



Advanced IT Services



Useful Guides

MIRCOSOFT AUTHENTICATOR APP

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HERE TO HELP

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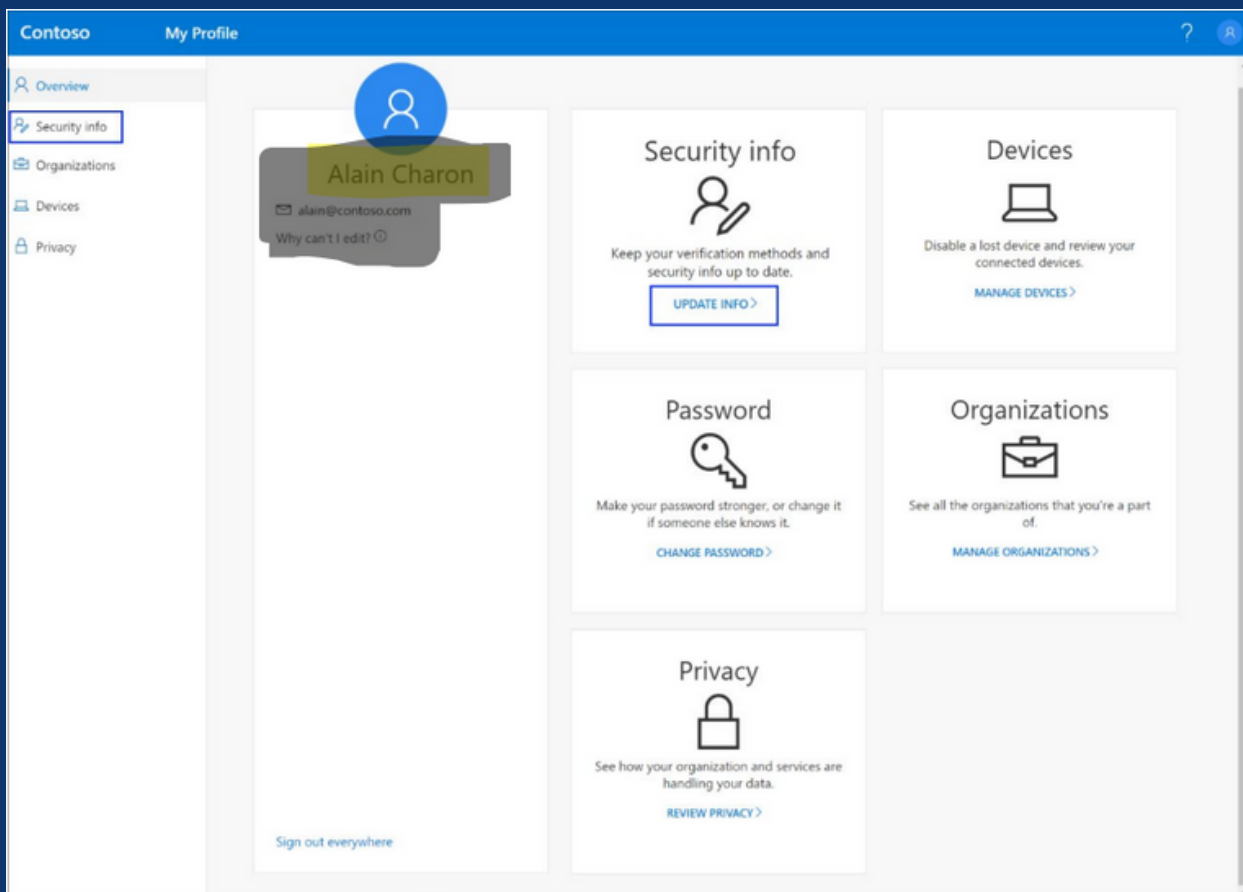
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How to set up 2FA

2FA ensures more robust security measures for protecting your account from cyber attacks and unauthorised access. This guide details how to set up the Microsoft Authenticator App. If you require assistance setting up this Application, please log a ticket on our helpdesk <https://support.aitn.co.uk>

