Press **"#"** on your phone keyboard.
12. Click on **"Next"**



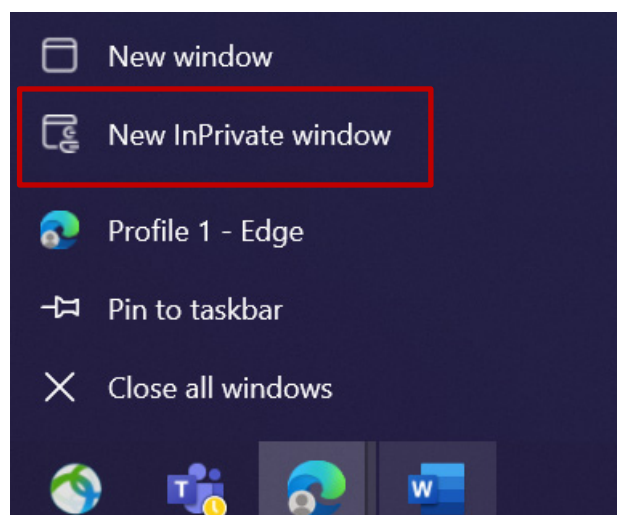
A screenshot of the "My Sign-Ins" page in a web application. The left sidebar shows a navigation menu with "Overview", "Security info" (highlighted), "Organizations", "Devices", and "Privacy". The main content area is titled "Security info" and contains the text: "These are the methods you use to sign into your account or reset your password." Below this, there is a link "Set default sign-in method". A section titled "Add sign-in method" shows a list of methods. The first method is "Phone" with a phone icon, a plus sign, and the number "+46707xxxxxx". To the right of the number is a "Change" link. At the bottom of the page, there is a link "Lost device? Sign out everywhere".

Now you have enabled MFA by SMS to your user account

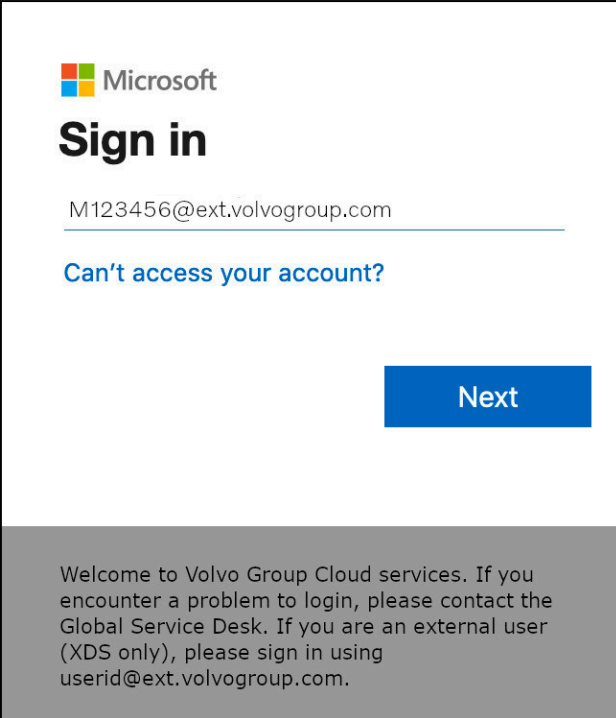
You are done.

LET'S TEST YOUR NEW MFA METHOD

1. Log out of your account.



2. Ideally, open a new private/incognito browser session (right-click on Microsoft Edge browser icon and select “**New InPrivate Window**”) or open your browser (Microsoft Edge or Google Chrome) then press and hold “**Ctrl**” (for Windows) / “**Command/Cmd**” (for Mac) and “**Shift**” and then press the “**N**”-key
3. In the address field of the browser enter the URL:
<https://myaccount.microsoft.com>



The screenshot shows a Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is prominently displayed. Underneath, the email address "M123456@ext.volvogroup.com" is entered into a text field. A link "Can't access your account?" is positioned below the email field. A blue "Next" button is located on the right side. At the bottom, a grey footer contains a welcome message and contact information for the Global Service Desk.

