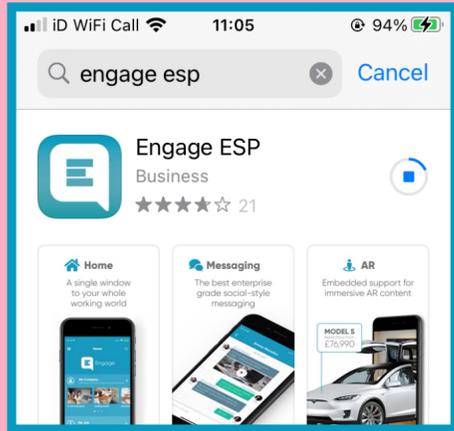
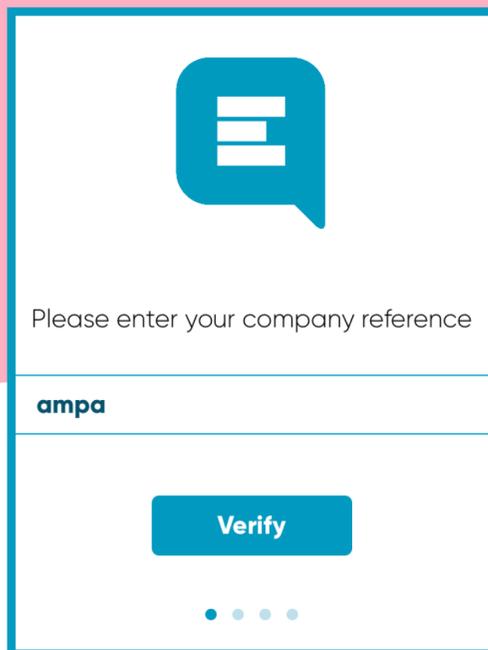


How to download & login to the Engage mobile app

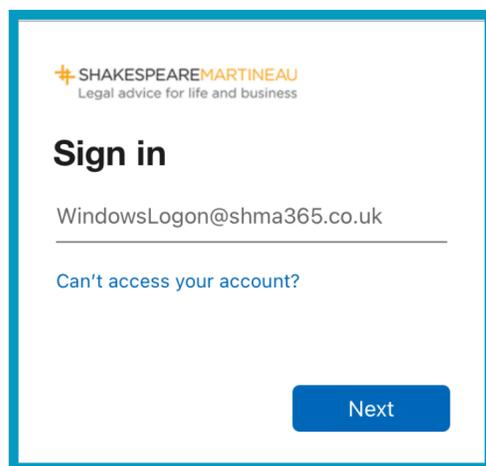
1. Open the App Store or Play Store on your mobile and search for 'engage esp'. Click to download the 'Engage ESP' app.



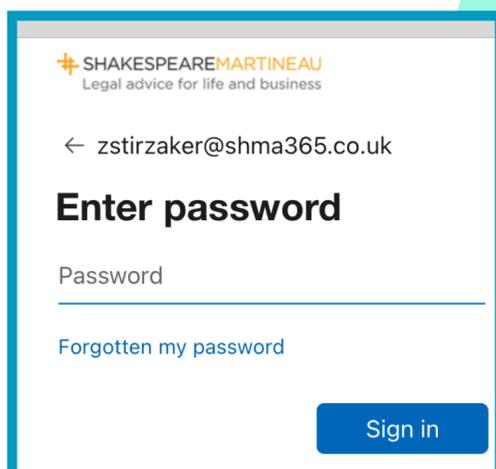
2. Once downloaded, open the app. The first time you open the app, you'll be prompted to 'Please enter your company reference'. Type in the reference 'ampa' and click the 'Verify' button.



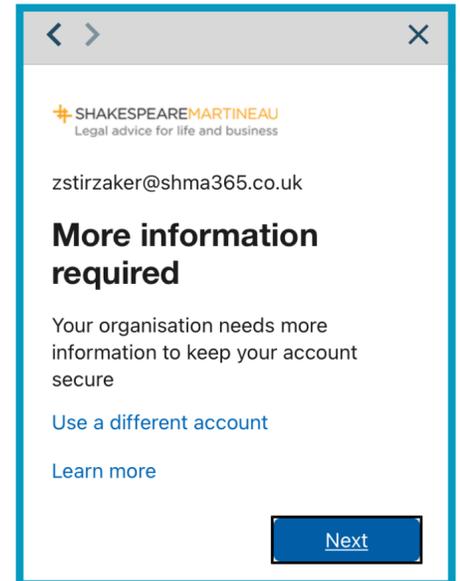
3. To enable multi-factor authentication (MFA), you'll be taken to a sign in page. Enter your **windows login** @shma365.co.uk email address (first initial and surname for most users) and click 'Next'.



