



Multi-Factor Authentication (MFA) and Password Reset

Quick Reference Guide

MFA, also known as two-factor verification, is an additional security step that helps protect your account from access by unauthorized users. When you open a new session with your Chorus username and password, and log into a Chorus application, you'll be prompted to verify your identity.

You can set up MFA to call you on your mobile, or sign in via the **Microsoft Authenticator app**. We recommend setting up both methods as a backup in case you lose or damage your phone. (You can put your sim into a new phone if its damaged or get a new sim issued with your existing phone number if its stolen and use MFA with the phone call method).

Download the Microsoft Authenticator App



Scan the QR code to the right with your mobile device's camera, or click on the Google Play or App Store link underneath the codes to download and install the app.

Follow the instructions below to connect the app on your device to your Chorus account.

Scan the QR code to download Authenticator for Android.

GOOGLE PLAY



Scan the QR code to download Authenticator for Apple (iOS)

APP STORE



Set up your authentication method

1. Go to <https://myaccount.microsoft.com/> and log in with your Chorus username and password.
On your account page select the **Update Info** link in the *Security Info* tile.

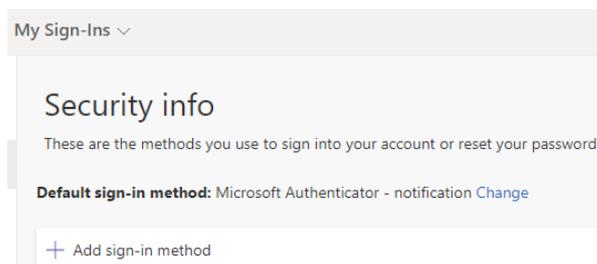
Security info



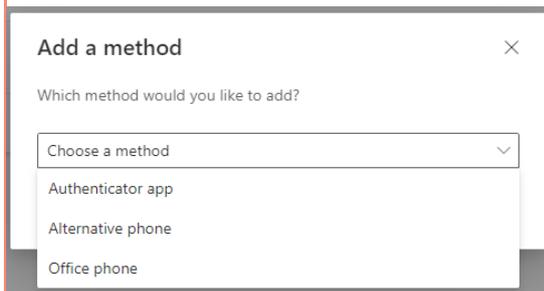
Keep your verification methods and security info up to date.

[UPDATE INFO >](#)

2. Click **+Add sign-in method**.

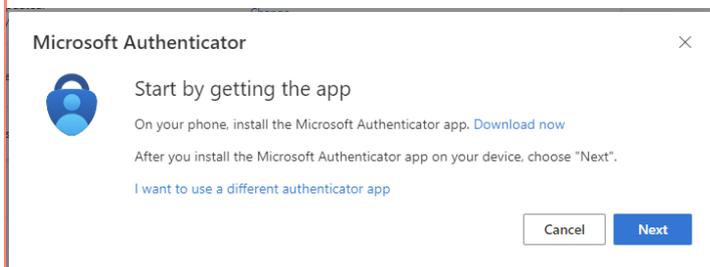


3. Select **Authenticator app** from the dropdown menu options.



4. With the MS Authenticator app already downloaded to your phone, click **Next**.

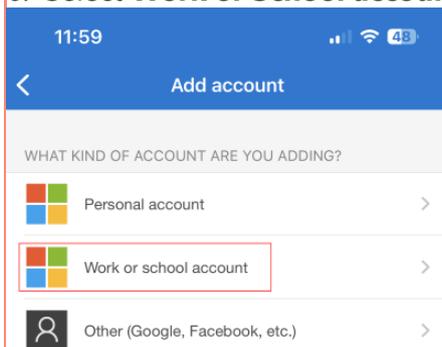
Open the app on the phone.