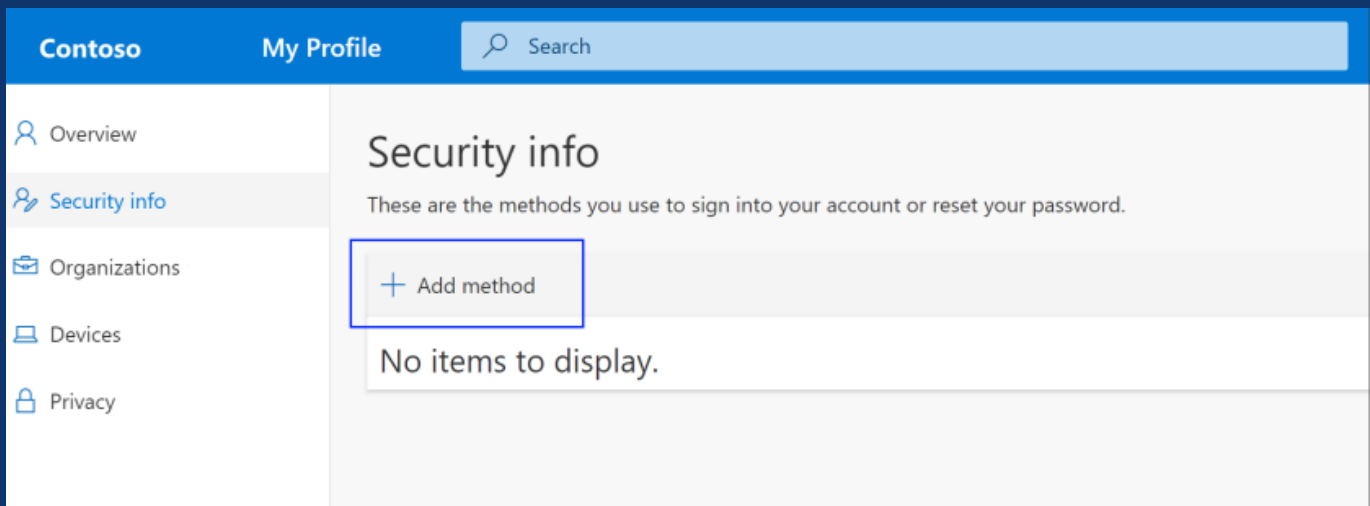


1. Sign in to **portal.office.com** with your work email address and password
2. Go to you 'My Account' Portal.

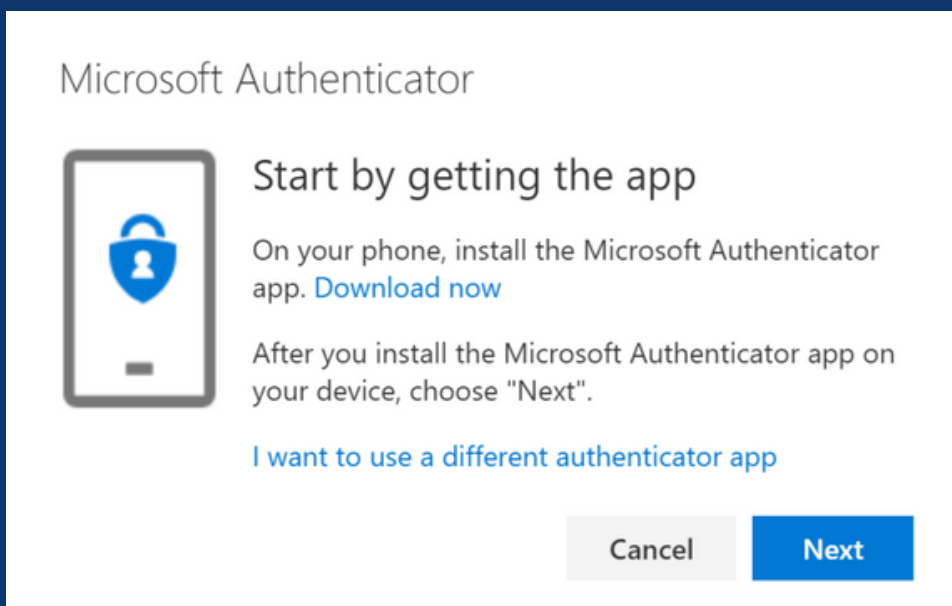


3. Select 'Security Info' in the left menu, or by using the 'Security Info' pane. If you have already registered, you'll be prompted for two-factor verification.

