

Multi factor authentication (MFA)



INTRO, SET-UP & SUPPORT

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[↗ B. Setting up an MFA](#)

Support:

[↗ Resetting ECOD password](#)

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A. What is Multi-factor authentication (MFA) ?



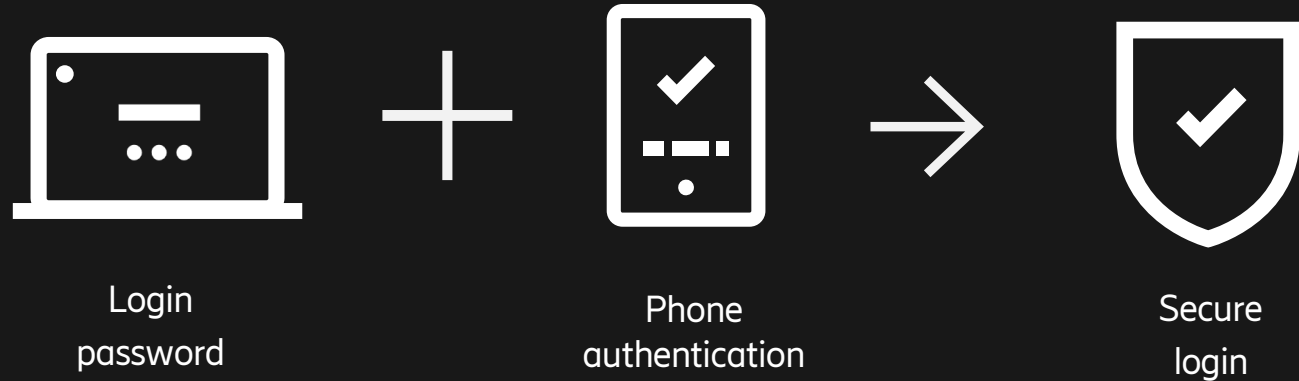
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A. What is Multi-factor authentication (MFA) ?

Introduction to MFA

"Multifactor Authentication" (MFA) is a way of proving that you are who you say you are, when you try to sign in.

If a password is a single factor authentication, MFA will be authenticating the same with the help of your smart mobile device.



B. Setting up an MFA on your smart device



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This step is only to be executed once.

The purpose is to install the MFA app “Microsoft authenticator” on your smart device and set it up for future usage (when initiating a session in ECOD and being requested additional authentication).

B. Setting up an MFA on your smart device

Step 1 – Things you need before you start



This process is for new users who have not used MFA with their smart device before.

This process has 8 steps.

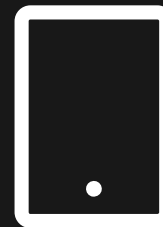
Before you start the process you will need...



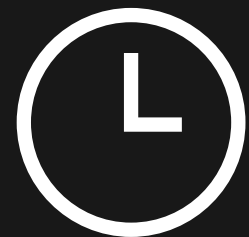
ECOD login password
(Also known as iSignum credentials)



Device you are accessing
your ECOD from



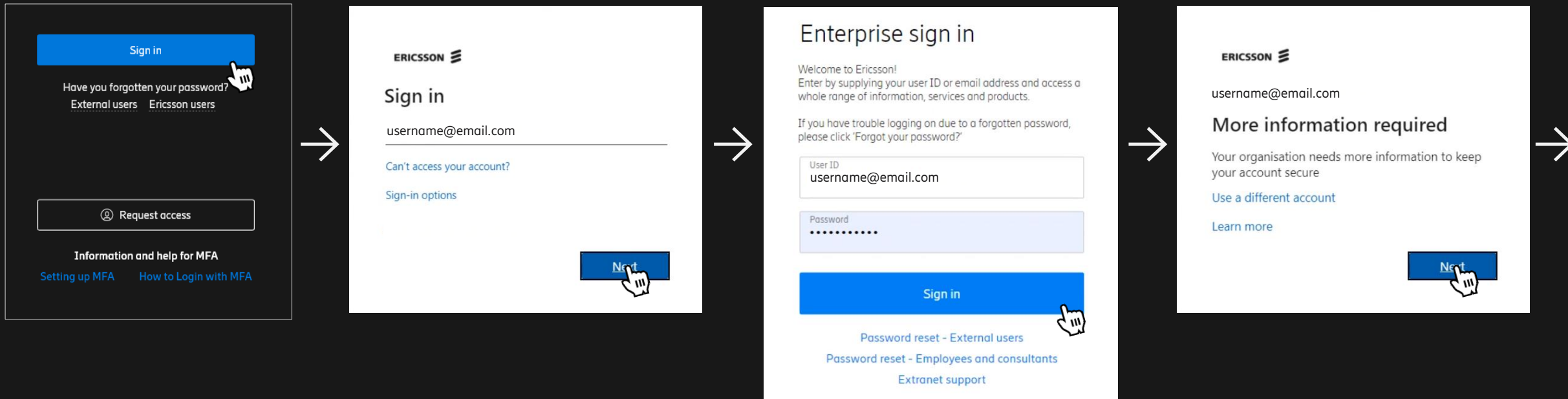
Smart phone
with internet connection



15 mins
to finish the setup process

B. Setting up an MFA on your smart device

Step 2 - Start your MFA set up from ECOD login page



To start your MFA set up, you will have to start from the ECOD login page
<https://ericssoncustomerorderdashboard.ericsson.net>
and follow sign in process

Enter your login/Email address
and click 'Next' to proceed...

Enter your login password
and click 'Sign in' ...

If you are setting up the MFA for the first time, the system will be asking for more information.

Click on 'Next' to proceed.

B. Setting up an MFA on your smart device

Step 3 – Setting up additional security verification



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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?

Mobile app

How do you want to use the mobile app?

☐ Receive notifications for verification

☐ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Please configure the mobile app.

Set how you want to be contacted
- Choose 'Mobile app'



Set how to use your mobile app
- You can choose any of the methods, both are safe for you to authenticate

☒ Receive notifications for verification

☐ Use verification code

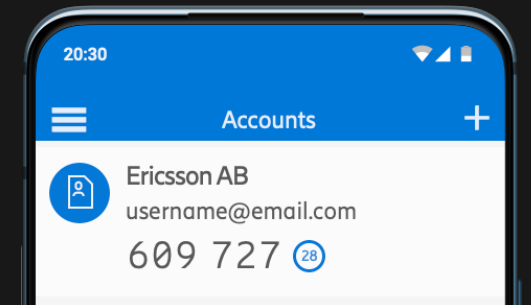
Receive notification for verification

Use 6-digit verification code

Approve sign-in?

Ericsson AB
username@email.com

Deny **Approve**



B. Setting up an MFA on your smart device

Step 4 – Generating a QR code to use in step-7

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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?

Mobile app

How do you want to use the mobile app?

☒ Receive notifications for verification

☐ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Please configure the mobile app.

Clicking on 'set up' will open a pop-up with a generated QR code to use in [Step-7](#)

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.



If you are unable to scan the image, enter the following information in your app.
Code: 982 253 085
URL: <https://mobileappcommunicator.auth.microsoft.com/maz/MobileAppCommunicator.ave/358426699>

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

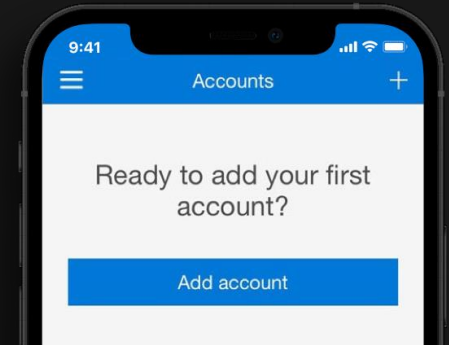
Next Cancel

Keep this window open as we follow the next steps on a mobile device.

B. Setting up an MFA on your smart device

Step 5 - Download & open Microsoft authenticator app

For iOS (Apple iPhone) users

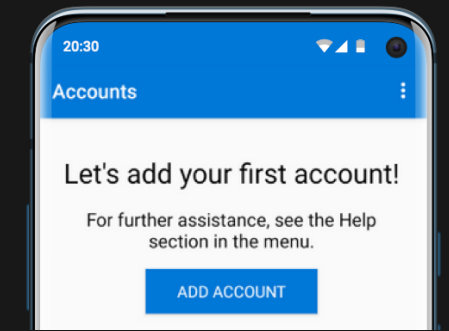


Open the **Appstore** application and search for 'Microsoft authenticator' app

Get and install 'Microsoft authenticator' app

Open the authenticator app

For Android (Samsung & other) users



Open the **Play store** application and search for 'Microsoft authenticator' app

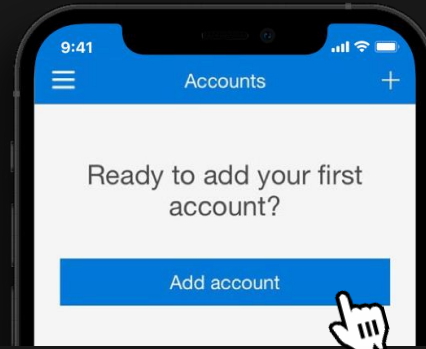
Download and install 'Microsoft authenticator' app

