

How to set up your Microsoft Authenticator

Add a work or school account using a QR code

1. On your phone, download **Microsoft Authenticator** from the Apple App Store or the Google Play Store. Make sure you download the MICROSOFT app and not some other authenticator app (there are many).



2. On your computer, sign in to the **Security info** page of your work or school account at mysignins.microsoft.com/security-info.

Note: If you don't see the **Security info** page, go to **Additional security verification**, then select the checkbox next to Authenticator app, and then select **Configure** to display your QR code.

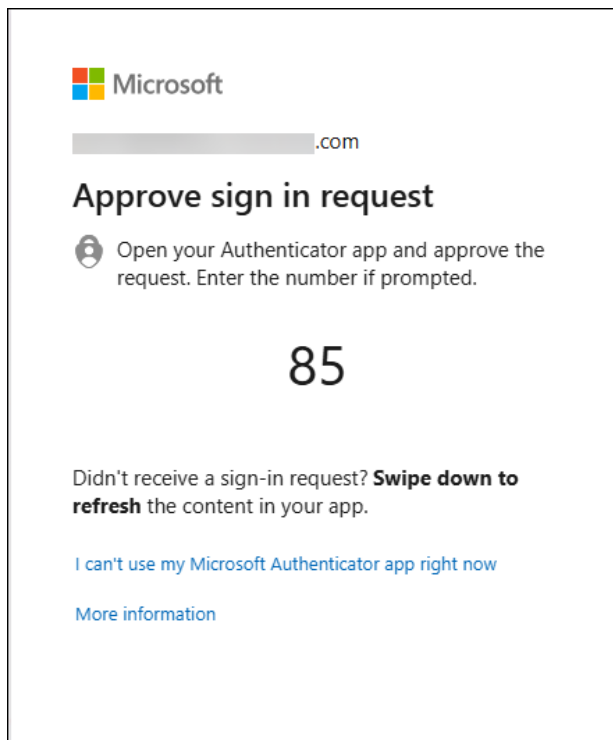
3. Select **+ Add sign-in method**.
4. Choose **Microsoft Authenticator** from the dropdown and select **Add**.
5. If you already have Authenticator installed on your phone, select **Next** to display a QR code.
6. On your phone, open the Microsoft Authenticator app and select the plus icon **+** and select **Add account**.
7. Select **Work or school account** then tap **Scan a QR Code**. Your phone's camera will open.
8. Point your phone's camera at the QR code on your monitor. It will instantly register your account in its settings and present you with a six-digit code. Enter the code on your computer.

Note: If you can't use your camera to scan a QR Code, click **Can't scan the image** on your PC and tap **Enter code manually** on your mobile.

Testing a sign-in using Authenticator

We recommend doing a test to make sure you understand how to use the Authenticator app.

1. Go to <http://www.outlook.com>
2. Click **Sign in** and then enter your username and password at the sign-in prompt and then select **Next**.
3. Your computer screen will display a number, and your phone will display a notification that someone is attempting to sign into your account. On your phone, tap the **Approve** option. This will open a dialog box on your phone, into which you must type the number displayed on your computer screen.

