



A Simply Smarter Approach to Protecting Your  
Account & Company Data

# Multifactor Authenticator Setup

September 2025

# Why MFA?

## A Simply Smarter Approach

### PHASED ROLLOUT

- 9/17 – India in-office employees
- 9/18 – Remote (India & US) and US in-office employees
- 9/19 – Sales, Marketing, and Leadership teams

- **Who this is for:** All Clarity employees
- **Why:** To protect your account and our clients' data, we're enabling Microsoft Authenticator for sign-in to Microsoft 365 (Outlook, Teams, OneDrive, SharePoint, etc.). You'll also be prompted to update your password.
- **Time needed:** ~10–15 minutes
- **What you need:** - A computer to sign in to your Microsoft 365 account - Your mobile phone (iOS or Android) with internet access - Your current Microsoft 365 username and password

**WHAT YOU  
NEED TO DO**

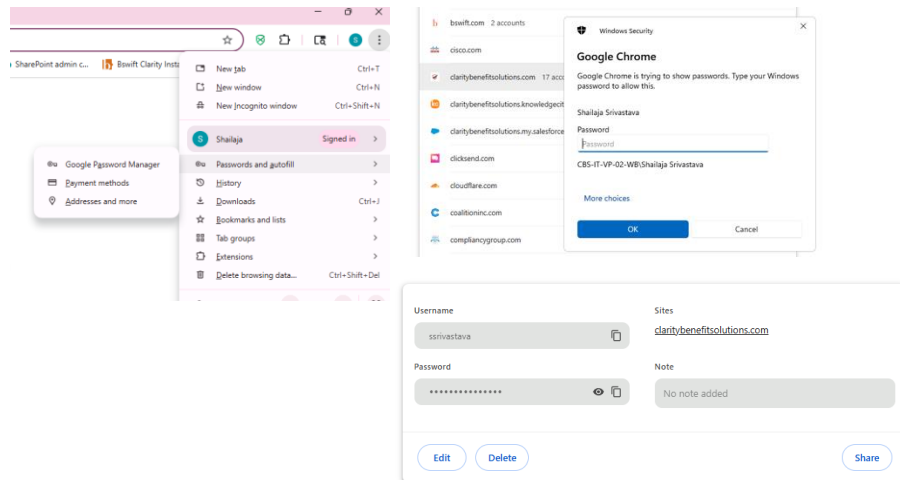
**Important:** Write your current password down and keep it safe until after you complete the reset.

# 0. Prepare Today: Know Your Current Password

Before your rollout day, you must confirm your current Microsoft 365 password so you're ready when prompted to reset.

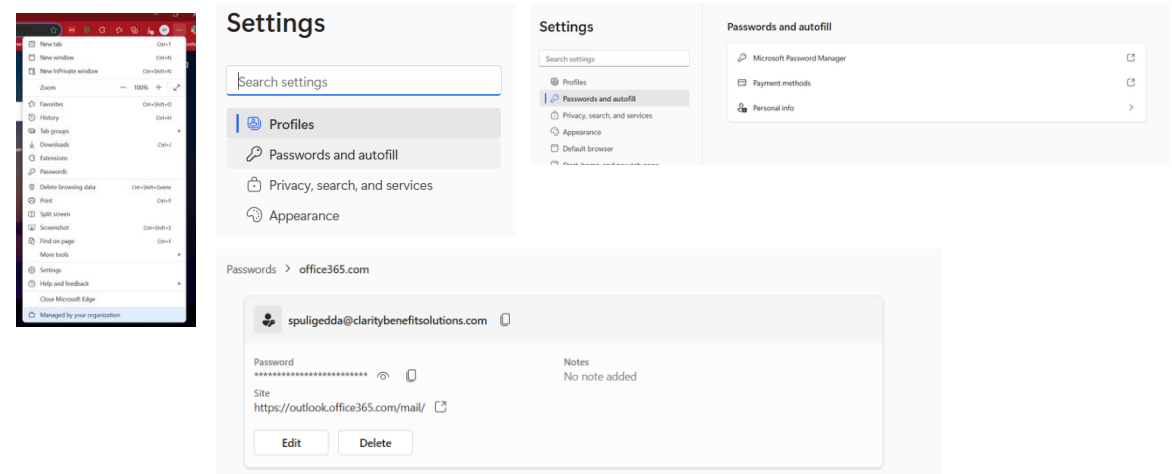
## How to Find Your Saved Password in Chrome

1. Select the three dots (:) in the top right → Settings.
2. Navigate to **claritybenefitsolutions.com**, click the arrow.
3. Enter your Windows Password (same as Clarity password), click **OK**.
4. Navigate to Username and Sites - claritybenefitsolutions.com
5. Click the **eye** icon in the **Password** field.

