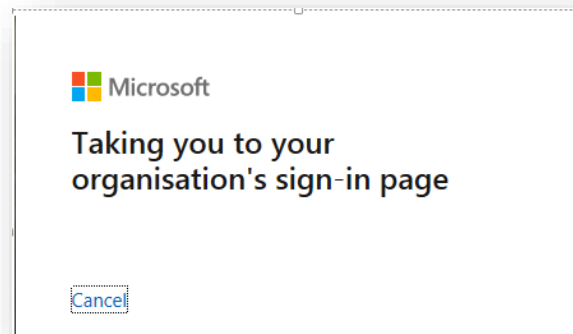
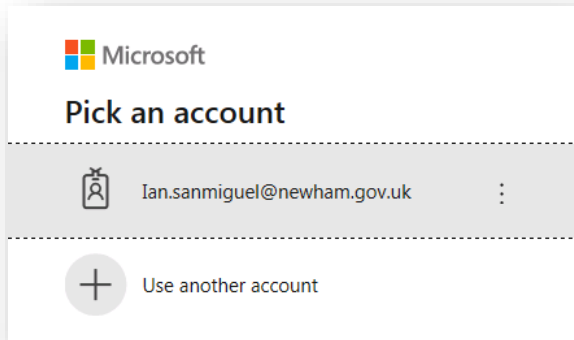




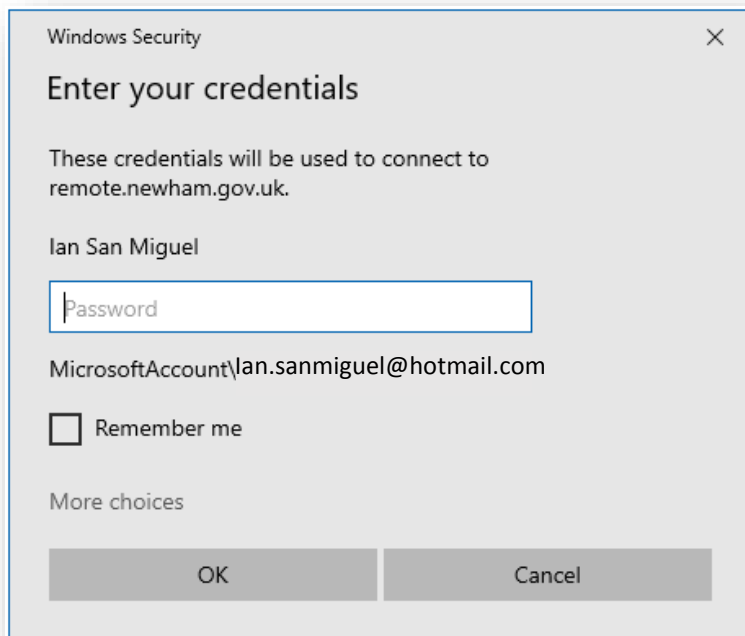
## How to setup a new 2FA device

If you ever need to change the device you use for 2FA, login to <https://aka.ms/mfasetup> e.g. for a lost smartphone or physical token

- Go to <https://aka.ms/mfasetup>
- Login using your work email and password:



- If you have a personal Microsoft Account in use on your home PC, your details may automatically appear when trying to login to <https://aka.ms/mfasetup>



- If this happens, simply click 'More choices' at the bottom of the window, then 'Use a different account' and enter your LBN login details.

Windows Security

### Enter your credentials

These credentials will be used to connect to remote.newham.gov.uk.

Username

Password

Remember me

**More choices**

- Ian San Miguel  
MicrosoftAccount\lan.sanmiguel@hotmail.com
- Use a different account**

OK Cancel

- Your current 2FA setup shows here.

