



Microsoft Multi-Factor Authentication (MFA) User Guide

Collaboration Services
CBS IT

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1. Introduction

Microsoft Multi-Factor Authentication (MFA) provides additional security whenever Cummins personnel access certain internal electronic systems. The MFA prompt will appear on your registered mobile device whenever an attempt to log into one of these electronic systems is performed using one of the following devices:

- Non-Cummins Microsoft Windows computer (non-CGDs)
- Non-Cummins Apple Mac computer
- Apple iOS/iPad OS mobile device, both company-provided and personally owned.
- Android mobile device, both company-provided and personally owned.

For the most part, Microsoft MFA is not required whenever using a Cummins Global Desktop (CGD) PC, regardless as to what network the CGD PC is connected to or if Cisco AnyConnect Virtual Private Network (VPN) is enabled.

There are three Microsoft MFA authentication methods available for use:

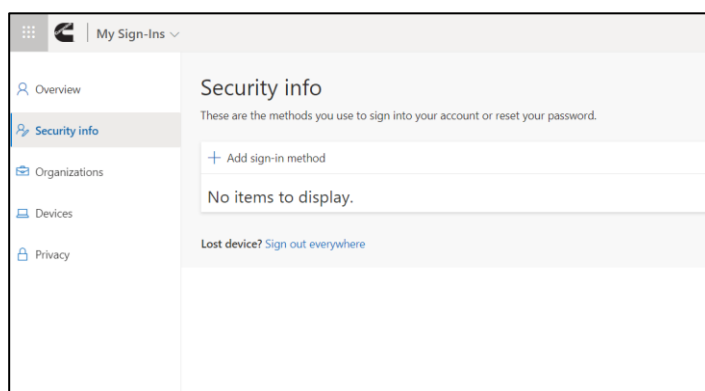
1. Notification from the Microsoft Authenticator mobile app (*highly recommended*)
2. One-time passcode generated by the Microsoft Authenticator mobile app
3. One-time passcode sent via a text (SMS) message (*least secure*)

This document provides instructions as to how to configure (or re-configure) the Microsoft MFA settings for an account to use any or all the above methods.

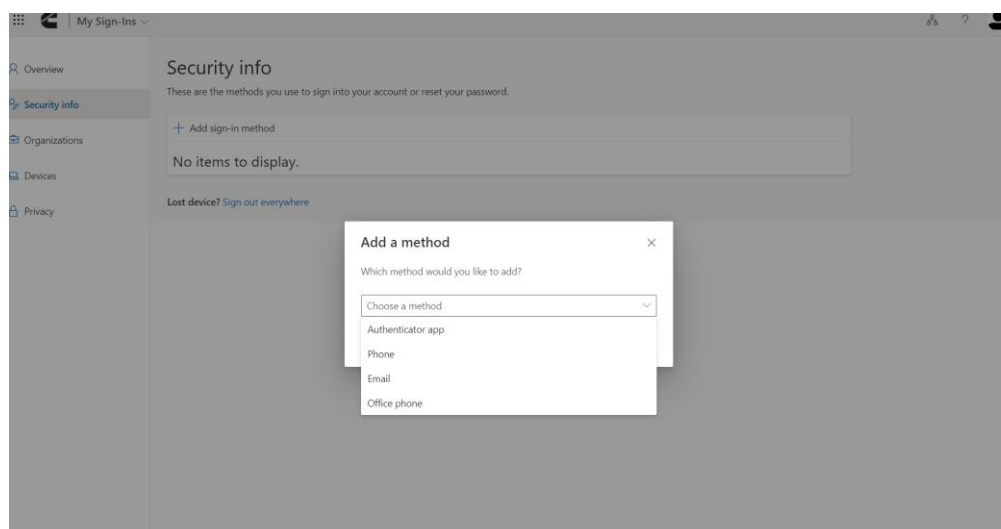
2. Initial configuration of your account for Microsoft MFA

To setup MFA for use, please refer to the below process. We highly recommend and encourage users to utilize the Microsoft Authenticator app (outlined below) for Cummins authentication needs.

