

User Guide – Setup MS authenticator app on personal phone

Version 3.0 – Jun 5th 2024

This guide is meant for NN external contractors who do not have an NN phone and need to setup MS authenticator app on their personal phones. The MS authenticator app is the Multi factor authentication solution required to access NN resources such as cloud desktop.

Contents

User Guide – Setup MS authenticator app on personal phone	1
Prerequisites:.....	1
Part 1 of 2: Change Password and setup MS authenticator app on personal phone	2
Part 2 of 2: Add an additional sign-in method to enable self-service password reset.....	6
Support contact.....	7

Prerequisites:

- 1) 'Basic IT Access' request must be approved in novoAccess
- 2) NN Initials and Password shared by your NN manager
- 3) Temporary access pass (TAP) received from your NN manager
(NN manager needs to request this by calling NN Service desk

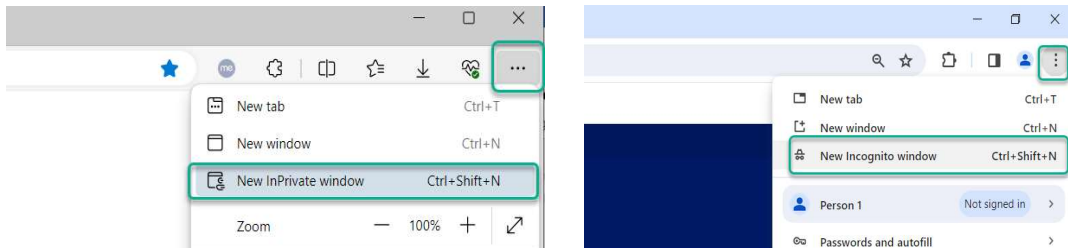
The Temporary access pass is valid only for 24 hours and it is valid only 1 time, therefore it is important that you complete all the steps in one go. If you log out in between or the page times out, you will need to request your NN manager for new Temporary access pass (TAP))

Please note that your Temporary access pass (TAP) and your NN password are 2 different entities. Temporary access pass (TAP) is a time-sensitive code that you use to setup your NN password and MFA (MS authenticator or Yubikey)

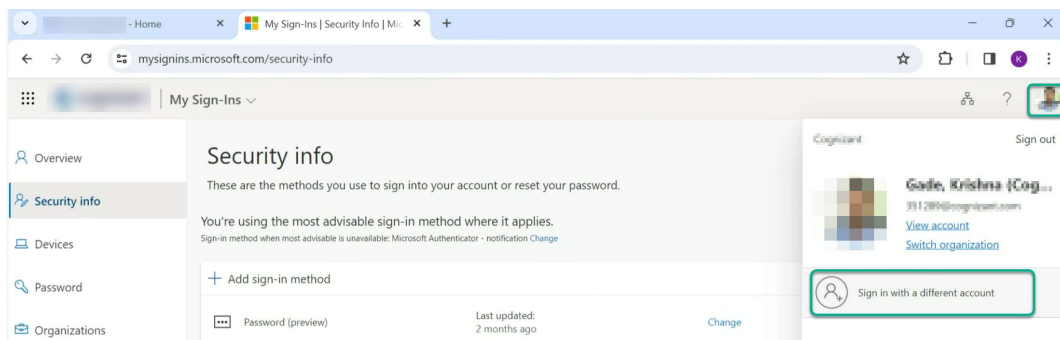
- 4) MS authenticator app installed from Google Play store or Apple App store.

