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Guide: two-factor authenticator activation

Information Technology (IT)

1. What is the two-factor authenticator

At Prosegur we continue to increase the security of our systems **to protect your personal and the Company's data**. For this reason, we have added a new digital security measure: the double authentication factor.

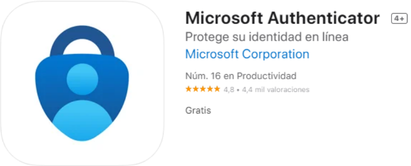
This is a system that **complements traditional authentication** (username and password) through the use of a **security code** obtained from an application, SMS or phone call.

This code will be different every time you start a new session on our corporate platforms (such as the Extranet, Intranet app, UP, Service Portal, among others).

2. How to activate the two-factor authenticator

Note: Before following the procedure, we recommend that you download the **Microsoft Authenticator app** on your cell phone from "AppStore" or "Google Play".

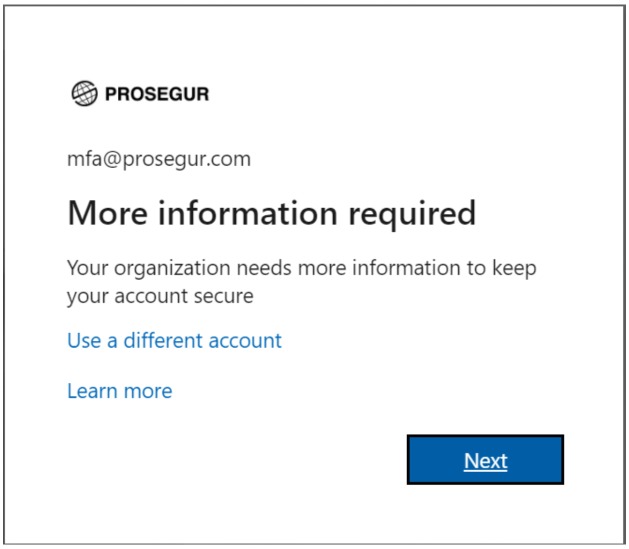
- **Android**: https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=es&gl=US
- **iOS**: https://apps.apple.com/es/app/microsoft-authenticator/id983156458



Microsoft Authenticator 4+
Protege su identidad en línea
Microsoft Corporation
Núm. 16 en Productividad
★★★★★ 4,8 • 4,4 mil valoraciones
Gratis

The following steps will only be available to you once we enable the service.

1. When you sign into any of the applications that require a second method of identity verification, you will see this window, where you will need to click **next**:



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More information required

Your organization needs more information to keep your account secure

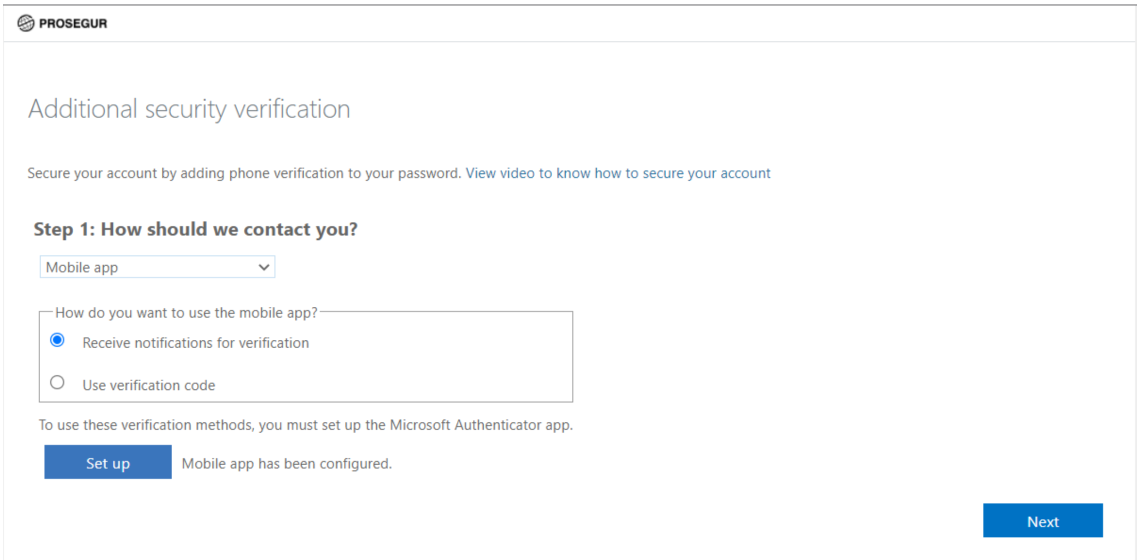
Use a different account

Learn more

2. Select the **verification method**

As we said before, from IT we recommend you using **the Microsoft Authenticator mobile** app. It is safer and easier to use.

Select “**Mobile app**” and click on **next**:



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Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

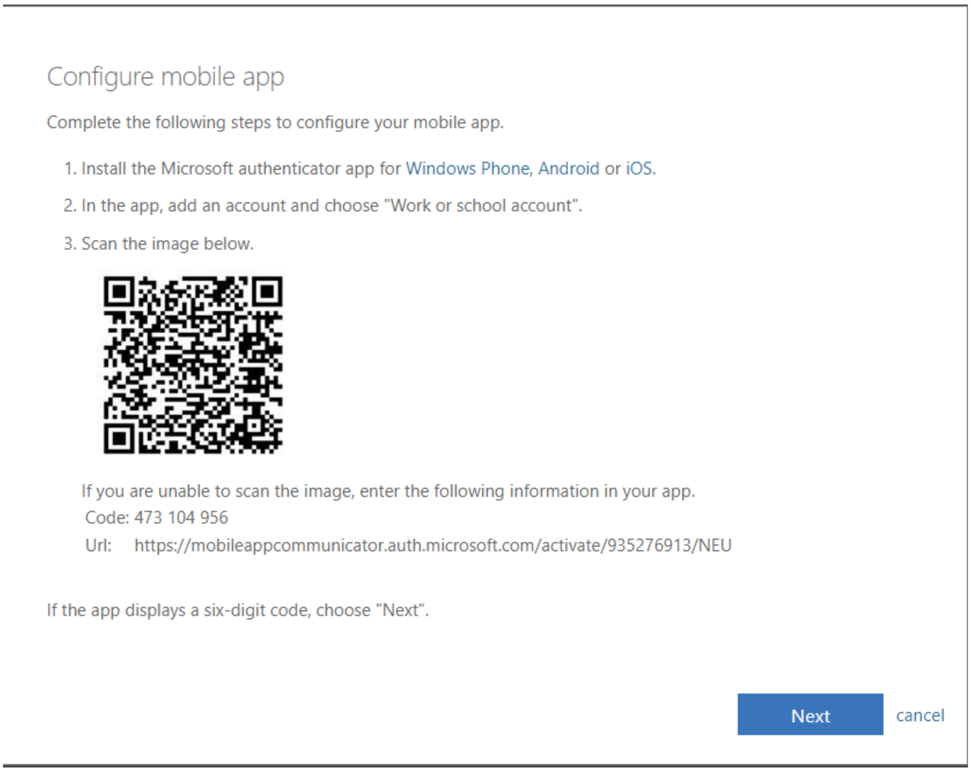
● Receive notifications for verification

○ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Mobile app has been configured.

3. It will show you a **QR code**:



Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.

If you are unable to scan the image, enter the following information in your app.

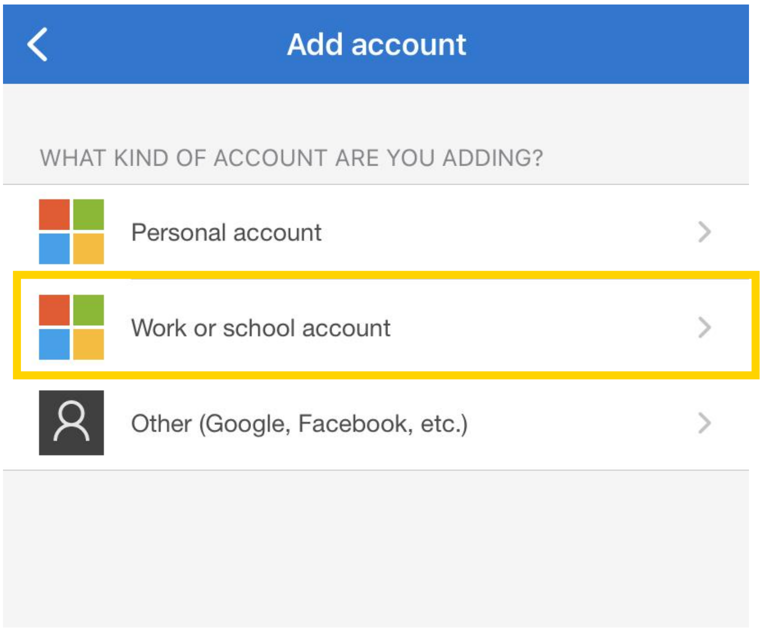
Code: 473 104 956

Url: https://mobileappcommunicator.auth.microsoft.com/activate/935276913/NEU

If the app displays a six-digit code, choose "Next".

4. Now, from your cell phone, open the Microsoft Authenticator app, and **accept the Privacy terms**.

5. Select “**Work or School account”**



Add account

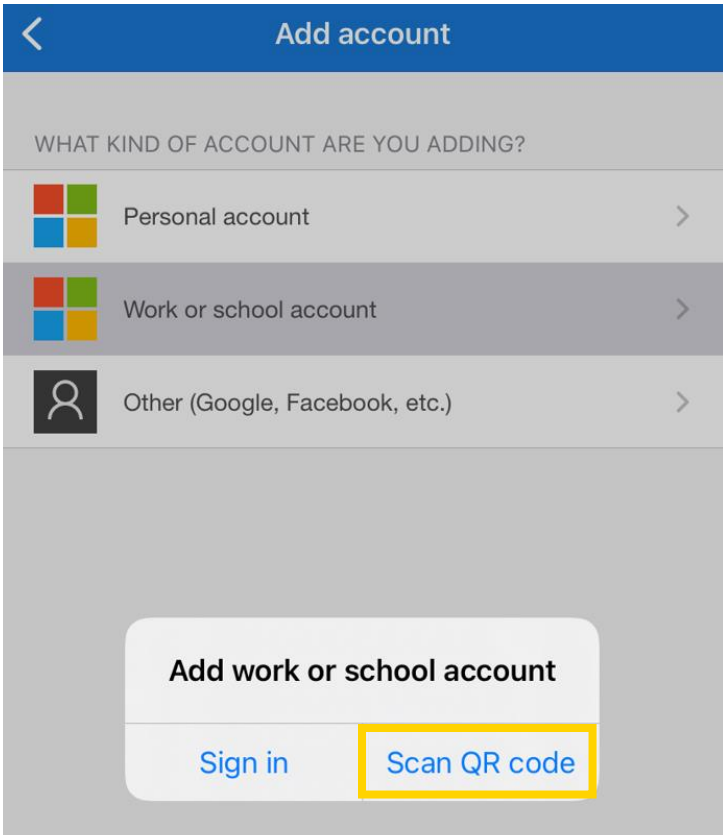
WHAT KIND OF ACCOUNT ARE YOU ADDING?

Personal account

Work or school account

Other (Google, Facebook, etc.)

6. Click on “**Scan QR code**”**:**



Add account

WHAT KIND OF ACCOUNT ARE YOU ADDING?

Personal account

Work or school account

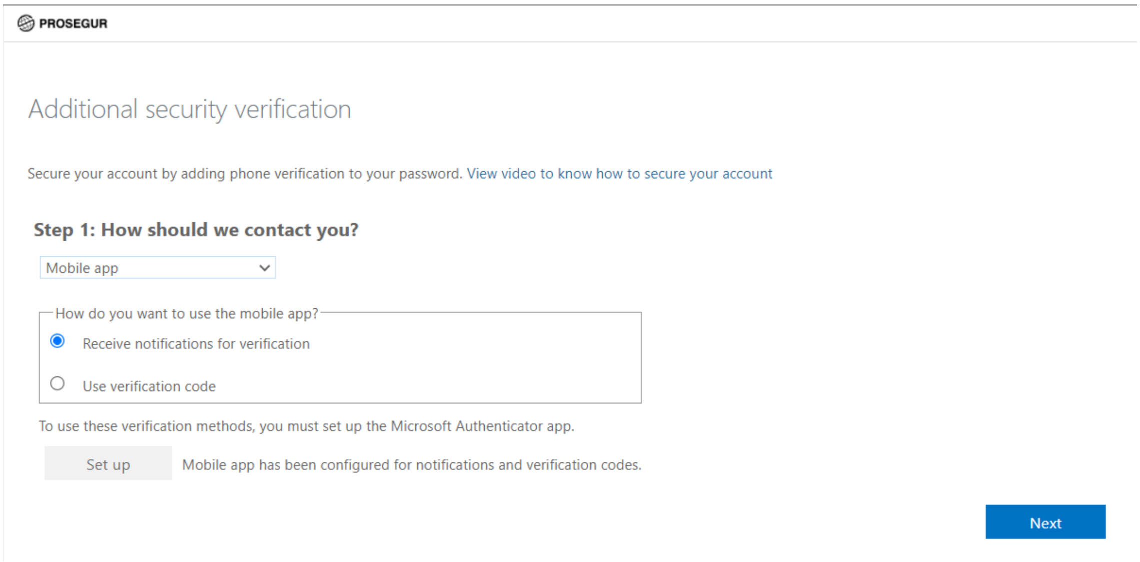
Other (Google, Facebook, etc.)

Add work or school account

Sign in

Scan QR code

7. Scan the **QR code** that you have on the screen (the one that appeared in the step 3)
8. Select **next**:



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Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

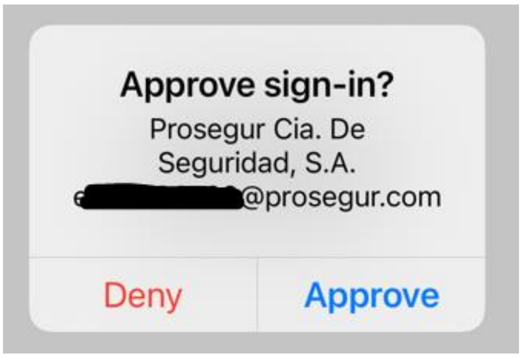
● Receive notifications for verification

○ Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up Mobile app has been configured for notifications and verification codes.

The app will verify your identity. You will get a **notification** on your phone to accept the connection to the app:



Approve sign-in?

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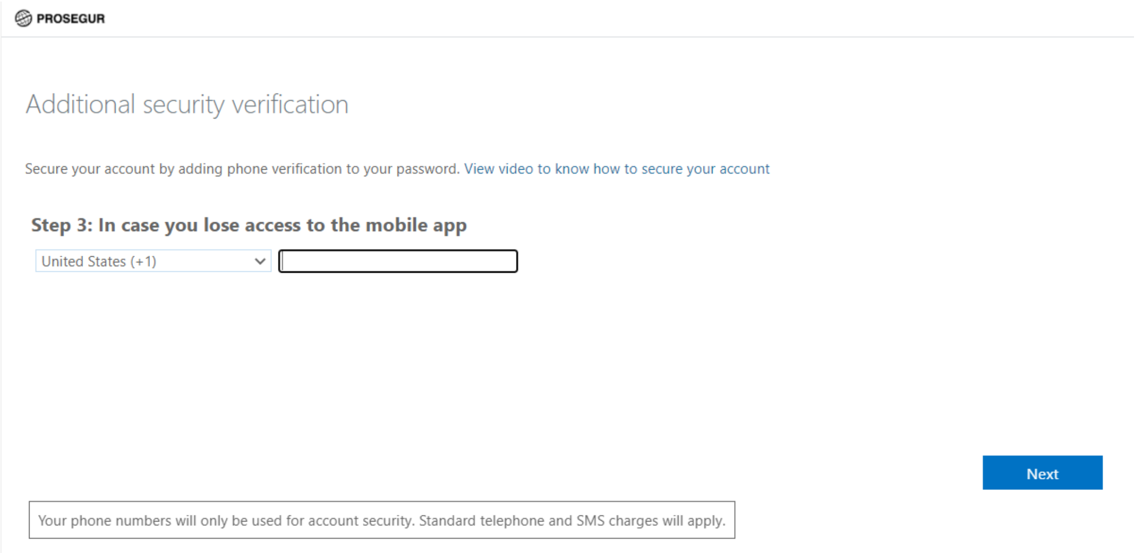
[redacted]@prosegur.com

