

MFA How to update your account when you get a new phone

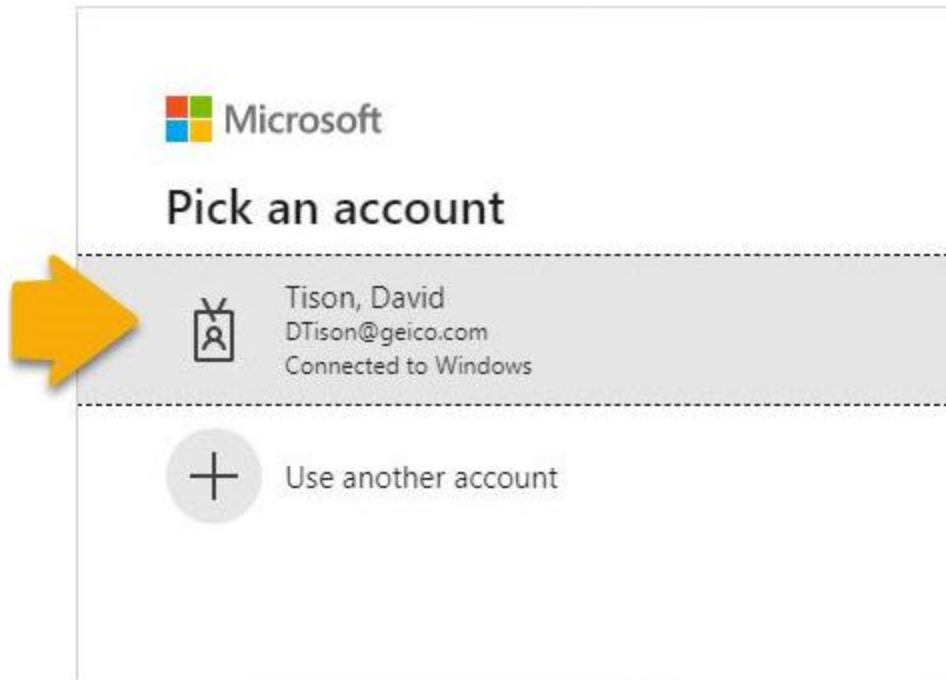
Using the Microsoft Authenticator app on your smart phone is the most convenient way of using GEICO's Azure MFA process. When you replace your phone with a new one, you'll have to delete the previous Microsoft Authenticator sign-in method from your account and go through the registration process again. This article will detail the process.

Connect to "My Sign-ins"

While connected to the GEICO network, use IE, Chrome, or Edge and navigate to: <https://mysignins.microsoft.com>