Part 1 of 2: Change Password and setup MS authenticator app on personal phone

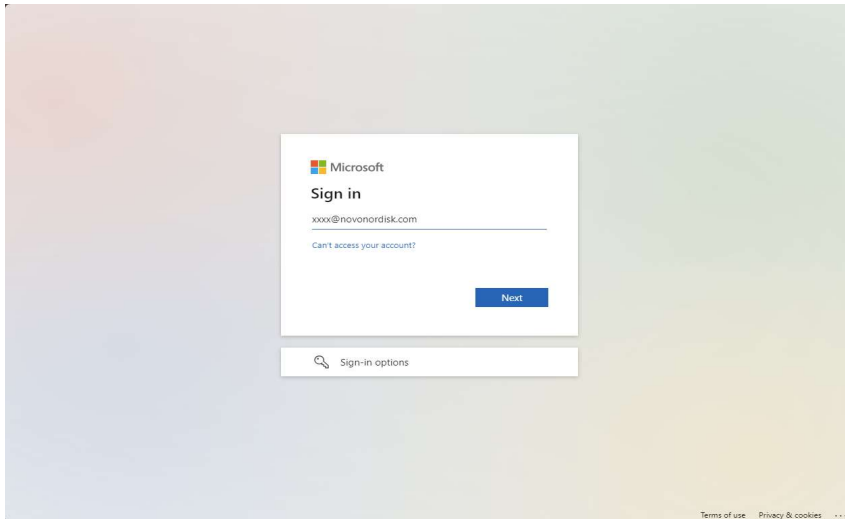
- 1) Open a browser on your company/personal PC or Mac in "InPrivate" (Edge) / "Private" (Safari) / "Incognito" (Chrome) mode and go to <https://mysignins.microsoft.com/security-info>



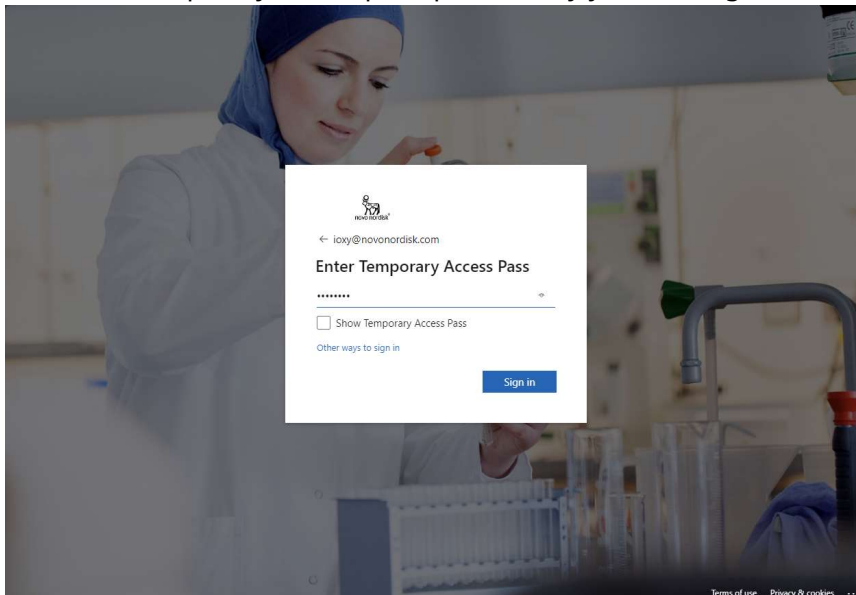
- 1a) If InPrivate or Incognito mode is blocked on your machine due to your company's policies, follow this step, else proceed to step 2. Click on your profile picture at right hand top, and select "Sign in with a different account" Then select "Sign in with a different account".



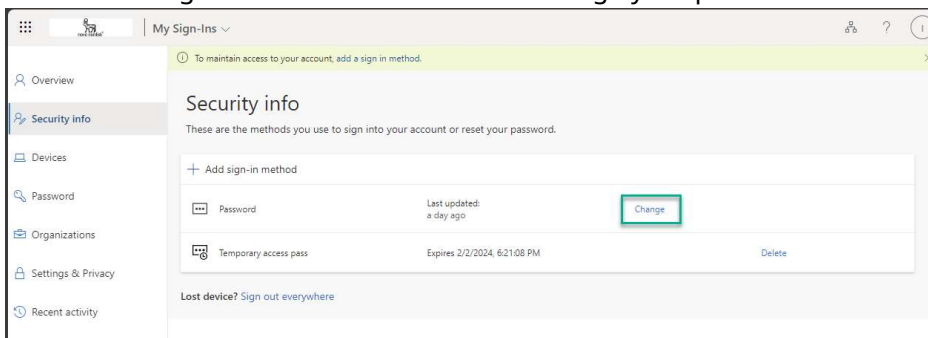
- 2) Enter your NN credentials in the format XXXX@novonordisk.com and click next.



