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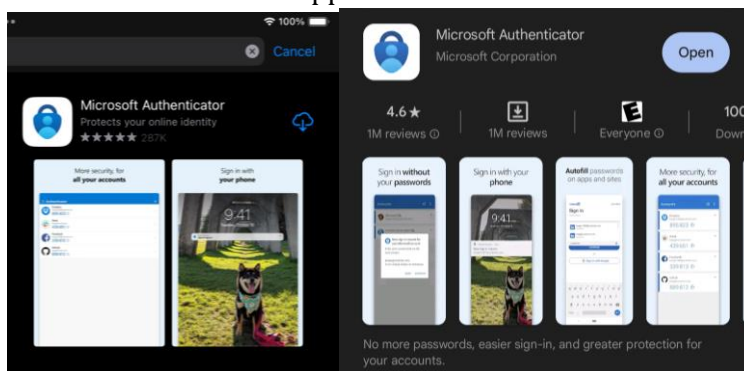
Do you have Microsoft Authenticator installed?



1. If yes, skip to [How to Set Up Microsoft Authenticator](#)
2. If no, please continue to the next section

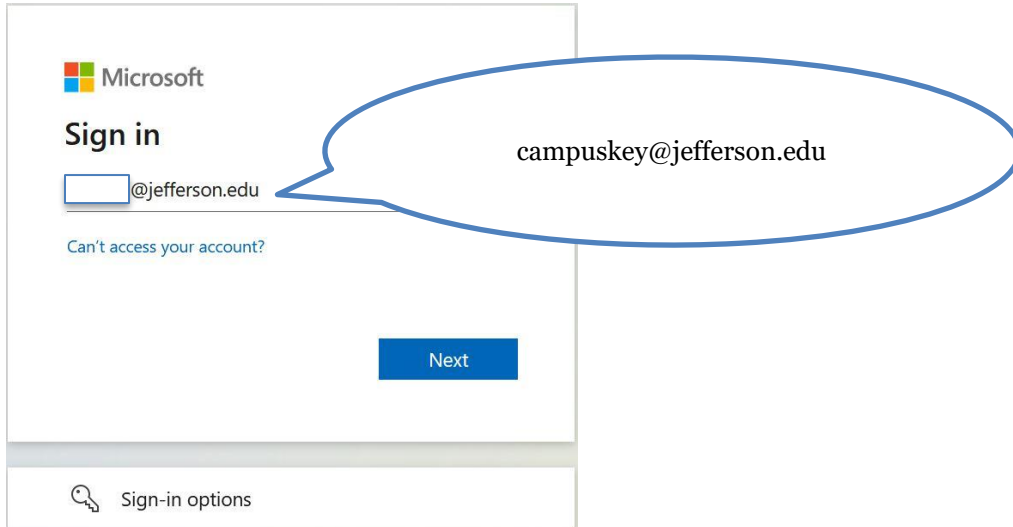
How to install Microsoft Authenticator from App Store

1. Go to your mobile device
2. Open the Apple App store for iOS or the Google Play Store for Android Devices
3. Search for “**Microsoft Authenticator**” download and install the app
4. If you need a direct link for the application, please use the following: [Apple app store](#) or [Google play store](#)
5. The app looks like this in the App Store and Google Play store. Please be careful as there are other authenticator apps that are not from Microsoft Corporation.



