What do you need to do?

Follow the steps on **page 2** by the **1st of December 2026** to:

1. Download the **Microsoft Authenticator** app from your phone's app store (*if not installed*).
2. Sign in to the **Microsoft Authenticator** app using your Trust Microsoft account.
3. Create your **passkey**.

The process usually takes a couple of minutes to complete and only needs to be set up once.

What is changing?

From the **1st of December 2026**, you'll need to use a **passkey** to authenticate your login when accessing your Trust Microsoft account.

You may already be familiar with multi-factor authentication (MFA), where a code is sent to your mobile phone after entering your password. A passkey is a modern alternative to traditional MFA codes that uses the latest security features to verify your identity. This means you no longer need to enter one-time verification codes each time you log in – making sign-in faster, easier and more secure.

Why is this changing?

Passkeys make it ***extremely*** difficult for cyber criminals to access your account through phishing.

Microsoft are retiring certain multi-factor authentication methods and moving towards passkeys as a more secure and user-friendly way to protect accounts.

Deadline

Please register your passkey by the **1st of December 2026**.

Staff who have not registered a passkey by December will be unable to access services such as **Outlook**, **Teams**, **OneDrive** and other **Microsoft apps**.

Need help?

If you require assistance setting up Microsoft Authenticator or registering your passkey, please contact the Trust Technical Team via the support portal:

www.FiertePortal.org/support

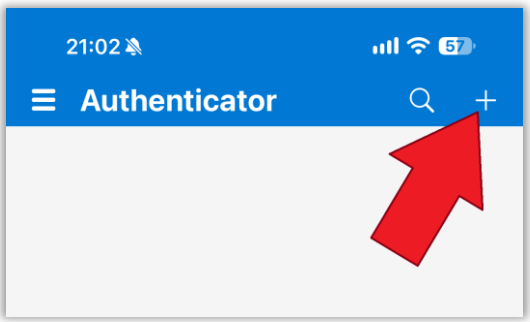
Setup Your Passkey

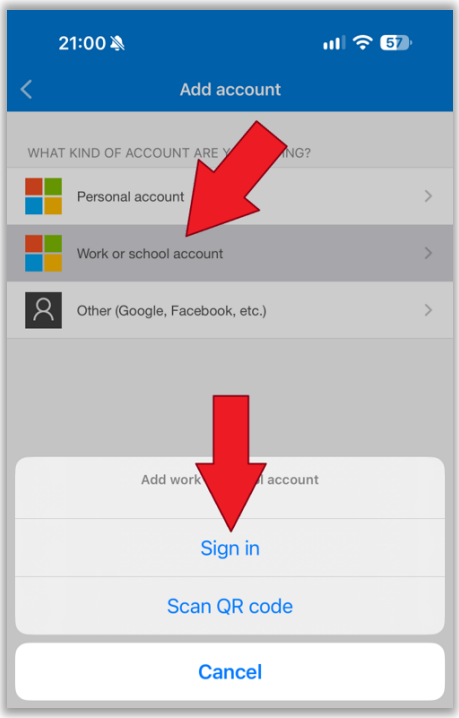
This same process applies even if you have previously set up the Microsoft Authenticator app.

1. **Download the Microsoft Authenticator app** from your phone's App Store if it is not already installed:

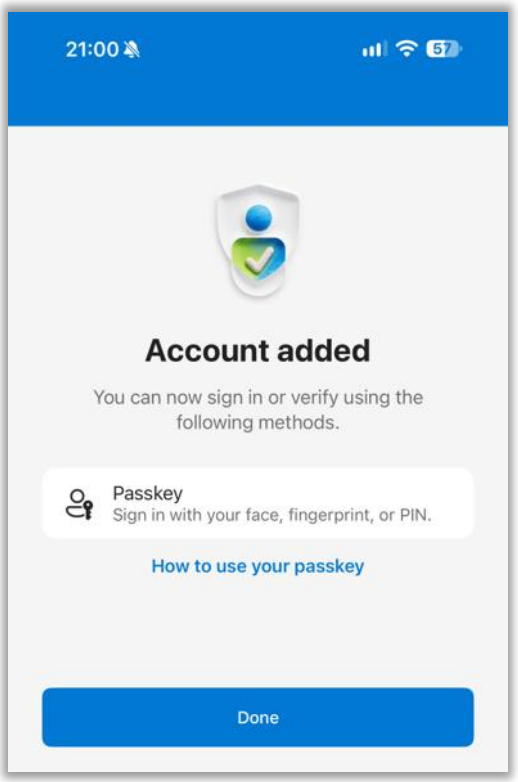
Apple App Store Link (iPhone)	Google Play Store Link (Android)
www.FiertePortal.org/**iphone**-auth	www.FiertePortal.org/**android**-auth

2. **Open the Microsoft Authenticator app.**
   Click the **plus icon.**
   Select *"Work or school account"*.
   "Sign in" using your Trust email address:





3. **Follow the on-screen instructions** to sign in to your Trust Microsoft account.
   Once signed in, **press "*continue*"** to "***secure your account***".
   If prompted to enable "***autofill***", please click **allow**.
   Your passkey will then be generated:



4. **Congratulations! Your passkey is now setup!** 😎

Important:

Your passkey will be linked to the phone on which you set it up. If you ever replace your phone in the future or it breaks, you'll need to contact the Trust Technical Team for support with a passkey reset.

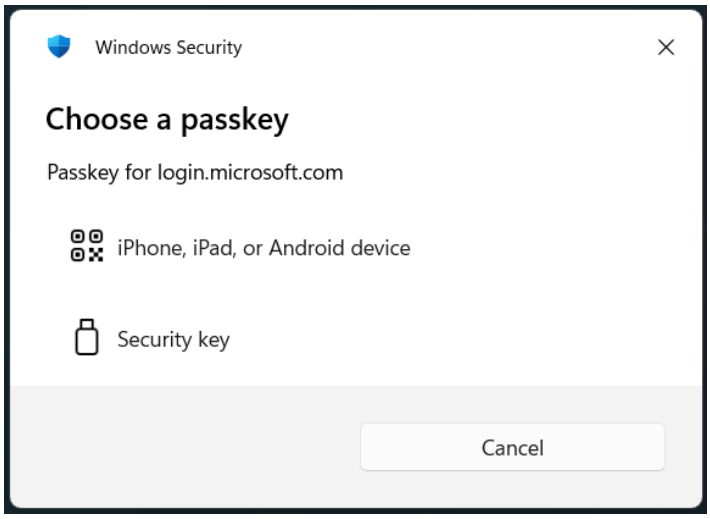
Using Your Passkey

When you sign in to your Trust Microsoft account, you'll be asked to use your passkey.

If you're logging in on the mobile phone where you created the passkey, this will be seamless and self-explanatory.

However, if you're logging in from another device such as a Trust laptop or iPad, you'll need to scan a QR code using your mobile device's camera:

1. **On the Trust device, choose "iPhone, iPad, or Android device":**



2. **From your phone's camera app, scan the QR code which appears and choose "*Use Passkey*"**:

