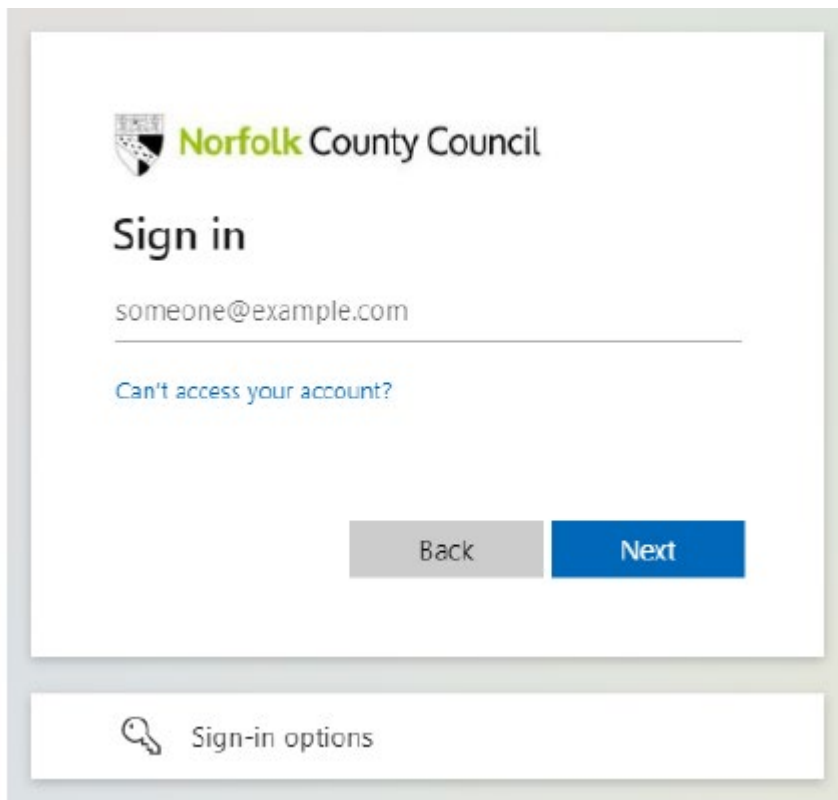# How to register for multi factor authentication

Please note, you will only need to do this setup once but after setup you will still need to enter login details and go through the authentication process (receiving and confirming a code).

Once clicking the sign in button you will be asked to enter your email address:

- If you have an @norfolk or @activenorfolk address then this will be that address
- If you do not have an @norfolk or @activenorfolk address then this will be the email address you provided us with.
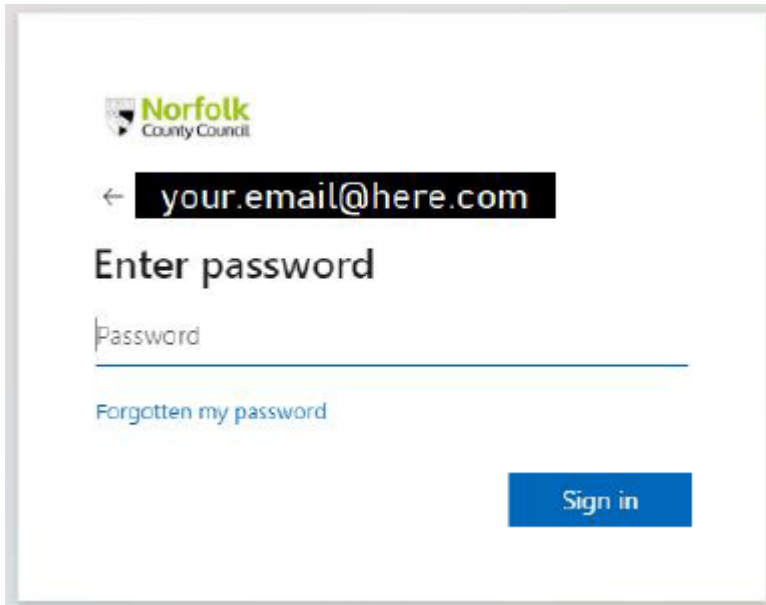
Then click **Next.**

The screen will then either ask for your password, in which case look below, or send a code to your email (move onto next step if that's the case):

