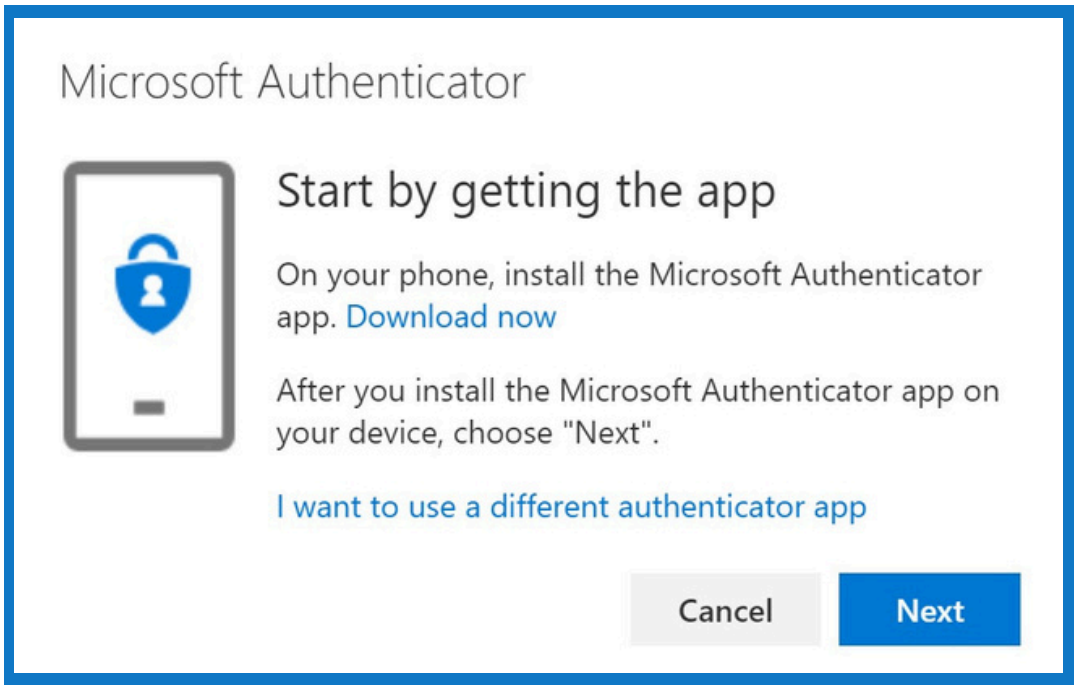
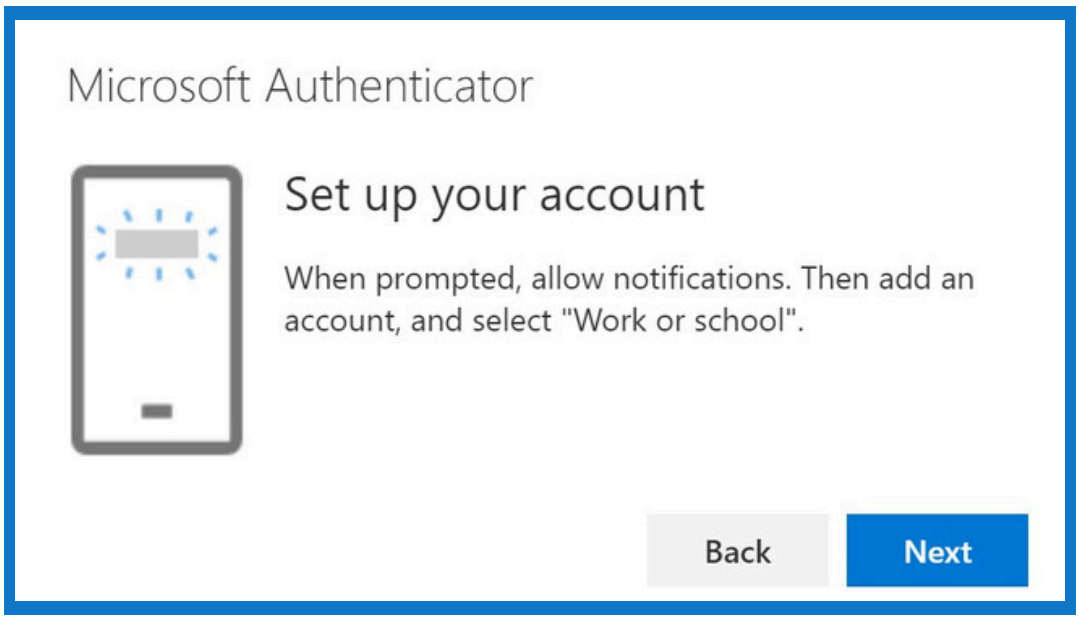
Microsoft Authenticator Guide

1. Login to www.office.com using your staff credentials.

2. Start by getting the app page, select Download now to download and install the Microsoft Authenticator app on your mobile device, and then select **Next.** For more information about how to download and install the app, see Download and install the Microsoft Authenticator app.



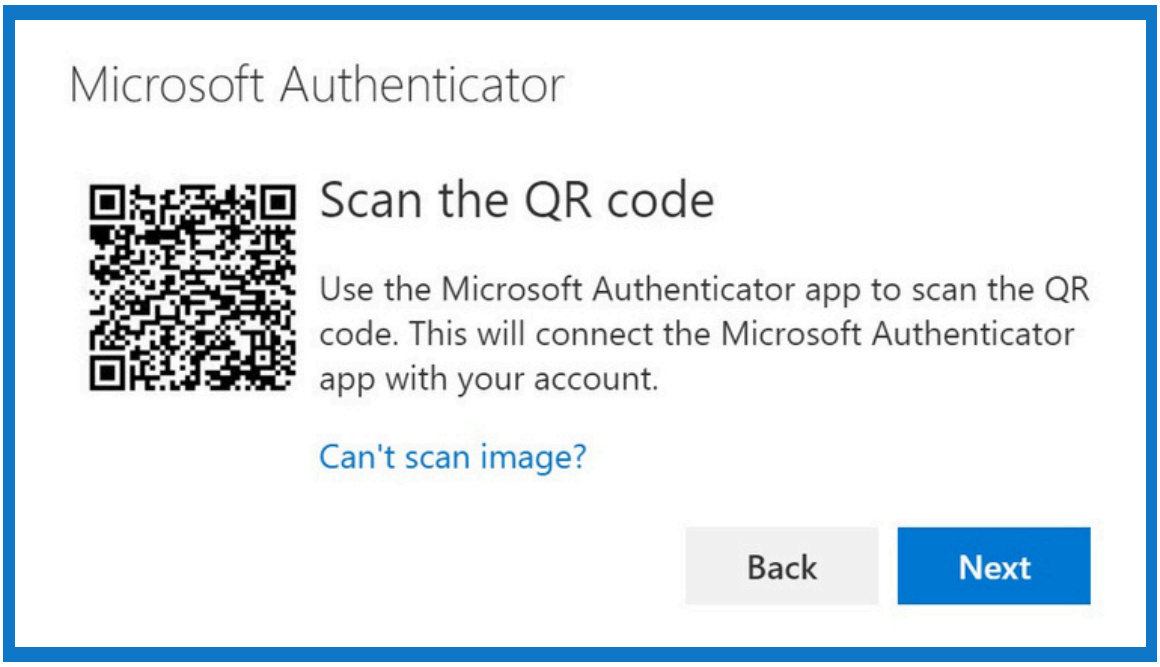
3. Remain on the Set up your account page while you set up the Microsoft Authenticator app on your mobile device.



4. Open the Microsoft Authenticator app, select to allow notifications (if prompted), select **Add account** from the **Customise and control** icon on the upper-right, and then select Work or school account.

Note: 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 see Manually add an account to the app.

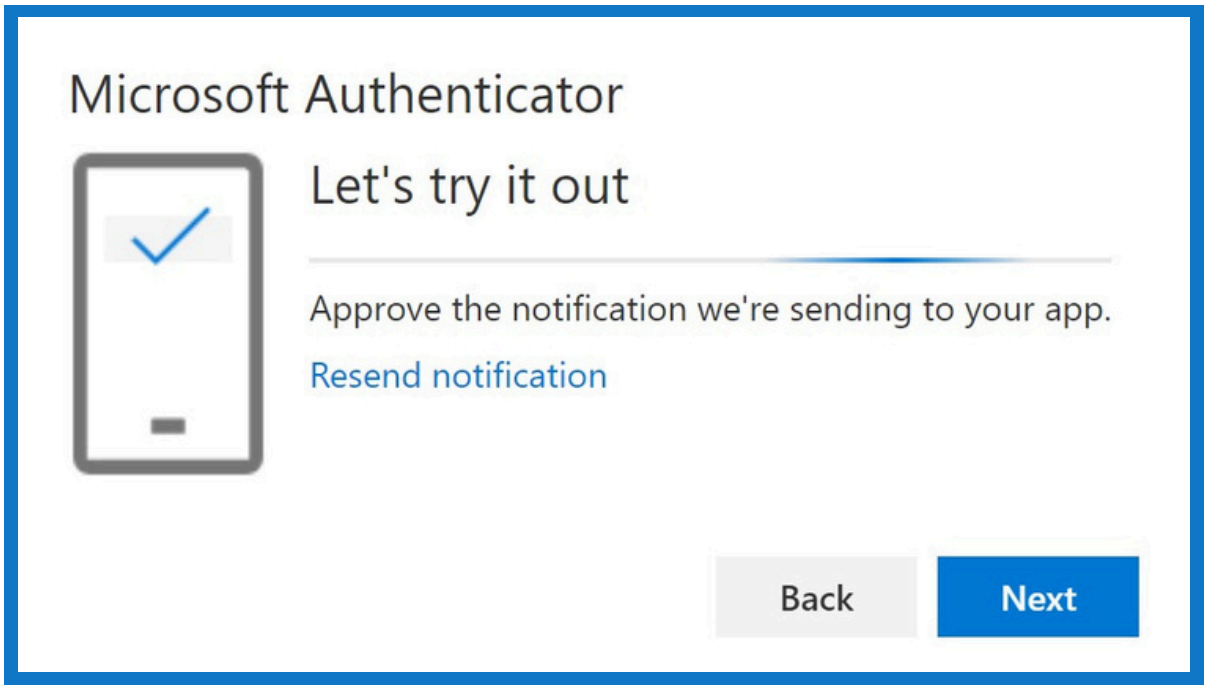
Return to the Set up your account page on your computer, and then select Next. The Scan the QR code page appears.



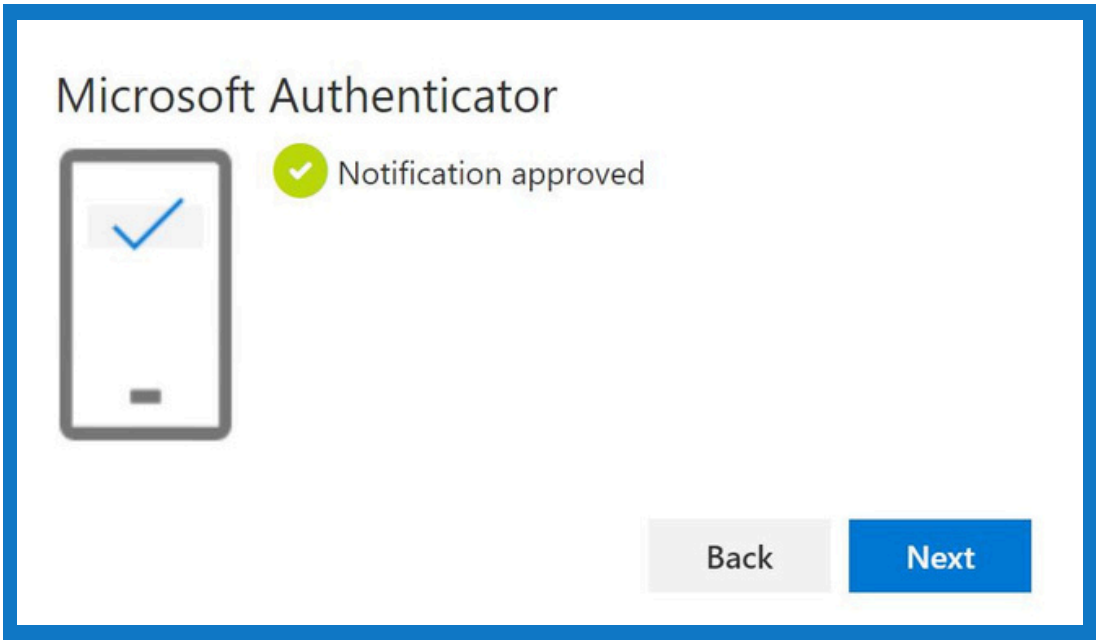
5. Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 6.

6. The authenticator app should successfully add your work or school account without requiring any additional information from you.

7. 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.

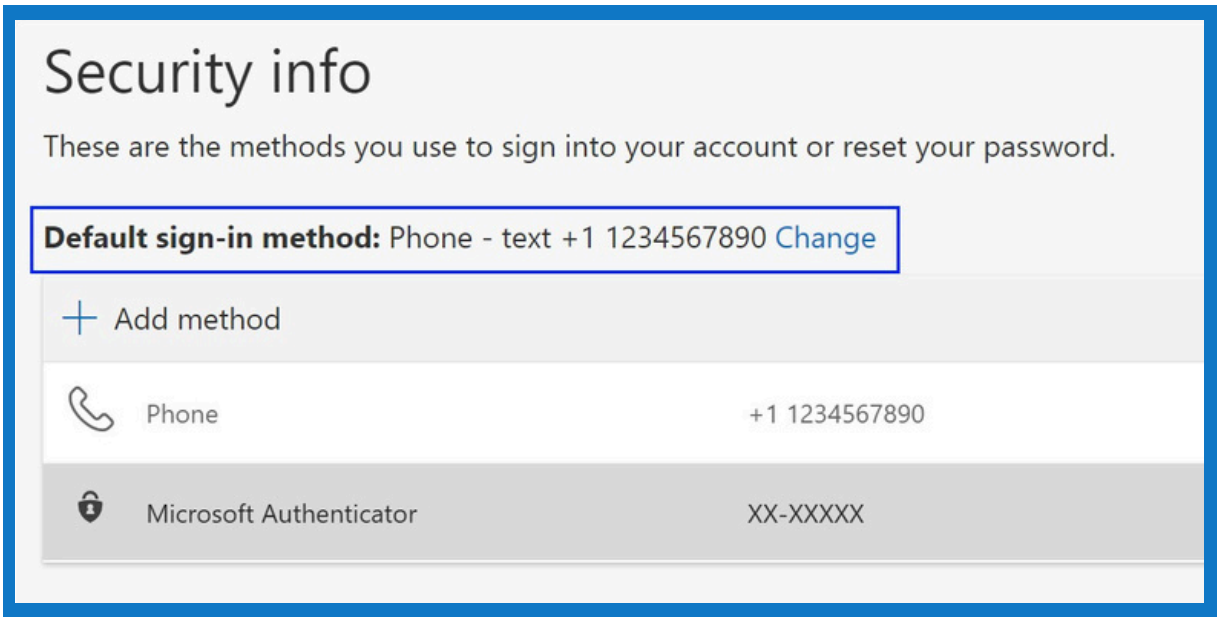


8. Approve the notification in the Microsoft Authenticator app, and then select Next. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.

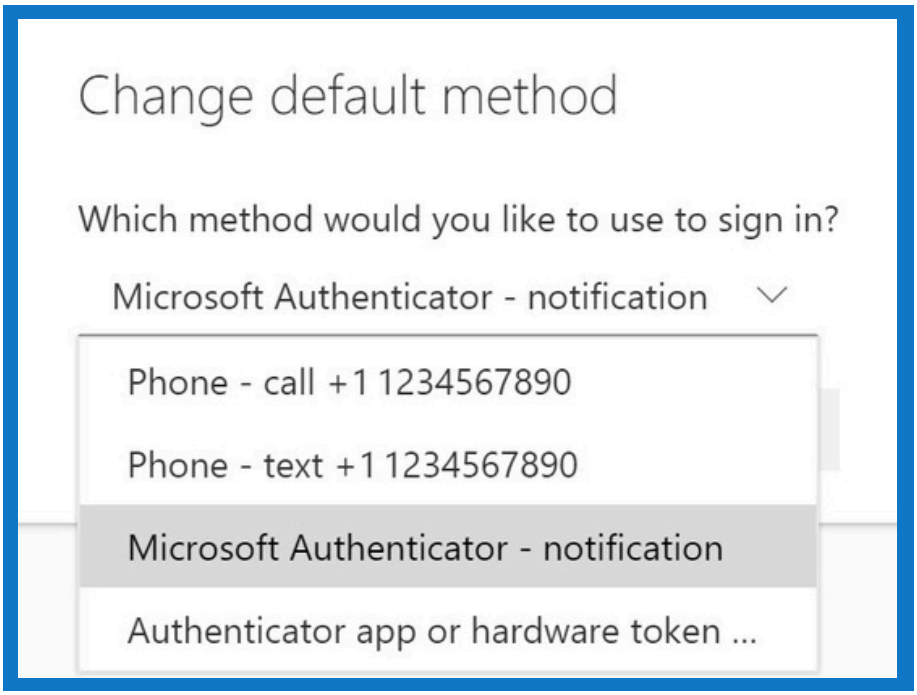


To change your default security info method

1. On the Security info page, select Change next to the Default sign-in method information.



2. Choose Microsoft Authenticator - notification from the list of available methods. If you're not using the Microsoft Authenticator app, select the Authenticator app or hardware token option.



3. Select **Confirm**. The default method used for sign-in changes to the Microsoft Authenticator app.