- a) Begin by opening a web browser on a Cummins PC. This can be your Cummins PC or someone else's.
- b) Navigate to mfa.cummins.com
- c) Sign into your account
 - **Username:** WWID@cummins.com
 - **Password:** Current Cummins Password
- d) After signing in, the following screen will appear:



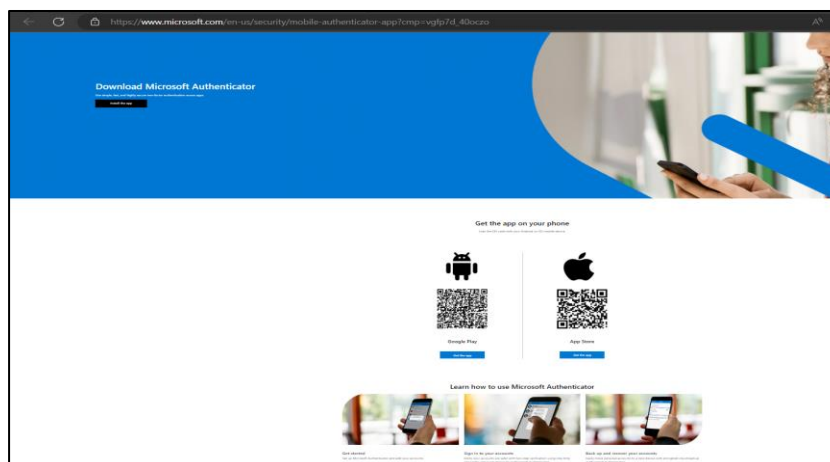
- e) Click "Add sign-in method" and choose Authenticator app and click Add.



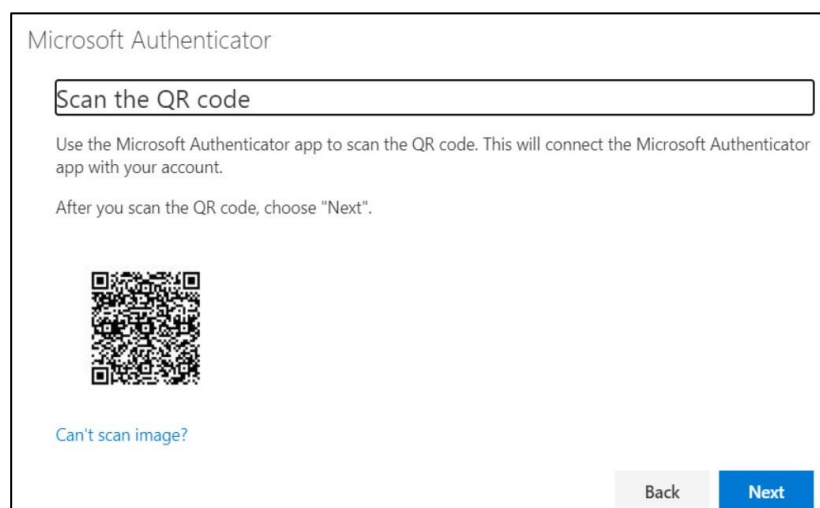
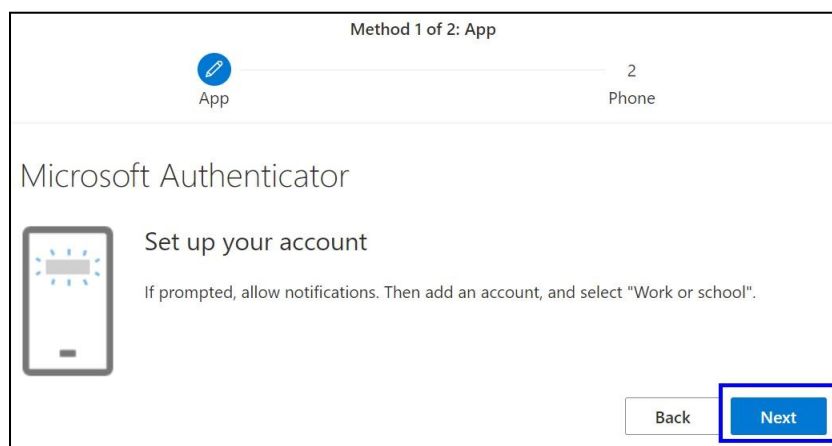
If you do not receive the below message and instead get message “Verify your identity -Text”, then you need to temporarily disable your MFA capability. The steps to do so are found in [Section 5](#) of this document. Once that’s done, return to this step and continue.