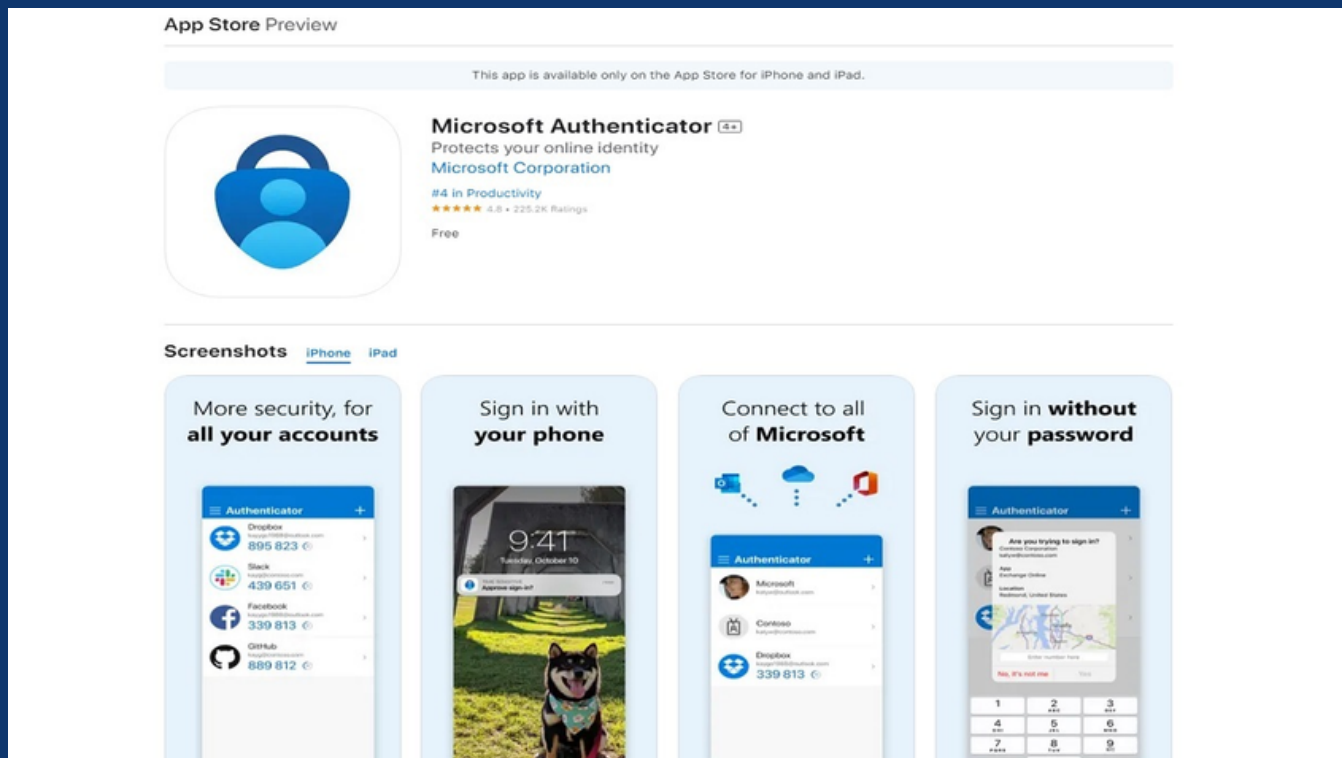
4. Select 'Add Method' in the 'Security Info' pane.



