

Microsoft Authenticator App Overview & Setup

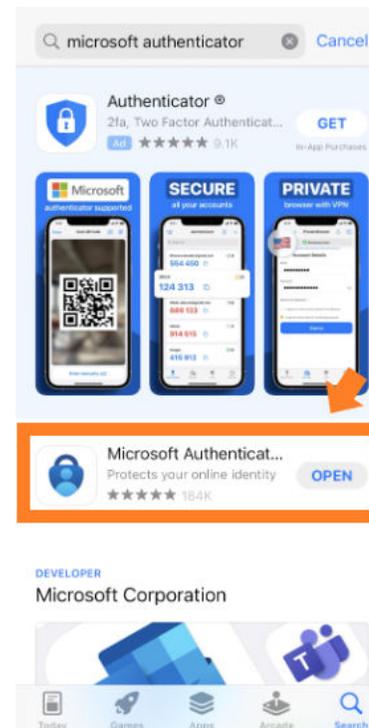
The Microsoft Authenticator app verification code is the primary solution for MFA at Colonial Life. Download the Microsoft Authenticator App today on your smart phone from the Google Play or iOS App Store and follow the steps below to configure the app.

Download the Microsoft Authenticator App

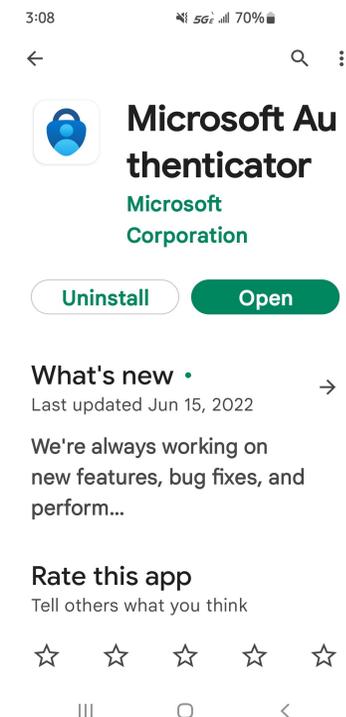
Using the App Store on your mobile device, download the correct Microsoft Authenticator App from either iOS App Store or Google Play.

You will not be asked to pay if you are downloading the correct app.

iPhone/iOS App Store:

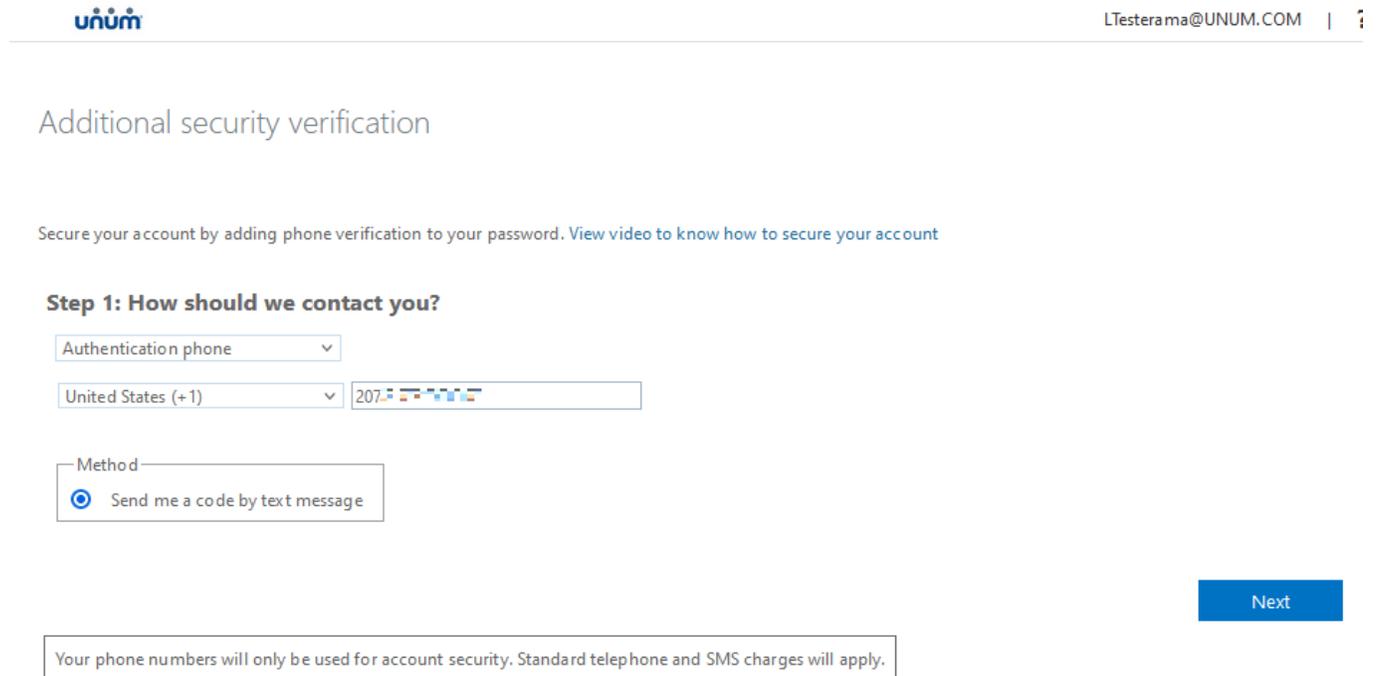


Android/Google Play:



First Time Setting Up the Authenticator App

After you have downloaded the Authenticator App onto your smart phone, access the [Microsoft MFA site](#) on your web browser. Here you will see the options enabled for your MFA settings.



The screenshot shows the Microsoft MFA setup interface. At the top left is the UNUM logo, and at the top right is the email address LTestera.ma@UNUM.COM with a help icon. The main heading is "Additional security verification". Below it is a sub-heading "Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)". The section is titled "Step 1: How should we contact you?". It contains a form with the following elements: a dropdown menu for "Authentication phone" with a downward arrow; a dropdown menu for "United States (+1)" with a downward arrow, followed by a text input field containing "207" and a flag icon; a "Method" section with a radio button selected for "Send me a code by text message". At the bottom right is a blue "Next" button. At the bottom center is a disclaimer box: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

UNUM

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone ▾

United States (+1) ▾ 207 

Method

Send me a code by text message

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Click the Setup Authenticator App button

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Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?
We'll use this verification option by default.

Text code to my authentication p ▼

how would you like to respond?
Set up one or more of these options. [Learn more](#)

Authentication phone * United States (+1)