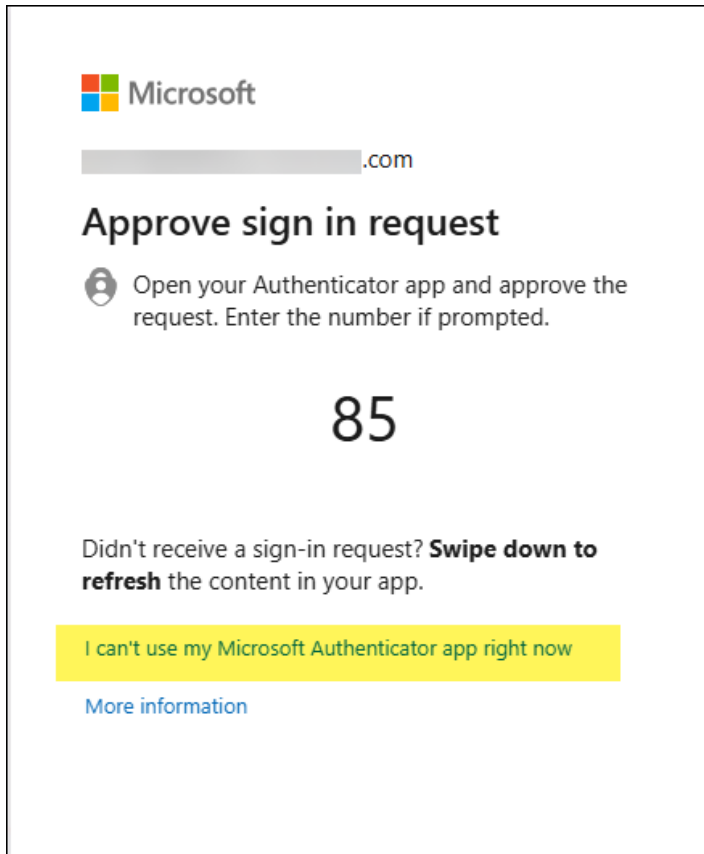


4. Outlook online should open on your computer screen. Test successful!

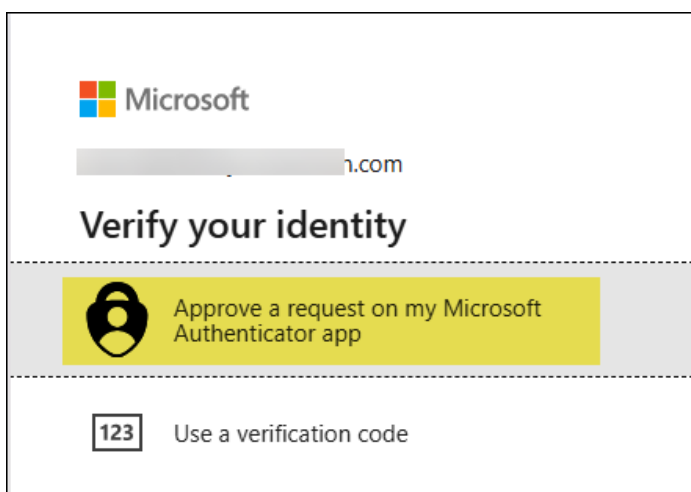
If your phone does not notify you of the attempted sign-in

If your phone doesn't notify you and offer an Approve button, you can still sign in using Authenticator.

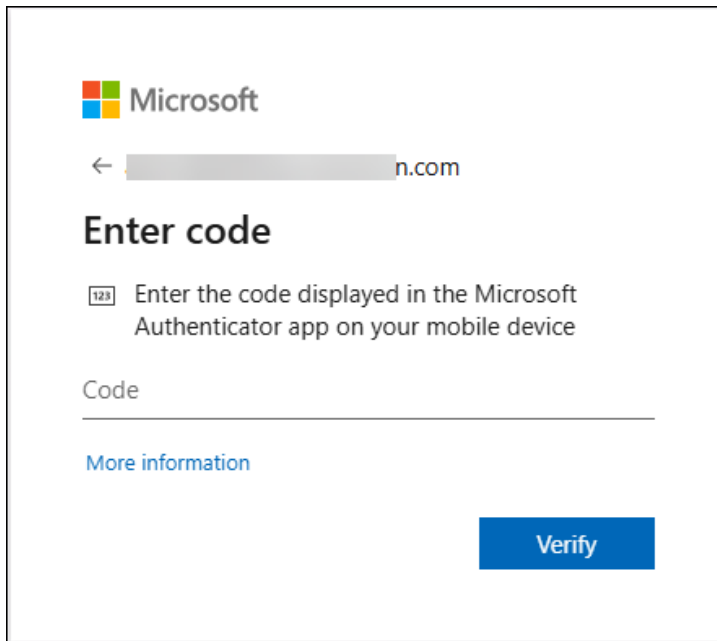
1. On your computer, click the link: **I can't use my authenticator app right now.**



2. In the *Verify your identity* dialog box, click **Approve a request on my Microsoft Authenticator app.**



3. On your phone, open the Authenticator app and tap on the name of your account. You will see a number displayed under **One-time password code**. Type this number into the dialog box on your computer screen, click **Verify**.



The image shows a Microsoft authentication dialog box. At the top is the Microsoft logo. Below it is a back arrow and a text field containing a partially obscured email address ending in ".com". The main heading is "Enter code". Below this is a small icon of a mobile device and the instruction "Enter the code displayed in the Microsoft Authenticator app on your mobile device". There is a text input field labeled "Code" with a horizontal line underneath it. Below the input field is a link that says "More information". At the bottom right is a blue button labeled "Verify".

5. Outlook online should open on your computer screen. Test successful!