Upper Canada Specialty Hardware
IT notice: sign-in security update

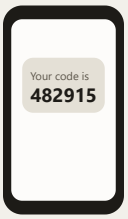
Switch your sign-in codes from text messages to the Microsoft Authenticator app

A step-by-step guide with a picture for every click. No computer skills needed.

Interactive version: **https://mfa.ucsh.cloud**

About 10 to 15 minutes | At your desk, on your office computer

What is changing



Before: a text message
Microsoft texts you a 6-digit code to type in.



After: the Authenticator app
Your phone shows a pop-up. Type the two-digit number from your screen and tap Yes.

Text messages can be intercepted by scammers; the app's pop-up cannot. It is also quicker for you.

You will need

- [ ] Your office computer
- [ ] Your own phone, charged, with Wi-Fi or mobile data
- [ ] Your UCSH email and password
- [ ] Your Apple ID or Google password, to download the free app

How to use this guide

- Do the steps in order, 1 to 7.
- In each picture, the **yellow outlined box** shows where to click or tap.
- Each step says whether to use your **computer** or your **phone**.
- Tick **Done** at the top of each page as you go.
- Prefer to follow along on screen? Open **mfa.ucsh.cloud** in your web browser for the interactive version.

IT helpdesk · Email: garyt@ucsh.com · Phone: Extension 276 · Online guide: mfa.ucsh.cloud

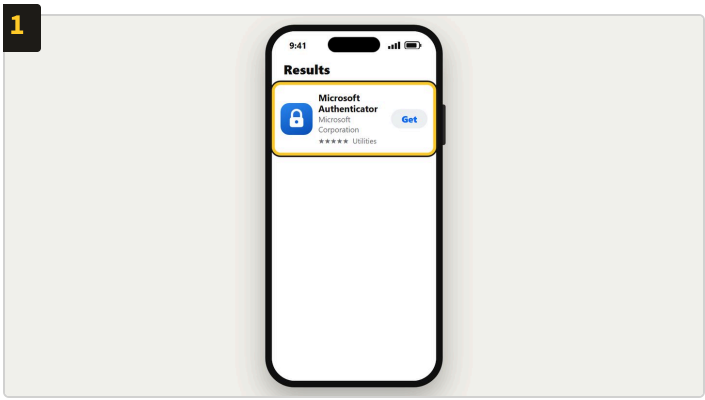
STEP 1 OF 7 · PHONE

Install the free Microsoft Authenticator app

Done

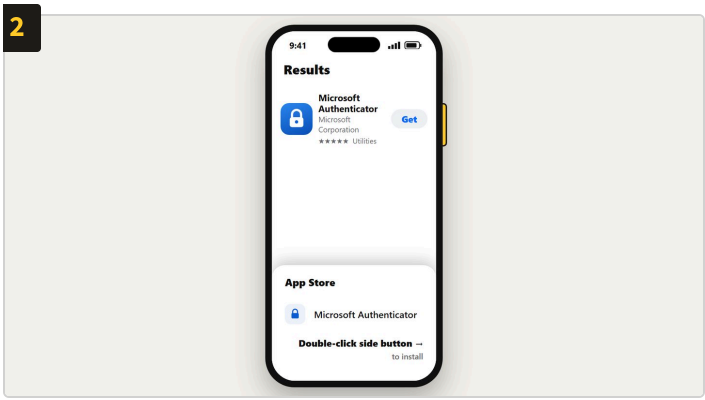
iPhone

1



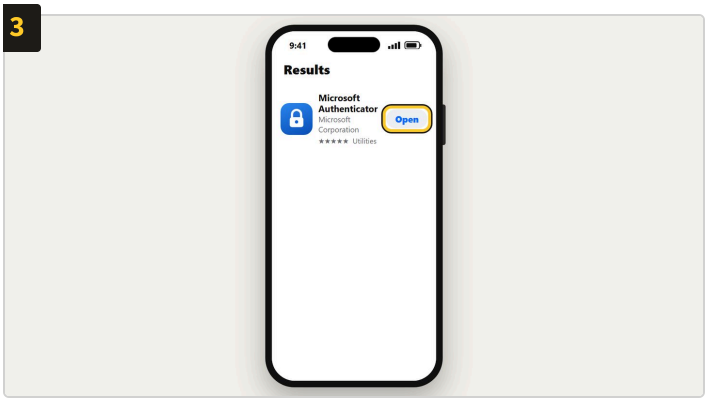
Open the **App Store**, tap **Search**, and type **Microsoft Authenticator**. Choose the blue padlock by Microsoft Corporation.

2



Tap **Get**, then double-click the side button (or use Face ID or your Apple ID password).