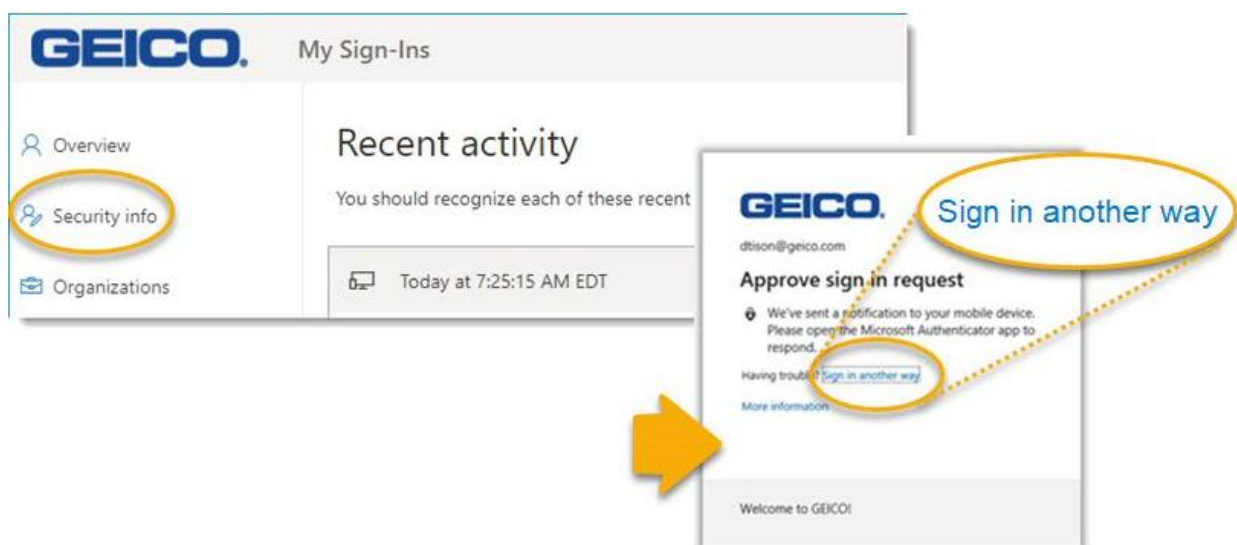


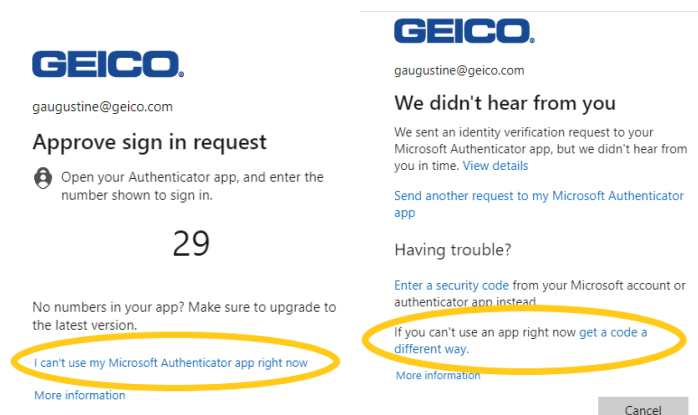
This may prompt you to pick an account. If so, select your email account. If your account is not listed, select "Use another account", enter your full GEICO email address, then select "Next".



When your account loads, select "Security info".

This may initiate a sign-in approval request. If it does, you won't be able to approve with Authenticator yet, since it isn't set up on your new phone. Select "I can't use my Microsoft authenticator app right now" or "Sign In Another Way". If you aren't prompted for a sign in approval, skip ahead to Delete and re-add Authenticator.



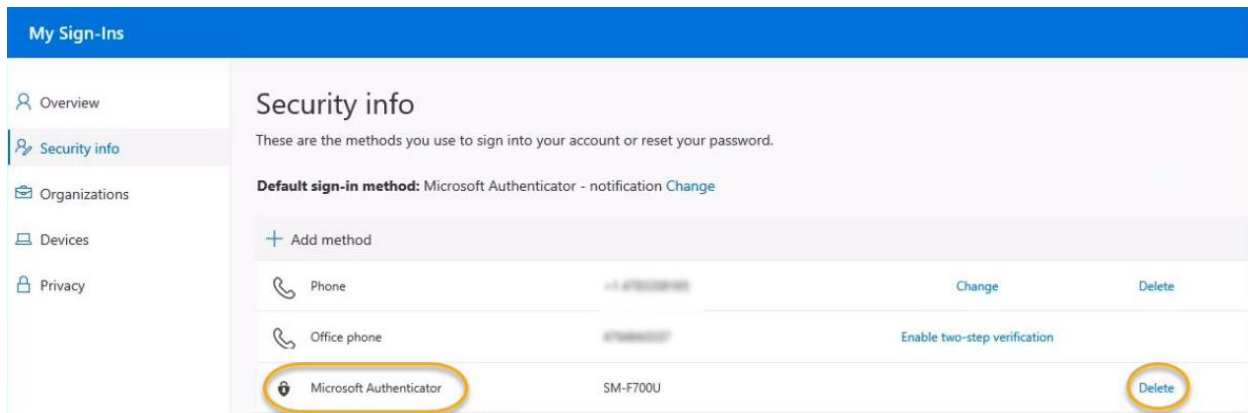


In the "Verify your identity" window, select your phone number. Note that your number is masked except for the last two digits. You'll receive a call at the number you set up previously (your cell or work number). Answer the call and select the pound key on your keypad to verify your identity. The "Security Info" tab will now complete loading.

