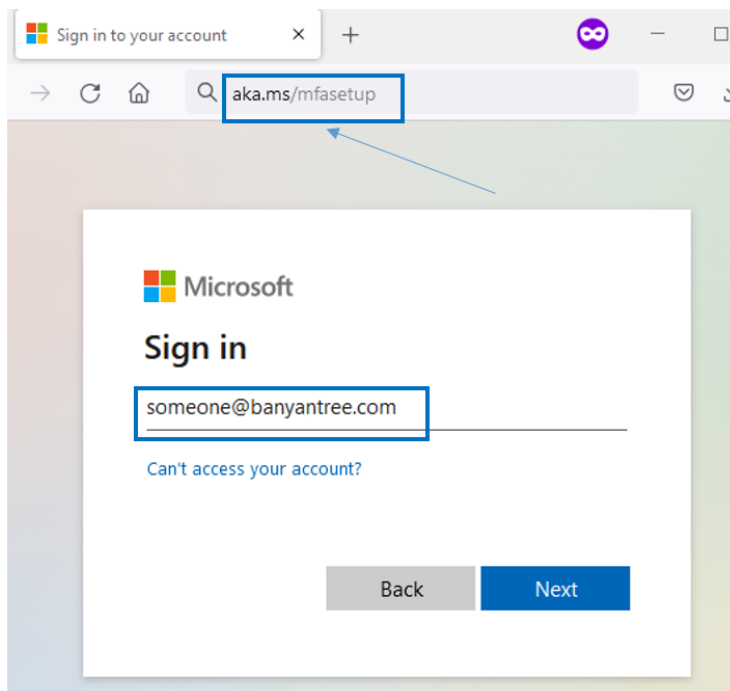


Microsoft Authenticator Setup Guide for MFA Registration

- Registration needs to be done in office network or admin network at the property
- Follow the steps below to complete a one-time setup
- You need a laptop/PC and your phone to complete the registration
- Duration: 5-10 minutes

Step 1: Stand by QR Code from web browser

- **At your laptop/PC**, open the web browser and type aka.ms/mfasetup
- Enter your Microsoft (email) (username [@banyantree.com](mailto:someone@banyantree.com)) account and password when prompted



- a. Click **Next** until until the QR code screen is shown.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".



Can't scan image?

Back

Next

- **Step 2: Add Email account in Microsoft Authenticator app**

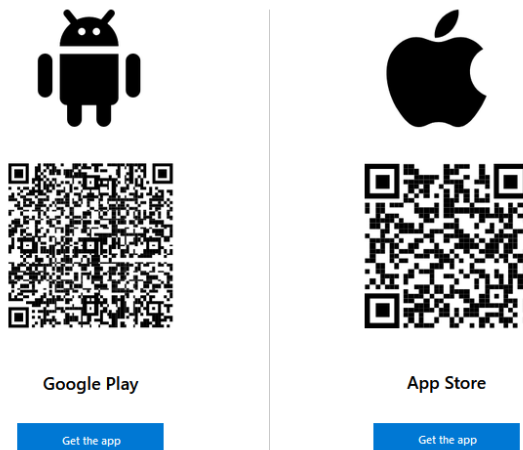
b. **At your Mobile Phone**,Download and Install Application '**Microsoft Authenticator**'



You can download the application at [Apple Store](#) or [Google apps store](#) or [Scan QR Code below](#)

Get the app on your phone

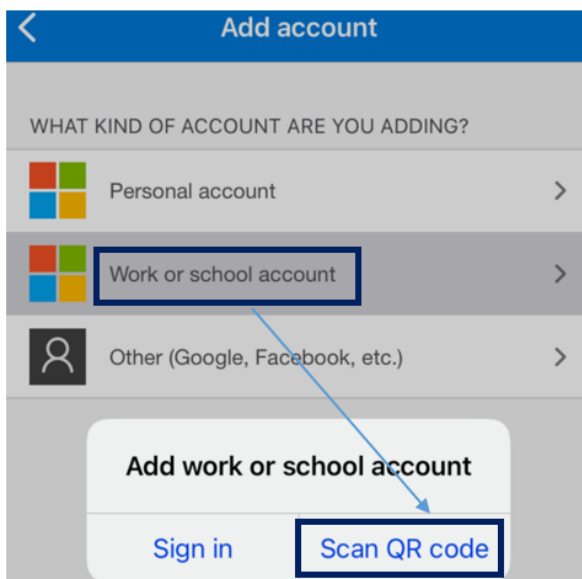
Scan the QR code with your Android or iOS mobile device.



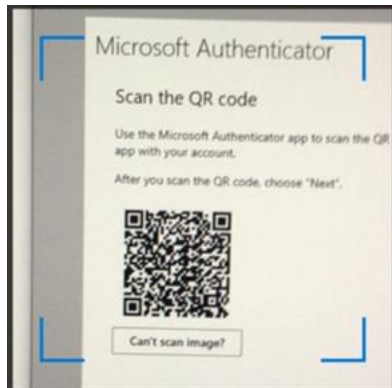
c. Open **Microsoft Authenticator** app in **your phone** to add account:

- Select **Add Account** then select **Work or school account**
- Choose **Scan QR code**

if do not found this page, please CLOSE app then open again



- d. 1. Back to your **laptop/PC web browser** screen;
2. Use **your phone** Microsoft Authenticator app to scan the QR shown **at your laptop/PC** browser screen



You are all set!

You are ready to go once you see the “**Banyan Tree Hotels & Resort PTE LTD**” account shown in Microsoft Authenticator app.



FAQ

Q1 - What happen if I lost my phone with the Microsoft Authenticator installed?

A1 - Please raise eServices ticket to SG IT to temporary disable MFA

Q2 – What happen if I change a new phone?

A2 – Login to Office.com with existing phone MFA then select Account name – View account – Security info and click update info. User can click Add account to setup MFA on new phone

Q3 – Why I cannot register MFA outside office network

A3 – To avoid the registration by unauthorized personnel, the registration process has to be done in office or at property trusted admin network

Q4 – I cannot access Google Play store from China

A4 – You can download Microsoft Authenticator from BanyanTree SharePoint by scan this QR Code in office or property admin network