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

- Authentication phone: United Kingdom (+44) | 07955555555
- Office phone: Select your country or region | 36747 | Extension
- Alternative authentication phone: Select your country or region
- Authenticator app or Token: **Set up Authenticator app**

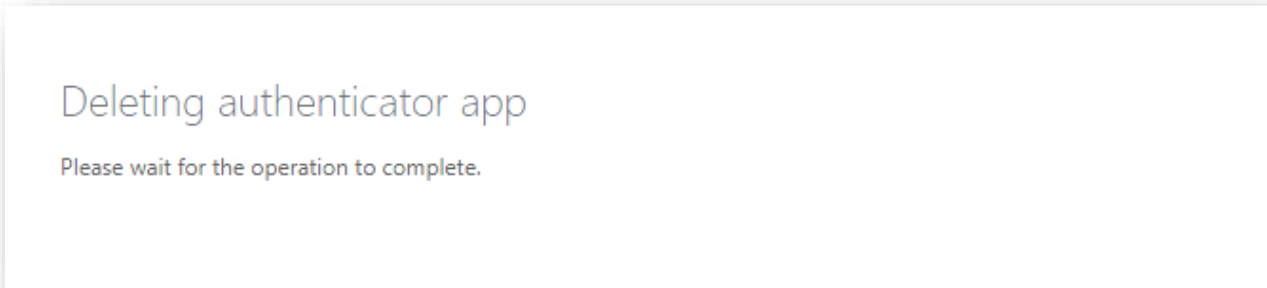
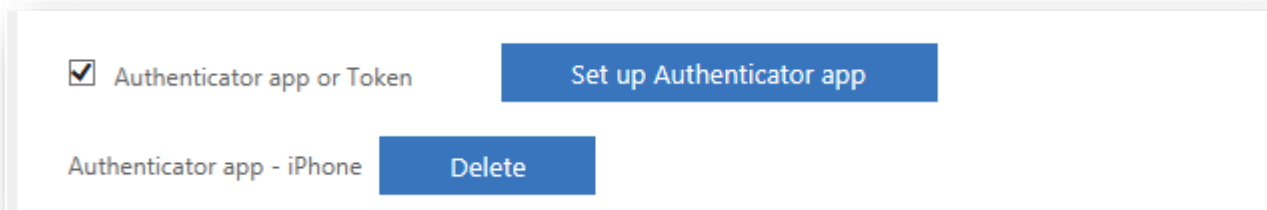
Authenticator app - iPhone: **Delete**

**Save** **Cancel**

**If required, change your mobile number here**

**Any tokens or authenticator apps you have setup will show here - one entry per device**

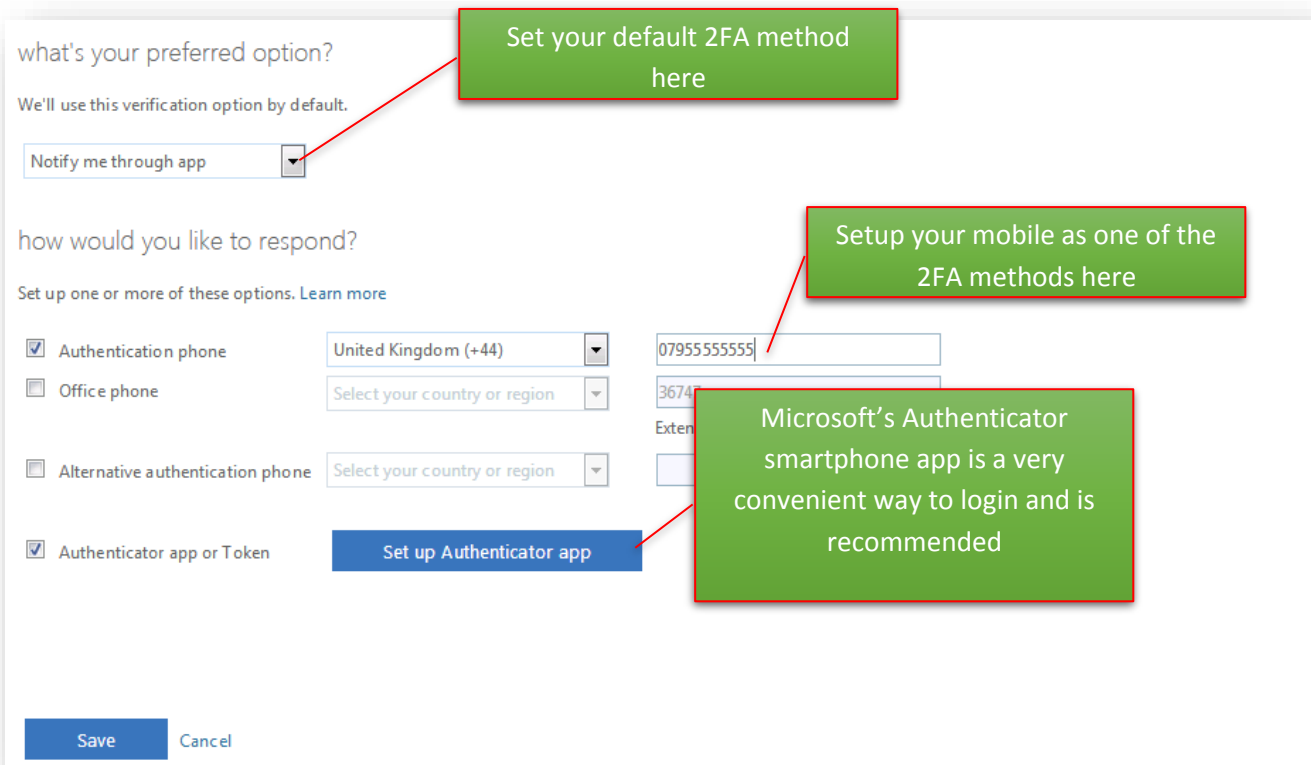
- Click 'Delete' to remove any old apps or tokens you have registered