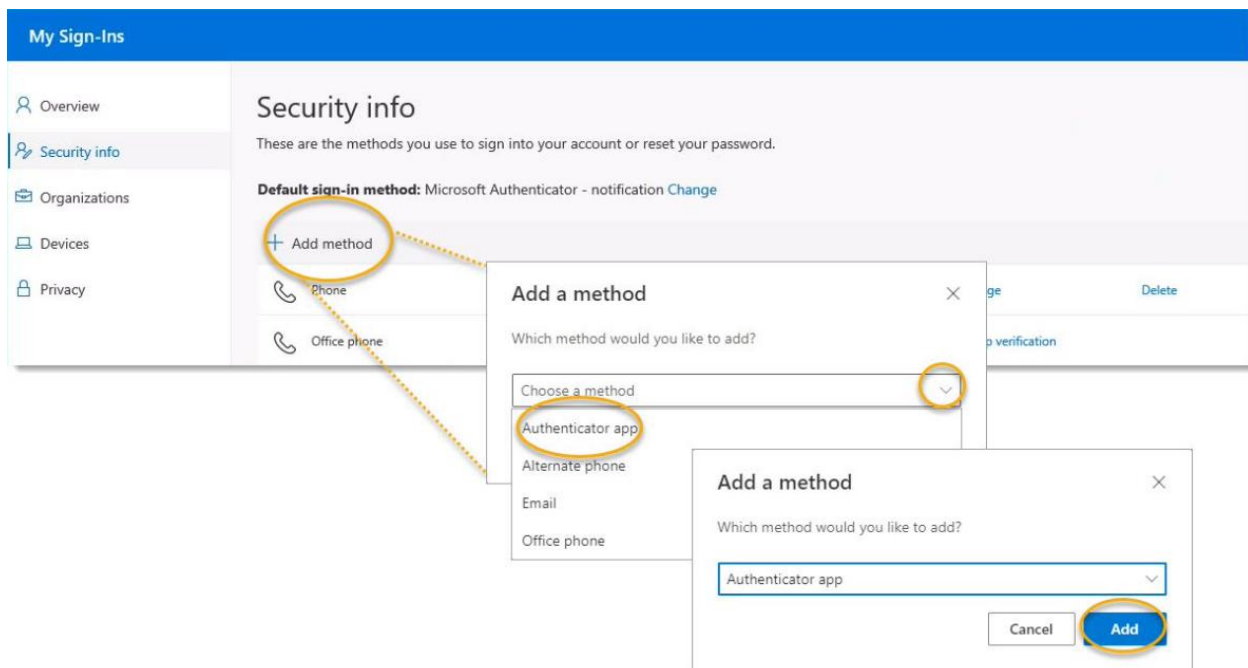


Delete and re-add Authenticator

In the "Security Info" section, locate the entry "Microsoft Authenticator and select the "Delete" option. Select "OK" to confirm your choice.



Select the "Add method" option. In the "Add a method" window, select "Authenticator app" from the drop list, then select the "Add" button.

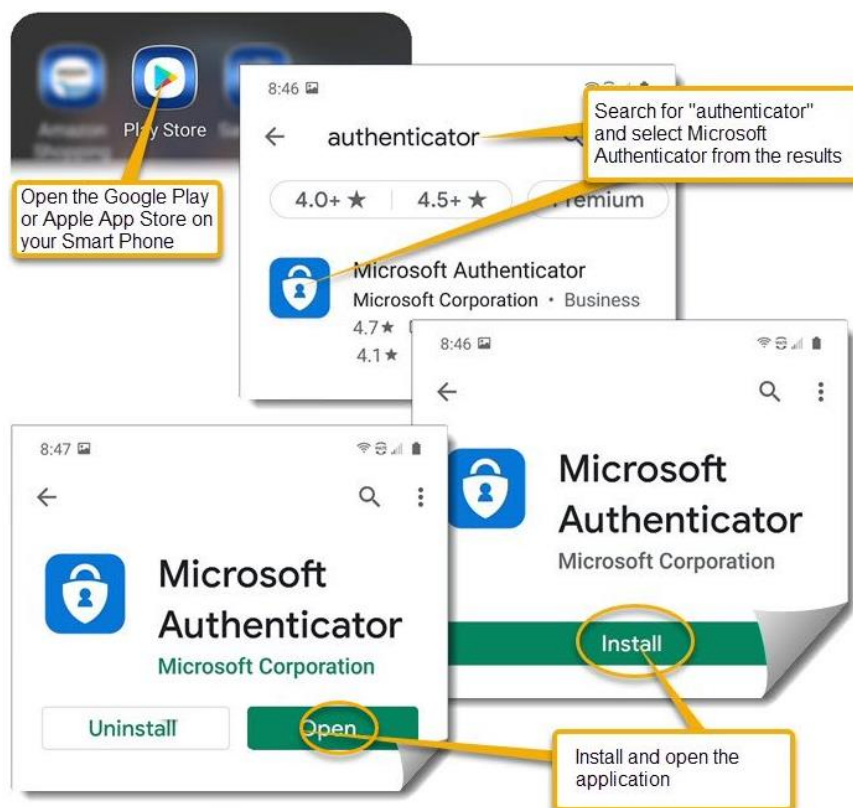


When the Microsoft Authenticator window is displayed. **Don't select the "Next" button yet.** Go to your smart phone.



