Setting up Microsoft Authenticator

1. Visit https://aka.ms/mfasetup on your laptop (you must use a laptop/tablet AND your phone to set up Authenticator as you need to scan a QR code)
2. Enter your college email address
3. Click 'Add sign-in method' and select 'Microsoft Authenticator'

Security info
These are the methods you use to sign into your account or reset your password.

+ Add sign-in method

4. Download the Microsoft Authenticator app if you don't have it already – it should look like this:

5. Click 'Next' on the laptop/computer/tablet screen
6. Scan the QR code on your laptop using the Authenticator app
7. You should be asked to allow notifications for the Authenticator app. Click 'Allow' (if you don't have them set to allow, you will not be able to enter codes)
8. You should then be asked to enter a number on your Authenticator
9. Once done, your laptop should say 'Notification approved'

Your Authenticator is now ready to go! You will need to delete and reinstall the Teams & Canvas apps once your Authenticator is set up.

I have a new phone

Let the Digital Skills Helpdesk know. We can remove the Authenticator from your College IT account, then you can set it up gain using the instructions on page 1.

My notifications aren't coming through

Check that your notifications are enabled. If they are and it still doesn't come through, try dragging down from the top of the screen on the app to refresh it. If that still doesn't work, we can remove the Authenticator from your College IT account. You will need to set the Authenticator up again using the instructions on page 1.