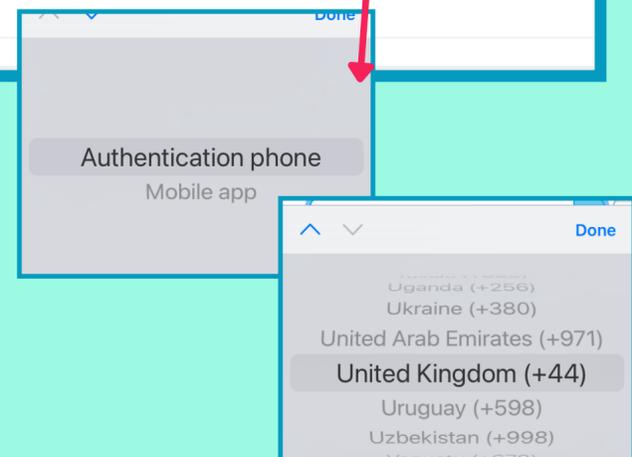
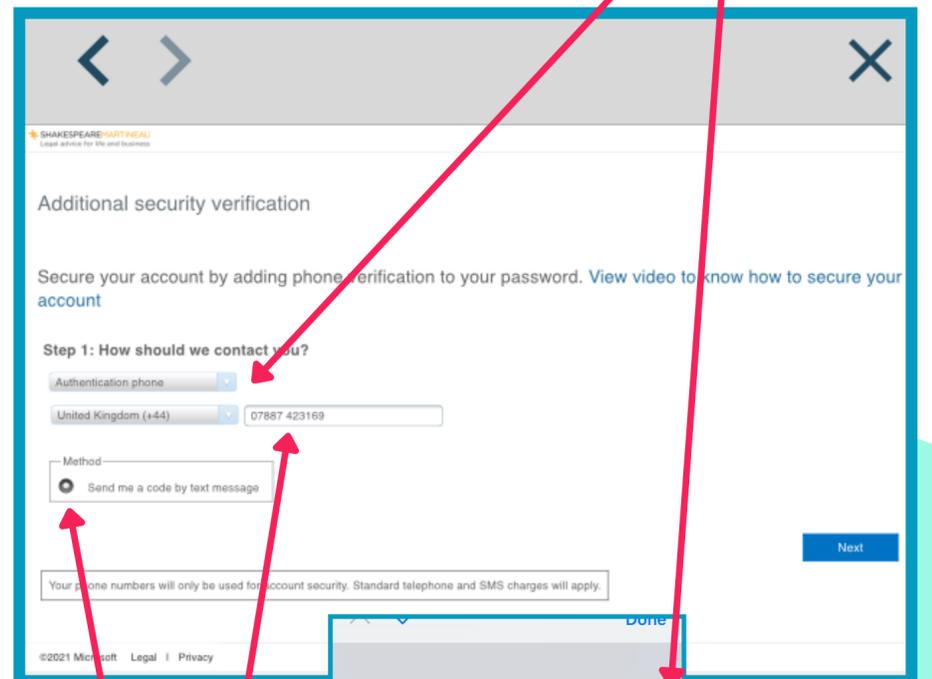
4. Enter your password - it should be the same as the password you use to login to your work laptop. Then click 'Sign In'.



5. You'll be prompted that more information is required - this is to initiate multi-factor authentication. Please click the 'Next' button.