Authenticator app or Token

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

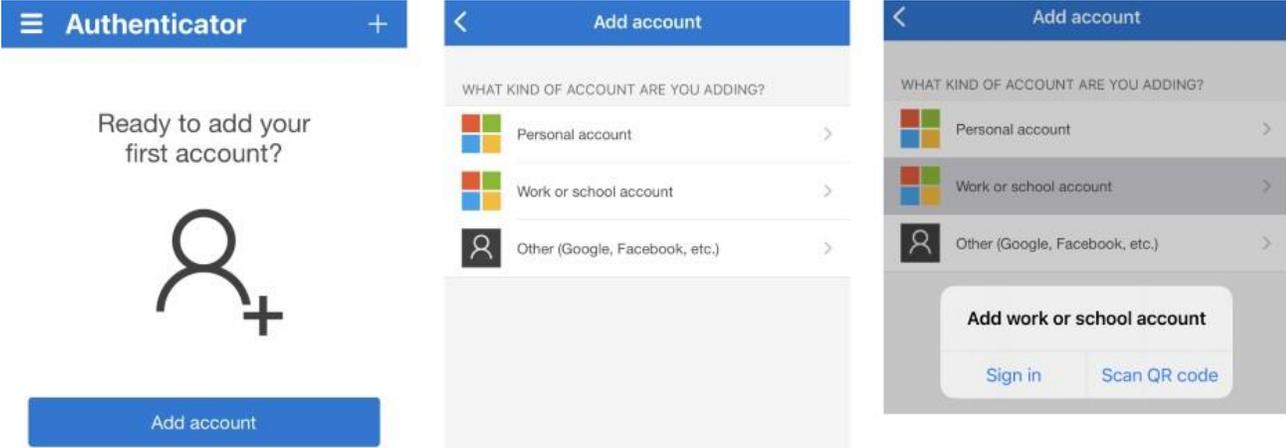
Code: 006 384 660

Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/072960518>

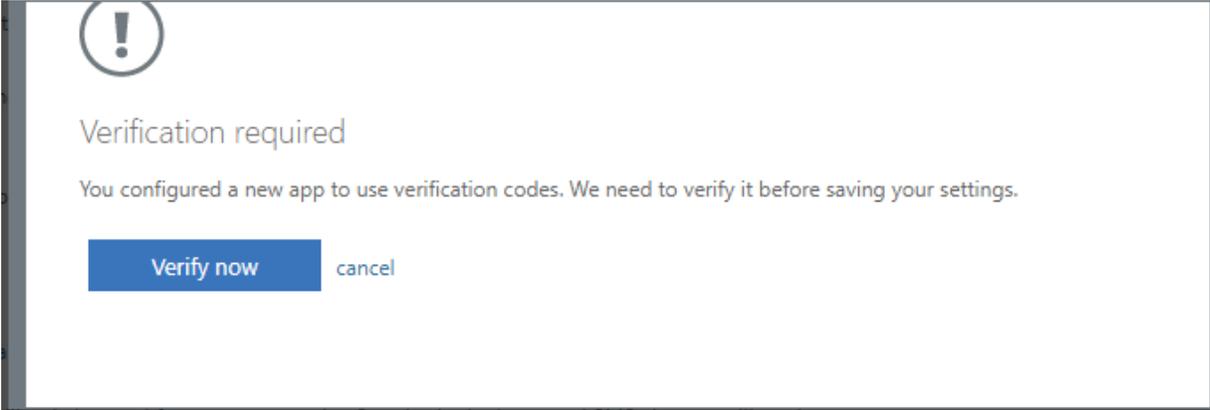
If the app displays a six-digit code, choose "Next".

A QR code will be displayed on the screen.
Launch the Microsoft Authenticator App
on your phone

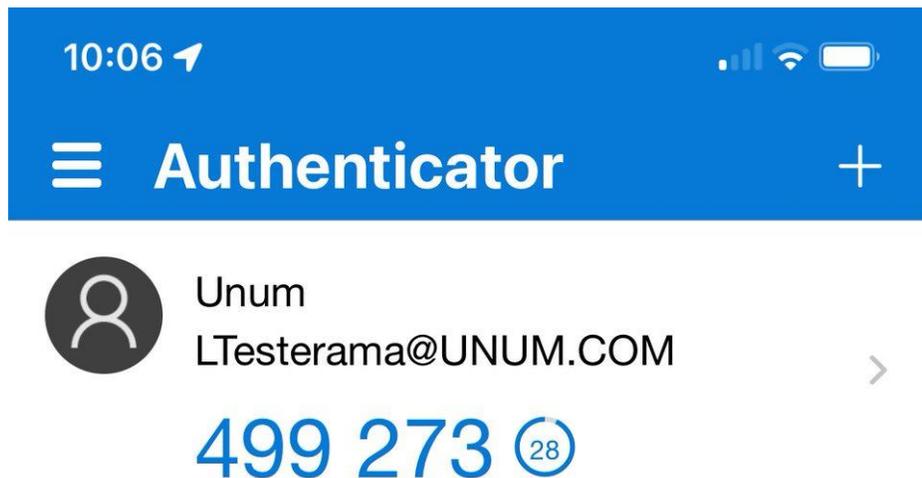
Open the authenticator app on your phone and tap the add account button, tap work or school account and when prompted tap scan QR code and scan the code displayed on your computer screen.