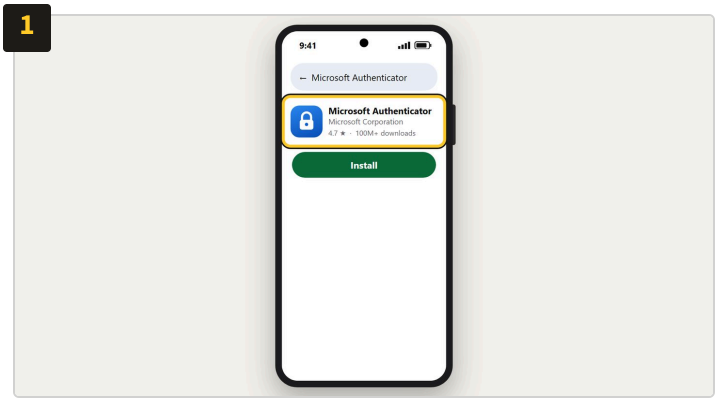
3



When it finishes, tap **Open**.

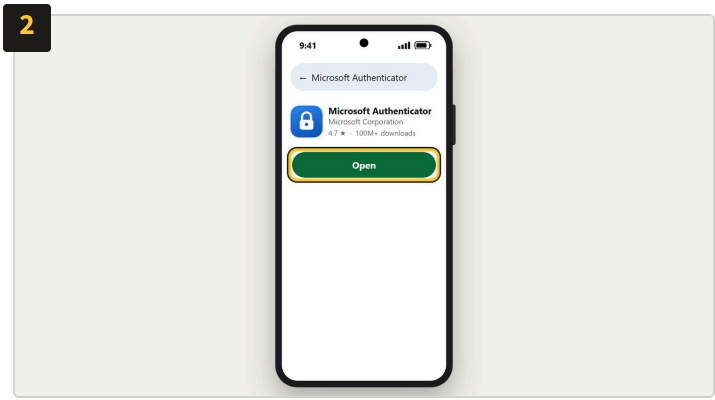
Android

1



Open the **Play Store** and search **Microsoft Authenticator**. Check it says **Microsoft Corporation**.

2



Tap **Install**. When it finishes, tap **Open**.

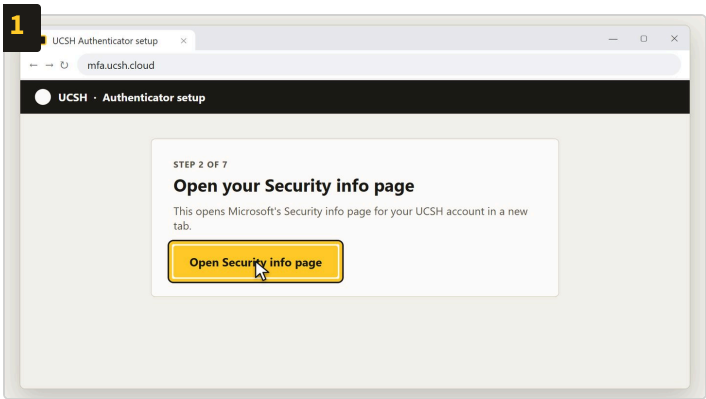
> The app is free. If it asks for a password, use your **Apple ID** or **Google** password, not your work password.

STEP 2 OF 7 · COMPUTER

Open your Security info page and confirm the account

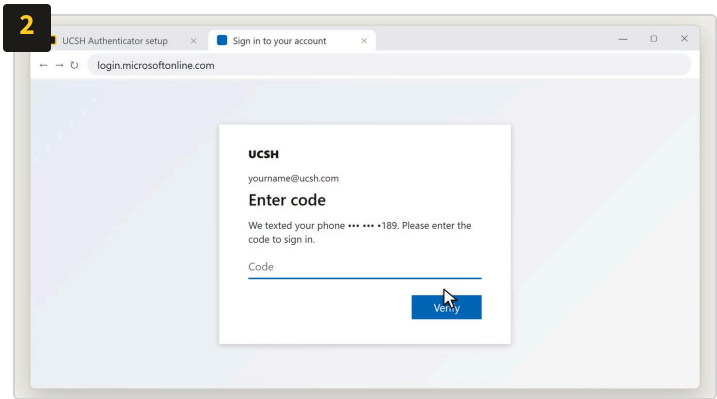
☐ Done

1



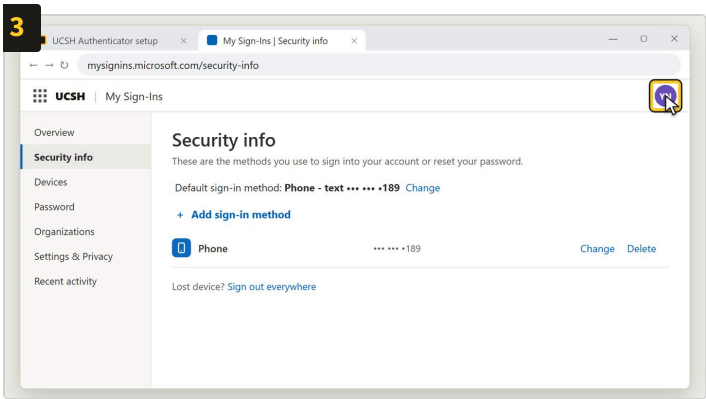
Go to the online guide and click **Open Security info page**. Or type **aka.ms/mysecurityinfo** in your browser.