3) Enter the 'Temporary access pass' provided by your manager.

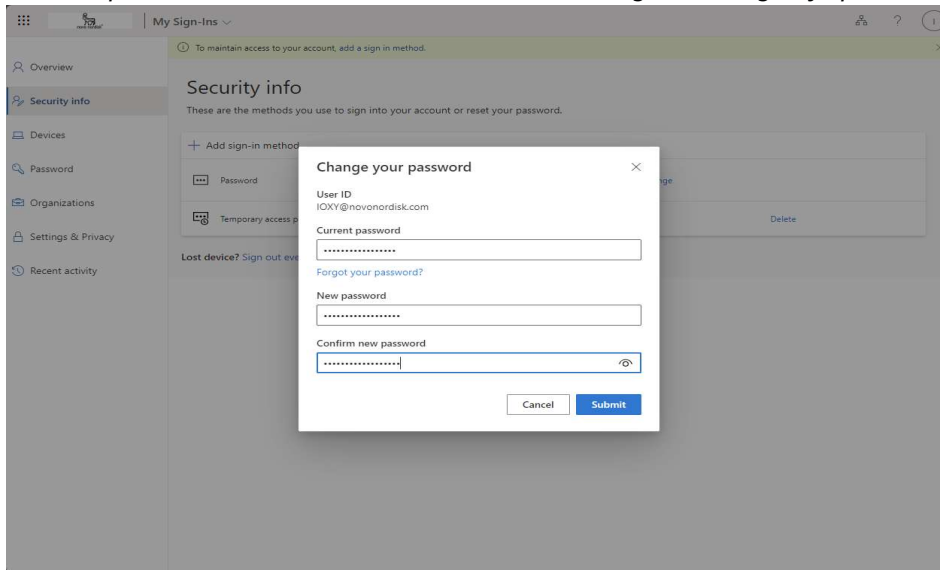


4) Click on 'Change' on the 'Password' line to change your password.

