

BEFORE YOU OPEN THE INVITATION EMAIL

Install Google Authenticator first

DE Computer Girl Proactive Protection Plan

Complete these steps on your phone before opening your NinjaOne invitation email or clicking **Accept Invitation**.

1

Open your phone's app store

iPhone: Open the App Store.

Android: Open the Google Play Store.

2

Find the official Google app

Search for **Google Authenticator**. Select the app published by Google (Google LLC).

3

Install and open the app

Tap **Get** on iPhone or **Install** on Android. Wait for installation to finish, then tap **Open**. If it is already installed, open it to confirm it is ready.

4

Keep your phone ready

Keep Google Authenticator available on your phone. You will add your NinjaOne account later, when the invitation setup displays a QR code. You do not need a code from the app yet.

Official download links

[iPhone - App Store](#) | [Android - Google Play](#)

Ready? Continue to the next page.

Only after Google Authenticator is installed, open your invitation email and follow Step 1 of the illustrated guide.



Accept Your NinjaOne Invitation and Set Up MFA

A step-by-step guide for new DE Computer Girl NinjaOne users

Before you begin: Have access to your email and your phone. Install an authenticator app before starting if you plan to use one. Complete the invitation within 24 hours.

1

Open the invitation email

Look for an email inviting you to NinjaOne. Confirm that you expected the invitation from DE Computer Girl. If you cannot find it, check Spam or Junk. Do not forward the invitation or share its link.

NinjaOne account invitation

From: NinjaOne

Subject: You have been invited to NinjaOne

You have been invited to create your NinjaOne account.

Use the button below to begin. The invitation expires after 24 hours.

Accept Invitation

Example only - the email wording and colors may differ.

Example invitation email. Click the Accept Invitation button.

2

Accept the invitation

Click Accept Invitation in the email. A secure NinjaOne page will open in your web browser. If the link says it expired, stop and ask DE Computer Girl to send a new invitation.

3

Create your password

Enter a strong, unique password that you do not use for another account. Re-enter it when asked, then select Continue or the button shown on your screen. Never send your password to DE Computer Girl or anyone else.

Create your password

Enter a unique password for your NinjaOne account.

New password

Confirm password

Continue

Example only - Follow the password rules shown on your screen.

Example password screen. The wording and password requirements may differ.

4

Choose your MFA method

At the MFA Setup screen, open Select MFA method. Choose Authenticator App for the recommended setup. You may choose SMS if it is offered and you prefer text-message codes.

ninja^{dojo}

MFA Setup

Your account requires you to configure at least one form of MFA. Please select a PRIMARY MFA method below.

 By creating your account you are accepting the [NinjaOne EULA](#) 

Select MFA method... 

Note: You can select a SECONDARY method within the User editor once logged in.

Open the MFA method list and choose your preferred method.

5

Connect an authenticator app

Open your authenticator app on your phone and add a new account. Scan the QR code shown by NinjaOne. If scanning is unavailable, enter the setup code manually. Store the setup code in a secure password manager; do not email or text it.

On your phone: open the authenticator app, select Add account or the + symbol, choose to scan a QR code, and point the phone camera at the code on the computer screen.

Your account requires you to configure at least one form of MFA. Please select a PRIMARY MFA method below.

i By creating your account you are accepting the [NinjaOne EULA](#)



Authenticator App



Open a MFA-compatible verification app on your phone (Google Authenticator, Authy).

Scan the bar code or manually enter the code below. Enter two consecutive authentication codes below to activate your virtual MFA.



IO2IDE

Authentication Code 1

Authentication Code 2

Sign in

The QR code shown here is an example and will not work for your account.

6

Enter two consecutive codes

Type the current six-digit code into Authentication Code 1. Wait for the app to create a new code, then type that new code into Authentication Code 2. Select Sign in. Do not reuse the same code in both boxes.

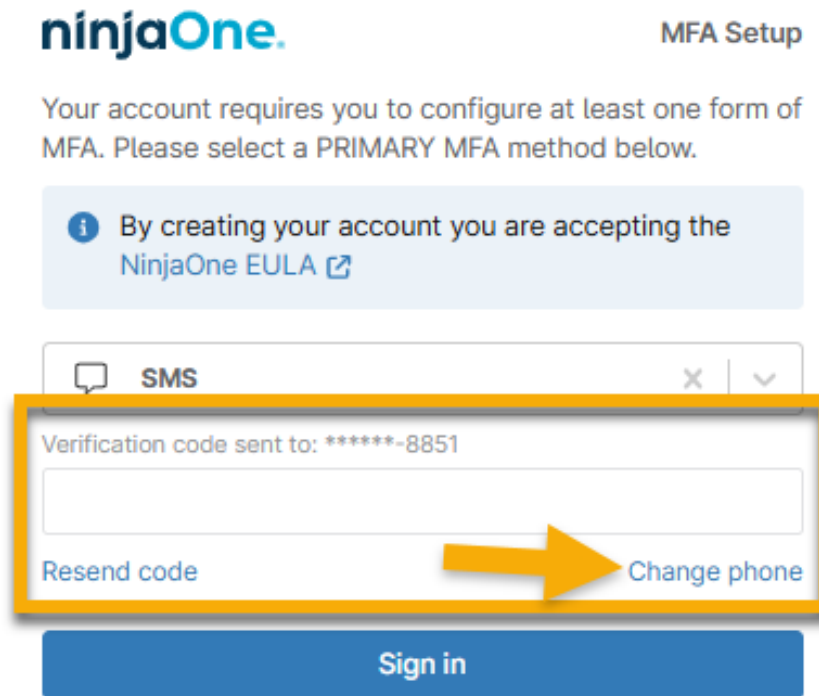
7

Confirm that setup is complete

After Sign in, the NinjaOne portal should open. Sign out when you are finished, especially on a shared computer. On future sign-ins, enter your password and the current code from your authenticator app when prompted.

If you choose SMS instead

Select SMS, confirm the phone number, enter the verification code sent by text, and select Sign in. If the number is wrong, use Change phone. An authenticator app is preferred when practical because text-message codes can be redirected or intercepted.



The screenshot shows the NinjaOne MFA Setup interface. At the top, the NinjaOne logo is on the left and 'MFA Setup' is on the right. Below the logo, a message states: 'Your account requires you to configure at least one form of MFA. Please select a PRIMARY MFA method below.' A light blue banner contains an information icon and the text: 'By creating your account you are accepting the NinjaOne EULA' with a link icon. Below this is a dropdown menu with 'SMS' selected. The dropdown is highlighted with a yellow border. Inside the dropdown, it says 'Verification code sent to: *****-8851' above a text input field. Below the input field are two links: 'Resend code' and 'Change phone'. A large yellow arrow points from the 'Resend code' link to the 'Change phone' link. At the bottom of the form is a large blue 'Sign in' button.

Enter the text-message code, or select Change phone if the displayed number is incorrect.

Need help

- **Invitation expired:** Ask DE Computer Girl to resend it. Invitation links expire after 24 hours.
- **No invitation email:** Check Spam or Junk and confirm the email address used for your NinjaOne account.
- **Codes are rejected:** Make sure your phone date and time are set automatically, then wait for a new code and try again.
- **Lost or replaced phone:** Contact DE Computer Girl. Your MFA may need to be reset before you can register a new method.

Security reminder: DE Computer Girl will never ask for your password, QR code, setup key, or one-time MFA code.