- f) Click “Download now” to download and install the Authenticator app on your mobile device.
- g) On the download screen, scan the QR code for your Android or iOS device using in-built QR code scanner via control Panel or camera app.



- h) Now, go back on the Cummins PC and click the **"Next"** icon to start the MFA registration process. Once you click "Next", another screen will load in which you will also click "Next" as shown below:
- i) On the following screen, a QR code will be shown:



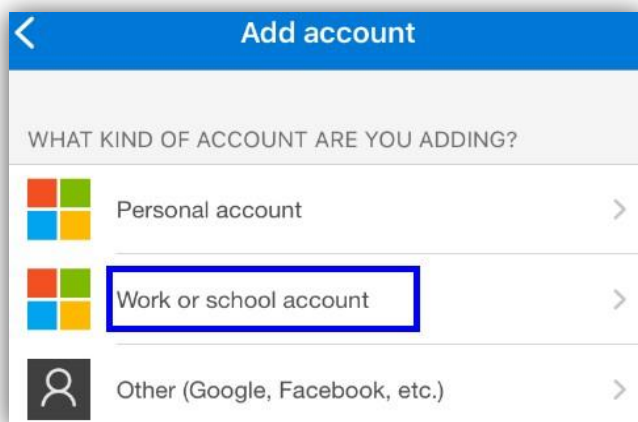
If you can't scan the image, click the "Can't scan image?" link below the QR code. You will need to access the URL address on your mobile device and manually enter the code to activate the Microsoft Authenticator app.

- j) **Open the Microsoft Authenticator app on your mobile device**, select to allow notifications (if prompted) and user policy agreement. Select the "Scan a QR Code" to open the camera from the app.

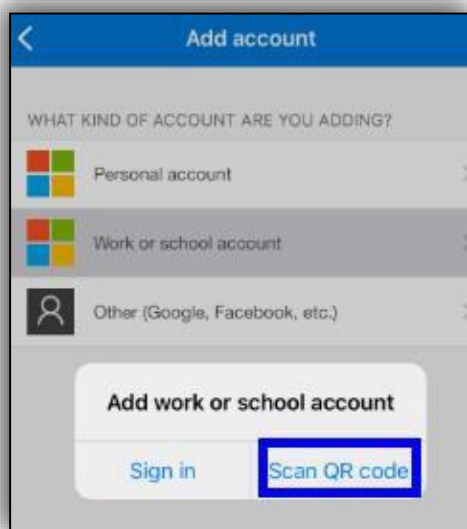
Note: If this is the first time you are setting up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select "Allow" so that the Microsoft Authenticator app can access your camera to take a picture of the QR code in the next step. If you do not allow the camera, you can still set up the app, but you will need to add the code information manually (see previous step).



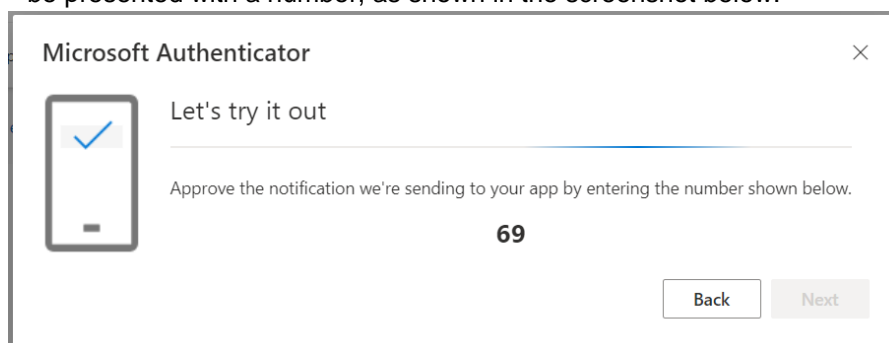
If you clicked "Skip" on accident, you could then **click the "+" icon** (upper right corner) and then select "Work or School Account" as shown below:



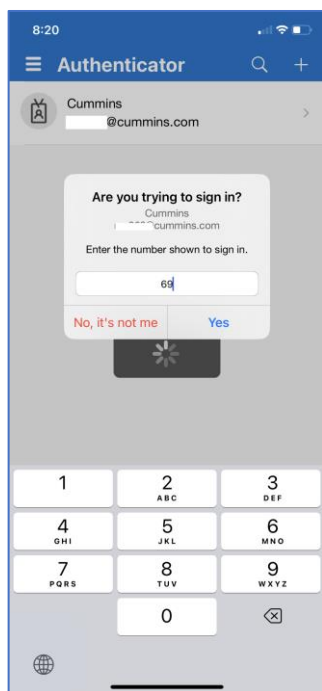
A window will appear with "Add work or school account" with the options to select "Sign In" or "Scan QR Code." Select "Scan QR Code" and then scan the QR code on your computer screen.