Open the authenticator app

B. Setting up an MFA on your smart device

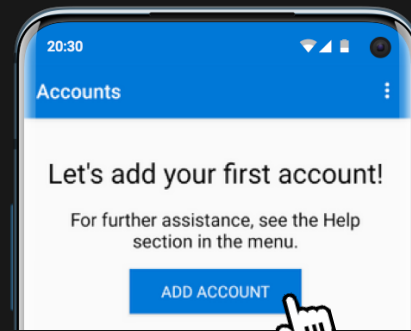
Step 6 – Adding an account to the authenticator app

→ For iOS (Apple iPhone) users

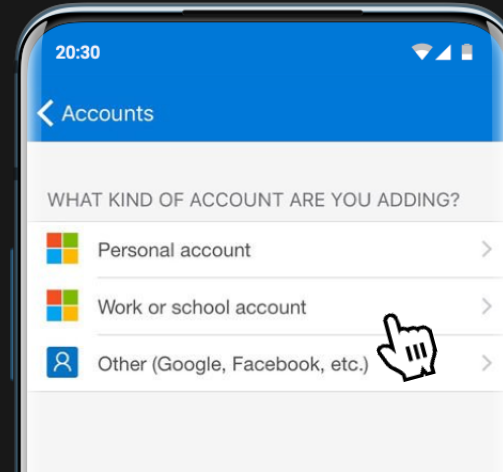


Click on 'Add account'

→ For Android (Samsung & other) users

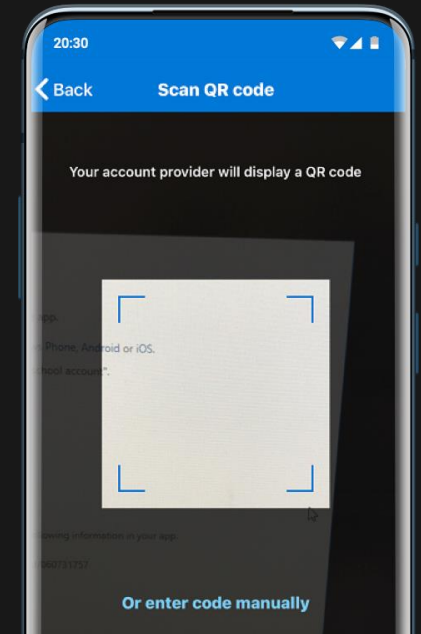


Click on 'Add account'



On both the platforms (iOS & Android) the apps will ask about the type of account that needs to be added.

Choose 'Work or school account' to proceed.

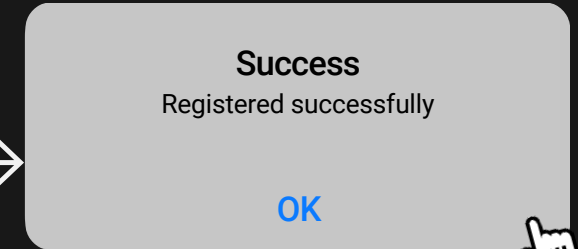
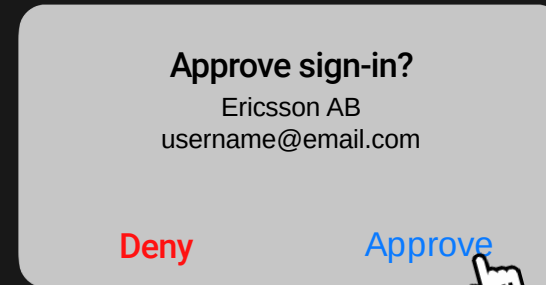
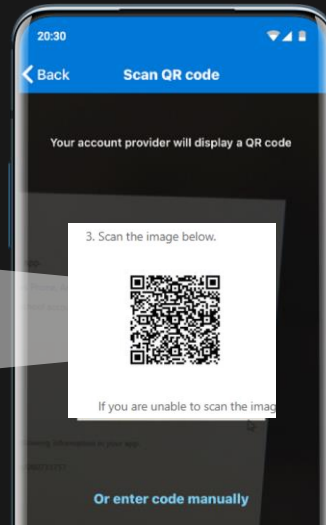
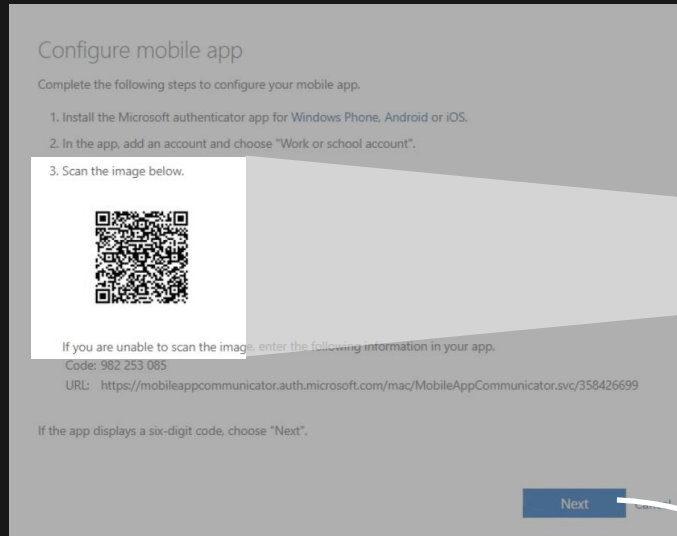


