

Set up the Microsoft Authenticator App for Multi-Factor Authentication (MFA) using one device

IMPORTANT: Use one device to complete these instructions.

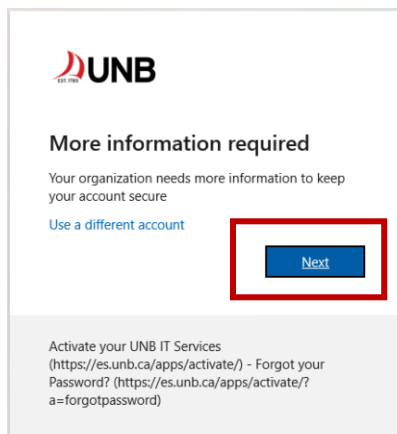
Note: these instructions were created using an iOS device; screenshots may differ slightly for Android.

1. Download the Microsoft Authenticator app by searching for "Microsoft Authenticator app" in your app store or use these links: [iOS](#) | [Android](#) | [Windows](#)

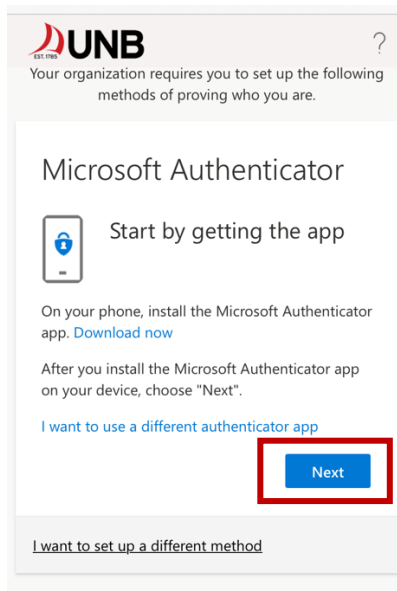


Microsoft Authenticator 4+
Protects your online identity
Microsoft Corporation
#8 in Productivity
★★★★★ 4.8 • 62.4K Ratings
Free

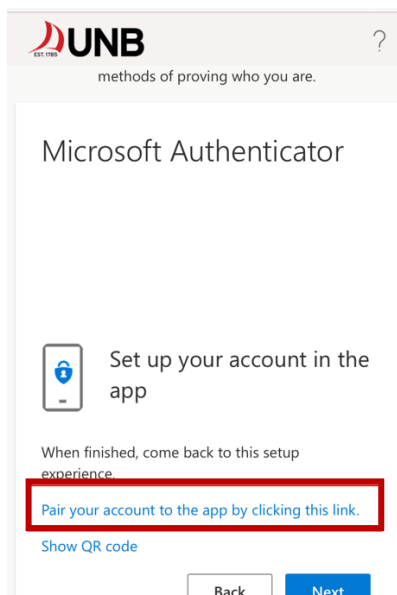
2. Open an incognito/private browsing window in your web browser. Go to any UNB M365 service ([like email](#)) and log in with your UNBloginID@unb.ca (don't forget the @unb.ca) and password, if prompted (*if you're already logged in to M365, you won't need to log in*).
3. You'll be prompted with a "More information required" screen. Click **'Next'**.



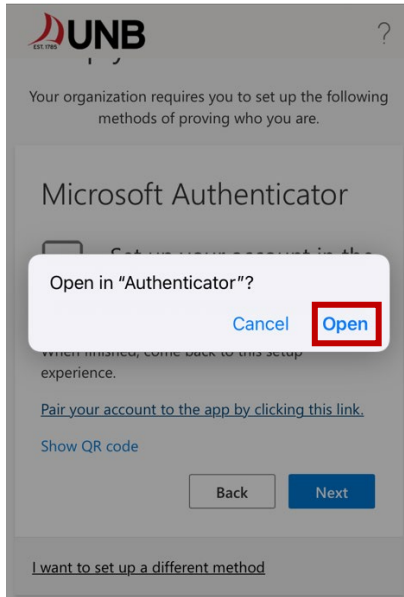
4. You'll receive a message stating to get the app. Click '**Next**'.



