

Guest Accounts – Multifactor Authentication (MFA) Quick Reference Guide

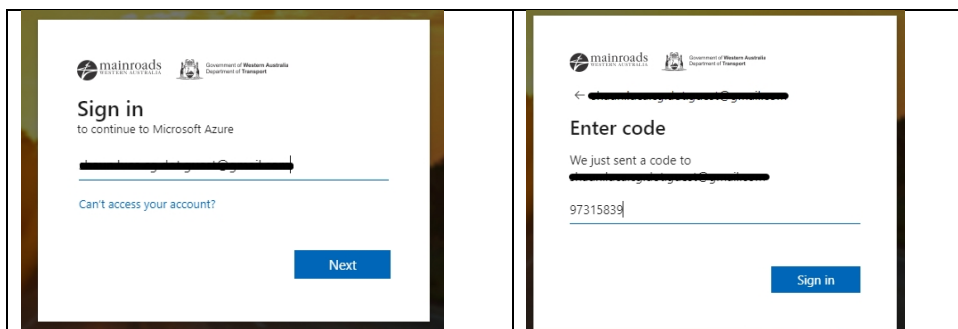
Purpose

This guide explains a simple step-by-step process to set up the Microsoft Authenticator app as the second layer of security (MFA) for a guest account.

Refer to the **Troubleshooting** section at the end of this guide if you need further assistance setting up or configuring the Authenticator App.


Step 1

Logon to Azure Portal on [mainroads.onmicrosoft.com](https://portal.azure.com/mainroads.onmicrosoft.com) <https://portal.azure.com/mainroads.onmicrosoft.com>



Step 2

Select the blue button **Sign-in with MFA**.



Portal MFA Enforcement

To enhance security, Microsoft requires Multifactor Authentication (MFA) when signing into the Azure portal, Microsoft Entra admin center, and Microsoft Intune admin center. You will now be redirected to complete the MFA sign-in process.

For more details about MFA enforcement, visit: <https://aka.ms/mfaforazure>

If you are not ready to satisfy MFA requirements, you can reach out to your tenant administrator to postpone enforcement for the `mainroads.onmicrosoft.com (ced71ed6-76dd-43d0-9acc-cf122b3bc423)` tenant.

Redirecting to MFA sign-in in 9 seconds...

Sign-in with MFA

Step 3

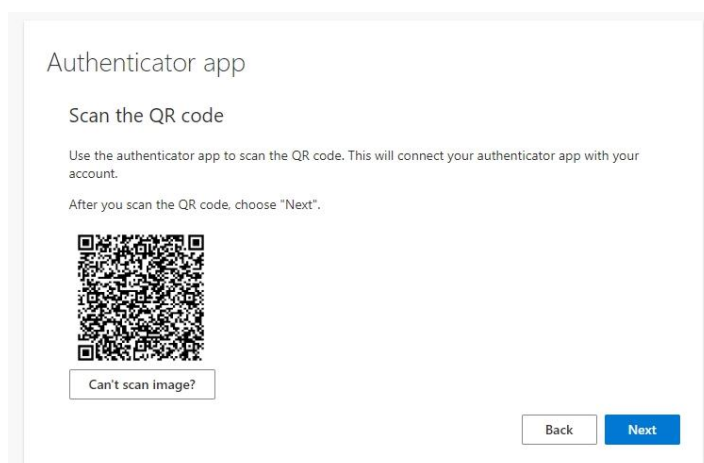
Select **Next** to set up MFA.

**Step 3**

Select **Next**.

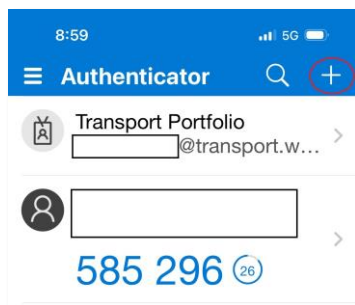
**Step 4**

The QR code on your screen is required to set up MFA on your Authenticator app. **Do not close the window or select Next.**

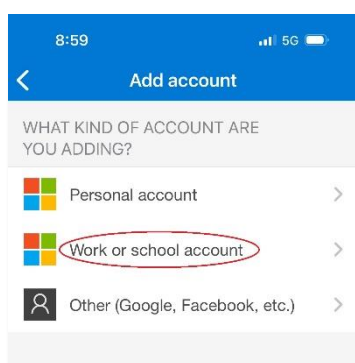


Step 5

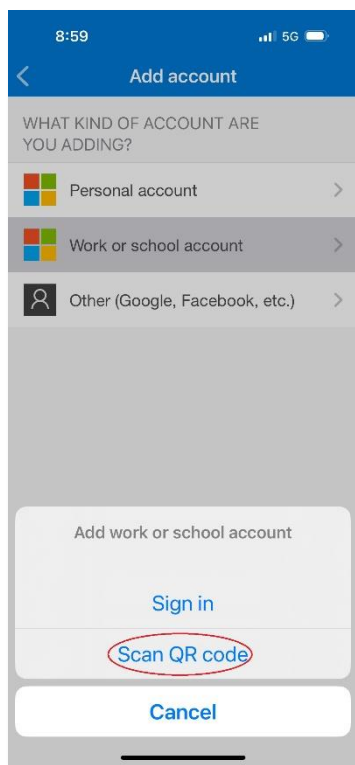
On your mobile device, open the **Microsoft Authenticator** app and **select the plus (+) sign** at the top of the app screen. If you do not have the app, please download it from the app store.