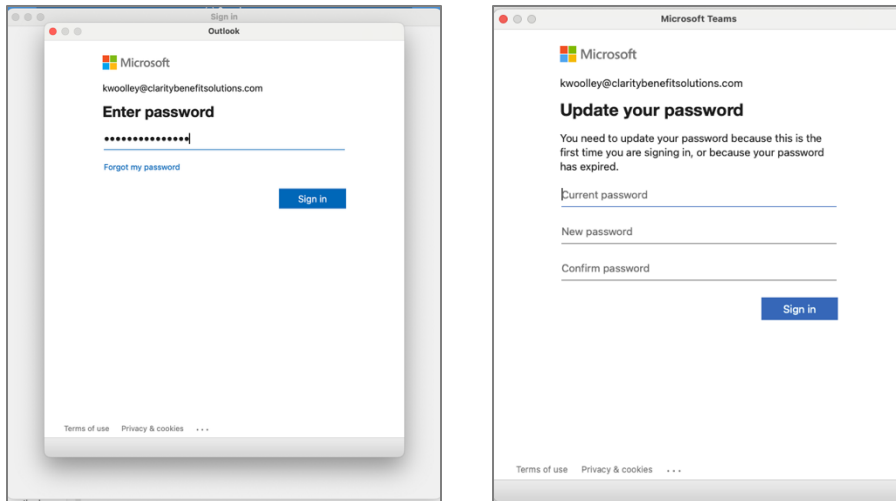


## How to Find Your Saved Password in Edge

1. Select the three dots (:) in the top right → Settings.
2. Go to Profiles → Passwords.
3. Search for outlook.office365.com
4. Select your account, then click the eye icon to reveal the saved password (you may need to enter your computer password).



# 1. Update Your Password (Automatic Prompt)



Note: You'll need to re-enter your new password in all apps and devices that use your Microsoft 365 login.

1. On your assigned rollout day, login as you normally would
2. You will then be prompted to Update your password.
  - Enter your current password, then create a new one:
  - Minimum 12 characters. Use a passphrase style: e.g., Maple-Sunset-River-92. Include letters, numbers, and symbols. Do not reuse any of your last passwords
3. Click Submit.
4. If you already have Authenticator installed, you will be prompted to approve this change on your mobile phone.
5. Once approved, you will be signed out and must sign back in.