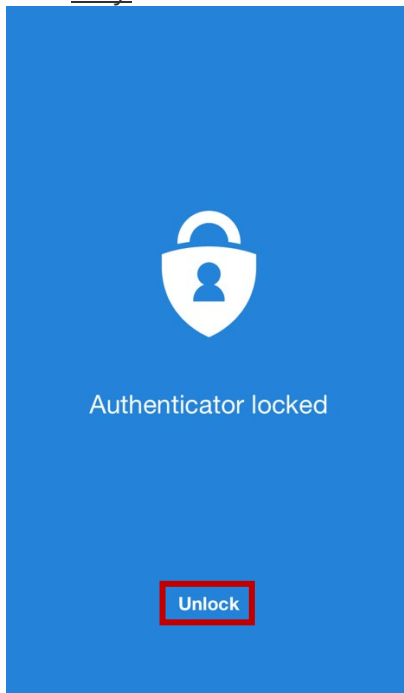
5. Click '**Pair your account to the app by clicking this link**'.



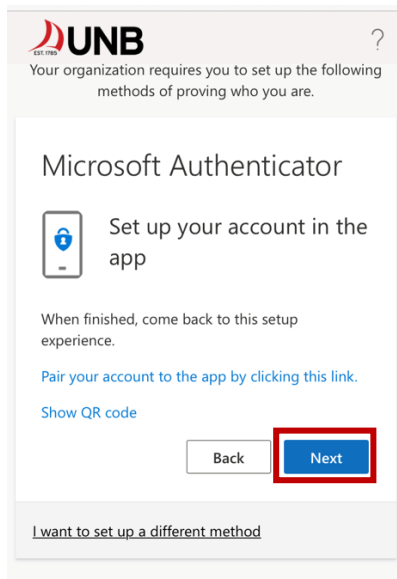
6. You'll receive the following message: 'Open in "Authenticator"?'. Click '**Open**'.



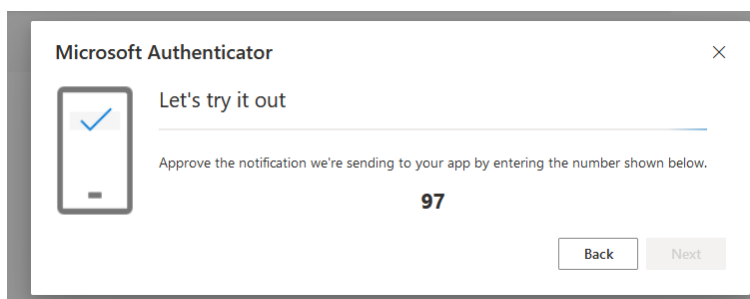
7. You may need to unlock the authenticator app. Tap '**Unlock**'.



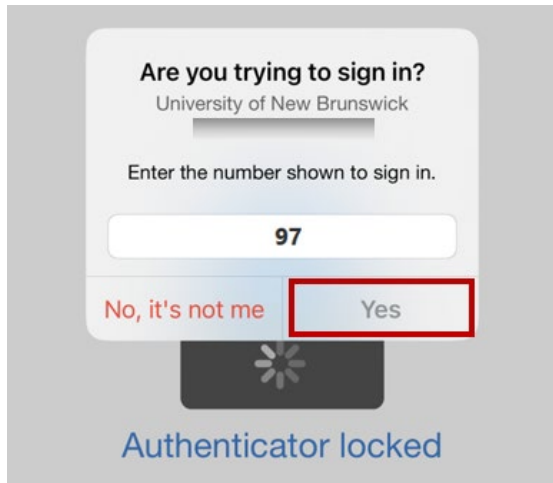
8. Go back to your browser. Click '**Next**'.



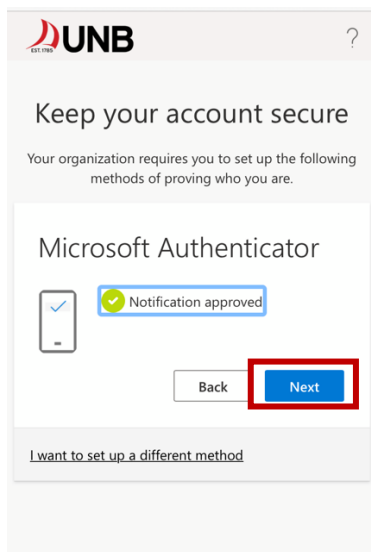
9. You'll see the following message, "Let's try it out. Approve the notification we're sending to your app by entering the number shown below.", followed by a 2- or 3-digit number.



