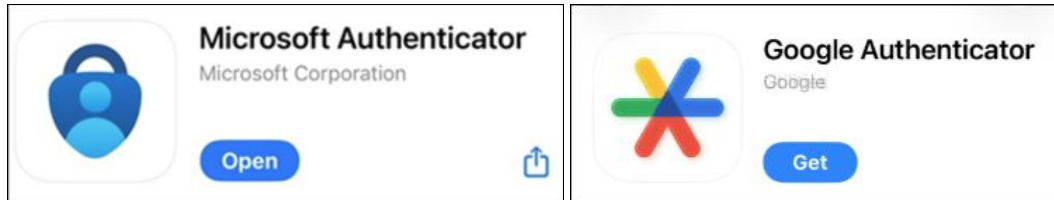


Installing Authenticator App for Multi-Factor Authentication

If you have not installed an authenticator app on your mobile device before, you will need to install one to access ERMS.

There are 2 main authenticator apps you can use that we know work, they are: Microsoft Authenticator or Google Authenticator. They look like the below in the app stores.



Follow the instructions below:

On iPhone (iOS)

1. Open the **App Store**.
2. Tap **Search** in the bottom-right corner.
3. Type **Microsoft Authenticator** or **Google Authenticator**.
4. Select the app published by
 - a. **Microsoft Corporation** (for Microsoft Authenticator) or
 - b. **Google LLC** (for Google Authenticator).
5. Tap **Get**, then **Install**.
6. Authenticate with Face ID/Touch ID or your Apple ID password.
7. Once installed, tap **Open** to launch the app.
8. Proceed with instructions of this guide.

On Android:

1. Open the **Google Play Store**.
2. Tap the **search bar** at the top.
3. Type **Microsoft Authenticator** or **Google Authenticator**.
4. Select the app published by
 - a. **Microsoft Corporation** – for Microsoft Authenticator
 - b. **Google LLC** – for Google Authenticator.
5. Tap **Install**.
6. Once installed, tap **Open**.
7. Proceed with instructions of this guide.