This will open a camera view from the same app to scan the QR code from [Step 3](#).

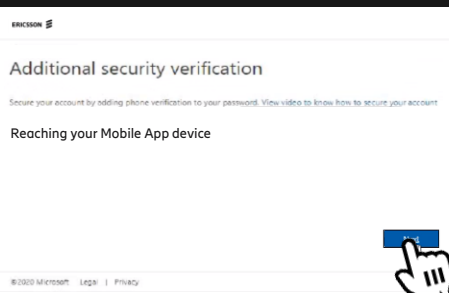
Note: The app may also ask you to access your device's camera here. You can allow the app to access it once.

B. Setting up an MFA on your smart device

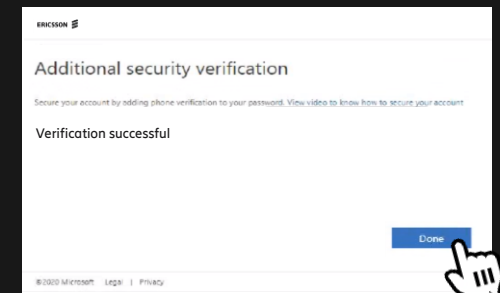
Step 7 – Scanning the QR code



From the app's camera view, scan the QR code generated on the web portal from [Step 3](#)



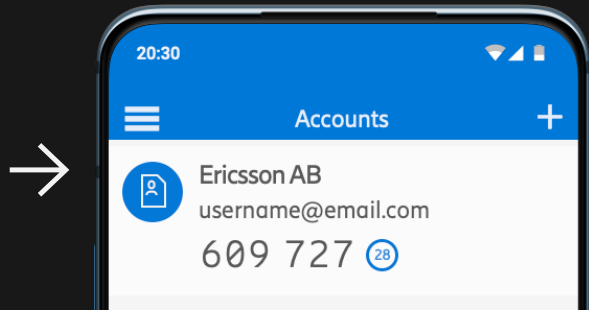
On the web portal, clicking on the next button will lead to another pop-up window while you approve your authentication on your smart device.



After finishing the set up on the mobile app, you can close this pop-up on the web portal.

B. Setting up an MFA on your smart device

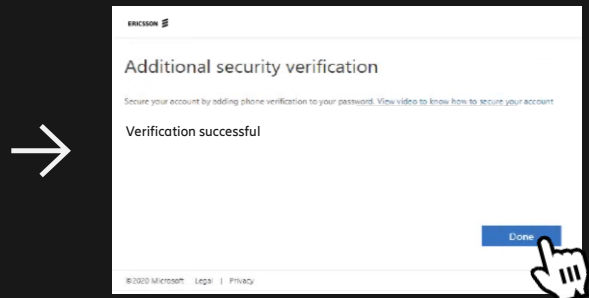
Step 8 – Set up finish



The account will appear on the app screen of the app with a 6-digit code which refreshes every 30 seconds



You have successfully set up your MFA and it is ready to use.



Click 'Done' to exit the MFA set up on the web portal.

Resetting ECOD password



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This is a support section. This is not needed for MFA purposes.
Follow the guidance in this step, in case you need to reset your password.

Resetting ECOD password

Step 1 – Things you need before you start

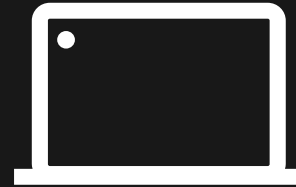


This process has 3 steps. Before you start the process you will need...