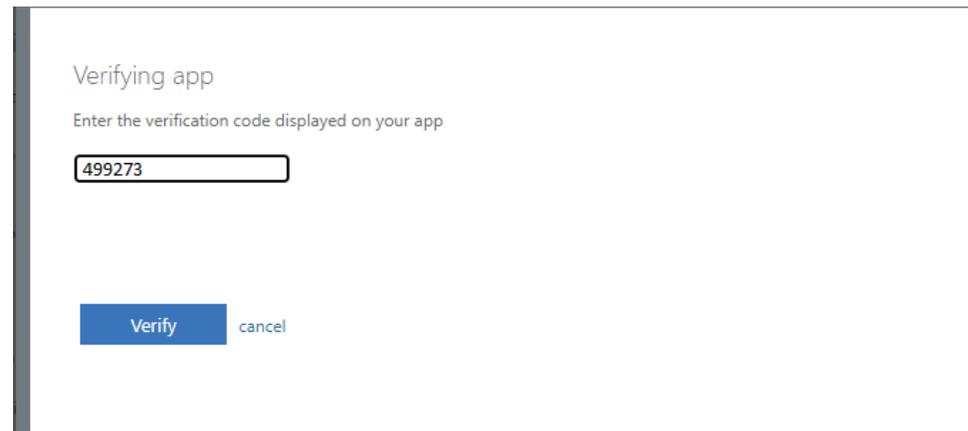
You will be presented with a Verification Required message, click the verify now button to continue.



A Verifying app message will appear, open the Authenticator app on your phone, if no code is displayed, tap on your account to display the code and enter this code on in the box on the Verifying app page and click verify.



Enter the code from the app in the box on the Verifying app page and click verify.



When Verification of the app is complete you will be brought back to the MFA setup page, the setup of the Authenticator app is successful when a checkbox appears next to Authenticator app or Token. Verify that "Use verification code from app" is selected in the preferred option section and click save to complete the setup.

You will be presented with another Verification required prompt, this is the same process as outlined in the verification of the app. Click the verify preferred option button to continue and complete the verification process to confirm your preferred option.

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Additional security verification

App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?
We'll use this verification option by default.

Use verification code from app ▾

how would you like to respond?
Set up one or more of these options. [Learn more](#)

Authentication phone * United States (+1) [input field]

Authenticator app or Token [Set up Authenticator app](#)

Authenticator app [Delete](#)

[Save](#) [cancel](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

!

Verification required

We detected that you made a change to your preferred option. We need to verify it before saving your settings.

[Verify preferred option](#) [cancel](#)