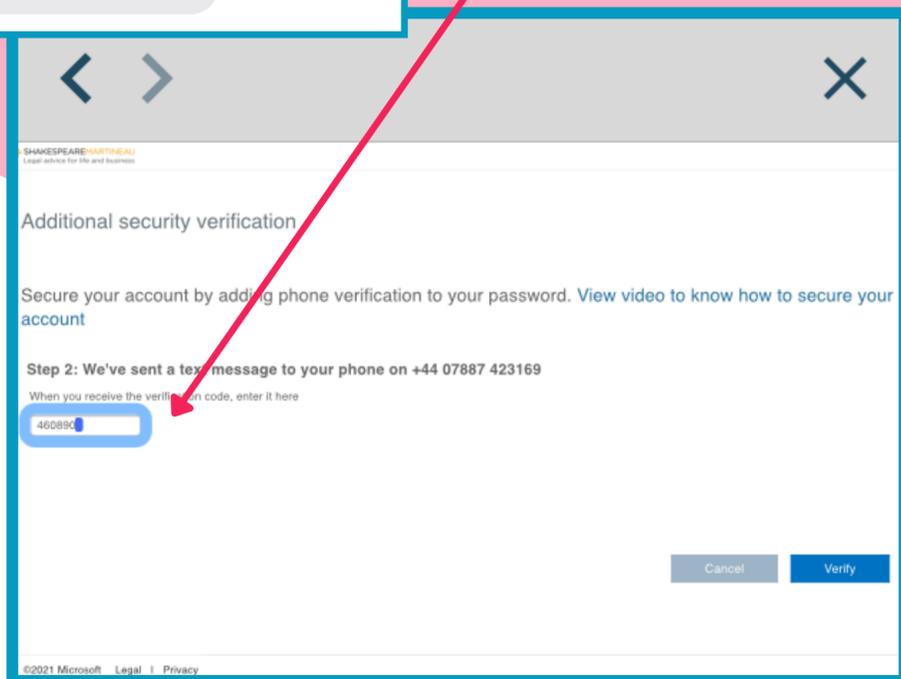
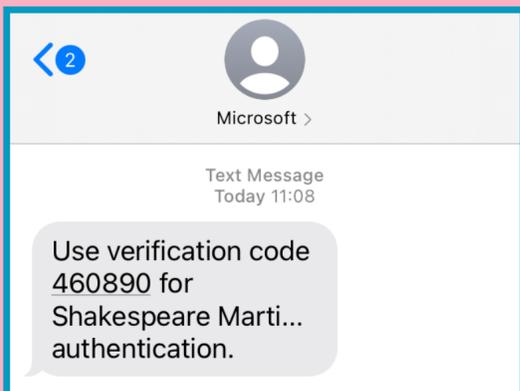
6. You'll be taken to an 'Additional security verification' page to secure your account. Under 'Step 1: How should we contact you' select 'Authentication phone' and, using the drop-down box, select 'United Kingdom (+44)' as your country or region.



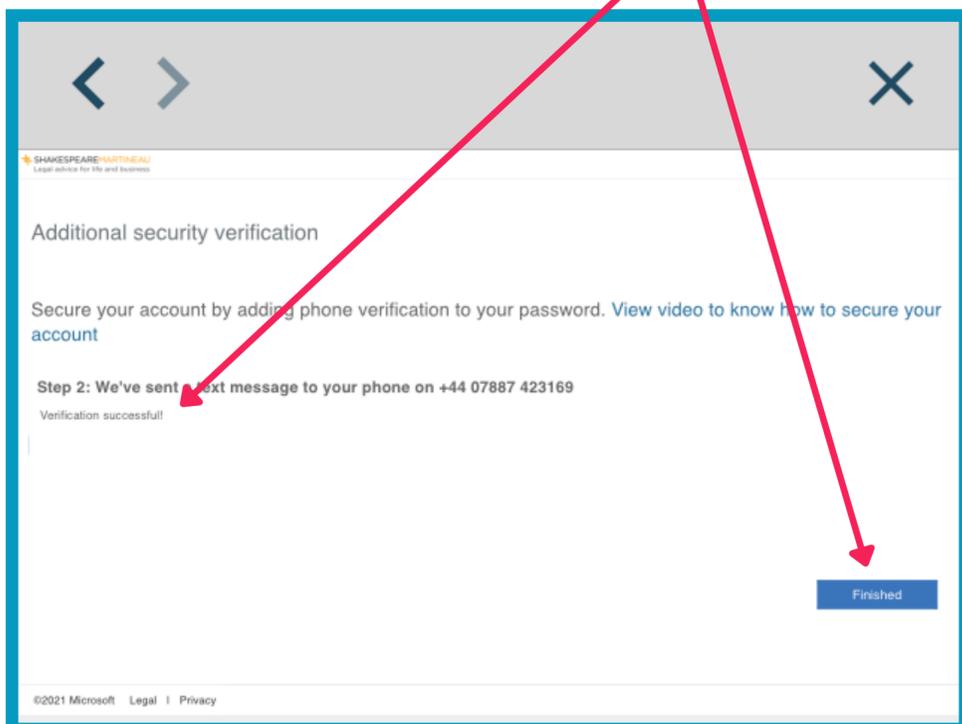
7. Type your **work or personal mobile number** in the box provided and under 'Method' make sure that 'Send me a code by text message' is selected. Then click 'Next'.

How to download & login to the Engage mobile app

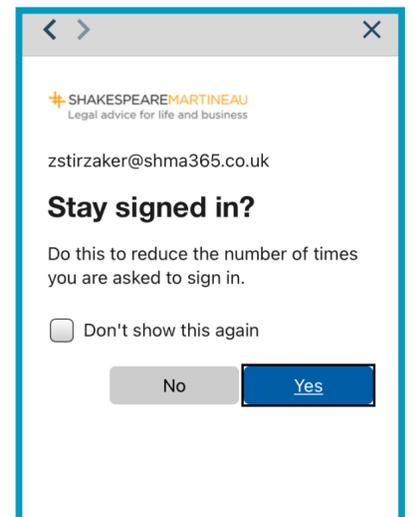
8. You will be sent a **6 digit verification code by text** from Microsoft. Enter this 6 digit code in the box provided under 'Step 2: We've sent a text message to your phone'. Then click the 'Verify' button.



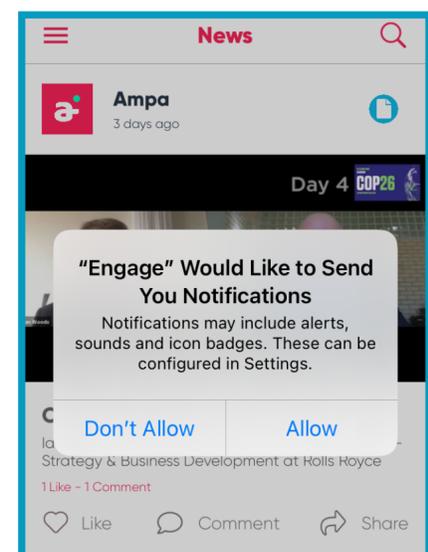
9. You'll be notified 'Verification successful!' and select the 'Finished' button.



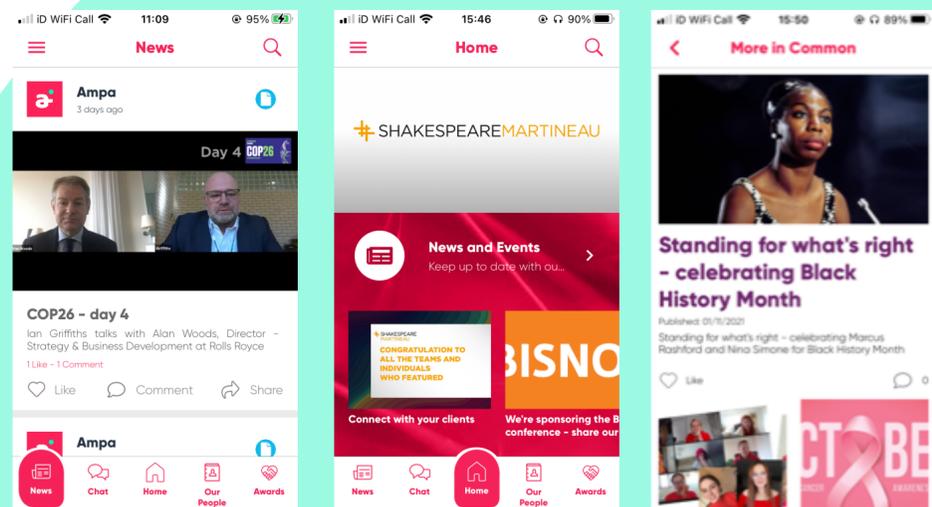
10. You'll be asked if you'd like to 'Stay signed in?'. Select the 'Yes' button so that the next time you open the Engage app, you won't have to repeat this process to sign in.



11. The Engage app will now load. You may be asked if you'd like to receive notifications from Engage - select 'Allow' to receive notifications when you're sent a message, receive an award, or if you're tagged in a comment.



12. Welcome to the Engage app! Take some time to read and engage with our latest stories and explore the functions and features of the app.



If you have any questions, please email the internal communications team: comms@shma.co.uk