## 2. Install Microsoft Authenticator App on Your Phone

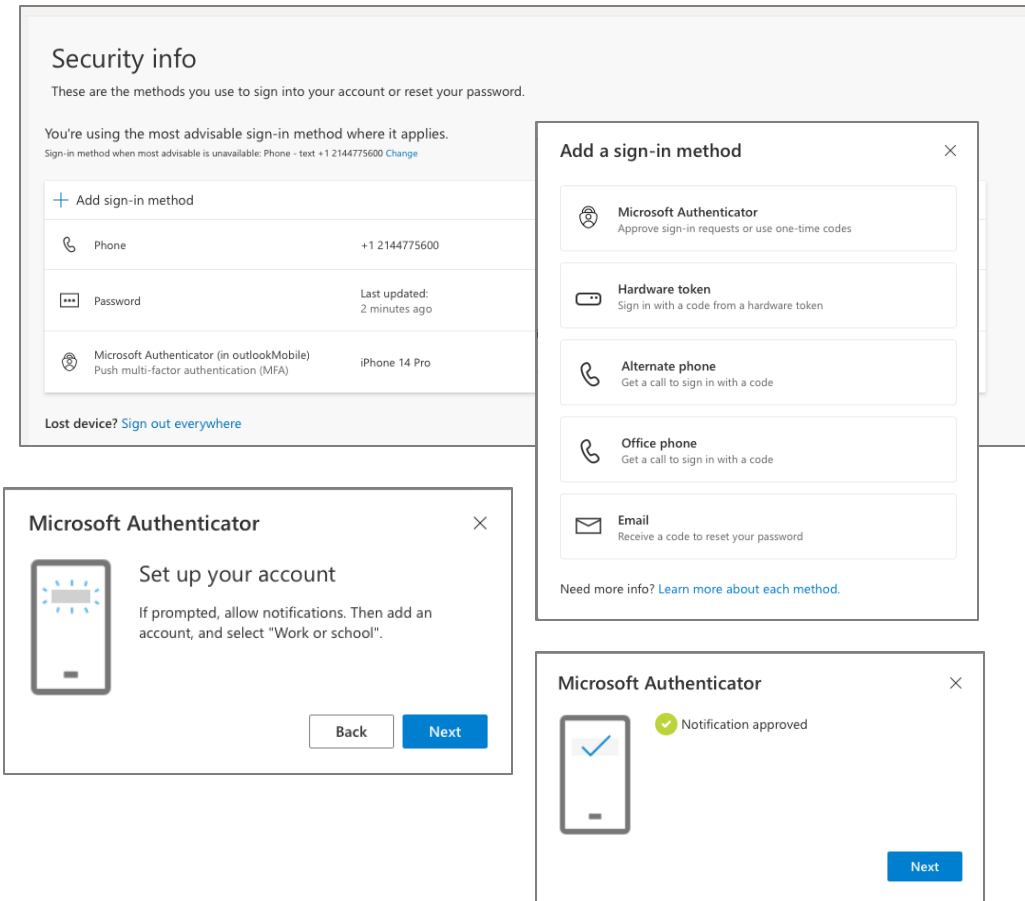


If you did not download the app yet:

- On your phone, download Microsoft Authenticator:
  - iPhone/iPad (iOS): App Store → Microsoft Authenticator
  - Android: Google Play → Microsoft Authenticator

Tip: Ensure your phone's Date & Time is set to Automatic. This prevents one-time code/time drift errors.

# 3. Register the Authenticator App (on a computer)



1. On your computer, go to [mysignins.microsoft.com/security-info](https://mysignins.microsoft.com/security-info) and sign in.
2. Click Add sign-in method → choose Authenticator app → Add.
3. On your phone, open Microsoft Authenticator:
  - Tap + (Add account) → Work or school account → Scan a QR code.
4. Point your phone's camera at the QR code displayed on your computer.
5. Back on your computer, select Next to send a test notification.
6. On your phone, Approve the sign-in notification.
7. (Recommended) On the Security Info page, set Default sign-in method to Microsoft Authenticator – notification.
8. (Strongly recommended) Click Add sign-in method again to add a Phone or Text backup.

Already using Authenticator? Open [mysignins.microsoft.com/security-info](https://mysignins.microsoft.com/security-info), confirm Microsoft Authenticator is listed and set as your Default method. If you've got an old phone listed, Remove it.

## 4. Test Your Sign-In

1. Open an app like **Outlook** or **Teams**.
2. Enter your **email** and **password**.
3. When prompted, approve the **Authenticator notification** on your phone.
4. If you don't get a notification, open the Authenticator app and look for a **number match** prompt or a **code**.

## 5. Turn On Authenticator Backup

- **iOS:** In Authenticator → Settings → iCloud Backup → On (ensure iCloud is signed in on the device).
- **Android:** In Authenticator → Settings → Cloud backup → On (choose your Microsoft account).

Backups are device-type specific (iOS ↔ iOS, Android ↔ Android). Backups help you restore your accounts if you replace or lose your phone.

## 6. Troubleshooting & Tips



- No notification received:
  - Open the app and pull down to refresh.
  - Ensure Notifications are allowed for Authenticator.
  - Disable battery optimizations that restrict background activity.
  - Verify phone is online (Wi-Fi or cellular).
- Time/code mismatch: Make sure Date & Time is Automatic.
- “Account already exists” in app: Delete any duplicate Work or school entry and add it again by scanning the QR.
- Stuck at number match: Make sure the number on your computer matches the one presented in the app and then approve.
- Changed phone number? Update your Backup method on the Security Info page.
- After password change, apps keep prompting: Sign out of the app, completely close it, then sign in again. Re-enter the new password and approve via Authenticator.