2



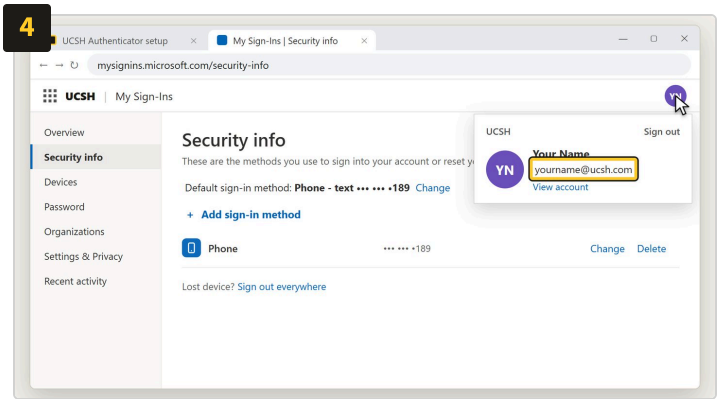
If asked, sign in with your **@ucsh.com** email and password, then type the code from your text message.

3



On the Security info page, click your **initials** in the top-right corner.

4



Read the email address. It must end in **@ucsh.com**.

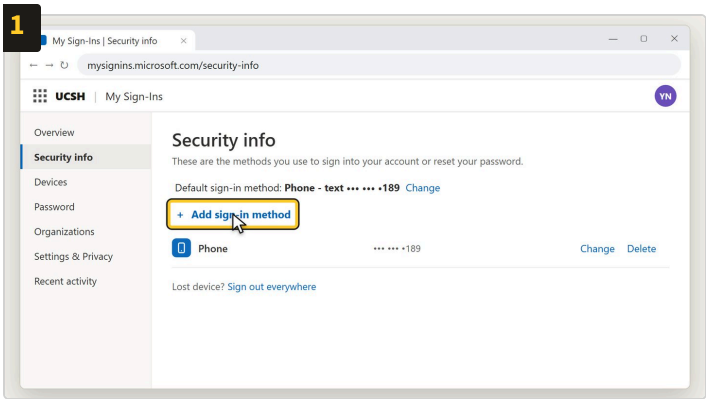
Wrong account? If the email does not end in @ucsh.com, click **Sign out**, close the tab, and open the page again with your UCSH account. Do not continue on any other account.

STEP 3 OF 7 · COMPUTER

Add Microsoft Authenticator to your account

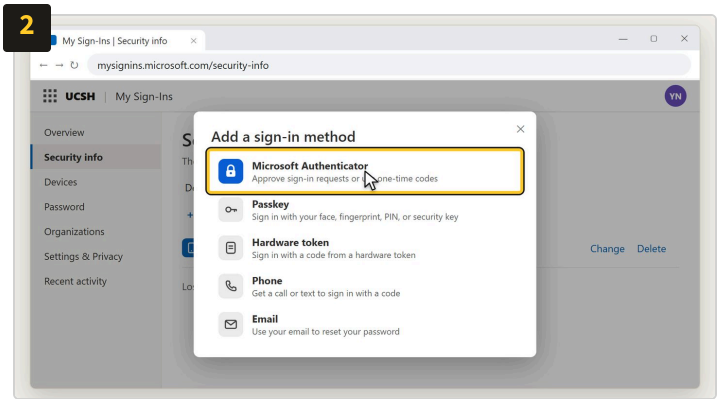
☐ Done

1



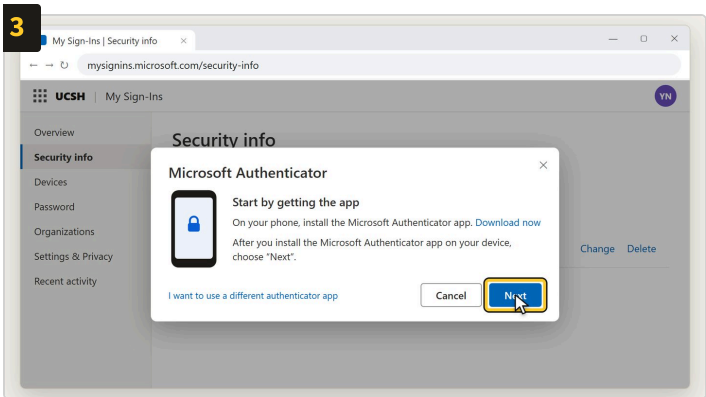
Click **+ Add sign-in method**.

