

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!

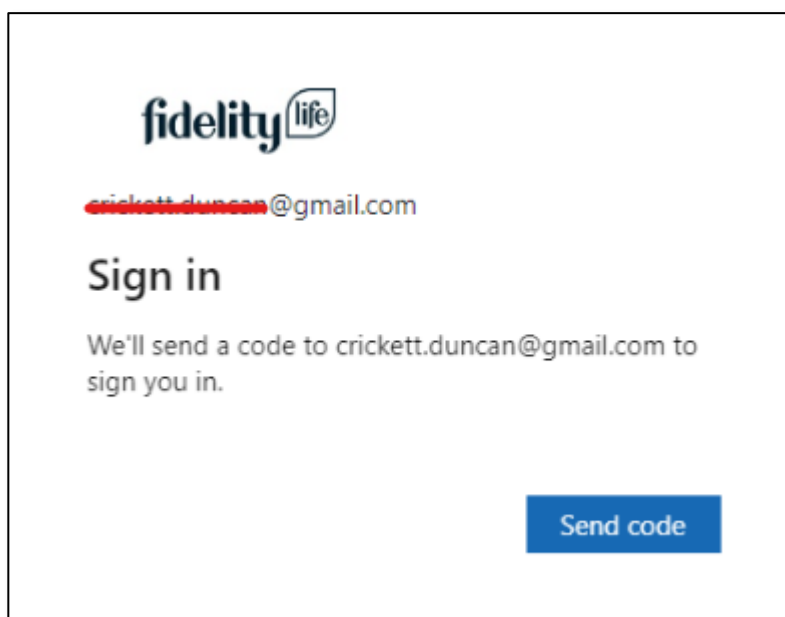
The two things you'll need handy before setting up your MFA account for the first time are:

- Access to your business email account
- Your mobile phone

If you've changed your mobile phone since last using Learn365, and already have an account, please email us so we can re-register your MFA for setup on your new device.

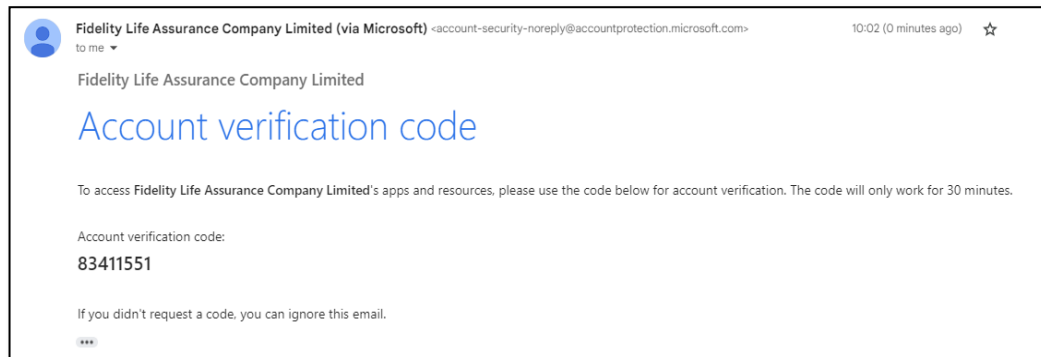
Let's get started!

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



Click “Send Code”

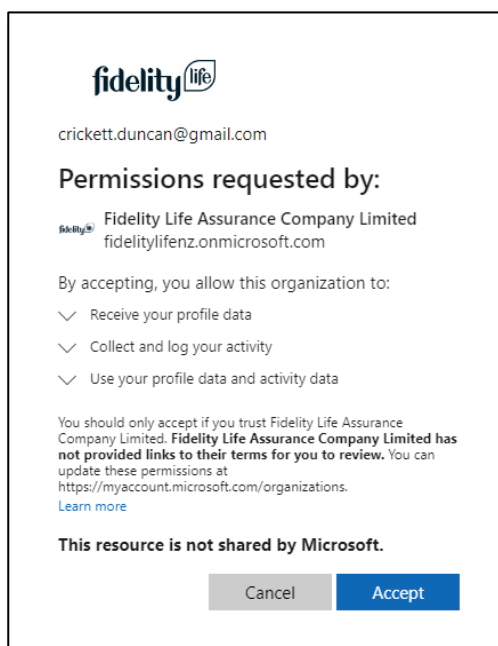
You'll then be emailed an 8-digit code:



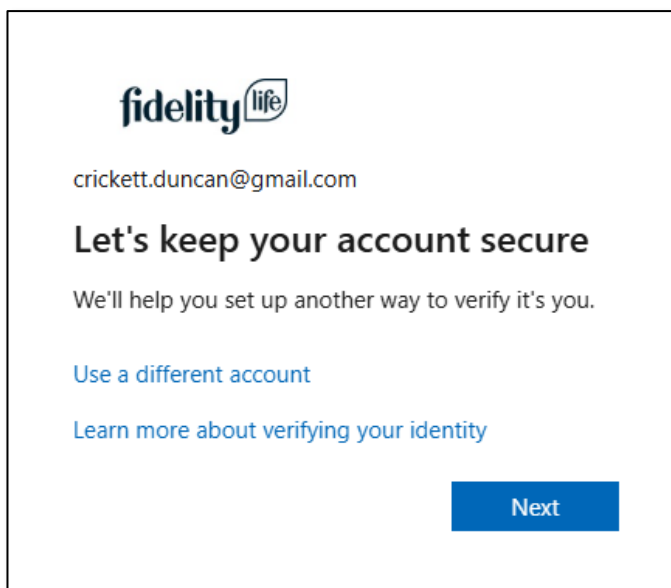
Enter this into your sign-in screen.

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

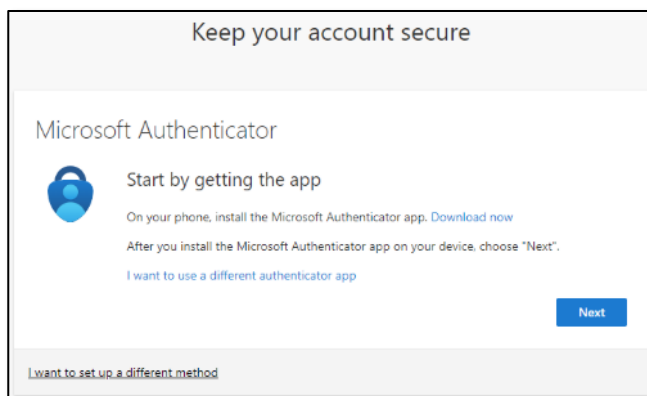
Note: these are different from our Learning HQ Privacy Policy and Conditions of Use - if you haven't read these, you can find them [here](#).



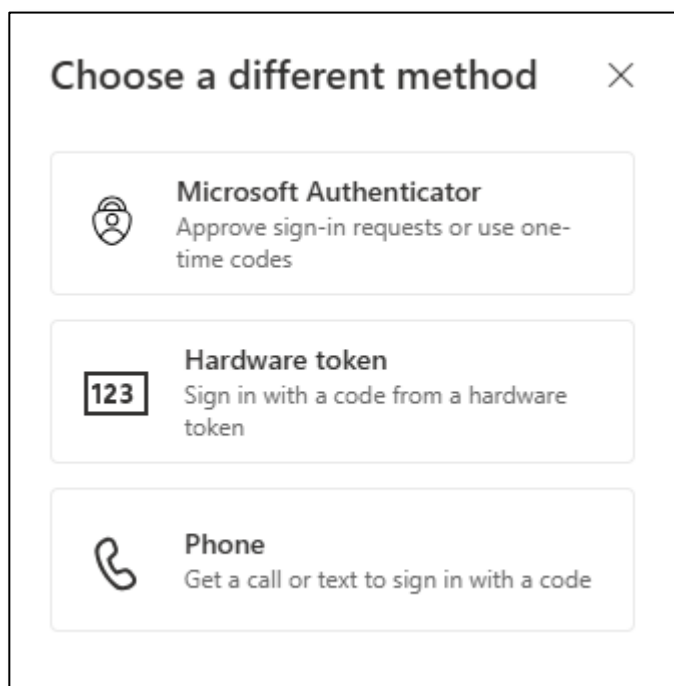
Now we need to set up multi-factor authentication. Start by clicking the “Next” button on the “Let’s keep your account secure” screen when it appears:



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

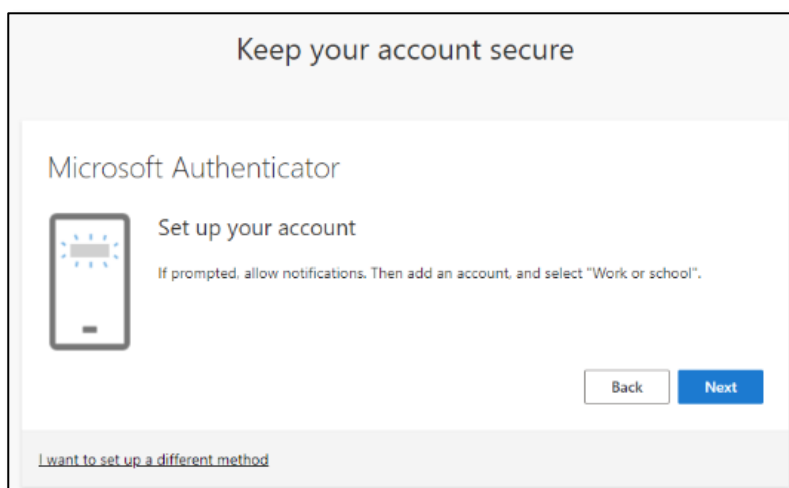


Note that you can select “I want to set up a different method” to choose to use your phone number rather than the authenticator app (we do not support hardware tokens) however this option will only work 3 times before requiring you to set up the Microsoft Authenticator – as such, we recommend using the Microsoft Authenticator.

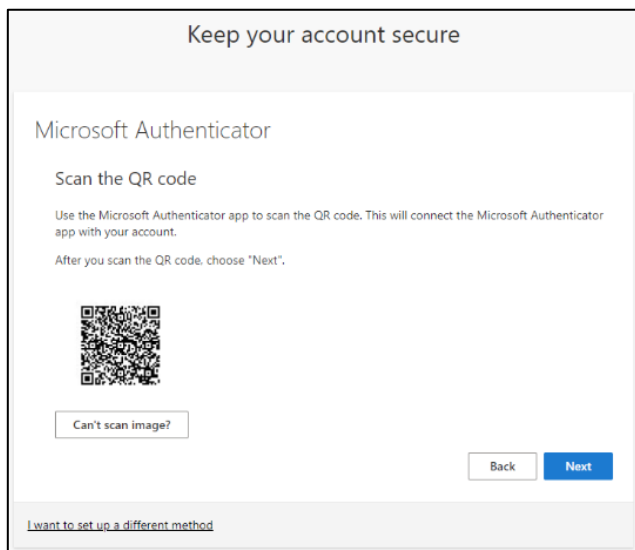


If you selected “Authenticator App”:

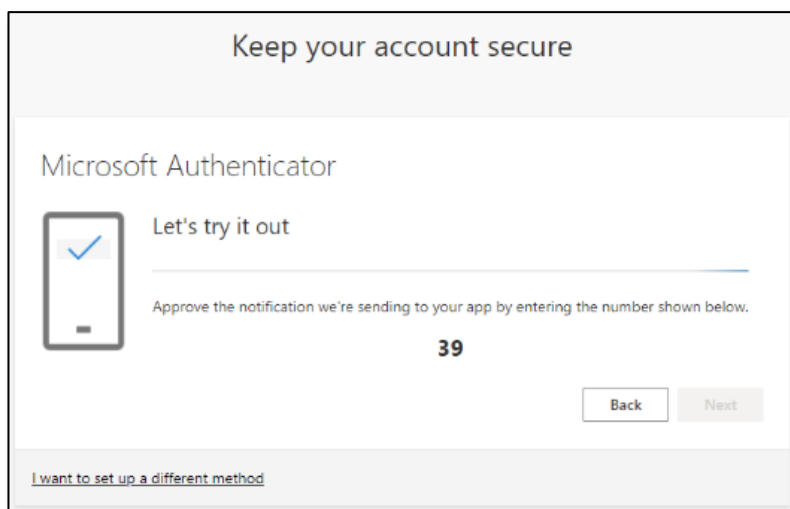
You will be presented with the below menu. Click ‘Next’. Note that you need to have the Microsoft Authenticator app installed on your smartphone to proceed further, this is available on both Apple and Android app stores for free.