9. You will be asked for a **second verification method** in case you do not have access to the app at some point.

   In this case, you will have to provide your cell phone number. It will only be used to receive a verification SMS, the number will be saved inside your user and will not be visible to anyone.

   Fill it in and click **next**:



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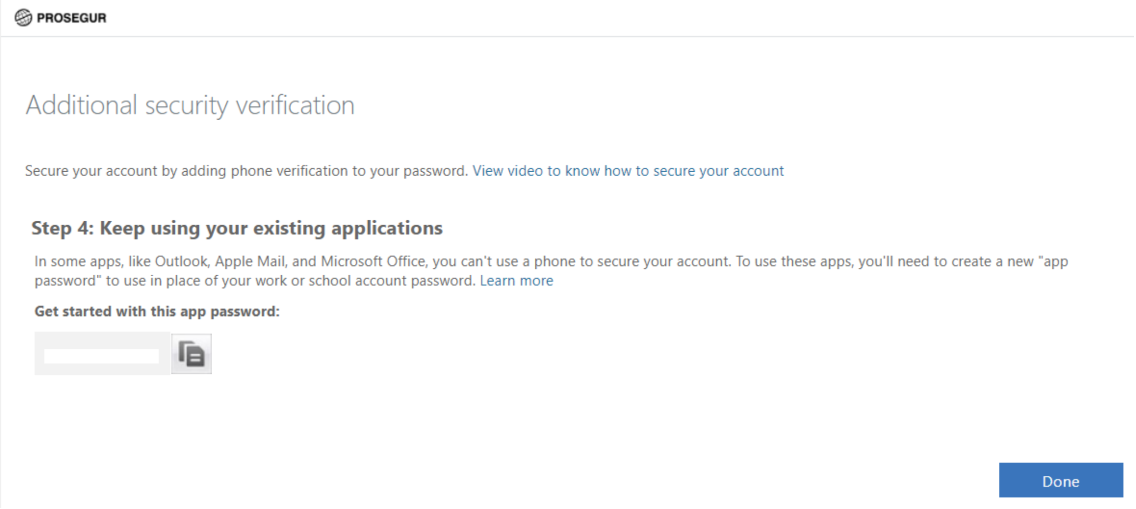
Step 3: In case you lose access to the mobile app

United States (+1)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

10. You have finished the configuration, select **done**:



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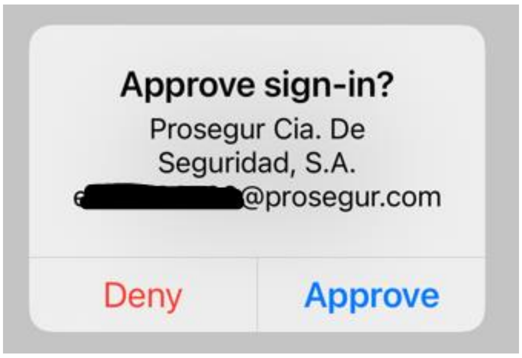
Step 4: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more

Get started with this app password:

Once the configuration is finished, you can access the application.

Note: Every time you enter one of the apps with identity verification, you will receive a notification on your cell phone, which you will have to accept in order to gain access.



Approve sign-in?

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Accept only the connections that you know that are real and that you are making, this will prevent cybercriminals from impersonating your identity.