



How to enable multifactor authentication to access the Plante Moran Client Collaboration Center

FOR CLIENT USE ONLY



Introduction

Cybercriminals are getting more and more sophisticated, and the number of successful cyberattacks continues to rise. Many attacks are enabled through phishing attempts that steal usernames and passwords.

That's why we'll begin to enforce the use of multifactor authentication (MFA) to access our Client Collaboration Center. MFA is an additional level of security that grants access to a website or application only after a user presents an additional piece of evidence to prove their identity. Once you've been prompted to enroll, you'll have 14 days to complete enrollment. Once the 14 days have expired, you won't be able to access the Client Collaboration Center without enrolling. After enrolling, you'll need to confirm your identity using your personal device each time you access the Client Collaboration Center, which will only take a few seconds.

This document describes how to install and configure MFA for Plante Moran client accounts. If you have any questions, please review this Q&A document or contact the Plante Moran Technology Help Desk at 866-223-3123.

Getting started

To verify your identity using MFA, you can choose to receive a notification on your mobile device or an automated phone call.

If you prefer the notification on your mobile device, please start on page 3:

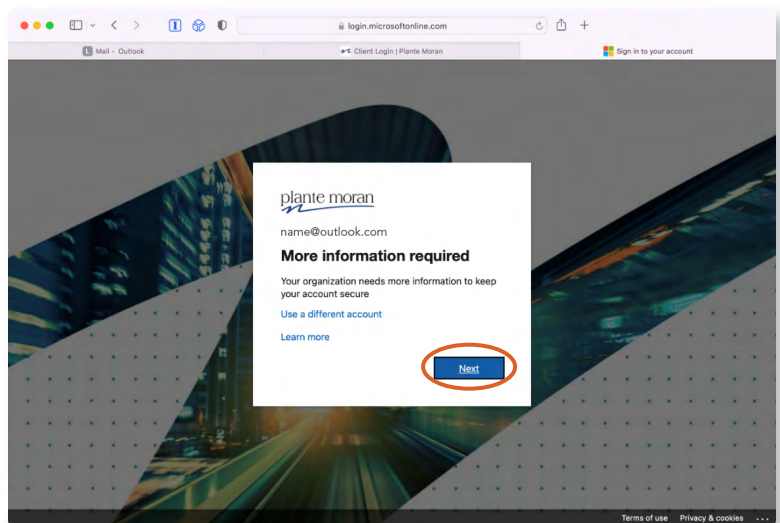
If you prefer the automated phone call, please start on page 7:

Both options should take less than 10 minutes to complete.

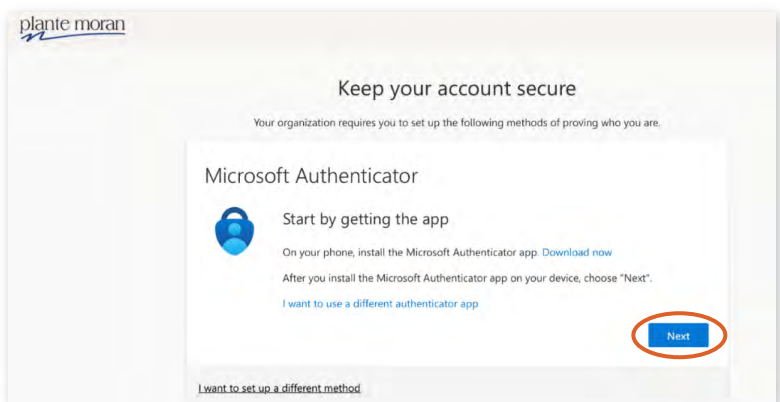
Configuring MFA to receive a notification

If you wish to enable MFA to receive a notification, please follow the steps below.

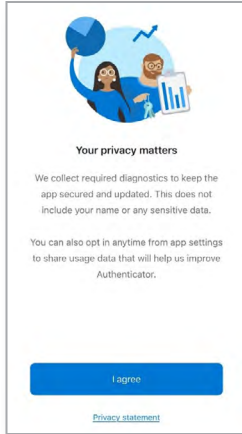
- 1 From your desktop computer, go to the Plante Moran Client Collaboration Center.
- 2 You'll be prompted to enter the email address that you use to log into the Collaboration Center. After entering your email address, you'll be redirected to the following page. Click "Next" to continue the setup.