For internal (Ericsson) users



ECOD login password
(Also known as iSignum credentials)



Device you are accessing
your ECOD from



3-5 mins
To reset your password

For External users
(Customers & clients)



ECOD login password
(Also known as iSignum credentials)



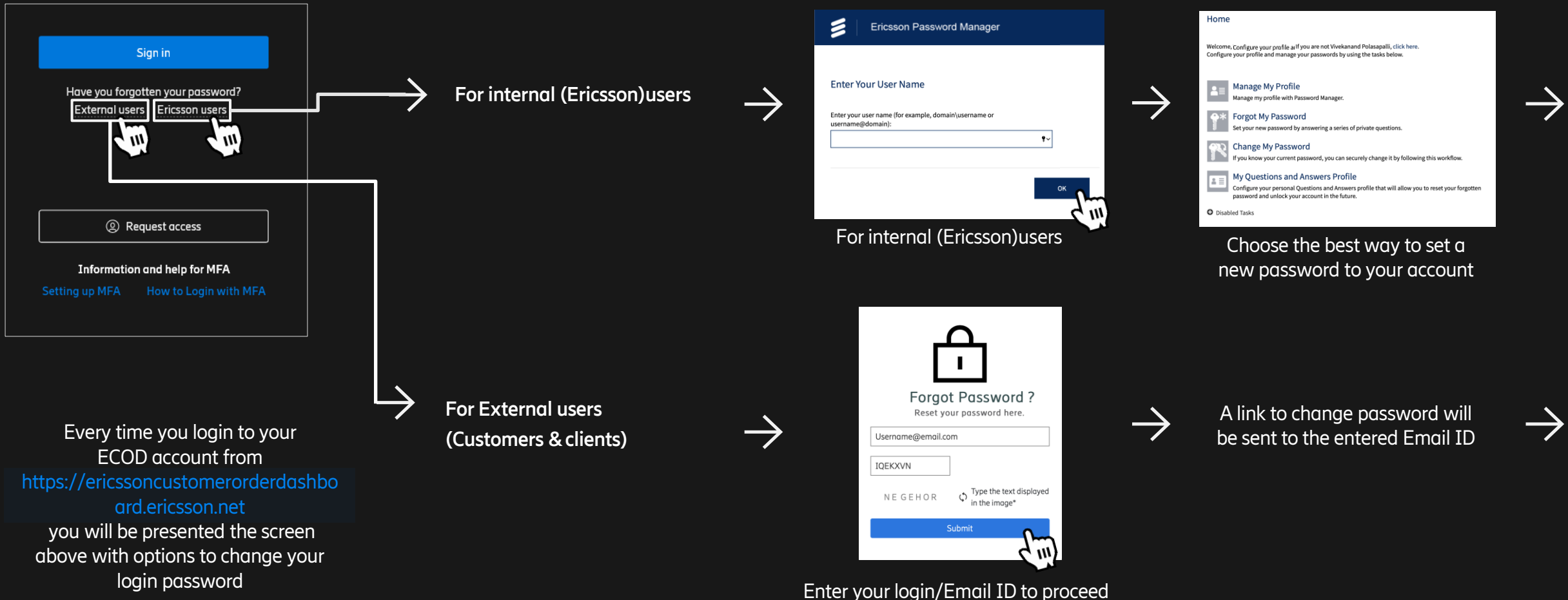
Device you are accessing
your ECOD from



3-5 mins
To reset your password

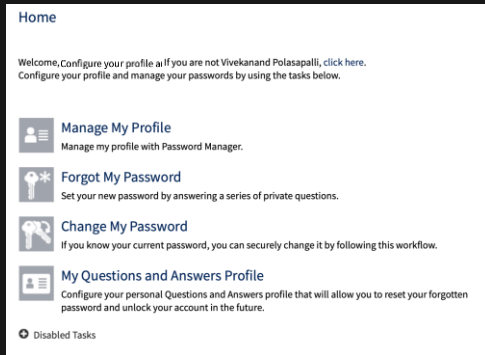
Resetting ECOD password

Step 2 – Reset password from ECOD login page



Resetting ECOD password

Step 3 – Setting a new password



Follow the steps to successfully change your password.

Choose the best way to set a new password to your account



A link to change password will be sent to the entered Email ID

Follow the steps to successfully change your password.

If you need more information, assistance or in case of any difficulties, reach out the IT desk.

For IT desk contact numbers [click here](#)

IT desk contact numbers



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Do not hesitate to reach out to the IT desk for any additional assistance.

Mon-Fri

Global support number	+ 46 10 71 33085
North America support number	+ 1888 671 1268
United Kingdom support number	+ 44 1189 024 801

Sat-Sun

Weekend support number	+ 91 7760 527 575
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Direct support for Extranet and MFA

<https://www.ericsson.com/en/contact/extranet-support>



ericsson.com