

## Fidelity Life LearningHQ. How to set up your secure two-step login.

Keeping your information and ours safe is a non-negotiable. That's why we're using a common two-step login process called multi-factor authentication (MFA) to verify that you're you!

If you've ever logged into your bank or email account and needed to enter a code texted to your mobile phone, for example, then you're using MFA.

The great thing about MFA is that once it's set up there's no password to remember - when you get the hang of it, it's a pretty swift process!

The two things you'll need handy before setting up your MFA account for the first time are:

- Access to your business email account
- Your mobile phone

## Let's get started!

Go to <u>learning.fidelitylife.co.nz</u> and enter your email address – pretty straight forward! This should be your business email address.



Click "Send Code"

You'll then be emailed an 8-digit code:



Enter this into your sign-in screen.

You'll need to review and accept some standard Microsoft permissions.

Note: these are different from our Learning HQ Privacy Policy and Conditions of Use - if you haven't read these, you can find them <u>here.</u>

| fidelity   |  |  |
|--|--|--|
| crickett.duncan@gmail.com  |  |  |
| Permissions requested by:  |  |  |
| Fidelity Life Assurance Company Limited<br>fidelitylifenz.onmicrosoft.com  |  |  |
| By accepting, you allow this organization to:  |  |  |
| ✓ Receive your profile data  |  |  |
| <ul> <li>Collect and log your activity</li> </ul>  |  |  |
| <ul> <li>Use your profile data and activity data</li> </ul>  |  |  |
| You should only accept if you trust Fidelity Life Assurance<br>Company Limited. Fidelity Life Assurance Company Limited has<br>not provided links to their terms for you to review. You can<br>update these permissions at<br>https://myaccount.microsoft.com/organizations.<br>Learn more |  |  |
| This resource is not shared by Microsoft.  |  |  |
|  |  |  |

Now we need to set up multi-factor authentication. Start by clicking the "Next" button on the "More information required" screen when it appears:



This will load another page asking you to set up Microsoft Authenticator. Click "Next":

|                 | Keep your account secure   |
|-----------------|--|
| Microso         | oft Authenticator<br>Start by getting the app<br>On your phone, install the Microsoft Authenticator app. Download now<br>After you install the Microsoft Authenticator app on your device, choose "Next".<br>I want to use a different authenticator app |
| l want to set u | p.a. different method  |

Note that you can select "I want to set up a different method" to chose to use your phone number rather than the authenticator app:

| Choose a different n       | nethod $	imes$ |
|----------------------------|----------------|
| Which method would you lik | e to use?      |
| Choose a method            | ~              |
| Authenticator app          |                |
| Phone                      |                |

If you selected "Authenticator App":

You will be presented with the below menu. Click 'Next'. Note that you need to have the Microsoft Authenticator app installed on your smartphone to proceed further, this is available on both Apple and Android app stores for free.

|                  | Keep your account secure   |
|------------------|--|
| Microso          | oft Authenticator<br>Set up your account<br>If prompted, allow notifications. Then add an account, and select "Work or school".<br>Back Next |
| I want to set up | a different method   |

After clicking next, you will be presented with a QR code on your computer screen. Scan this with the Microsoft Authenticator app and then click "Next":

| Keep your account secure   |
|--|
| Microsoft Authenticator  |
| Scan the QR code   |
| Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator<br>app with your account. |
| After you scan the QR code, choose "Next".   |
|  |
| Can't scan image?  |
| Back Next  |
| Lwant to set up a different method   |

You will be presented with a code on your screen, additionally a prompt will appear in the Microsoft Authenticator app asking you to enter this code. Enter the code on your phone and press "Approve":

|                                     | Keep your account secure   |  |
|-------------------------------------|--|--|
| Microso                             | ft Authenticator<br>Let's try it out   |  |
| _                                   | Approve the notification we're sending to your app by entering the number shown below.<br><b>39</b><br>Back Next |  |
| I want to set up a different method |  |  |

This will take you to the following screen if you were successful. Click "Next":

| Keep your account secur             | e         |
|-------------------------------------|-----------|
| Microsoft Authenticator             | Back Next |
| I want to set up a different method |           |

Congratulations, you're all sorted! Click "Done" to be redirected to the My Training Dashboard.

| Keep your account secure  |         |
|---|---------|
| Success!  |         |
| Great job! You have successfully set up your security info. Choose "Done" to continue sign<br>Default sign-in method: | ning in |
| Microsoft Authenticator   |         |
|   | Done    |

## If you selected "Phone":

Select 'New Zealand', input your mobile number then select 'Receive a Code' or 'Call me':

| You can prove who you are by answering a call on your p | hone or receiving a code on your phone.              |
|---|--|
| What phone number would you like to use?                |  |
| New Zealand (+64)                                       | Enter phone number                                   |
| Receive a code  |  |
| Call me   |  |
| Message and data rates may apply. Choosing Next means   | s that you agree to the Terms of service and Privacy |
| and cookies statement.                                  |  |

For receive a code – enter the code in the text message you would have just received:

| Phone  |      |      |
|--|------|------|
| We just sent a 6 digit code to <b>CE 02105550077</b> Enter the code below.<br>154037 |      |      |
| Resend code  |      |      |
|  | Back | Next |

For 'Call Me', answer your phone when it rings and press the **#** key:

| Keep your account secure                                     |      |
|--|------|
| Phone Call answered. Your phone was registered successfully. | Next |

Whichever method you chose, if you signed in successfully you will receive the below screen:



Click "Done" to be redirected to the My Training Dashboard.

## Need more help?

If you run into any issues when setting up, email through to Advisertraining@fidelitylife.co.nz and we will be able to support.