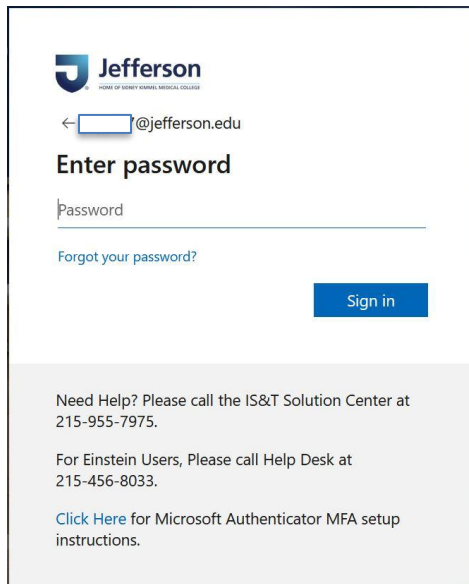
How to Set Up Microsoft Authenticator

1. Go to <https://mysignins.microsoft.com/security-info> from a computer



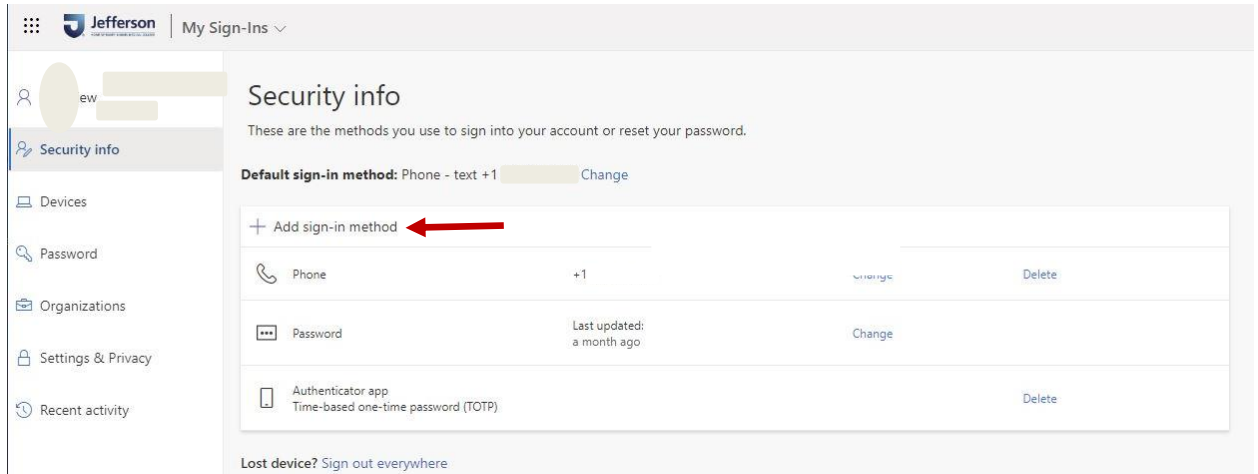
A screenshot of the Microsoft sign-in page. The Microsoft logo is at the top left. Below it, the text "Sign in" is displayed. There is an input field for an email address, followed by "@jefferson.edu". A blue callout bubble points to the input field and contains the text "campuskey@jefferson.edu". Below the input field is a link that says "Can't access your account?". At the bottom right of the main content area is a blue button labeled "Next". At the bottom left, there is a link with a magnifying glass icon and the text "Sign-in options".

2. Please enter your Jefferson email address using your campus key instead of your name.
For example: **abc123@jefferson.edu**

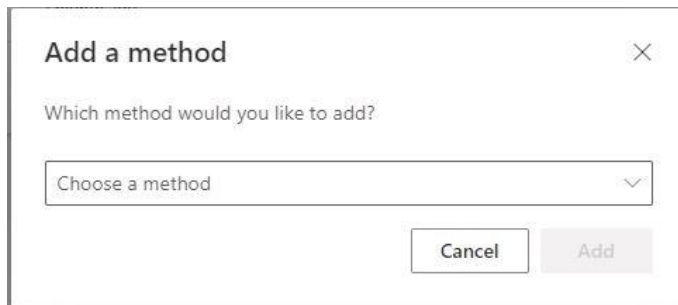


A screenshot of the Jefferson sign-in page. The Jefferson logo is at the top left. Below it, there is a back arrow icon and an input field for an email address, followed by "@jefferson.edu". Below the input field is the text "Enter password". There is a password input field with a vertical cursor. Below the password field is a link that says "Forgot your password?". At the bottom right of the main content area is a blue button labeled "Sign in". At the bottom of the page, there is a grey box containing the following text: "Need Help? Please call the IS&T Solution Center at 215-955-7975.", "For Einstein Users, Please call Help Desk at 215-456-8033.", and "Click Here for Microsoft Authenticator MFA setup instructions."

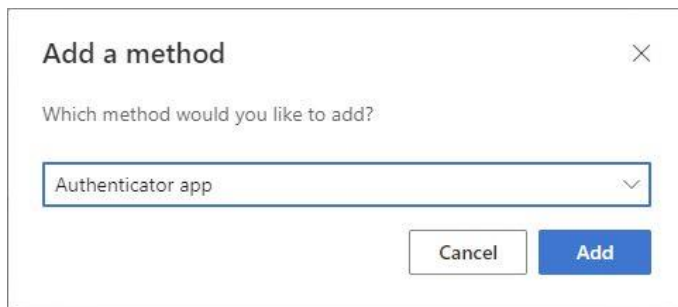
3. Enter your password and hit the **Sign in** button



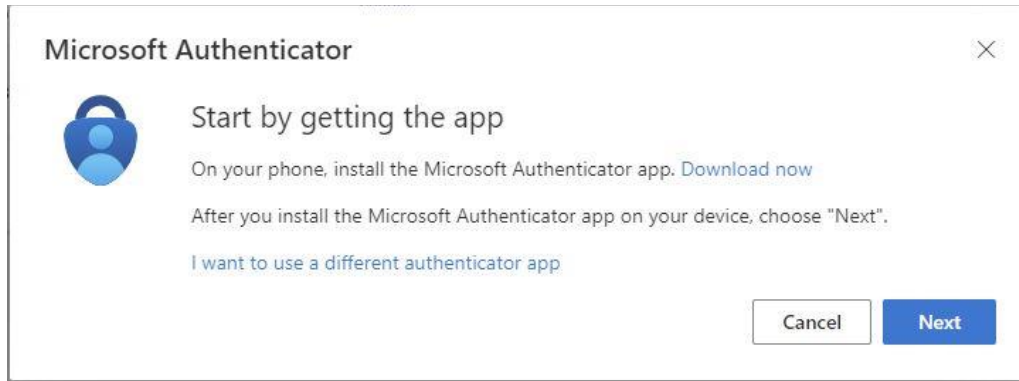
4. Click **+ Add sign-in Method**



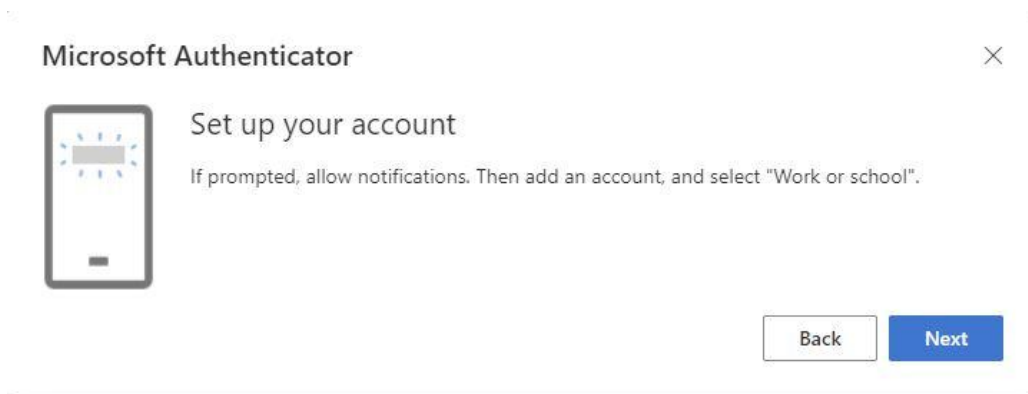
5. Click the drop down **Choose a method**



6. Select **Authenticator App** and click **Add**



7. On your phone make sure to download Microsoft Authenticator app. Please reference [here](#)
8. Click **Next** on your computer screen



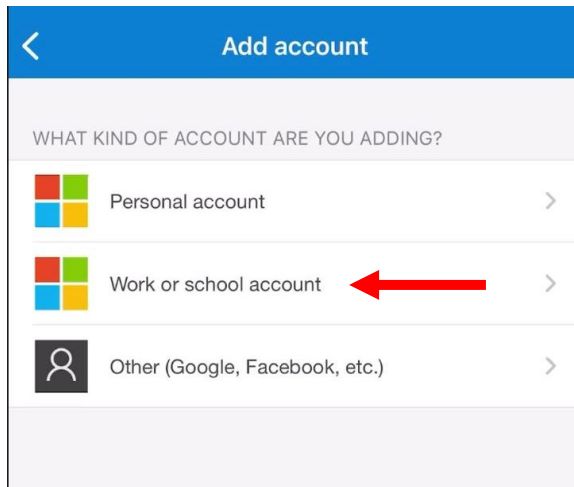
9. Click **Next**
10. Open the Microsoft Authenticator app on your phone



