

System Setup

Your security key is your password. Register it first. Until it is registered, nothing lets you in. Steps 1 to 3 take about 30 minutes, once.

Stuck at any step?

Text your manager three things: **the step number**, **the words on the screen**, and **a photo**. Do not keep retrying. The fixes are on page 3.

You need

CLEAR finished · your security key (Security Key C NFC) · a Windows or Mac computer with a USB-C port and Microsoft Edge (not a Chromebook, tablet or phone; borrowed is fine) · your phone, charged, with Edge on it · pen and paper · 30 quiet minutes on a weekday

Step 1 · Get ready

NO CLOCK

- 1.1 Confirm CLEAR is done. Not sure? Ask your manager.
- 1.2 Put the key beside the computer.
- 1.3 Find the USB-C port (the small oval one). None? Get a **USB-C to USB-A adapter**.
- 1.4 Make sure **Microsoft Edge** is on the computer. Not there? Install it free from microsoft.com/edge.

Step 2 · Get the pass, on your phone

CLOCK STARTS AT 2.4

- 2.1 Open **Edge** on your phone. Go to magenta-mfa.t-mobile.com.
- 2.2 Tap **Verify Me**.
- 2.3 Take the selfie. Good light, no hat, no glasses. **Do not close or refresh the page.**
- 2.4 Pick your T-Mobile account. Choose **Register Security Key**. Tap **Submit**.
- 2.5 Wait out the 60 second countdown. **Do not close or refresh.**
- 2.6 A pass appears. **Leave it on the phone screen**. Write it on paper. **Do not tap Copy & Continue**. Good for 10 minutes: go straight to 3.1.

The pass gets typed into the computer, so it stays on the phone screen. If it expires, nothing is damaged: start again at 2.1.

Step 3 · Register the key

On the computer. The pass lets you in once; use that visit to make the key your permanent login. Read each screen before you click: Microsoft changes them often.

On the computer

PASS DIES IN 10 MIN

- 3.1
- Open **Edge**. Press `Ctrl+Shift+N` (Mac: `Cmd+Shift+N`) for an **InPrivate window**. Stay in it for every step below.
- 3.2
- Go to `mysignins.microsoft.com/security-info`. Type your T-Mobile email. Click **Next**.
- 3.3
- Asked for a password or an app? Click **Other sign-in methods**, then **Temporary Access Pass**. Not listed: the pass expired, back to 2.1.
- 3.4
- Type the pass from your phone by hand (0 and O, 1 and l look alike). Click **Sign in**. You land on **Security info**.
- 3.5
- Plug in the key, either way up. Nothing happens yet. Normal.
- 3.6
- Click + **Add sign-in method**, then **Security key**, then **USB device**. No button? Left menu: **Security info**. Wrong screen? See the four cards below.
- 3.7
- Create a **6 to 8 digit PIN**. Type it twice.

STOP The PIN

3 wrong in a row: unplug the key and plug it back in. **8 wrong in a row: the key is dead for good** and you start over at 2.1. Nobody can look it up. **Stop after 2 misses and text your manager**. Never write the PIN on the key.
- 3.8
- Touch the gold circle on the key when the light blinks.
- 3.9
- Name it `YubiKey`. Click **Next**, then **Done**. The list now shows YubiKey.
- 3.10
- Prove it**. Close every InPrivate window. Open a new one (`Ctrl+Shift+N`), go to `mysignins.microsoft.com`, type your email. Choose **Sign-in options**, then **Security key**: plug in, PIN, touch. In? **Text your manager "key registered"**.

Wrong screen at 3.6? Steer it back to Security key

FOUR SCREENS THAT CATCH PEOPLE

Only "Passkey" offered Click the small Security key text under it.	A QR code to scan Do not scan. Click Change .
"Google Password Manager" with a Create button Click Save another way . Not Create.	"This will be saved to your Windows device" Click Change . Not Continue.

Done. Order Entry and SalesRabbit open 24 to 48 weekday hours after your dealer code is issued: page 4. Keep the key on your keyring. **Never lend it, never reset it.** Lost or broken: tell your manager the same day.

Stuck during Steps 2 and 3

Find what your screen shows, do the fix, go back to the step listed. Not here? **Stop retrying** and text your manager the step number, the exact words on the screen, and a photo.

WHAT YOU SEE	DO THIS	GO BACK TO
Someone else's name or account on the sign-in page	Close it. Open a new InPrivate window.	3.1
The pass is gone: page closed, Copy & Continue tapped, or 10 minutes passed	Get a fresh pass. Nothing is damaged. It goes faster the second time.	2.1
The selfie keeps failing	Face a window, hat and glasses off, try again. Still failing: confirm CLEAR with your manager.	2.3
Two accounts listed at 2.4	Pick the one matching your T-Mobile email. Unsure: text your manager before you tap.	2.4
The computer wants a password or an app	Other sign-in methods , then Temporary Access Pass . Not listed: the pass expired.	3.3 or 2.1
No touch prompt, or the key is not seen	Unplug, replug, try another port or the adapter. Choose Security key, USB device .	3.5
A QR code, Google Password Manager, or "Windows device"	Change or Save another way . Never Continue, Create, or scan.	3.6
The PIN is rejected	Stop after 2 misses and text your manager. 8 misses kills the key.	Stop
The key sign-in fails at 3.10	If it only asks for a password: Sign-in options , then Security key . Key not in the list: redo 3.6.	3.6

If you have to call T-Mobile IT

T-MOBILE IT · SIGN-IN AND KEY PROBLEMS · 24 HOURS

877-878-7326 press 3, then 3, then 1

Text your manager first: most setup problems are fixed by text in minutes. Have your **NTID** ready (the part of your T-Mobile email before the @). Money questions (pay, chargebacks, your area, whether a sale credited) are your manager, never T-Mobile.