5. In the app, tap the **+ sign** at the top of the screen.

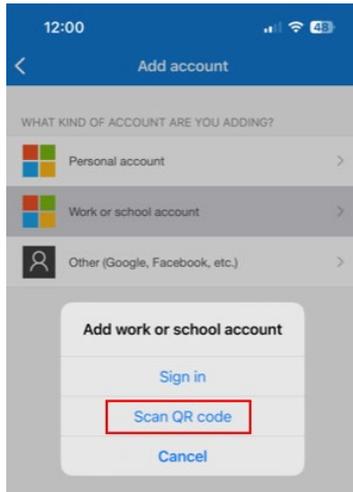


6. Select **Work or School account**.

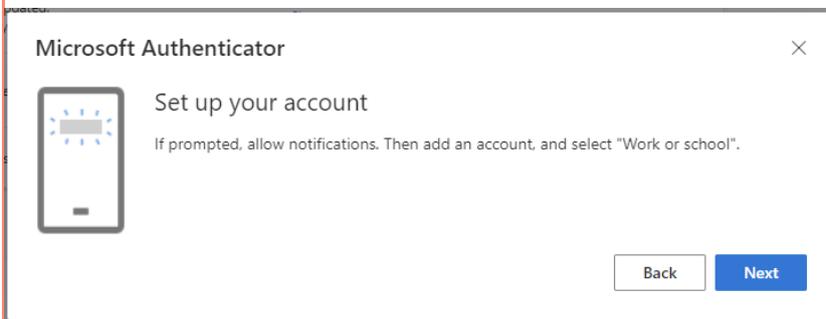


7. Tap **Scan QR code**.

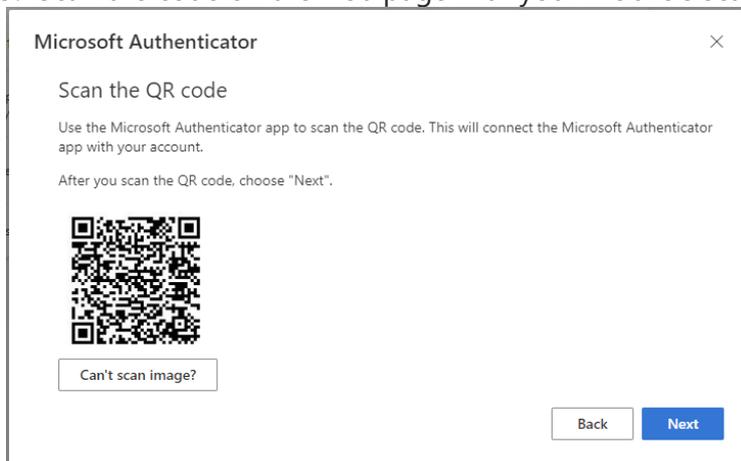
The QR scanner will open on your phone.



8. Back in the web browser, click **Next**.



9. Scan the code on the web page with your mobile's scanner.

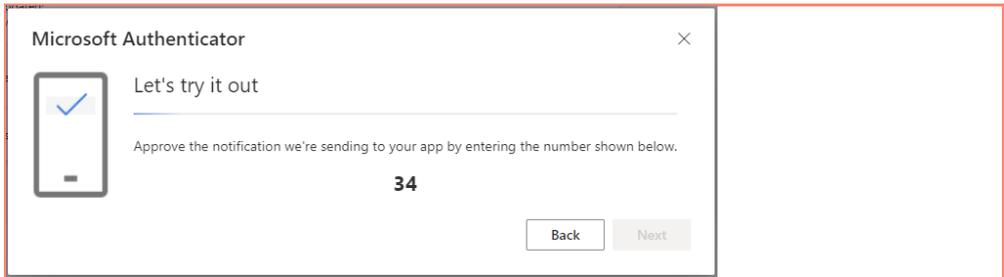


Click **Next**.

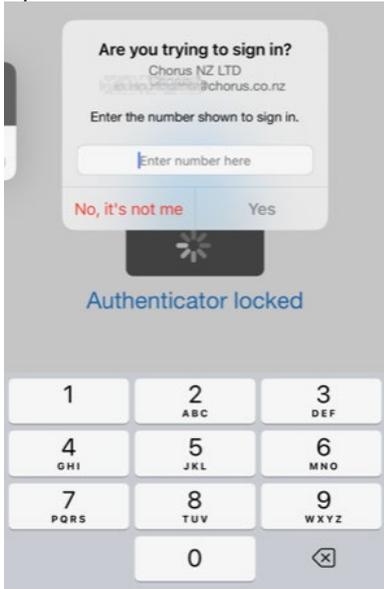
10. Your MS Authenticator app is now linked to your Chorus account.

