

## Instructions configuring MFA (Multi Factor Authentication) for user accounts (security).

Multi Factor Authentication (MFA) is about proving the identity of the person who is logging into the system in combination of different factors:

1. Something you know, in this case your password
2. Something you have, in this case your mobile phone (private or business)

This manual contains the steps to install MFA on your smartphone. We advise you to reserve half an hour for this one time registration.

**Important: after configuring MFA, you have to reboot your Agrifirm laptop/desktop !**

On your smartphone you also get a MFA notification if you have configured mail on your phone.

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# 1. Configure MFA on an Agrifirm Desktop/Laptop

After enabling MFA on your Agrifirm account it is necessary to register your account once at Microsoft.

After IT has enabled MFA for your account, you have 14 days left to complete the registration. If you do not complete this action, you will lose access to your Office365 applications (E-mail, Teams, OneDrive etc.) If you work on a Agrifirm Desktop/Laptop the Office application will keep working, but it is strongly recommended to finish the MFA registration.

On your Agrifirm Desktop/Laptop you will get the message 'More information required' to be carried out. This will happen for example when you start the intranet page. (<https://agrifirm.sharepoint.com>)

Or go to <https://mfa.agrifirm.com> (use HTTPS)



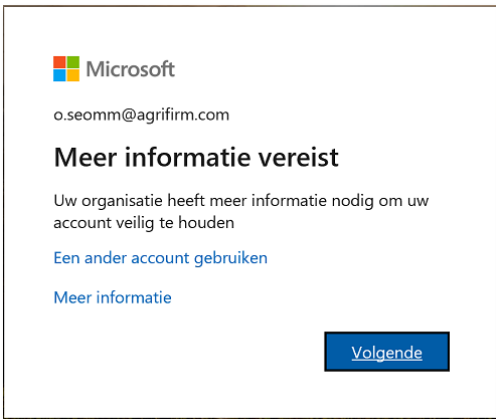
You can skip this 14 times by choosing 'Skip now' / 'Nu overslaan'. You get this message 1 time per day. If you click on 'Next' you can complete the MFA registration.

Enter your Agrifirm user name and password.

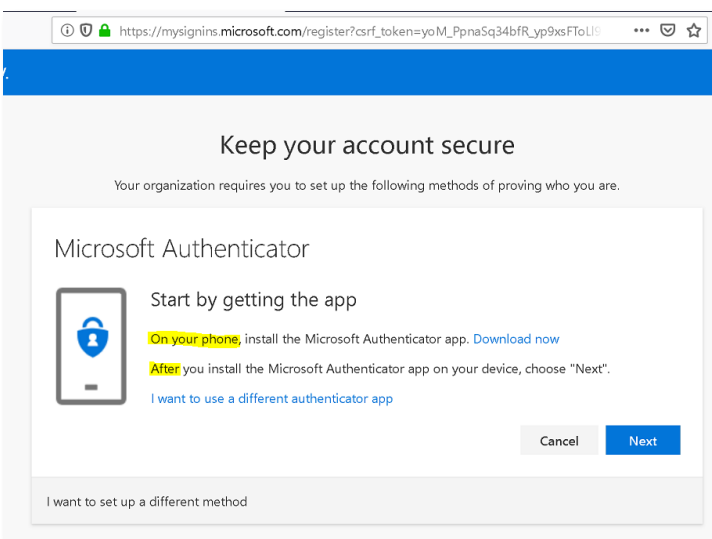


Sign in with your organizational account

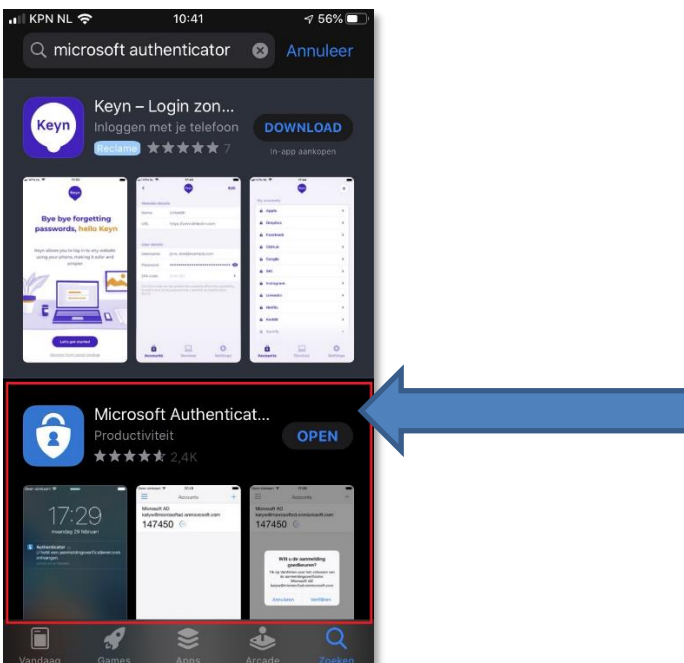
[Sign in](#)



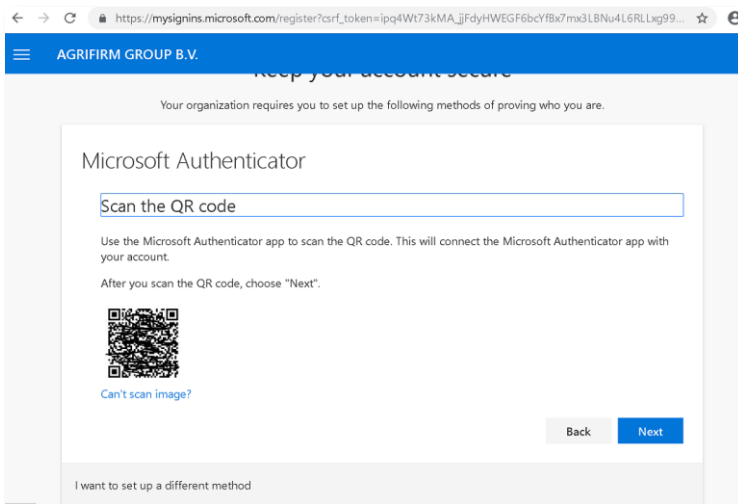
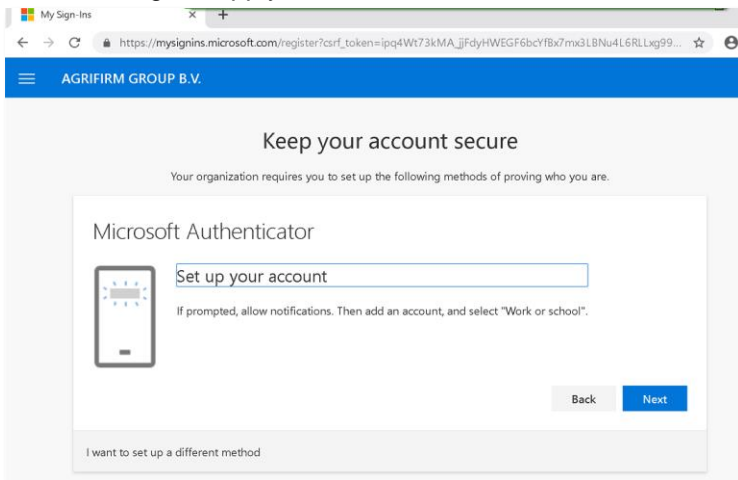
Click on 'Next'