On the call, say these in order:

- 1

Your name and T-Mobile email.
- 2

"I am a new dealer rep registering a security key for MFA."
- 3

The step number, the exact error word for word, and what you already tried.
- 4

Before you hang up: ask for the ticket number, and whether your dealer code is attached to your account. Text both to your manager.

Step 4 · Order Entry

The website where you write a sale.

Expect a wait first. Nothing is broken.

Order Entry and SalesRabbit open **24 to 48 weekday hours after your dealer code is issued**, even with the key registered. Weekends do not count. Report it only past 48 hours.

Sign in

COMPUTER · MICROSOFT EDGE

- 4.1 Open **Microsoft Edge**. Edge only; other browsers break mid-order.
- 4.2 Go to `fiber.t-mobile.com/d2d`.
- 4.3 Bookmark it (`Ctrl+D`), so you never type an address at a door.
- 4.4 Sign in with your T-Mobile email. Choose the **security key** option if asked: plug in, PIN, touch.
- 4.5 Enter your dealer code when asked.
- 4.6 Look top right: your dealer code sits there. **Screenshot it and send it to your manager**. That is your proof you are set up.

STOP No code top right, no pay

Your dealer code must stay visible in the top right corner for the whole order. If a **phone number** shows there instead, the session timed out. Stop. Close the window, open a fresh InPrivate window from your bookmark, re-enter your code, start the order again.

An order submitted without your code does not pay you and cannot be fixed afterward.

Three things that kill a commission

- 4.7 **No dealer code top right when you submit**. No credit, ever.
- 4.8 **Clearing cookies or cache during an order**. The order breaks. Slow page? Finish it or start over. Never clear anything mid-order.
- 4.9 **Wrong promo code**. No credit. Confirm the current offer for your area with your manager before you knock.

Two habits prevent nearly every lost sale: a fresh InPrivate window for every house, closed when the order is done. There is no practice mode, so keep the **order flow PDFs** open on your phone and follow them screen by screen on your first live orders.

Steps 5 and 6

SalesRabbit, your door map (every house is a pin you tag), then your badge and gear.

Step 5 • SalesRabbit for Intune

PHONE • 10 MIN

- 5.1 On your phone, open the App Store or Play Store. Search **SalesRabbit**.
- 5.2 Install **SalesRabbit for Intune**. **Not the plain "SalesRabbit"**. The plain one installs fine and then refuses your login.
- 5.3 Open it. Sign in with your T-Mobile email.
iPhone: install **Microsoft Authenticator** first; it is the helper SalesRabbit signs in through. When asked for your key, choose **security key**, hold the key flat against the **top back** of the phone until it reads, type your PIN. iPhone 15 or newer can plug it into the charging port instead.
Android: install **Company Portal** first and leave it alone. Then tap the key to the back of the phone, or plug it into the USB-C port.
- 5.4 Finish any remaining sign-in screens. **When you see a map with coloured pins, you are done.**
- 5.5 Read the **SalesRabbit Field Guide** PDF: pin colours and how to tag a door.

Step 6 • Badge, materials, dress code

ONE ERRAND

- 6.1 Put your **ID badge PDF** and the **sales slicks PDF** on your phone.
- 6.2 Go to Staples, Office Depot or FedEx Office.
- 6.3 Badge: **"Print this on card stock, cut it to credit card size, and laminate it."**
- 6.4 Slicks: **"Print and laminate these pages too."**
- 6.5 Buy a badge holder and a lanyard while you are there.
- 6.6 Wear the badge visibly, every day.
- 6.7 Dress code: plain polo and shorts, neat, neutral colours, no other logos.

Five things have to be true. Check them yourself before you say you are ready.

- ### When all five are ticked

Who fixes what

Have your NTID ready. **Text your manager first.** Page 3 has the fixes and what to say on the call.

Walk away from the door first. Never give this number to a customer.

PROBLEM	DO THIS	WHO FIXES IT
Still locked out past 48 hours	Confirm the key is registered (3.10), use Edge, restart the computer.	Manager, then T-Mobile IT
Phone number instead of dealer code	Session timed out. Start the order over, re-enter your code.	You
Order will not submit	Do not clear cookies. Code top right. Fresh InPrivate window.	Your manager
Phone will not read the key	Hold it flat against the top back, still, for 2 to 3 seconds. Take off a thick case.	You
SalesRabbit rejects my login	Check you installed the Intune version (5.2).	You
Lost or broken key	Tell your manager the same day. Nothing signs in without it.	Your manager