A two-digit number will appear on the page.

The MS Authenticator app will open automatically on your mobile



11. Enter the number on your screen into the MS Authenticator app and tap **Yes**.



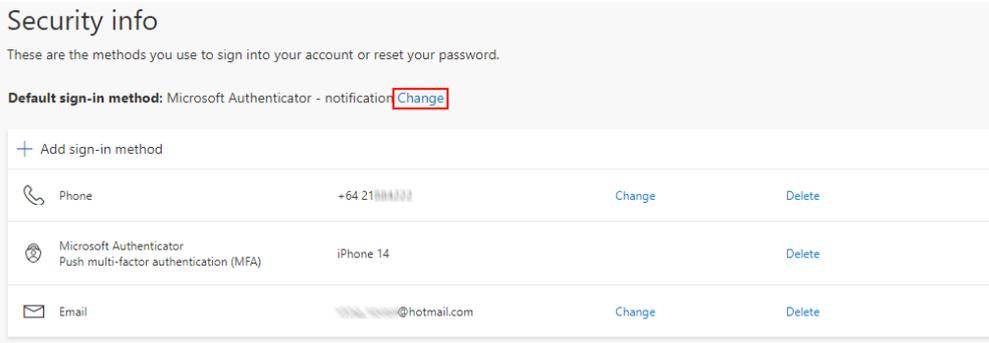
An approval notification will appear on your screen. Click **Next**.

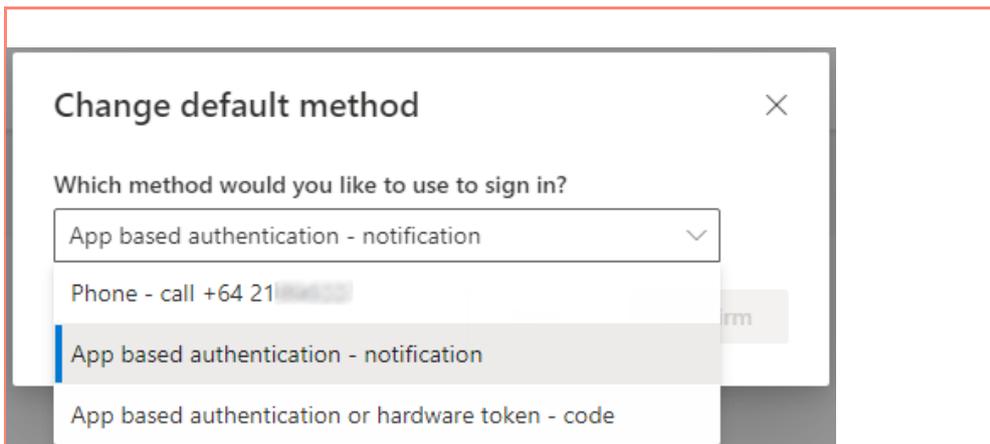


MFA is now set up on your Chorus account.

Set the MS Authenticator App as your default MFA method

In the *Default sign-in method* row click the **Change** link.





Select your preferred method of contact by the Authenticator from the dropdown menu.

Click **Confirm**.

Sign into apps using MS authenticator

When you sign into an application requiring MFA, it will display a sign-in request window with a randomly generated number.

With Microsoft Authenticator set as your default sign-in method, a prompt will appear on your mobile device's screen. Be aware that the prompt is time sensitive.

Open Authenticator by swiping the prompt, enter the number shown on the request, then enter the six-digit code you use to unlock your mobile device.

At the prompt, choose to sign into that app only. That signs you into the application.

Set up your phone as an authentication method

1. Go to <https://myaccount.microsoft.com/> and log in with your Chorus username and password.

On your account page select the **Update Info** link in the *Security Info* tile.