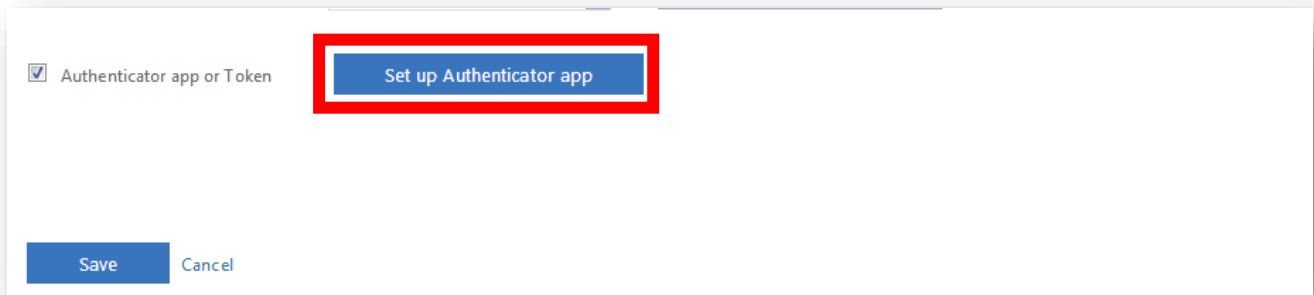
- You can then continue to setup your new 2FA device

### Set up your 2FA method

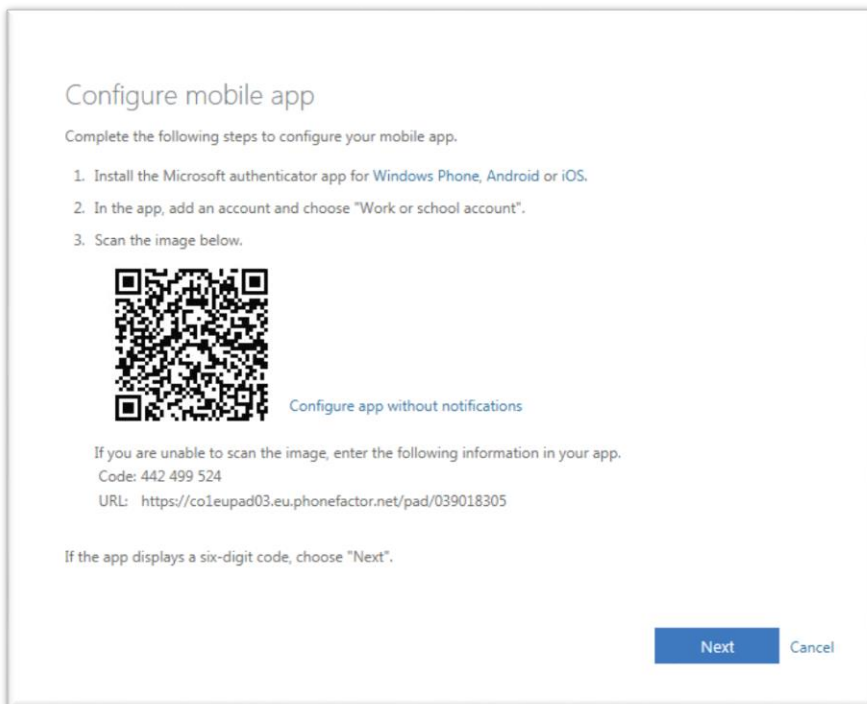
- Ensure you have at least two 2FA methods setup as a fallback.



