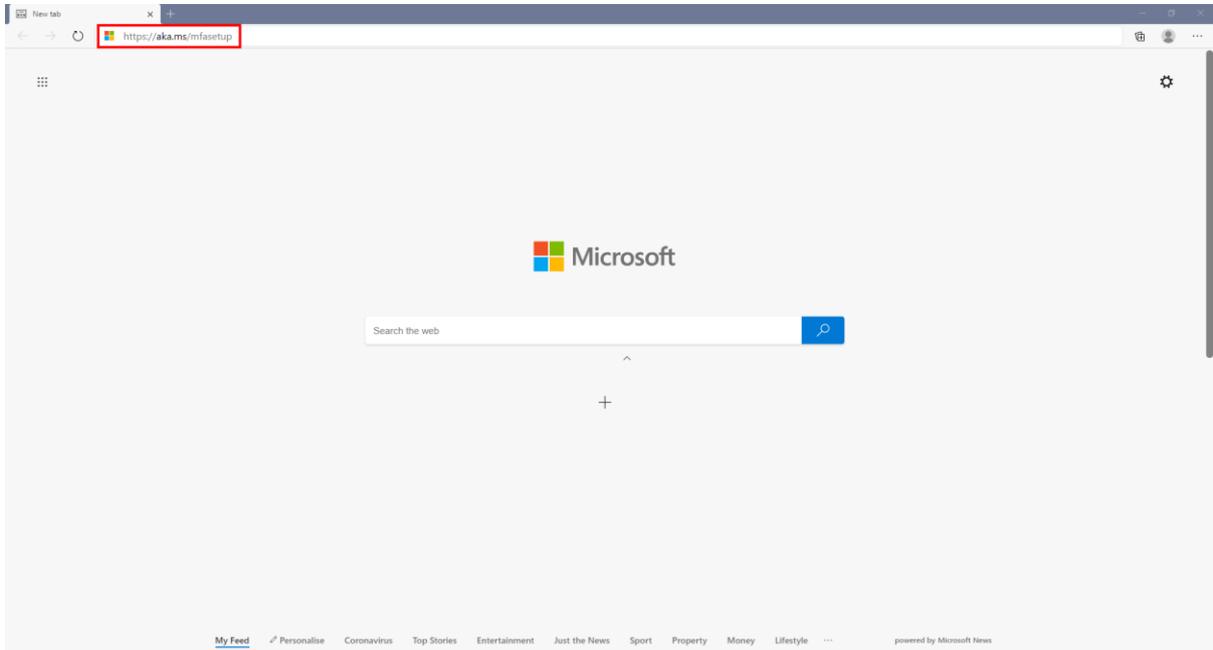


Moving 2FA to New Mobile Phone

1. In your browser, navigate to <https://aka.ms/mfasetup>



2. Enter your **CSO Email Address** as your username e.g. joe.bloggs@cso.ie, then click **Next**.



Sign in

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next



3. Enter your **CSO Network Password**, then click **Sign In**.



← florence.nightingale@cso.ie

Enter password

[Forgot my password](#)

Sign in

Need help? Contact the CSO IT Service Desk at itservicedesk@cso.ie or on **021-4535666**

4. Open the Microsoft Authenticator phone app on your current mobile phone. Click on your CSO account to display the six-digit code. Enter the six-digit code currently displayed in the Microsoft Authenticator phone app into the Enter Code box on your home device screen, then click **Verify**.



florence.nightingale@cso.ie

Enter code

123 Please type in the code displayed on your authenticator app from your device

[More information](#)

Cancel

Verify

Need help? Contact the CSO IT Service Desk at itservicedesk@cso.ie or on **021-4535666**

- Remove any existing Authenticator App entries by clicking **Delete** beside each entry. Please note, there may be only one entry.

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Use verification code from app 

how would you like to respond?

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

Authenticator app or Token

[Set up Authenticator app](#)

Authenticator app [Delete](#)

Authenticator app [Delete](#)

[Save](#) [cancel](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

- Wait for the process to complete, then repeat for any additional entries (if required).

Deleting authenticator app

Please wait for the operation to complete.

- When you delete the last entry, you may receive an error, this can be ignored. Close your browser window.



