



Adding the Microsoft Authenticator App



A Cyber Security Guide

Adding the Microsoft Authenticator App

Overview

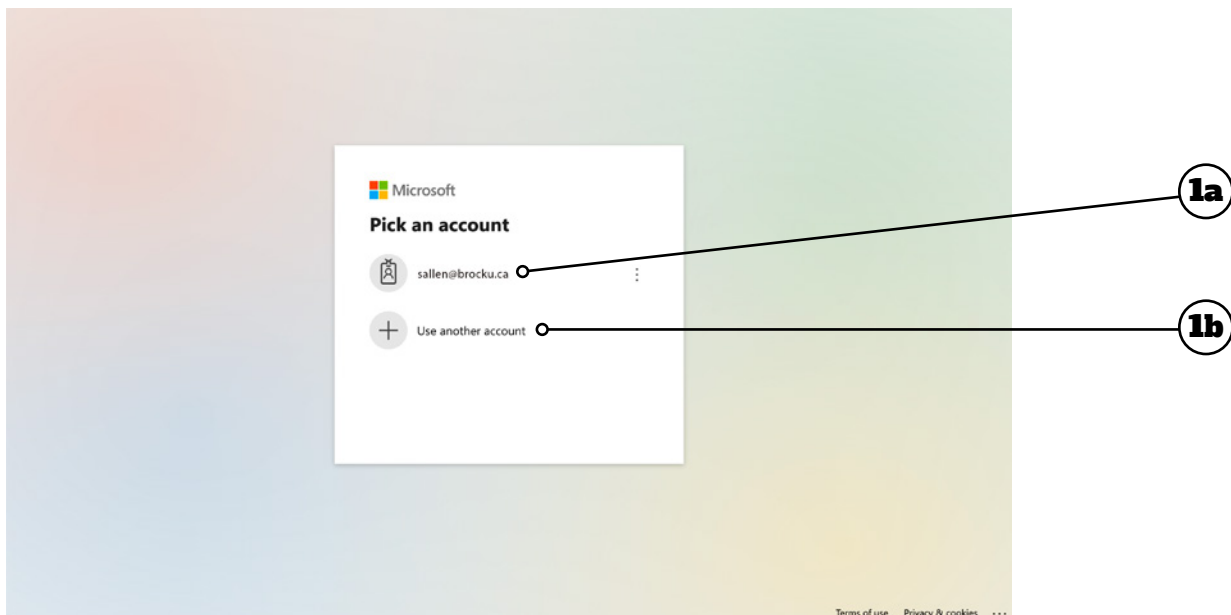
Multi-Factor Authentication (MFA) is a security system that requires you to provide more than one form of identification at the time of login to ensure you are who you claim to be. It combines at least two forms of authentication: something you know (e.g., a password) and something you have (e.g., a cell phone or a code generator).

Use this guide to modify the Multi-Factor Authentication settings for your Brock account.

This guide assumes that you have already set up Multi-Factor Authentication on your account and that you want to make changes to your existing settings. If you have not set up Multi-Factor Authentication on your account, close this guide and refer to the **Multi-Factor Authentication Setup Guide**.


Modifying your Multi-Factor Authentication settings

1. Go to mysignins.microsoft.com and select your **account (1a)**. If your account is not listed, select **Use another account (1b)** and follow the prompts.



2. Enter your **username** (2a) and **password** (2b), then click **Sign In** (2c).





Sign in with your Campus ID.

CampusID@brocku.ca

Password


Sign in

To change your password [click here](#)


To activate a new account, or if you forgot your password, go to the [Account Activation and Reset Password](#) page.

To review collection notices, go to the [Collection Notice](#) page.

3. Authenticate your login using the MFA method you previously set up on your account - you will proceed to the next screen automatically. If you encounter problems, click **Sign in another way**.