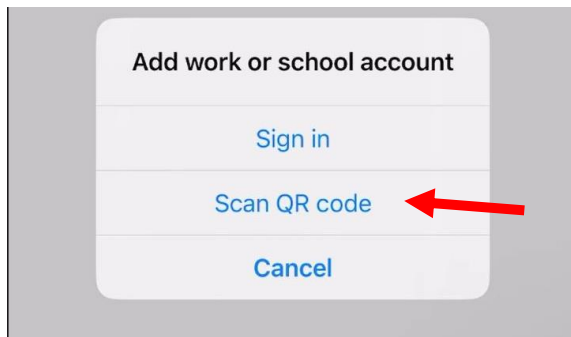
Ready to add your first account?

Any Microsoft account or other type of account you add will appear here.

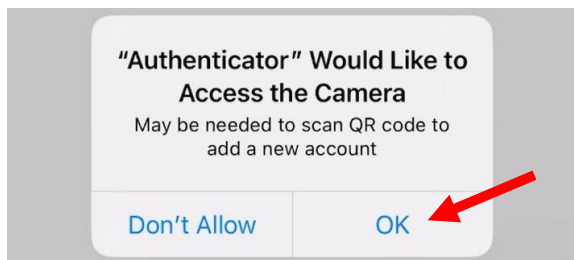
11. Locate the + (Plus) symbol in the upper right and click on it



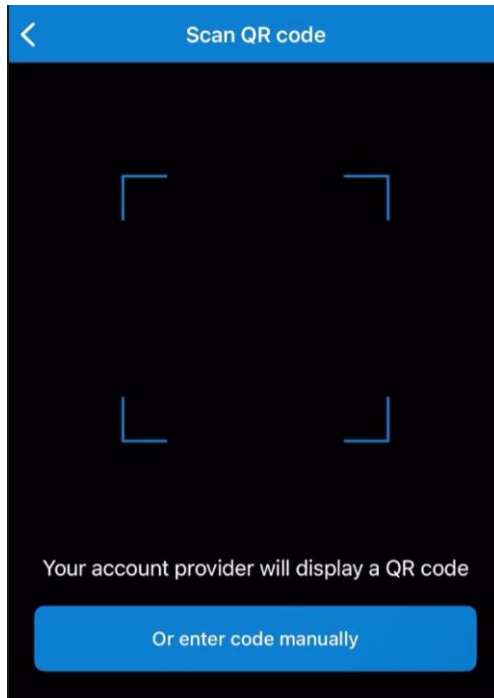
12. Now select **Work or School account**



