Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using two devices

IMPORTANT: Use two devices to complete these instructions.

- Your smartphone or tablet to download the authenticator app on (i.e. the one you'll be using for MFA)
- A computer or secondary device to follow the setup instructions (e.g. your UNB laptop)

Note: these instructions were created using an iOS device; screenshots may differ slightly for Android.

1. On your mobile 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 4+
Protects your online identity
Microsoft Corporation

#8 in Productivity
★★★★★ 4.8 • 62.4K Ratings

Free

2. Once the app is downloaded, set your mobile device aside.

3. On your computer: Open an incognito/private browsing window in your web browser. Go to any UNB M365 service (like email) and log in with your **UNBloginID@unb.ca** (don't forget the @unb.ca) and **password** if prompted (*if you're already logged in to M365, you won't need to log in*).

4. You'll be prompted with a "more information required" screen. Click **Next**.
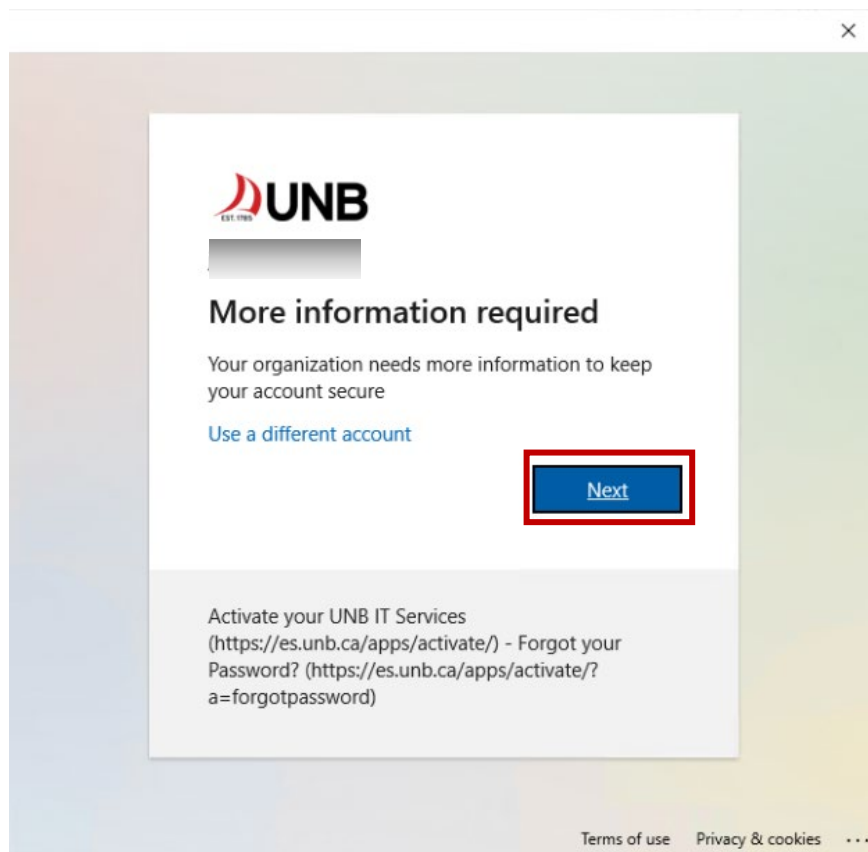
5. Go back to your mobile device and open the Authenticator app you downloaded.
6. When prompted, choose **Scan QR code** (NOT sign in with Microsoft). If you've used the app before, you won't be prompted. Instead, from the app home screen, press **+ Add Account > Work or school account** to open the QR code scanner.

◀ App Store 📶 🛜   1:36 PM   ⏰ 39% 🔋
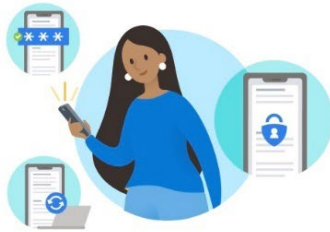
Skip

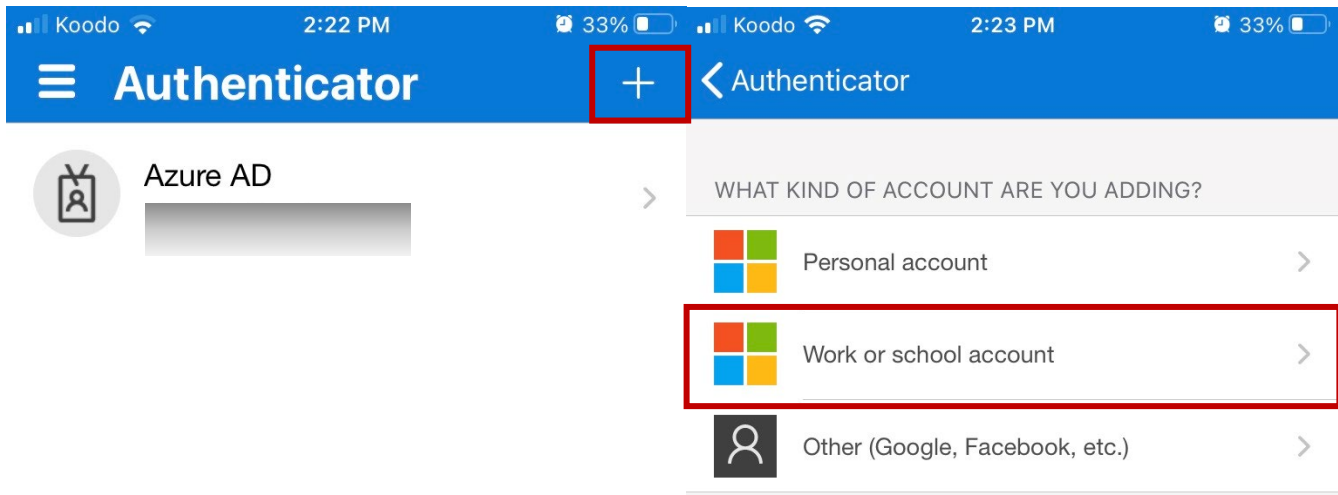**Peace of mind for your digital life**

Secure your accounts with multi-factor authentication.

⊞ Sign in with Microsoft

▦ Scan a QR code

You can get a QR code from your organization or account provider, such as Microsoft, Google, or Facebook

Restore from backup

📶 Koodo 🛜   2:22 PM   ⏰ 33% 🔋

☰ **Authenticator**   ＋

Azure AD
▓▓▓▓▓▓   ＞

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❮ Authenticator

WHAT KIND OF ACCOUNT ARE YOU ADDING?

⊞ Personal account   ＞

⊞ Work or school account   ＞

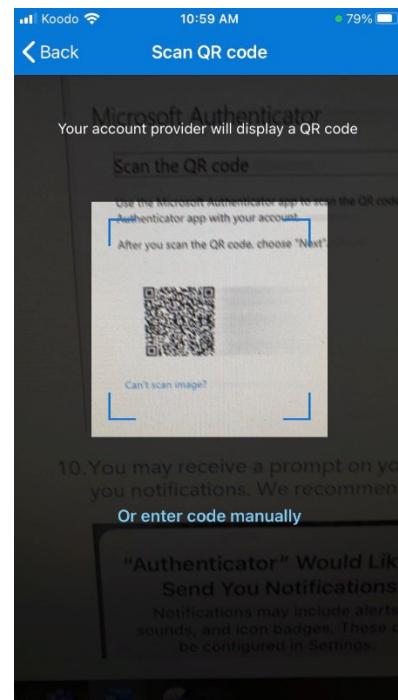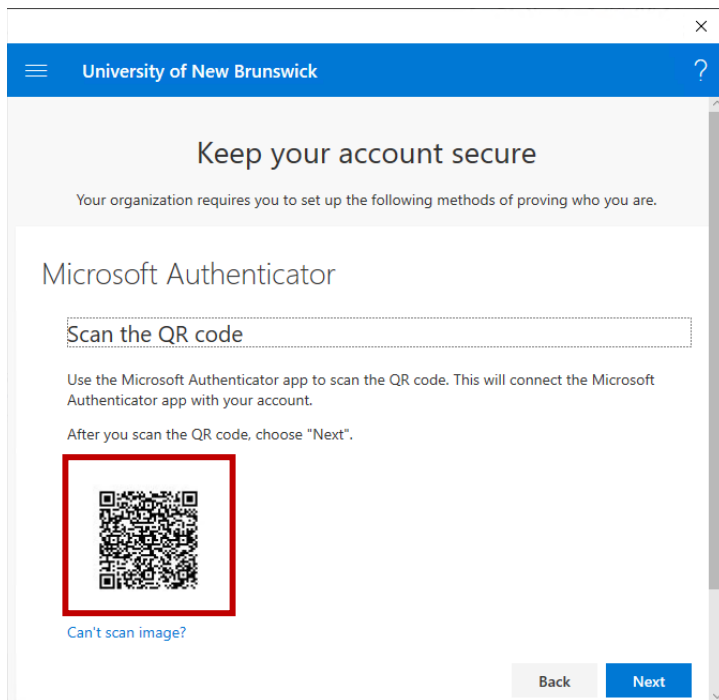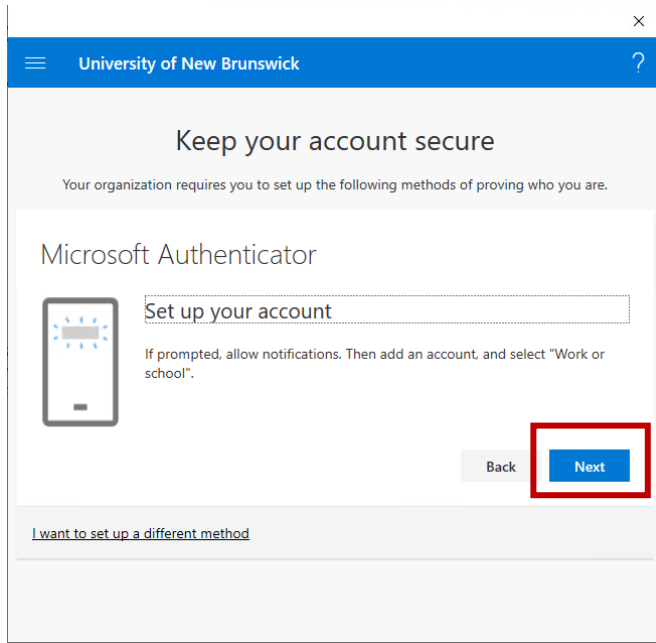🧑 Other (Google, Facebook, etc.)   ＞

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7. Click "**OK**" on any prompts you receive (e.g. allow Authenticator to access your camera, data usage & app lock).
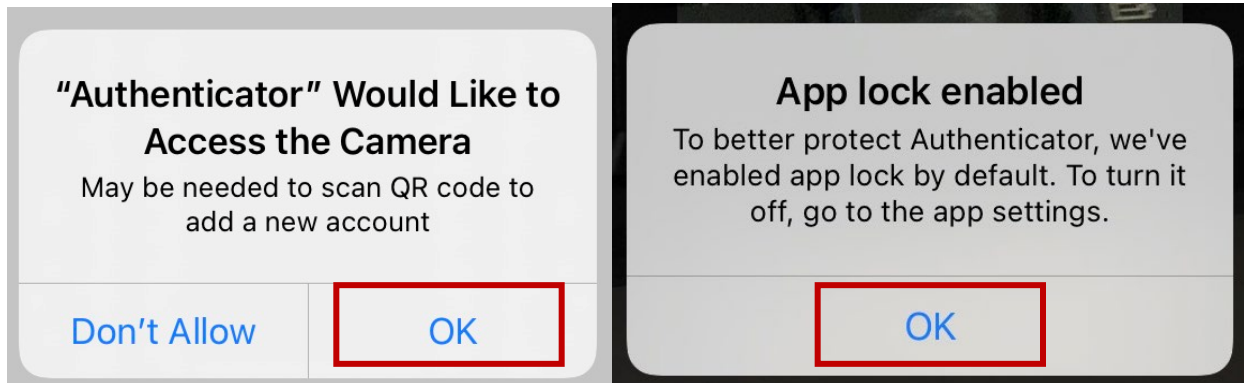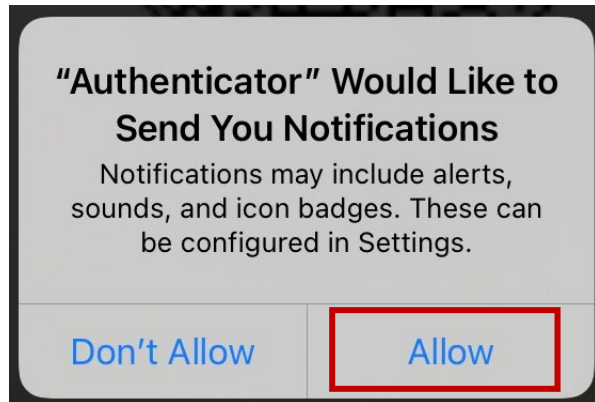

8. Go back to your computer and click **Next** through the Microsoft Authenticator screens until you see a **QR code**. Using your Authenticator app on your mobile device, scan the QR code to connect the app to your account.
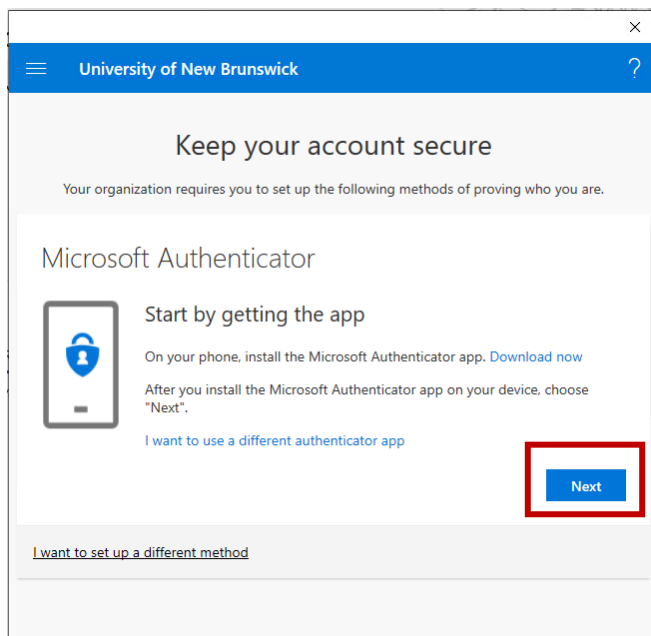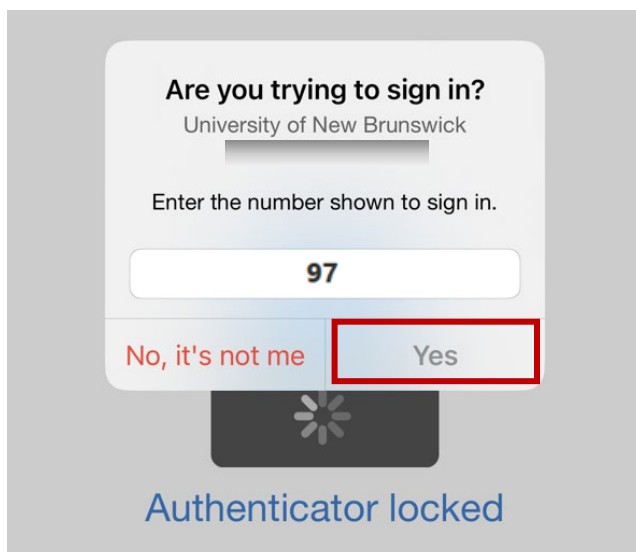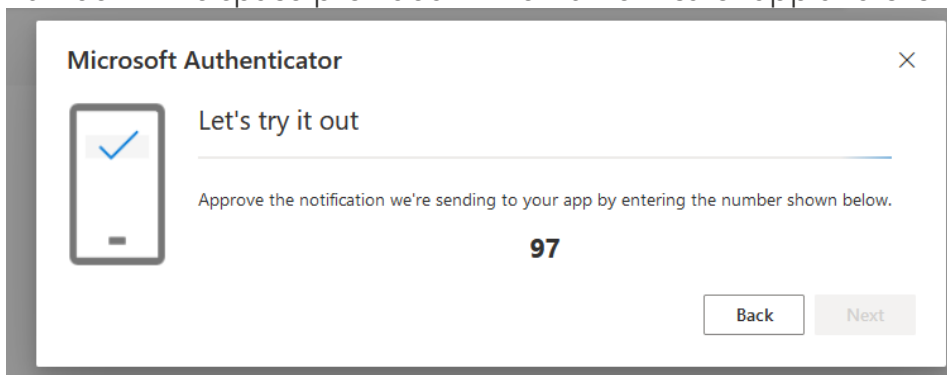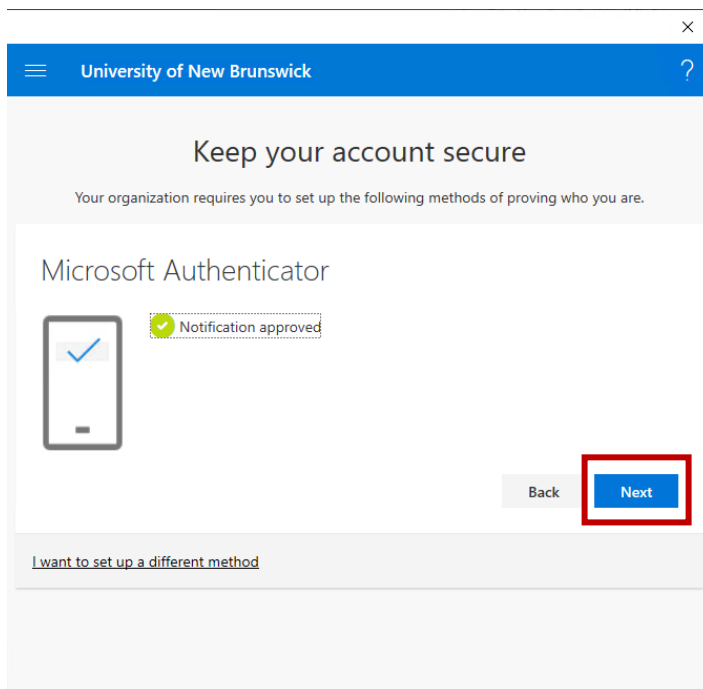
9. You may receive a prompt on your mobile device saying Authenticator would like to send you notifications. We recommend selecting **Allow**.

"Authenticator" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

| Don't Allow | **Allow** |

10. Go back to your computer and click **Next** to send a test notification to the Authenticator app. A 2- or 3-digit number will display on your computer screen. On your mobile device, enter this number in the space provided in the Authenticator app and click 'Yes'.

Microsoft Authenticator ✕

Let's try it out

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

97

Back   Next

Are you trying to sign in?

University of New Brunswick

Enter the number shown to sign in.

97

No, it's not me   Yes

Authenticator locked

11. Once you've approved the notification, on your computer, click **Next**.

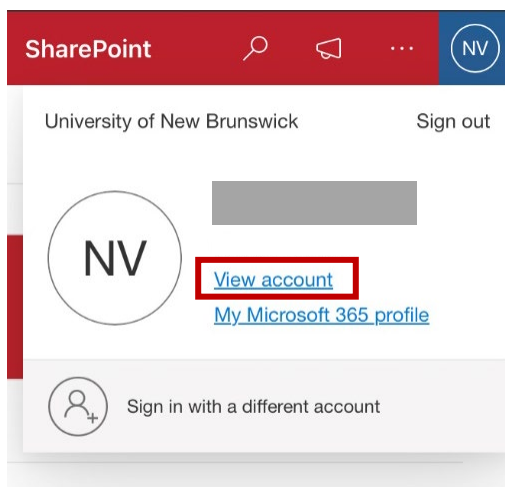12. Click **Done.** You now need to set up your backup MFA method (see advisory).
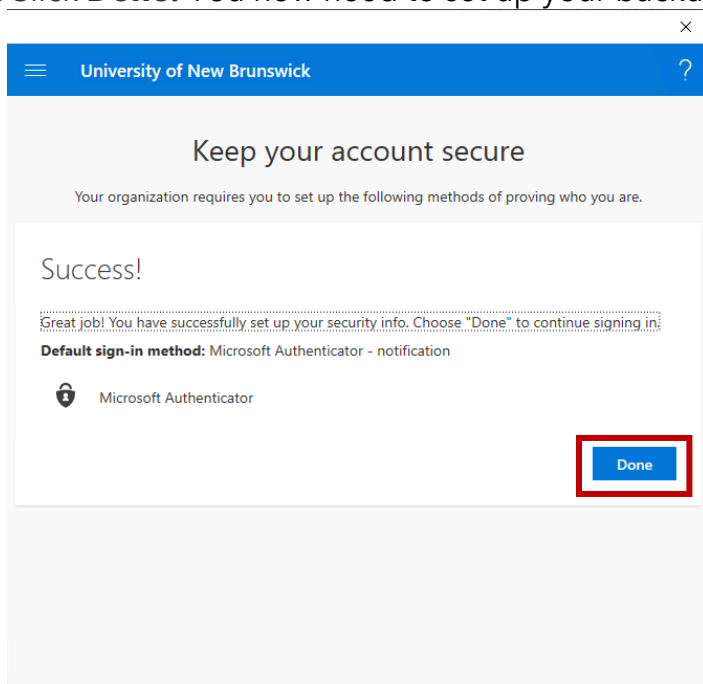
Advisory:

If you haven't set up a backup MFA method and you replace, reset, or lose your device, **you won't be able to use your UNB IT services** until you contact the IT Service Desk to have your MFA reset (resets are done during business hours only).
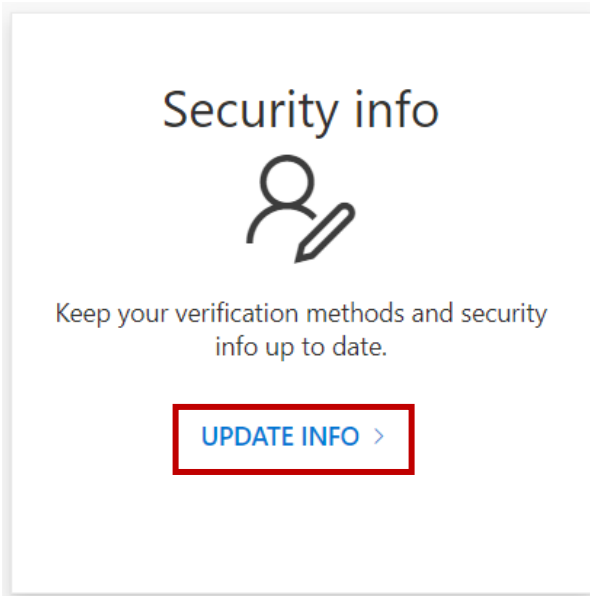
Set up your backup MFA method now in step #13.

To set up your backup MFA method:

13. On your computer, click your initials in the upper right-hand corner of the web browser window and choose '**View account**'. (If you already closed your browser or logged out, go to https://myaccount.microsoft.com and log in again with your **UNBloginID@unb.ca** and **UNB password** and approve the MFA notification if prompted.)

14. In the Security info section, click **Update Info >**

15. Click **+ Add sign-in method**.

16. Choose the backup MFA method you want to add from the dropdown (you can add up to five backup MFA methods per account):

Options:

- **Text message (SMS):** (receive text messages with a one-time code to enter when prompted for MFA):
  - Choose **Phone** then click **Add** and follow the prompts ([see detailed setup instructions](#)).
- **Authenticator app on a second mobile device:**
  - Choose **Authenticator app** then click **Add** and follow steps 1-12 above using your computer and second mobile device.
- **If you can't text with your phone or don't have a second mobile device:**
  - Choose **Security key** then click **Add** to setup a hardware security key (e.g. Yubikey 5 series) for MFA. Learn more about this MFA option on [UNB's MFA website](#) under **Troubleshooting > I don't have a mobile device, how do I set up MFA?**

Add a method   ×

Which method would you like to add?

Choose a method   ⌄

Authenticator app

Phone

Security key

Need help or have questions? Contact the IT Service Desk.