

Fidelity Life Learning HQ.

How to set up your secure two-step login.

Keeping your information and ours safe is a non-negotiable. That's why we're using a common two-step login process called multi-factor authentication (MFA) to verify that you're you!

If you've ever logged into your bank or email account and needed to enter a code texted to your mobile phone, for example, then you're using MFA.

The great thing about MFA is that once it's set up there's no password to remember – when you get the hang of it, it's a pretty swift process!

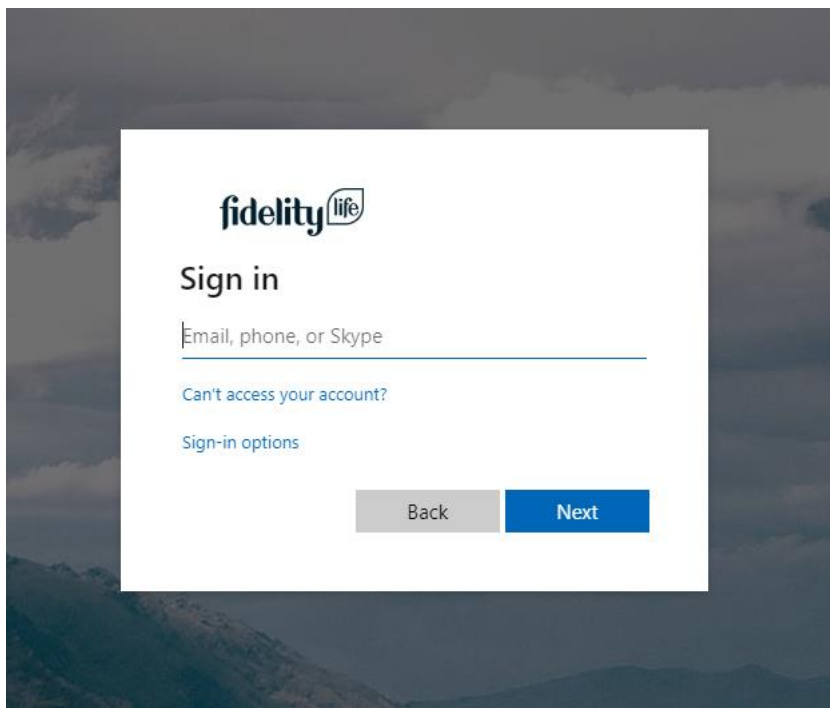
The two things you'll need handy before setting up your MFA account for the first time are:

- Access to your business email account
- Your mobile phone

Let's get started!

Step 1

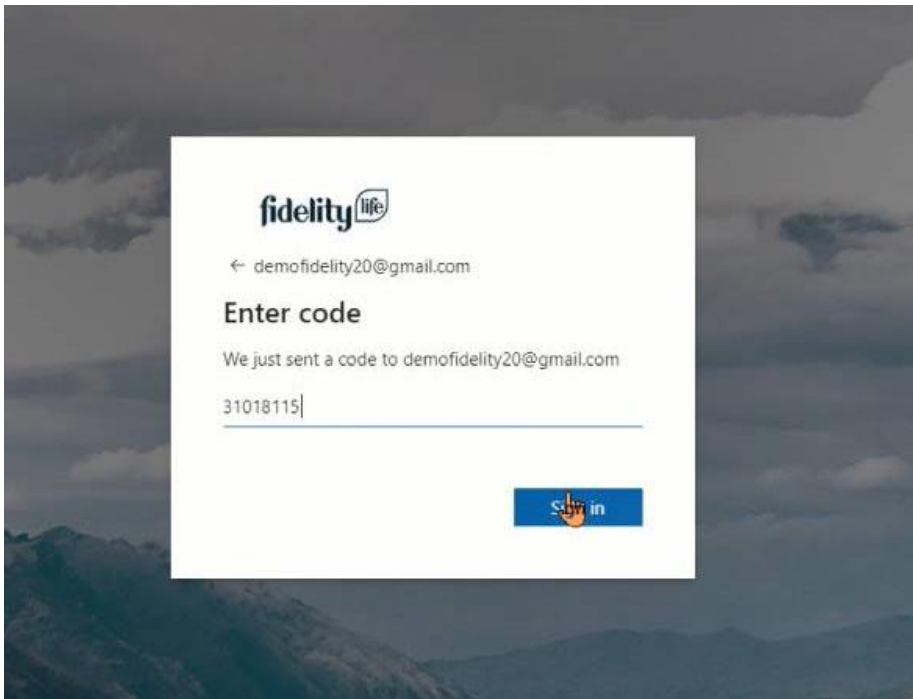
Go to learning.fidelitylife.co.nz and enter your email address – pretty straightforward! This should be your business email address.