- if you have an @norfolk or @activenorfolk address then this will be your windows password
- if you do not have an @norfolk or @activenorfolk address then this will either be your email account password or your Microsoft account password (if you have used Microsoft with your account in the past)
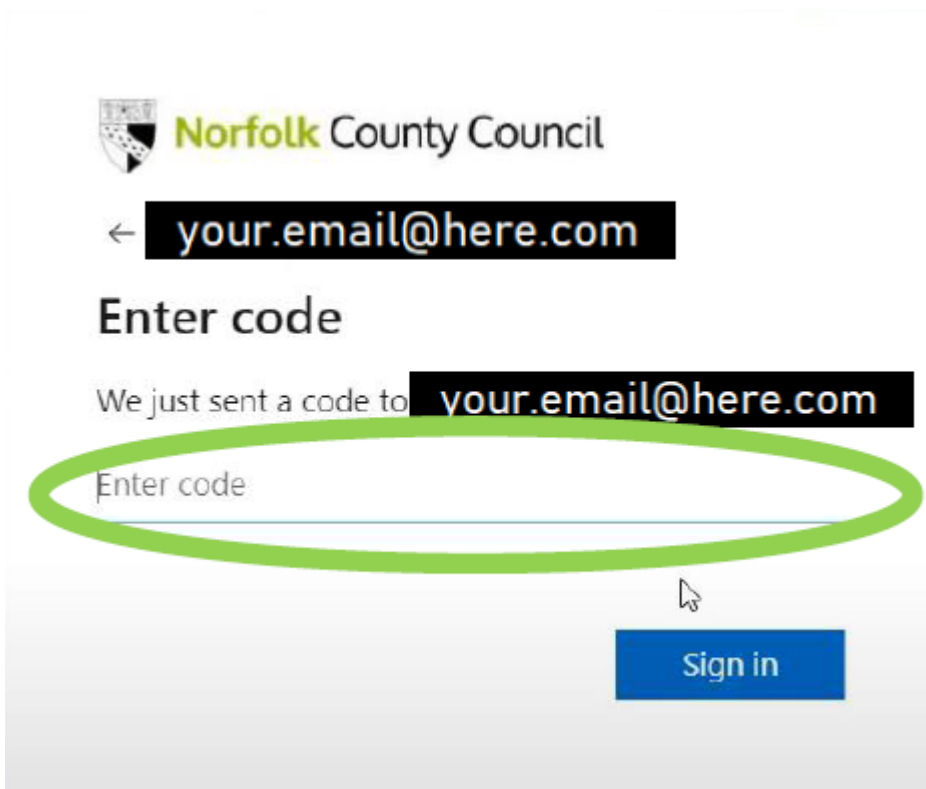