 Microsoft
sallen@brocku.ca

Approve sign in request

 We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

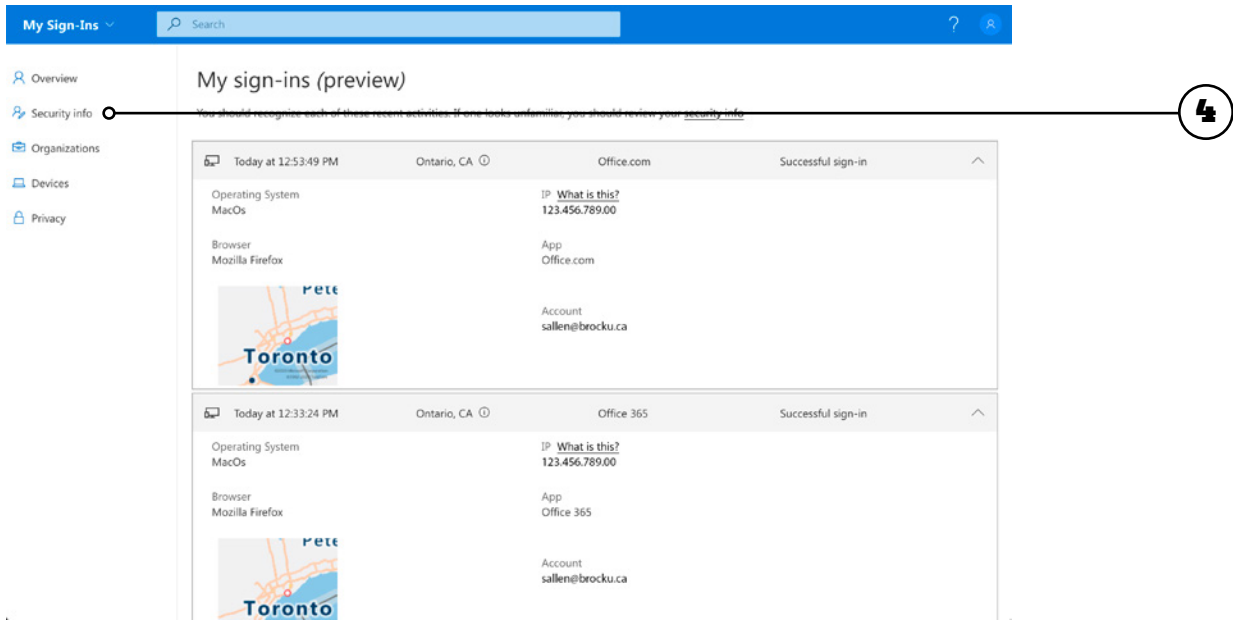
☐ Don't ask again for 30 days

Having trouble? [Sign in another way](#)

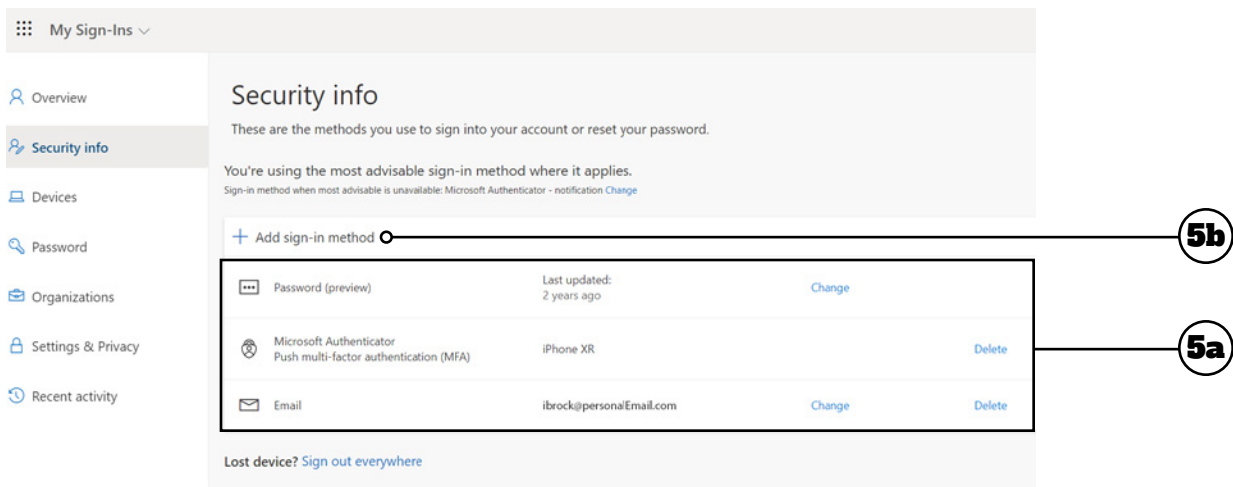
[More information](#)

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4. Click **Security info**.