5. On the 'Add Method' Page, select 'Authenticator App' from the list, and then select Add.



6. Select 'Download Now' to download and install the Microsoft Authenticator App on your mobile device. The Application looks like this in GooglePlay/Andriod/App Store



7. Remain on the 'Set Up Your Account Page' whilst you set up the Microsoft Authenticator App on your mobile device. You may already have the application installed on your device, if so please select 'Add Account', and add your 'Work' Account. Please allow the Application to have access to your camera (if you have an iOS device), or enable it to capture images and record videos (Android).

Microsoft Authenticator



Set up your account

When prompted, allow notifications. Then add an account, and select "Work or school".

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8. Return to your PC and the 'Set up your account page', and then select 'Next'. The Scan QR code page will appear.

Microsoft Authenticator



Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

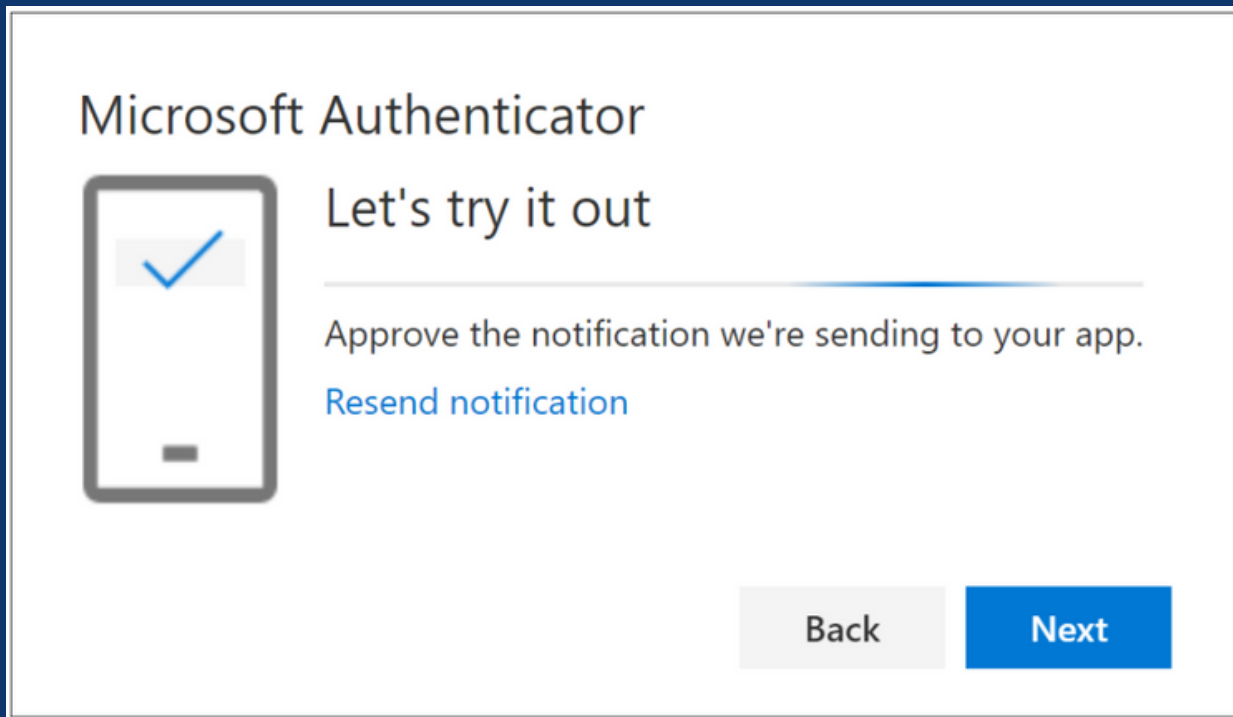
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Next

9. The Authenticator App should successfully add your work or school account without requiring any additional information from you.

10. Select 'Next' on the Scan the QR code page on your PC. 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 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.

If you are unable to set up the Authenticator App, please log a ticket via our helpdesk or call 0115 9170 197 for support.