



I am having trouble enrolling in Multi-Factor Authentication because I can't remember my password

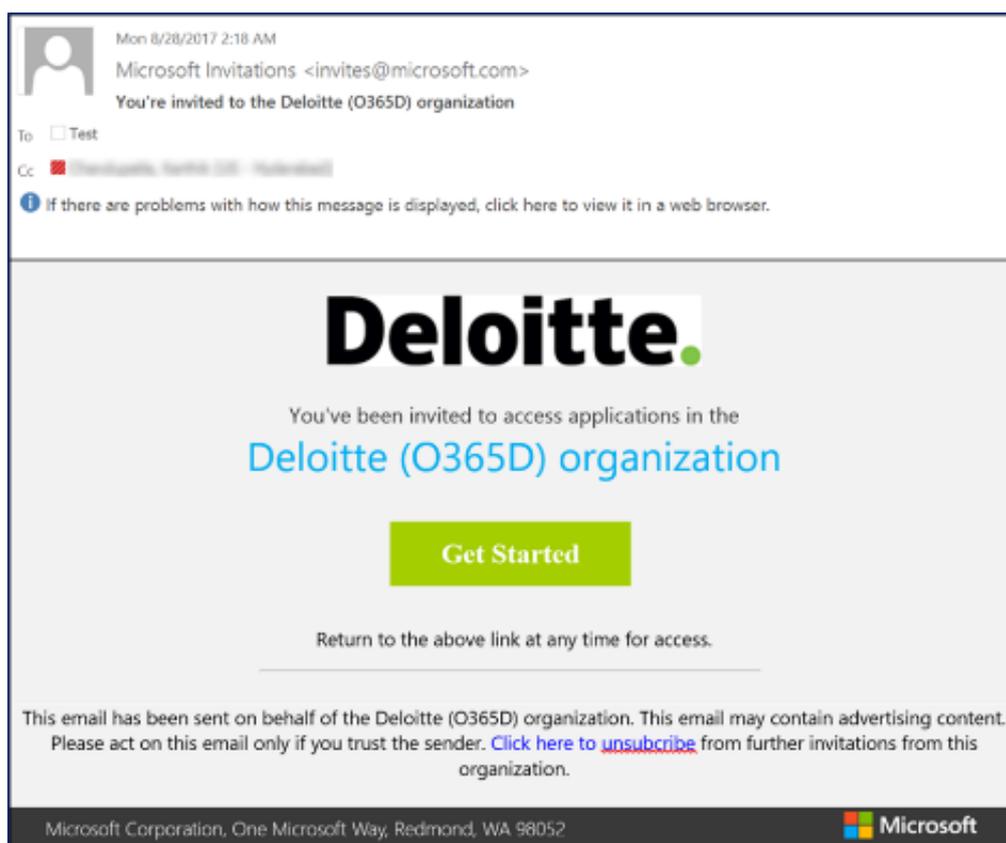
Your Multi-Factor Authentication enrolment experience and the password you use to log in is dependent on whether or not your email address is registered to a Microsoft Account.

Please review the scenarios below for further guidance.

