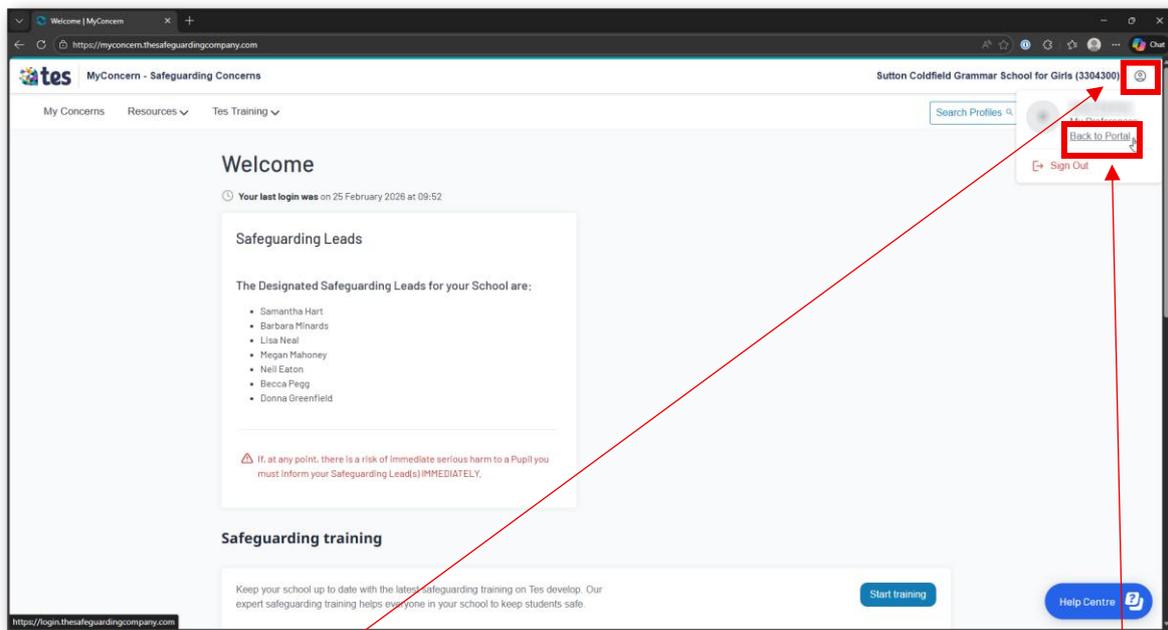


Setup MyConcern Multi-Factor Authentication (MFA)

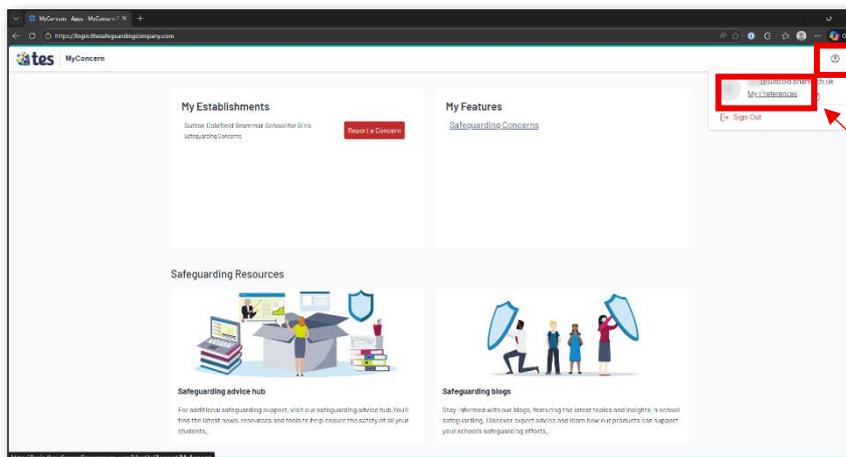
In order to access case notes, you are now required to enable multi-factor authentication for MyConcern.

N.B. You do not need this enabled to log a case, only review it.

Depending on your shortcut, you may be presented with a screen similar to the one below:

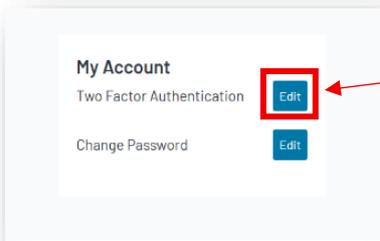


Click on the “person” symbol in the top right corner of the screen and click on “Back to Portal”.



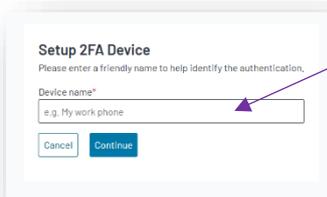
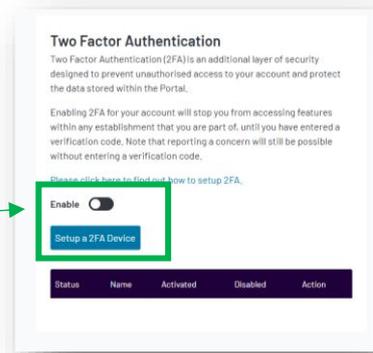
Again, click on the “person” in the top right corner.

Choose “My Preferences”.

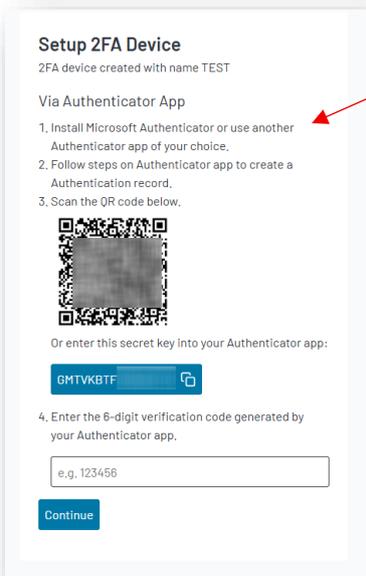


Click on “Edit” to set up your authenticator.

Then click on “Enable” and “Setup a 2FA Device”.



Give your authenticator a recognisable name, for example, “Dave’s iPhone”.



Follow the prompts – you will need to download either Microsoft Authenticator or an alternative to scan the QR code and confirm.

When complete, you should see an “Active” device.