Step 2

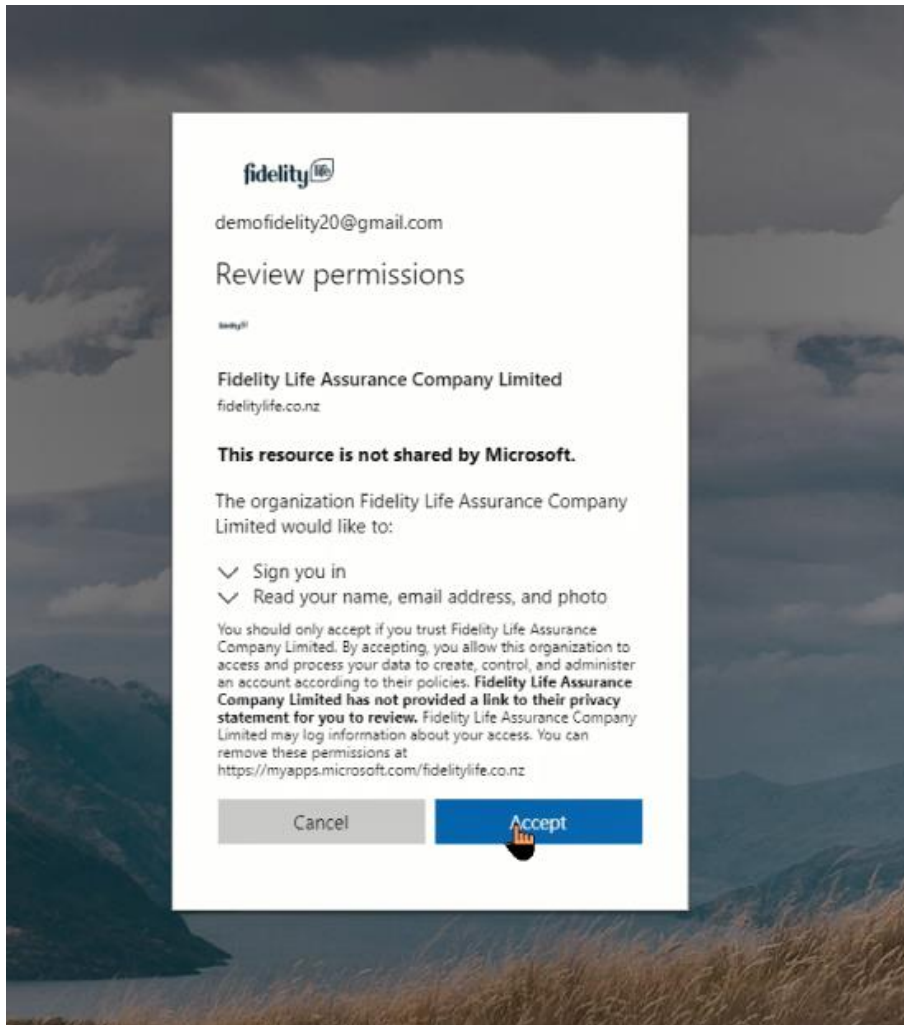
You'll then be emailed an 8-digit code – enter this into your sign-in screen.



Step 3

You'll need to review and accept some standard Microsoft permissions.

Note: these are different from our Learning HQ Privacy Policy and Conditions of Use – if you haven't read these, you can find them [here](#).