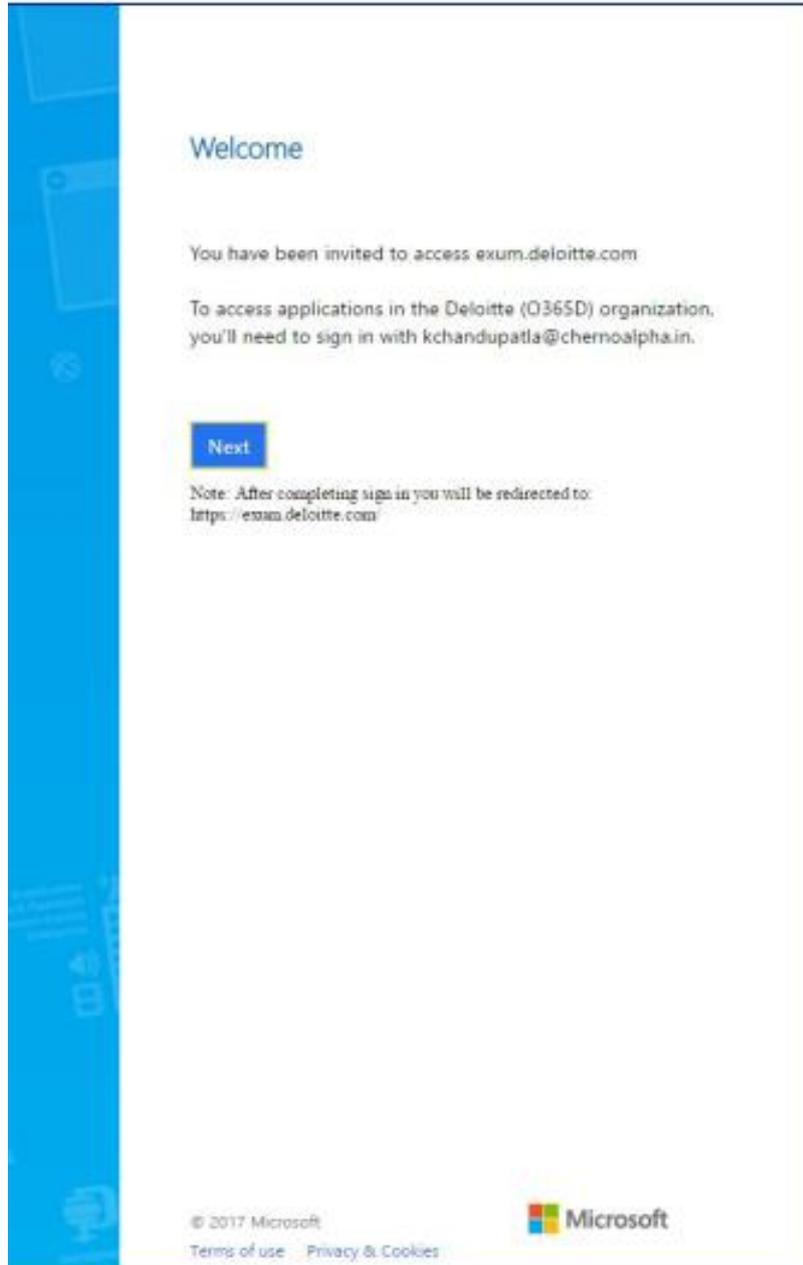
1. [I have an existing Microsoft Account](#)
2. [I do not have an existing Microsoft Account](#)
3. [I don't know if I have a Microsoft Account](#)

I have an existing Microsoft Account

1. When the Deloitte application you access has enabled MFA, you will receive an e-mail invitation to enrol, with a unique link. Click the link to *Get Started*



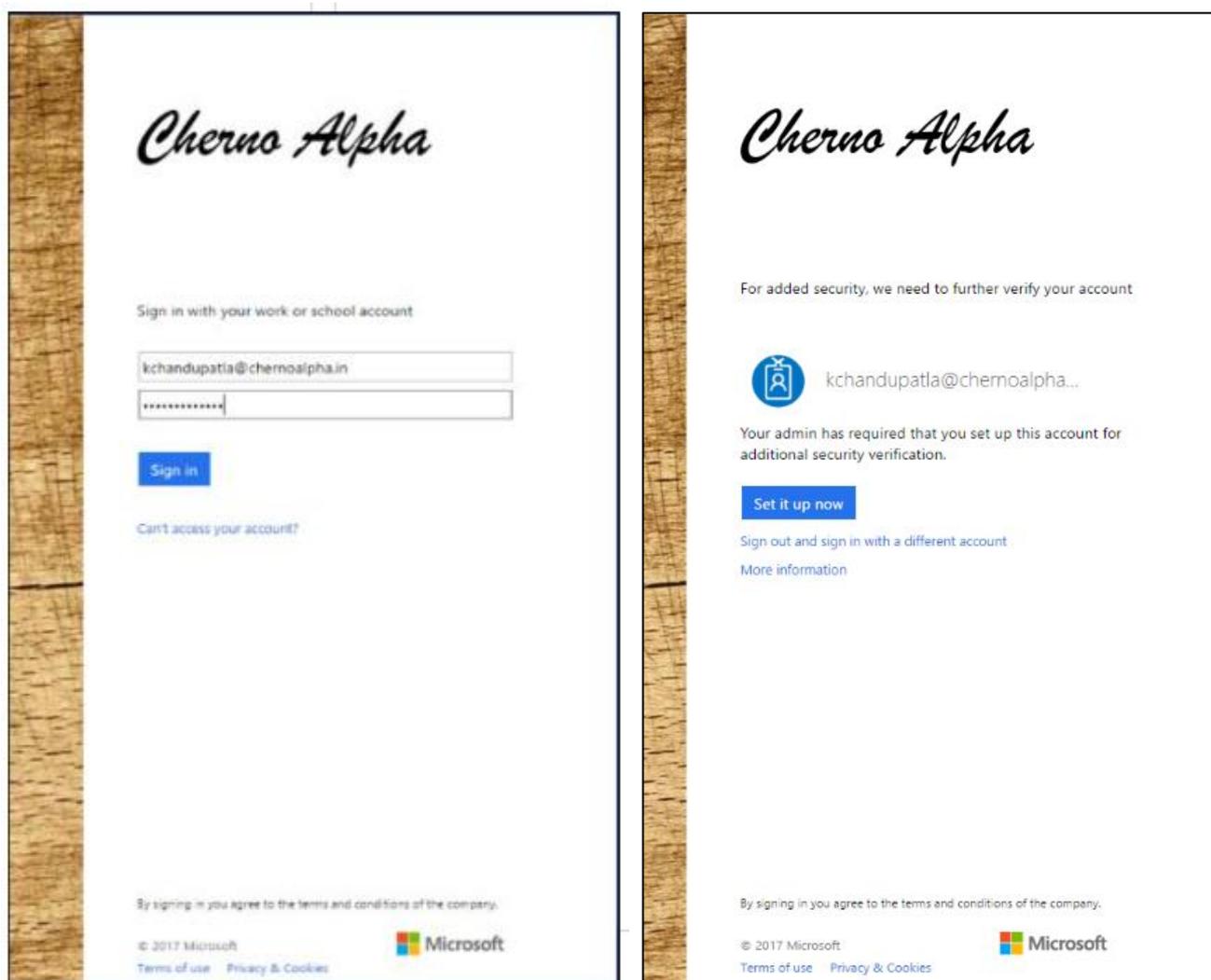
2. If your organisation/corporate email address is already registered with Microsoft (e.g. through the use of Office365, or by using Skype) and you are using that email address to enrol in MFA you will see a consent screen asking to utilise your organisation's account to authenticate and provide access to the Connect platform (an example of this is shown below)