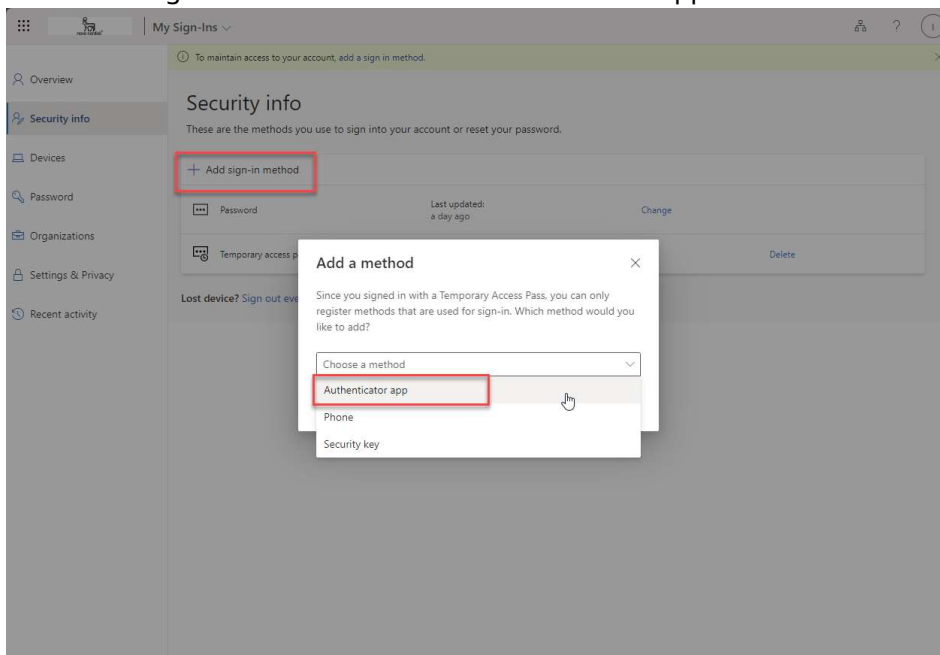


- 5) Please enter the password provided by your manager and then enter and confirm new password.

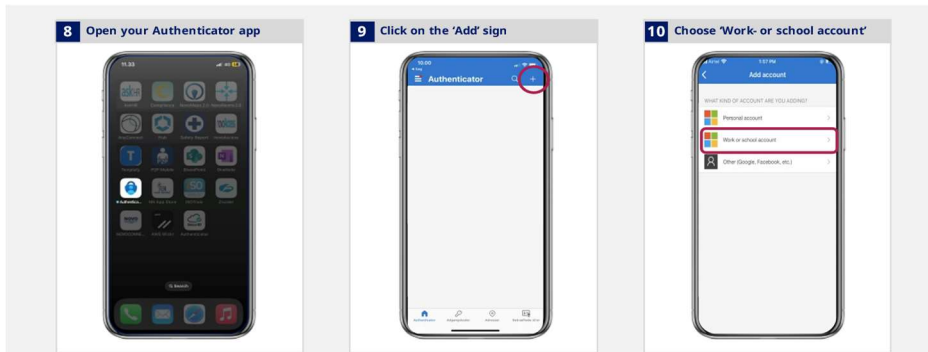
The new password must be at least 14 characters long (including any spaces)



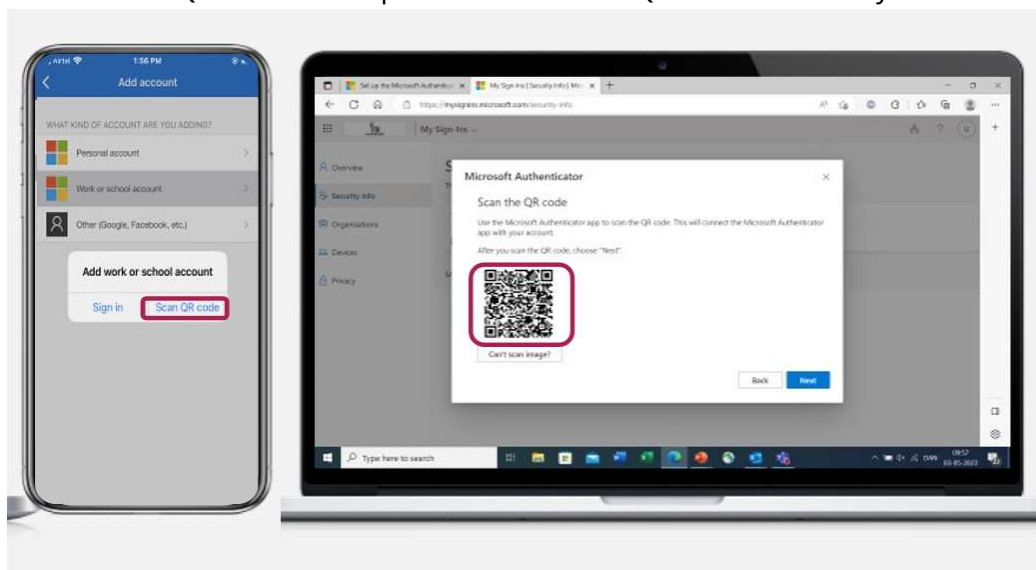
- 6) Select Add Sign in method and select 'Authenticator app'