2



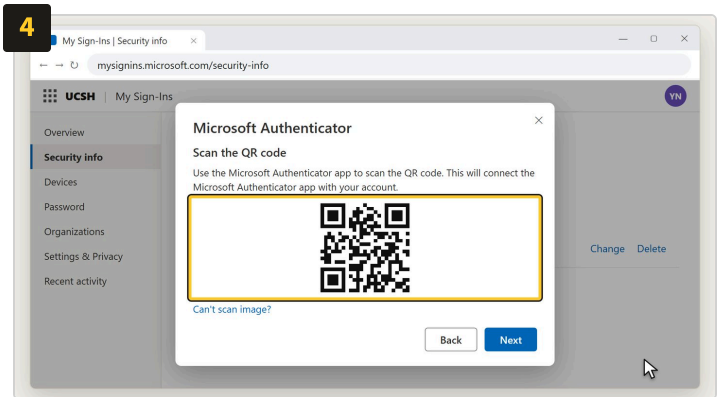
Click **Microsoft Authenticator**. (Older screens: choose "Authenticator app" from a list and click **Add**.)

3



Click **Next**, then **Next** again.

4



A square code appears. Leave it on the screen and pick up your phone.

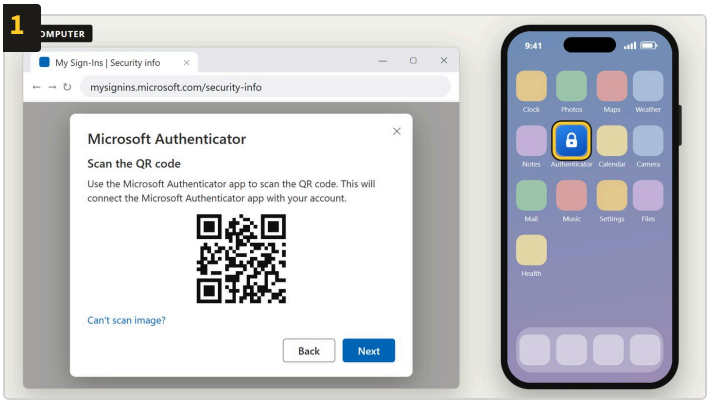
Do not click "I want to use a different authenticator app".

STEP 4 OF 7 · COMPUTER AND PHONE

Use your phone to scan the square code

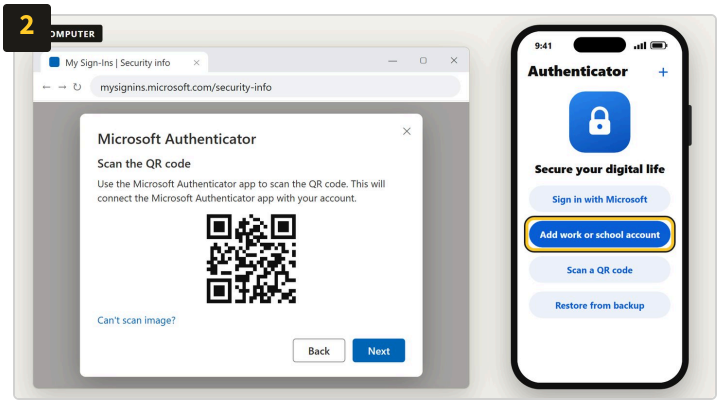
☐ Done

1



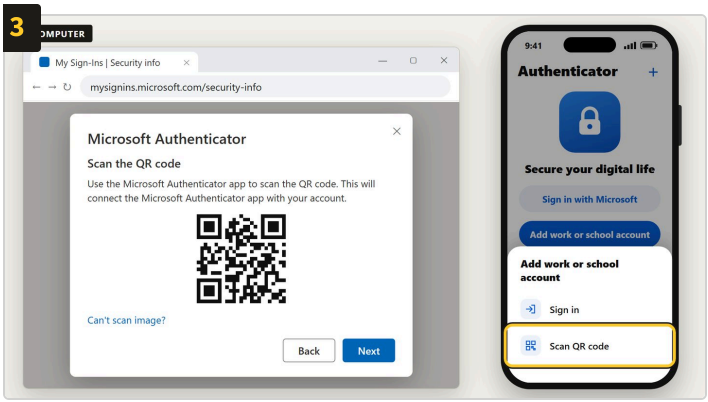
Open the **Authenticator** app. Tap **Accept** and **Continue** on the welcome screens.

