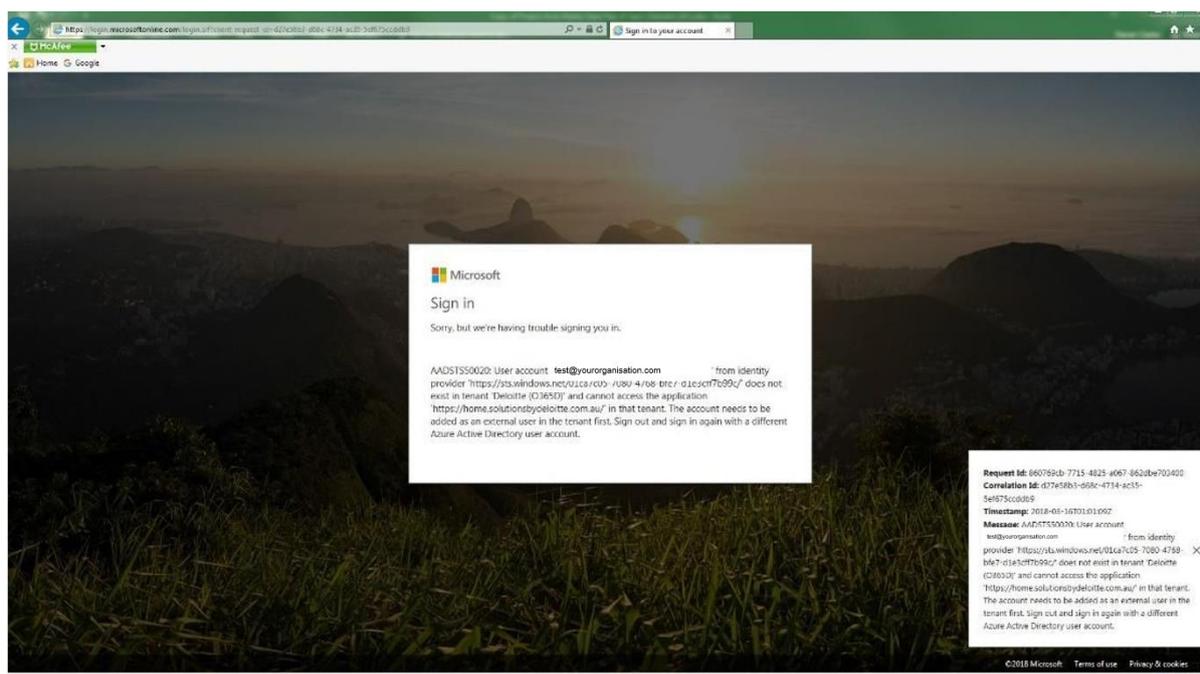


Multi-factor Authentication Errors and Resolutions

1. I have entered my email address to complete Multi-factor Authentication and received the below error:



Steps to Resolve:

- i. If you are an existing customer:

- a. This error is due to you trying to log in with:

- a. An email address that is different to the email address we have in our system. Please check that the email address you entered is the same as the email address to which the MFA invite was sent.

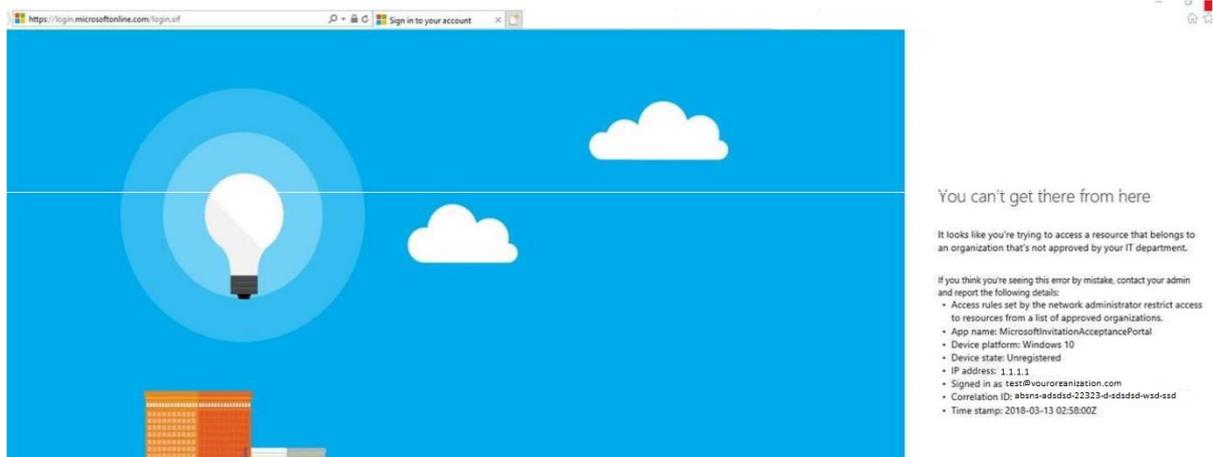
And/or:

- b. This error is due to you trying to log in with an incorrect password. Please use your existing Microsoft account credentials to login.