- 3 From your desktop computer, when prompted, click "Next" again.

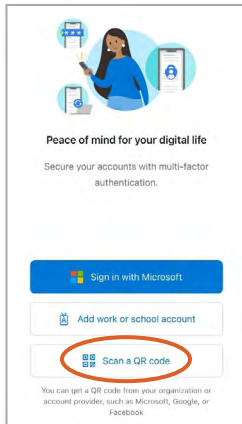
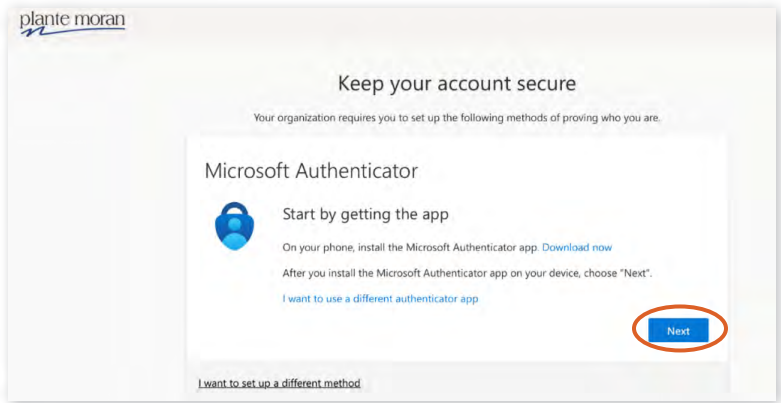


- 4 On the mobile device you wish to enroll, scan the QR code to the left using the built-in camera, and begin to download the Microsoft Authenticator App.



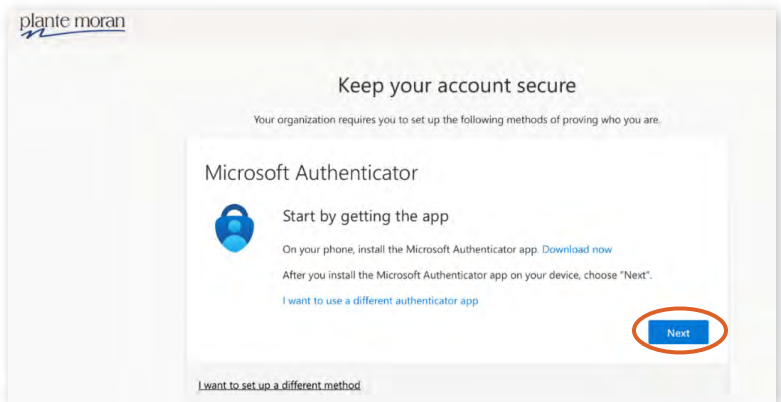
5 After downloading is complete, open the Authenticator app on your mobile device and click “I agree” to the Privacy Policy.