2



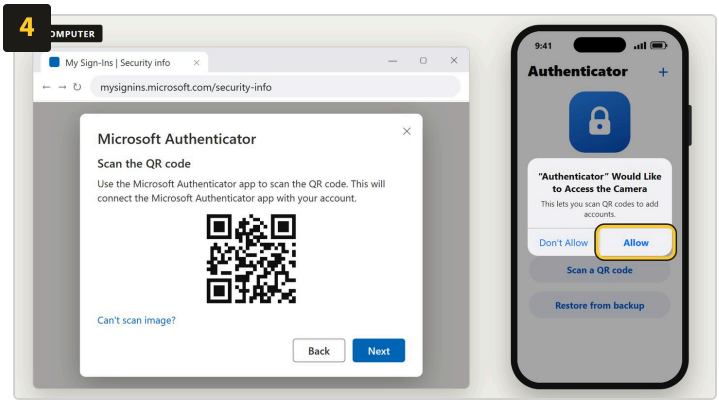
Tap **Add work or school account**. (Or tap **+**, then **Work or school account**.)

3



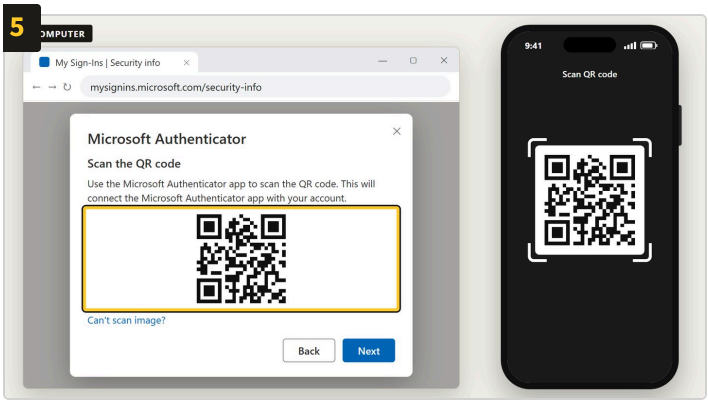
Tap **Scan QR code**.

4



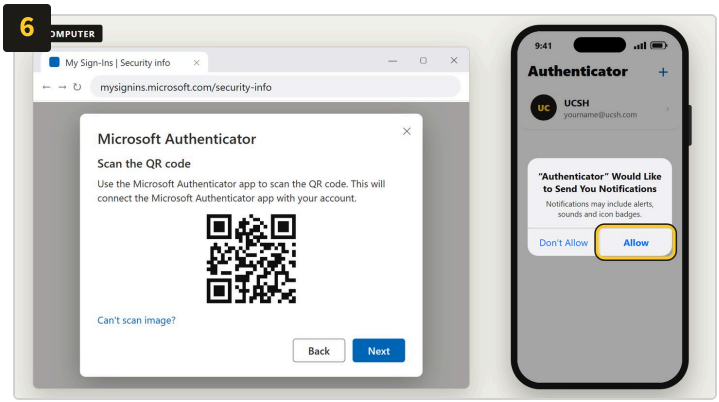
Allow the camera. On Android, tap **While using the app**.

5



Point the phone at the square code on your computer. It scans by itself.

6



Allow notifications. Without this, the sign-in pop-ups will not arrive.

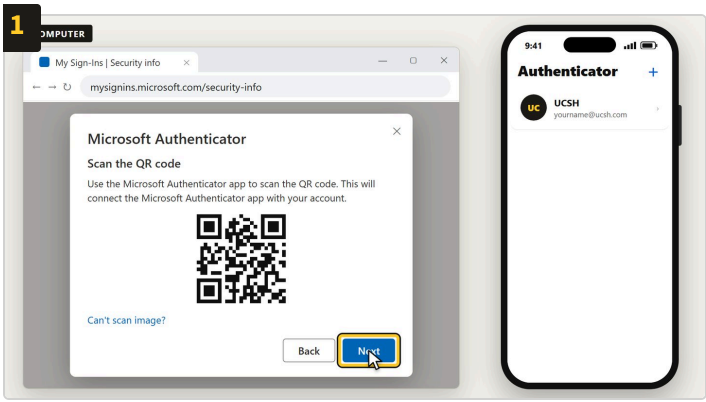
Done when your UCSH account and email appear in the app. If it will not scan, hold the phone 20 to 30 cm away, or press **Ctrl** and **+** to make the code bigger.