- ii. If you are a new customer:

When you log in ensure that the Microsoft account you are using has the same email address as the email address to which the MFA invite was sent.

2. I get the below error (signed in ID is different to my logged in ID):



Steps to Resolve:

This error is due to you trying to sign in using another team member's sign in details.

Because Solutions by Deloitte uses Multi-factor authentication which is hosted by Microsoft Azure, you need to be logged in using your own Microsoft credentials to access the Solutions by Deloitte portal. You will not be able to access the portal unless you use your own credentials to log in.

3. Can I change the email address linked to my Solutions by Deloitte account?

Steps to Resolve:

i. If you are an existing customer:

Please raise this directly through our [Help Centre](#). Solutions by Deloitte Admin will be able to make changes for existing customers.

ii. If you are a new customer:

If you are a new Solutions by Deloitte customer and you have changed your email address recently, please create a new Microsoft account using your new email address for access to the Solutions by Deloitte portal.

4. Can I add a secondary email to my Solutions by Deloitte account as my two emails are linked into my Microsoft account?

Resolution: No, we cannot add two email addresses to one account. If you have two Microsoft accounts, please pick one use for sign up and log in to the Solutions by Deloitte portal.

Multi-factor Authentication Errors and Resolutions

5. I am trying to authenticate using the option 'Call my phone number' however when I answer the call the voice message doesn't say anything other than what to do if there's a fraudulent access attempt.

Resolution: Please receive the call and authenticate by pressing the '#' key from your phone. This will take you to the Solutions by Deloitte portal page.

6. Can I change my email to a mailbox or shared/group email address to login to the Deloitte Solutions Portal?

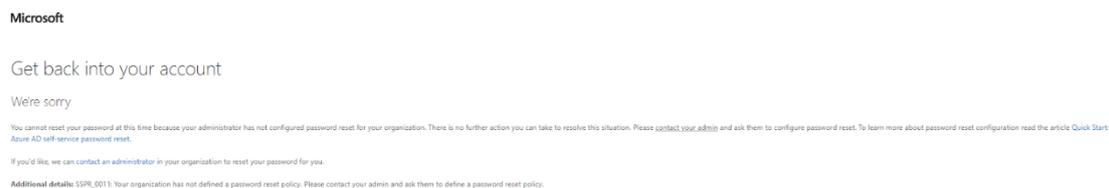
Resolution: Yes, you can use a shared/group email. Please make sure you have an existing Microsoft account for this email or create one. Then contact us via the [Help Centre](#).

7. I get the following error while signing up for Microsoft account:



Resolution: This shows you are trying to use your work email to login however the creation of a Microsoft account has not been enabled by your organisation. Please get in touch with your IT Department to enable the account creation using your work email if you wish to use this or alternatively you can create a personal account using your Hotmail/Gmail etc. ID.

8. I get the below error while resetting the password for my Microsoft account:

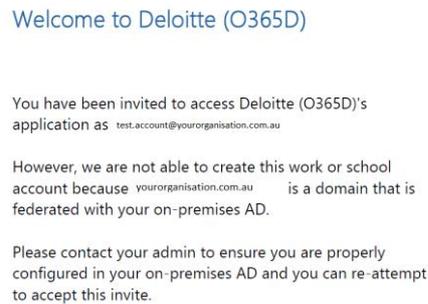


Resolution: This error is due to the reset password function not being enabled. Please try to login using the password you use to login to your work computer/outlook email. If this does not resolve the issue, please get in touch with your IT department to enable

Multi-factor Authentication Errors and Resolutions

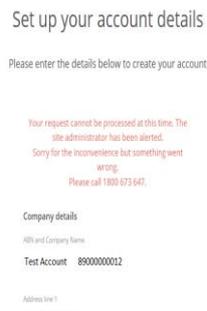
the functionality to reset your Microsoft account password.

9. I get the below error when trying to complete Multi-factor authentication:

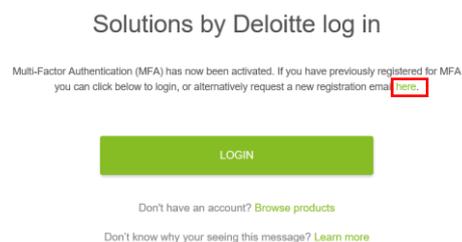


Resolution: This shows your organisation has restricted your creation of a Microsoft account. Please check with your IT department if this can be enabled for you, if not please [contact us](#) so we can assist you with an alternative option.

10. I get the below error while signing up to the Deloitte Solutions portal:



Resolution: This means you have already signed up in the past and are trying to sign up again however you have not completed MFA. When you signed up initially you would have received an email to complete the MFA process, please complete in order to log in to the Deloitte Solutions portal. To get this email resent, request a new registration email via the [login page](#).



11. Whitelisting Microsoft Tenancy:

If your organisation wants to whitelist Deloitte Multi-factor authentication, please use the below information -

Tenant ID: 36da45f1-dd2c-4d1f-af13-5abe46b99921

Tenant Name: deloitte.onmicrosoft.com