

A top-down view of a desk with a laptop, a notebook, and a cup of coffee. The laptop is on the left, the notebook is in the bottom left, and the coffee cup is in the bottom center. A blue rectangular overlay is positioned in the center of the image, containing the text.

Streamworks Tech Multifactor Authentication

Things to consider before setting up your multi factor access to the Streamworks Tech application

Streamworks Tech's Multi Factor Authentication process meets all the required security guidelines. We use the services of [Microsoft B2B](#) for the conditional access to our SaaS applications. We hold a resource tenant level account called Streamworks Tech Hosting within the Microsoft network.

Before accepting the invite, please note the below issues may arise:

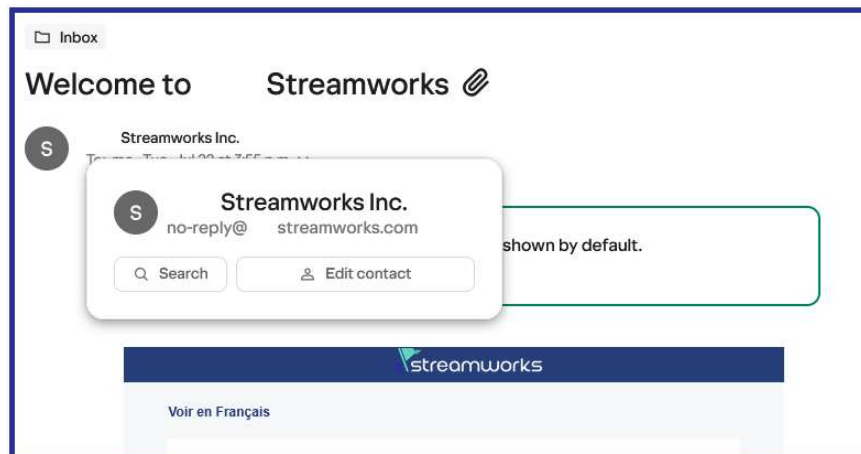
- You may be asked to enter your existing MS Office password. This is because the Microsoft ID can be used across different platforms such as an Apple, Google or AWS ID. These platforms are managed separately.
- For Admin users, you may be using an alias account and would need to make this email address the primary account within Microsoft. Please see this [guide](#).
- You may see your email presented as such: clientemail_clientdomain.(ca / com)#EXT#@streamworkstech[onmicrosoft...] – this is a perfectly normal set up within our Streamworks Tech Hosting tenant account.
- If you are using a firewall you may need to whitelist the following URL's:
- <https://ca.streamworkstech.com>; <https://ap.streamworkstech.com>; <https://helpdesk.streamworkstech.com>; <https://crm.streamworkstech.com>

A few advantages to this set up:

- You do not need to create a new user ID. It will follow the email address you provided when signing up.
 - You can use your cell phone number to receive a text or set up the Streamworks Tech tenant within the Microsoft Authenticator Application. It will send you a distinct code for the Streamworks Tech application.
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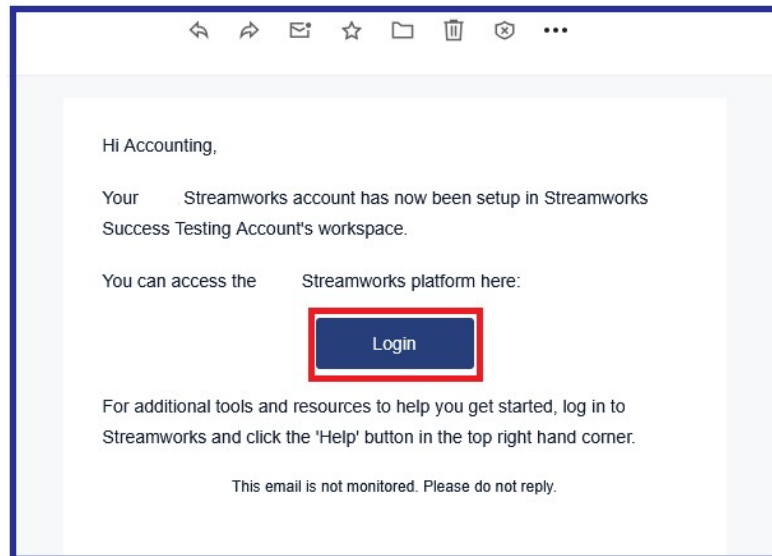
Step - 1

You will receive an email from “no-reply@streamworkstech.com”



Step - 2

Select “Login”