Microsoft

Sign in

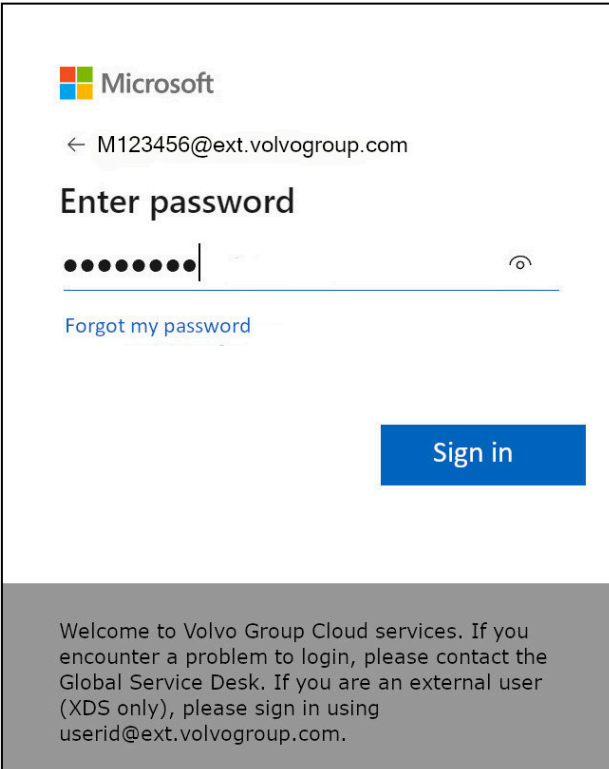
M123456@ext.volvogroup.com

[Can't access your account?](#)

Next

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using `userid@ext.volvogroup.com`.

4. Enter your UPN into the sign in prompt and click "Next"



The screenshot shows the password entry step of the Microsoft sign-in process. The Microsoft logo is at the top left. Below it, a back arrow and the email address "M123456@ext.volvogroup.com" are visible. The heading "Enter password" is centered. Below the heading is a password input field with masked characters (dots) and a toggle icon on the right. A link "Forgot my password" is located below the password field. A blue "Sign in" button is on the right. The same grey footer with the welcome message is at the bottom.

Microsoft

← M123456@ext.volvogroup.com

Enter password


.....

[Forgot my password](#)

Sign in


Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using `userid@ext.volvogroup.com`.


5. Enter your password and click on "Sign in"

 Microsoft

M123456@ext.volvogroup.com

Verify your identity

 Text +XX XXXXXXXXXX96

 Call +XX XXXXXXXXXX96


[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel


Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**.

6. On the next screen, select “Call +XXXXXXXXXXXXXXXXX” to receive a phone call

 Microsoft

M123456@ext.volvogroup.com

Approve sign in request

 We're calling your phone. Please answer it to continue.

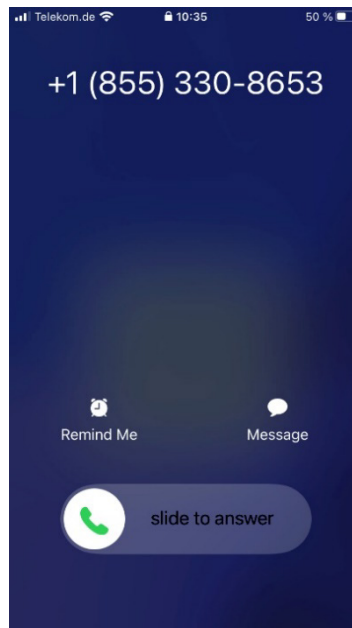
Having trouble? [Sign in another way](#)

[More information](#)

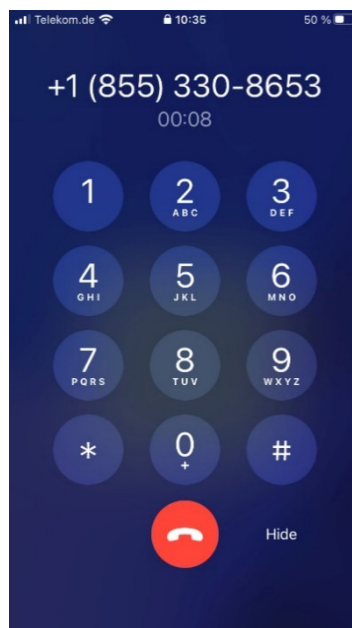
Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**.

7. Check the phone with the number you set up as your MFA method


V O L V O



8. Answer the call



9. Open the phone keyboard on your phone and verify your login request by pressing the “#” key



M123456@ext.volvogroup.com

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☒ Don't show this again

No Yes

Welcome to Volvo Group Cloud services. If you encounter a problem to login, please contact the Global Service Desk. If you are an external user (XDS only), please sign in using **userid@ext.volvogroup.com**.

10. Confirm the next pop-up by clicking on “Yes”

You have successfully logged into your account using your newly registered MFA method.