13. Select **Scan QR code**

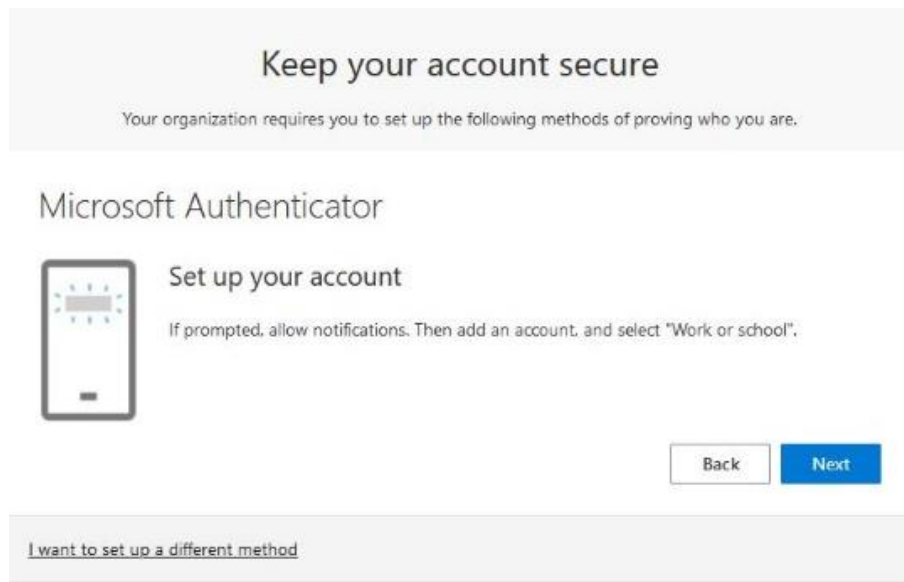


14. Press **Ok** button to allow Authenticator permission to use the devices camera

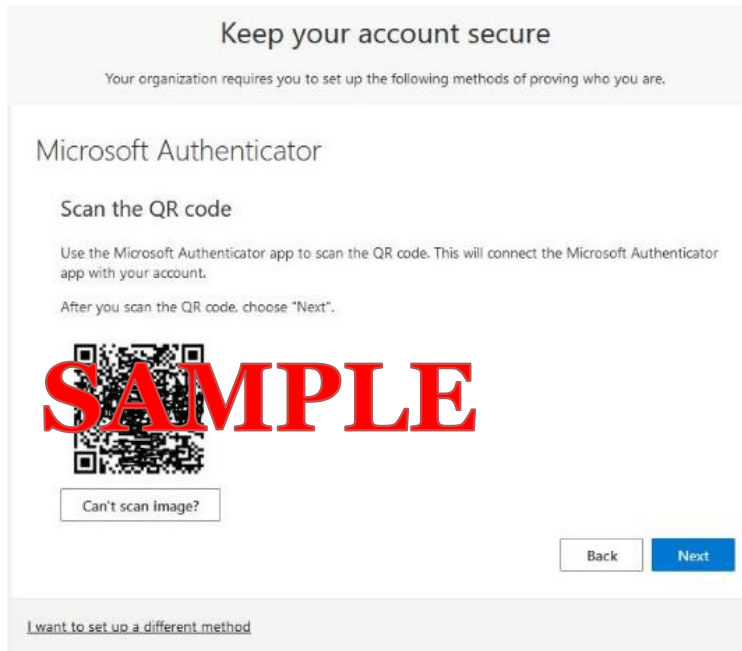


15. The mobile device camera should be ready to scan the QR code on the computer screen

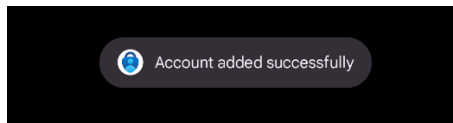
16. Go back to your **computer** screen



17. Click **Next**

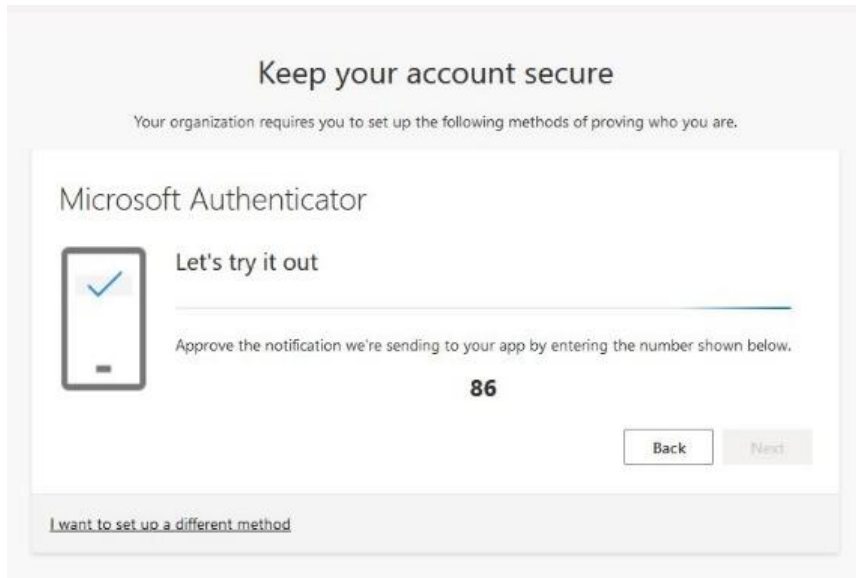


18. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

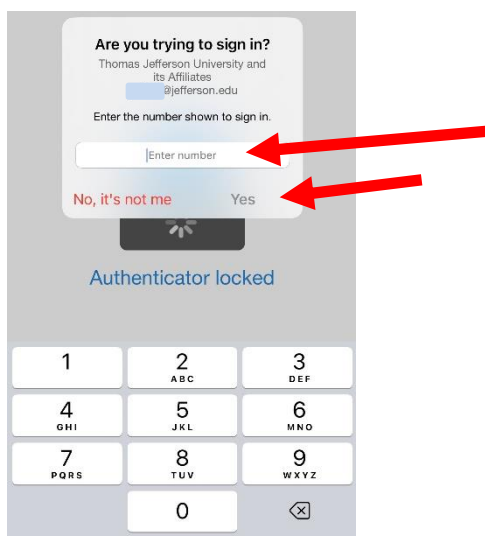


19. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

20. Now back on your **computer** screen with the QR code above, click **Next**



21. Microsoft will now send you a test number match notification to your mobile device



22. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

23. After entering the unique number, push **YES** (second **arrow** in above photo)

24. Then it might say "Notification Approved"

25. Go back to the **computer**, your screen will look like this below



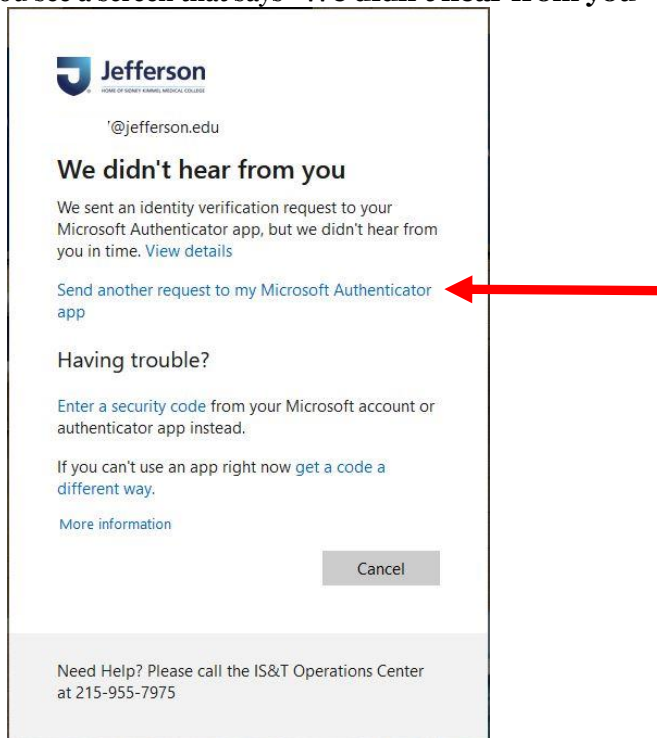
26. Click **Next**

27. You have completed setting up Microsoft Authenticator App

Appendix - Trouble Shooting Tips

TIP #1

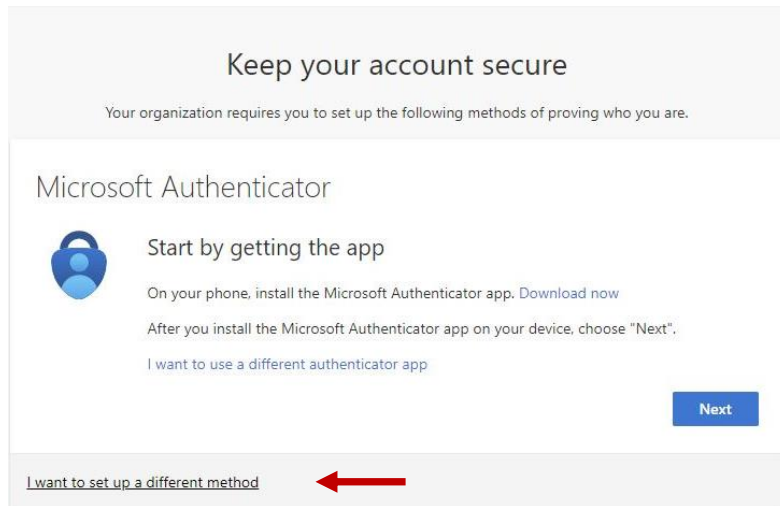
If you see a screen that says **“We didn’t hear from you”**



Click **“Send another request to my Microsoft Authenticator app”** and it will give you a new number to enter into the Microsoft Authenticator app prompt on your mobile device.