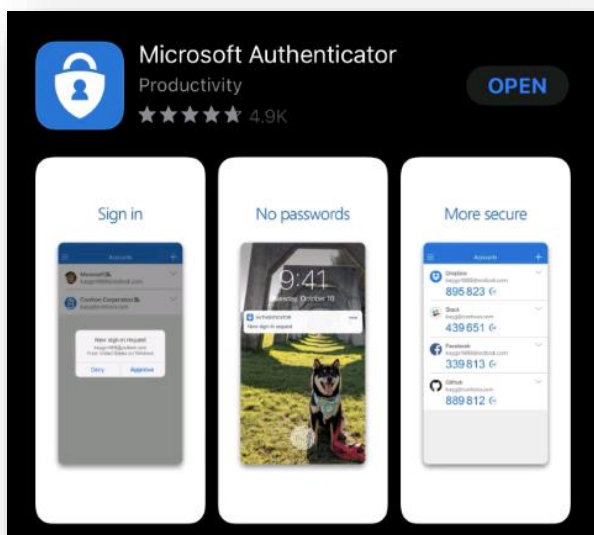
- To setup the smartphone app, click 'Set up Authenticator app'.



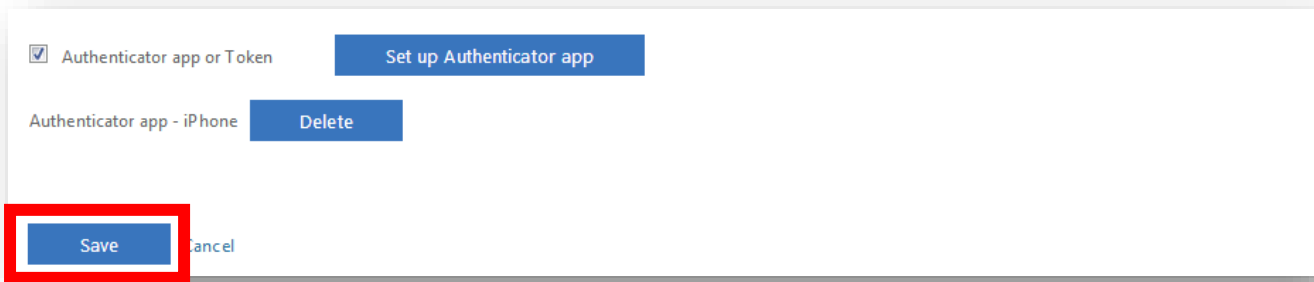
- Follow the instructions below to complete the process.



- If you have any issues scanning the QR Code, click 'Configure app without notifications'. The QR code will change and you can attempt to rescan.
- To use Authenticator: On your phone, download the Authenticator app from the Apple App Store or Google Play Store.



- Once you have setup your 2FA methods, ensure you click 'Save'.