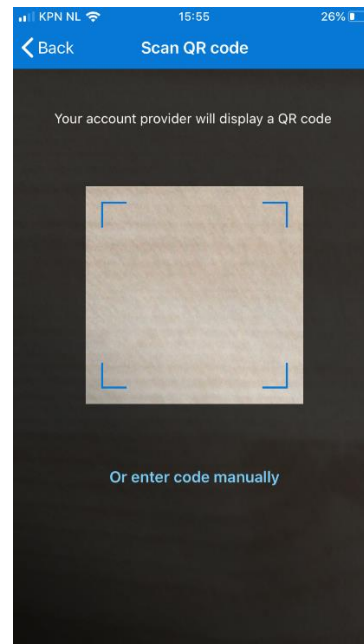
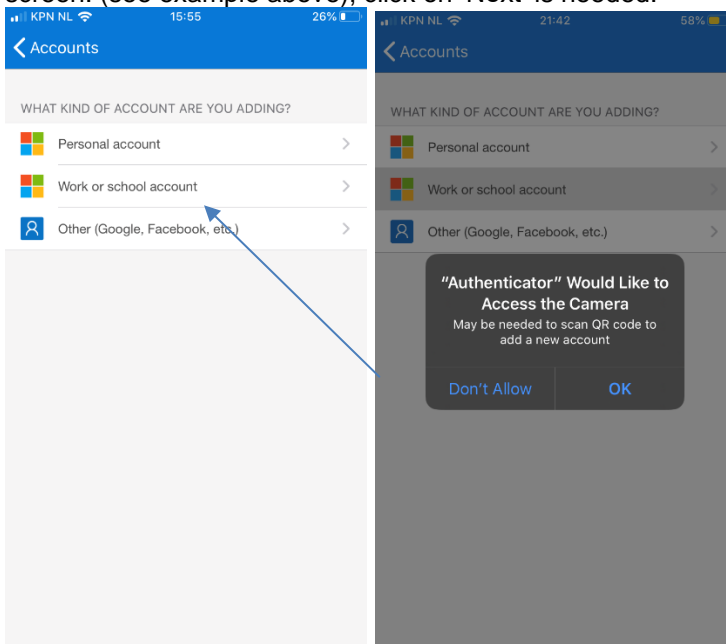
First install the 'Microsoft Authenticator' app on your smartphone. You can install this via the App Store (iOS) or Play Store (Android). Get your smartphone, go to the store and search for 'Microsoft Authenticator' and click on install.



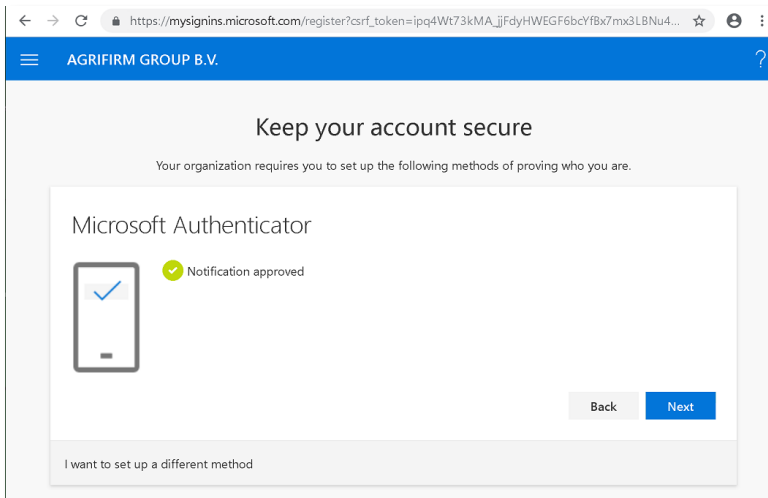
After installing the app you click on **Next**.



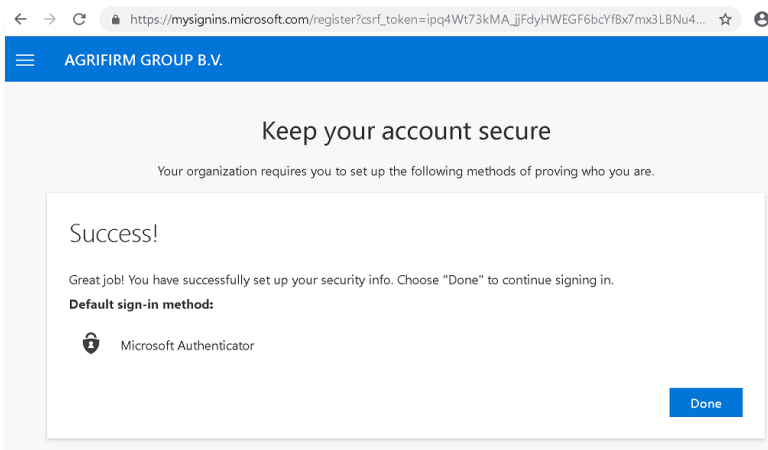
Open the Microsoft 'Authenticator' app on your smartphone and click on the plus sign. Choose for "Work or school account", choose 'OK' (if this message appears) and scan the QR code on the screen. (see example above), click on 'Next' is needed.



On your smartphone you will now get a message. Click on 'Approve' / 'Goedkeuren'.

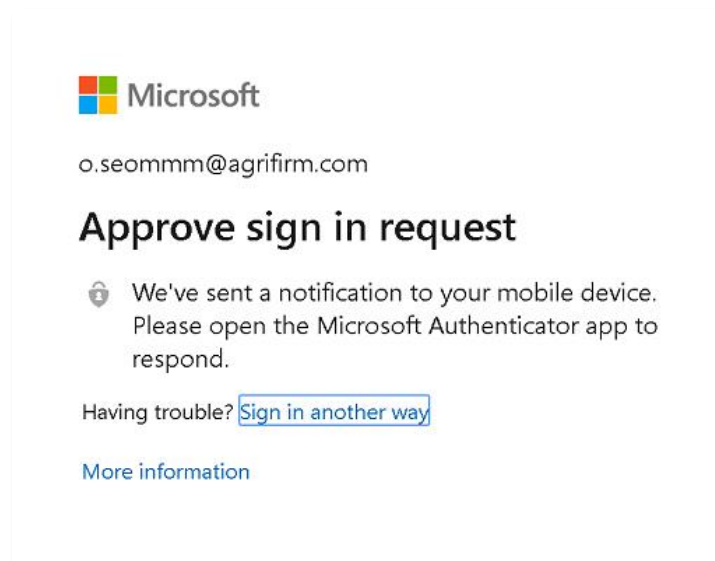
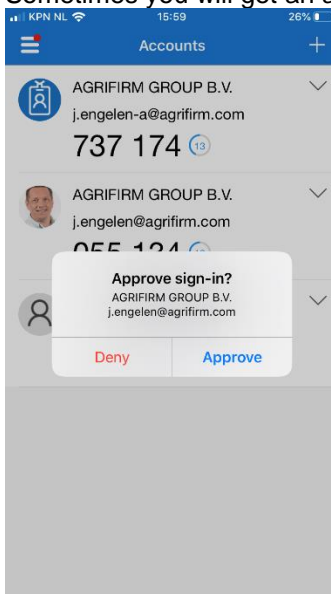


Click on 'Next'



Click on 'Done'

Sometimes you will get an authorization message on your Smartphone. Click on 'Approve' / 'Goedkeuren'.





o.seommm@agrifirm.com

## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes

Check on 'Don't show this again' and click on 'Yes'

Configuring MFA is now finished.  
To change the configuration check chapter 3.

## 2. Configure MFA on a non Agrifirm Desktop/Laptop

If you do not work on an Agrifirm Desktop/Laptop, you have to browse to the following internet page:


<https://mfa.agrifirm.com>

If you have already configured MFA you get a security warning, you do not have to do the configuration again:



j.engelen@agrifirm.com

### Approve sign in request

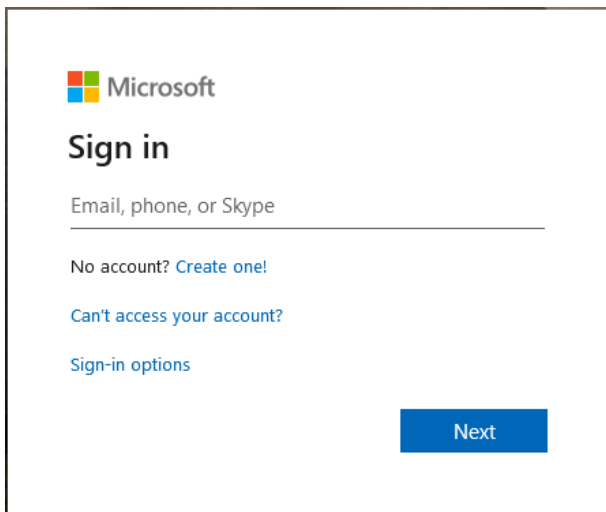
 We've sent a notification to your mobile device.  
Please open the Microsoft Authenticator app to respond.