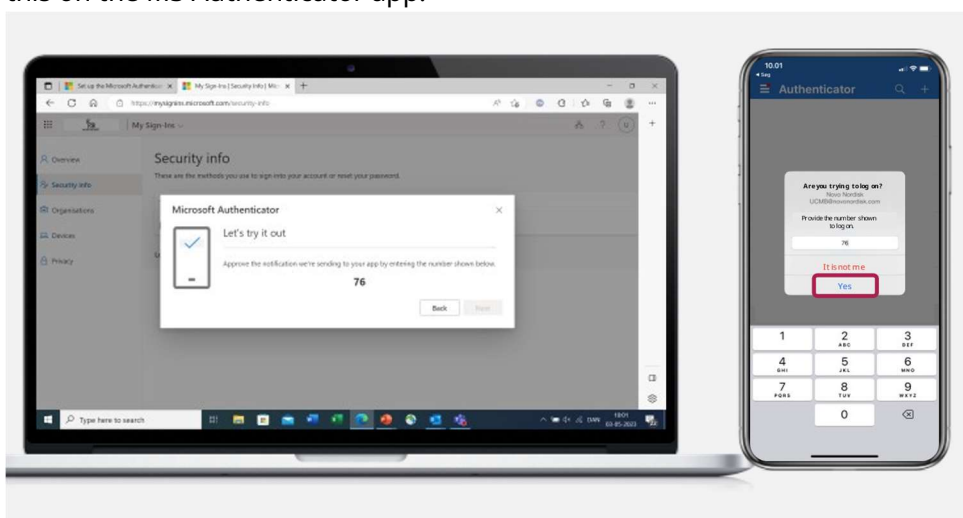
- 7) Now, open the MS Auth app on your phone and Click on the + button on right hand top of the screen and select 'Add work or school account'.



- 8) Choose 'Scan QR code' on the phone and scan the QR code shown on your browser.



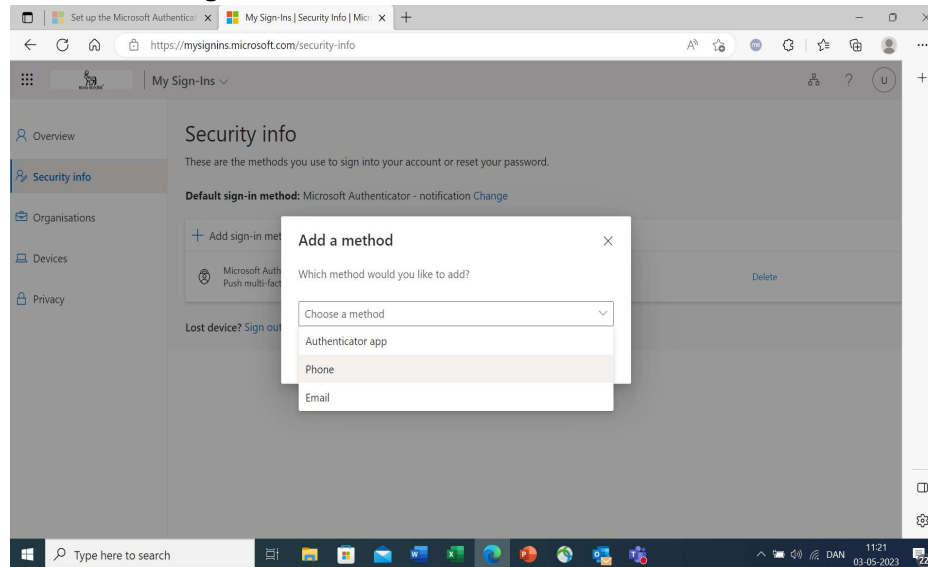
- 9) You will now see a 2 digit number on myaccount.microsoft.com and you need to enter this on the MS Authenticator app.