**Step 6**

Select **Work or school account**.

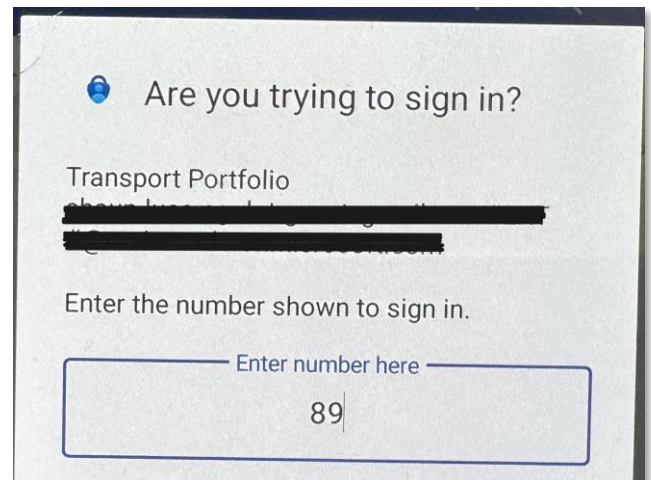
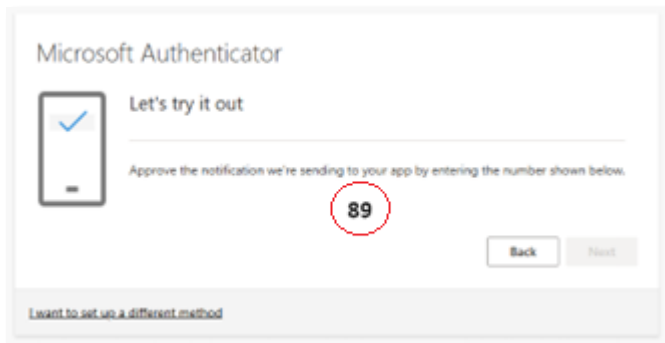
**Step 7**

Select **Scan QR code**.

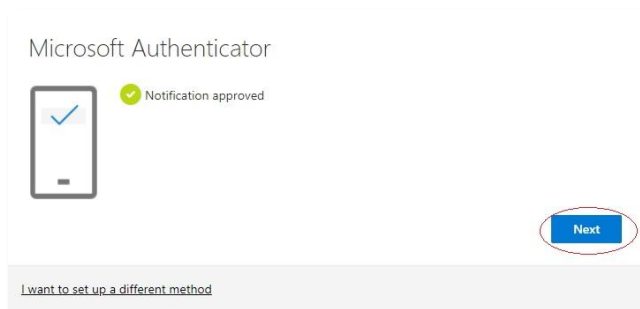


Step 8

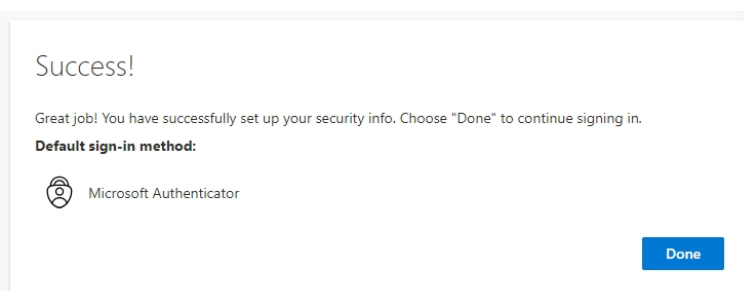
Scan the QR code on your setup screen (**at Step 1**). When prompted, type in the number provided into the **Microsoft Authenticator** app on your mobile device.

**Step 9**

Select **Next** to continue.

**Step 10**

Success! Microsoft Authenticator is now set up for MFA.



Troubleshooting

Most of the time, setting up the Authenticator app goes smoothly. However, in some cases, parts of the process might not work as expected.

Common problems and solutions

No notification to approve your login appears on the mobile device when prompted for MFA.	<ul style="list-style-type: none"> • Enable Notifications for the Microsoft Authenticator app link to instructions • Check your phone's Internet connection. • Make sure VPN is disabled
MFA setup has failed to complete, even when the correct prompted number was entered.	<ul style="list-style-type: none"> • Clear Authenticator's App cache link to instructions • Restart your iPhone or Android phone.
Setup fails or your number prompt isn't working.	<p>Microsoft Authenticator won't work if the date and time are wrong. Make sure your phone is set to Automatic Date and Time:</p> <ul style="list-style-type: none"> • Android: <ul style="list-style-type: none"> • Open Settings and select General Management. If you don't see this, select System. • Select Date and time or Date. • Toggle on the "Automatic date and time" switch. • iPhone: <ul style="list-style-type: none"> • Open Settings and tap General. • Tap Date & Time. • Choose Set Automatically.