

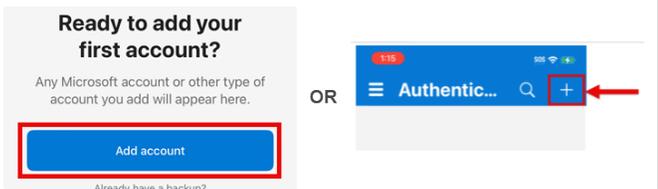
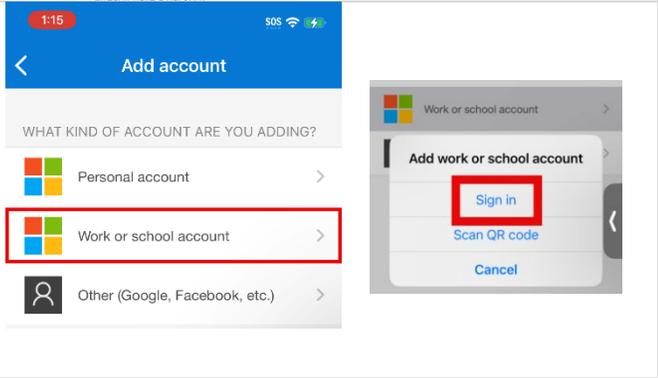
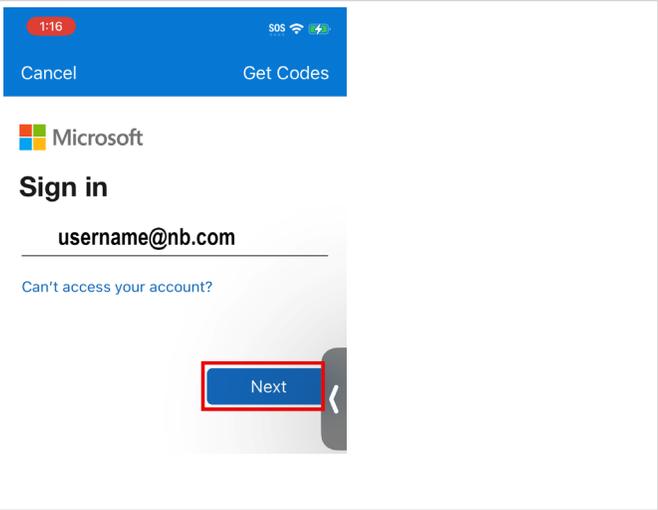
iPhone: TAP

Instructions for New User or New Phone

Remote Access using Microsoft Authenticator for multi-factor authentication (MFA) is now available.

MFA prevents unauthorized access to your data and applications by requiring a second method of verifying your identity, making you much more secure.

STEP 1: INSTALL MICROSOFT AUTHENTICATOR

<p>1. On your iPhone, download and open Microsoft Authenticator.</p>	
<p>2. Click Add account or click the plus sign + in the top right corner</p>	
<p>3. Tap Add work or school account Tap Sign in</p>	
<p>4. Enter your UPN address in the format of username@nb.com Click Next.</p>	

5. Contact the Helpdesk to get your *Temporary Access Pass (TAP)*

Global Helpdesk Numbers:

Americas:
+1 646.497.HELP (4357)

Dublin:
+35.31.264.2799

Frankfurt:
+49.69.365075992

Hong Kong:
+852.3664.8888

London:
+44 (0) 20.3.214.9097

Luxembourg:
+ 35.22786.6459

Melbourne:
+61.3.9649.0930

Milan:
+39 027.641.5899

Paris:
+33.18.716.4290

Seoul:
+82.2.6040.0199

Shanghai:
+86.21.5203.7777

Singapore:
+65.6645.3780

Taipei:
+886.2.8726.8260

The Hague:
+31.70777.9575

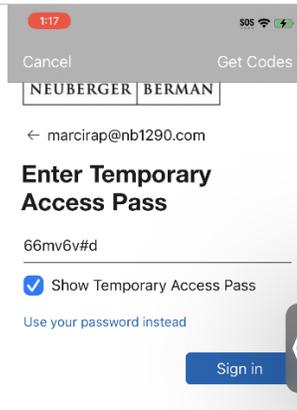
Tokyo:
+813.5218.1955

Toronto:
+647.435.8161

Zurich:
+41.44.219.77.58

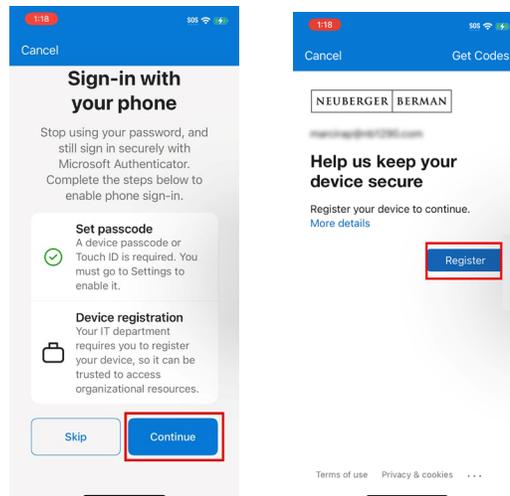
6. Enter your *Temporary Access Pass (TAP)* provided by the Helpdesk