- When you progress to the next screen you will be prompted to enter your existing credentials, for example – your corporate email address and your existing Microsoft password (not your current password for the Connect platform).

If you cannot remember this password, and are unable to reset this password yourself, please contact your IT Administrator to assist with resetting your password.

Please note: Passwords are no longer managed by the Connect platform but rather managed by Microsoft. Deloitte DO NOT have visibility of these passwords.



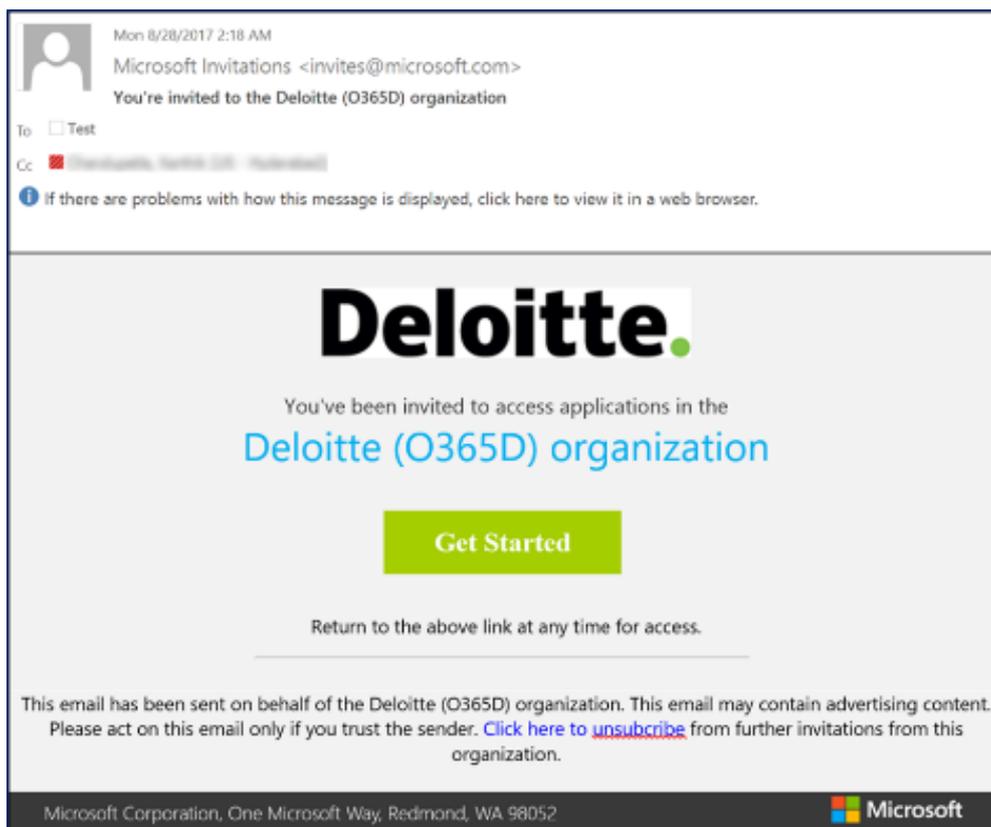
- You will then be prompted to enrol in MFA and will be guided through this process.