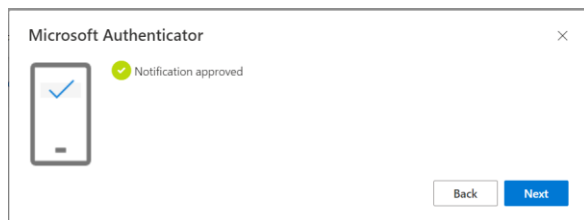
- k) Once you scan the QR code on the Cummins PC's browser screen, the Microsoft Authenticator app will configure your profile into the app. Afterwards, go back to the Cummins PC's browser and **click "Next"**. The system will test this configuration and a verification request will be sent to the Microsoft Authenticator app, and the user will be presented with a number, as shown in the screenshot below.



- l) Your Microsoft Authenticator App on your mobile device should now open with a number matching prompt.
- m) Make sure to select type the same number on the mobile device to confirm the request.

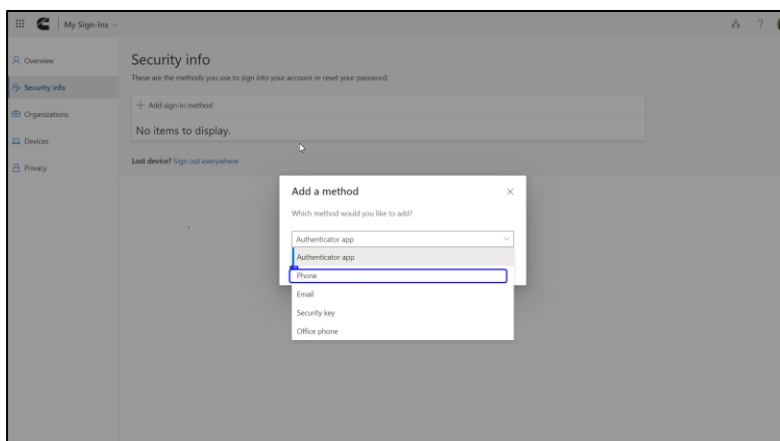


- n) The web browser page will show the following message when you successfully **click “Approve”** through the Microsoft Authenticator App. Go ahead and **click “Next”** to complete the MFA registration process



3. Add Additional MFA verification method -Text/SMS (Optional)

- a) Navigate to mfa.cummins.com
- b) Sign into your account.
Username: WWID@cummins.com
Password: Current Cummins Password
- c) Click “Add sign-in method” and choose Phone from the dropdown menu.
- d) **Select your region** and then **input your mobile number** to be used for MFA. Once completed, **click the “Next”** icon to proceed.



Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

United States (+1)

Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

- e) In the following screen, enter in the code that was sent to the mobile number you just submitted. Once entered, **click "Next"** to complete the registration.