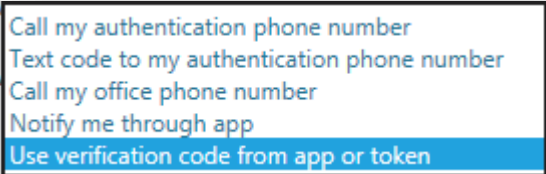


### Register your replacement token (if applicable)

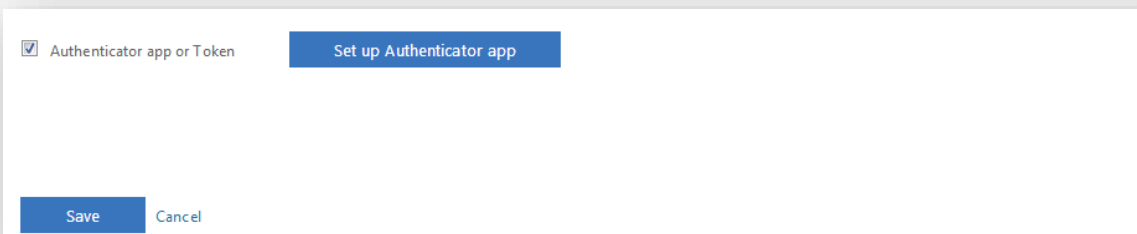
- Certain users and external suppliers will be given a physical token to login, similar to what some banks provide. When prompted to enter a code, press the button on the back to generate one.



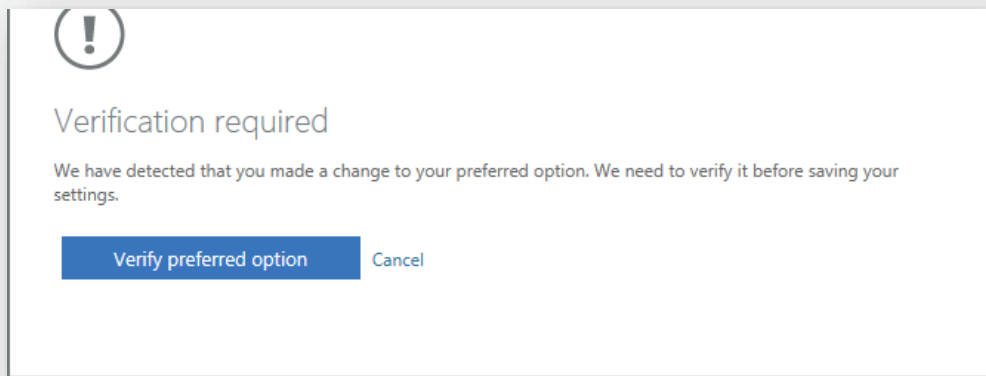
- On the <https://aka.ms/mfasetup> page select 'Use verification code from app or token'



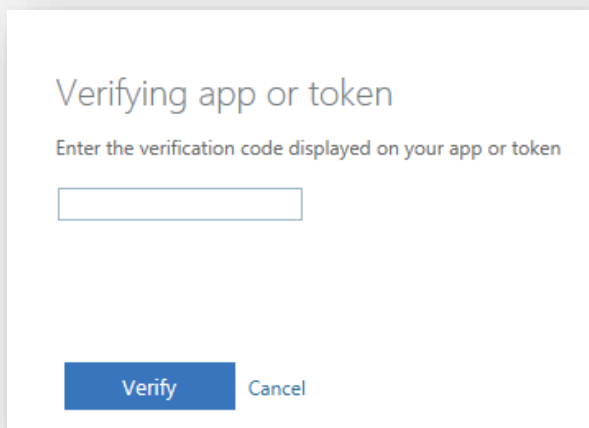
- Click 'Save'



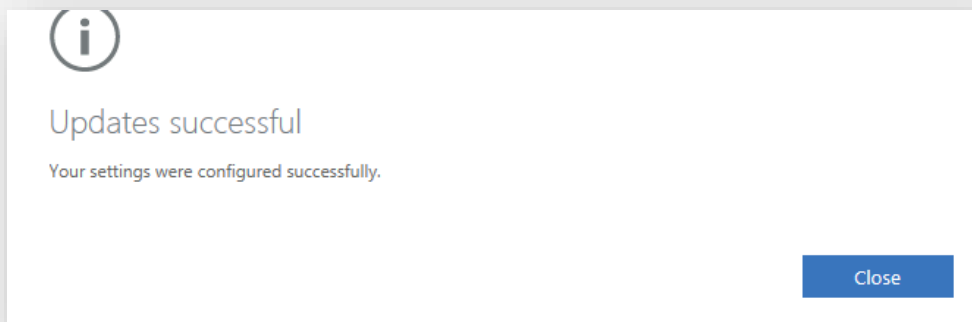
- The following prompt will appear. Click 'Verify preferred option'



- Press the button on the back of your token to generate a code and enter it here, then click 'Verify'



- Click close



- You can now use your token to authenticate when you login