Then click **Sign in**

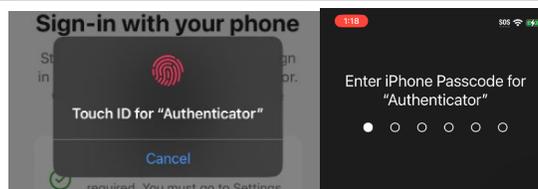


7. Scroll down and tap *Continue*

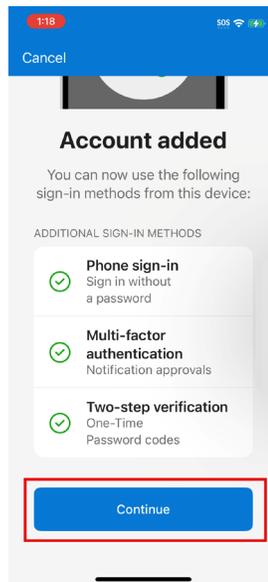
Tap **Register**



8. Enter biometrics or type the PIN you use to unlock your iPhone

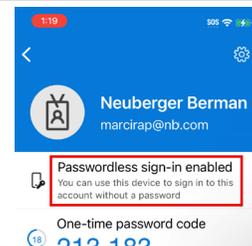
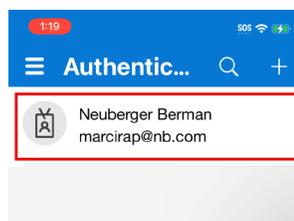


9. Tap **Continue**



10. Your account setup is complete.

To confirm, tap your account it will say **Passwordless sign-in enabled**



STEP 2: INSTALL MICROSOFT DEFENDER

1. From the App Store, search for and download the **Microsoft Defender Endpoint app**

Click **Open**



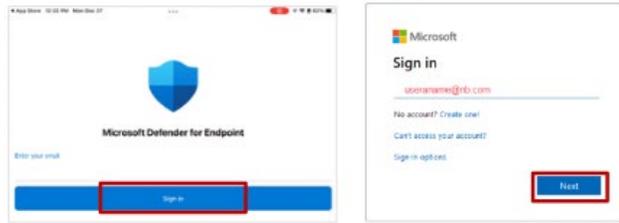
2. Select **Get Started**



3. Select **Sign in**

4. Enter your M365 credentials in the format of **username@nb.com**

Click **Next**



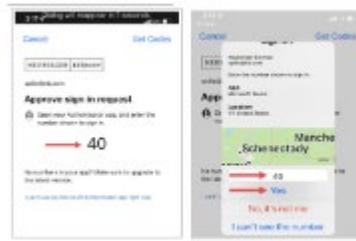
5. When prompted to register your device, follow these steps:

Select **Register**

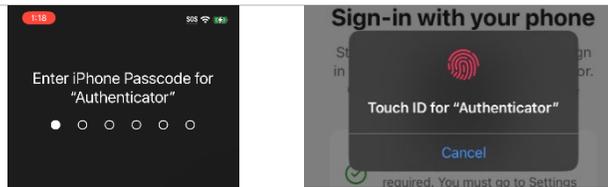


6. You will be prompted to approve the sign in request by entering the number displayed in your Authenticator app. Then click **Yes**.

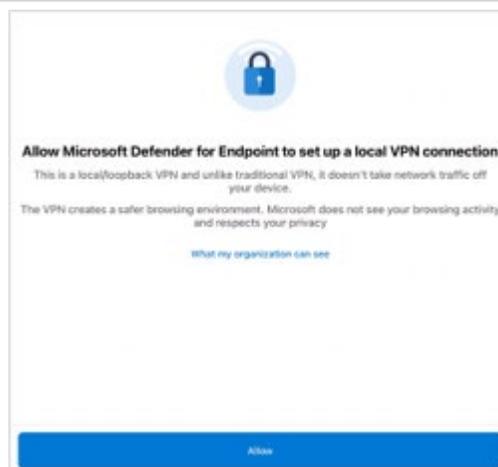
Note: If you forgot / did not see the number, click I can't see the number to go back to the previous screen with the number displayed.



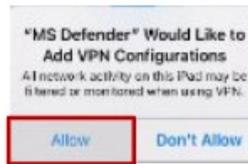
7. Enter biometrics or type the PIN you use to unlock your iPhone



8. Select **Allow**

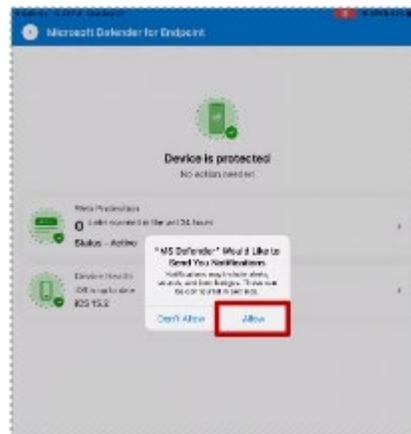


9. Select **Allow** and then enter your pin, touch or face ID to consent to allow the VPN to be created



10. The screen will show the Device is Protected

Click **Allow** for notifications.



STEP 3: INSTALL ADDITIONAL APPLICATIONS

After you install the prerequisites, feel free to install any of the Microsoft Mobile apps.



We suggest installing Outlook, Edge, Teams and Zoom for Intune. Follow these steps:

1. Go to the **App store** to search for and install the desired apps.
2. Click **Open** and follow the prompts.
3. If prompted, **enter your M365 credentials**. Enter your UPN address in the format of username@nb.com (NOT your full email, for example, jsmith@nb.com).
4. Click **Add Account**
5. You may need to:
 - a. **Read and accept the mobile Terms of Use policy**. You will be prompted to repeat this process every 90 days.
 - b. **Create a pin**. You will only need to create a pin once for all Microsoft applications.
6. Reopen the application. The installation process is complete.
7. Repeat the download and installation process for any additional desired applications.

Visit NB Connect, [keyword BYO](#) for information on other apps available for your personal device.

For help, contact the [helpdesk](#) at 646.497.HELP