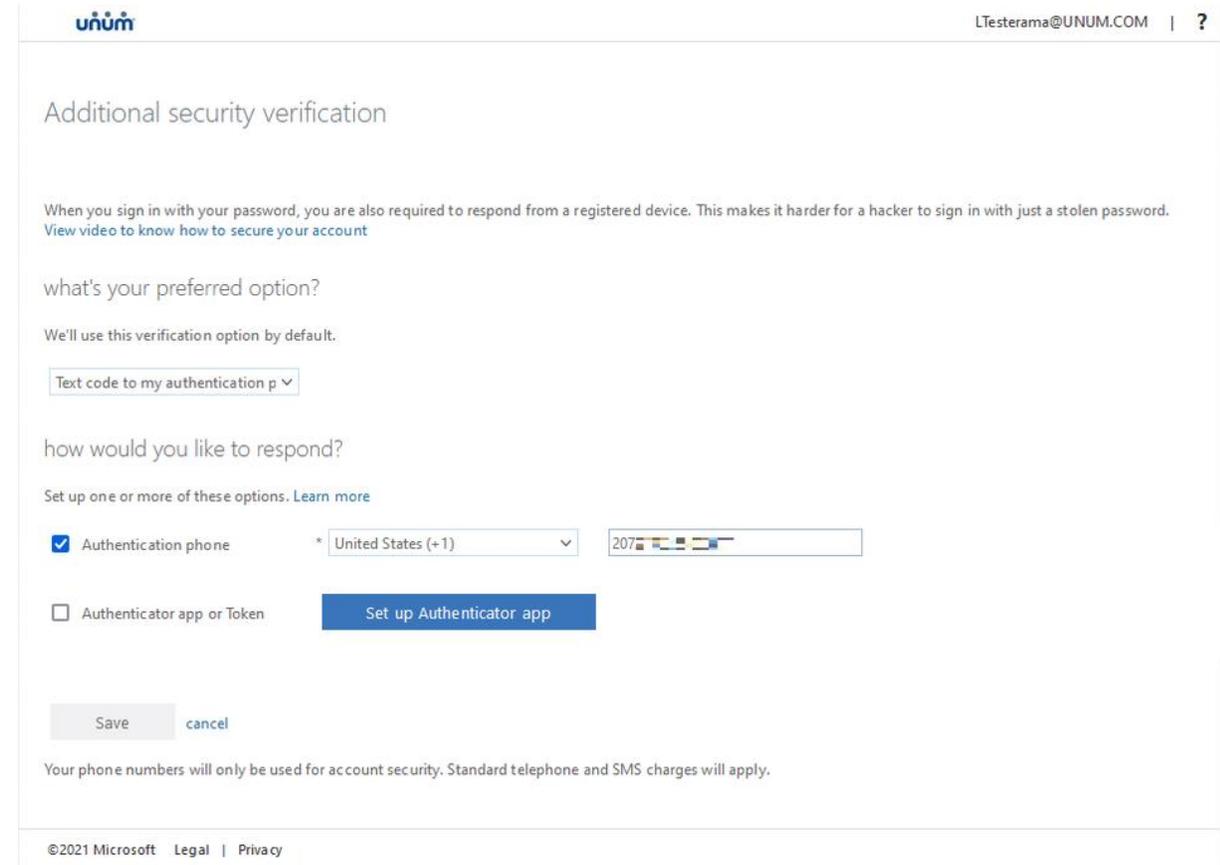
Switching from the Text Option to the Authenticator App

If you are using the 6 digit code text option, follow the steps below to configure the Authenticator App verification code option.

After you have download the Authenticator App on your smart phone, access the [Microsoft MFA site](#) on your web browser.

Here you will see the current configuration for MFA on your account.

Click the Setup Authenticator app button to begin the configuration of the Microsoft Authenticator App.



The screenshot shows the 'Additional security verification' page in the Microsoft MFA interface. At the top left is the 'unum' logo, and at the top right is the user email 'LTestorama@UNUM.COM' and a help icon. The main heading is 'Additional security verification'. Below this is an explanatory paragraph: 'When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)'. The question 'what's your preferred option?' is followed by 'We'll use this verification option by default.' and a dropdown menu currently set to 'Text code to my authentication p'. The next question is 'how would you like to respond?'. Below this, it says 'Set up one or more of these options. [Learn more](#)'. There are two radio button options: 'Authentication phone' (checked) and 'Authenticator app or Token'. The 'Authentication phone' option includes a country dropdown set to 'United States (+1)' and a phone number input field containing '207'. The 'Authenticator app or Token' option has a blue button labeled 'Set up Authenticator app'. At the bottom of the form are 'Save' and 'cancel' buttons. A footer note states: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.' The footer of the page contains '©2021 Microsoft | Legal | Privacy'.

A QR code will be displayed on the screen. If you are unable to scan the image, you will be provided with a code under the QR code to enter as an alternative.

Open the authenticator app on your phone and tap the add account button, tap work or school account and when prompted tap scan QR code and scan the code displayed on your computer screen.

*If you receive an error stating this QR code has already been used, please skip to the last page of this document for directions.

Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

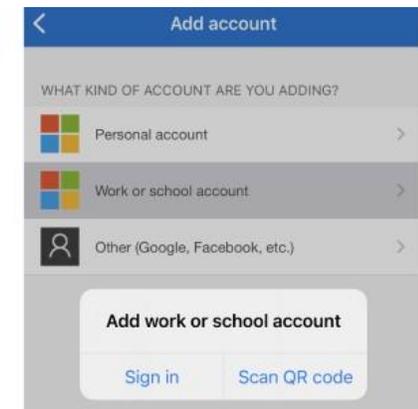
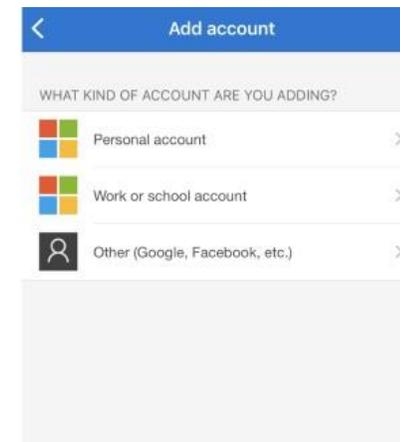
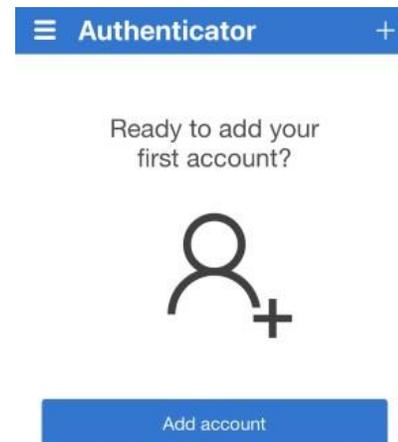
Code: 006 384 660

Url: <https://mobileappcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/072960518>

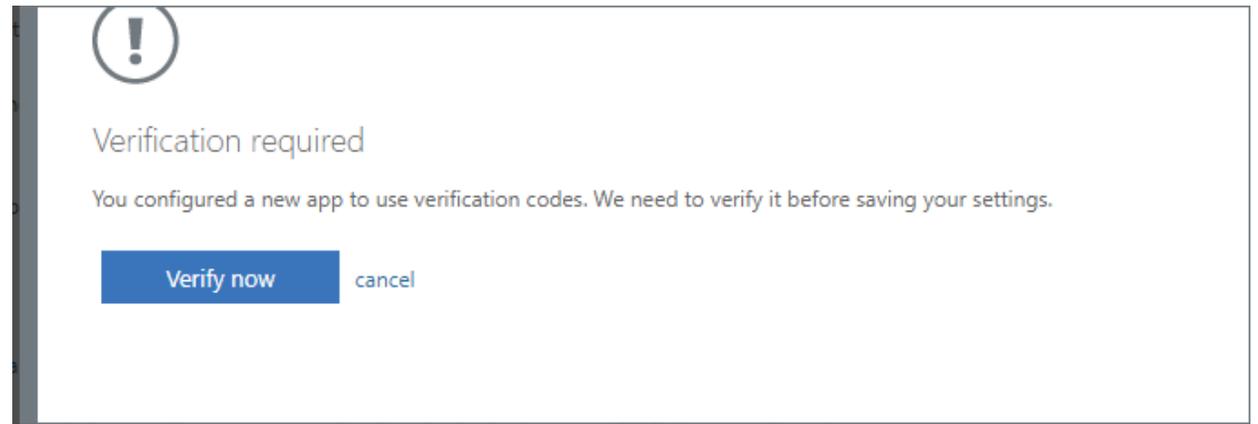
If the app displays a six-digit code, choose "Next".

