

MICROSOFT ENTRA ID

Microsoft Authenticator MFA User Guide

Set up multi-factor authentication for your work or school account

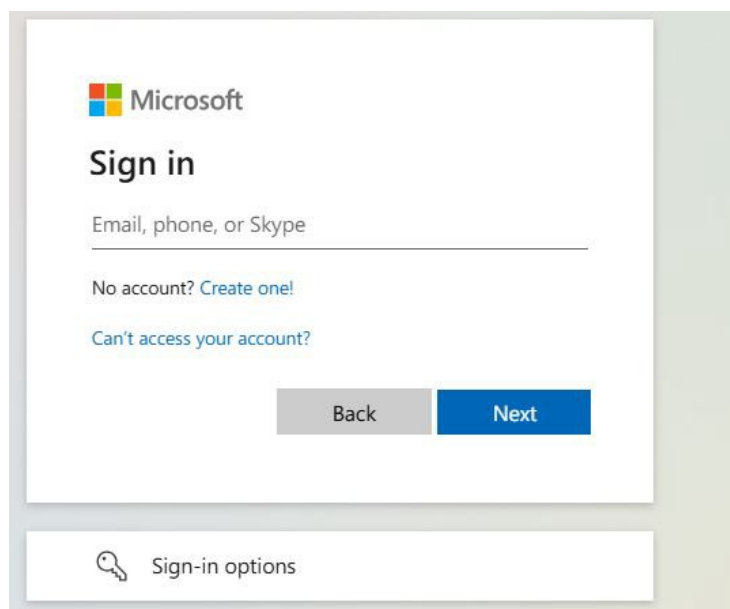
This guide explains how to register the Microsoft Authenticator app and use it to verify your identity when signing in to Microsoft 365 with your work or school account. Screen labels may vary slightly depending on your organization's settings.

1. Sign In to Your Work or School Account

- **Open the setup page:** On your computer, open a web browser and go to <https://aka.ms/MFASetup>.
- **Sign in:** Enter your work or school email address, select Next, and enter your password if prompted.
- **Follow the setup prompt:** If Microsoft asks you to set up additional security verification, continue to the next step.

Important

Use your work or school account and follow the instructions shown on the Microsoft sign-in page. If you are unsure whether a page is legitimate, stop and contact IT support.



Example sign-in screen

2. Install Microsoft Authenticator

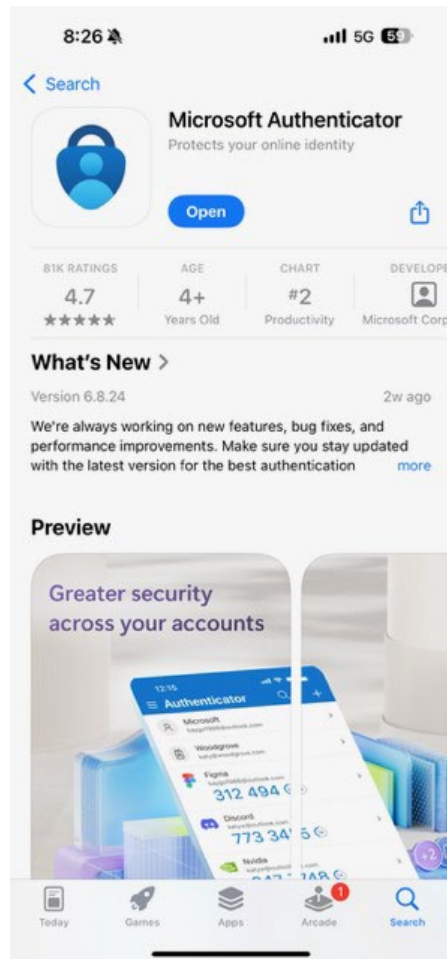
On your mobile phone:

Android

- Open the Google Play Store.
- Search for Microsoft Authenticator.
- Tap Install, then open the app.

iPhone or iPad

- Open the Apple App Store.
- Search for Microsoft Authenticator.
- Tap Get to install the app, then open it.



Example mobile app screen

3. Open Microsoft Authenticator

- **Launch the app:** Open Microsoft Authenticator on your phone.
- **Start adding an account:** Tap the + (Add account) button if shown.
- **Choose the account type:** Select Work or school account.

If your computer already displays a QR code for setup, leave that page open and continue to Step 5.

4. Start MFA Registration

- **Open the MFA setup page:** On your computer, go to <https://aka.ms/MFASetup> if you have not already opened it.
- **Continue:** Follow the on-screen instructions and select Next when prompted.
- **Select the verification method:** Choose Authenticator app, then select Continue or Next, depending on the screen.

Already seeing a QR code?

You can skip directly to Step 5 and scan the QR code with Microsoft Authenticator.

5. Scan the QR Code

On your computer

A QR code should appear on the setup page. Keep the code visible on your screen.

On your phone

- Open Microsoft Authenticator and tap the + button.
- Select Work or school account.
- Tap Scan a QR code.
- Use your phone's camera to scan the QR code displayed on your computer.

After scanning, your work or school account should appear in the app. Depending on the setup flow, the app may also display a rotating six-digit verification code.

6. Confirm the Setup

- **Return to your computer:** Select Next on the Microsoft setup page.
- **Respond to the test:** Approve the notification in Microsoft Authenticator if prompted, or enter the verification code if the page asks for one.
- **Wait for confirmation:** Follow any remaining instructions until Microsoft confirms that setup is complete.

7. Finish Setup

- **Review the confirmation:** Look for a message confirming that Microsoft Authenticator has been set up successfully.
- **Add a backup method if available:** Your organization may allow another verification method, such as a phone call or text message.
- **Complete the process:** Select Next and then Done if those buttons appear.

8. Approve Future Sign-Ins

- **Start signing in:** Enter your work or school username and password when requested.

- **Check your phone:** Wait for a Microsoft Authenticator notification, or follow the sign-in page instructions to use a verification code.
- **Approve only your own request:** Approve the notification only if you initiated the sign-in and the details match what you are doing.

Security reminder

Never approve an unexpected sign-in request. If you receive a notification you did not initiate, deny it if possible and contact IT support.

9. If You Lose Access to Authenticator

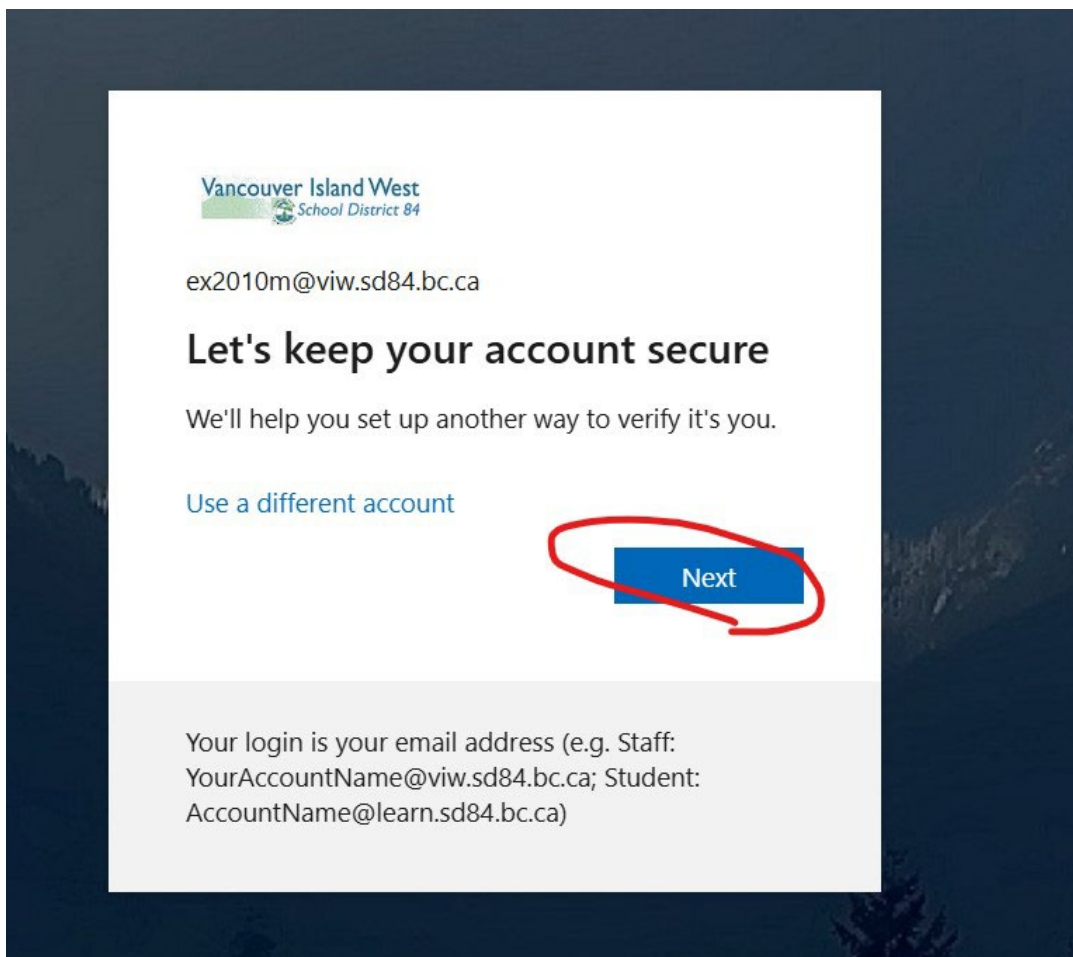
- If you still have another verification method available, use it to sign in.
- Follow your organization's approved process to register Microsoft Authenticator on your replacement phone.
- If you can access your security information page, review the registered methods and remove an old method only when appropriate.
- Contact IT support if you cannot sign in or cannot update your verification methods.

Please note

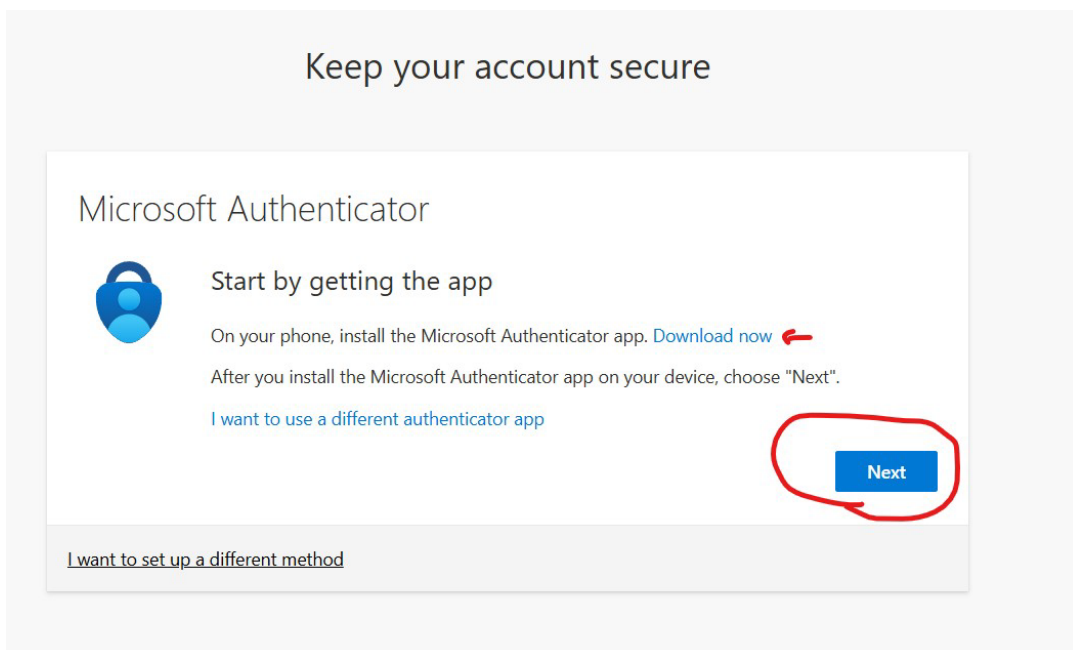
The available recovery options depend on your organization's configuration. Do not assume that you can remove or replace methods yourself; contact IT support if you are unsure.

10. Screenshot Reference

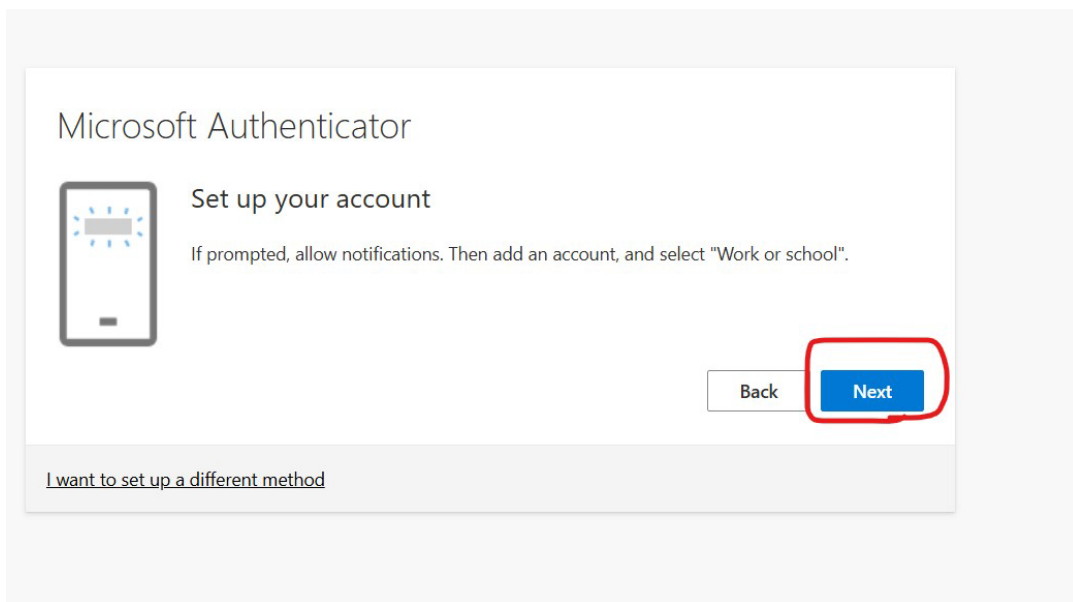
The following screenshots are retained from the original guide as visual references. Your screens may look different.



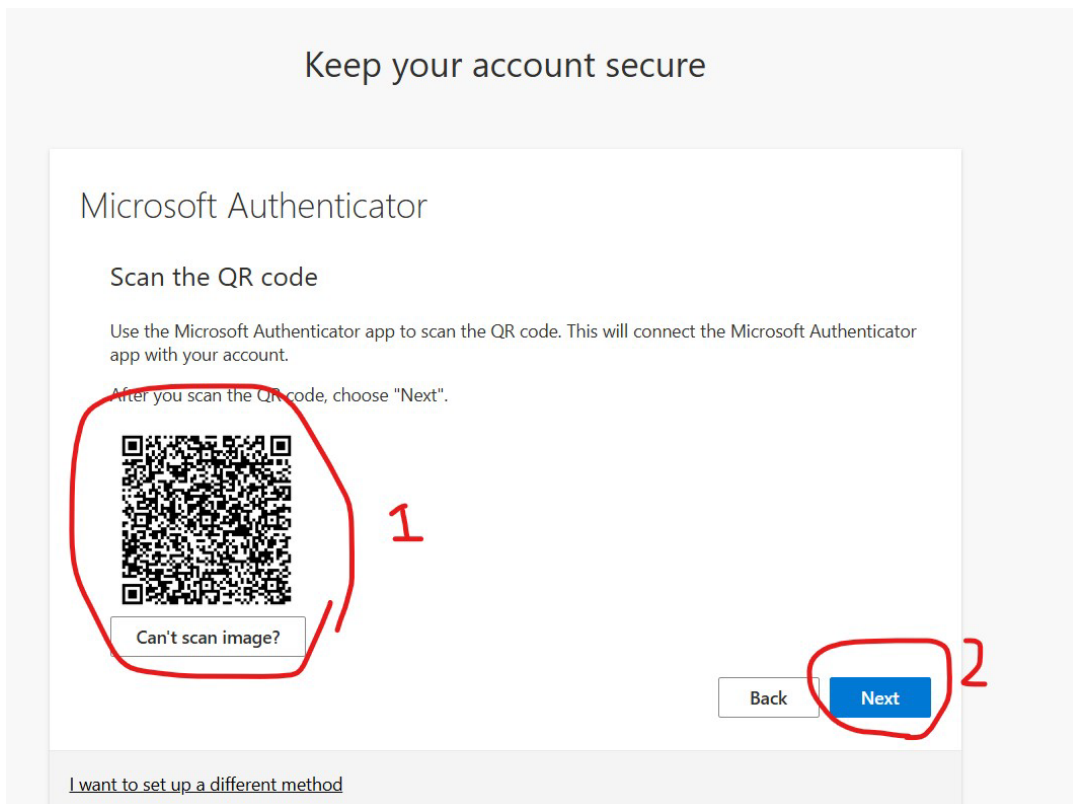
Example 1 — MFA setup



Example 2 — Authenticator verification



Example 3 — Setup prompt



Example 4 — Verification screen

Keep your account secure

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

53

Back Next

[I want to set up a different method](#)

Example 5 — Enter the number shown on your phone, if prompted

Keep your account secure

Microsoft Authenticator

Notification approved

Next

[I want to set up a different method](#)

Example 6 — Completion screen

Need help? Contact your organization's IT support team.