

Technology Onboarding Guide

MFA Setup for New Hires



MFA Registration

Prerequisites

- CLEAR ID verification completed
- Security key in hand
- A mobile phone with a working camera (no tablets)
- Access to another computer with a USB port for the security key, connected to the internet

If you do not meet the prerequisites, talk with your manager or T-Mobile POC.

Access to a Computer

For the best experience, this guide covers registration of the security key via a computer. It can be any regular computer with internet (Windows or macOS) and a USB port for the security key.

MFA Registration Steps – Security Key

1. First, we'll guide you through using the Magenta MFA Registration Portal to activate your account and generate a Temporary Access Pass (TAP) code (steps below)
2. On the other computer ⚠️, launch a web browser (Chrome or Edge) and go to magenta-mfa.t-mobile.com
3. Click the "Verify Me" button
4. You will be taken to a CLEAR page for identity verification - follow the on-screen prompts and ⚠️ don't close this browser window
5. You will use your phone to take a selfie, which will be validated against the ID documents you verified with CLEAR during pre-hire/onboarding
6. After passing the ID check on your phone, go back to the web browser on the computer where you started
7. Now you'll be granted access inside the Magenta MFA Registration portal
8. Select your main T-Mobile account and "Register Security Key", then "Submit"
9. You'll see a 60-second countdown begin while your Temporary Access Pass (TAP) is being generated – ⚠️ don't close this browser window
10. With your TAP code now showing, write it down in case it doesn't copy to your clipboard, then select "Copy & Continue" – which will take you to a Microsoft login page; paste/type in the TAP code and "Sign in"
11. Now inside the Microsoft Security portal, select + Add method
12. Plug the security key, with copper facing up, into an available USB port on the computer
13. Follow the prompts on the screen, selecting the "security key" and "USB" options
14. You'll be prompted to touch the key (copper piece) and enter a 6-8 digit PIN
15. Finally, give the key a name in the portal, such as "USB Key" – it will now show as a passkey in the portal

Now that you've registered your security key, you'll register your Microsoft Authenticator app as an additional MFA method.

MFA Registration Steps – Microsoft Authenticator Mobile App

This process will be completed 100% on your mobile phone and is required if you plan to access T-Mobile resources, like Workday, UKG, Teams, or Outlook, on your phone.

⚠️ Minimum phone OS requirements: iOS 17+ or Android 15+; if you don't meet the OS requirements, or you receive a "device incompatibility for passkey" error, you can update your OS or upgrade to a device that is compatible.

1. On the mobile phone, install Microsoft Authenticator from the Play/App Store
 - a. **Android users:** Also install Company Portal (Microsoft) but don't do anything with it nor sign in
2. Enable Microsoft Authenticator as a passkey provider in your phone settings:
 - a. Open device settings (not Microsoft Authenticator settings)
 - b. **On iOS** go to General>Autofill & Passwords || **on Android** go to Passwords, passkeys & accounts (or search "passkey" in Settings)
 - c. Toggle ON Microsoft Authenticator (does not have to be the preferred service)
3. You will need a new Temporary Access Pass (TAP) code using the Magenta MFA Registration portal again
 - a. On your phone launch a web browser (Chrome or Edge, not safari) and go to magenta-mfa.t-mobile.com
 - b. Click "Verify Me", follow the CLEAR prompts, and take your selfie
4. Select your main T-Mobile account and "Register Microsoft Authenticator", then "Submit"
5. You'll see a 60-second countdown begin while your Temporary Access Pass (TAP) is being generated – ⚠️ don't close this browser window
6. With your TAP code now showing, write it down in case it doesn't copy to your clipboard, then select "Copy passcode"
7. Switch to and launch the Microsoft Authenticator mobile app
8. Select the "+" to add an account
9. Select "Work or School"
10. Select "Sign-in" (⚠️ not the QR code option)
11. Enter your T-Mobile email
12. Select the Temporary Access Pass option and type in (or paste) your TAP code
 - a. You will not 🚫 use your password or security key here
 - b. If the TAP option is not the default presented, look for "other ways to sign-in"
 - c. If your TAP expired (10 minutes), generate another using the Magenta MFA Registration portal again
13. Go through the prompts in the app to register your phone and activate passwordless phone sign-in and a passkey in the Microsoft Authenticator app
 - a. ⚠️ If passkey registration fails due to incompatibility, you can you can update your OS or upgrade your device

Congratulations! MFA for your main T-Mobile account is now completed.

Support

For additional help, contact our IT support agents via:

- Chat with TeSS in Compass (compass.t-mobile.com) or call 877-878-7326 (open 24 hours)