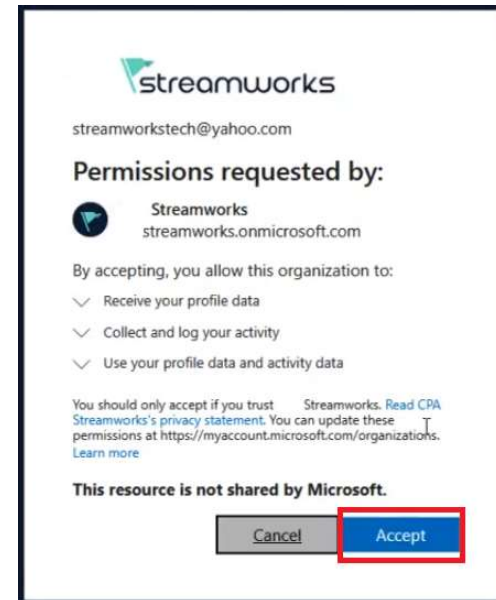
Step - 3

- The Microsoft B2B process will request to send a code to the same email address.
- Select “Send code”



Step - 4

After entering the code, please read and select “accept” to approve the permissions agreement by the Streamworks Tech Hosting account



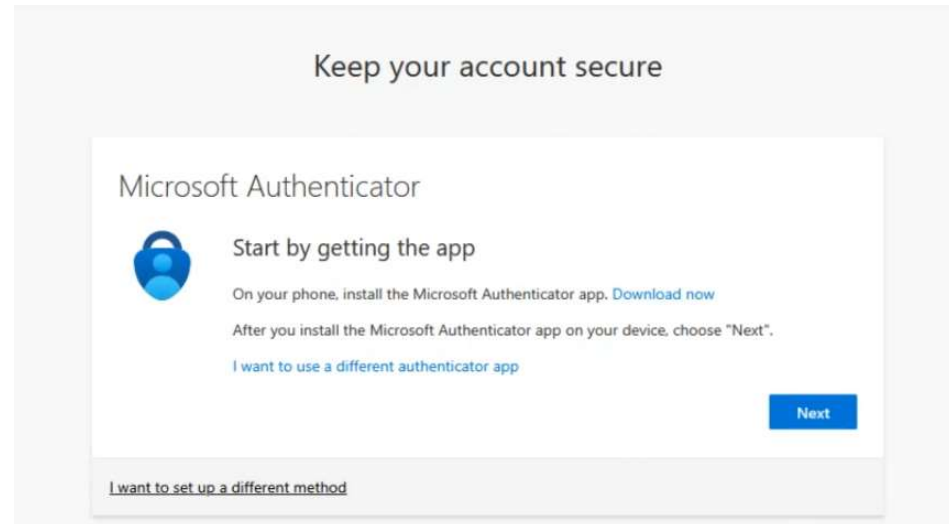
Step - 5

Select Next



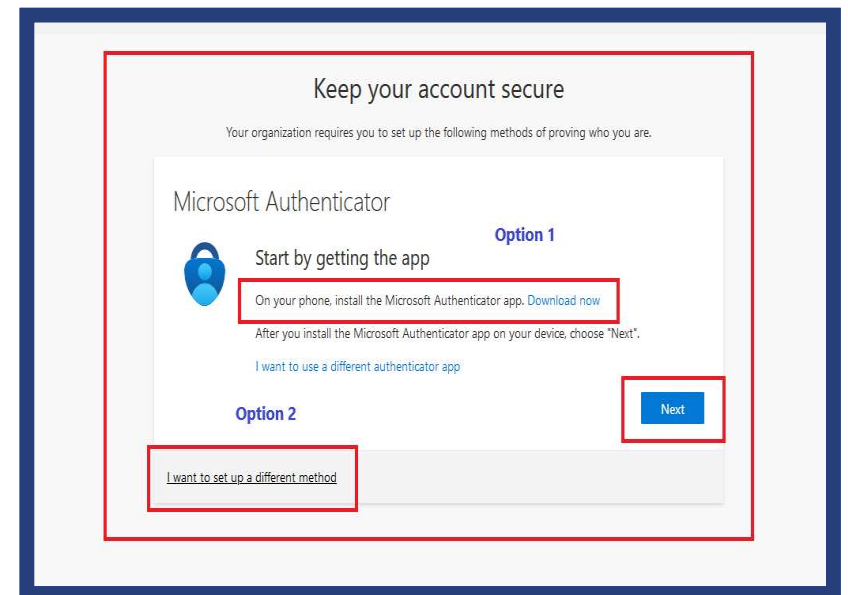
Step - 6

Select Next



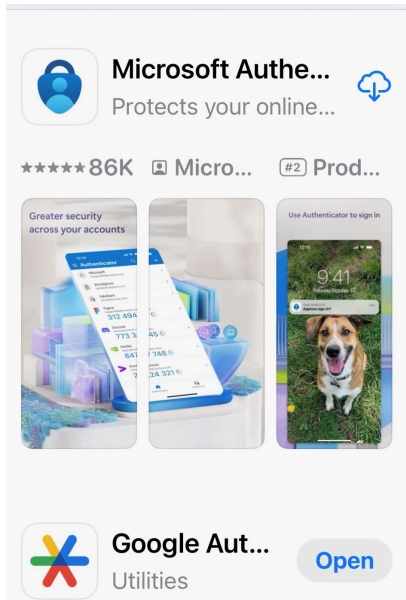
Step - 7

- Option 1 will direct you to download the Microsoft Authenticator application, to complete the Two-Factor Authentication (2FA)
- Option 2 will request your mobile number to send a code to complete the Two-Factor Authentication (2FA)