Next

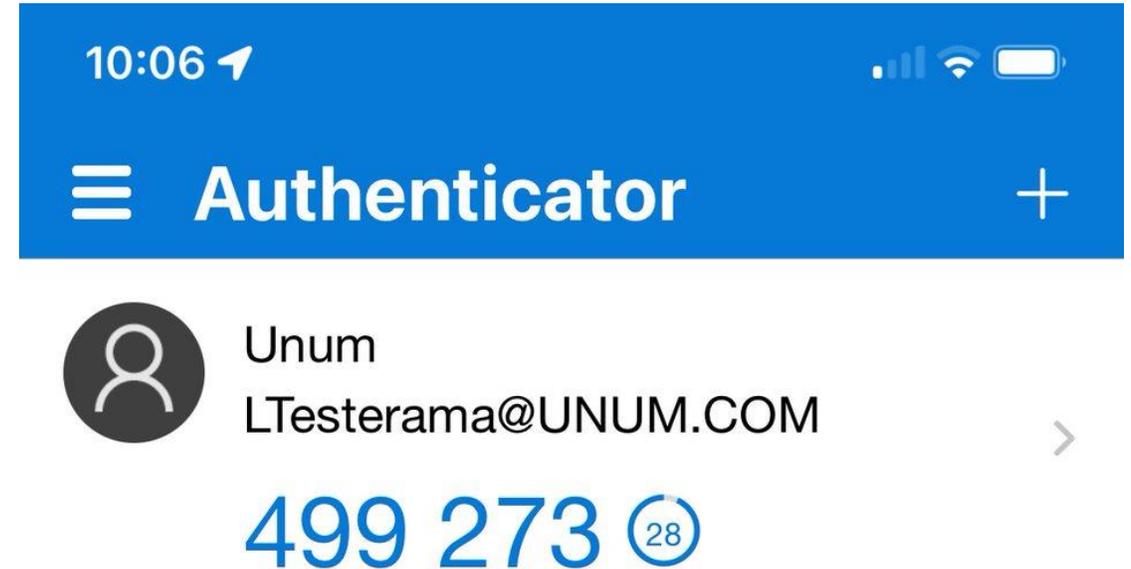
cancel



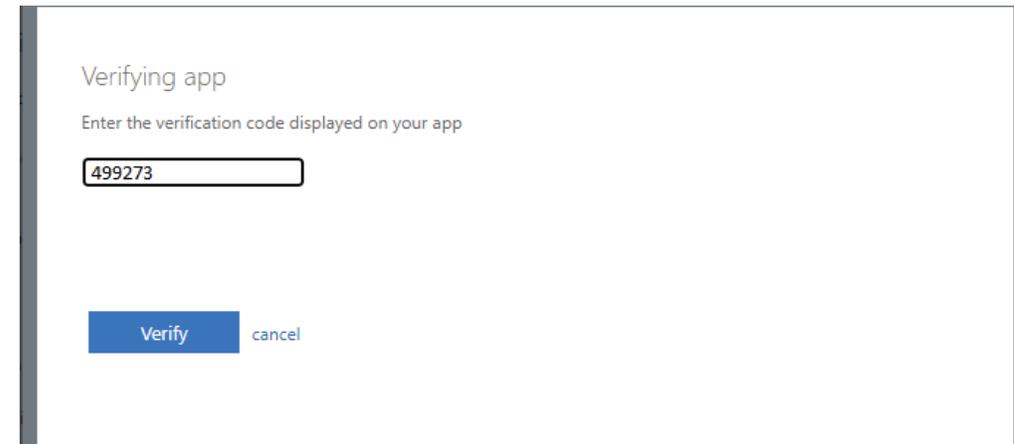
You will be presented with a Verification Required message, click the verify now button to continue.



A Verifying app message will appear, open the Authenticator app on your phone, if no code is displayed, tap on your account to display the code and enter this code on in the box on the Verifying app page and click verify.



Enter the code from the app in the box on the Verifying app page and click verify.



