

## Setting Up Microsoft Authenticator on an iPad

### Prerequisites

Ensure the iPad setup has been completed before proceeding with the Microsoft Authenticator setup. If the iPad has not been set up, follow the appropriate iPad setup documentation before continuing.

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### Steps to Set Up Microsoft Authenticator

#### 1. Open the Windows Authentication App

- Locate and open the Microsoft Authenticator app on the iPad.

#### 2. Add an Account

- Press the + sign or select **Add Account**.
- Choose **Scan QR Code** as the setup method.

#### 3. Generate the QR Code on the User's PC or Laptop

- Open a private browsing tab on a computer (PC or laptop).
- Navigate to [Office.com](https://office.com) and log in using the user's credentials.
- The system will prompt additional security information.
- A QR code will be displayed on the screen.

#### 4. Scan the QR Code

- Use the iPad's camera through the Microsoft Authenticator app to scan the QR code.
  - Once scanned successfully, authentication should be set up and ready for use.
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### Handling Existing Users with a New iPad

If the user is not new and is transitioning to a new iPad with transferred information, follow these additional steps:

- Reset the user's **Microsoft Authenticator** before attempting to set it up on the new iPad.

- Failure to reset the Authenticator may result in an endless loop where the system does not generate a QR code, assuming that authentication is already configured.
  - **Exception:** If the user is in the office and already has the Microsoft Authenticator app set up on their phone, this reset may not be necessary.
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### Troubleshooting Tips

- If no QR code appears during the setup, verify if the user already has an existing authentication method set up.
- Ensure the user logs in using a private/incognito browser to prevent cached credentials from interfering with the authentication process.
- If issues persist, consider removing the old authentication method from the user's account via the **Microsoft Security & Privacy** settings before reattempting setup.

For further assistance, refer to the IT support team or the Microsoft documentation on **Authenticator app setup**.