6 From your desktop computer, click “Next.”

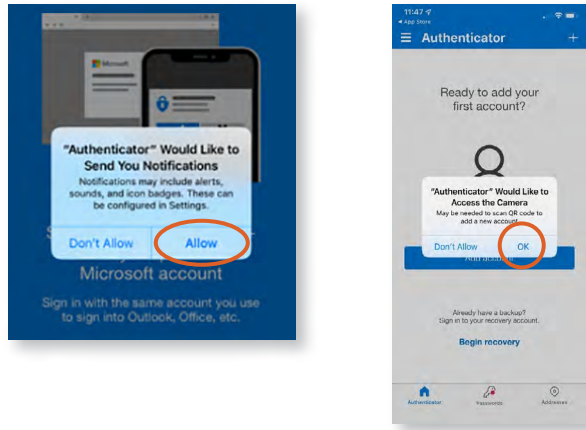


7 On the mobile device you wish to enroll, click “Scan a QR code.”

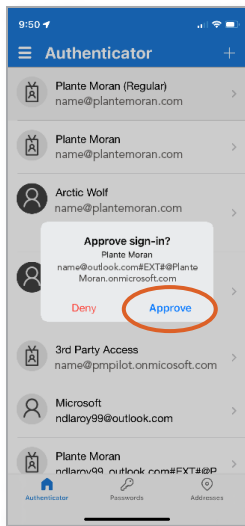
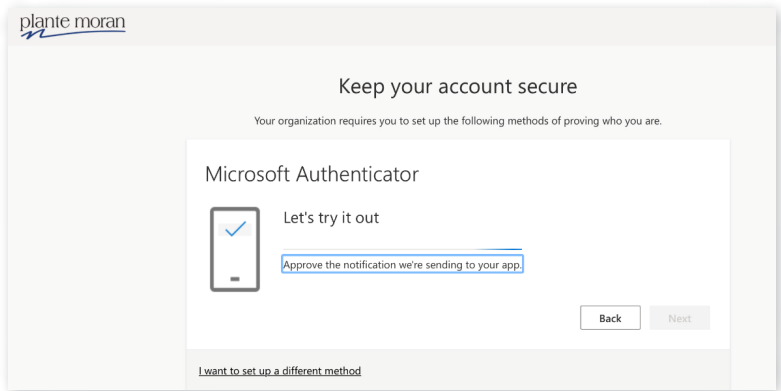
8 Using the camera on the mobile device you wish to enroll, scan the QR code shown on your desktop computer. Once you’ve scanned the QR code, click “Next.”



- 9 During the setup, you'll receive the following prompts on your mobile device to allow notifications and camera access. Please confirm both prompts.

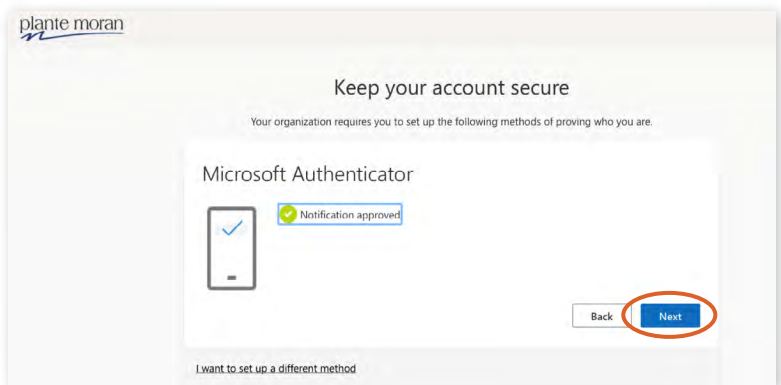


- 10 From your desktop computer, click “Next” to send a test notification to your mobile device.

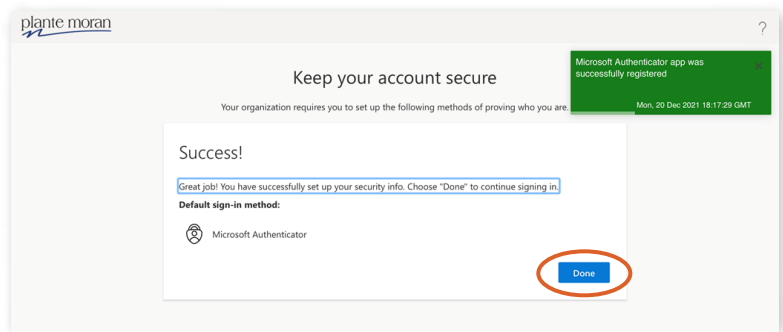


- 11 When the test notification arrives on your mobile device, click “Approve” to complete the test.

- 12 After the test notification has been approved on your mobile device, click “Next” on your desktop computer to continue setup.