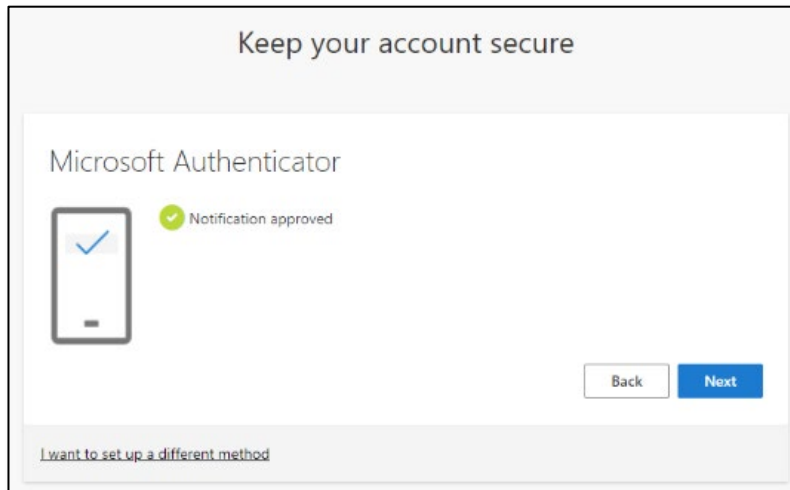
After clicking next, you will be presented with a QR code on your computer screen. Scan this with the Microsoft Authenticator app and then click “Next”:



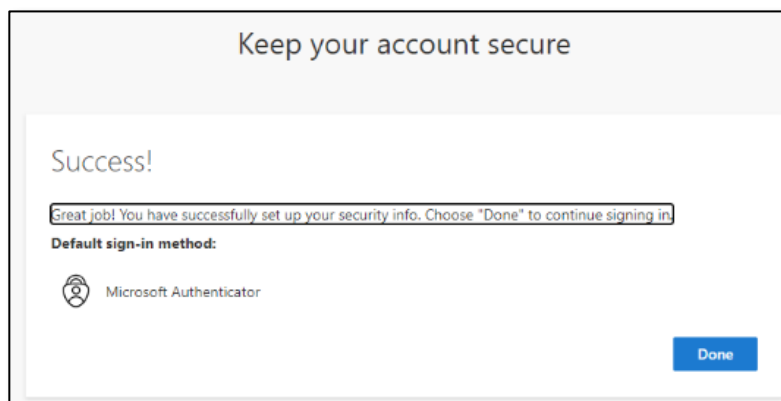
You will be presented with a code on your screen, additionally a prompt will appear in the Microsoft Authenticator app asking you to enter this code. Enter the code on your phone and press “Approve”:



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



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



If you selected “Phone”:

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

Phone

You can prove who you are by answering a call on your phone 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 that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

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

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 ~~64 8218553667~~. Enter the code below.

154037

[Resend code](#)

Back Next

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

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

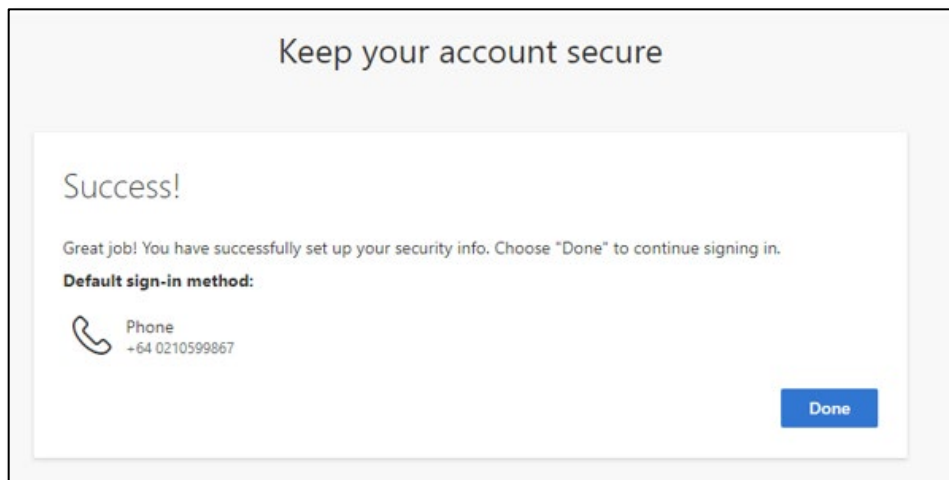
Keep your account secure

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.

FAQ

Do I need a password to login in?

No you do not need a password, you will be sent an 8-digit code each time you are logging in