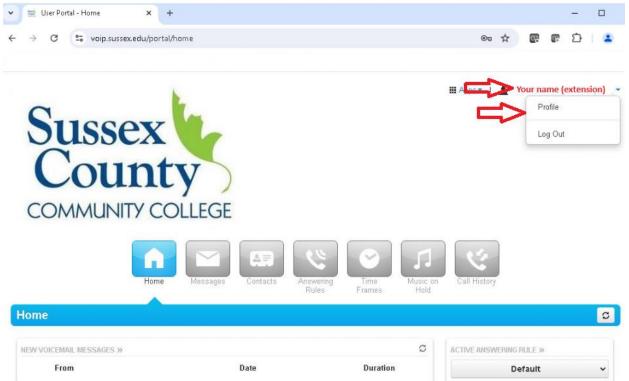
## <u>How to set up MFA to protect your</u> <u>phone extension account</u>

- 1. Open a browser and log in to your user phone portal. For steps on how to do it, follow: "How to log in to your web phone portal extension" guide.
- 2. Click on your name (top right corner) then hit "Profile"



- 3. Follow the steps below:
  - In the profile window, scroll down until you see "Change Account Security" section.
  - Then click on next to "Multi-Factor Authentication" on "Set Up Google Authenticator."
  - A QR code will be displayed. Note that you have an option to use Microsoft Authenticator app on your mobile device as well.
  - On your smartphone, open Microsoft Authenticator (or Google Authenticator) then in the top corner tap on a "+" sign to add an account.
  - In the menu option "What kind of account are you adding" tap on Other (Google, Facebook, etc).
  - Next, scan the QR code. If successful, you will see a 6-digit code with your extension information in the app.
  - Now, enter the code from your smartphone in to the "Passcode" section in the web phone portal.
  - Then in the textbox below enter your password and click "Save"

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- 4. After you click save, you will be brought back to the user phone portal window.
- 5. Congratulation, you just improved your account security by enabling a Multi-Factor Authentication!