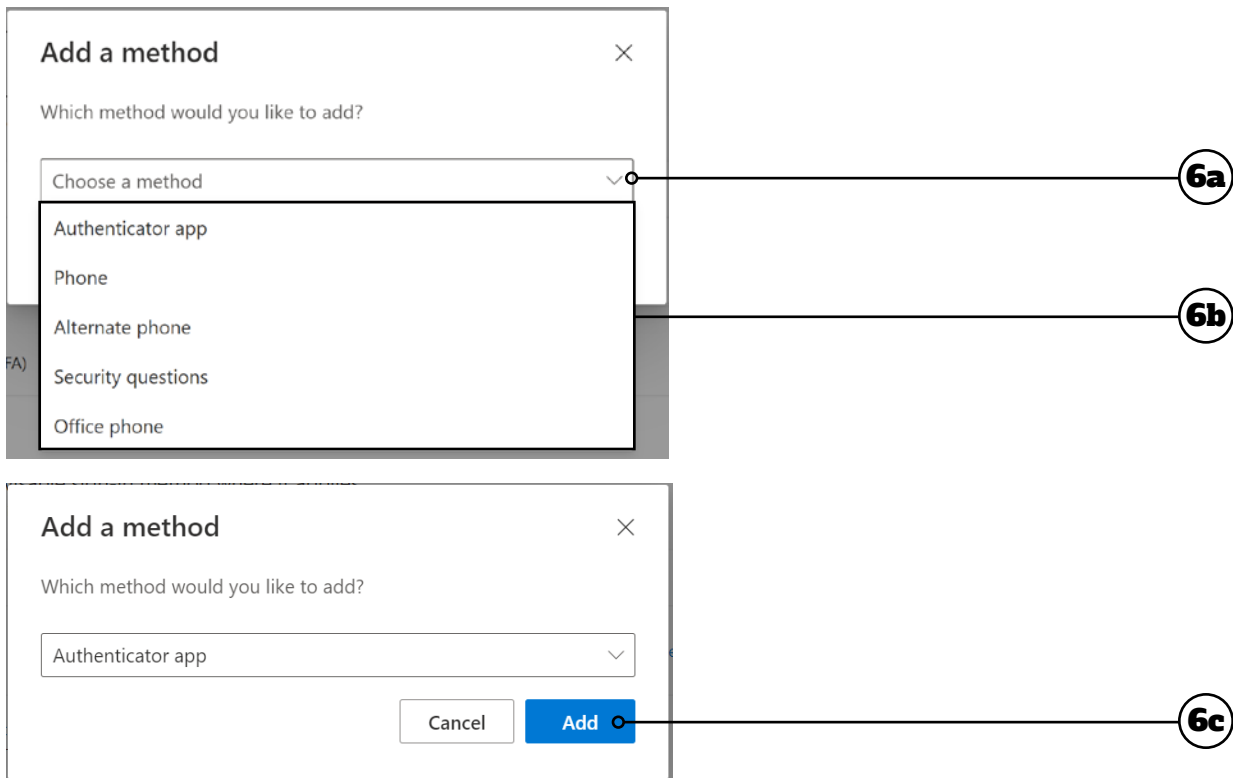


5. From this screen you can manage the various authentication methods available to you (5a). You can add a new method, change or delete an existing method, or change the default method used. To add the Microsoft Authenticator app, click **Add sign-in method** (5b).



6. In the pop-up window that appears, click the **drop-down arrow** (6a) to see the menu (6b). Choose the Authenticator app to set it as your default, then click **Add** (6c).

NOTE: It is highly recommended that you select **App based authentication - notification** as your default sign-in method. Microsoft recommends moving away from the less secure telephony methods (call and text).



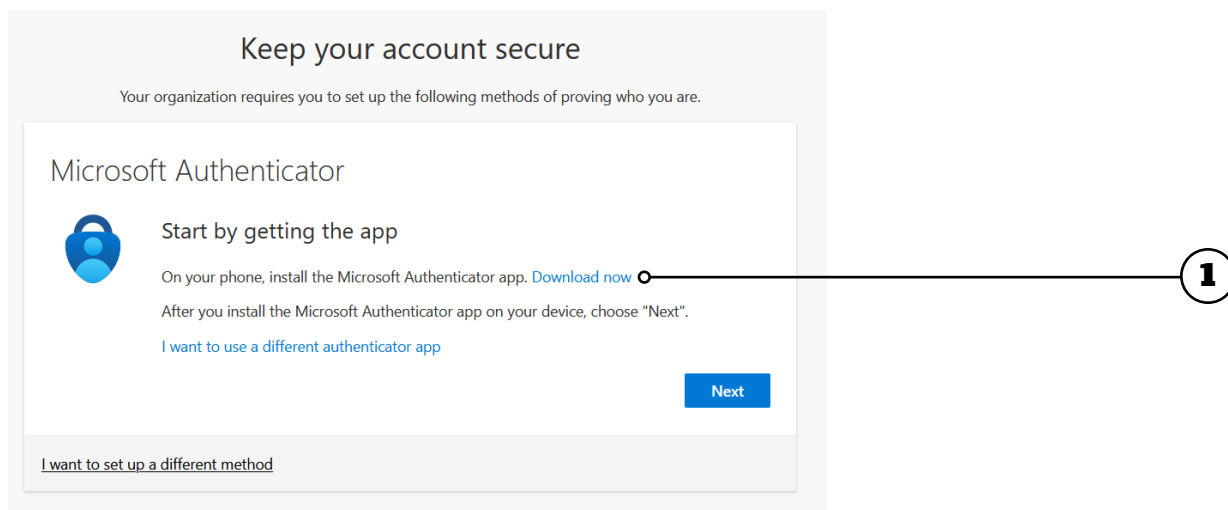
Setting up the Microsoft Authenticator App on Your Mobile Device

To use the Authenticator app, you will need to download and install the app on your mobile device, and then link your account to it. To do this, log into your Brock account and you should receive a dialogue box like the one below, indicating that more information is required to keep your account secure. Click **Next**.