If you have had an email sent to your account for verification, enter the code you have received into the box.
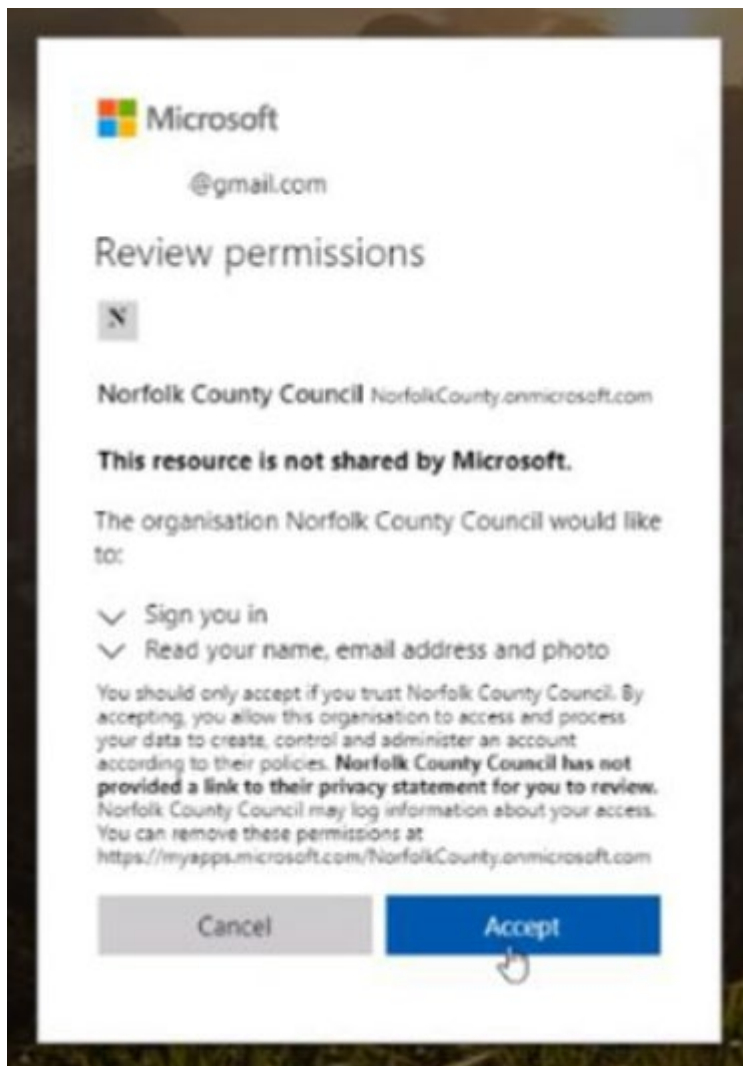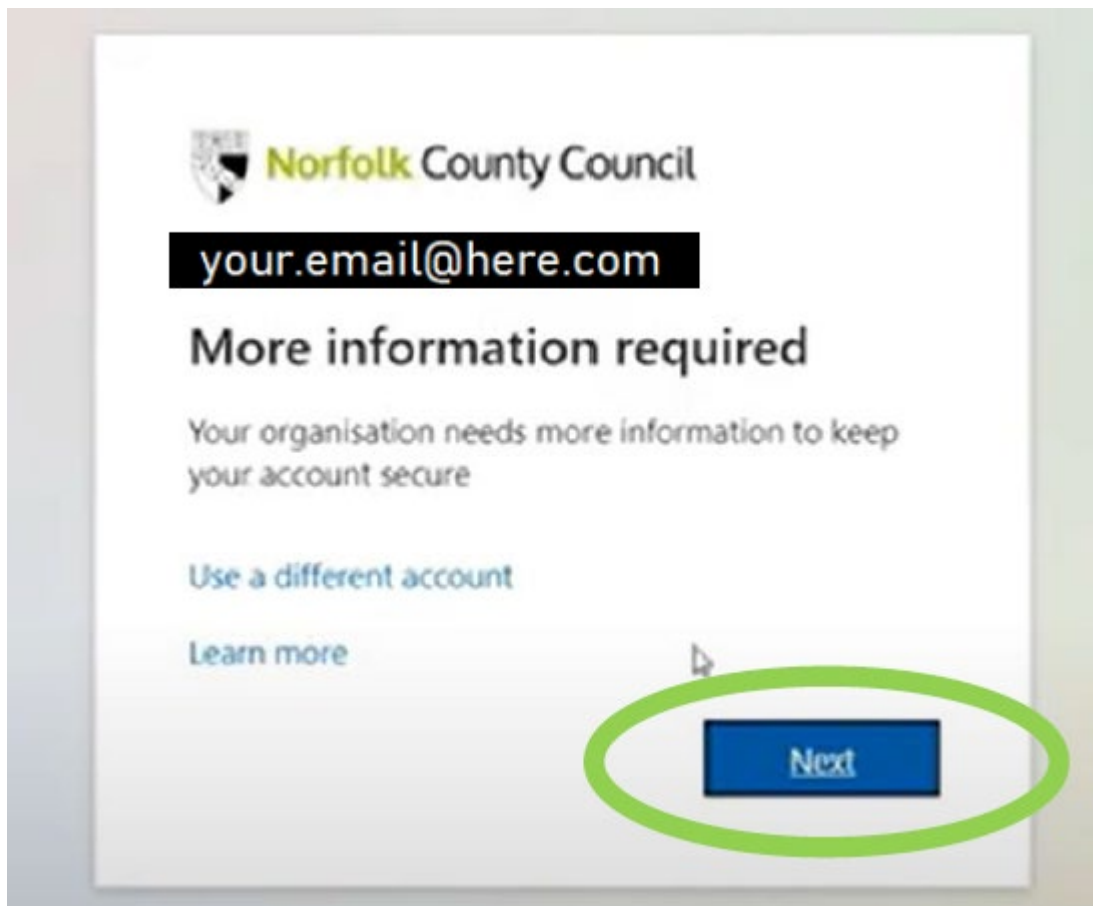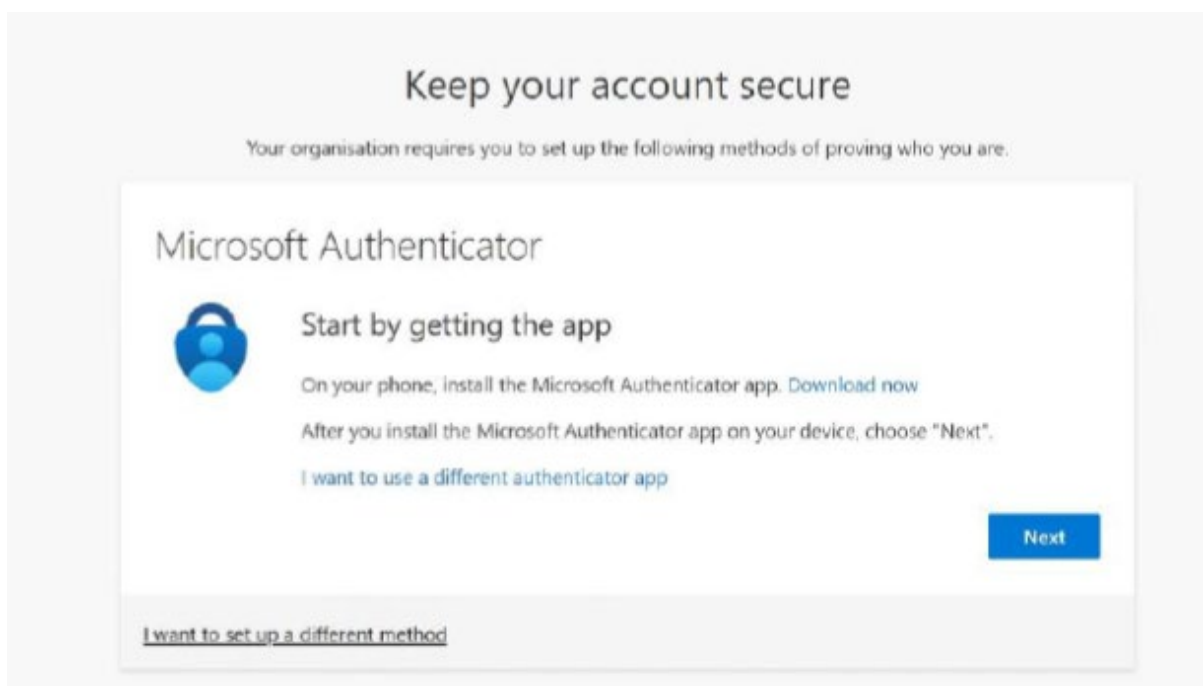
You may get a screen to review permissions, review the information and click **Accept**, you will only need to do this once

