

MFA

Microsoft Authenticator MFA Setup



Step 1- Installing Microsoft Authenticator



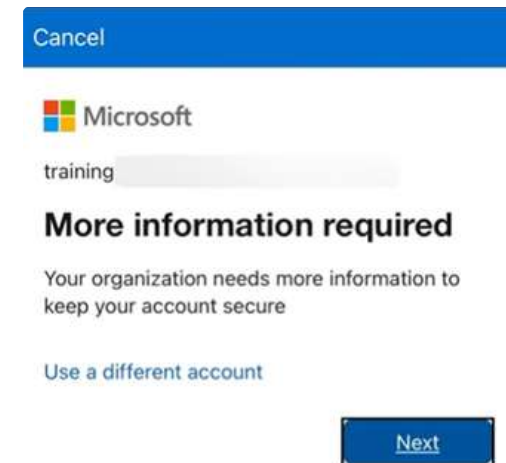
Scan the above QR Code, tap the following [link](#) or Search for the Microsoft Authenticator app on the Google Play/Apple store and install the application on your mobile phone.

Step 2 - Logging in



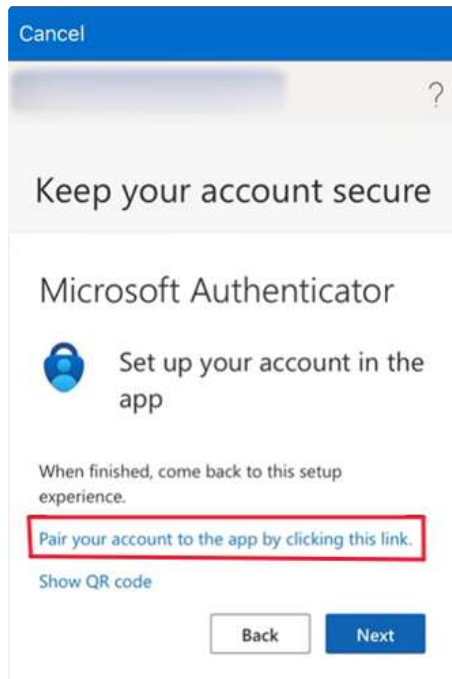
Once you have the app open select "Add Work or school account"

Step 2 - Continued



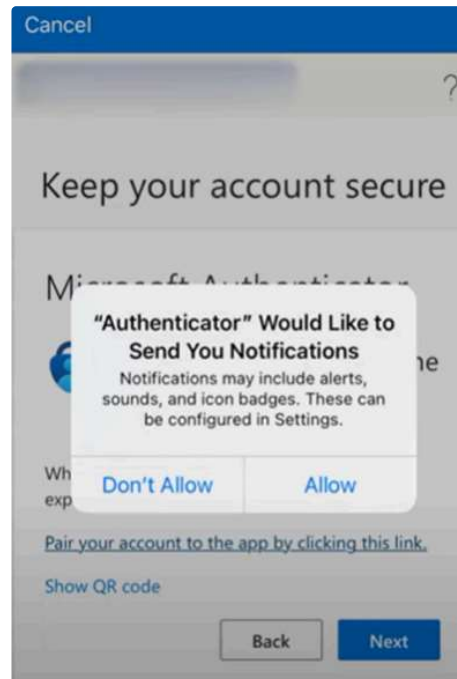
Sign in like usual with your college email. For example C12345@sfc.potteries.ac.uk and then fill out your password. Then once you have entered your password click next as it prompts you for more information as above.

Step 3 - Pair Account to App



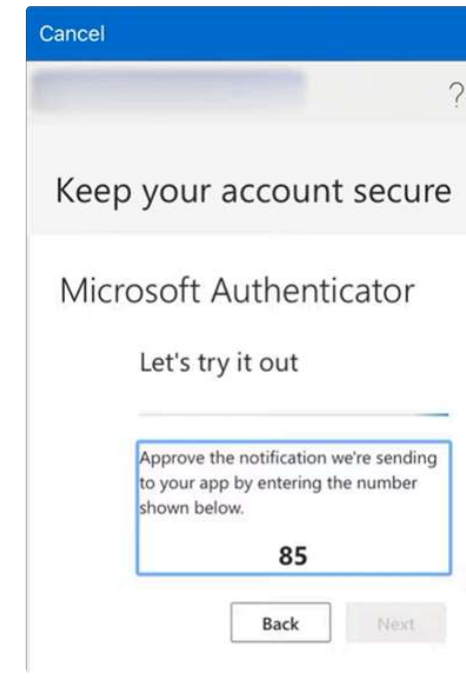
Tap: "Pair your account to the app by clicking this link"

Step 4 - Allow Notifications



Tap: "Allow" on any request to allow notifications.
Once enabled, tap next.

Step 5 - Note the number!



Authenticator will now give you a number for you to enter, **remember the number that shows up in your app!**

Step 6 - Enter the number

Enter the number displayed on the previous screen, then you have successfully configured Microsoft Authenticator!

From now on, whenever you sign in to a Microsoft based app with your college account you may have to use your phone to authenticate the sign in depending on your account status and location.

FAQ:

Q. Why am I not receiving a notification from authenticator?

A. Ensure you have notifications enabled for the Microsoft Authenticator App, if you do and it still isn't working, you may have to run through setup again once a member of IT staff has reset your account.

Q. What do I do if I receive a notification from authenticator about a request I did not make?

A. you shouldn't authenticate requests if you are not expecting to receive one.

Q. What should I do if I cannot get my authenticator working?

A. Go to the IT helpdesk situated behind the reception desk in the ground floor LRC.

(available from 8:30 - 4:30)

