What is Microsoft Authenticator?

The Microsoft Authenticator app helps user sign into their accounts when they're using two-step verification. Similar like our NCS account.

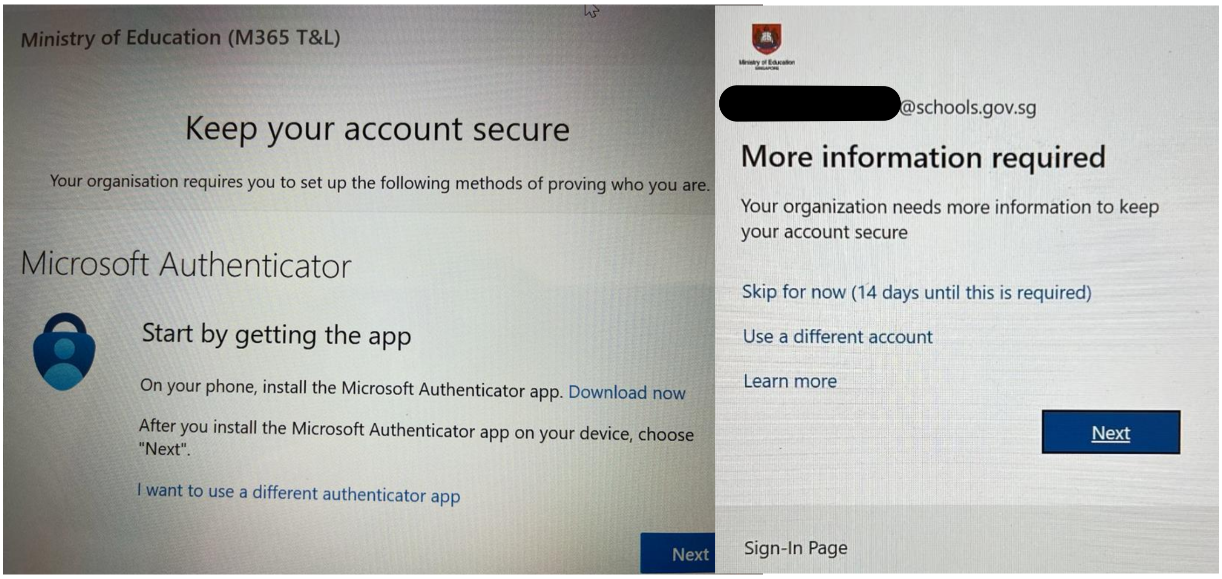
Two-step verification helps user to use their accounts more securely because passwords can be forgotten, stolen, or compromised. Two-step verification uses a second step like their phone to make it harder for other people to break into their account.

Two-step verification: The standard verification method, where one of the factors is their password. After user sign in using their username and password, user can either approve a notification or enter a provided verification code.

To set up the Microsoft Authenticator app

1. Download and install the **Microsoft Authenticator app** on your mobile device, and then select **Next** on the windows that prompt to setup Microsoft Authenticator app on your computer.

   Note: Same naming for Apple and Android



Ministry of Education (M365 T&L)

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Next

[redacted]@schools.gov.sg

More information required

Your organization needs more information to keep your account secure

Skip for now (14 days until this is required)

