



NEWPARK

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Using Microsoft Authenticator



Documentation

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Purpose

The purpose of this document is to define the steps to using Microsoft Authenticator to authenticate your login.

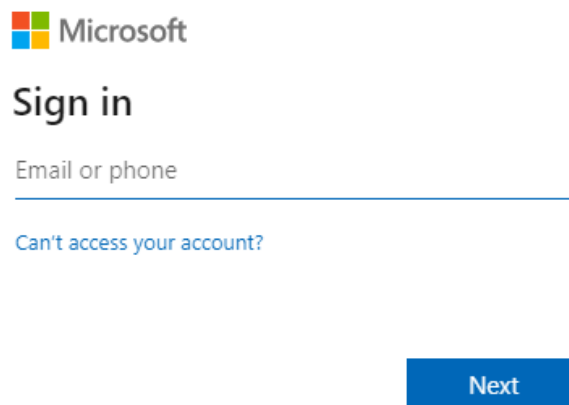
Scope

This document will provide step-by-step instructions on authenticating through Microsoft Authenticator.

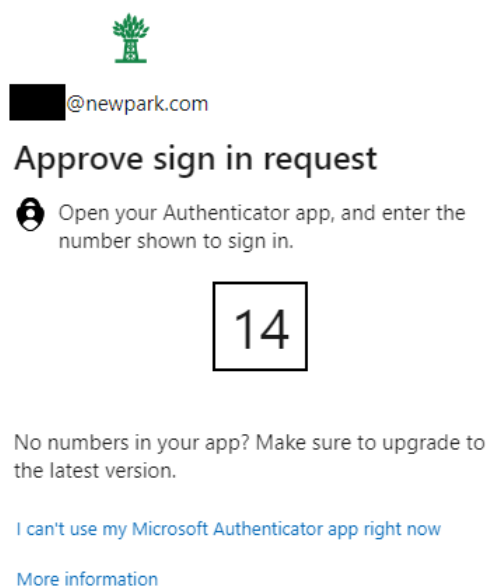
Topic 1: Logging in

Note: If you run into any issues using the authenticator app, please consult the FAQ first by clicking [here](#). Contact Business Support if you continue running into issues.

- Log in using your Newpark credentials.
- You will be prompted on all Microsoft Apps (Outlook, Teams, Office, etc.), VPN, and any cloud access.



- You will be prompted to authenticate and approve the log in request **every 23 hours**.
- The approval request will appear similarly to the example image below.
- The example image below uses the following number: 14



Topic 2: Authenticating the login

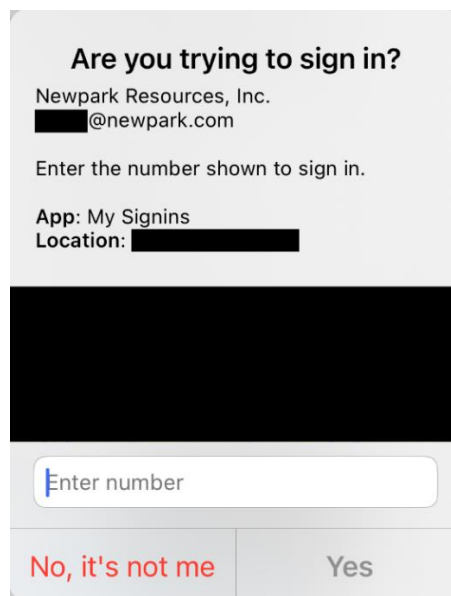
- You will need to transition to your preferred mobile device that has the Microsoft Authenticator.
- Here is a sample image of the Microsoft Authenticator app.



- You may receive a notification on your phone from the Microsoft Authenticator requiring you to approval.
- Tap on the notification to open the authenticator app. If you did not receive a notification, proceed with opening the authenticator app. You may also need to configure your phone to allow the notification from the authenticator app.



- The authenticator app will load a popup window requesting you to enter the number from the prompt during the login process.
- The window will include your Newpark account, the app being used, and location.
- Use the number from the device that prompted the authentication. It should appear similarly to the example image used in the previous page.
- Enter that number in the "Enter number" field.
- Tap "Yes" to continue.

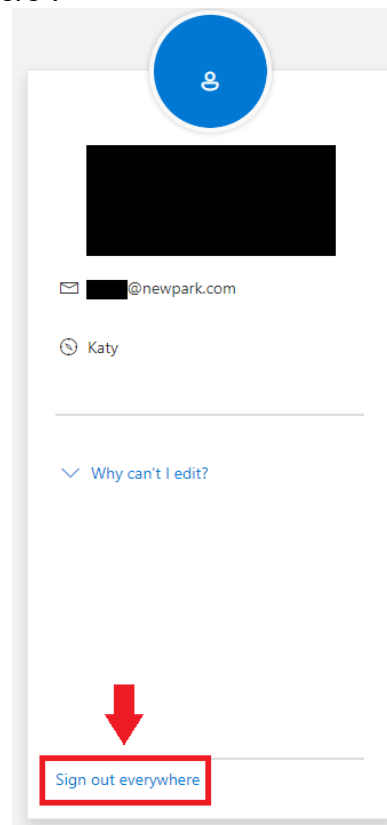


- After authenticating, you will now be able to access your Microsoft app.

Topic 2.1: Unexpected Authentication Attempt

Important: If you receive a notification or popup window that is NOT your login attempt, please do the following:

1. Contact the service desk as soon as possible.
2. Tap “**No, it’s not me**” on the popup window.
3. Change your password.
4. Go to <https://myaccount.microsoft.com>.
5. Sign in using your credentials.
6. Click on “Sign out everywhere”.



Document Control

Change Record

Date	Author	Version	Change reference
11/03/24	Fernando Yang	1	Original Document
11/03/24	Fernando Yang	2	Final

Reviewers

Name	Position
James Parks	Cybersecurity Manager

Distribution

Copy No.	Name	Location