13 From your desktop computer, click "Done."



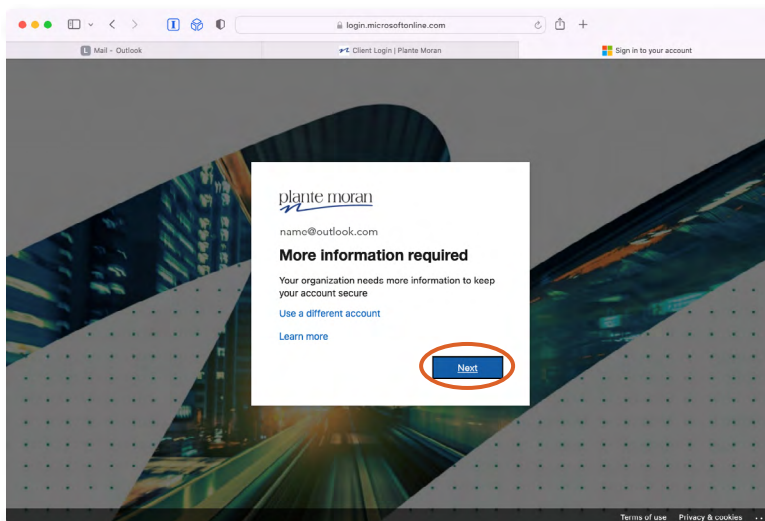
14 From your desktop computer, confirm that you can log into the Client Collaboration Portal successfully by attempting to access it again. If so, you have successfully enrolled your mobile device in MFA and setup is complete. If not, please contact the Plante Moran Technology Help Desk at 866-223-3123.

THIS COMPLETES THE ENROLLMENT PROCESS FOR CONFIGURING MFA TO RECEIVE A NOTIFICATION.

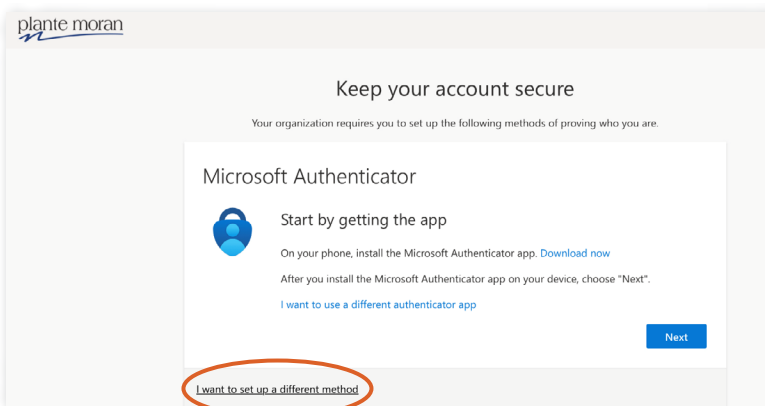
Configuring MFA to receive an automated phone call

If you wish to enable MFA to receive an automated phone call, please follow the steps below.

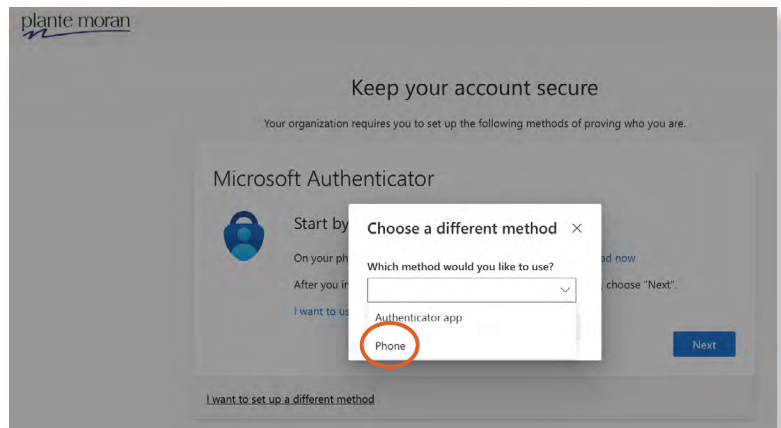
- 1 From your desktop computer, go to the Client Collaboration Center.
- 2 You'll be prompted to enter the email address you use to log into the Collaboration Center. After entering your email address, you'll be redirected to the following page. Click "Next" to continue the setup.



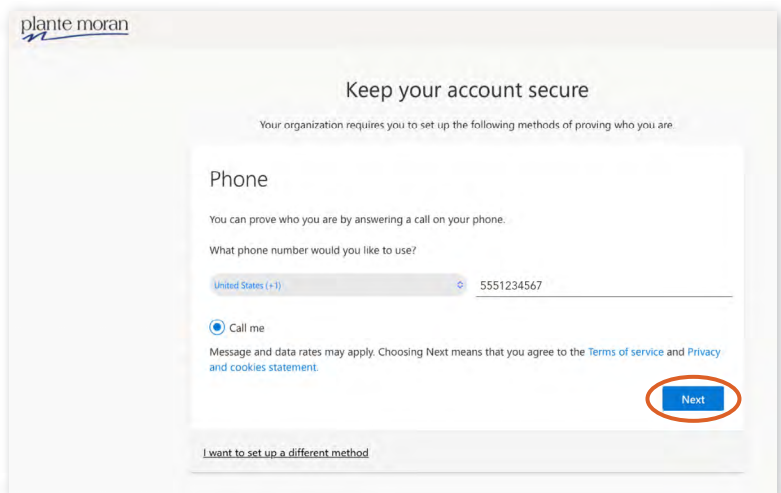
- 3 From your desktop computer, click "I want to set up a different method."