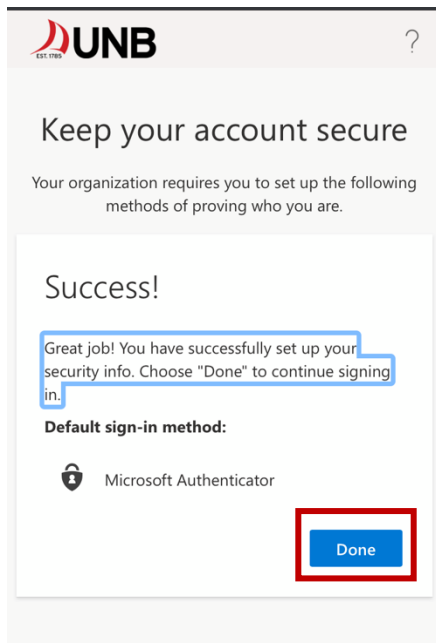
10. Go to your authenticator app on your device. Enter the 2- or 3-digit number in the space provided in the Authenticator app and click '**Yes**'.



11. Go back to your browser. You will see a notification approved message. (this may take a few seconds to appear). Click **'Next'**.



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



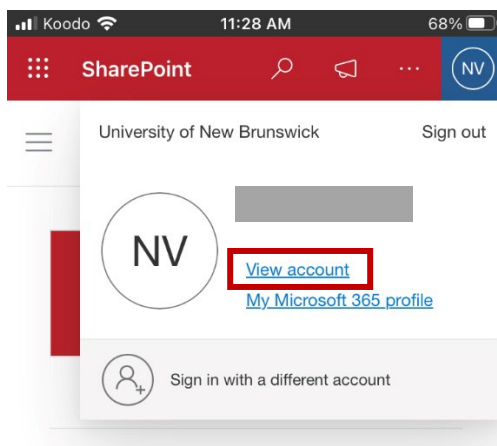
Advisory:

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).

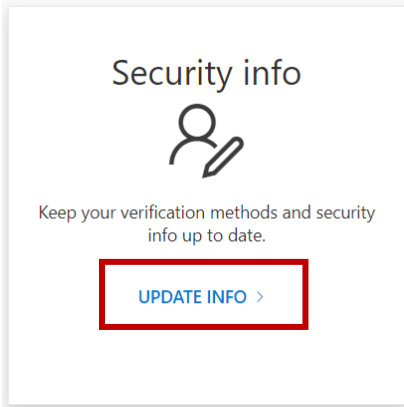
Set up your backup MFA method now in step #13.

To set up your backup MFA method:

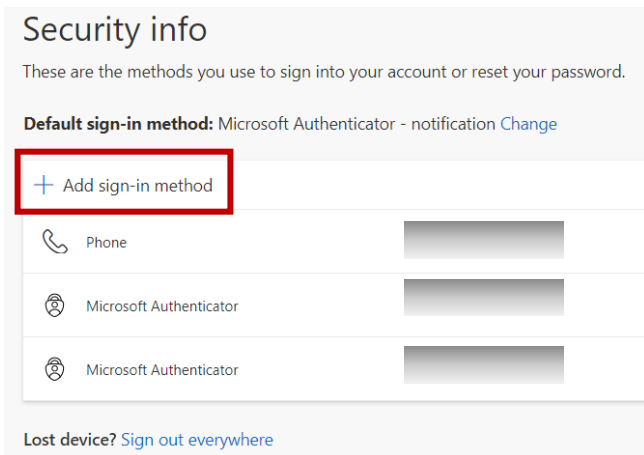
13. Click your initials in the upper right-hand corner of the web browser window and choose **'View account'**. (If you already logged out, go to <https://myaccount.microsoft.com> and log in again with your **UNBloginID@unb.ca** and **UNB password** and approve the MFA notification if prompted.)



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



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

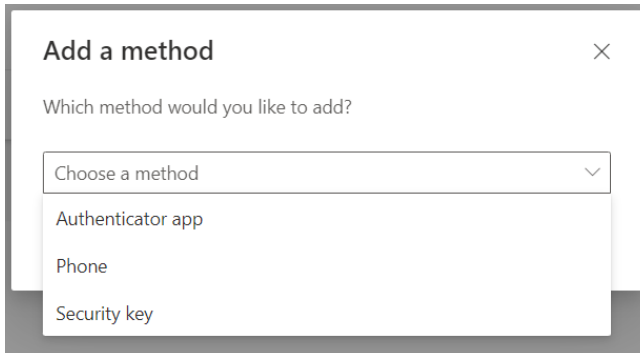


16. Choose the backup MFA method you want to add from the dropdown (you can add up to five backup MFA methods per account):

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 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?**



The screenshot shows a dialog box titled "Add a method" with a close button (X) in the top right corner. Below the title is the question "Which method would you like to add?". There is a dropdown menu with the text "Choose a method" and a downward arrow. The dropdown is open, showing three options: "Authenticator app", "Phone", and "Security key".

Need help or have questions?
Contact the [IT Service Desk](#).