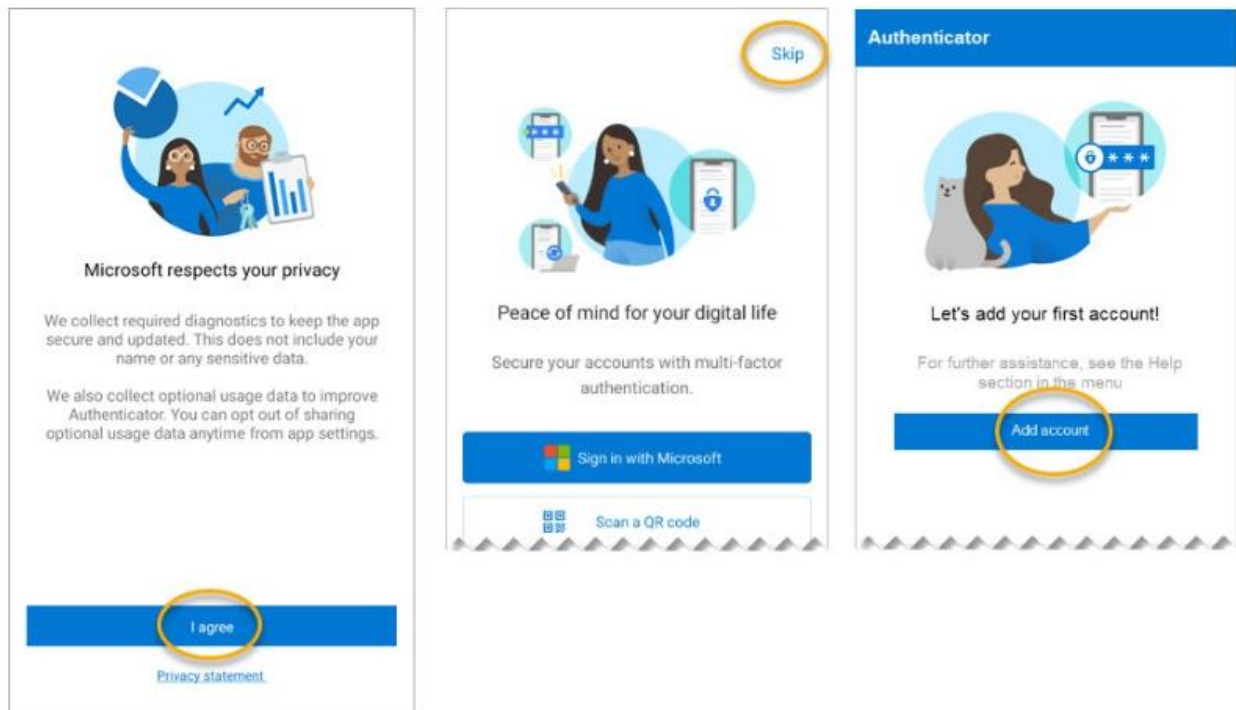
On your Smartphone

If you haven't already, download and install "Microsoft Authenticator" from the Apple App Store or Google Play Store onto your Smartphone. Google Play is used in this example.



Now open the "Microsoft Authenticator" on your Smartphone. Make the following selections when the app opens:

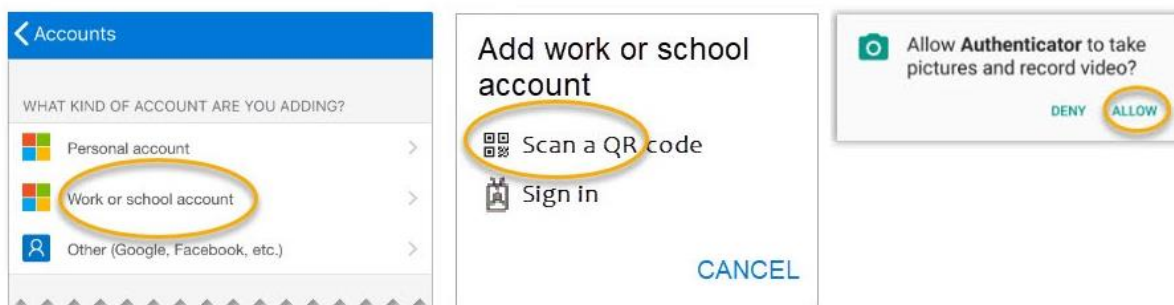
- Select "I Agree" when presented with the "Microsoft respects your privacy" message.
- Select "Skip" when presented with multiple options in the "Peace of mind..." message.
- Select the "Add account" when presented with the "Let's add your first account!" message



Continued...