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I do not have an existing Microsoft Account

If your organisation/corporate email address is not already registered with Microsoft, you will be prompted to create one by registering your organisation/corporate email address with Microsoft, as outlined below. The password created during this process will be your password for the Connect platform.

1. When the Deloitte application you access has enabled MFA, you will receive an e-mail invitation to enrol, with a unique link. Click the link provided in the email to *Get Started*



2. You will be directed to a consent page to set up a Microsoft authentication account. Click Next to continue.

Welcome

You have been invited to access exum.deloitte.com

To access applications in the Deloitte (O365D) organization, you'll need a Microsoft account with karthik.chandupatla@yahoo.com.

[Next](#)

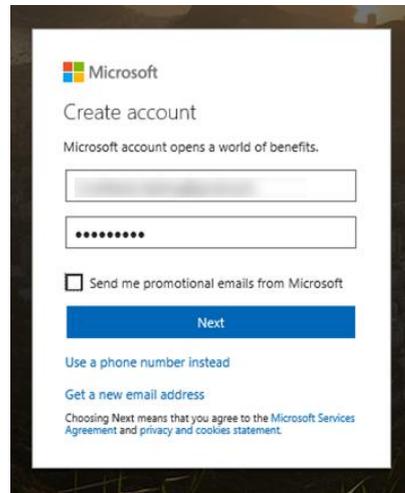
Note: After completing sign in you will be redirected to: <https://exum.deloitte.com/>

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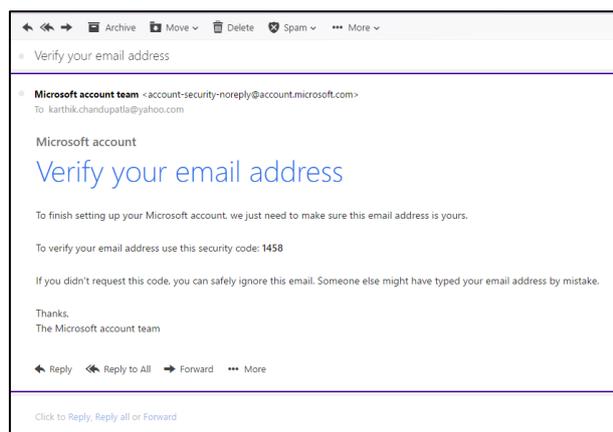


3. Enter your e-mail address and create a new password. Please ensure you use an email address to create your account. Deloitte are not able to support account creation with a phone number

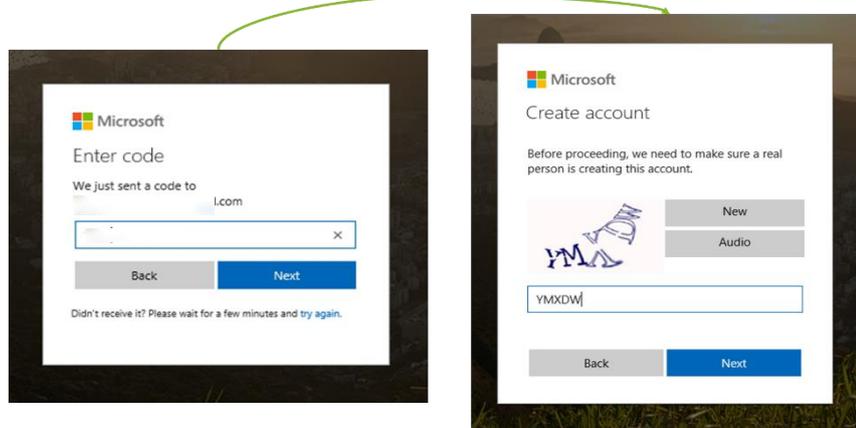
Note: Your password to access the Deloitte application will change to the password you create in this step



4. A verification code will be sent to the e-mail address you entered. When retrieving this code please do not close down the *Enter Code* tab/window (illustrated below).



5. Enter the verification code and click **Next**. Enter the Captcha and click **Next** to continue.





6. After your account is created, click **Set it up now** to continue the MFA enrolment process.

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For added security, we need to further verify your account

Your admin has required that you set up this account for additional security verification.

[Set it up now](#)

[Sign out and sign in with a different account](#)

[More information](#)

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 Microsoft

I don't know if I have a Microsoft Account

To determine if your organisation/corporate email address is already with registered with Microsoft, please review the information provided in the **Welcome** screen, as highlighted below.

Screen A indicates your email address is registered with a Microsoft Account. Please refer to the instructions outlined in "[I have a Microsoft Account](#)"

Screen B indicates you are required to register your email address with Microsoft. Please refer to the instructions outlined in "[I do not have a Microsoft Account](#)"

