



# How Setup Microsoft Authenticator App using Azure MFA OTP- TAP and enable Passwordless Sign-in - Setup Guide

This guide will walk you through a process of setting up Microsoft Authenticator app in your phone and enabling Passwordless login.

This document can be used by:

- New starters, that have no authentication method set up yet and cannot get into a DB Office and have access to DB Computer yet.
- Users who have lost or had their devices stolen and need to register a new Azure MFA device.

## How do I request an OTP-TAP code?

A One-Time Passcode – Temporary Access Pass (OTP-TAP) works with Azure MFA to authenticate you to dbRAS (Zscaler) and dbPass portal when you do not have access to a Microsoft Authenticator app registered with DB.

**This process can ONLY be done by either your Line Manager, DB colleague or your Sponsor on behalf of yourself.** They will need to go the dbSupportPlus portal (<https://dbunity.service-now.com/dbsupportplus.do#/home>) and search for knowledge article “**KB0373386**” to find the instructions on how to submit an OTP-TAP request. TAP passcode can be used multiple times and is valid for 7 hours. After requesting, it will be sent within 15 minutes.

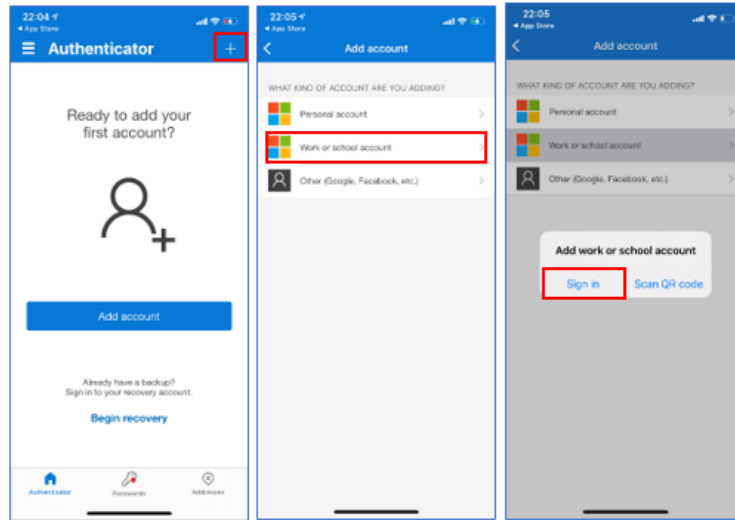
## How will I receive the OTP-TAP code?

- If you have access to your DB Corporate email your Sponsor, Line Manager or DB colleague can request TAP on your behalf and send it to your “@db.com” email address.
- If you do not have access to your DB Corporate email your Sponsor, Line Manager or DB colleague can request the OTP-TAP on your behalf. The OTP -TAP code will be sent to two delegates who will communicate each part of the code to you.

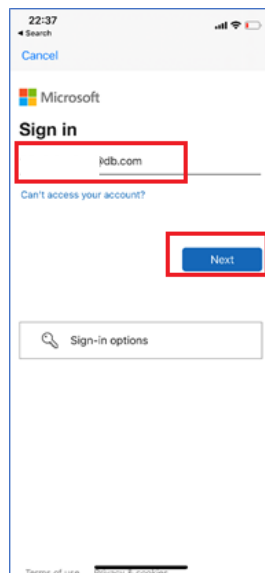
## How do I setup Microsoft Authenticator App using Azure MFA OTP – TAP?

To install and set up Microsoft Authenticator app on your mobile device follow below steps

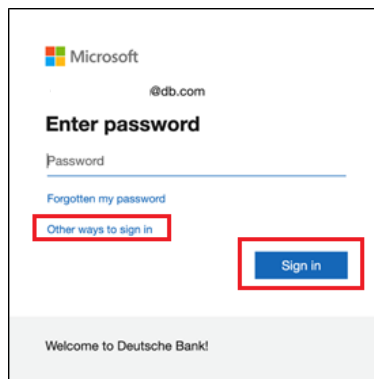
1. Download and install the Microsoft Authenticator application from your device’s application store. In the case of Android use Google Play store in the case of Apple iOS devices please use the Apple app store.
2. Open **Microsoft Authenticator** app and choose **Add work or school account**, and press the **Sign-in** as in the screens below.



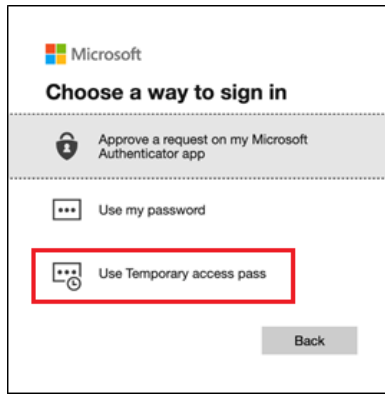
3. Please enter your DB email address ([first.lastname@db.com](mailto:first.lastname@db.com)) and press **Next**



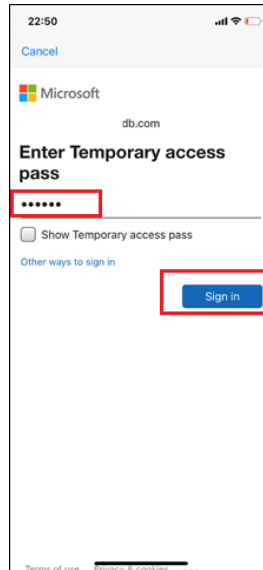
4. You will see the screen below, instead of using the password select the option as in the screen below **Other Ways to sign-in** and press **Sign-in**