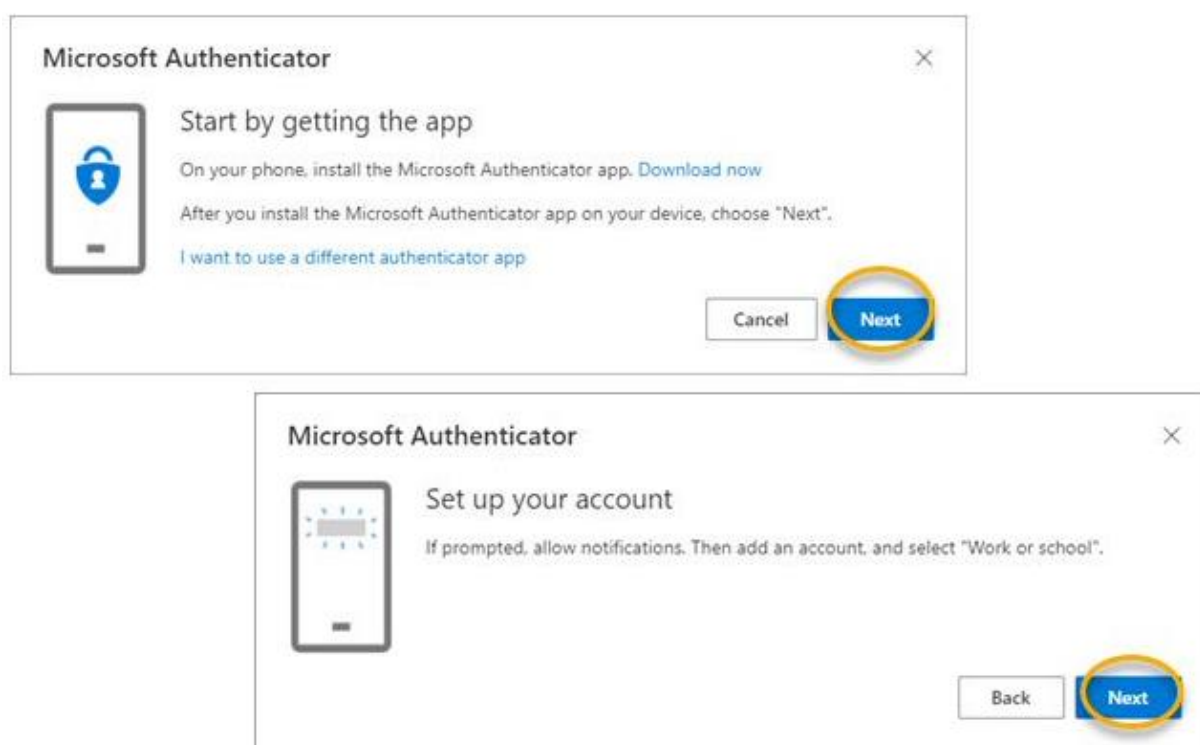
- Select "Work or school account".
- Select "Scan a QR code".
- When prompted, select "Allow" to give the app permissions to access your phone's camera. (Required to capture the upcoming QR code).

The phone will go into QR scanning mode.

