

Microsoft Authenticator Setup Guide for iPhone/iPad

Fall 2023



Additional Details:

- As of **October 2023**, Microsoft has begun enforcing Multifactor Authentication (MFA) through their mobile app and thus disabling/discouraging the use of text messages to receive MFA codes when logging into your company email (Outlook, Office 365)
- If you only receive text messages with MFA codes when logging in, your account **will be affected**.
- If you already use Microsoft Authenticator or another app when logging in, your login will **not** be affected.
- This guide will walk you through how to proactively download the Microsoft Authenticator app to your phone and link it to your company email via a QR code. This process only needs to be completed once.
 - *An iPhone is used as the example throughout the guide, but setting up an **Android** device is essentially the same process, you will just need to go to the **Google Play Store** to download the Microsoft Authenticator app.*

Step 1:

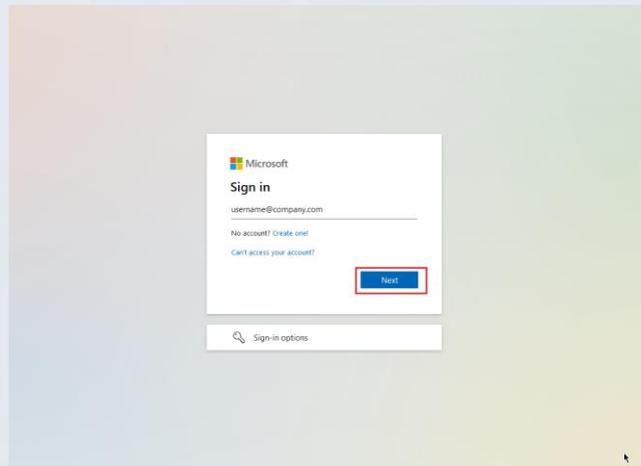
From your computer, open a web browser (Chrome, Edge, etc.) and type aka.ms/mfasetup into the address bar, or click the link below:

aka.ms/mfasetup



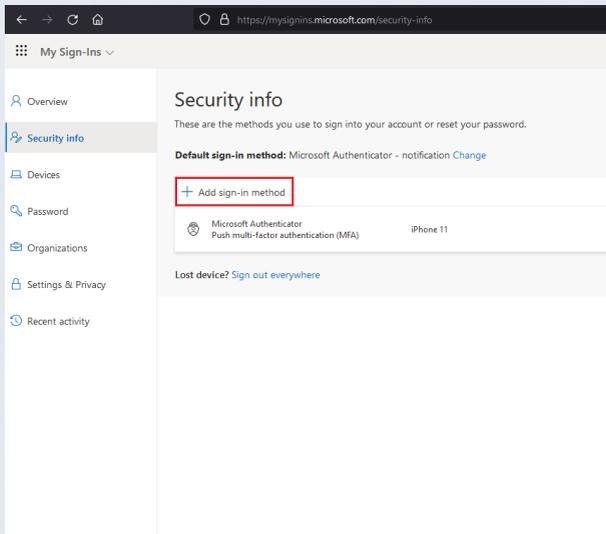
Step 2:

- A login box should appear:
- Enter in your company email address and password



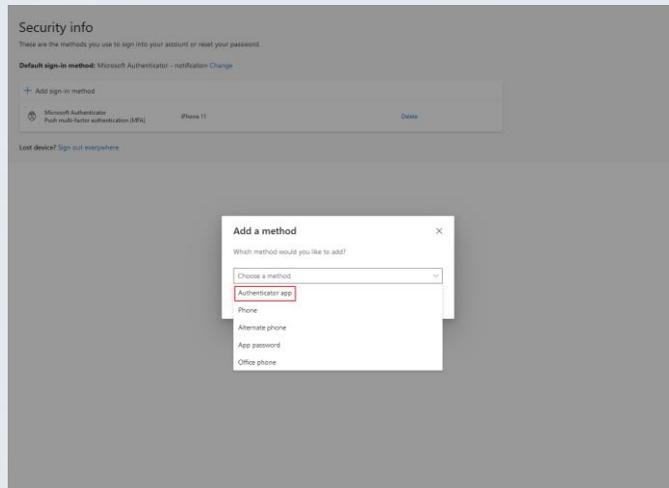
Step 3:

- Once logged in, select “Security info” from the left-hand menu
- Then, click “Add sign-in method”



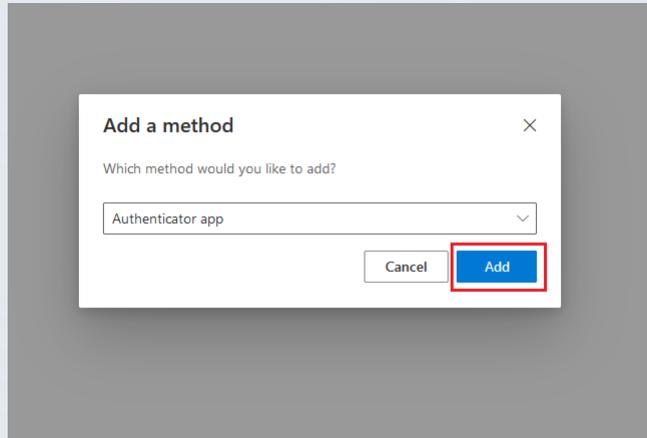
Step 4:

- In the popup, choose “Authenticator app”



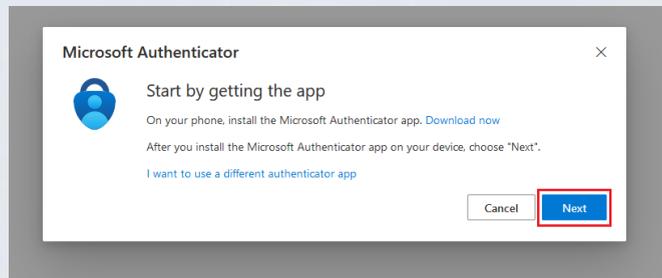
Step 5:

- Click "Add"



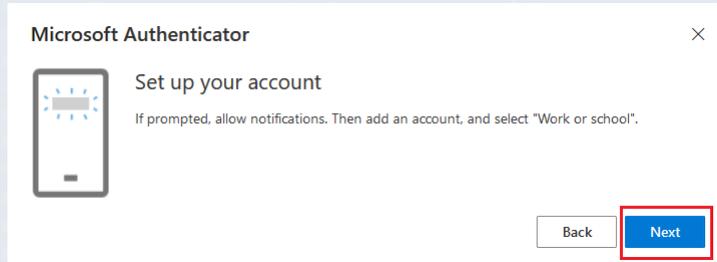
Step 6:

- Click "Next"
- **NOTE:**
 - For advanced users, you do have the option to use an alternative authenticator app (Google Authenticator, Authy, etc.) by clicking "I want to use a different authenticator app" and following the prompts through



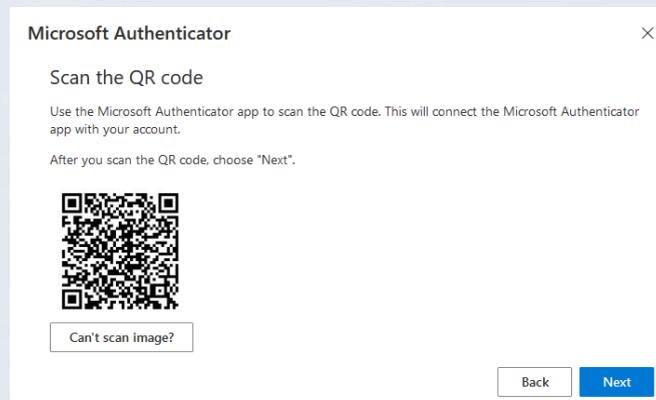
Step 7:

- Click "Next" again



Step 8:

- Once the QR code appears, we will pause the computer portion for a moment
- Please turn to your phone and continue with the next step



Step 9:

- From your phone, navigate to the “App Store”



Step 10:

- Search for “Microsoft Authenticator” inside the App Store
- Click the “Get” or “Download” icon
- You may be prompted for a password, enter in your personal Apple ID password



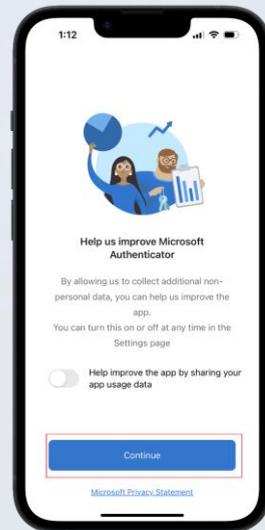
Step 11:

- Once the Authenticator app has downloaded, open it from your home screen
- Then, click "Accept"



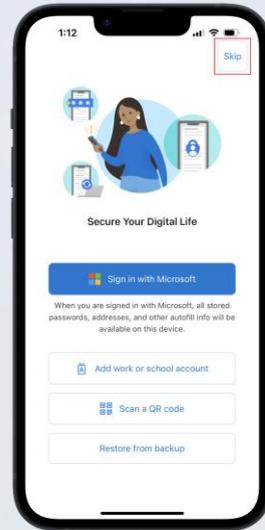
Step 12:

- Click "Continue"



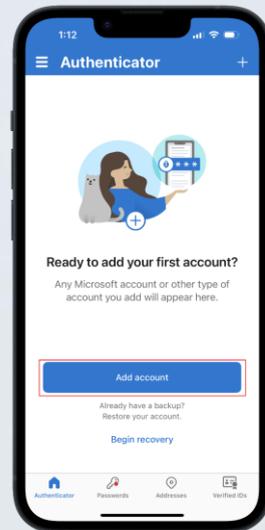
Step 13:

- In the upper right-hand corner, click "Skip"



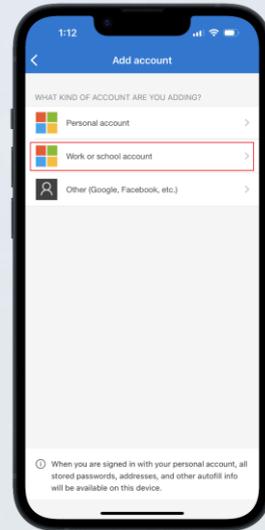
Step 14:

- Click "Add Account"



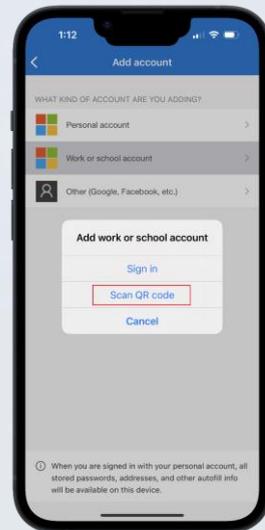
Step 15:

- Click "Work or school account"



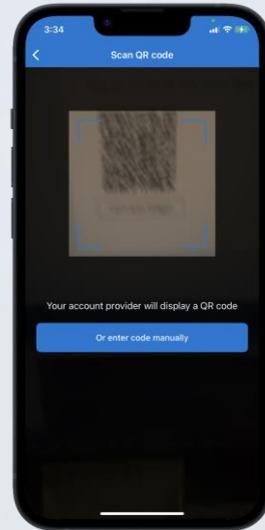
Step 16:

- Click "Scan QR Code"



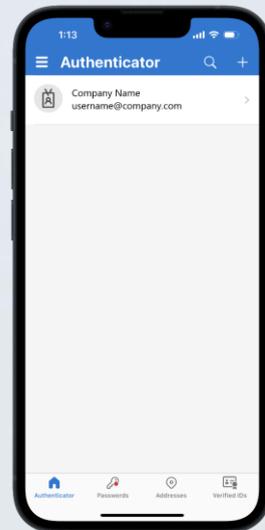
Step 17:

- Point your phone's camera at the QR code on your computer screen



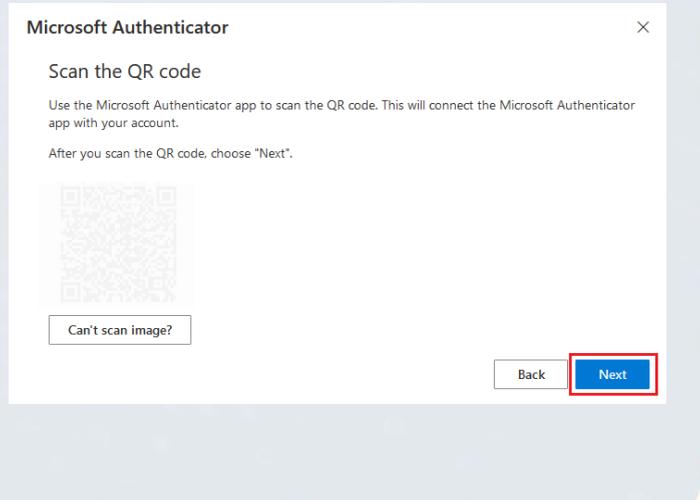
Step 18:

- If loaded correctly, you should see your company name, as well as your company email address listed inside of the Authenticator app like shown:



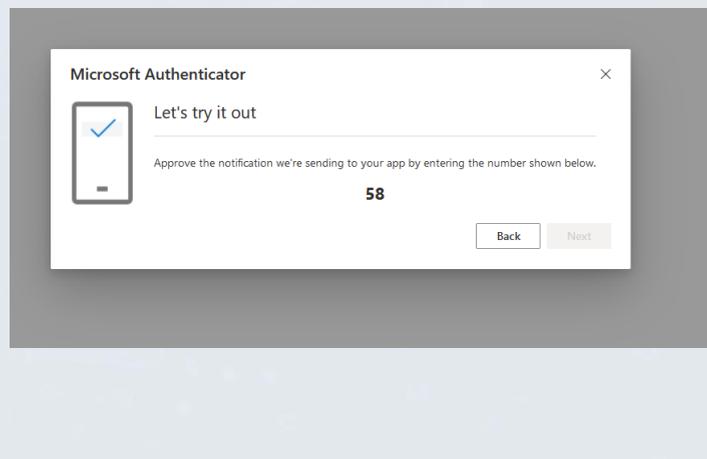
Step 19:

- Once you have scanned the QR code with your app, click "Next"



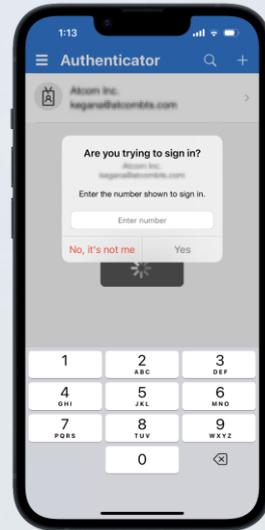
Step 20:

- Microsoft will now send a test notification to your phone



Step 21:

- Open the Authenticator app and enter in the number that appears on the computer screen
- Alternatively, you may receive a push notification without a number option – select “Yes” if a popup appears



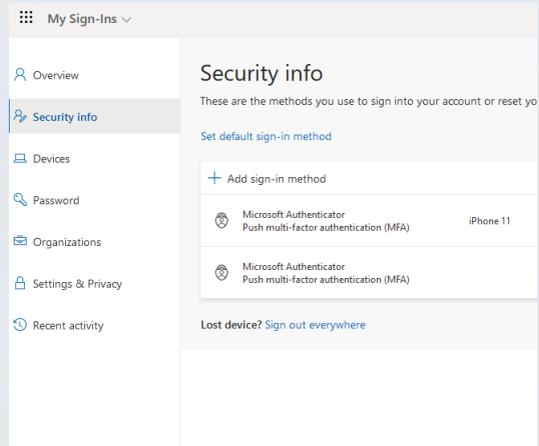
Step 22:

- If completed correctly, you should receive the following screen on your computer:



Step 23:

- You can confirm that the new MFA app option has added to your account successfully if you see at least two methods under “Security info” and that the option shows as “Microsoft Authenticator”



If you have any issues or questions, please contact your IT Services support provider