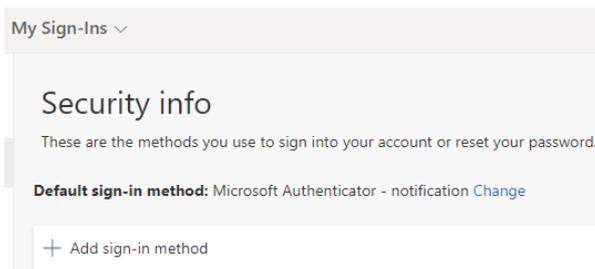
Security info



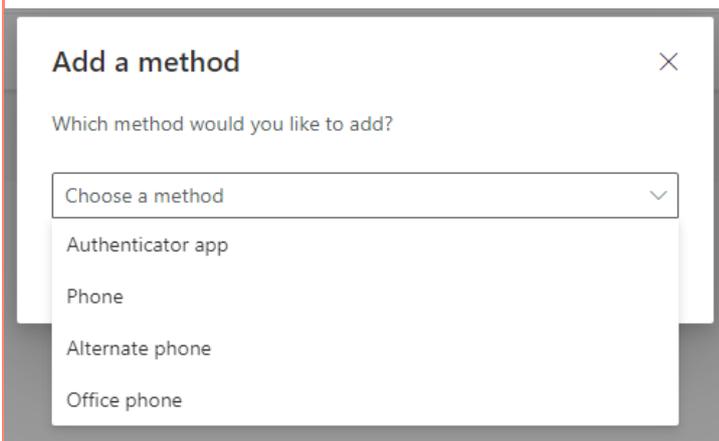
Keep your verification methods and security info up to date.

[UPDATE INFO >](#)

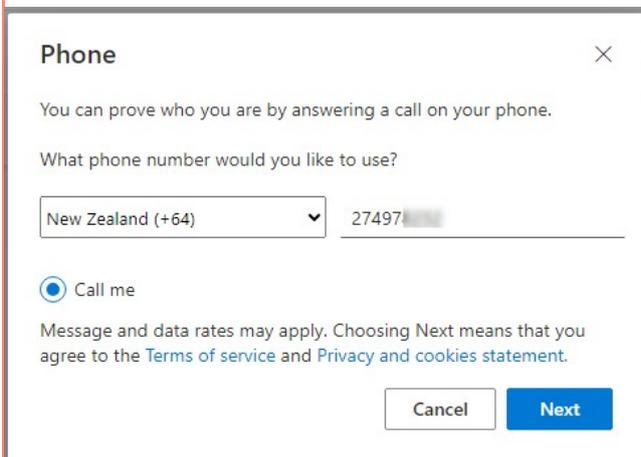
2. Click **+Add sign-in method**.



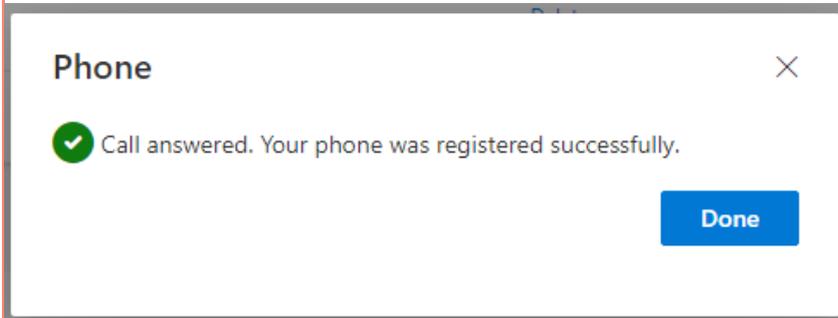
3. Click **Phone** and then the **Add button**



4. Select Country and enter your Phone number excluding the first zero.



5. Click the **Next Button** and answer the phone call from Microsoft.
6. Follow the instructions on the phone call to complete the registration.



Self Service Password Reset

Once you have MFA setup and you then forget your current password, you can use the 'forgot password' option to reset it.

Sign in to the Chorus application with your Chorus username.



Click **Forgot my password**

Enter your **User ID** and the **security characters**, then click **Next**:

C H ● R U S

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next

Cancel

Select **Call my mobile phone**, enter your number and click **Call** to verify your identity and access the Web app.

C H ● R U S

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (*****93) below. You will then receive a call. Please answer it to continue.

Call

Cancel

C H ● R U S

Enter your new Password and confirm it.

C H ● R U S

Get back into your account

verification step 1 **choose a new password**
✓ >

* Enter new password:

* Confirm new password:

Finish Cancel