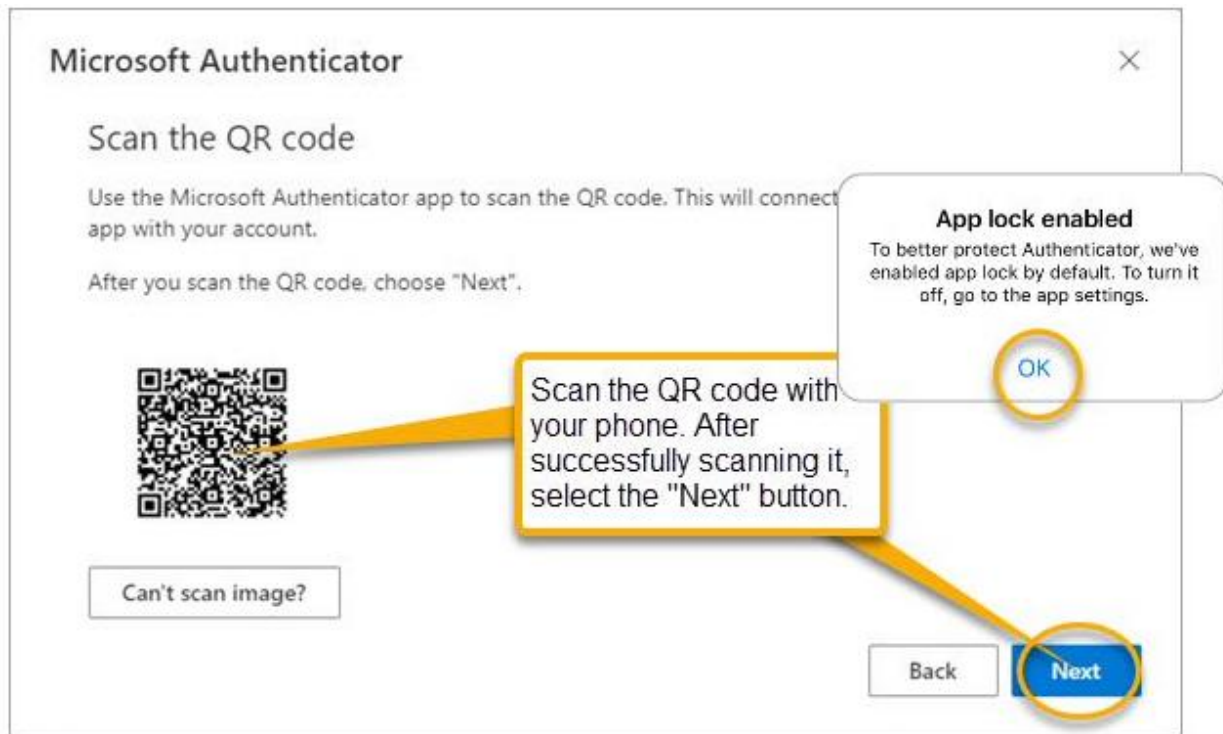


On your computer

Now we select the "Next" button we didn't select above in the Microsoft Authenticator window displaying the text "Start by getting the app". Select the "Next" button in the following window as well.

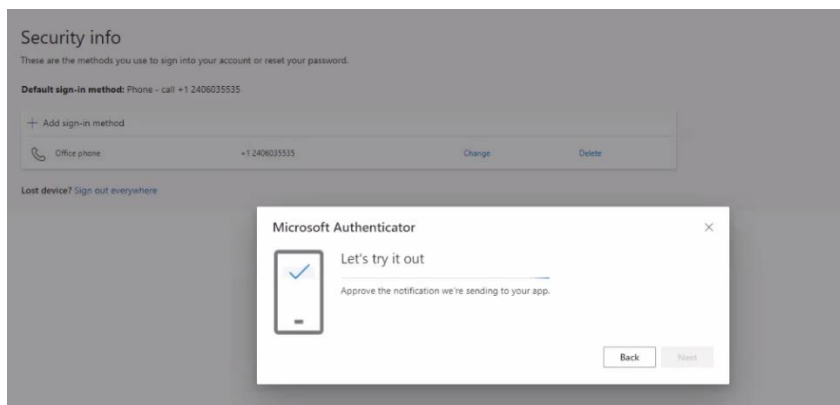


Scan the QR code. The Authenticator application on the phone may display an "App lock enabled" message on the phone. Select the "OK" button. On the computer, select the "Next" button.



Almost done

Microsoft will automatically conduct a test by sending a notification to the Authenticator app on your phone. Select "Approve" on your phone when prompted, then select the "Next" button on your computer.



One last thing

Now that you have the Authenticator set up on your new phone, we'll want to ensure that it's the default verification method for your account. Back at the

"My Sign-ins" page on the computer, your default sign-in method should be "Microsoft Authenticator - notification". If it isn't, select the "Change" option. In the "Change default method" window, select "Microsoft Authenticator - notification" from the drop list, then select the "Confirm" button.