STEP 5 OF 7 · COMPUTER AND PHONE

Test it by typing the number

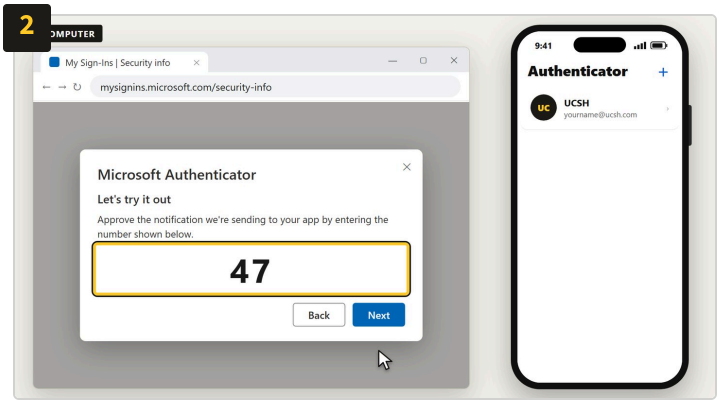
☐ Done

1



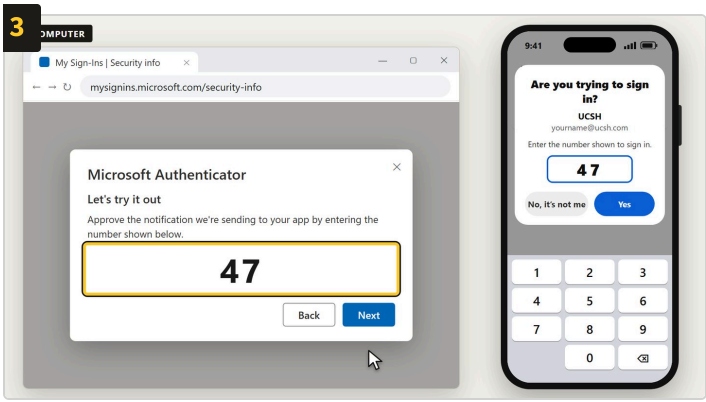
On the computer, click **Next**.

2



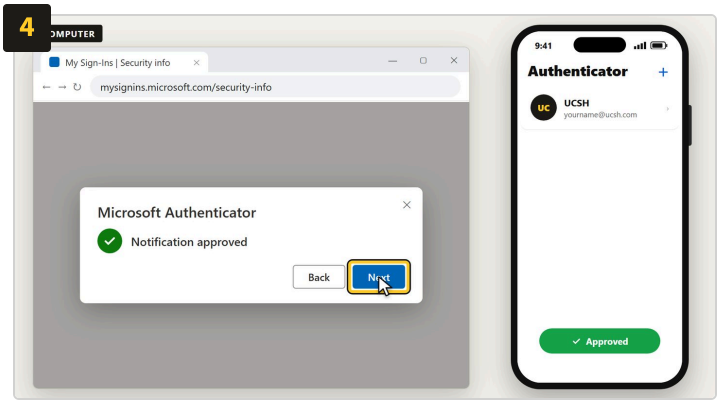
The computer shows a **two-digit number**.

3



Tap the alert on your phone and type the **same number**. No alert? Open the app.

4



Tap **Yes**. The computer says **Notification approved**. Click **Next**.

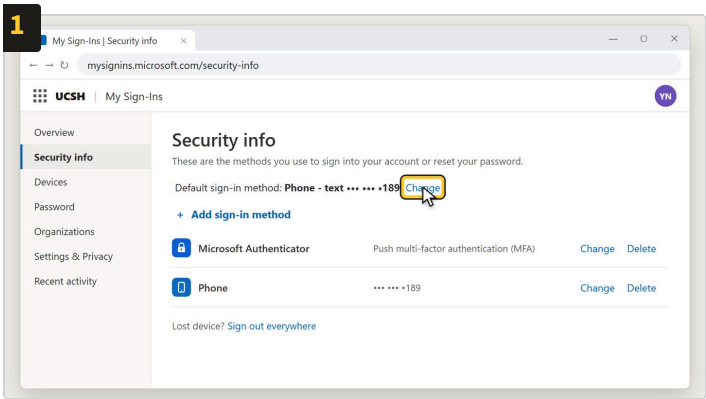
No alert? Check the phone has internet, then click **Back** and **Next** on the computer to send it again.

