

Microsoft Authenticator


Microsoft Corporation





Setting up the Microsoft Authenticator App for Multi-Factor Authentication

Unitec allows Staff to set up the Microsoft Authenticator App for multi-factor authentication and is the recommended verification method for staff who are travelling overseas.

Staff can follow these steps to add two-factor verification and password reset methods. After they have set this up the first time, they can return to the **Security info** page to add, update, or delete their security information.

 Provide the below link to the Staff member if they require instructions to set up the App at a later time.

 [Set up the Microsoft Authenticator app as your verification method - Microsoft Support](#)

 If you have set up the Microsoft Authenticator app on five different devices or if you've used five hardware tokens, you won't be able to set up a sixth one, and you might see the following error message:

- You can't set up Microsoft Authenticator because you already have five authenticator apps or hardware tokens. Please contact your administrator to delete one of your authenticator apps or hardware tokens.

If staff contact the helpdesk regarding this message, see if they can remove one of the previous devices. If they cannot, raise a request with the Infrastructure team.

- [Downloading the Microsoft Authenticator](#)
- [Set up the Microsoft Authenticator on an Android or iOS device.](#)
- [Set up the Microsoft Authenticator App from the Security Info Page.](#)

Downloading the Microsoft Authenticator

To install the Authenticator app on an Android device, scan the QR code below or [open the download page from your mobile device.](#)



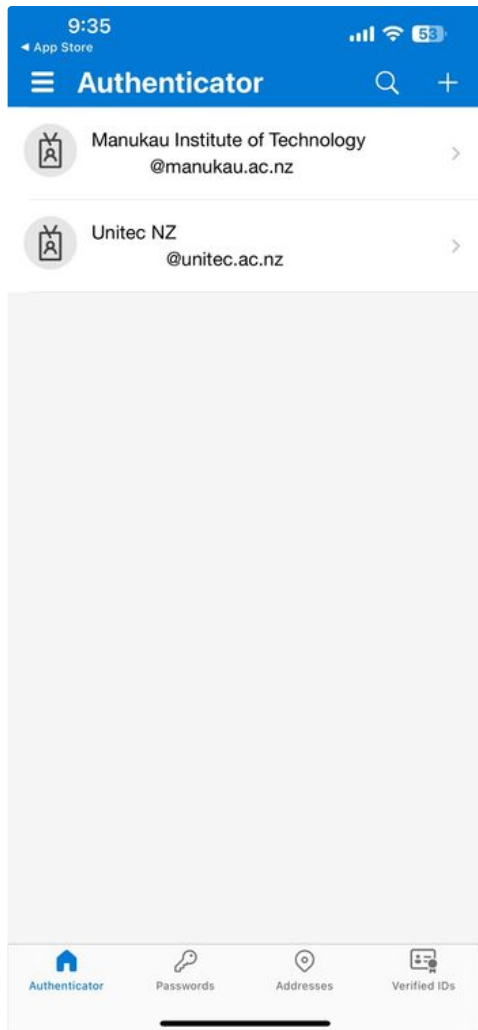
To install the Authenticator app on For iOS, scan the QR code below or [open the download page from your mobile device.](#)



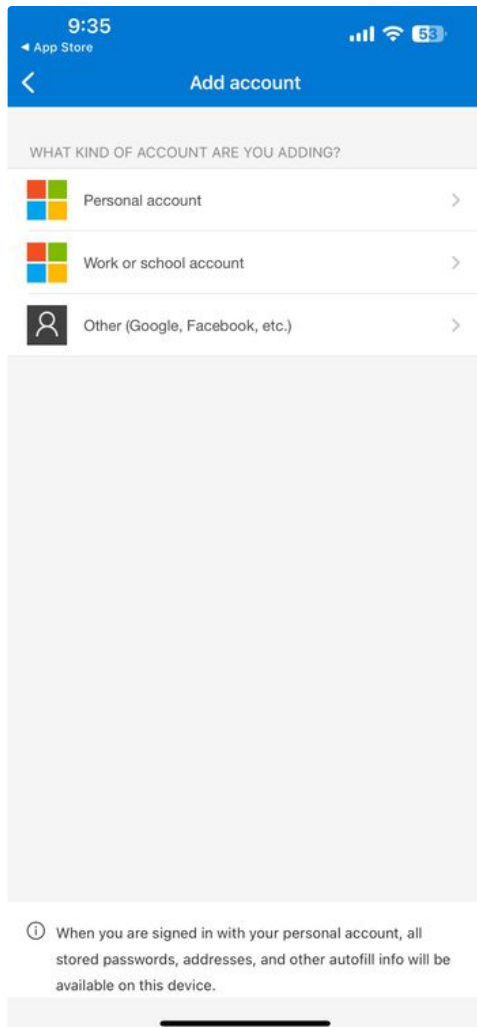
[Jump to Table of Contents](#)

Set up the Microsoft Authenticator on an Android or iOS device.