Verifying app

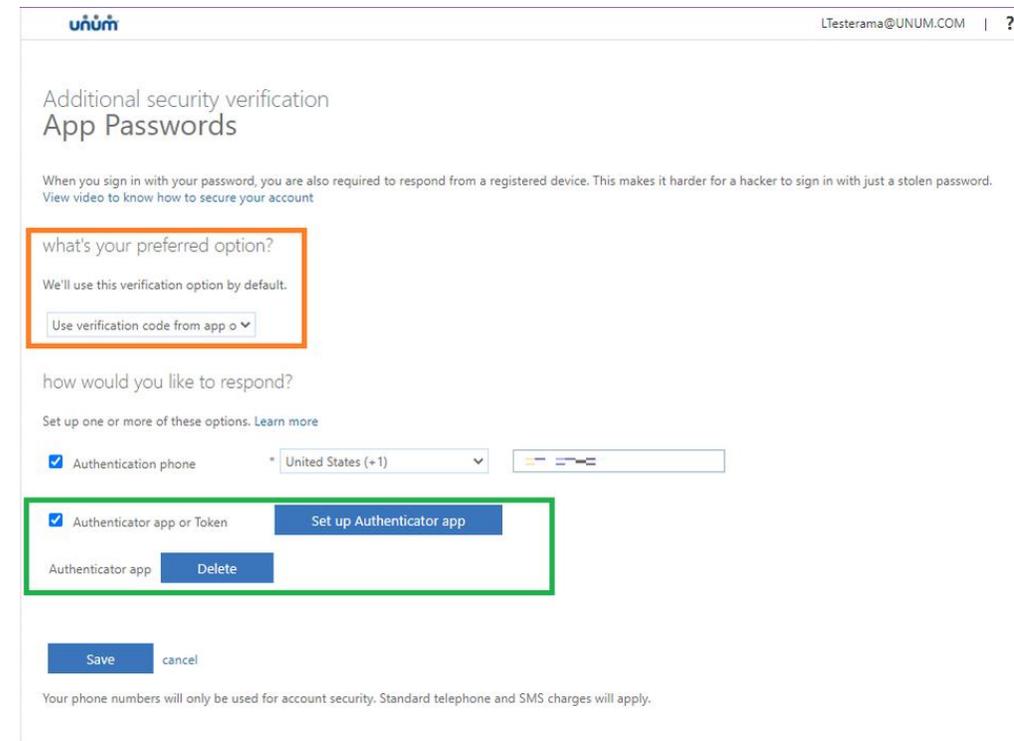
Enter the verification code displayed on your app

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Verify cancel

When Verification of the app is complete you will be brought back to the MFA setup page, the setup of the Authenticator app is successful when a checkbox appears next to Authenticator app or Token.

Verify that "Use verification code from app" is selected in the preferred option section and click save to complete the setup.



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Additional security verification
App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?
We'll use this verification option by default.

Use verification code from app ▾

how would you like to respond?
Set up one or more of these options. [Learn more](#)

Authentication phone * United States (+1) [Country Selector]

Authenticator app or Token [Set up Authenticator app](#)

Authenticator app [Delete](#)

[Save](#) cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

You will be presented with another Verification required prompt, this is the same process as outlined in the verification of the app.

Click the verify preferred option button to continue and complete the verification process to confirm your preferred option.



Verification required

We detected that you made a change to your preferred option. We need to verify it before saving your settings.

Verify preferred option

cancel

Troubleshooting

QR Code Error

If you are getting an error saying the QR code has already been used, you may have previously registered the app and then deleted it. In this case, select the menu in the top left corner of the app. You should see your Colonial Life Sales email account as seen in the example to the right.

Select this account, and you should be able to begin using the code on your app to log into your Colonial Life Sales email and Microsoft account.

*If you are still having trouble registering your Authenticator App, please contact VB Tech Support at 800-438-6423 option 2, option 5 or at VBTechSupport@ColonialLife.com.

Note for iPhone users: You must be logged into your iPhone or iOS device using your AppleID. We will not be able to assist if you are not logged into your device completely.