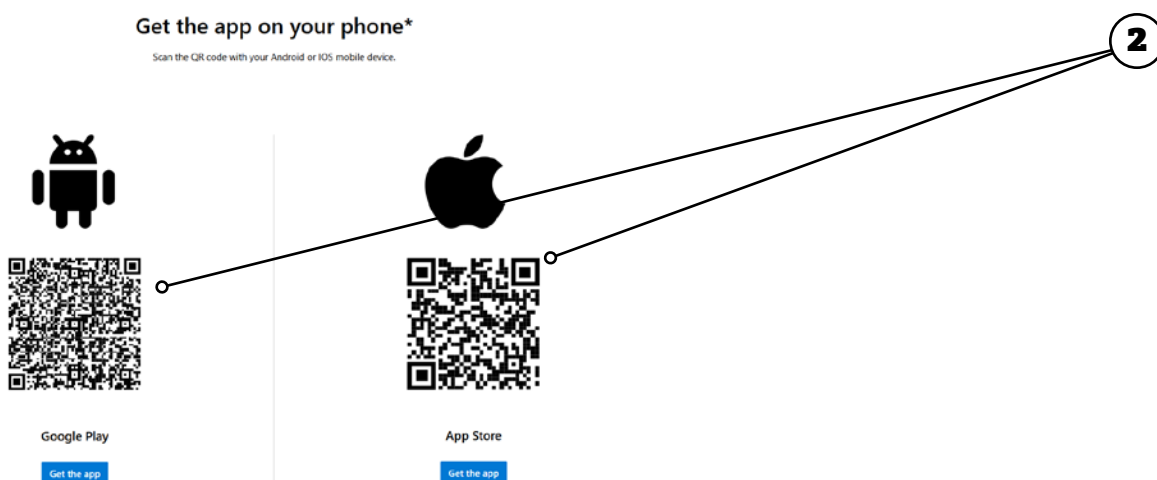


NOTE: If you do not see the dialogue box when you log in, you can manually enable Multi-Factor Authentication on your account. Go to aka.ms/mfasetup, select your account and follow the steps presented.

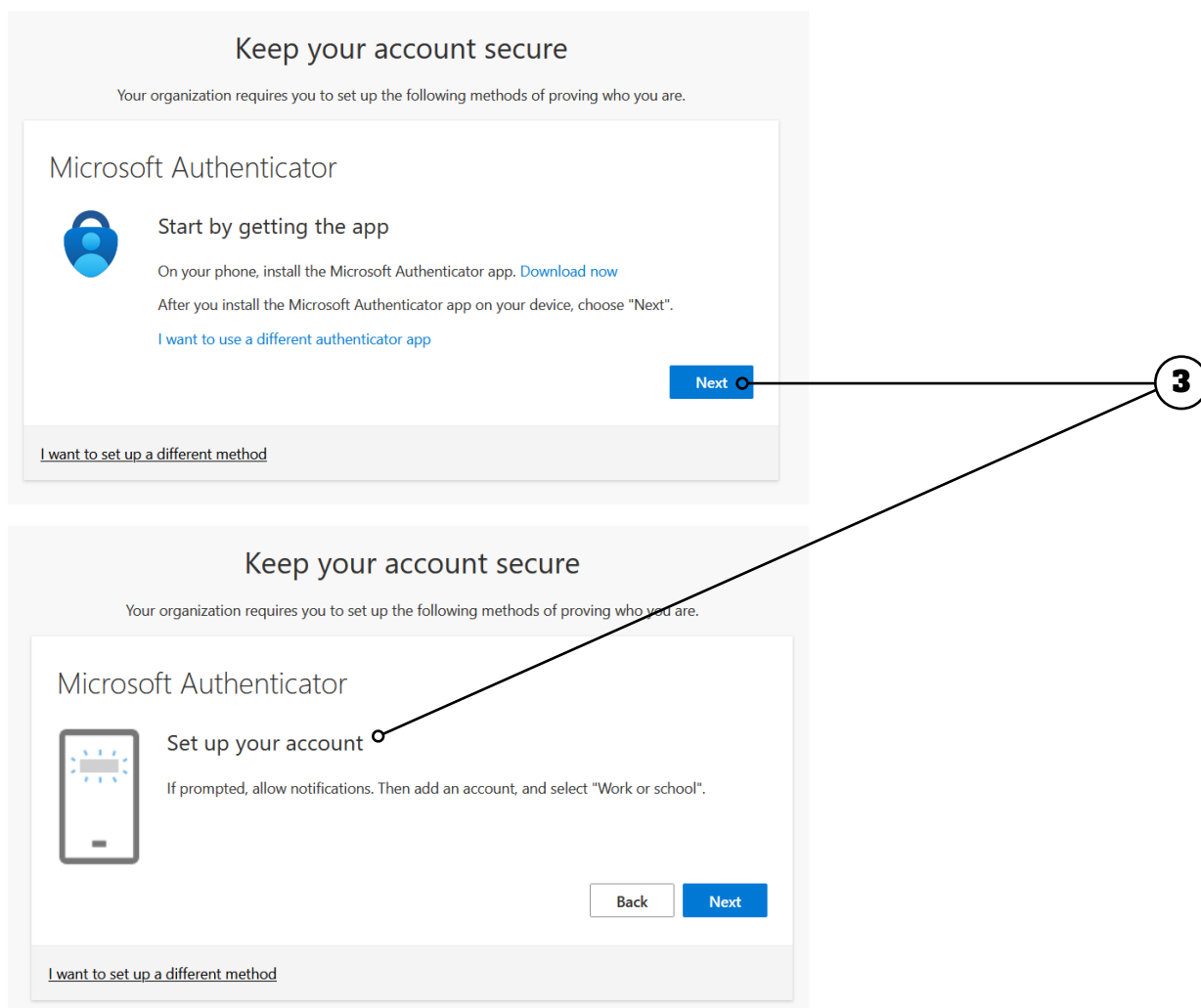
1. Start by getting the app. Click the **Download Now** link to open the **Download Microsoft Authenticator** window.



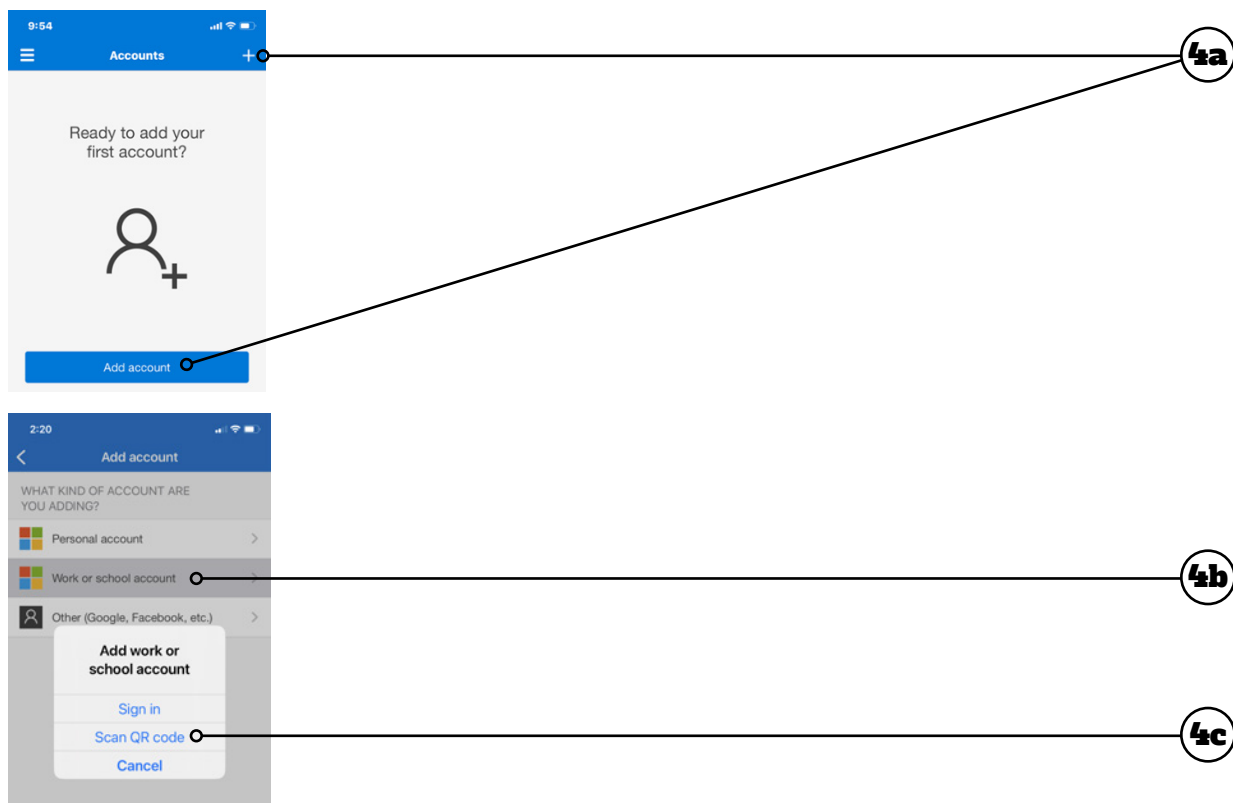
2. Navigate down to **Get the app on your phone** and scan the appropriate QR code with your Android or iOS mobile device to begin the download process.



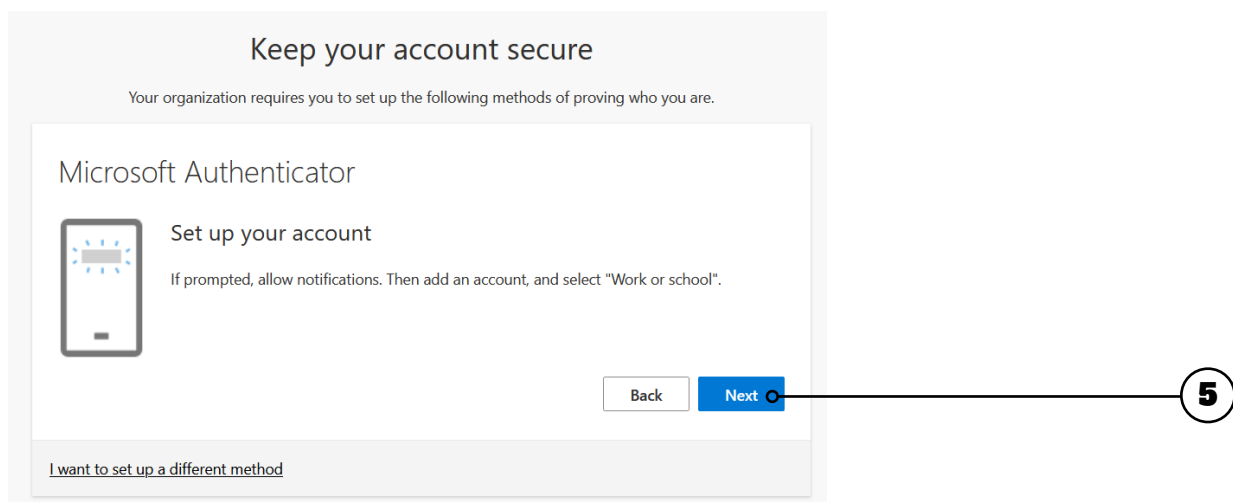
3. Once the app has finished installing on your mobile device, go back to the **Start by getting the app** window on your computer and click **Next** to go to the **Set up your account** screen.



4. Open the Microsoft Authenticator app on your mobile device, and then:
- Select (+) in the upper right corner, then tap **Add account**
 - Select **Work or school account**
 - Select **Scan QR code** and then go back to your computer.

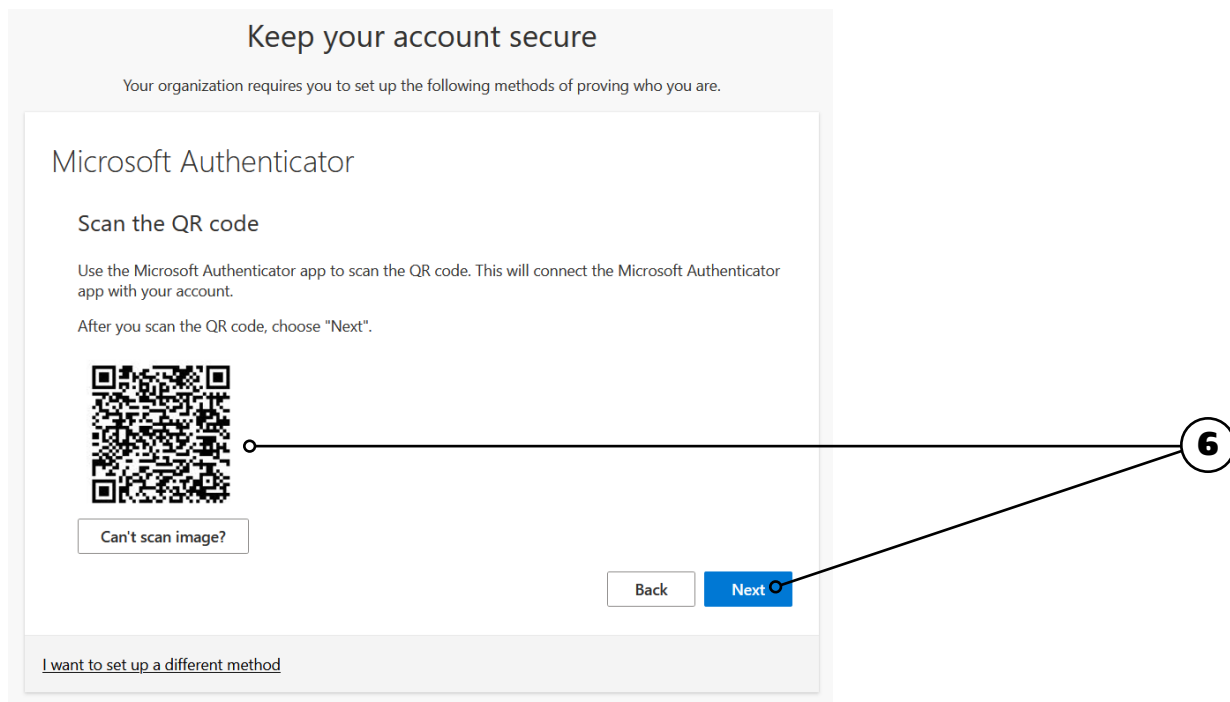


5. Click **Next** to get the QR code to scan with your device.

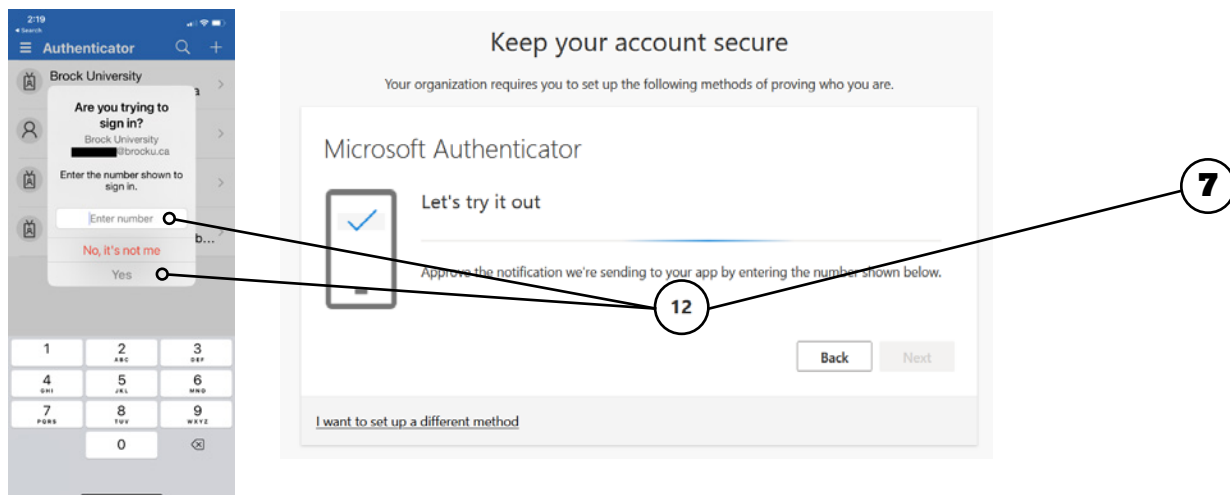


6. Scan the QR code using the **Microsoft Authenticator app** on your mobile device. Once scanned successfully, you should see your Brock account in the app. Click **Next** after successfully scanning the QR code.