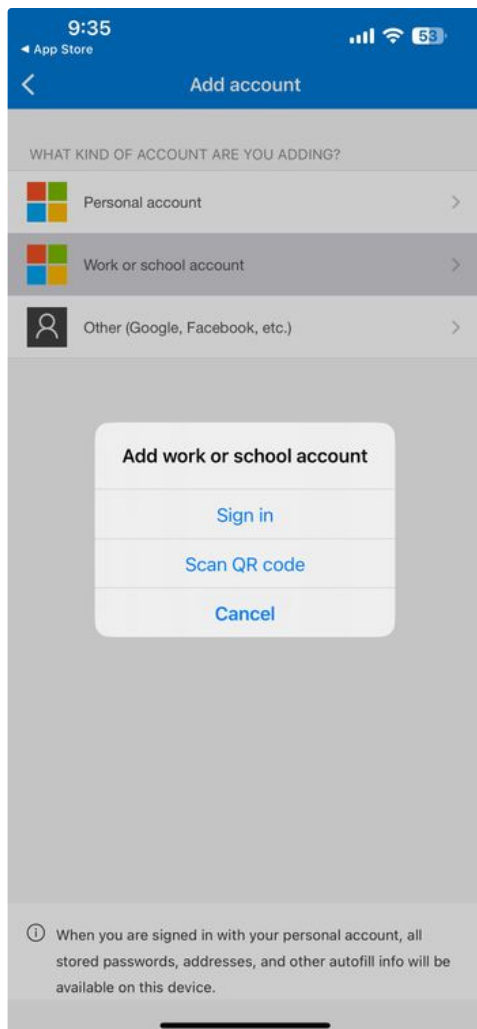
1. Open the Microsoft Authenticator App on the Device. The initial page will show any currently set up accounts.



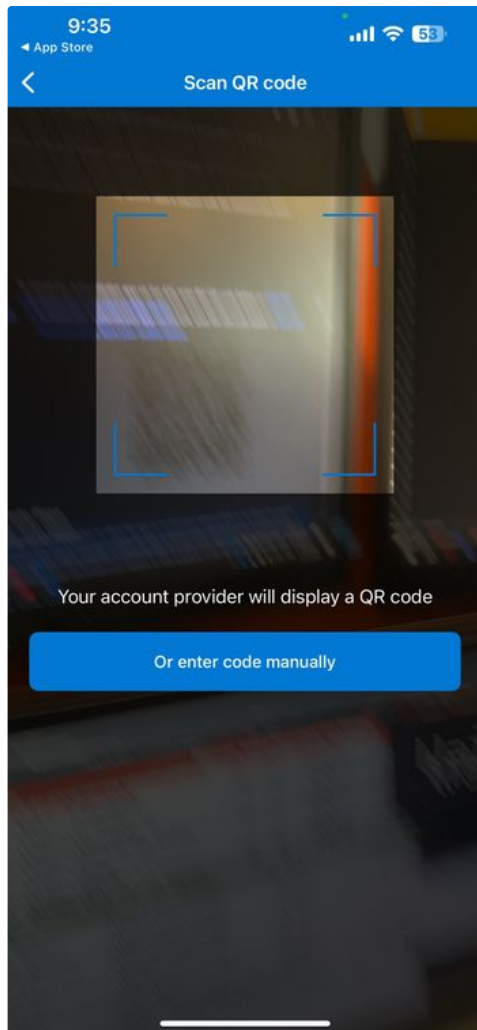
2. If there are no accounts set up it should prompt to add an authenticator. Close this prompt and then tap on the + icon in the top right corner.





3. On the Add Account page, tap on Work or School Account. If you setting up the Authenticator with a computer, select Scan QR Code and proceed to Step 4, otherwise tap Sign in.



- a. Sign in with your Unitec Email address and password and it should then add the account to the authenticator.
4. Scan the QR shown on the screen. After scanning, the account should be added to the Authenticator. An additional prompt to test that everything is set up correctly may appear. Select Approve.