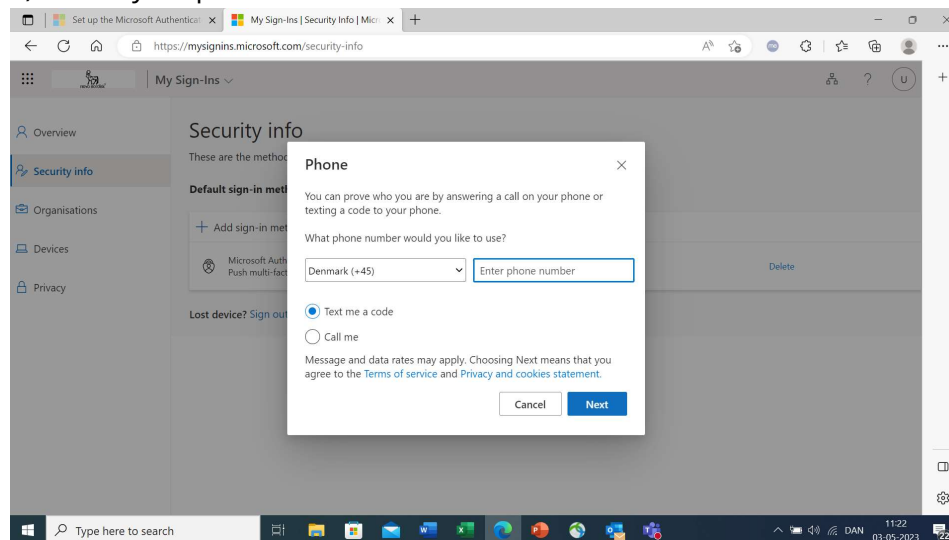
This completes the MS Authenticator setup on your personal device.

Part 2 of 2: Add an additional sign-in method to enable self-service password reset

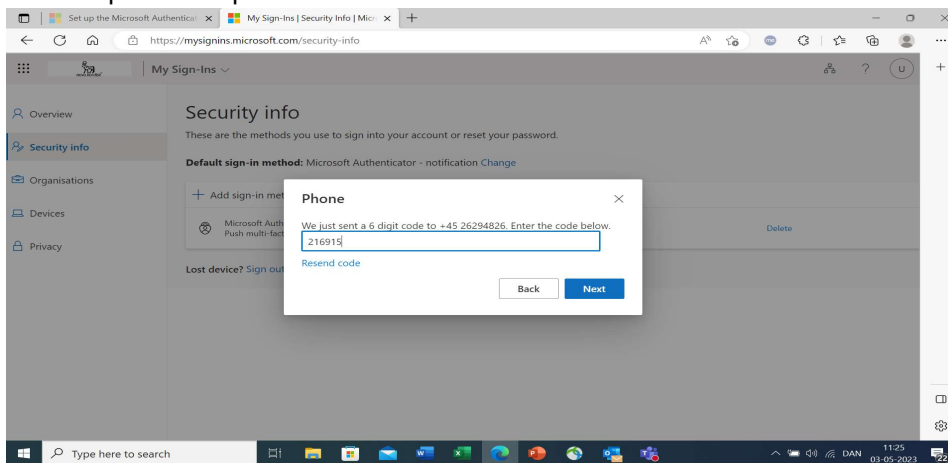
1) Click 'Add sign-in method' and choose 'Phone'



2) Enter your phone number and make sure that 'Text me a code' is chosen. Click 'Next'



3) You will now receive a 6-digit code on your phone. Input that and click 'Next' to complete setup.



This completes the MFA enrolment, you can now log on to NN citrix environment using the new portal <https://nnclouddesktop.cloud.com> using the MS auth app.

Please follow the instructions mentioned in below link to start using the new portal to access cloud desktop.

<https://novonordisk.sharepoint.com/sites/ITHUB/SitePages/Clouddesktopaccess.aspx#new-cloud-desktop-access-guide>

Support contact

In case of any issues with following above procedures, please contact service desk

Phone:

Please contact service desk via phone +45 4442 6000

USA contact:

Field Sales: 18666336686

Home Office: 18669873939

India Contact:

0008004402200

Mail:

itsupport@novonordisk.com