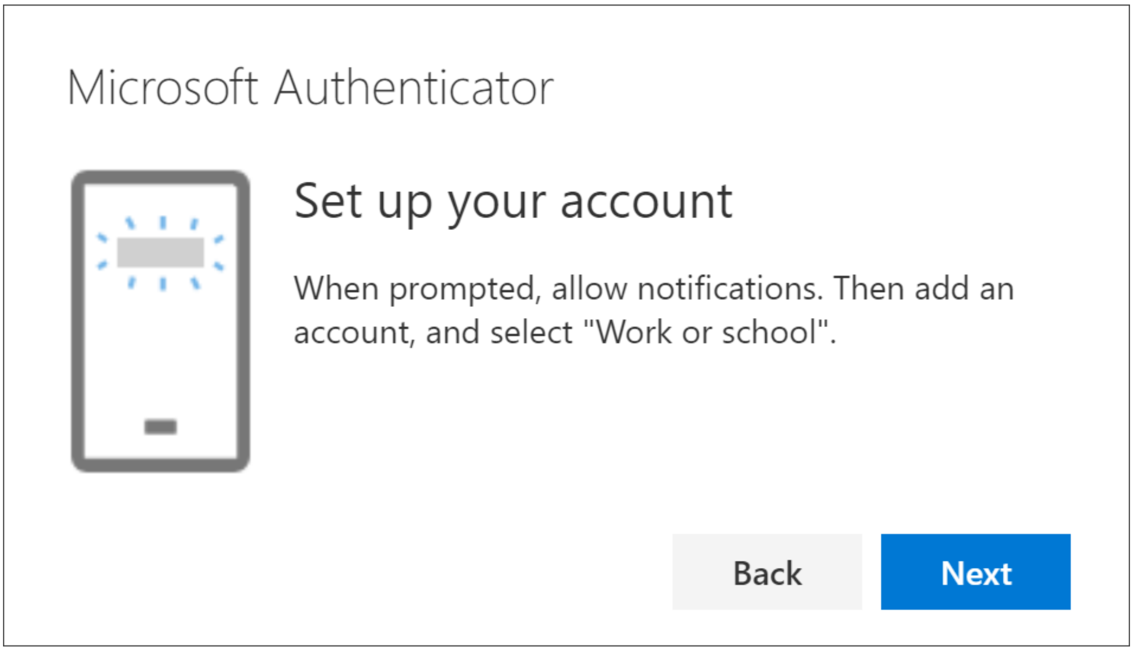
Use a different account

Learn more

Next

Sign-In Page

2. Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your mobile device.