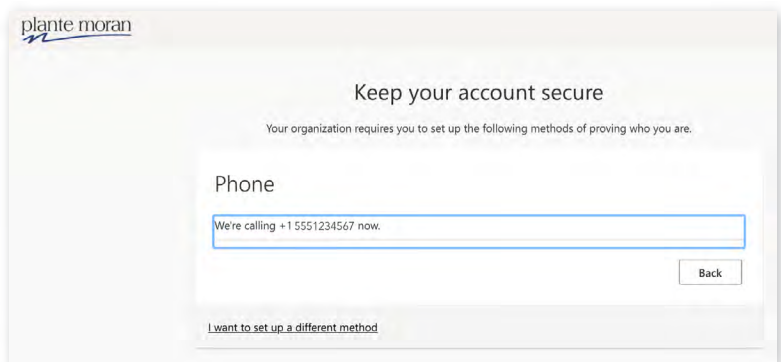
- 4 From your desktop computer, choose “Phone” from the drop-down menu.



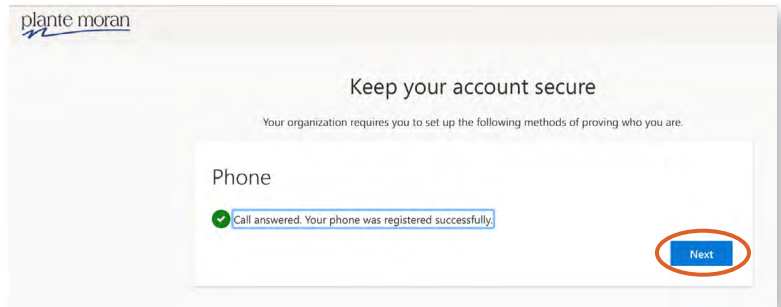
- 5 From your desktop computer, enter the country extension and phone number on which you wish to receive the automated phone call. Then, click “Next.”



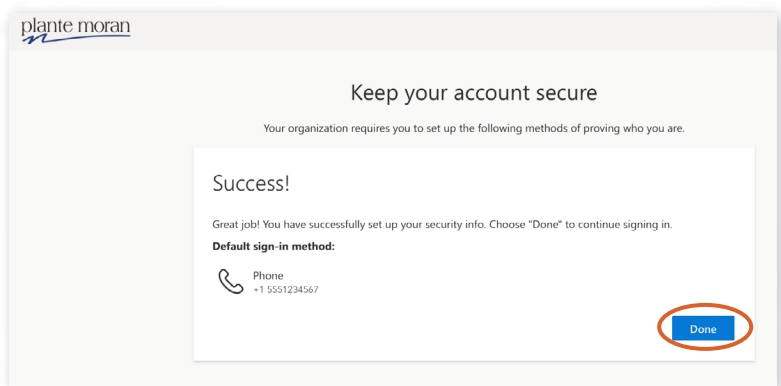
- 6 The number you entered will receive a call from a toll-free number. Please answer it and click “#” on your phone when prompted to verify.



- 7 Once verified, you'll see the screen below on your desktop computer. Please click "Next" to continue.



- 8 From your desktop computer, click "Done."



- 9 From your desktop computer, confirm that you can log into the Client Collaboration Center successfully by attempting to access it again. If so, you have successfully enrolled your phone number in MFA and setup is complete. If not, please contact the Plante Moran Technology Help Desk at 866-223-3123.

**THIS COMPLETES THE ENROLLMENT PROCESS
FOR CONFIGURING MFA TO
RECEIVE AN AUTOMATED PHONE CALL.**