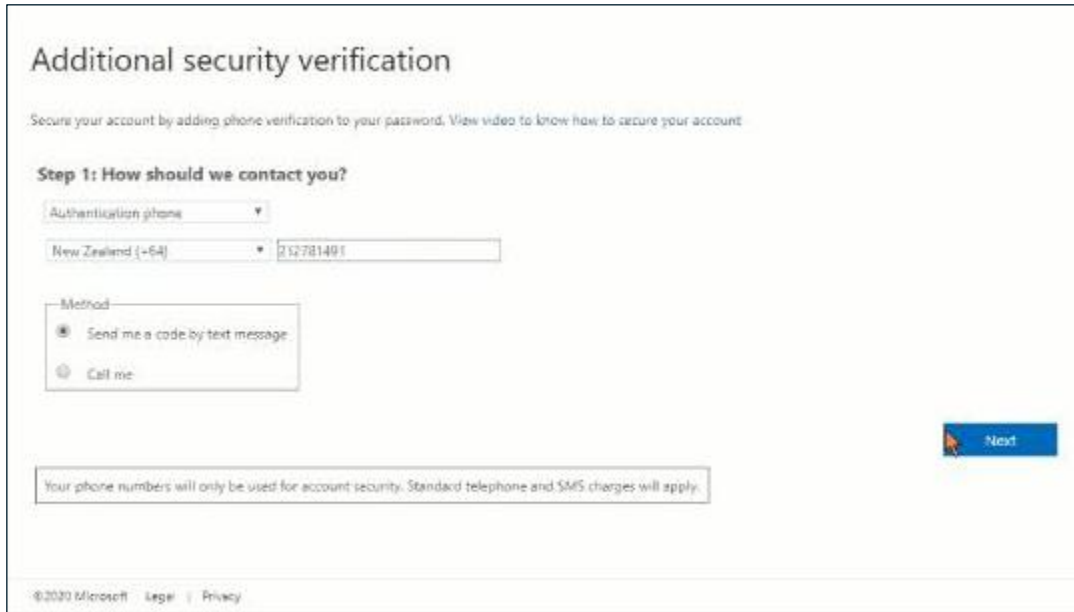


Step 4

From here, you'll be asked to verify your identity with a 6-digit code, using your mobile phone.

Select New Zealand as the country code and enter your mobile number.

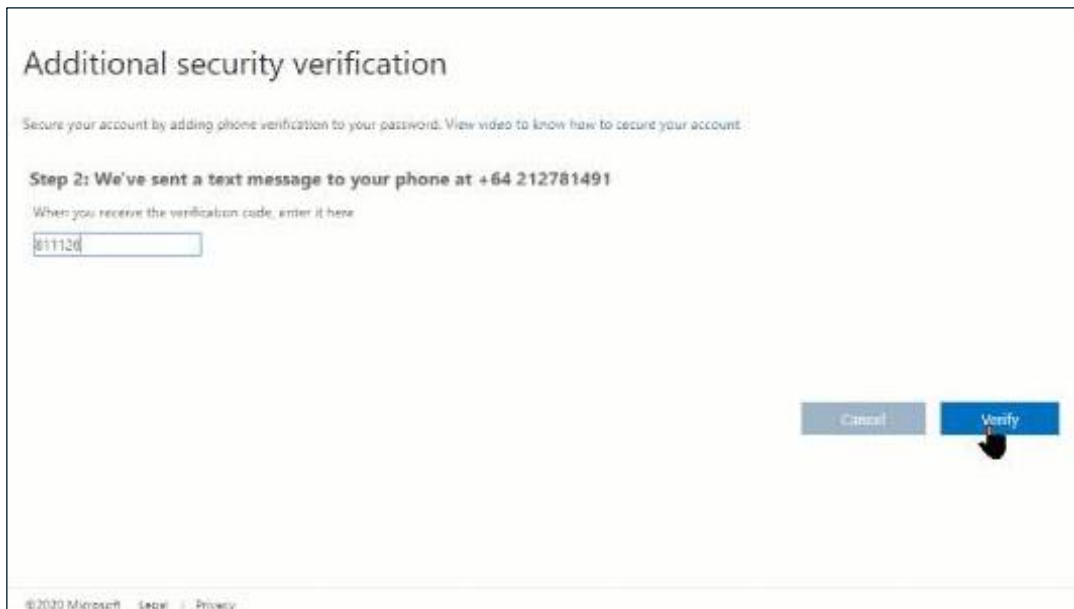
You can choose to receive your 6-digit code via a phone call (with an automated message) or in a text message – we think text is the easiest option.



The screenshot shows the 'Additional security verification' page. The title is 'Additional security verification' with a subtitle 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. Below this is 'Step 1: How should we contact you?'. There is a dropdown menu for 'Authentication phone' set to 'New Zealand (+64)'. A text input field contains the number '212781491'. Under 'Method', there are two radio buttons: 'Send me a code by text message' (which is selected) and 'Call me'. A blue 'Next' button is on the right. At the bottom, there is a disclaimer: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.' and a footer with '©2020 Microsoft | Legal | Privacy'.

Step 5

Enter the 6-digit number into the box, press 'Verify' – and you're done!



The screenshot shows the 'Additional security verification' page at Step 2. The title is 'Additional security verification' with the same subtitle as Step 1. Below this is 'Step 2: We've sent a text message to your phone at +64 212781491'. A sub-instruction says 'When you receive the verification code, enter it here'. A text input field contains the code '811126'. At the bottom right, there are two buttons: 'Cancel' and 'Verify'. A mouse cursor is pointing at the 'Verify' button. The footer is the same as in Step 1: '©2020 Microsoft | Legal | Privacy'.

Need more help?

If you run into any issues when setting it up, give our Sales Support team a call on 0800 88 22 88 and they'll help you out.