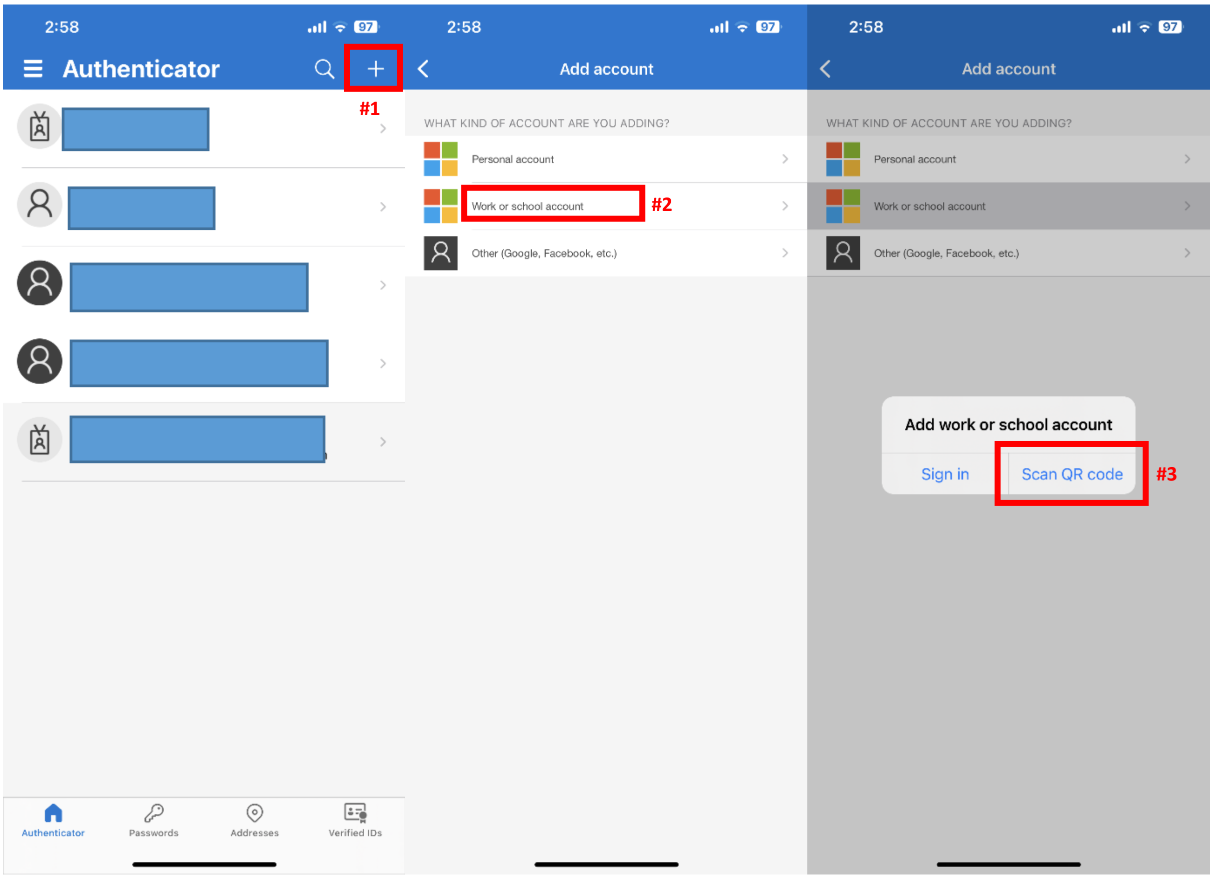


Microsoft Authenticator

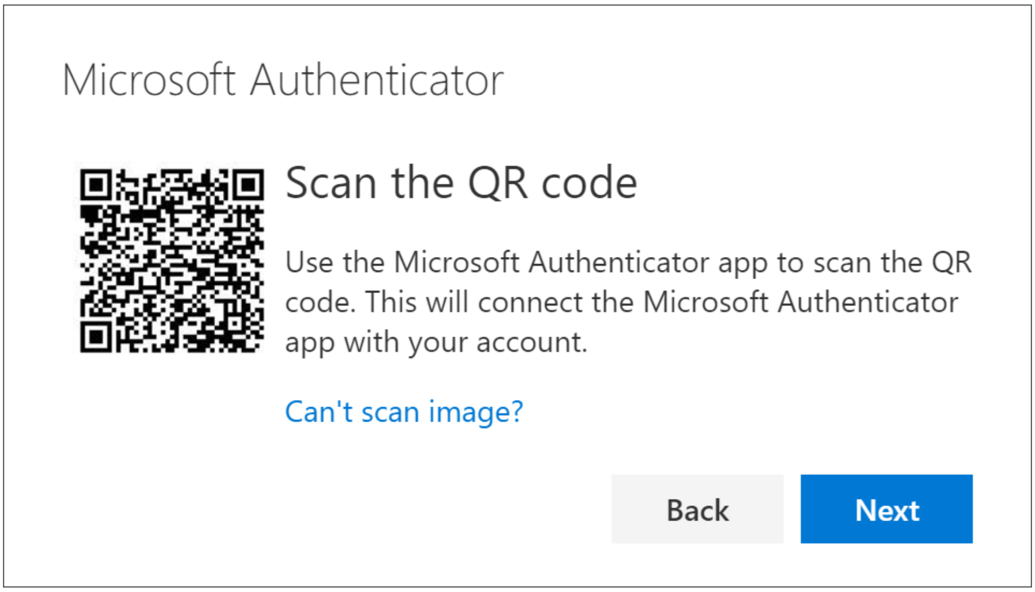
Set up your account

When prompted, allow notifications. Then add an account, and select "Work or school".

3. Open the Microsoft Authenticator app, select to allow notifications (if prompted), select **+ icon** on the upper-right, and then select **Work or school account**.



4. Return to the **Set up your account** page on your computer, and then select **Next**. The Scan the QR code page appears.



Microsoft Authenticator

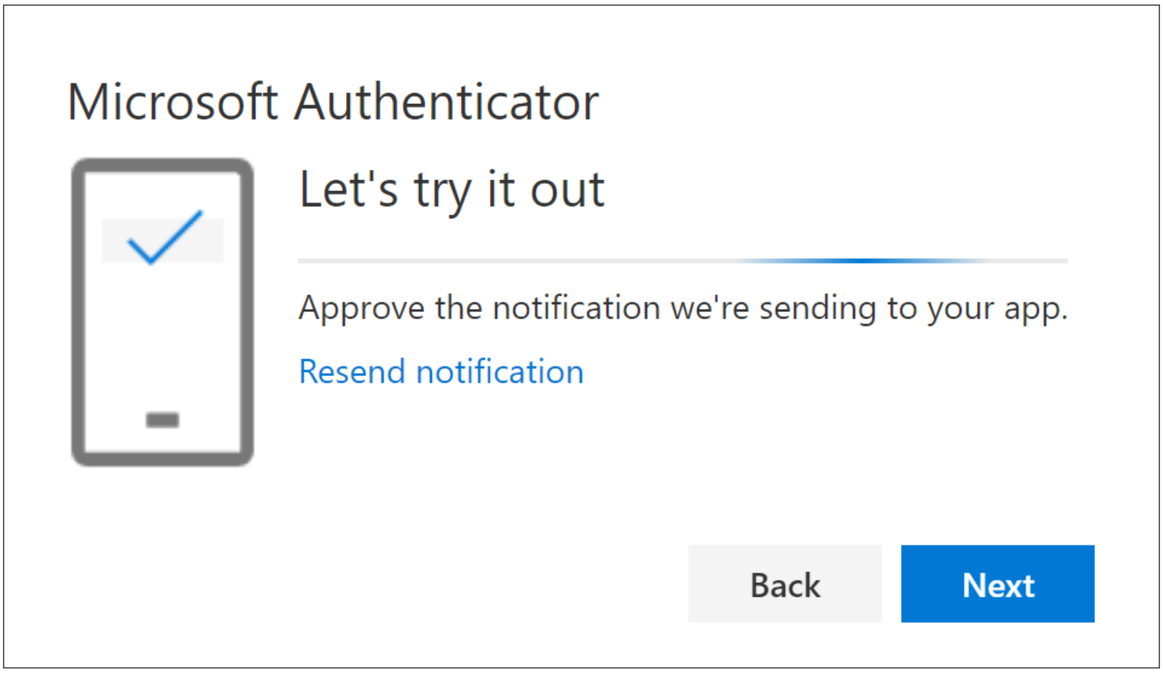
Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

Can't scan image?

5. Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 6.

6. The authenticator app should successfully add your work or school account without requiring any additional information from you. However, if the QR code reader can't read the code, you can select **Can't scan the QR code** and manually enter the code and URL into the Microsoft Authenticator app.
7. Select **Next** on the **Scan the QR code** page on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.



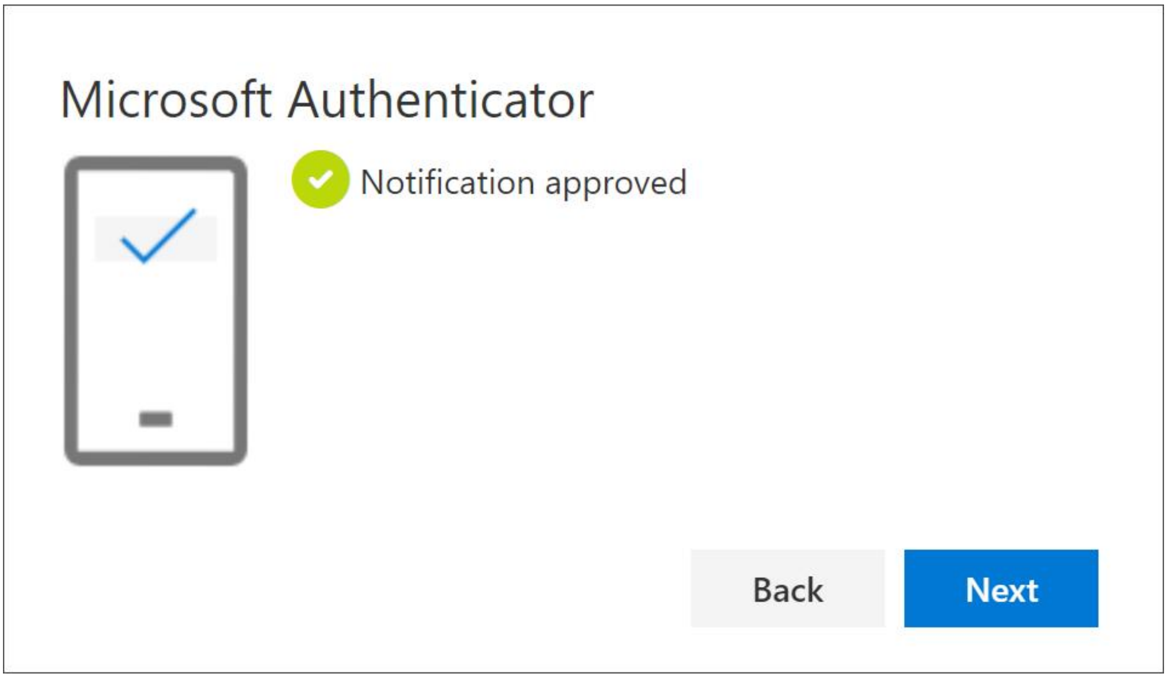
Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app.

Resend notification

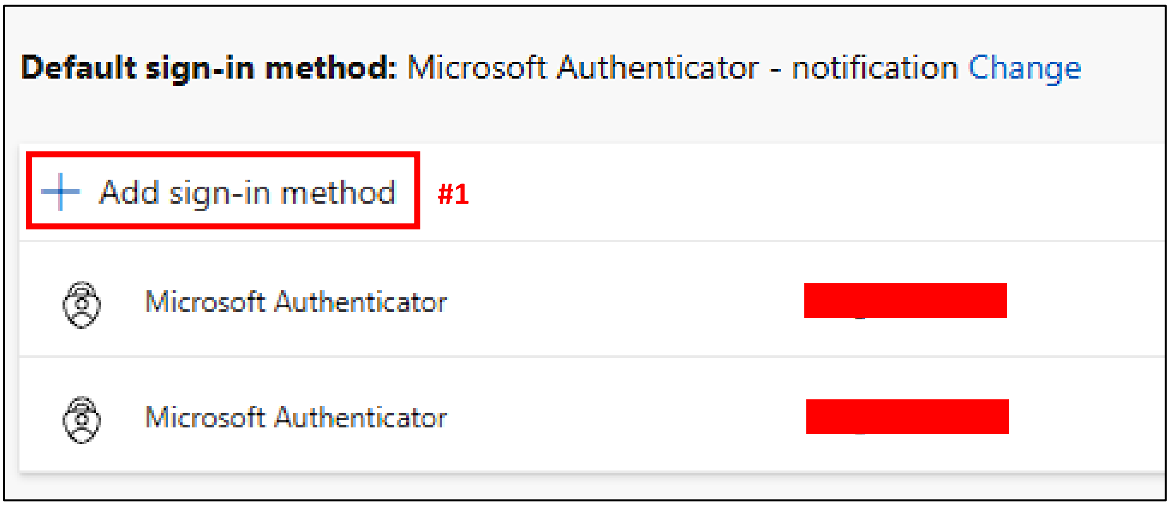
8. Approve the notification in the Microsoft Authenticator app, and then select **Next**. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.



Microsoft Authenticator

Notification approved

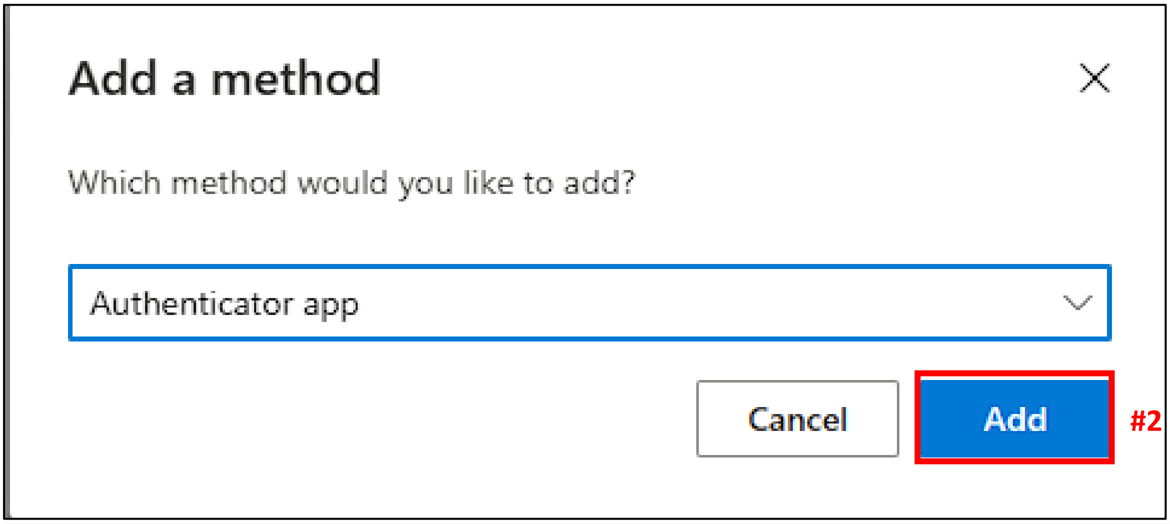
9. Alternatively, you can also use this method to configure Microsoft Authenticator by login into Microsoft Office Portal.
    - Launch browser and go to “myaccount.microsoft.com”.
    - Log in using your MIMS account credentials.
    - On the left panel, click on “Security Info”.
    - Under “Security Info”, click on “Add sign-in method”.
    - Choose “Authenticator App”.
    - Follow the instructions to complete the setup similar as previous steps.



Default sign-in method: Microsoft Authenticator - notification Change

Microsoft Authenticator [redacted]

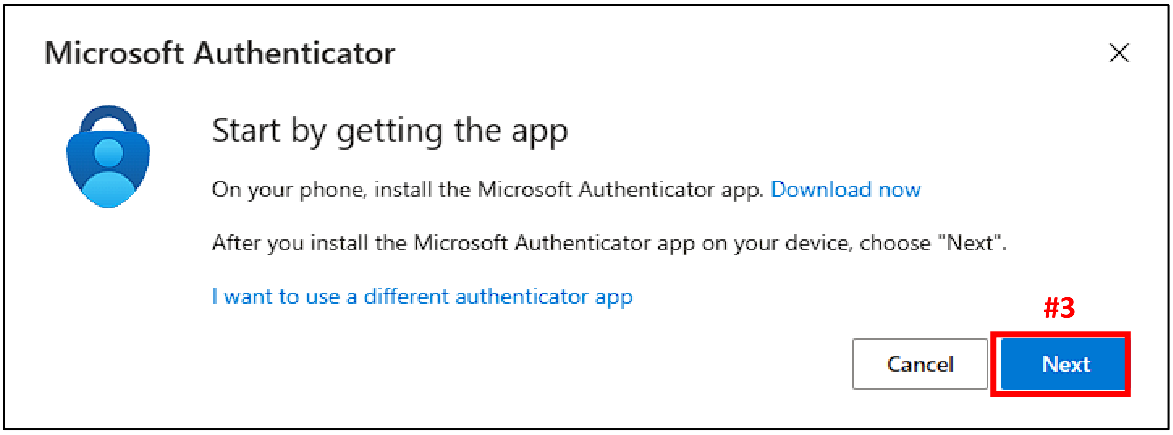
Microsoft Authenticator [redacted]



Add a method

Which method would you like to add?

Authenticator app



Microsoft Authenticator

Start by getting the app

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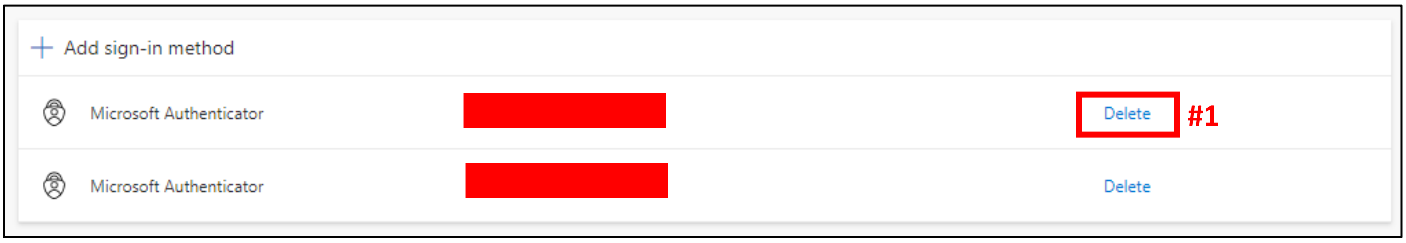
After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

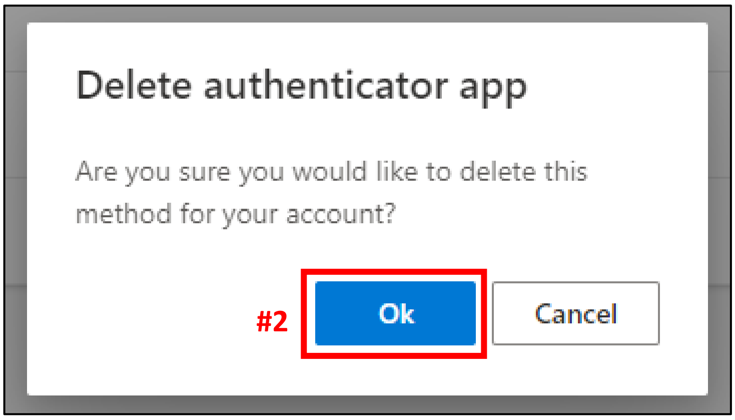
10. Frequently Asked Questions.

- What happens if?
  a. User change of new mobile device?
    - Launch browser and go to "myaccount.microsoft.com".
    - Log in using your MIMS account credentials.
    - On the left panel, click on "Security Info".
    - Under "Security Info", click on "Delete" of the previous device.
    - Click "Ok".
    - Once deleted then follow the instructions to complete the setup similar as previous steps.
    - If still not able to, follow steps "**c**" to request MFA revoke.



+ Add sign-in method

Microsoft Authenticator	[redacted]	Delete #1
Microsoft Authenticator	[redacted]	Delete



Delete authenticator app

Are you sure you would like to delete this method for your account?

  b. User accidentally deleted Microsoft Authenticator app in their Mobile Devices?
    i. If user had configured Authenticator previously, please try previous steps **"a"** to remove the previous Authenticator. If still not able to, follow steps "**c**" to request MFA revoke.

  c. User didn't do a setup for MS Authentication but appear for entering code?
    i. Kindly log a case through SSOE Service Desk or Self log Incident Ticket.
    ii. Take note that MFA revoke will take process **up to 1-3 days**.

- Does this affect MIMS, SC, etc. login method or will it be like ICON, it will be a one-time thing for first time use machine?
  a. It does not affect MIMS, SC, etc. It's a one-time setup similar approach with iCON email.