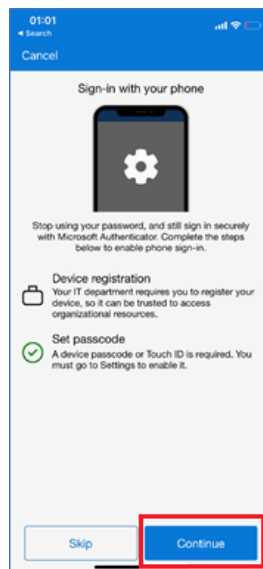
5. On the screen below select the option **“Use Temporary access pass”**



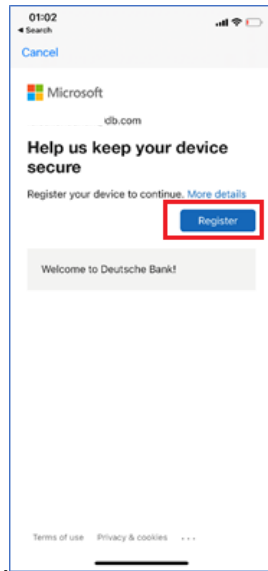
6. You will be asked to Enter Temporary Access Pass. Please enter the OTP-TAP code that you have been given and press **Sign in**.



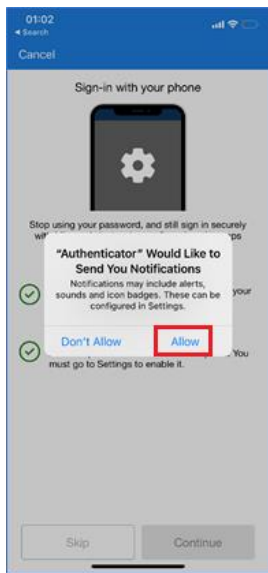
7. On the screen below press **Continue**. If you have not already set a device passcode you will be promoted in the screen below to set a device passcode.



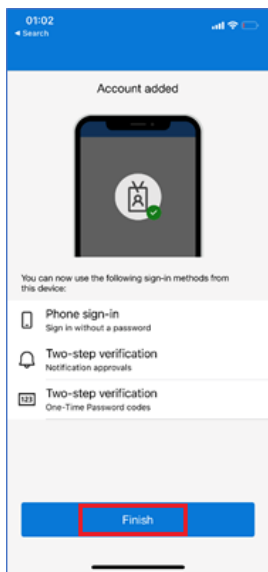
8. On the screen below you will be requested to register your device. Press **Register**



9. Press **Allow** on the screen below.

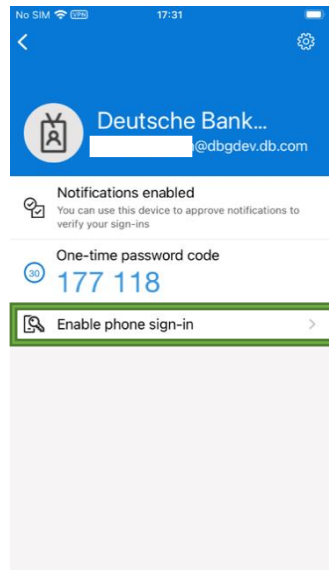


10. Once registered you will screen below, press **Finish**.

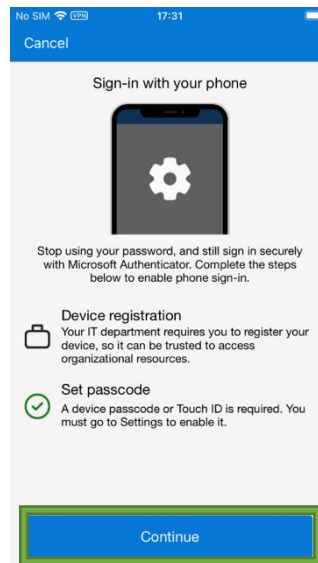


## How do I enable Azure MFA Passwordless Setup?

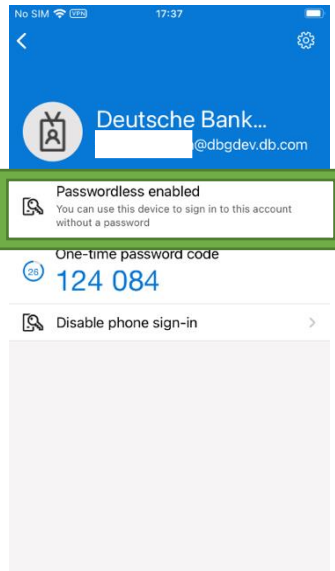
1. Go to the Microsoft Authenticator App and then to the **@db.com** account and press the button for **Enable Phone Sign-In**



2. You will be requested to set a device passcode code if you do not already have one set. You will also be required to register your device in Azure if not registered. Once this is complete press **Continue**.



3. When you see the screen below **Passwordless enabled**, you can use MS Authenticator app to sign-in to DB services such as dbPass (account unlock & password) and dbRAS (Zscaler) without the need for Password.



**You are now ready to login to with Passwordless sign-in.**

Please proceed to Step 2 back on the dbRAS – dbPass (Account Unlock & Password Reset) instructions page.