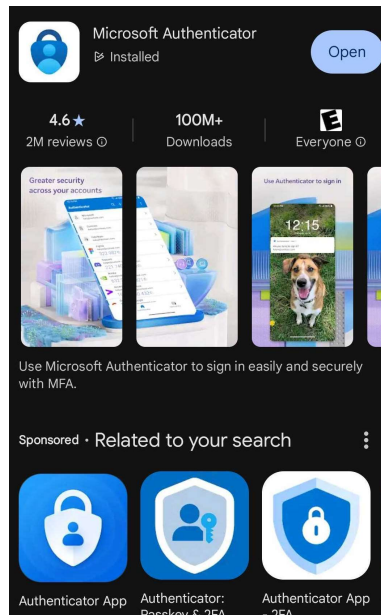


Option 1

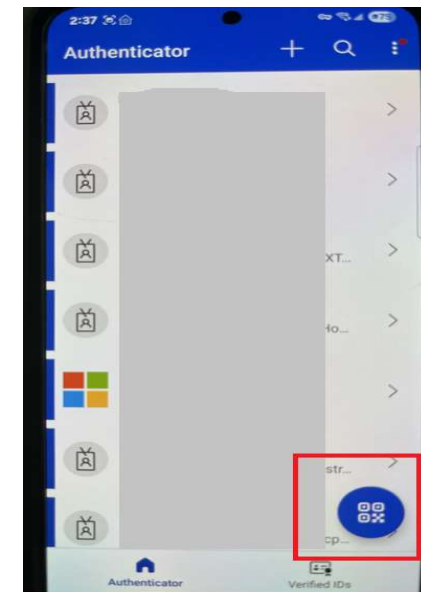
The Microsoft Authenticator Application from the Google Play Store



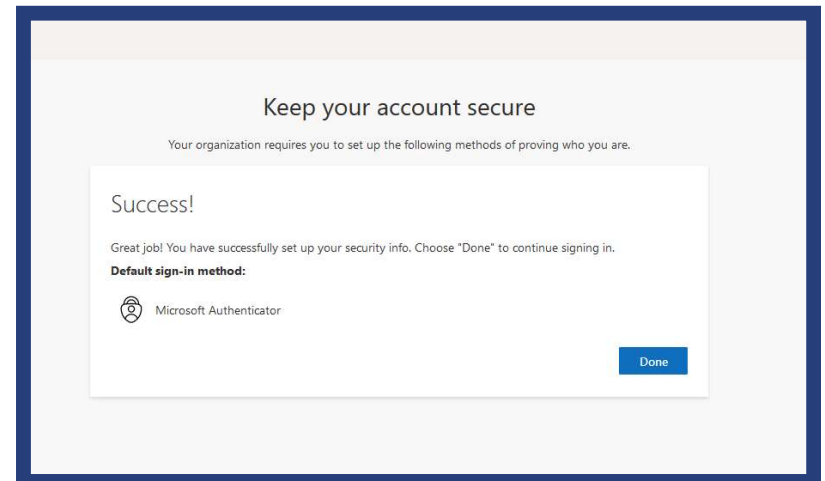
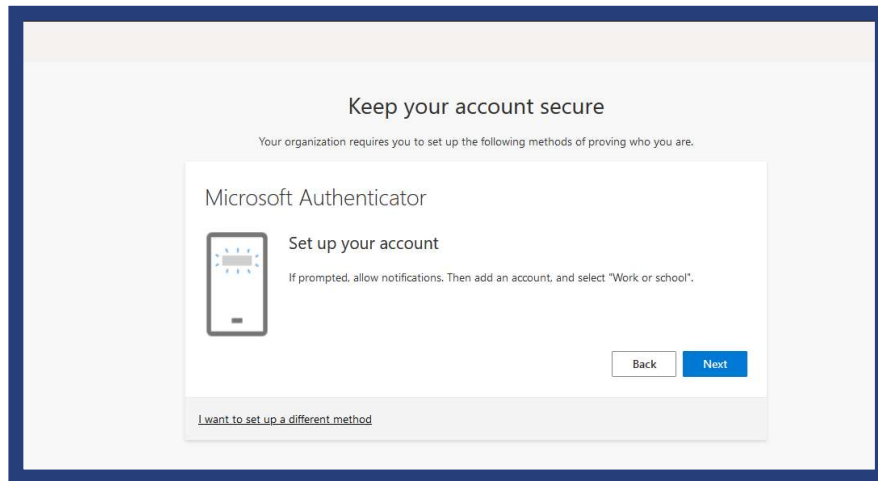
The Microsoft Authenticator Application from Apple / IOS Store



Once the application is downloaded to your phone you will see a SCAN icon at the bottom right corner to add a new MFA Account



Option 1 ...continued




Option 2

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Canada (+1) 

Method

Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Customer Success is our priority!



Email Us!

Email us with any question or query.

We will respond within 24 hours.

support@streamworkstech.com