ISO – Managing your Trane Technologies Access

The following guide will walk you through resetting your password and enrolling in MFA in order to secure and protect your Trane Technologies account.

1
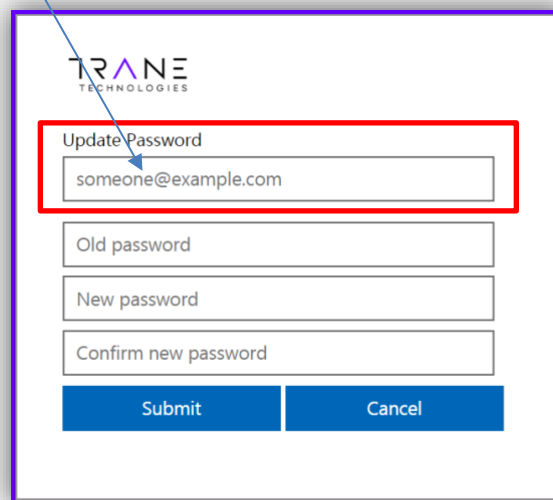
Change your Temporary Password

Your account manager or support teams should have provided you a temporary password. You will need to UPDATE this password to a strong and complex password that you can remember.

Visit: https://adfs.corp.global/adfs/portal/updatepassword

Your username is referred to as an UPN (it looks like an e-mail address) but it is really your UserID suffixed with our domain name.

For example, if your UserName is *CCJDOE* your UPN would be:

CCJDOE@tranetechnologies.com

2

Enroll in Multi-Factor Authentication (MFA)

MFA will help protect your account by verifying your identity using additional pieces of information you provide such as a response to SMS/Text message, question and answers or PUSH notification.

> Note: If your company uses Microsoft for Authentication, open a Private browser window (also called Incognito) to access our instance of Microsoft.

Visit https://aka.ms/MFASetup by logging in using your UPN and follow the onscreen instructions to setup your preferred method.

Available and Recommended Options

One-time Passcode to Mobile via SMS
(Recommended)
- Uses your SMS/Text feature on your mobile device to send you a one-time passcode to confirm your ident

Push Notification via Downloadable Application
- After downloading the "Microsoft Authenticator" from your mobile device's app store, you will receive a notification on your mobile device where you can easily click "Approve" to access the application.

SMS/Text or Voice Call
- After logging in, click the link that *says I want to set up a different method*, then choose Phone from the dropdown and click Confirm.

Microsoft Authenticator App
- From a computer or laptop, visit the above URL
- Download the **Microsoft Authenticator** app from your mobile app store.
- Select Work or School when registering in order to scan QR code.

3

Change your Password Every 90 Days

In order to help protect your account, you will need to change your password every 90 days. You can follow the steps in Step #1 if you KNOW your current password.

If you have lost/forgotten your password and registered for MFA (Step #2) follow the instructions below.

4

To reset your password, from your browser on your PC/Laptop/Mobile device visit:
passwordreset.microsoftonline.com

Enter your Trane Provided Username in the UPN format.
Your UPN will *always* be in this format:
- UserID@tranetechnologies.com

Don't enter your business e-mail here

Quick Tips:
If difficult to understand, you may click the speaker to have the characters verbally read to you. You may also click the refresh icon to ask for a new set of characters to be generated that may be easier to understand.
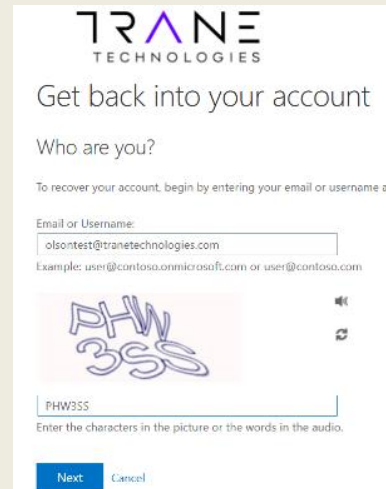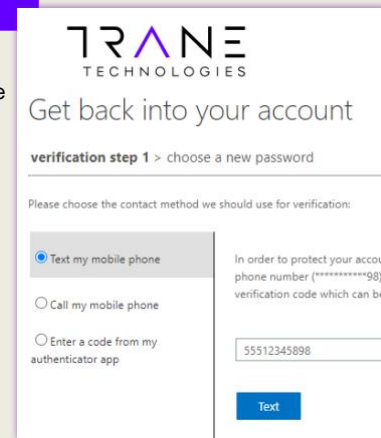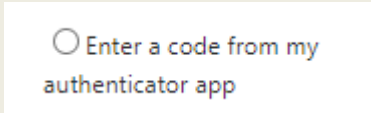

Verify your Identity

You will now be prompted to verify your identity using your Trane Technologies MFA credentials previously setup. The options available will be presented on the left.

Push Notification Users
If you registered for Push Notification only and only see "*Enter a code from my authenticator app*", proceed to **Page 2** for instructions.

Create a new Strong Password

If issues, please contact your account manager or designated Trane Technologies support teams