STEP 6 OF 7 · COMPUTER

Make the app your default sign-in method

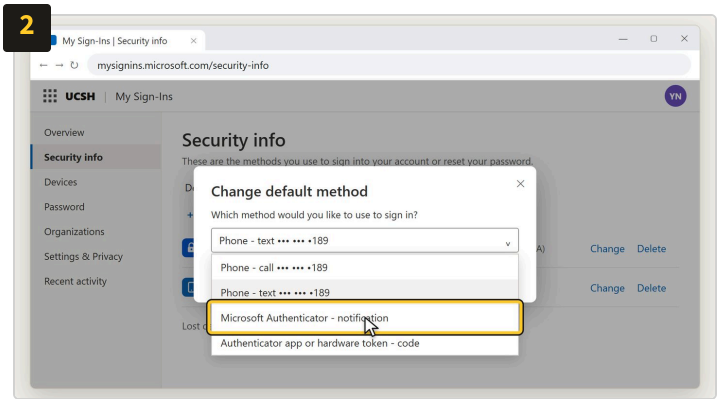
☐ Done

1



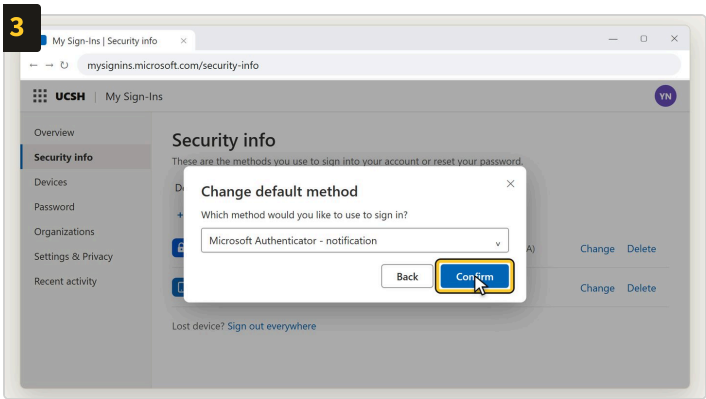
Next to **Default sign-in method**, click **Change**.

2



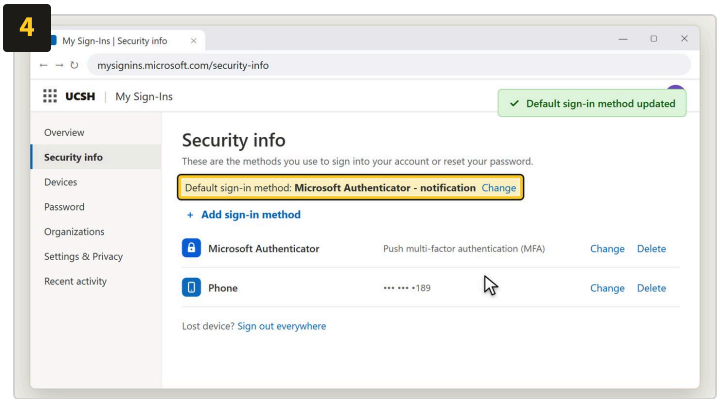
Open the list and choose **Microsoft Authenticator - notification** (older screens: “App based authentication - notification”).

3



Click **Confirm**.

4



The default now says **Microsoft Authenticator - notification**.

No “Change” link? Your organisation chooses automatically. Skip to Step 7.

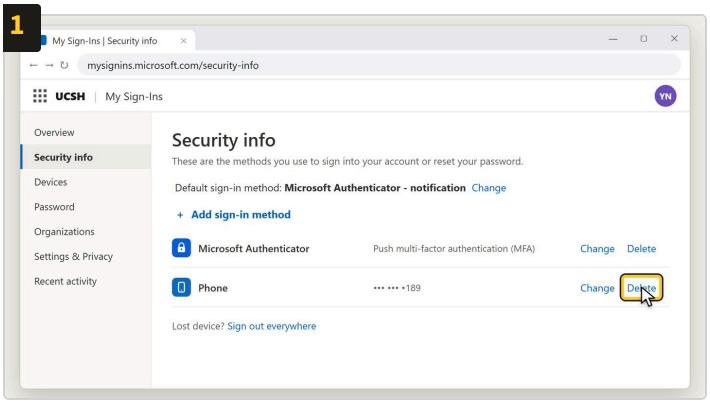
STEP 7 OF 7 · COMPUTER

Turn off text messages

☐ Done

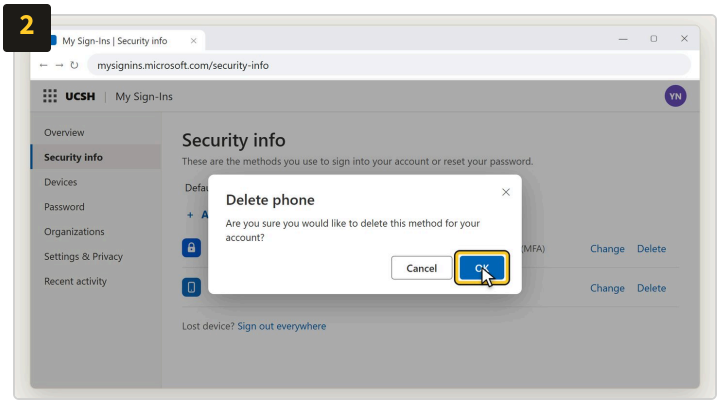
Only do this if Step 5 worked and the computer said “Notification approved”. Otherwise you could be locked out.

1



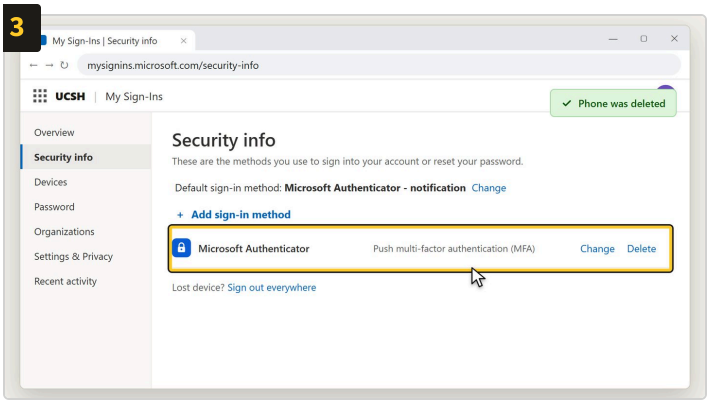
On the line that says **Phone**, click **Delete**. Not the Microsoft Authenticator line.

2



Click **OK**.

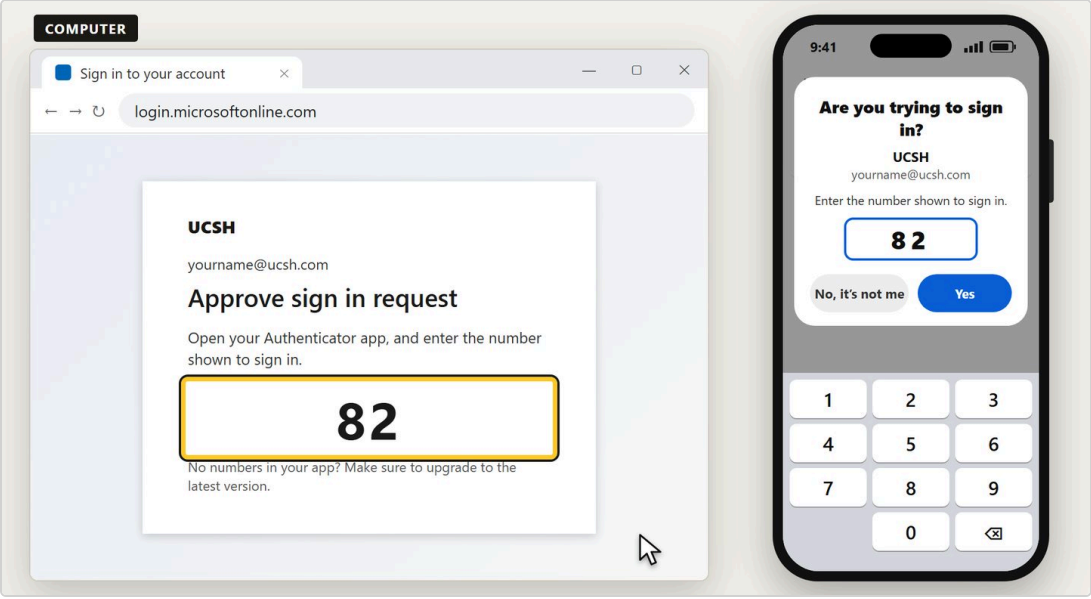
3



Only Microsoft Authenticator is left. Text-message codes are off.

Cannot delete it, or you also see “Alternate phone” or “Office phone”? Leave those and contact the IT helpdesk.

From now on, signing in looks like this



The computer shows a number. | Your phone shows a pop-up. Type that number. | Tap **Yes**.

Three rules to stay safe

1. **Only tap Yes when you are signing in yourself, right now.** A pop-up you did not expect? Tap **No, it's not me** and contact IT straight away.
2. **Never give anyone the number or a code.** IT will never ask you for it.
3. **New phone? Tell IT before you reset or trade in the old one.** If your phone is lost or stolen, contact IT immediately.

Common problems

No pop-up on my phone	Open the Authenticator app. Check the phone has internet. On the computer click **Back**, then **Next**.
I tapped "Don't allow" by mistake	**iPhone:** Settings, Authenticator, turn on Camera and Notifications. **Android:** Settings, Apps, Authenticator, Permissions and Notifications.
The code will not scan	Hold the phone 20 to 30 cm away and keep it still. Press **Ctrl** and **+** to enlarge the code. Click Back, then Next, for a fresh code.
My phone has no internet	Open the app and tap your UCSH account to see a 6-digit code you can type instead.
I do not have a smartphone	Contact the IT helpdesk. There are other options.

IT helpdesk · Email: garyt@ucsh.com · Phone: Extension 276

The screens shown are illustrations. Your screens may look slightly different, but the buttons and wording will match.