There was a problem processing your request

[support information](#) ▲

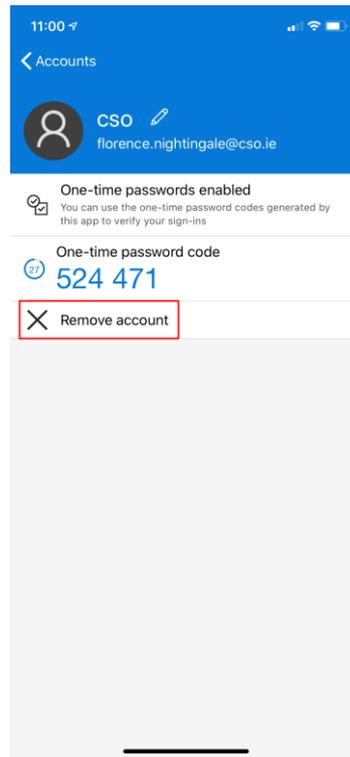
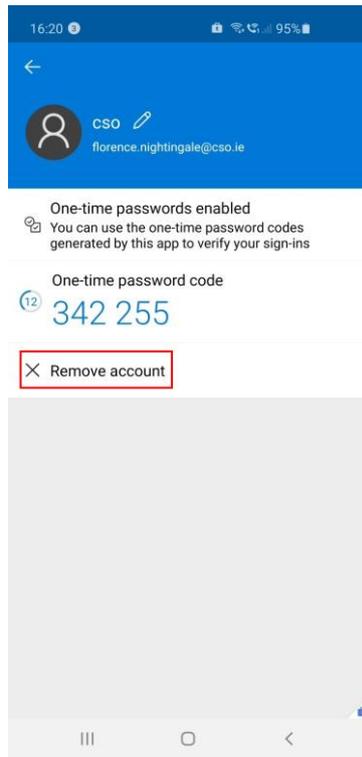
CORRELATION ID:

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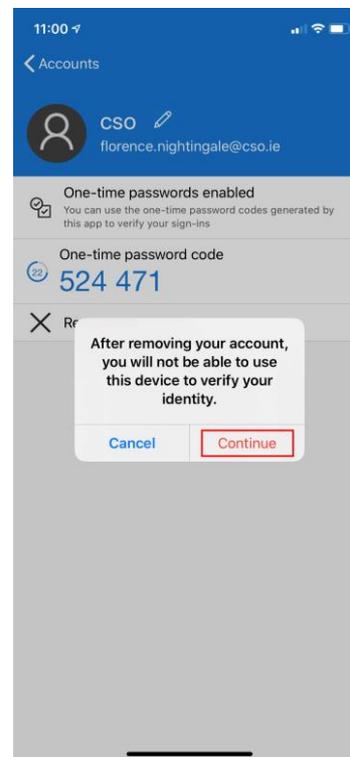
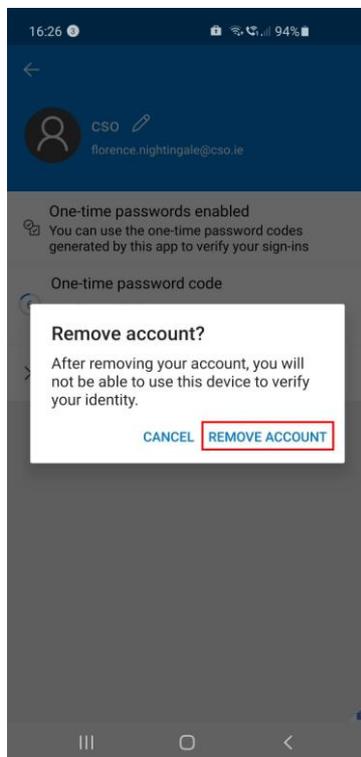
ERROR CODE:

0

- On your current mobile phone, open the Microsoft Authenticator phone app and click on your CSO account, then click **Remove Account**.



- On Android = click **Remove Account**
On iOS = click **Continue**



- Navigate to https://www.cso.ie/en/media/csoie/staffnews/2FA_Instructions_V1.2.pdf and follow the instruction on how to set up 2FA on your new mobile phone.