# Download and setup the Microsoft Authenticator app for MFA

Download and install the app <u>from your phone</u> – Complete this first.

1. Install the latest version of the Authenticator app, based on your operating system:
2. Google Android. On your Android device, go to Google Play to download and install the Authenticator app.
3. Apple iOS. On your Apple iOS device, go to the App Store to download and install the Authenticator app.
4. Open the Authenticator App for the first time. **If you are asked to sign in with Microsoft, there should be an option to skip.** Choose this option.
5. Leave the Authenticator App open for the next step.
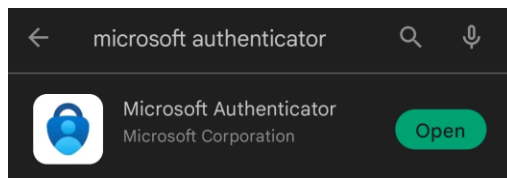
Add your work or school account to the Microsoft Authenticator app.

Make sure to have a computer available with Chrome, Firefox, or Edge installed.

To add an account by scanning a QR Code, do the following:

1. **On your computer**, go to https://aka.ms/mysecurityinfo
2. Click **Add method** > **Authenticator app** > **Add** to add Microsoft Authenticator. Click **Configure.**
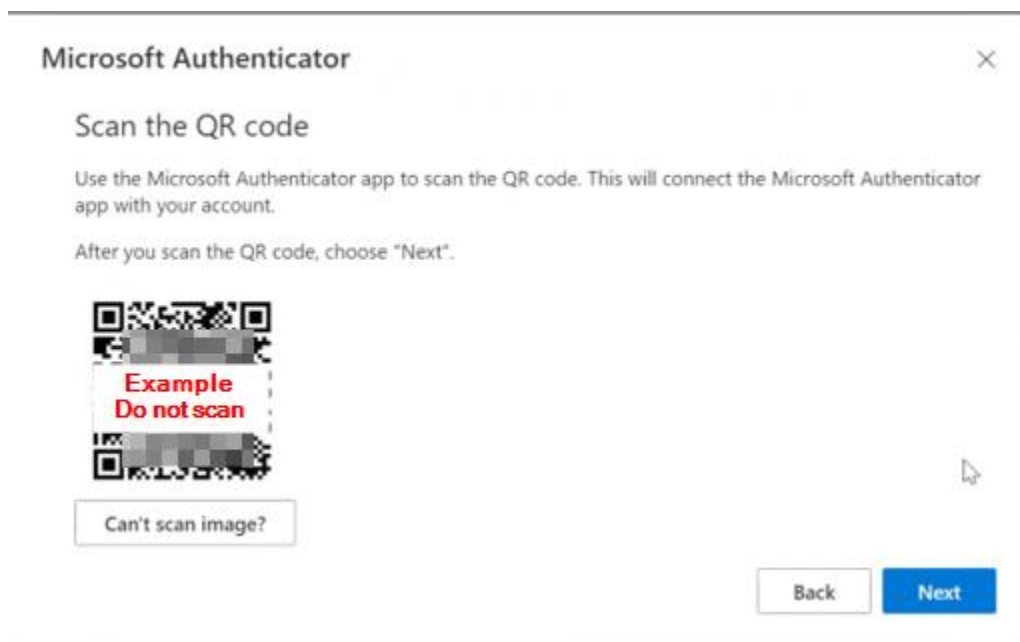

(Image is for reference only)

3. Open the Authenticator app
   o **Tap the three horizontal dots in the upper right corner of the app.**
   o Choose **+ Add account**, and then select **Work or school account**, followed by **Scan a QR Code**.
   o If prompted to allow permission for the app to use the camera we will choose **Yes.**
   o Scan the QR Code with your phone to add the account to your authenticator
   o Follow on-screen prompts to complete the setup.
   o If the process is completed successfully you will be redirected to the Main Page where you should see the new account added with a 6 digit code available.
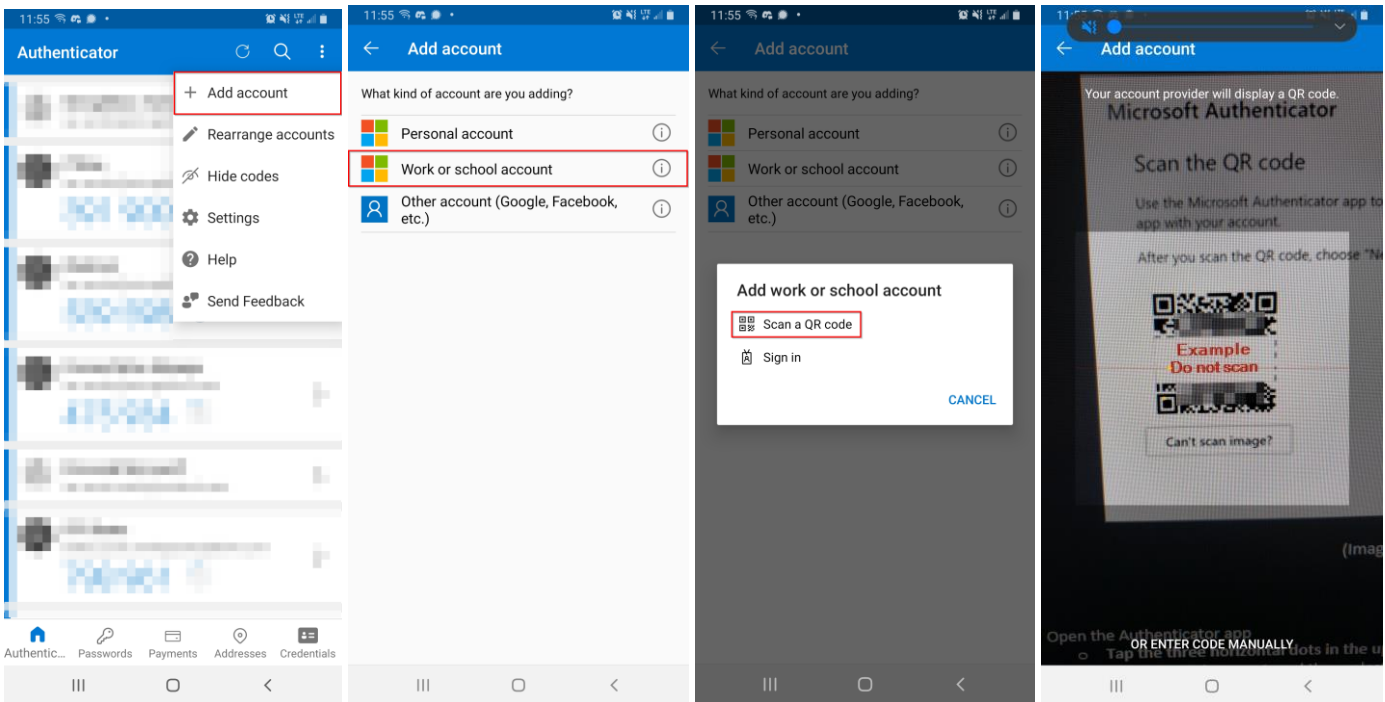
Select the newly added account by tapping it, then choose "Enable phone sign-in".
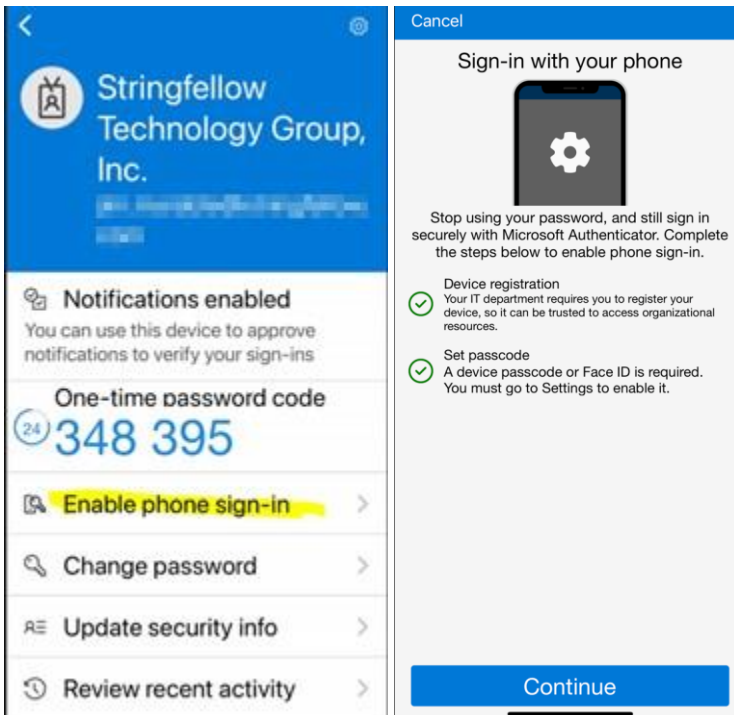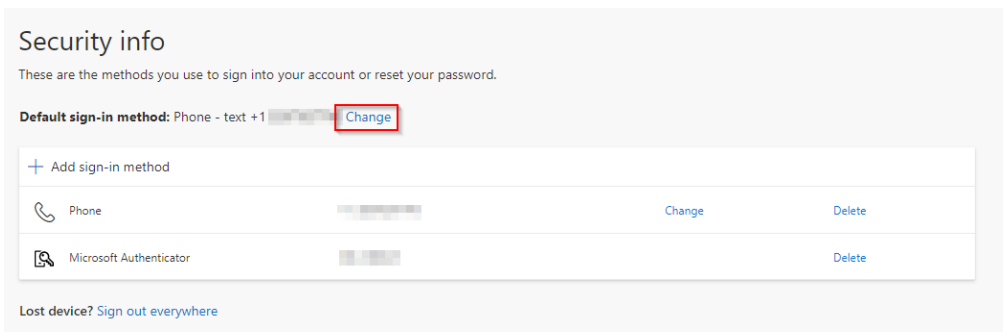
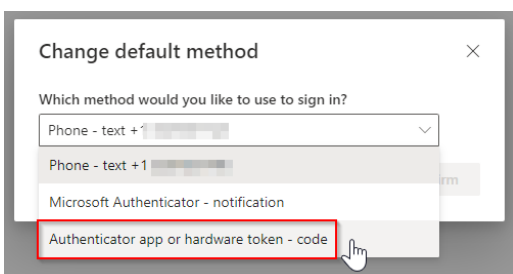Make sure "Passwordless sign-in is enabled" is displayed at the top.

Changing your Default Authentication Method

After successfully setting up the new authentication method, on **Security Info** page where **Default Sign-in Method** is displayed, Click **Change.**
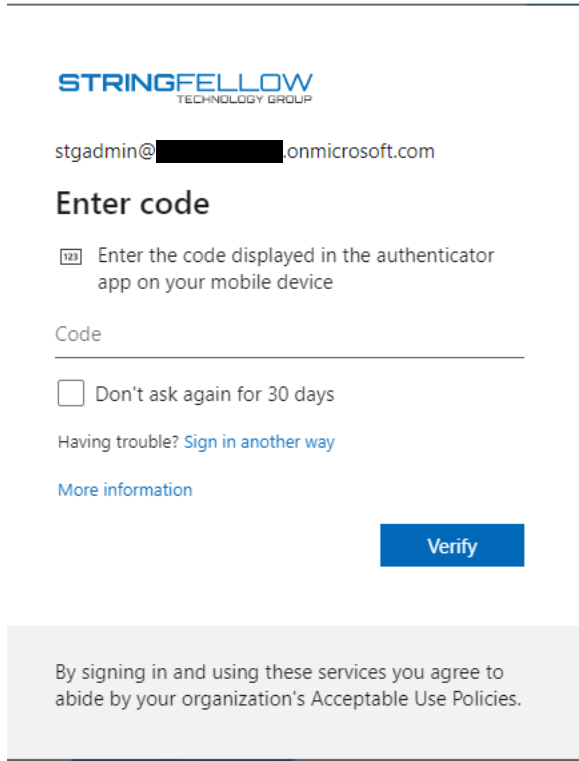

Choose **Authentication app or hardware token – code**.

Sign in using a verification code with the Microsoft Authenticator app

The Microsoft Authenticator app will display a number that changes every 30 seconds so that you don't use the same number twice. When you're asked for a verification code, open the app and use number that is currently displayed.

1. Sign in to the application or service Outlook, Citrix, etc. using your email address and password.
2. Microsoft prompts you for a verification code.
3.

4. Open the Microsoft Authenticator app on your phone and enter the code in the Code field.