Having trouble? [Sign in another way](#)

[More information](#)

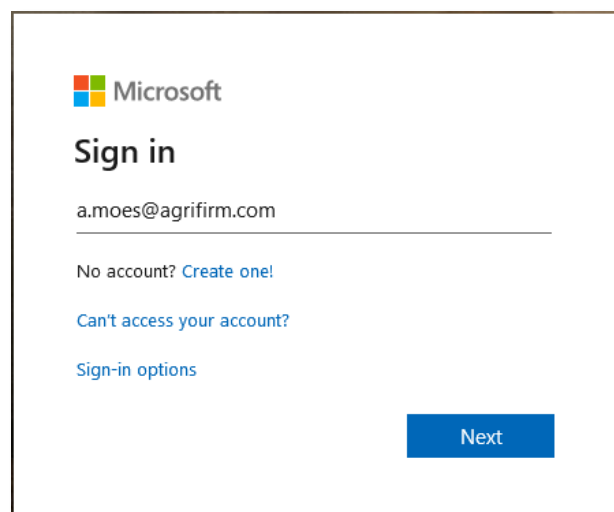
On a non Agrifirm device (laptop/desktop) you login with your Agrifirm username and password.

Sign in screen



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text 'Sign in' is displayed. Underneath, there is a text input field containing the placeholder text 'Email, phone, or Skype'. Below the input field, there are three links: 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. At the bottom right of the screen is a blue button labeled 'Next'.

Enter your Agrifirm username (e-mailadres)



The screenshot shows the Microsoft sign-in interface with the username 'a.moes@agrifirm.com' entered in the input field. The rest of the interface, including the Microsoft logo, 'Sign in' text, links, and the 'Next' button, is identical to the previous screenshot.

Click on 'Next'.



Sign in with your organizational account

Sign in



On the next Agrifirm login page you enter your Agrifirm email address and password and click on 'Sign in'



m.tsiubb@agrifirm.com

### More information required

Your organization needs more information to keep your account secure

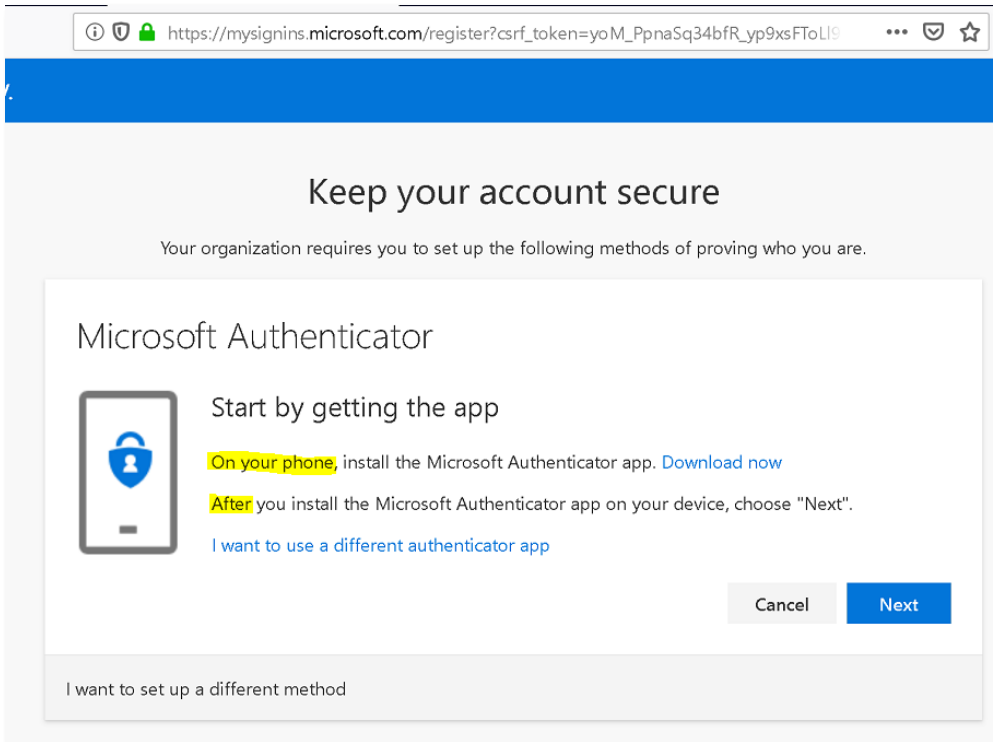
[Use a different account](#)

[Learn more](#)

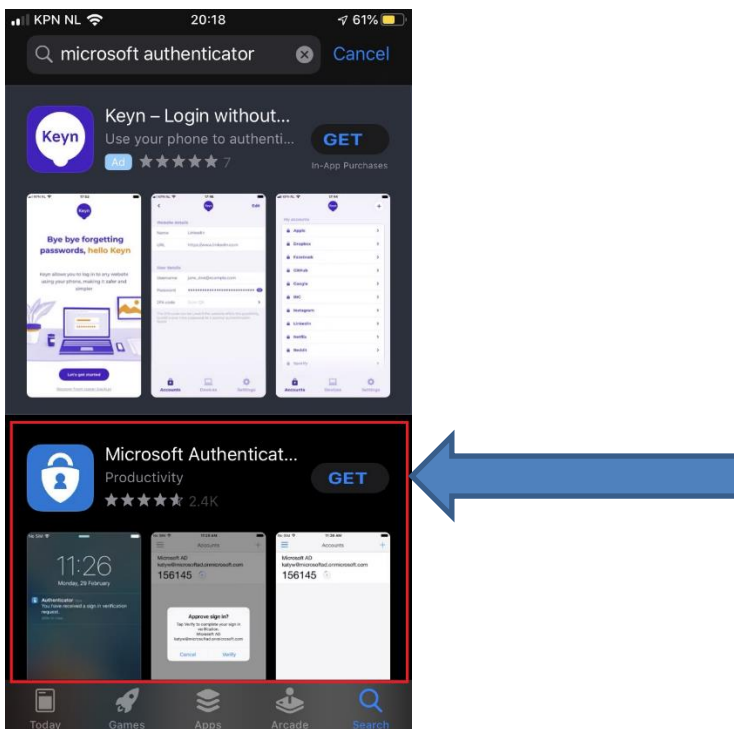
Next

Click on 'Next'.

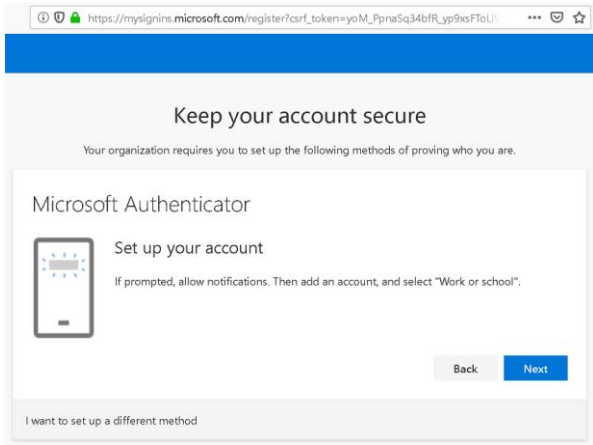




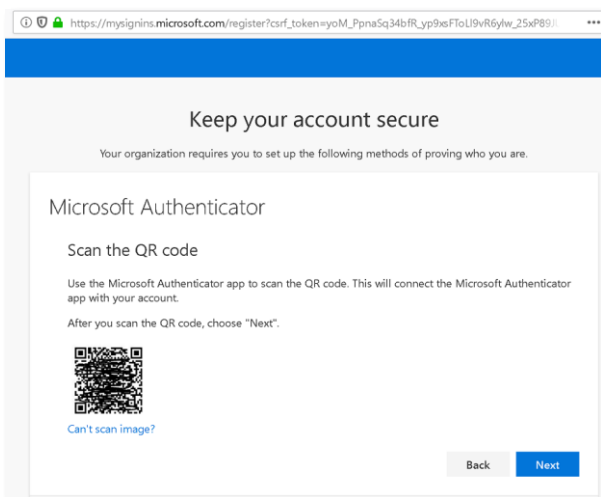
Install first the 'Microsoft Authenticator' app on your smartphone. Go to the App Store (iOS) or Play Store (Android) on your smartphone. Search for 'Microsoft Authenticator' and click on 'Get'



Once you have installed the app click on 'Next'.

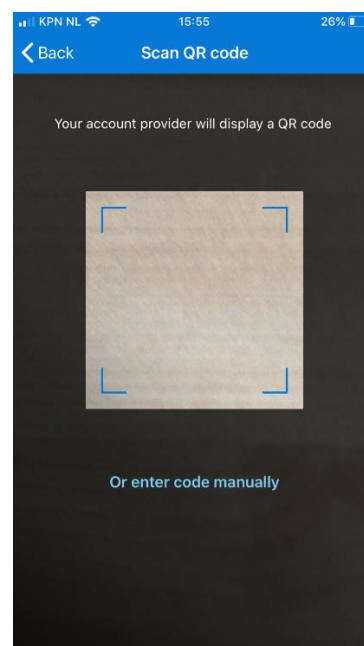
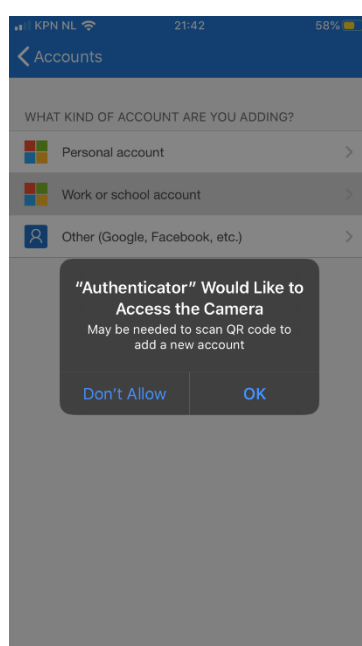
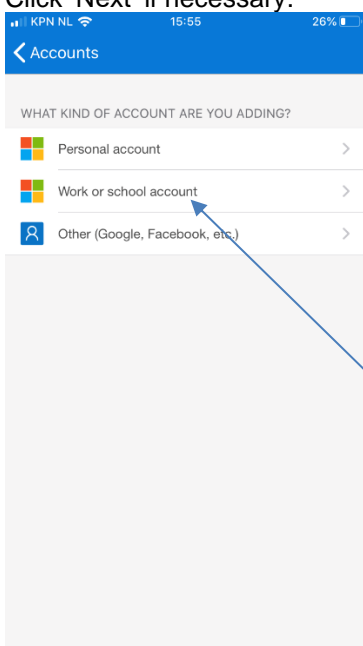


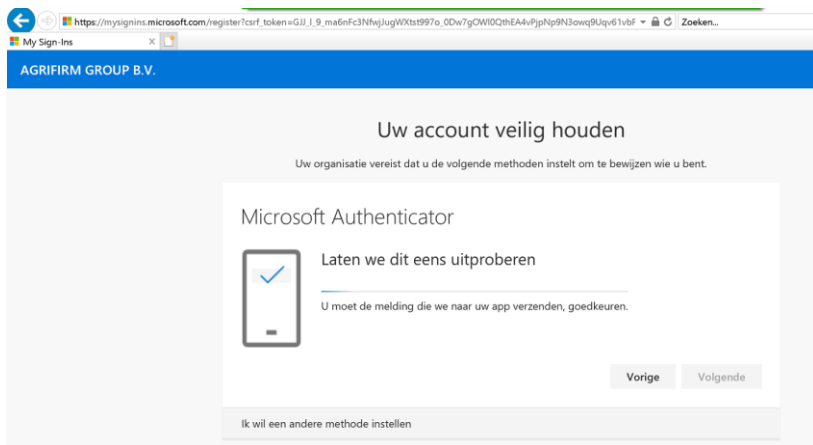
Click on 'Next'.



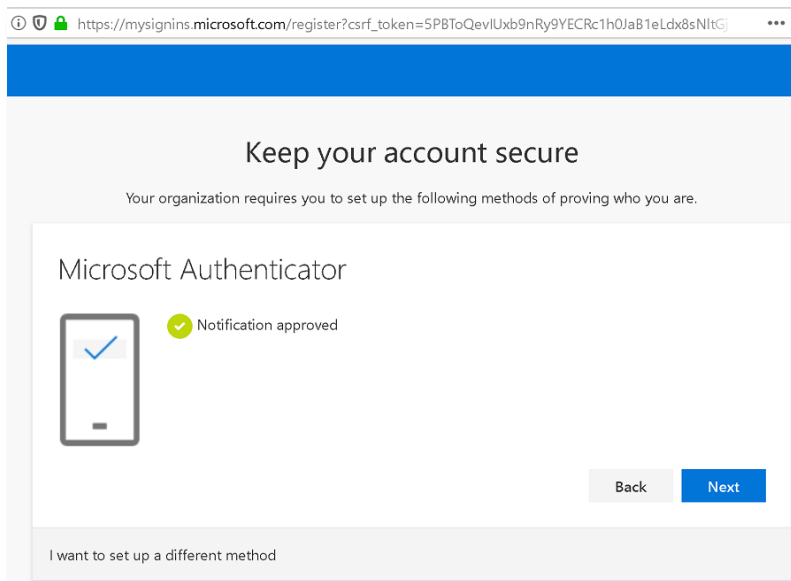
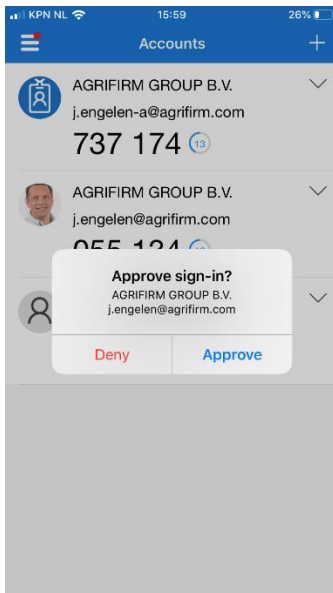
Open the 'Authenticator' app on your smartphone and click on the plus sign.

Choose 'Work or school account', choose 'Accept' (if this message occurs) and scan the QR code on the screen. Click 'Next' if necessary.

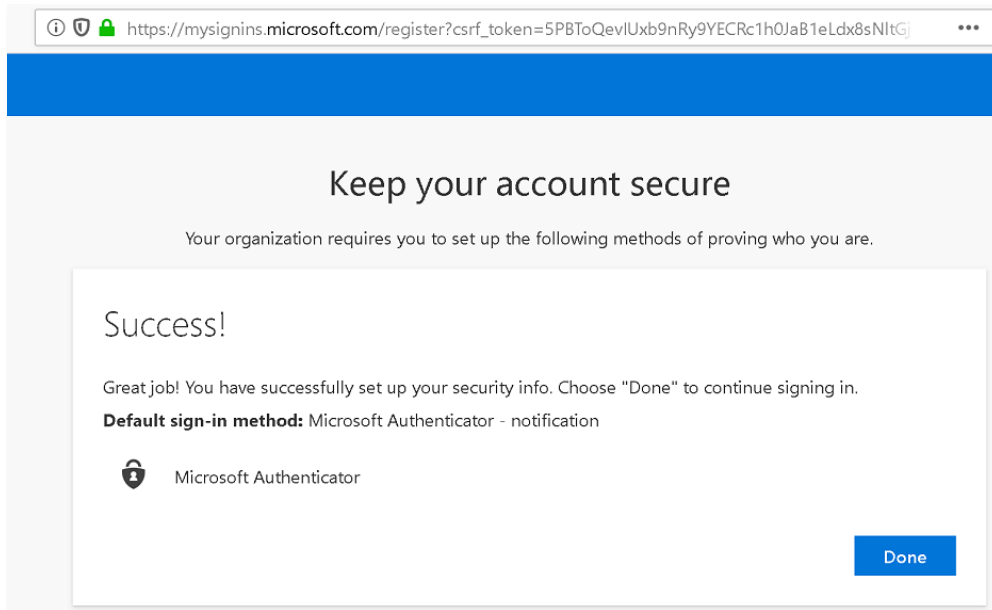




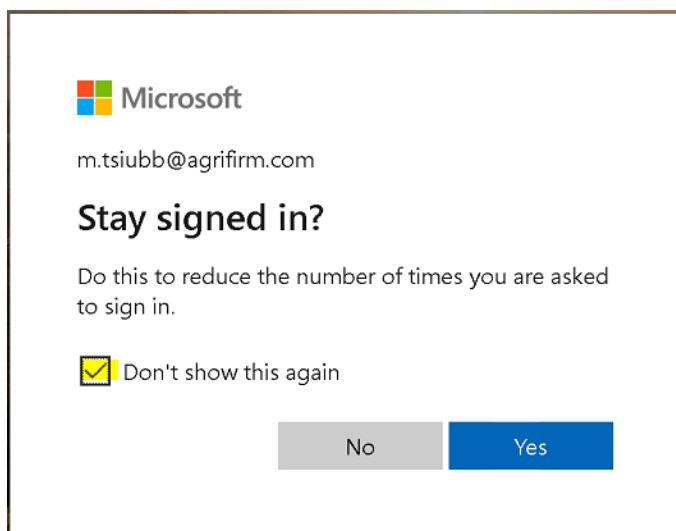
On your smartphone you will get a popup message. Click on 'Approve'.



Click on 'Next'



Click on 'Done'



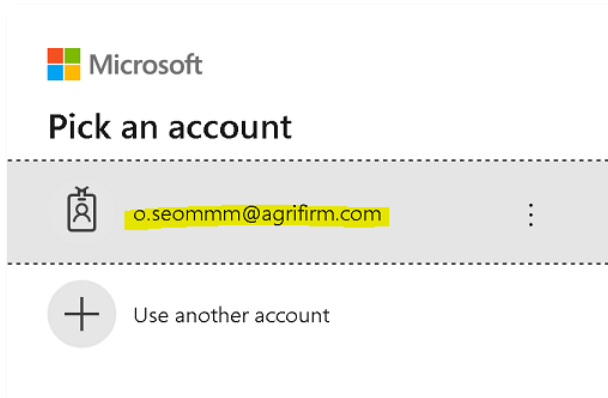
Check on 'Don't show this again' and click on 'Yes'

Configuring MFA is now finished.  
To change the configuration check chapter 3.

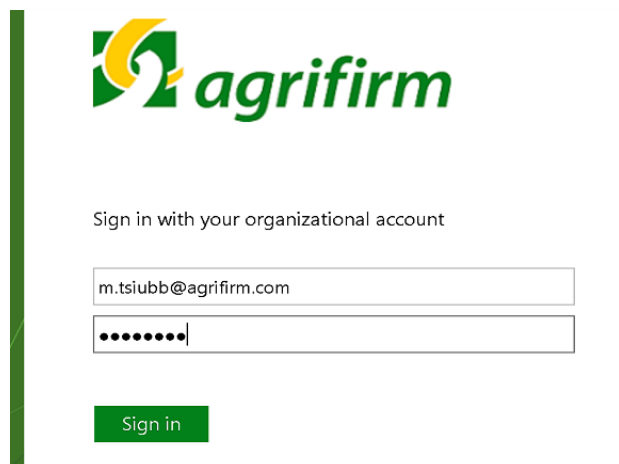
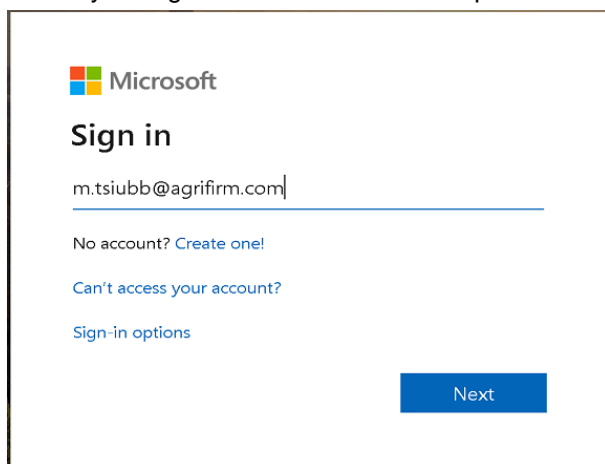
### 3. Change the verification method.

The standard advised verification method is with the authenticator app on your smartphone. If you want to change this you can browse to: <https://mfa.agrifirm.com>

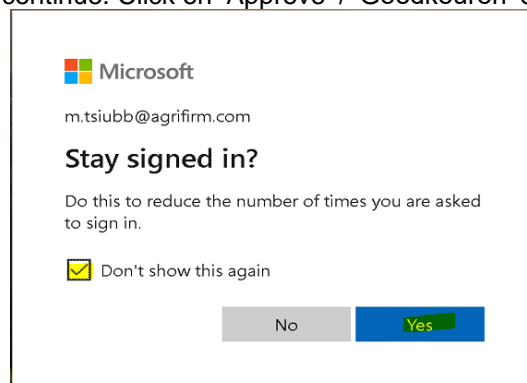
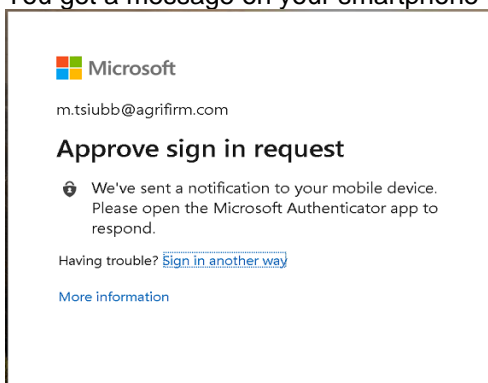
Choose your account or enter your Agrifirm email address.



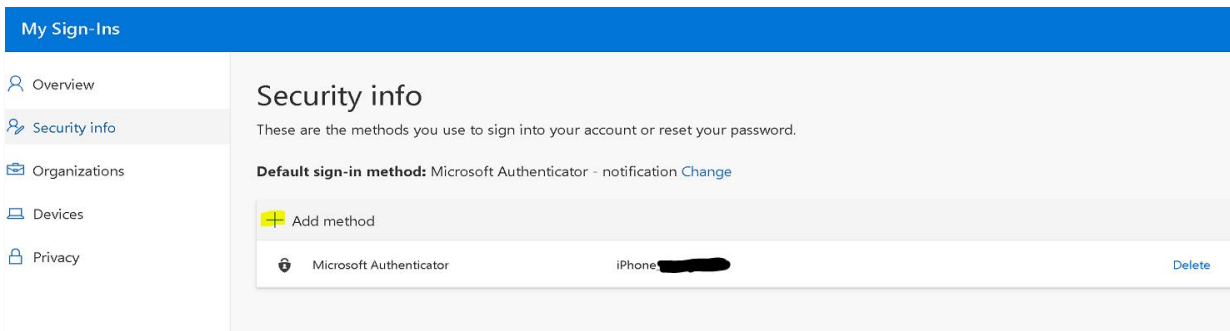
Or with your Agrifirm email address and password:



You get a message on your smartphone to continue. Click on 'Approve' / 'Goedkeuren' on your smartphone.

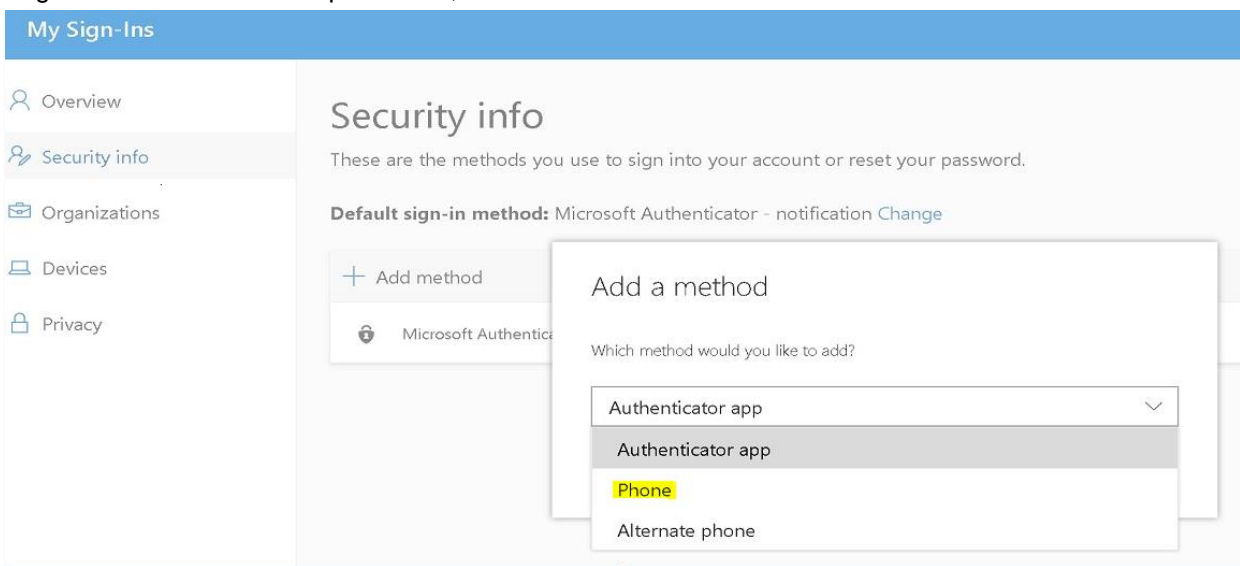


You will now enter the page 'Security info'. You can change how you want to login at Agrifirm in a secure way. You can choose multiple options. If you have a smartphone, the recommended way is to keep using the Mobile app, which you have configured earlier at chapter 1 or 2. You can change your choice at any time.

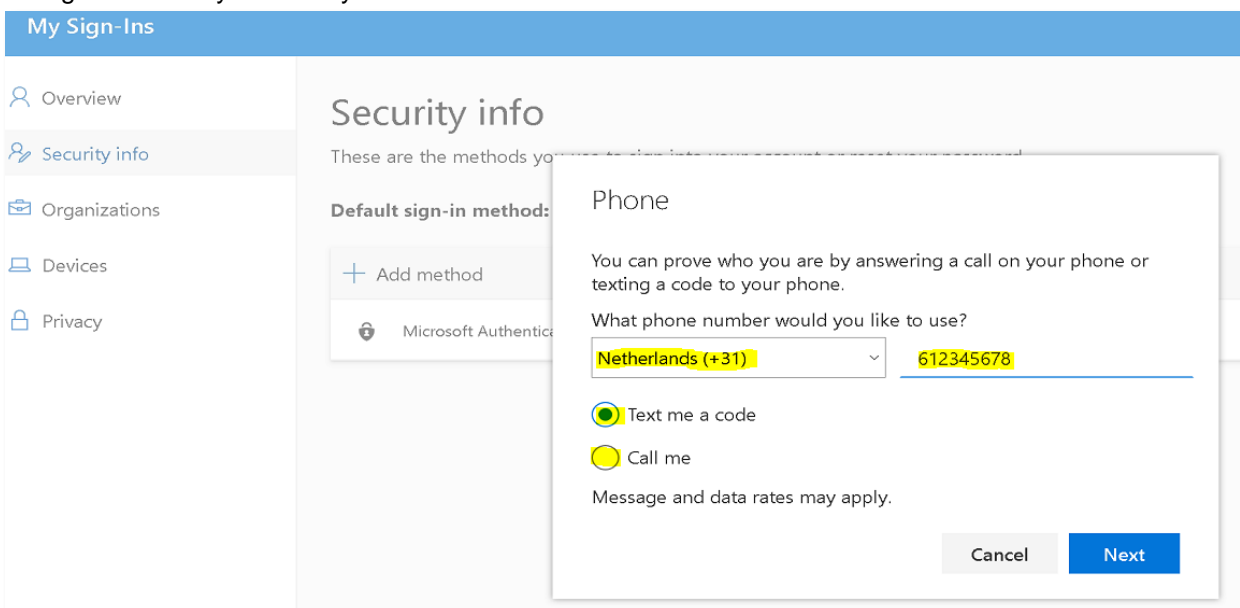


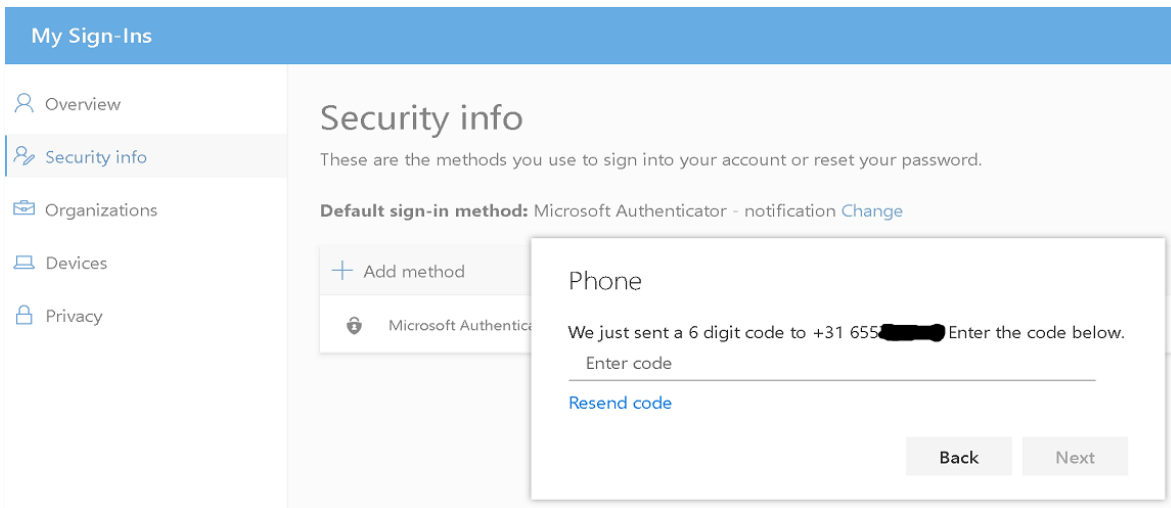
Click on the plus sign 'Add method' to change the mobile number or a 'fixed' phone number. This can also be a private (mobile) phone number.

To get an SMS or receive a phone call, choose 'Phone'



Change the country and add your number as mentioned below and choose 'Next'.





My Sign-Ins

Overview  
Security info  
Organizations  
Devices  
Privacy

### Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

Microsoft Authenticator

#### Phone

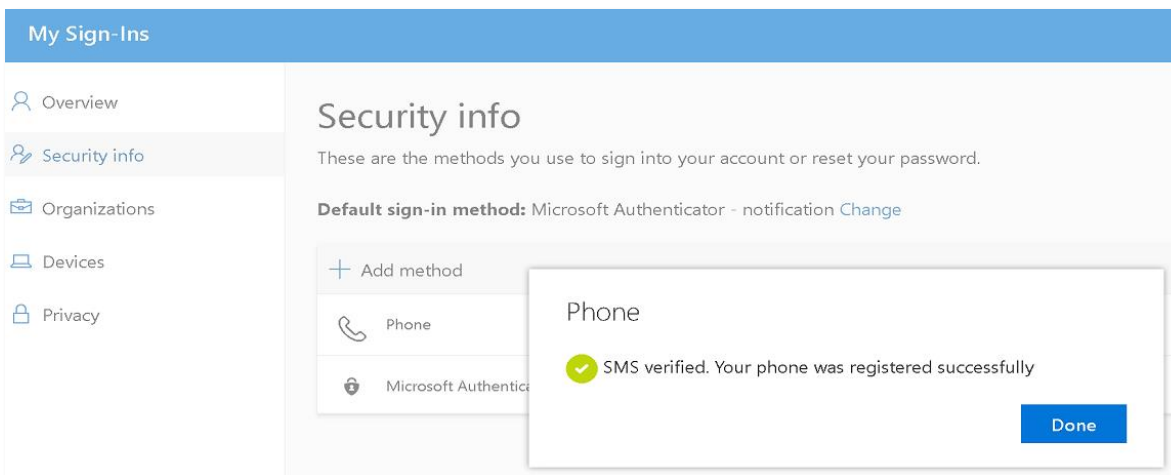
We just sent a 6 digit code to +31 655 [redacted] Enter the code below.

Enter code

[Resend code](#)

Back Next

Enter the received SMS code and click on 'Next'



My Sign-Ins

Overview  
Security info  
Organizations  
Devices  
Privacy

### Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

Phone

Microsoft Authenticator

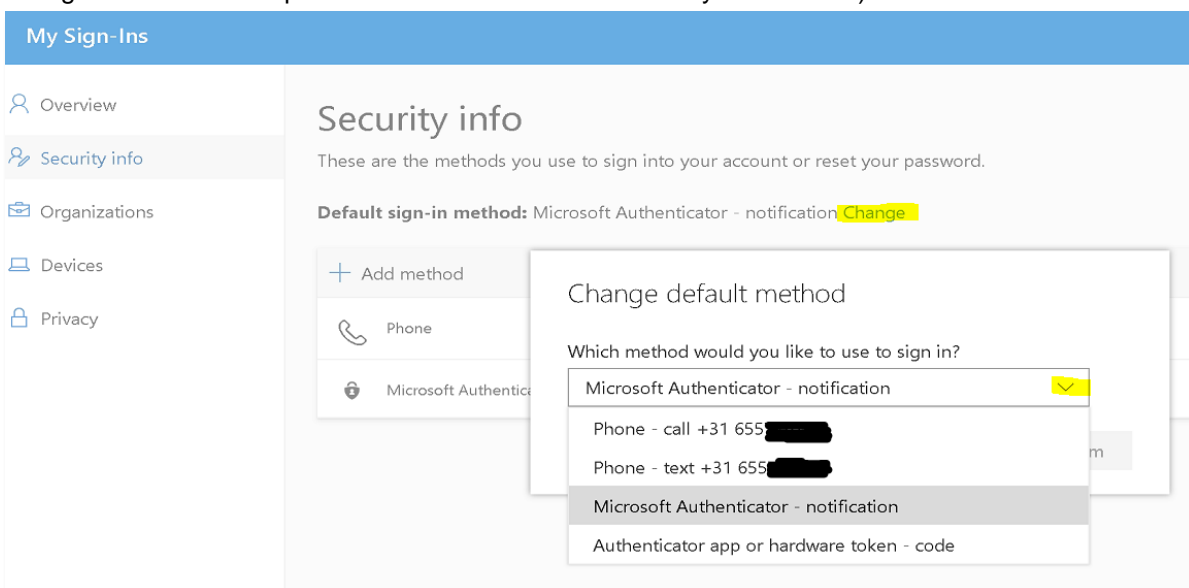
#### Phone

✓ SMS verified. Your phone was registered successfully

Done

Click on 'Done', from now you will receive SMS messages for your MFA access code.

After adding this, you will have more possibilities. Click on 'Change' and the dropdown arrow. You can change the setting also to receive a phone call. Choose 'Phone – call +'your number')



My Sign-Ins

Overview  
Security info  
Organizations  
Devices  
Privacy

### Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

Phone

Microsoft Authenticator

#### Change default method

Which method would you like to use to sign in?

Microsoft Authenticator - notification

Phone - call +31 655 [redacted]

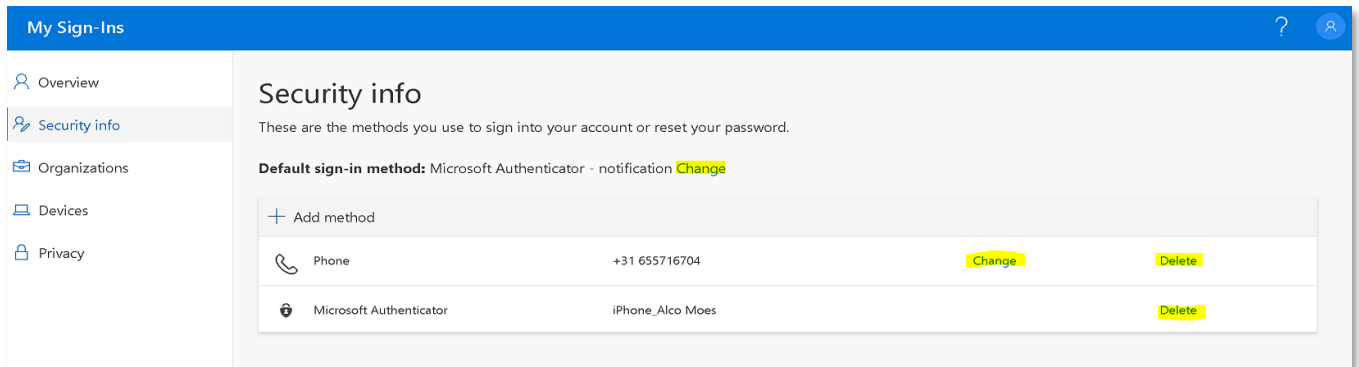
Phone - text +31 655 [redacted]

Microsoft Authenticator - notification

Authenticator app or hardware token - code

You can add a fixed phone number as well in the same way you have done above if you prefer that. Once you have done that another options will be added if you click on 'Change'.

In the Security info you can also change or delete your phone number. See picture below:



The screenshot shows the 'My Sign-Ins' page with a sidebar containing 'Overview', 'Security info', 'Organizations', 'Devices', and 'Privacy'. The main content area is titled 'Security info' and includes a description: 'These are the methods you use to sign into your account or reset your password.' Below this, it states 'Default sign-in method: Microsoft Authenticator - notification' with a 'Change' button. A table lists the sign-in methods:

+ Add method		
Phone	+31 655716704	<a href="#">Change</a> <a href="#">Delete</a>
Microsoft Authenticator	iPhone_Alco Moes	<a href="#">Delete</a>



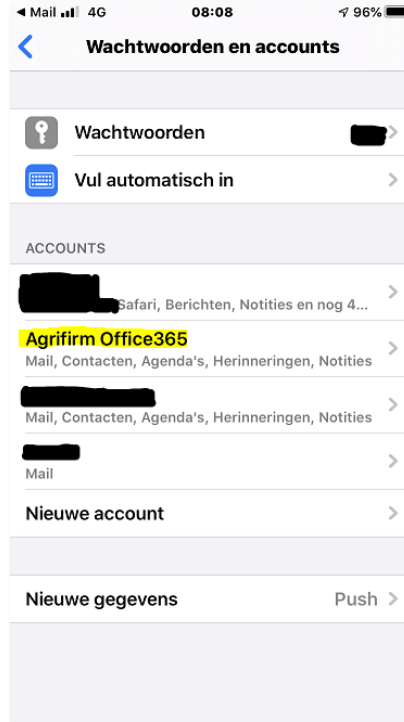
## 4. iPhone MFA message.

After configuring MFA via your laptop/desktop you get a message on your iPhone that your password needs to be entered. This will also happen at the time you change your Agrifirm password.

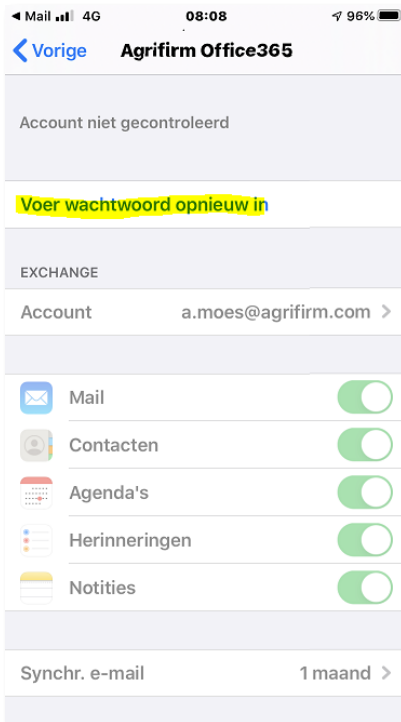
1 Choose 'Passwords & Accounts'



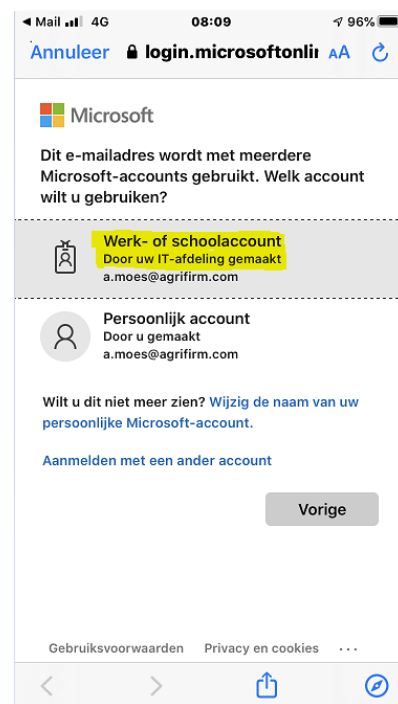
2 Click on the 'Agrifirm profile name'.



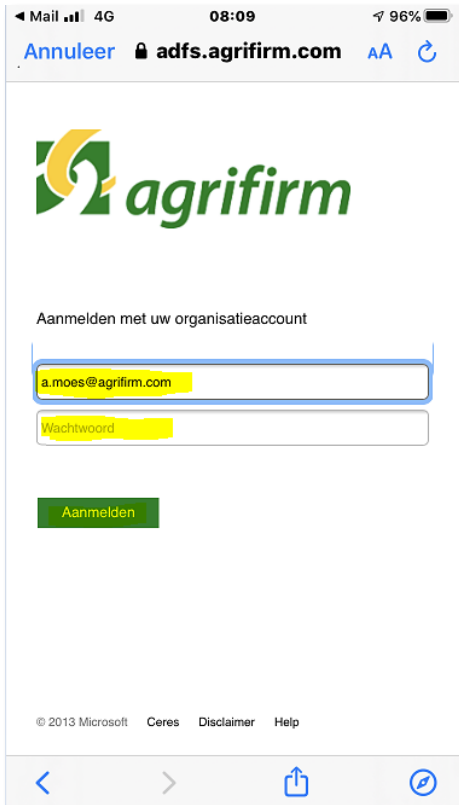
3 Choose 'Enter your password again'



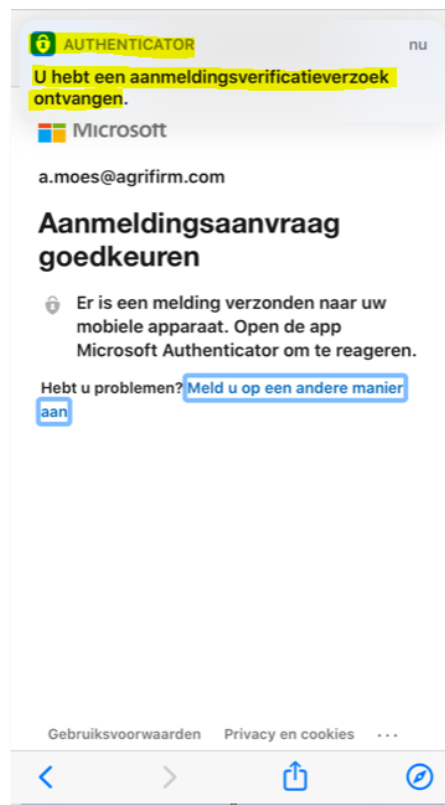
4 Choose 'Work or school account'



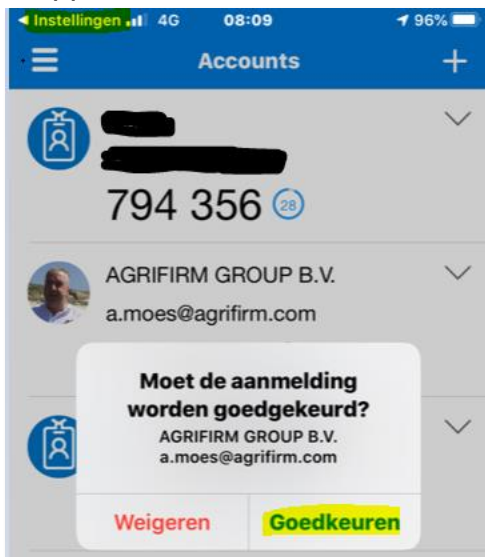
5 Enter your Agrifirm login credentials



6 Approve the 'Authenticator' message.

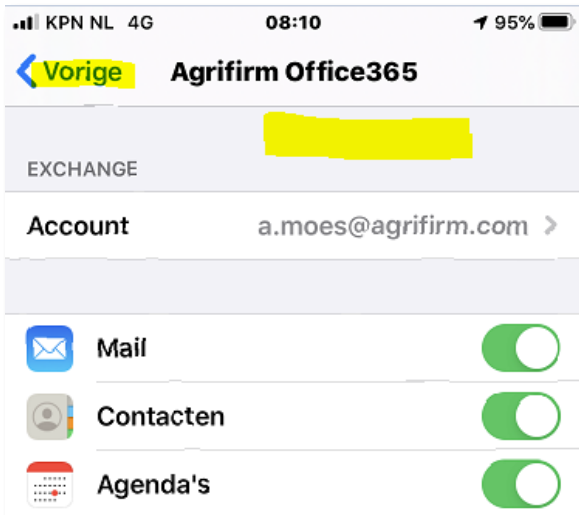


7 'Approve' after that choose 'Settings'



8 Choose 'Continue'





If it went well, the message 'Account not validated' should be disappeared and the message is gone. You can close the 'Settings' now. No message will appear anymore, till you change your password again.

## 5. Frequently asked questions (FAQ).

### **On my computer or smartphone the pictures from the manual look different:**

Pictures can look different. Every operating system from your computer or smartphone can have a different view. The steps to execute should be the same in general.

### **After approval in the last verification step, the page is not displayed:**

When you answer the phone call or push message to late, the login will stop. Wait for a short moment because you will receive a new message shortly to confirm your login.

### **I do not get push messages on my smartphone?**

It can be possible that push notifications are disabled. On most smartphones, you can enable this within the settings of the application. Go on your smartphone to settings>notifications>authenticator>allow notifications

### **Do I pay for phone verification and or push messages?**

There are no costs being charged for messages using MFA. There may be a charge for phone calls by your own provider.

### **I forgot my smartphone.**

On your Agrifirm laptop/desktop you do not need MFA. For the use of Webmail, Microsoft Portal, from another device you will need your smartphone. Without smartphone verification it is not possible to work on a non Agrifirm device. Turning it off is not an option.

### **My smartphone is broken.**

On your Agrifirm laptop/desktop you do not need MFA. For . For the use of Webmail, Microsoft Portal, from another device you will need your smartphone. Without smartphone verification it is not possible to work on a non Agrifirm device. If you have any problems, you can contact the Agrifirm Servicedesk.

### **I do receive MFA message working on my Agrifirm Laptop.**

On your Agrifirm laptop a VPN connection is being established. Before it is connected, an application like Teams can already try to connect . This results in a MFA message. You can simply approve this message and continue.

## **More information or other questions?**

If you have any questions after reading this manual, you can contact the IT Servicedesk via [servicedesk@agrifirm.com](mailto:servicedesk@agrifirm.com) or by phone +31 (0)88 488 2500. The T Servicedesk is opened from Monday till Friday from 07.30 – 17.00 uur (CET).