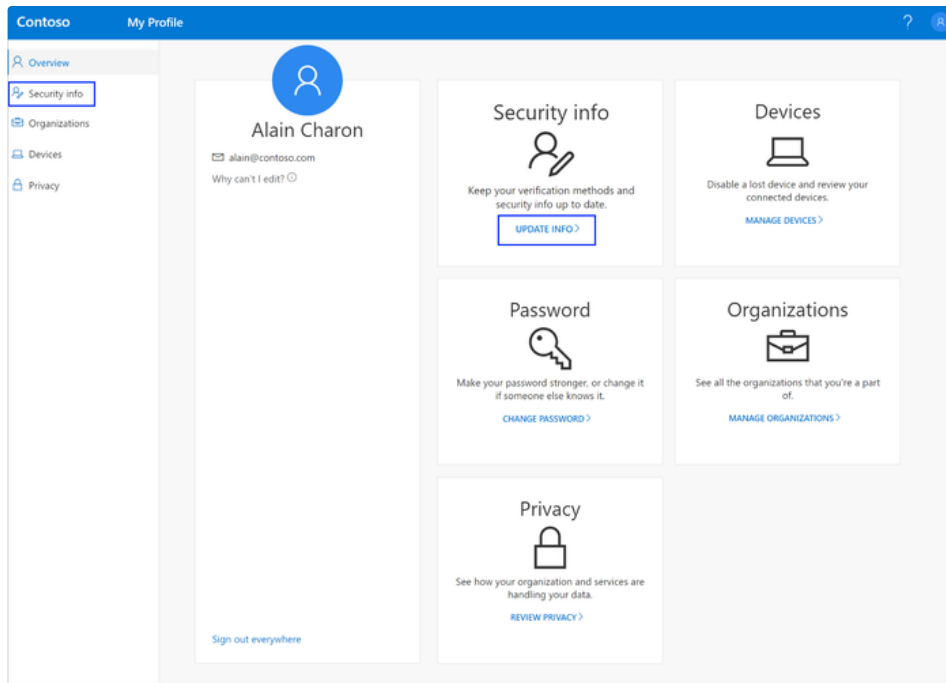


Set up the Microsoft Authenticator App from the Security Info Page.

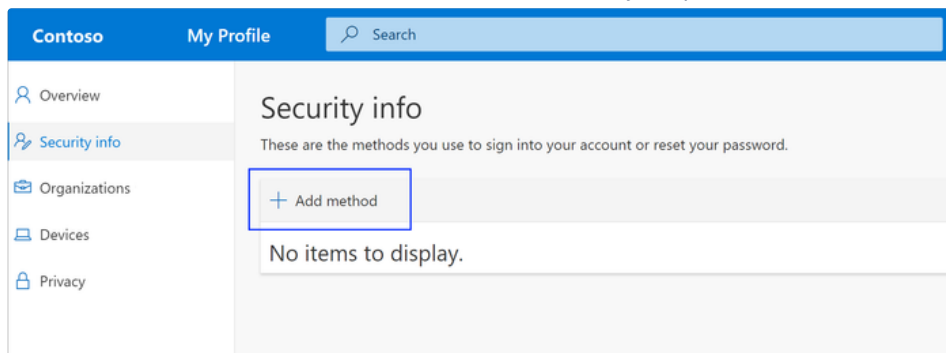
 The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see 

[Manually add an account to the Microsoft Authenticator app - Microsoft Support](#)

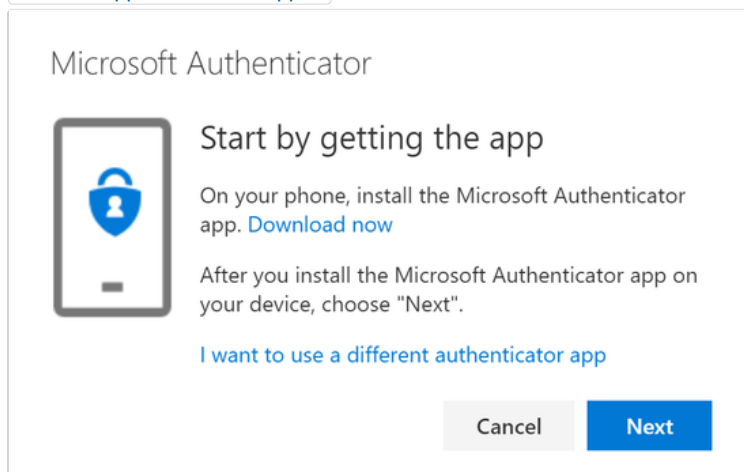
1. Sign in to your work or school account and then go to your My Account portal.



2. Select Security info in the left menu or by using the link in the Security info pane. If you have already registered, you'll be prompted for two-factor verification. Then, select the Add method in the Security info pane.