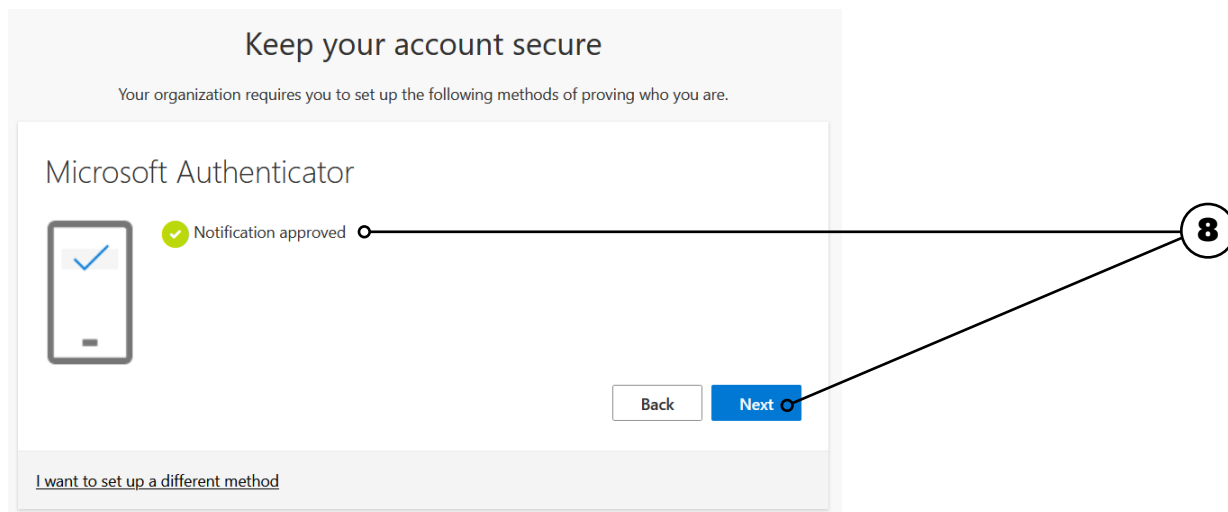
NOTE: If you have trouble scanning the QR code, you can manually enter the QR code on your device. See **Manually Enter the QR Code** at the end of this guide.



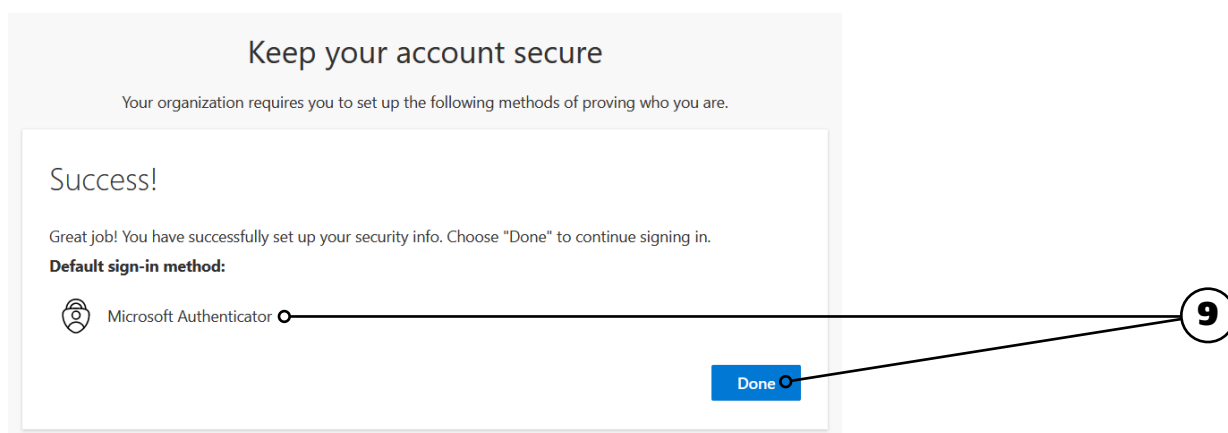
7. Microsoft will send a notification to the Authenticator app on your device, requesting the two-digit number shown on your computer's screen. Enter the **two-digit number** into your app and tap **Yes** to approve.