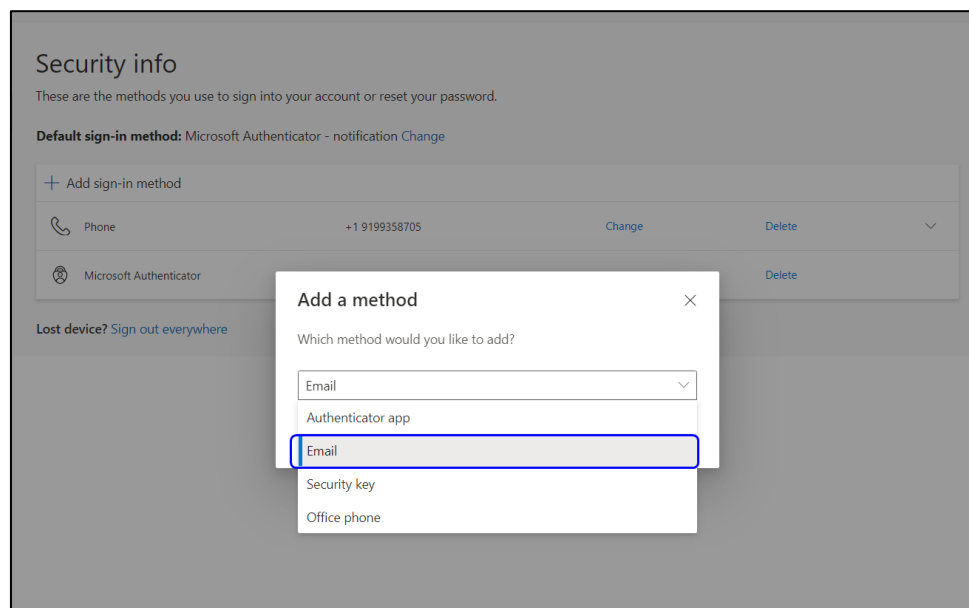
Phone

SMS verified. Your phone was registered successfully.

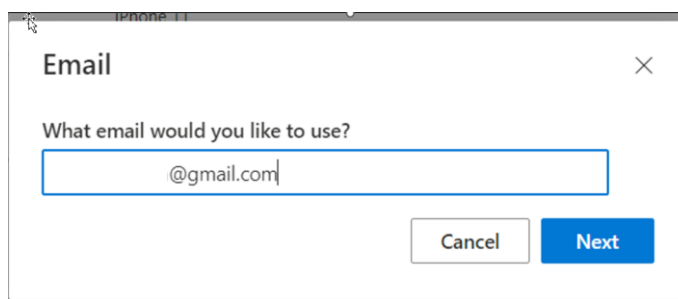
4. Adding Personal Email Address (optional)

The following process is completely optional. However, enabling a personal email address will allow you to be able to reset your own account password without needing to use the traditional password reset methods. This process takes about 2 minutes to complete.

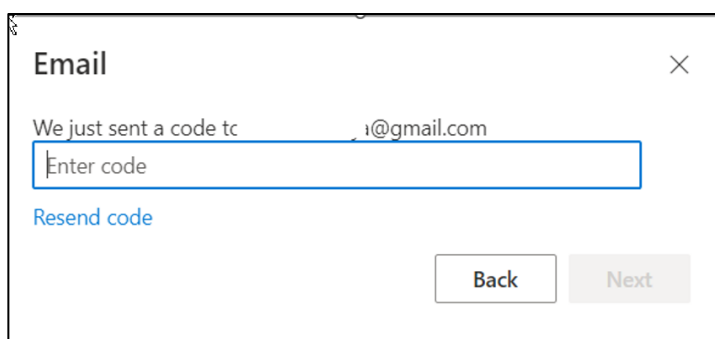
- a) On the following screen, **click the “Add sign-in Method”** option as shown:
- b) **Select the “Email”** option in the available dropdown and **click “Add.”**



- c) **Input an email address that YOU have access to that is NOT a Cummins email address.** Gmail, Microsoft etc. will work. **Click “Next”**



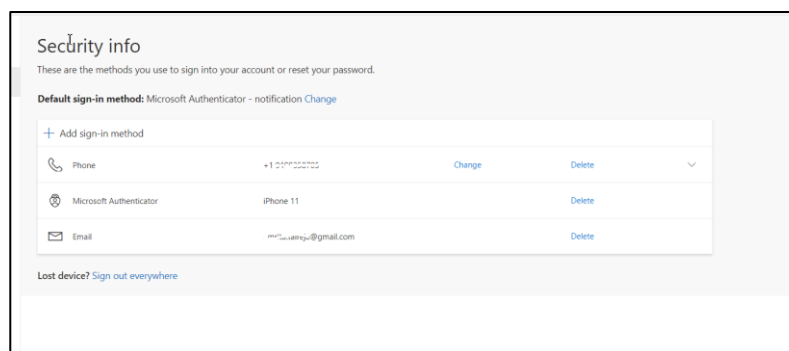
- d) Once you have validated the code, the “Email” option will now be added to your account.



