

# 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](#)

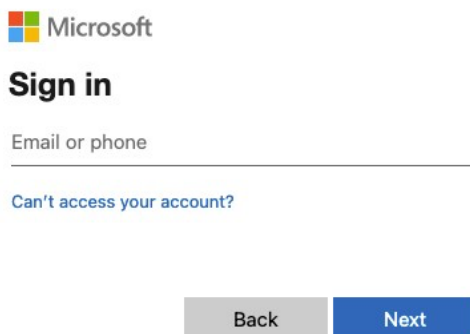


**Microsoft Authenticator** (4+)  
Protects your online identity  
Microsoft Corporation  
#8 in Productivity  
★★★★★ 4.8 • 62.4K Ratings  
Free

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

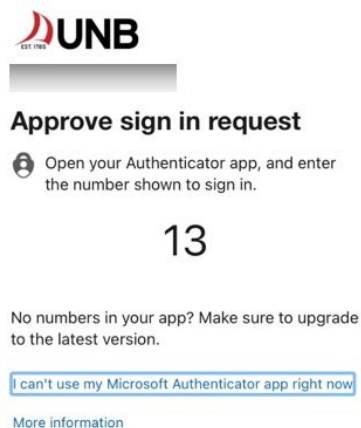
Email or phone

[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

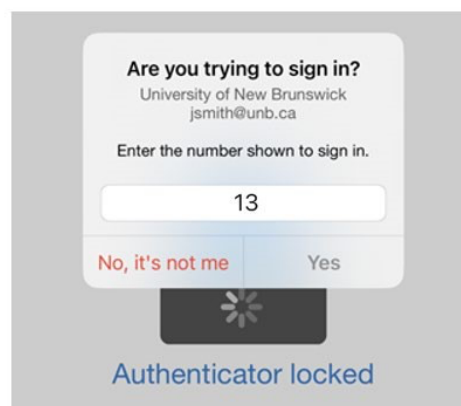
Open your Authenticator app, and enter the number shown to sign in.

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

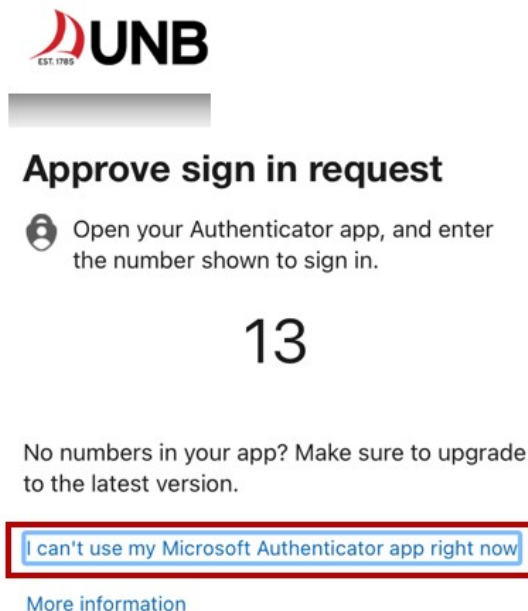
Authenticator locked

**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.

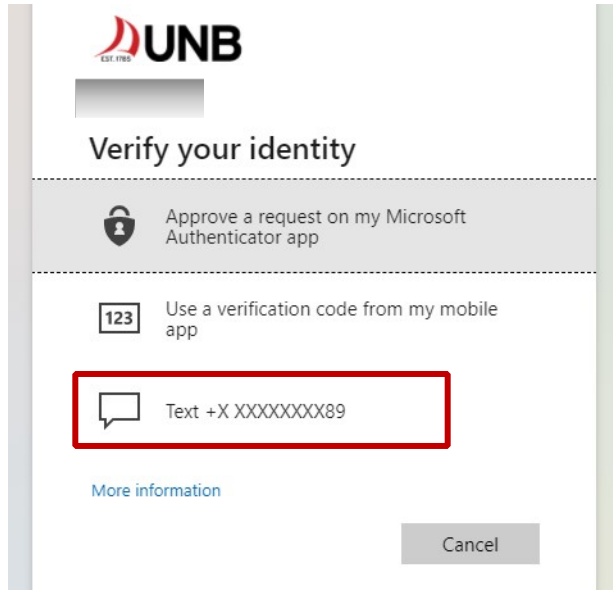
You cannot go further on your own and will need to contact the [IT Service Desk](mailto:itservicedesk@unb.ca) at [itservicedesk@unb.ca](mailto:itservicedesk@unb.ca)

**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**'

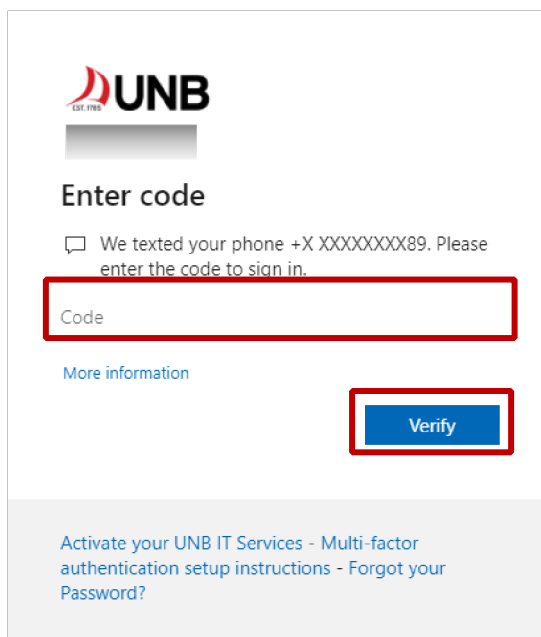


2. Tap '**Text + XXXXXXXXXXXX**'



The screenshot shows the 'Verify your identity' screen. At the top is the UNB logo. Below it is a grey bar. The title 'Verify your identity' is centered. There are three options for verification: 1. 'Approve a request on my Microsoft Authenticator app' with a lock icon. 2. 'Use a verification code from my mobile app' with a '123' icon. 3. 'Text +X XXXXXXXX89' with a speech bubble icon, which is highlighted with a red rectangle. Below these options is a link for 'More information' and a 'Cancel' button.

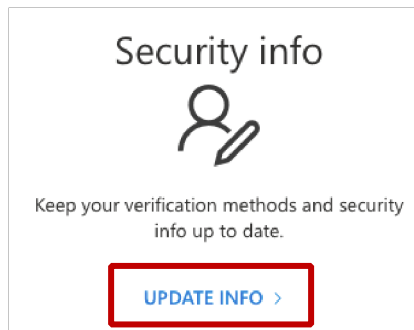
3. A 6-digit code will be sent to your new phone. Enter the code into the '**Enter code**' field. Click '**Verify**'. [Jump to 'Step 4'](#).



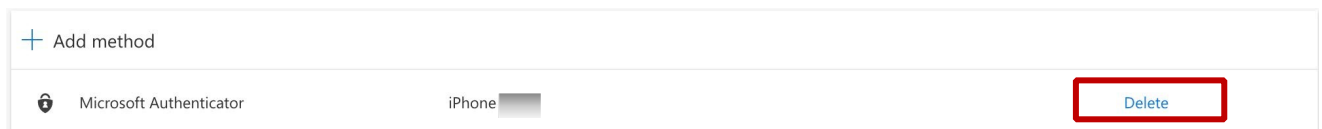
The screenshot shows the 'Enter code' screen. At the top is the UNB logo. Below it is a grey bar. The title 'Enter code' is centered. There is a message: 'We texted your phone +X XXXXXXXX89. Please enter the code to sign in.' Below this is a text input field labeled 'Code', which is highlighted with a red rectangle. Below the input field is a link for 'More information' and a blue 'Verify' button, which is also highlighted with a red rectangle. At the bottom, there is a link: '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**'



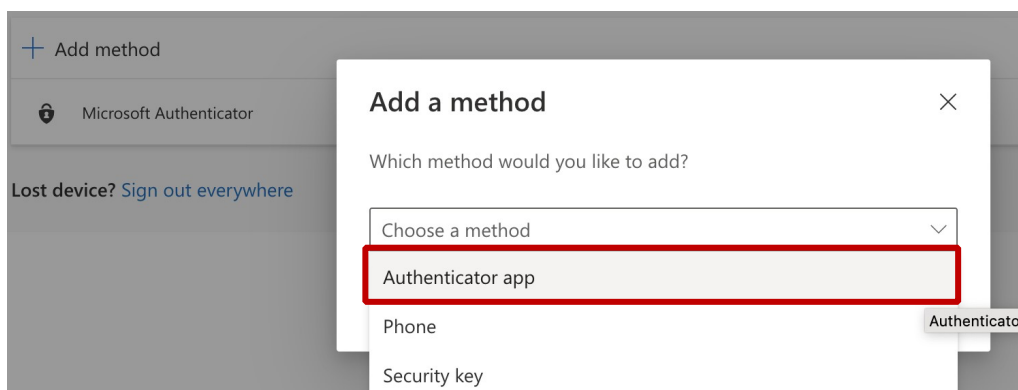
2. Click '**Delete**' next to the '**Microsoft Authenticator**' for your old phone



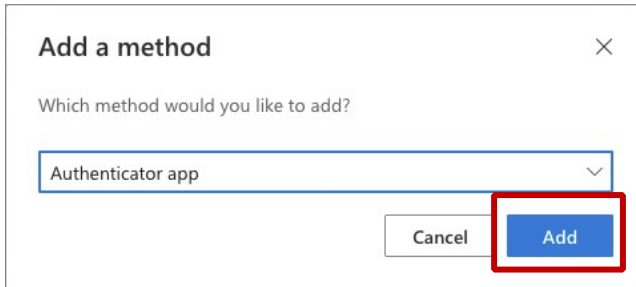
3. Click '**Add method**'



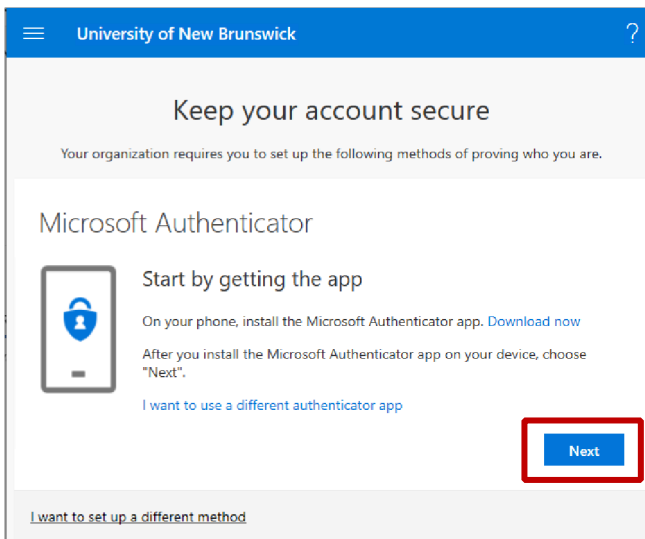
4. Choose '**Authenticator app**'



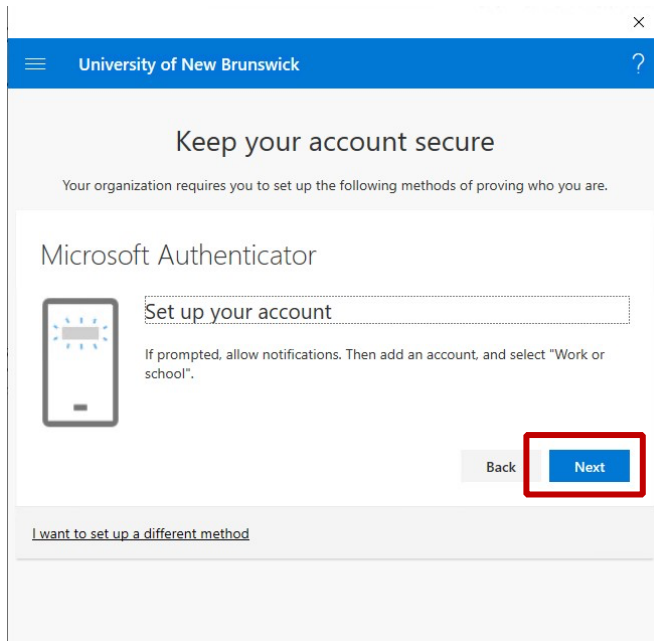
5. Click '**Add**'



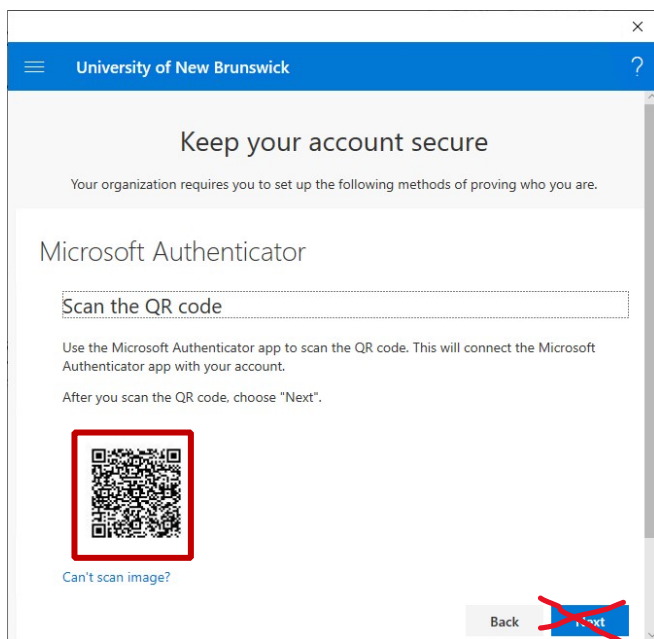
6. Click '**Next**'



7. Click '**Next**'

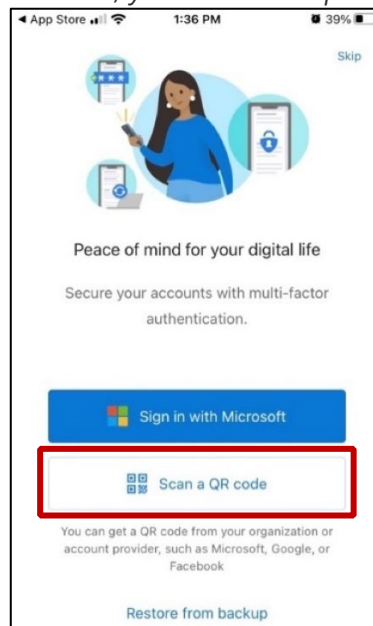


8. You will see a QR Code. **Stop here** and jump to point 9. Do not click next.



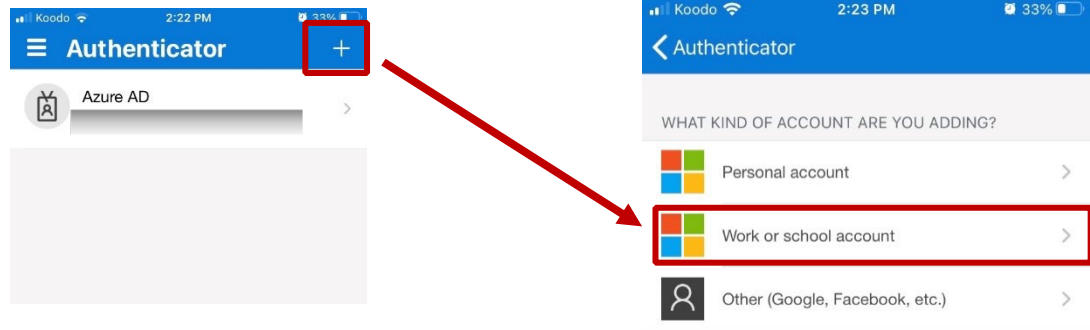


9. Go back to your new mobile device and open the **MS Authenticator app**.
10. **IMPORTANT:** You need to scan the QR code using the authenticator app on your new phone. Pick A or B below and follow the instructions.
- A. **If prompted**, choose **Scan QR code** (do NOT sign in with Microsoft). Jump to point 11.  
*Note: If you've used the app before, you won't be prompted.*

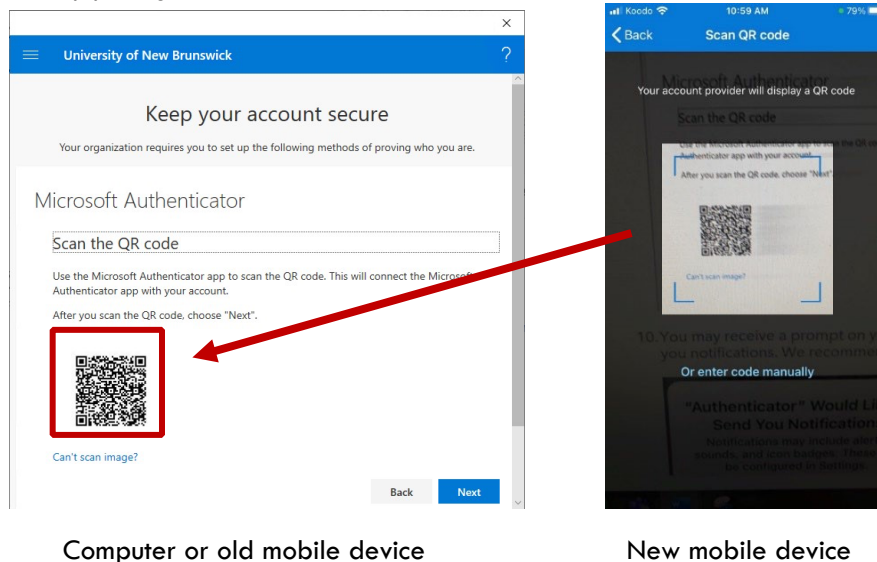


- B. **If you are not prompted:** Go to the app home screen, press **'+ Add Account' > 'Work or school account'** to open the QR code scanner. Move on to point 11.





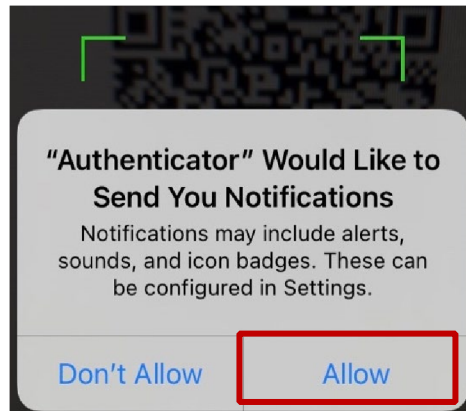
11. Click **'OK'** on any prompts you receive (e.g. allow Authenticator to access your camera, data usage & app lock).
12. **Go back to your computer or old mobile device** and *using* your Authenticator app on your *new mobile device*, scan the QR code on your computer or old mobile device to connect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



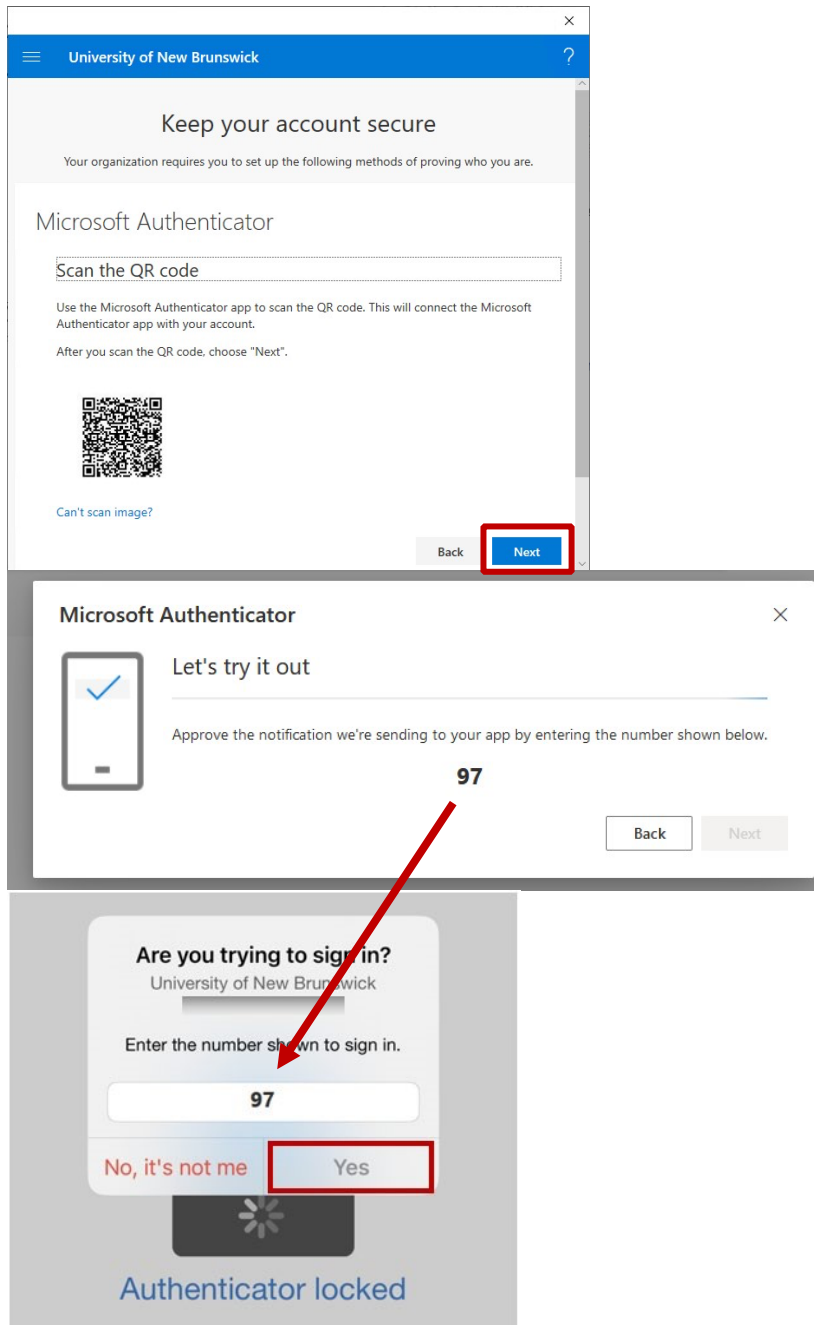
Computer or old mobile device

New mobile device

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

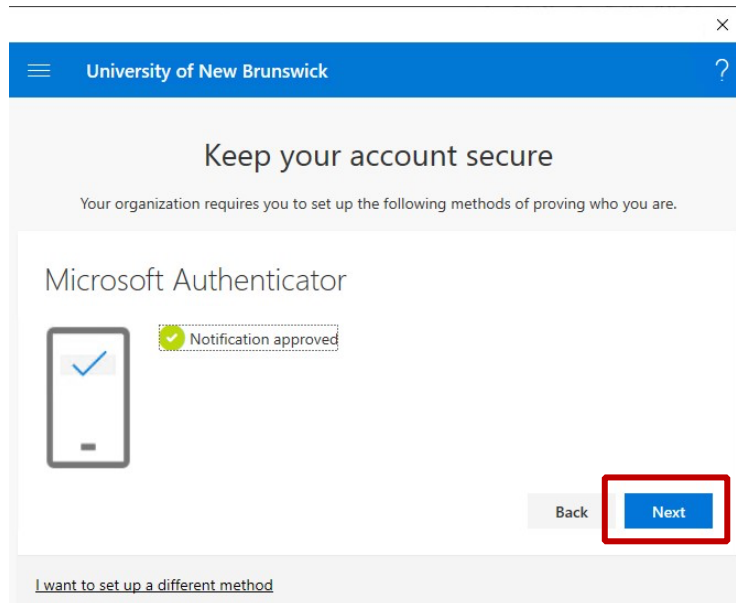


14. **Go back to your computer, or old device**, and *click 'Next'* to send a test notification to the Authenticator app. Approve the notification by entering the 2- or 3-digit number in the space provided in the Authenticator app on your *new mobile device* and click '**Yes**'.



The image shows a sequence of three screenshots from the Microsoft Authenticator app. The top screenshot is the 'Keep your account secure' screen, which prompts the user to 'Scan the QR code'. A QR code is displayed, and a red box highlights the 'Next' button. The middle screenshot is the 'Let's try it out' screen, which asks the user to 'Approve the notification we're sending to your app by entering the number shown below.' The number '97' is shown, and a red arrow points from this number to the 'Yes' button in the bottom screenshot. The bottom screenshot is the 'Are you trying to sign in?' screen, which asks the user to 'Enter the number shown to sign in.' The number '97' is entered in the input field, and the 'Yes' button is highlighted with a red box. The text 'Authenticator locked' is visible at the bottom of the screen.

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.