The Microsoft 'more information required' screen appears, click **Next**.

The 'Keep Your account Secure' screen appears:
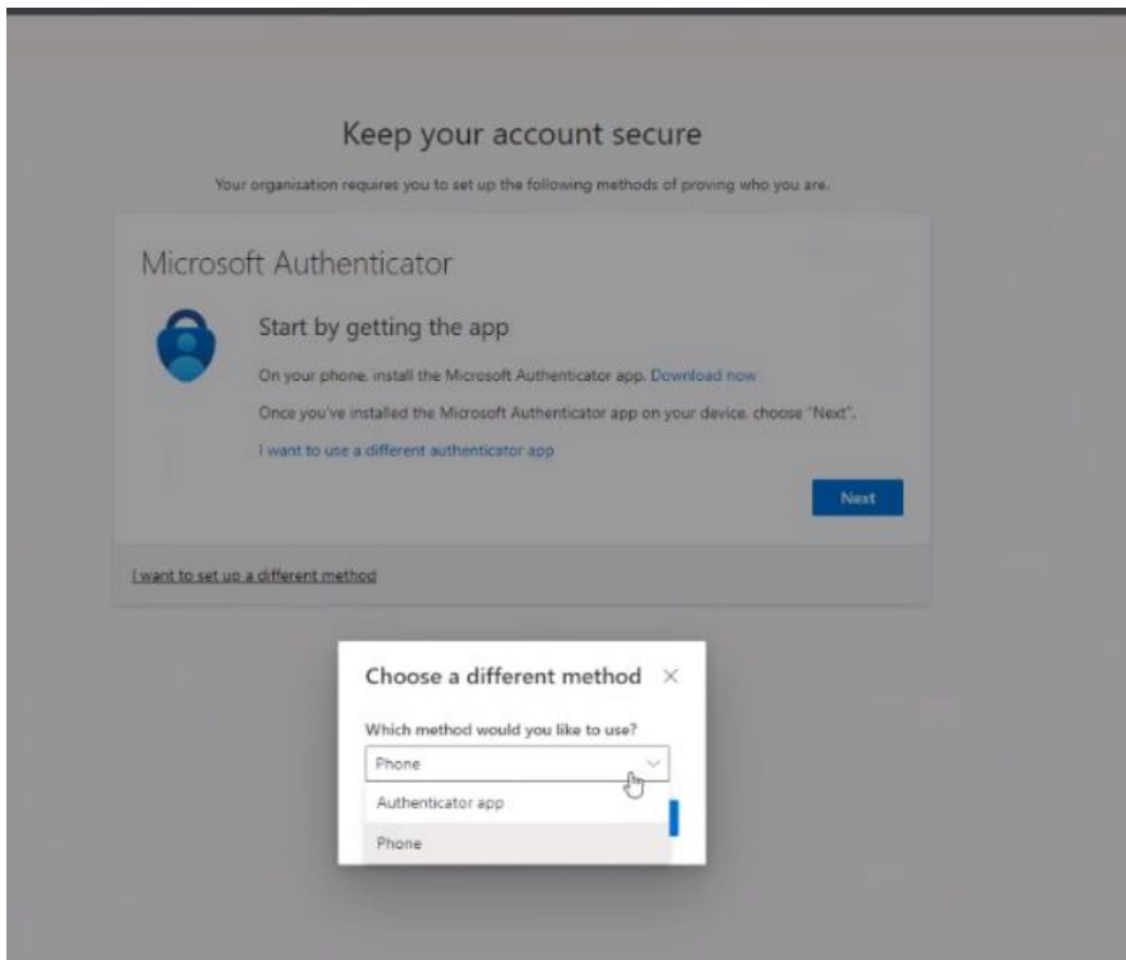
You then have two options:

1. Set up authentication by phone
2. Set up authentication by app

Option 1: Set up authentication by phone
Follow these instructions if you want to set up authentication from a phone.

Click **I want to set up a different method**.

The Choose a Different Method pop-up appears

Select **Phone** in the drop-down menu and click Confirm.

The Keep Your Account Secure screen appears:

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United Kingdom (+44)

○ Text me 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

Ensure that United Kingdom is selected and then type in your phone number.

This doesn't need to be a mobile phone number. If you only have a landline, or prefer not to use text, this service will use a voice call to provide the login code if preferred.

Which phone number should I use?
-   You can use either a mobile phone or a landline as authentication.
-   If you use a mobile phone number, you will receive any authentication codes as a text message.
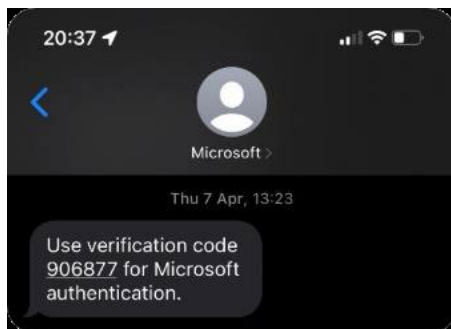-   If you use a landline number, you will receive authentication codes as a voice call.

Click the **Text me a Code** or **Call me** radio button.
Enter your phone number and click **Next**.
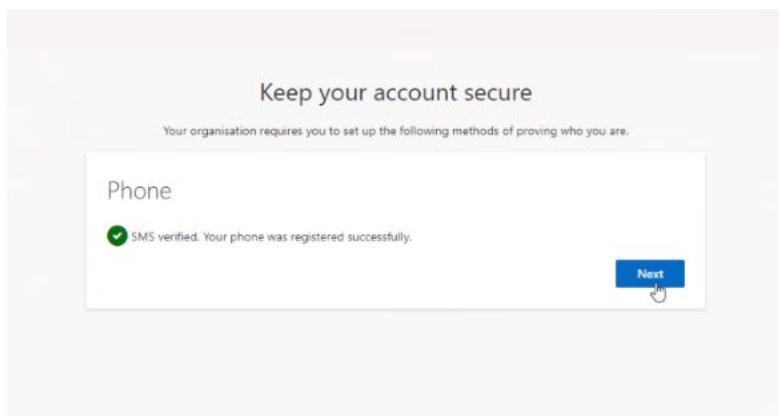The screen changes to provide a space for entering the code:

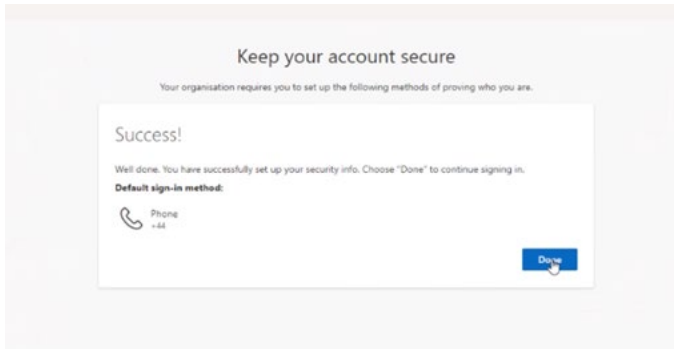Check phone for message (text or voice call):

Enter the code provided and then click **Next**.
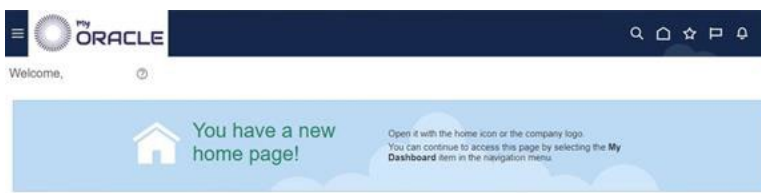The screen changes to confirm the code was verified and the phone was registered successfully:

Click **Next**.
The screen changes to confirm you have successfully set up your security information:
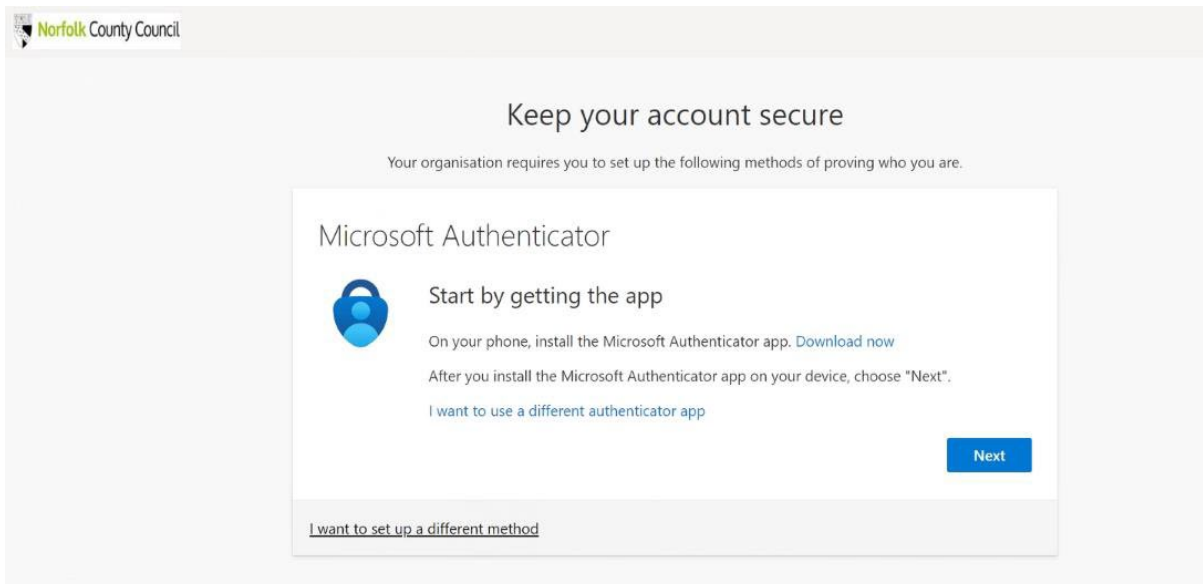
Click **Done**.

You will then be brought to the myOracle home screen:

Option 2: Set up authentication by app

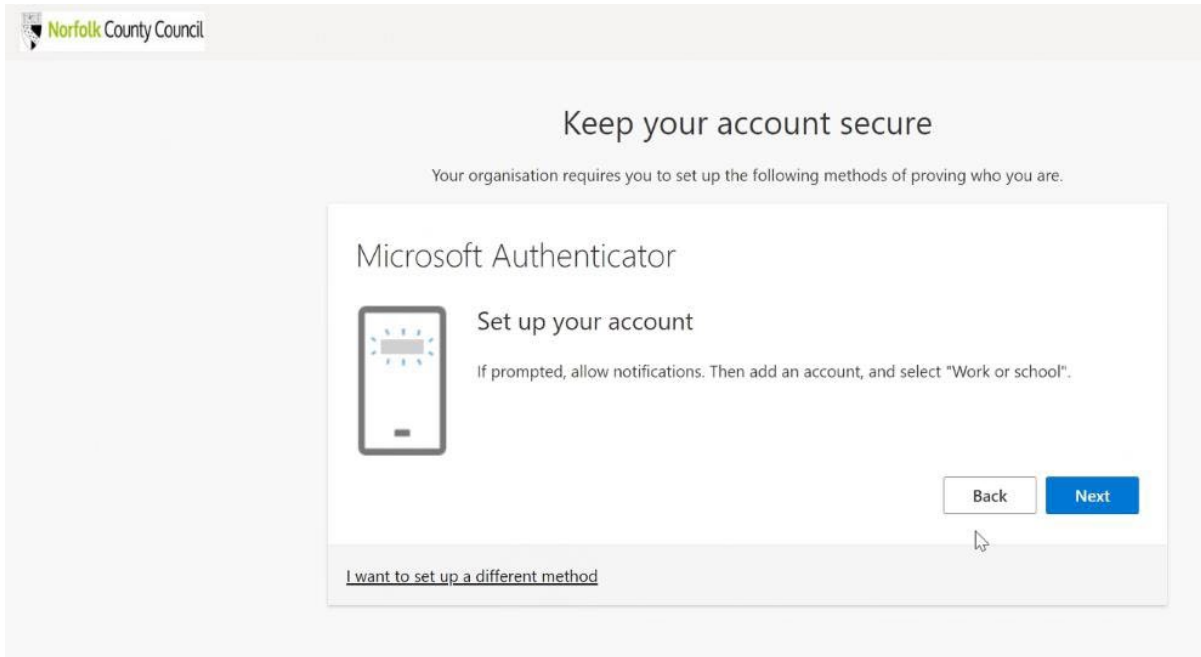Follow these instructions if you want to set up authentication using the app.
From the **Keep Your Account Secure** screen:

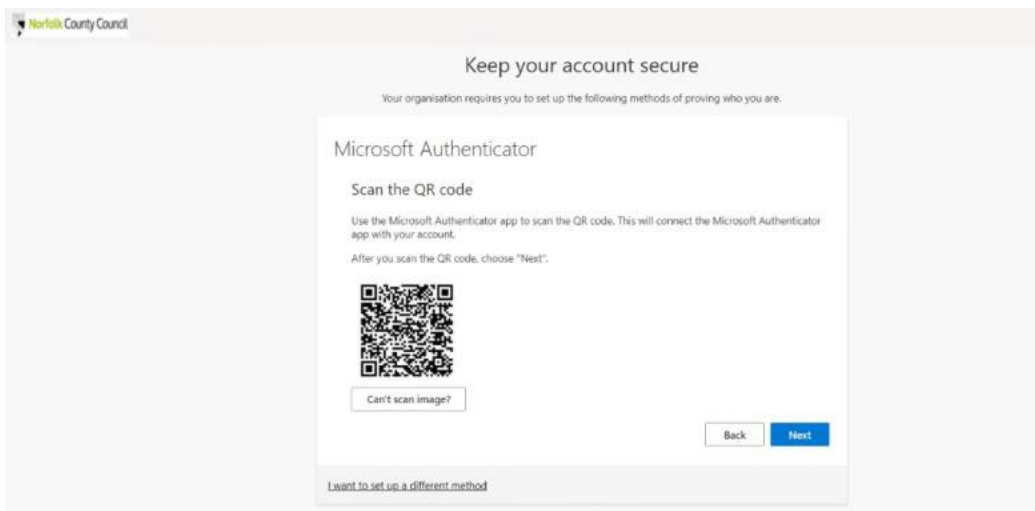Select **Next** and follow the instructions to download and install your app.
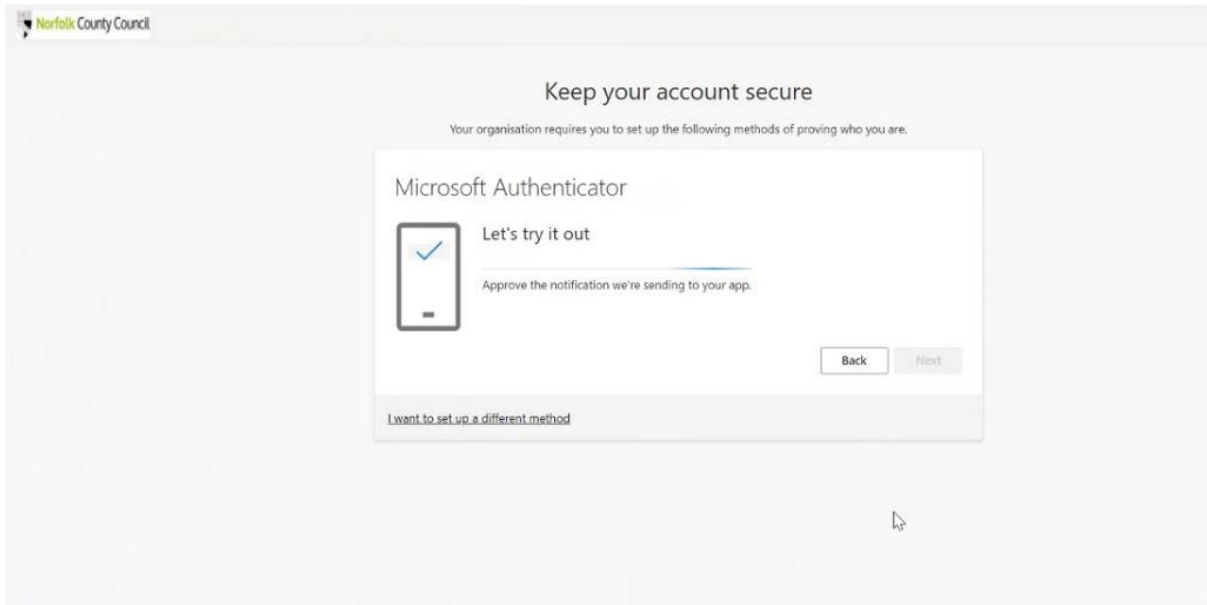The screen changes to a prompt to set up your account:

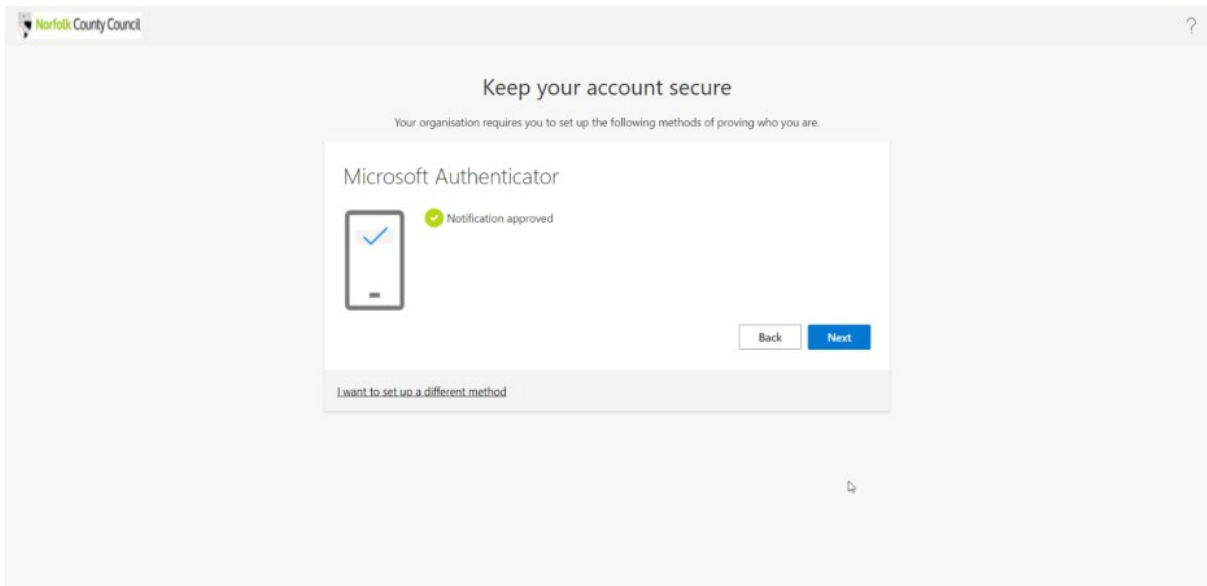Select **Next**.
The screen changes to provide a QR code:

Once you have App installed, **scan the QR code** using your smartphone which should link to the app. If not, click the **Can't scan image?** button.

Once verified, the screen changes to prompt you to approve the notification on your smartphone**.**

Select **Approve** on your smartphone - the screen changes to let you know that the approval was successful:

Click **Next.**

Click **Done**.

You will then arrive at the myOracle home screen: