

# Set up your multi-factor authentication (MFA) details on your new device

## Before you start:

- *These instructions are intended for those upgrading to a newer model of their current operating system (i.e. iOS to iOS, Android to Android) 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.

## Step 1:

Transfer your apps and data from your old device to your new device (Instructions: [Apple iOS](#) | [Android](#)). This will automatically transfer the Microsoft Authenticator app. Your UNB MFA credentials in the app will transfer but will not work on your new device. [Move to 'Step 2' to delete your credentials.](#)

## Step 2:

**After the transfer is complete, you must delete your existing UNB MFA credentials from the app.**

[Pick A or B below and follow the instructions.](#)

**A: I only use the Microsoft Authenticator app for my UNB account.**

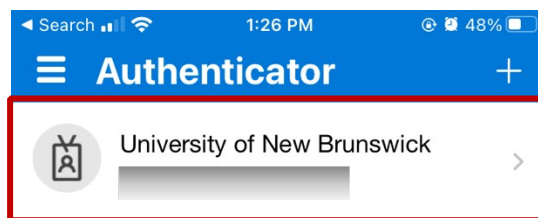
Delete the app from your phone and re-install the Microsoft Authenticator app from the app store ([iOS](#) | [Android](#) | [Windows](#)). This will delete your UNB credentials from the app. [Now jump to 'Step 3'.](#)



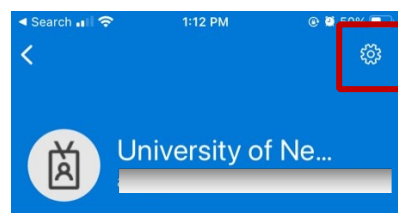
**B: I use the Microsoft Authenticator app for more than my UNB account.** You must manually delete your UNB credentials from within the app.

To manually delete your credentials on your new device:

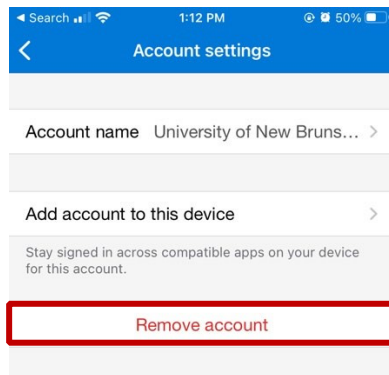
1. Open the '**Microsoft Authenticator**' app on your *new device*
2. Tap the **login credential** you want to remove



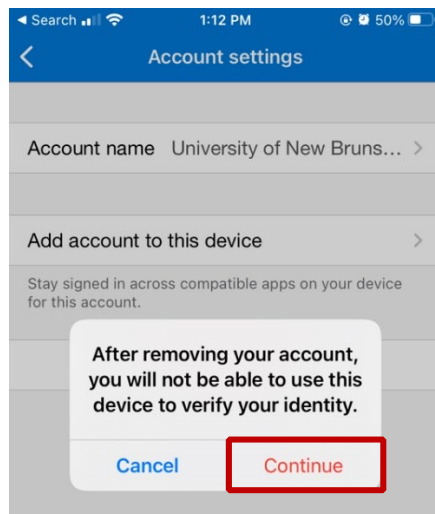
3. Tap the **gear icon** in the top-right corner



4. Tap **'Remove account'**



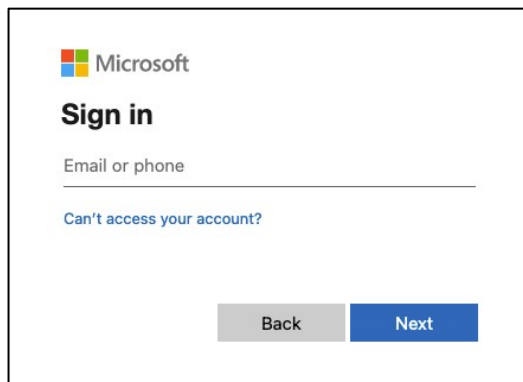
5. Tap **'Continue'**



6. Now [move on to 'Step 3'](#) and set your new device aside.

## Step 3:

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.

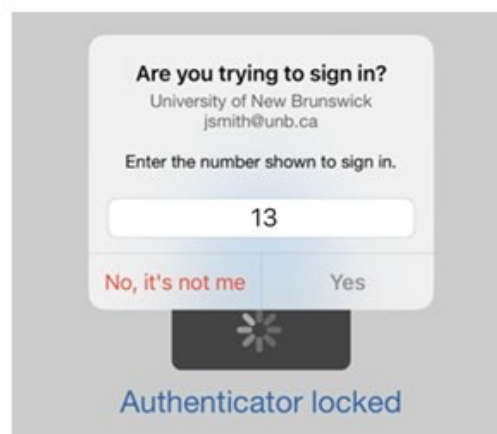
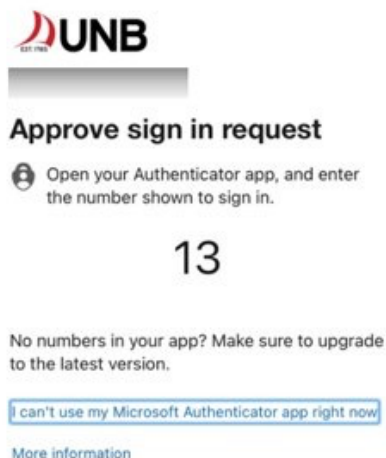


Microsoft  
**Sign in**  
Email or phone  
[Can't access your account?](#)  
[Back](#) [Next](#)

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'](#).



**B: If you *don't have* your old device and you *did not* set up 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* set up 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**'



### Approve sign in request

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

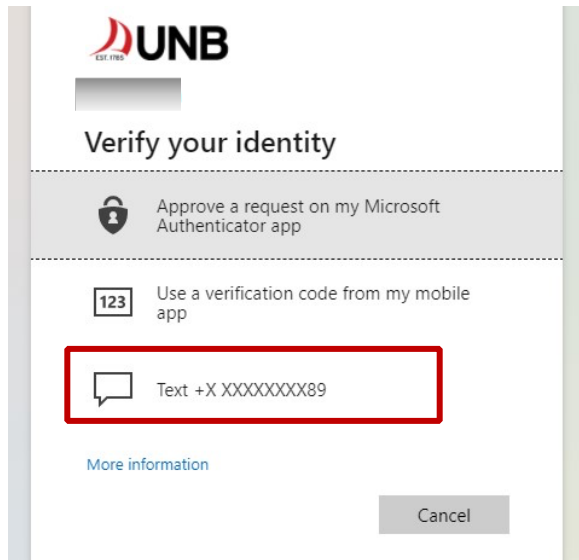
13


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](#)


2. Tap **'Text + XXXXXXXXXX'**



  
Verify your identity

 Approve a request on my Microsoft Authenticator app

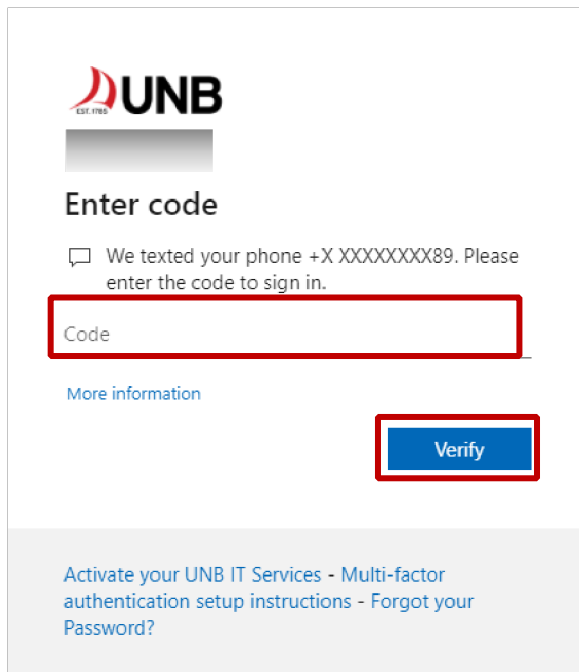
 Use a verification code from my mobile app


 Text +X XXXXXXXXX89


[More information](#)

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'](#).



  
Enter code

 We texted your phone +X XXXXXXXXX89. Please enter the code to sign in.

Code

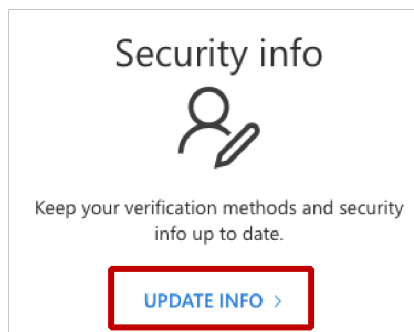
[More information](#)

Verify

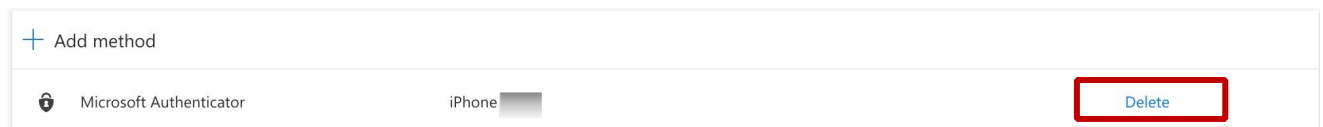
[Activate your UNB IT Services - Multi-factor authentication setup instructions](#) - [Forgot your Password?](#)

## Step 4:

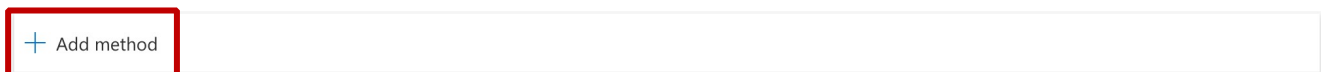
1. On the 'Microsoft My Account' website, click '**Update info**' under '**Security info**'



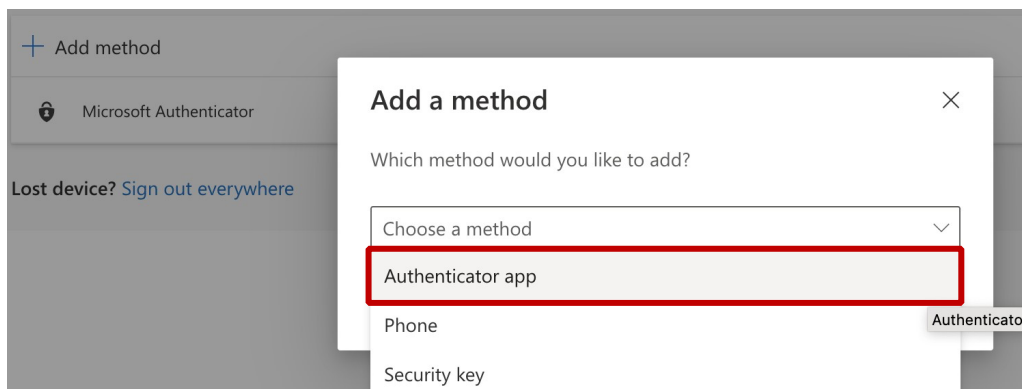
2. Click '**Delete**' next to the '**Microsoft Authenticator**' for your old phone



3. Click '**Add method**'

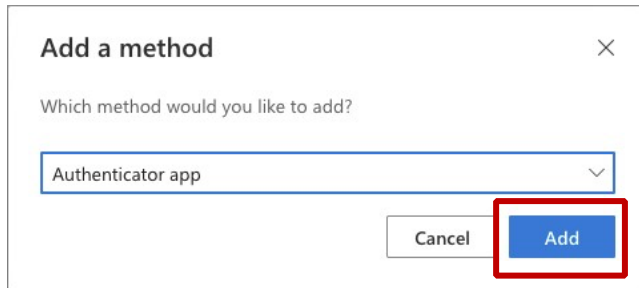


4. Choose '**Authenticator app**'

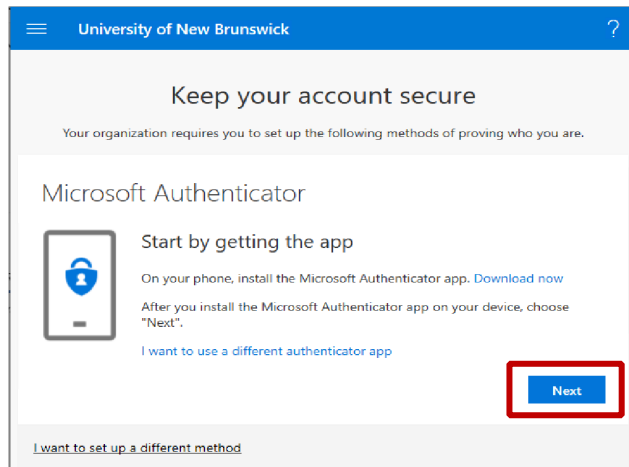




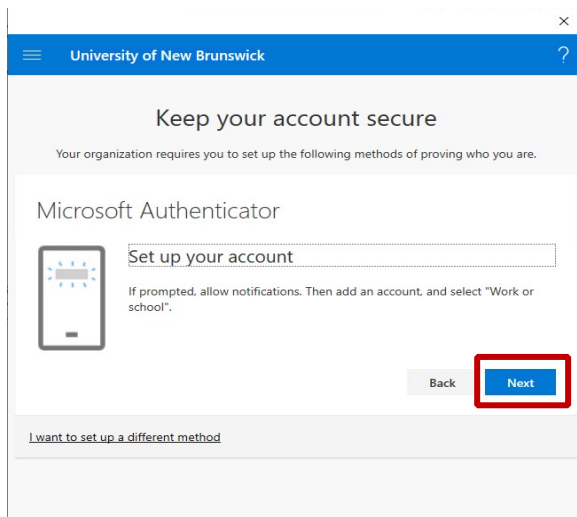
5. Click **'Add'**



6. Click **'Next'**

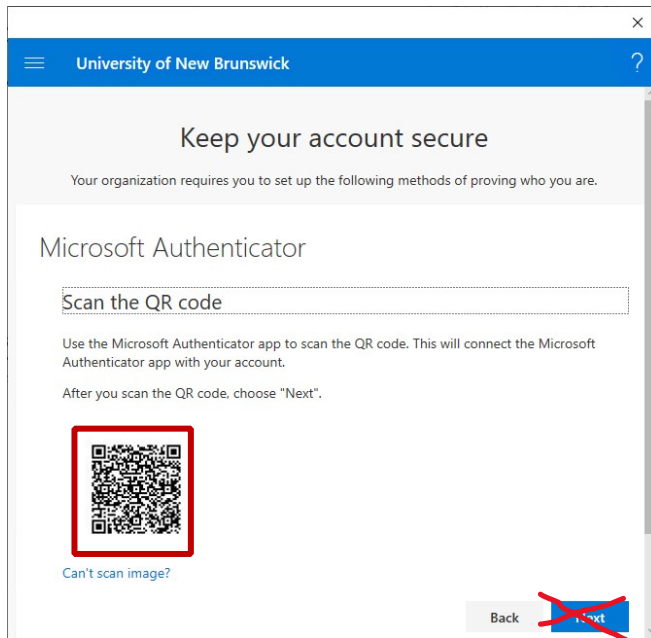


7. Click **'Next'**

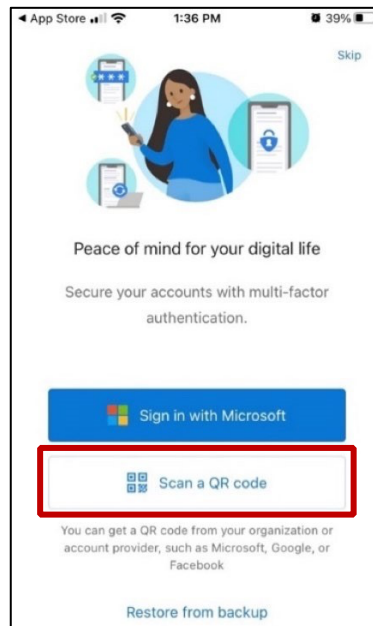




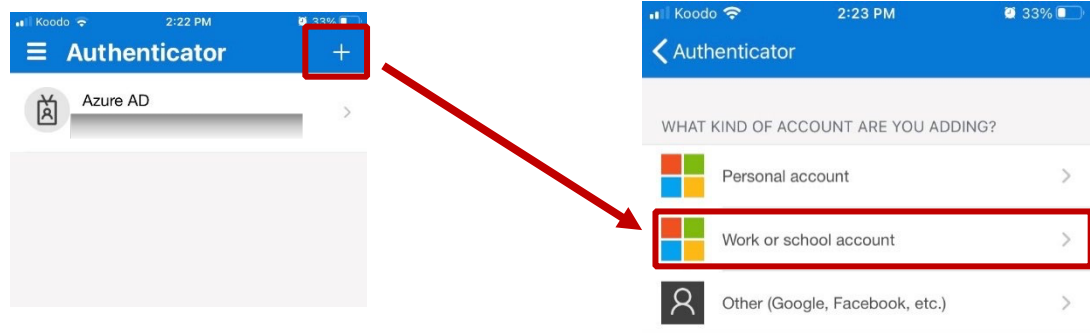
8. You will see a QR Code. **Stop here** and jump to point 9. Do not click next.



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.*

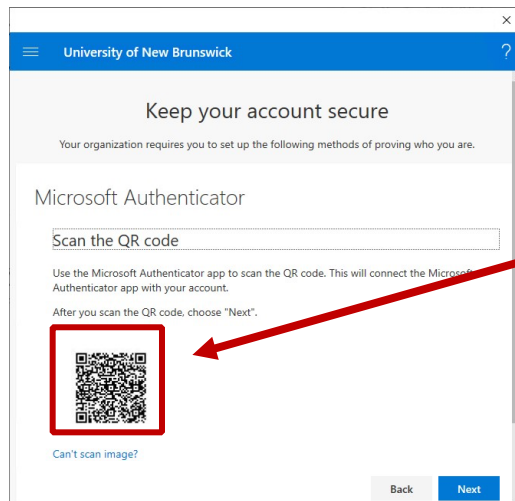


- B. **If you are not prompted:** Go to the app home screen, press **'+ Add Account' > 'Work or school account'** to open the QR code scanner. [Move on to point 11.](#)

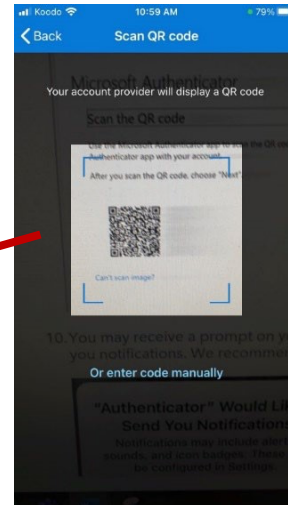


11. Click **'OK'** on any prompts you receive (e.g. allow Authenticator to access your camera, data usage & app lock).

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.

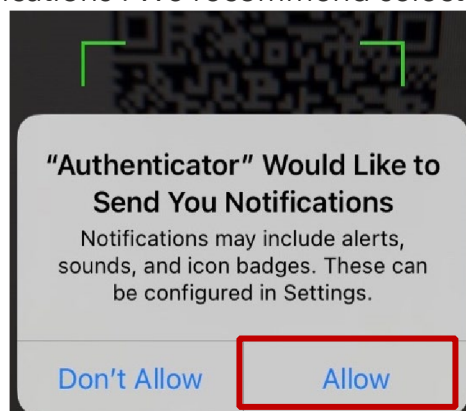


Computer or old mobile device



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**'.

University of New Brunswick

### Keep your account secure


Your organization requires you to set up the following methods of proving who you are.

#### 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.

After you scan the QR code, choose "Next".



[Can't scan image?](#)

[Back](#) [Next](#)

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

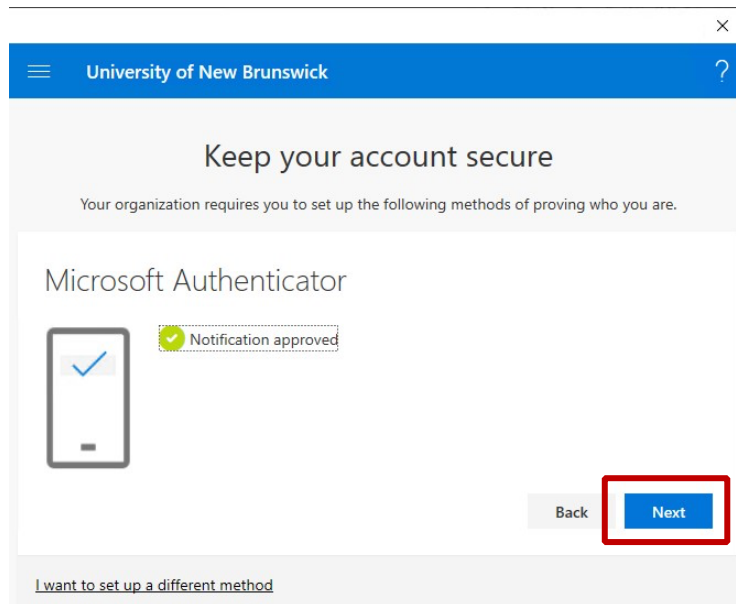
Enter the number shown to sign in.

**97**

[No, it's not me](#) [Yes](#)

Authenticator locked

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.