Email [Close]

We just sent a code to [redacted]@gmail.com

[Resend code](#)



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](#)

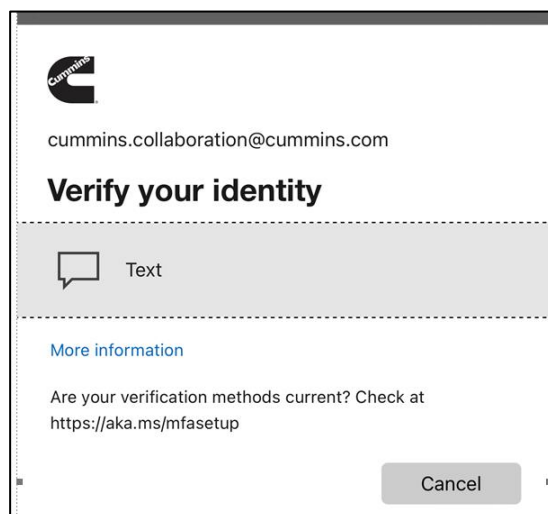
[+ Add sign-in method](#)

Phone	+1 202 222 2222	Change	Delete	▼
Microsoft Authenticator	iPhone 11		Delete	
Email	mfcummins@gmail.com		Delete	

[Lost device? Sign out everywhere](#)

5. Temporarily Disable Microsoft MFA for Your Account

By default, the Microsoft MFA capability has been enabled for all Microsoft 365 accounts at Cummins. However, to perform the initial configuration of the Microsoft MFA settings for your account, you may need to temporarily disable the Microsoft MFA capability. This is typically required if you receive a message shown below about verifying your identity when you sign into mfa.cummins.com on a Cummins PC.



Cummins

cummins.collaboration@cummins.com

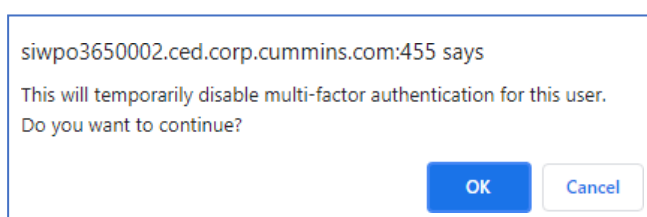
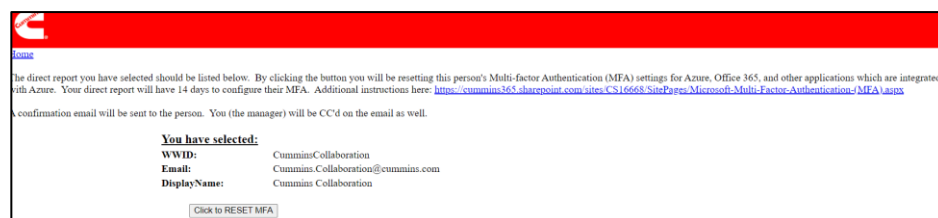
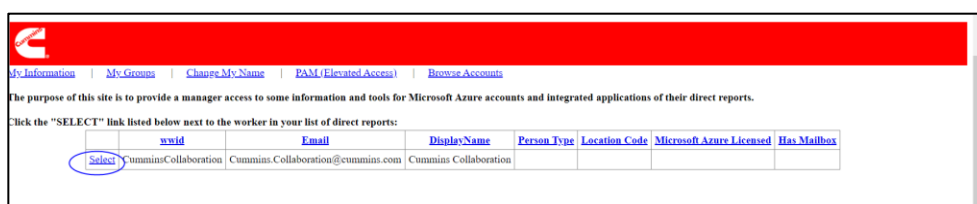
Verify your identity

[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

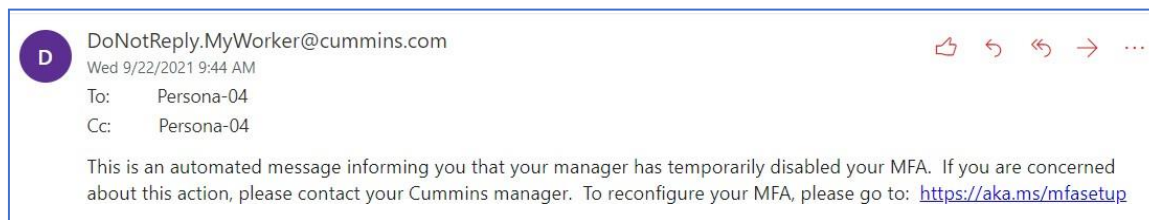
Follow below steps to temporarily disable/Unlock your MFA account for registration:

- a) On Cummins Global Desktop (CGD) PC
- b) Open a web browser
- c) Navigate to <https://myworker.sp.cummins.com>
- d) After logging into the website, the following screen will appear. Locate the “Select” option next to your WWID and click the link as shown:



- e) Once the request has processed, you will see a “Process Complete” message. After this message, please navigate to <https://aka.ms/mfasetup> to continue with the MFA registration.

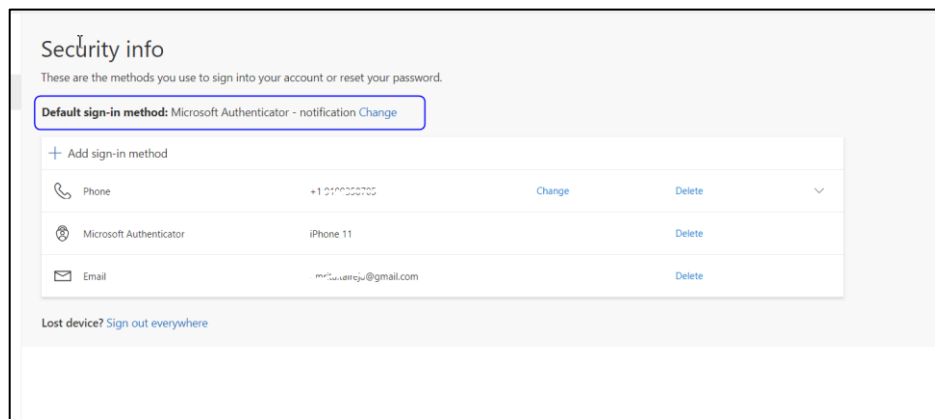
In addition to temporarily disabling your MFA, an email message will be sent to you shortly afterwards in your Cummins email inbox. You will then have **14 days** to configure (or re-configure) your MFA settings at mfa.cummins.com. Once you configure your MFA settings, your MFA will automatically be re-enabled.



6. Modify Your Default Microsoft MFA Method

- a) Open a web browser on a Cummins PC.

- b) Navigate to mfa.cummins.com
- c) Sign into your account.
- d) Review the current default verification method shown at the top.



- e) If your desired method is shown on the list, then:
 - Tap **Change**
 - Select your desired method from the drop-down list.

You are strongly encouraged to utilize the Microsoft Authenticator app as your default method (“Authentication app”). The app is the most secure and most robust method. The text message method is the least secure and least reliable method.

7. Frequently Asked Questions (FAQs)

- a) ***How do I sign in if my mobile device is lost or stolen?***
 Contact the Help Center for assistance with temporarily disabling MFA on your account. That way, you can configure another mobile device for use with MFA using the instructions in **Section 1**.
- b) ***How much time do I have to enter a verification code received in a text message before the system times out?***
 You will have 180 seconds to enter the verification code. This setting is not configurable.
- c) ***What should I do if I see this error message when using Microsoft Authenticator mobile app: “Authentication request is not for an activated account”?***
 - Open a web browser on a Cummins PC.
 - Navigate to mfa.cummins.com.
 - Sign into your account.
 - Remove the existing account configured for the MobileIron Authenticator mobile app.
 - Click **Configure**.
 - Follow the instructions in Section 1 to reconfigure the Microsoft Authenticator mobile app for use.

d) ***Can multiple mobile devices be configured with the Microsoft Authenticator app?***

Yes. It is recommended that if you do have multiple mobile devices to configure the Microsoft Authenticator app on all of them. That way if something happens to one of them, then you still have another device to approve any MFA requests.

e) ***As I have difficulty seeing my mobile device's screen, I used to use the phone call MFA method before it was deactivated. How do I configure my device to read text messages aloud from the Microsoft MFA system?***

- **Apple iOS:** The easiest way is for you to ask Siri to read your latest text message. You can also configure Siri to announce and read your text messages when using Air Pods or Beat headphones (see [this link for instructions](#)).
- **Android:** Follow the step-by-step instructions found in [this link](#).