8. Once approved, you will get a **Notification approved** message. Click **Next**.



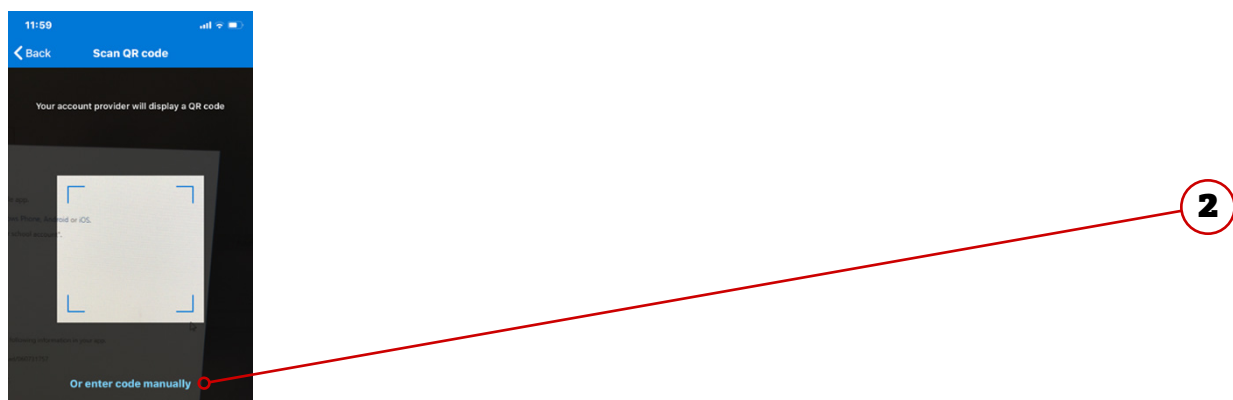
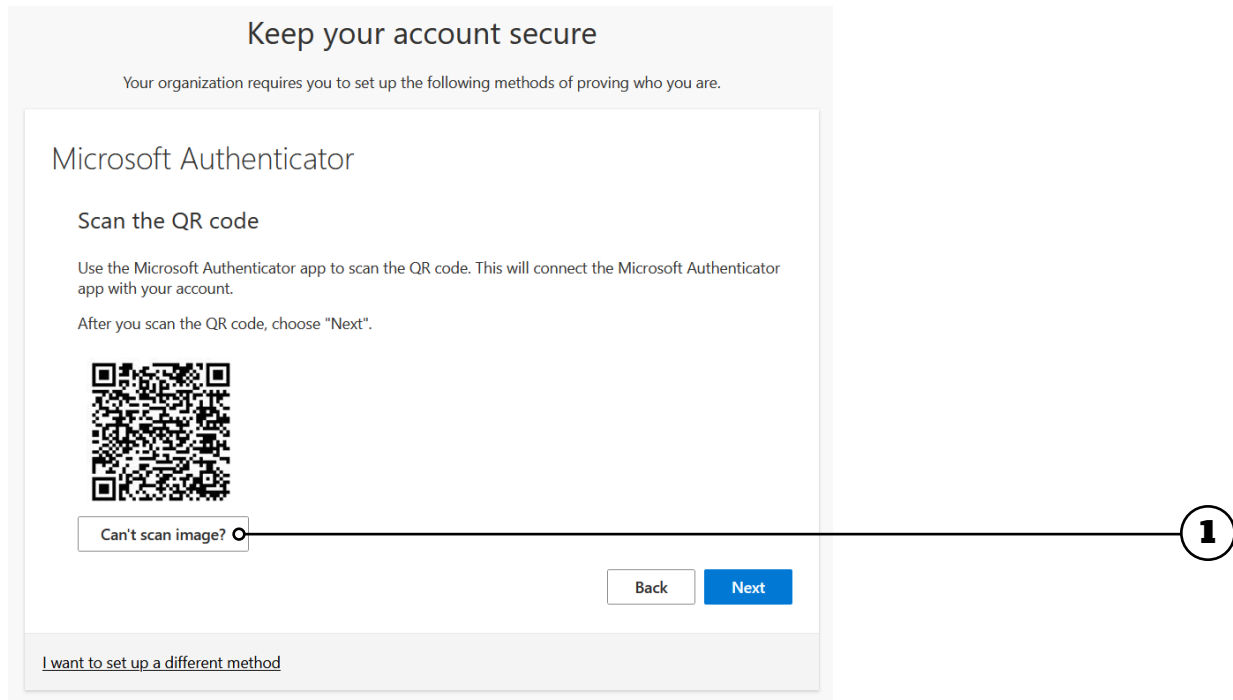
9. Your **Default sign-in method** should now be Microsoft Authenticator. Click **Done**.



Manually Enter the QR Code

If you cannot scan the QR code in step 6 of the previous section, you can enter it manually. Complete steps 1-5 of the previous section, then do the following:

1. Click **Can't scan image?** A code and URL will be displayed on the screen.
2. In the app on your mobile device, select **Or enter code manually**.
3. Enter the **Code** and **URL** into the authenticator app.
4. Continue following steps 7-9 of the previous section to complete setting up the authenticator app.



Additional Resources



More Information

You can find more information about Multi-Factor Authentication at brocku.ca/information-technology/service-catalogue/security-and-access/multi-factor-authentication/.



Help Desk Support

If you require technical assistance with Multi-Factor Authentication, please contact the Help Desk at x4357 or ithelp@brocku.ca.



Other Learning Support

For additional learning support resources, go to brocku.sharepoint.com/information-technology.