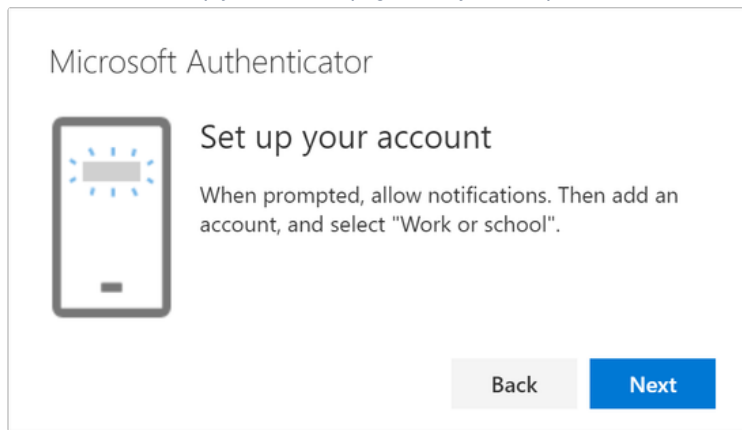


3. On the **Add a Method** page, select **Authenticator app** from the list, and then select **Add**.
4. On the **Start by getting the app** page, select **Download now** to download and install the Microsoft Authenticator app on your mobile device, then select **Next**. For more information about downloading and installing the app, see [Download and install the Microsoft Authenticator app - Microsoft Support](#).

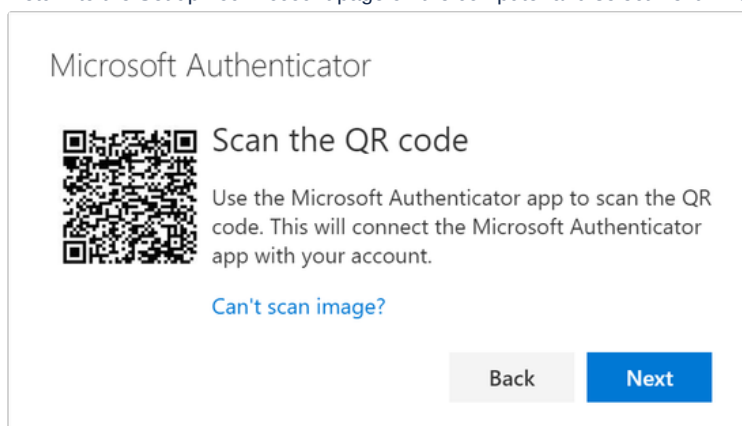


- If you want to use an authenticator app other than the Microsoft Authenticator app, select **I want to use a different authenticator app**.
- If your organization lets you choose a different method besides the authenticator app, you can select I want to set up a different method.

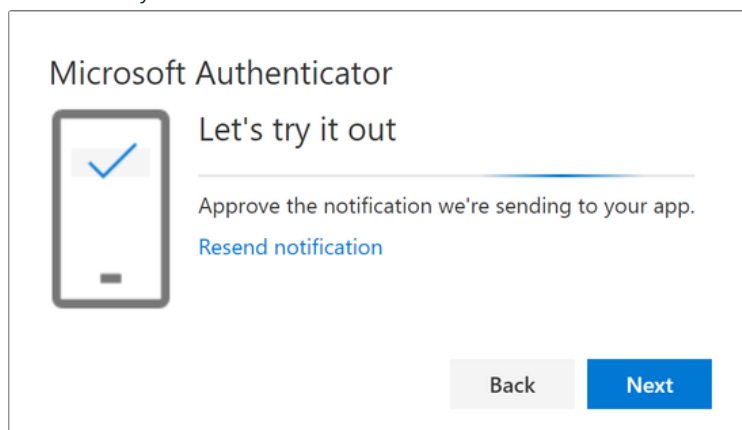
5. Remain on the Set up your account page while you set up the Microsoft Authenticator app on your mobile device.



6. Open the Microsoft Authenticator app, select to allow notifications (if prompted), select **Add Account** from the **Customize and Control** icon on the upper right, and then select Work or School Account.
7. Return to the Set up Your Account page on the computer and select Next. The Scan the QR code page appears.



8. Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 6.
9. The authenticator app should successfully add your work or school account without requiring additional information. However, if the QR code reader can't read the code, you can select **Can't scan the QR code** and manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see [Manually add an account to the Microsoft Authenticator app - Microsoft Support](#).
10. Select Next on the Scan the QR code page on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device to test your account.



11. Approve the notification in the Microsoft Authenticator app, and then select Next. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.

Microsoft Authenticator



✔ Notification approved

Back

Next

[Jump to Table of Contents](#)
