

Setup your multi-factor authentication (MFA) details on your new device

Before you start:

- *These instructions were created for those upgrading to a different operating system (i.e. iOS to Android, Android to iOS) and were created using an iOS device; screenshots may differ slightly for Android.*
- **IMPORTANT:** If you have access to your old device, it will make it easier to setup MFA on your new device.

Use two devices to complete these instructions:

- Your new device (to setup the MS authenticator app)
- Your old device (to approve sign-in and complete MFA setup)
- Optional: you may also use a computer to complete MFA setup.

Get your new device ready for MFA:

Step 1

On your new device, download the Microsoft Authenticator app by searching for "Microsoft Authenticator app" in your app store or use these links: [iOS](#) | [Android](#) | [Windows](#)

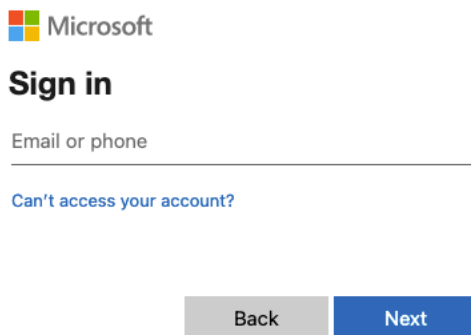


Microsoft Authenticator 
Protects your online identity
Microsoft Corporation
#8 in Productivity
★★★★★ 4.8 • 62.4K Ratings
Free

Once you have the authenticator app downloaded, set it aside. [Move to 'Step 2'](#).

Step 2

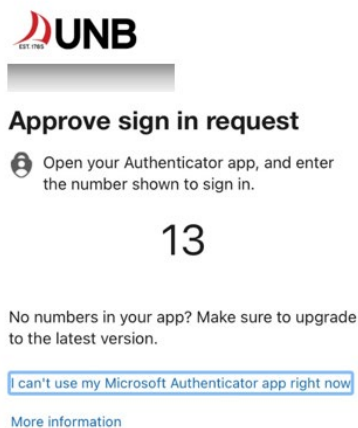
1. *On your computer or old device:* open an incognito/private browsing window in your web browser. Go to the 'Microsoft My Account' website at <http://myaccount.microsoft.com> and log in with your UNBloginID@unb.ca (don't forget the @unb.ca) and password, if prompted.



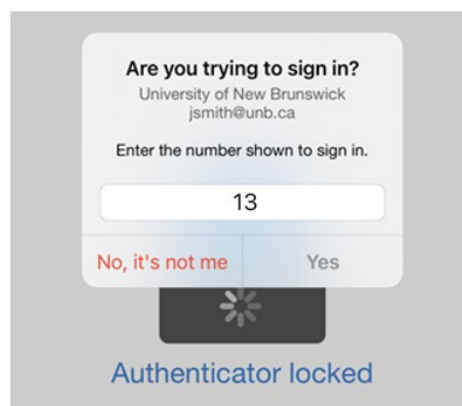
Microsoft
Sign in
Email or phone
[Can't access your account?](#)
Back Next

2. **IMPORTANT: You must authenticate to continue.** Pick A, B or C below and follow the instructions.

A: If you *have* your old device: approve the sign-in request on that device by entering the 2- or 3-digit number provided on the login screen into the Authenticator app. [Jump to 'Step 4'](#).



UNB
Approve sign in request
Open your Authenticator app, and enter the number shown to sign in.
13
No numbers in your app? Make sure to upgrade to the latest version.
[I can't use my Microsoft Authenticator app right now](#)
[More information](#)



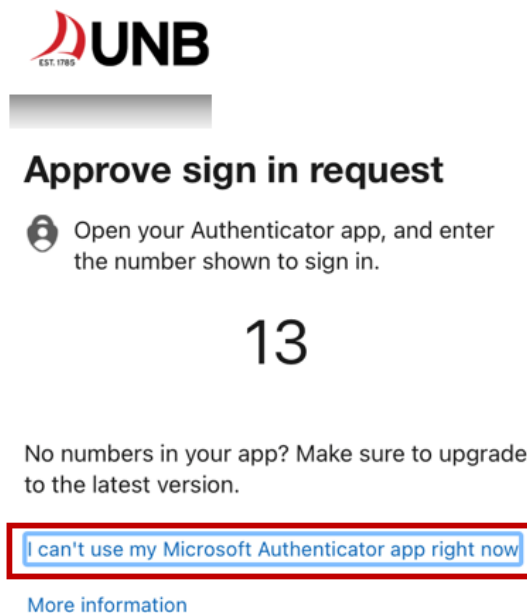
Are you trying to sign in?
University of New Brunswick
jsmith@unb.ca
Enter the number shown to sign in.
13
No, it's not me Yes
Authenticator locked

B: If you *don't have* your old device and you *did not* setup the text back-up method, or you changed your phone number: contact the IT Service Desk.

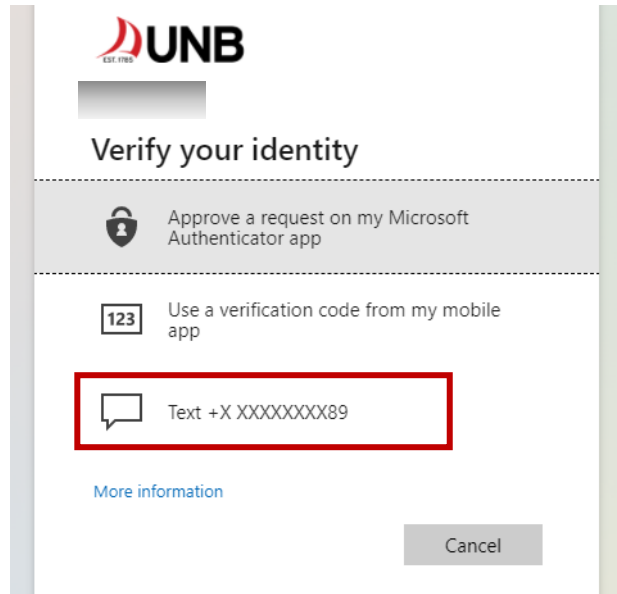
You cannot go further on your own and will need to contact the [IT Service Desk](#) at itservicedesk@unb.ca

C: If you *don't have* your old device but *did* setup a text backup MFA method and you kept your same number: follow the instructions below to authenticate.

1. Click '**I can't use my Microsoft Authenticator app right now**'



2. Tap '**Text + XXXXXXXXXXXX**'

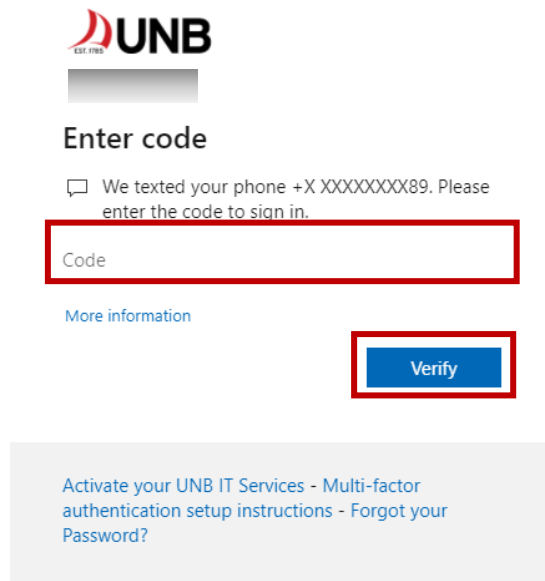


The screenshot shows a mobile interface for identity verification. At the top is the UNB logo. Below it is a grey bar with a lock icon and the text "Verify your identity". The main content area has three options, each with a dashed line separator below it:

- Option 1: A lock icon, followed by "Approve a request on my Microsoft Authenticator app".
- Option 2: A box containing "123", followed by "Use a verification code from my mobile app".
- Option 3: A speech bubble icon, followed by "Text +X XXXXXXXXX89". This option is highlighted with a red rectangular border.

At the bottom left is a blue link "More information". At the bottom right is a grey button labeled "Cancel".

3. A 6-digit code will be sent to your new phone. Enter the code into the **'Enter code'** field. Click **'Verify'**. Jump to **'Step 4'**.



The screenshot shows a mobile interface for entering a code. At the top is the UNB logo. Below it is a grey bar with the text "Enter code". The main content area has a message with a speech bubble icon: "We texted your phone +X XXXXXXXXX89. Please enter the code to sign in." Below this message is a text input field labeled "Code", which is highlighted with a red rectangular border. At the bottom left is a blue link "More information". At the bottom right is a blue button labeled "Verify", which is also highlighted with a red rectangular border.

At the bottom of the screen, there is a grey box containing the following text: "Activate your UNB IT Services - Multi-factor authentication setup instructions - Forgot your Password?"

Step 4

1. On the 'Microsoft My Account' website, click '**Update info**' under '**Security info**'

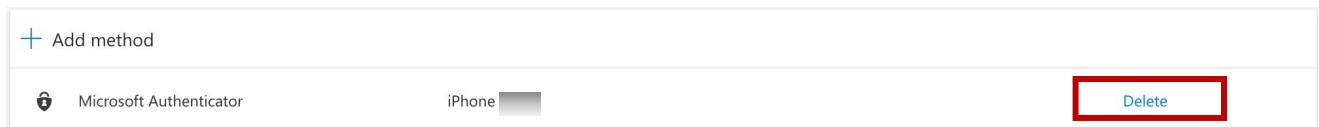
Security info



Keep your verification methods and security info up to date.

[UPDATE INFO >](#)

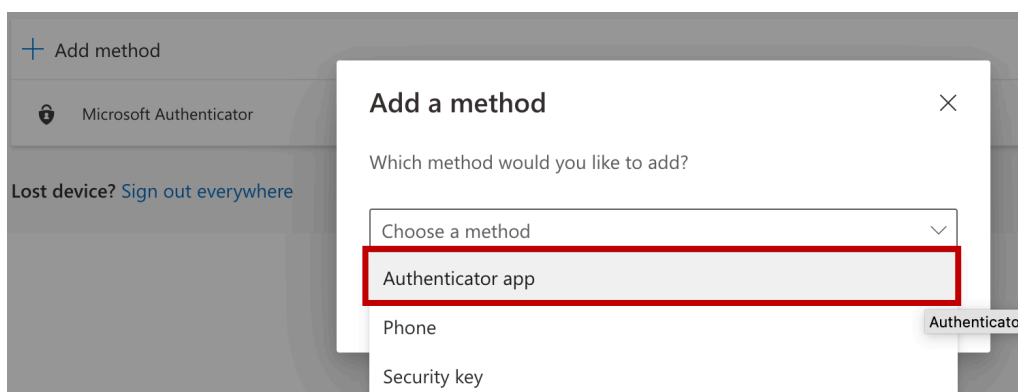
2. Click '**Delete**' next to the '**Microsoft Authenticator**' for your old phone



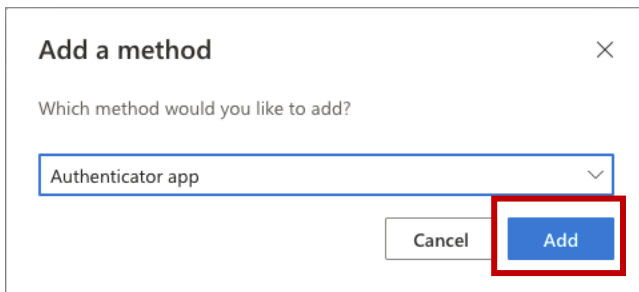
3. Click '**Add method**'

[+ Add method](#)

4. Choose '**Authenticator app**'

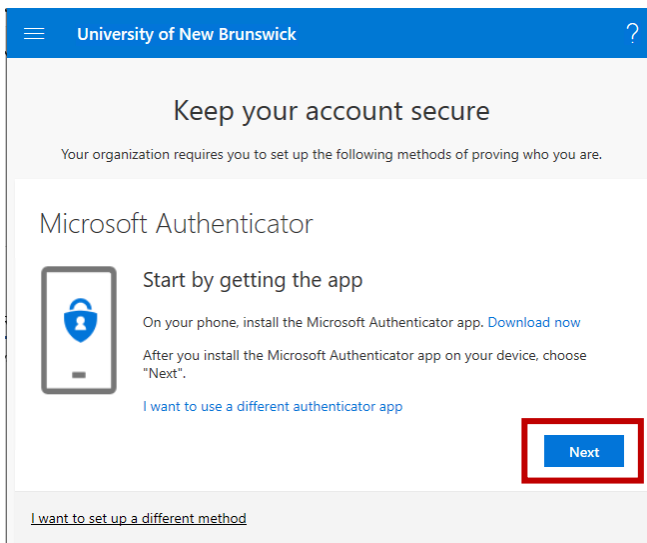


5. Click **'Add'**



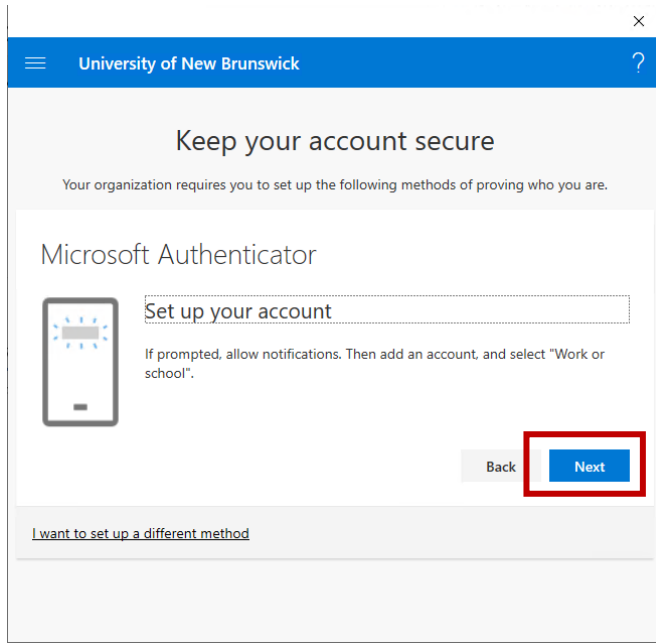
A dialog box titled "Add a method" with a close button (X) in the top right corner. The text inside asks "Which method would you like to add?". Below this is a dropdown menu with "Authenticator app" selected. At the bottom, there are two buttons: "Cancel" and "Add". The "Add" button is highlighted with a red rectangular box.

6. Click **'Next'**

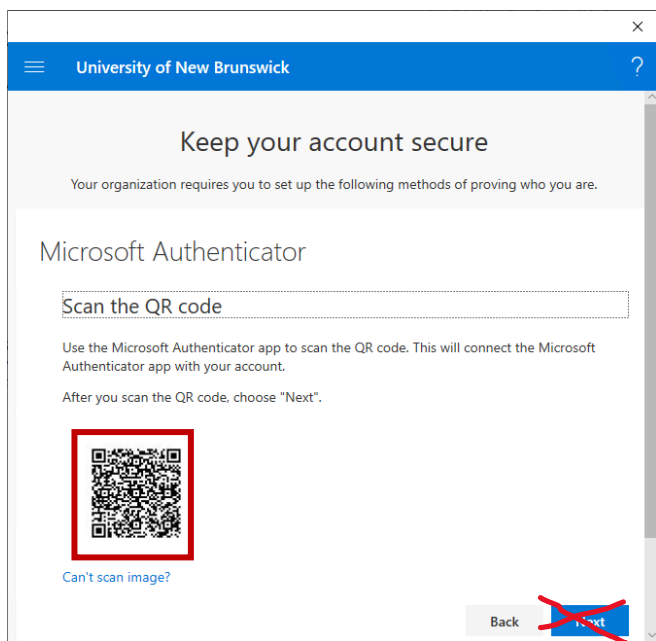


A screenshot of a mobile application interface. At the top, a blue header bar contains the text "University of New Brunswick" and a question mark icon. Below the header, the main heading is "Keep your account secure" with a sub-heading "Your organization requires you to set up the following methods of proving who you are." The section is titled "Microsoft Authenticator" and includes an icon of a smartphone with a lock. The text says "Start by getting the app" and "On your phone, install the Microsoft Authenticator app. [Download now](#)". It continues with "After you install the Microsoft Authenticator app on your device, choose 'Next'." and a link "I want to use a different authenticator app". At the bottom right, a blue "Next" button is highlighted with a red rectangular box. At the bottom left, there is a link "I want to set up a different method".

7. Click **'Next'**



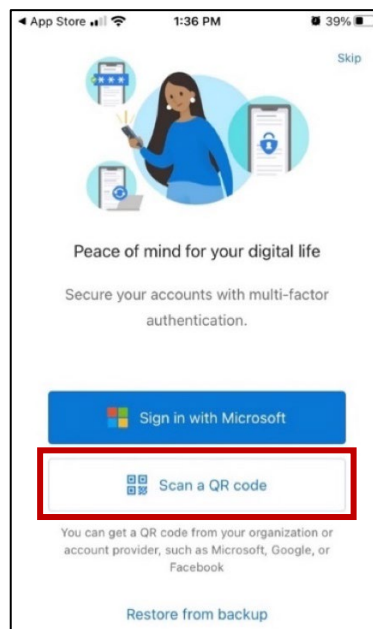
8. You will see a QR Code. **Stop here** and jump to point 9. Do not click next.



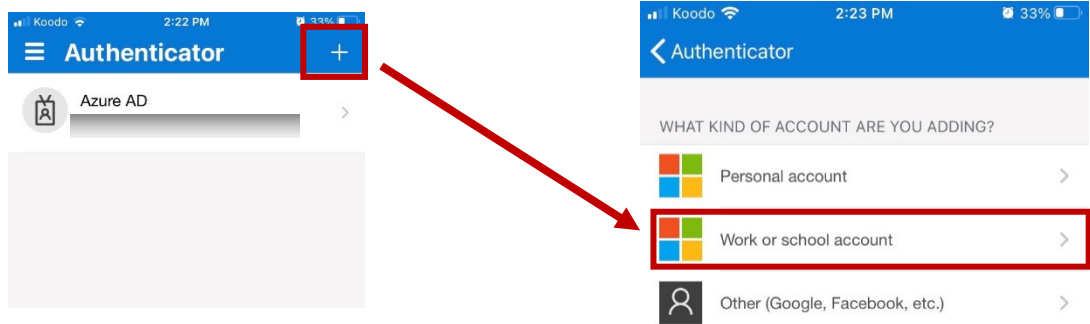
9. Go back to your new mobile device and open the **MS Authenticator** app.

10. **IMPORTANT:** You need to scan the QR code using the authenticator app on your new phone. Pick A or B below and follow the instructions.

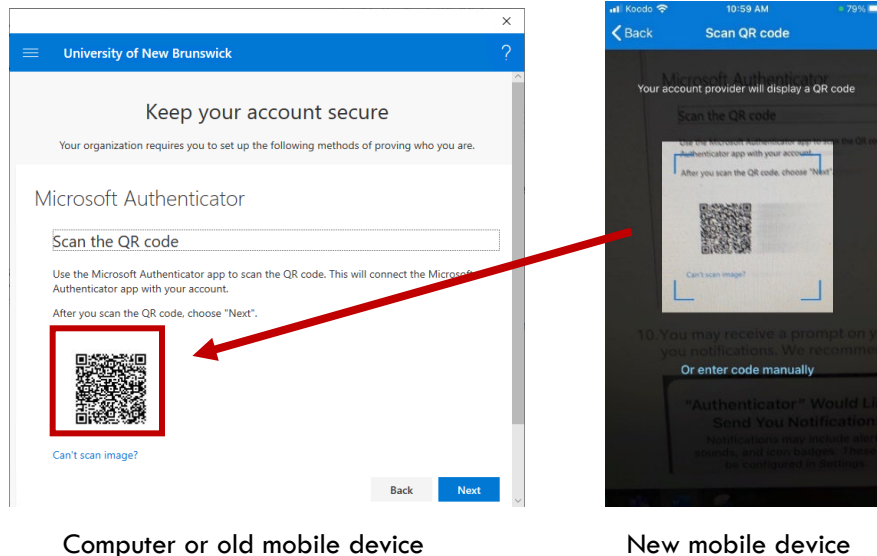
A. If prompted, choose Scan QR code (do NOT sign in with Microsoft). Jump to point 11.
Note: If you've used the app before, you won't be prompted.



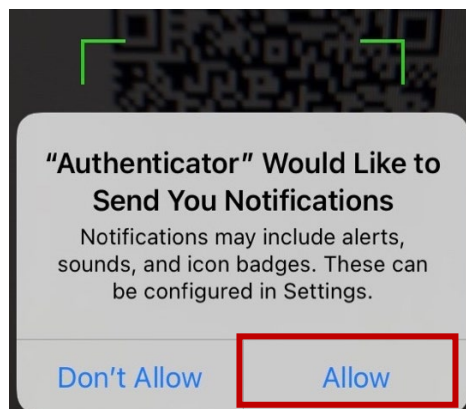
B. If you are not prompted: Go to the app home screen, press **+ Add Account** > **Work or school account** to open the QR code scanner. Move on to point 11.



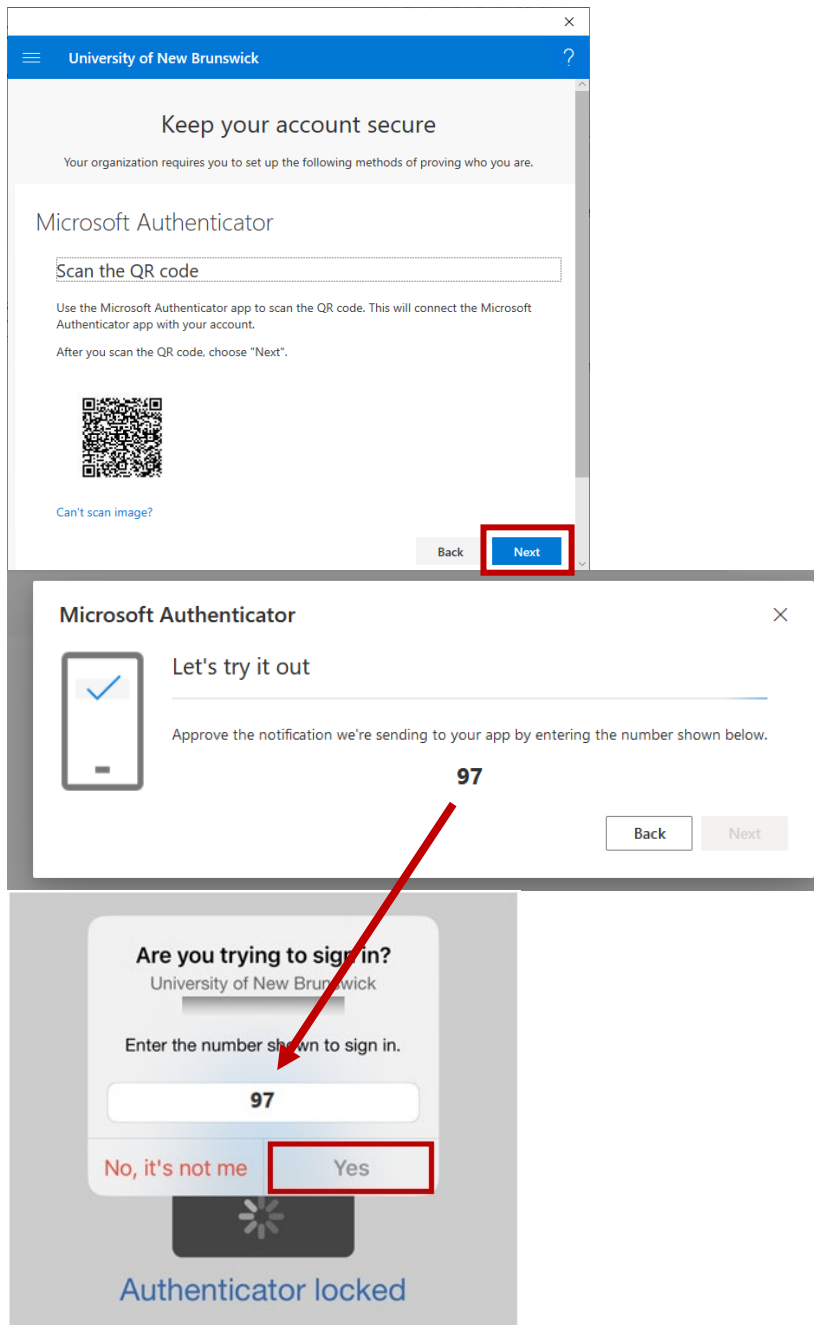
11. Click **'OK'** on any prompts you receive (e.g. allow Authenticator to access your camera, data usage & app lock).
12. **Go back to your computer or old mobile device** and *using* your Authenticator app on your *new mobile device*, scan the QR code on your computer or old mobile device to connect the app to your account.



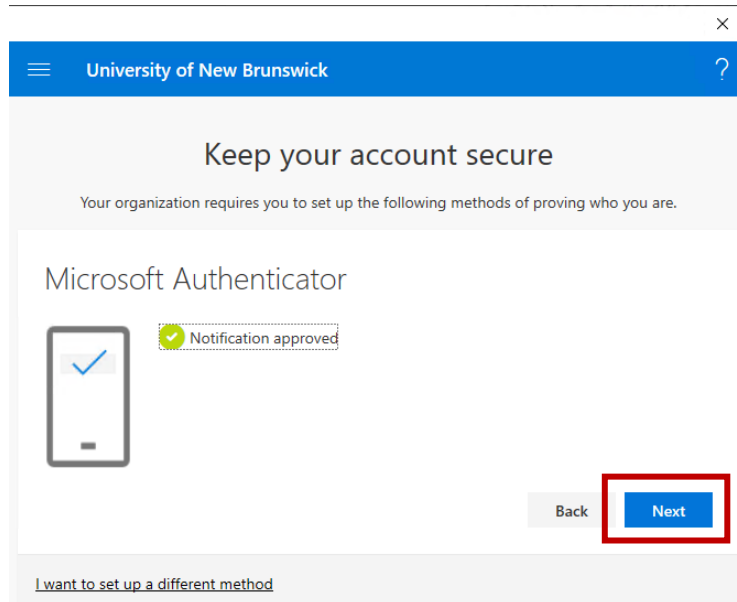
13. **On your new device**, you may receive a prompt saying, "Authenticator would like to send you notifications". We recommend selecting **'Allow'**.



14. **Go back to your computer, or old device,** and *click 'Next'* to send a test notification to the Authenticator app. Approve the notification by entering the 2- or 3-digit number in the space provided in the Authenticator app on your *new mobile device* and click **'Yes'**.



15. Once you've approved the notification, **go back to your computer or old device**, click **'Next'**.



16. Click **Done** to finish. You're now set up for MFA!

You no longer need your old device.