How to add Phone call or SMS if unable to install Microsoft Authenticator

1. Follow steps [1-11](#) above until it asks you to install Microsoft Authenticator



2. Click on **“I want to set up a different method”**



3. Click the drop down menu and select **Phone**



4. Click **Confirm**

Keep your account secure

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

Phone

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

B → Receive a code

C → Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#)

5. Enter your phone number in section A
Option B **Receive a code** is to receive an SMS text MFA code
Option C **Call me** is to receive a phone call to accept MFA
6. After entering A and choosing B or C click **Next**
7. If you chose option B, it will send you an SMS text message. Go to Step 9
8. If you chose option C, you will receive a phone call. Follow the voice instructions
9. Enter the SMS code in the box

Keep your account secure

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

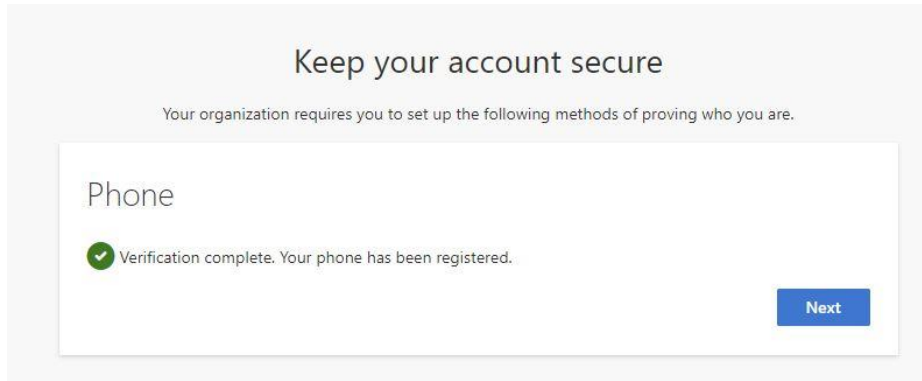
Phone

We just sent a 6 digit code to +1 . Enter the code below.

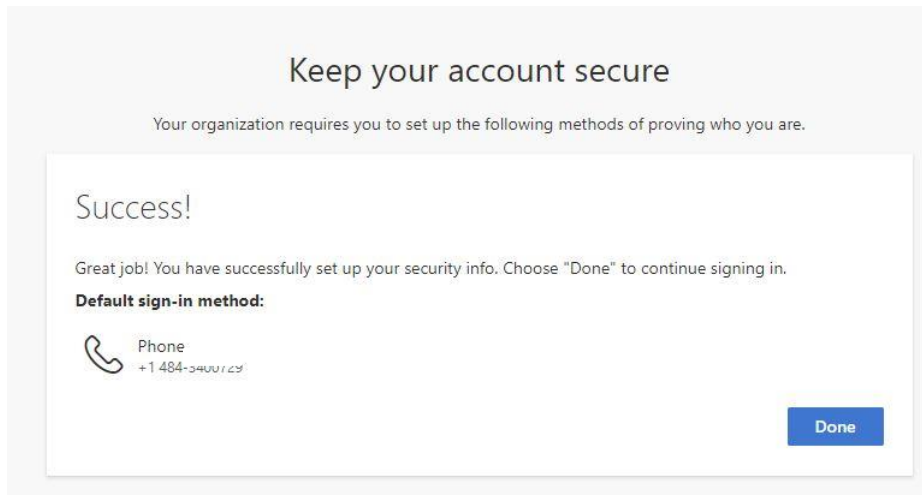
Resend code

[I want to set up a different method](#)

10. Click **Next**



11. Click **Next**

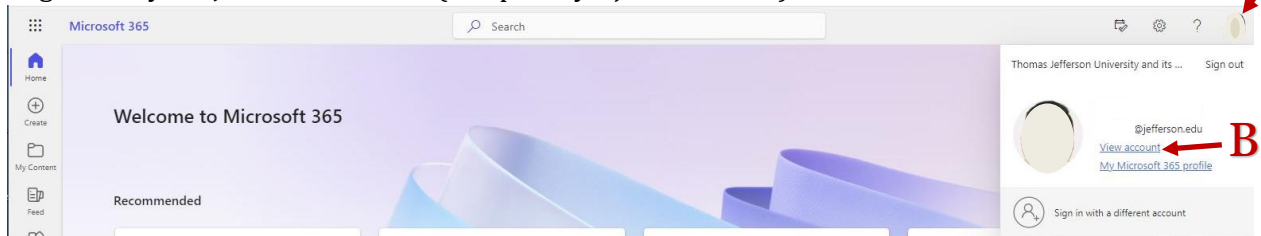


12. Success! And click **Done**

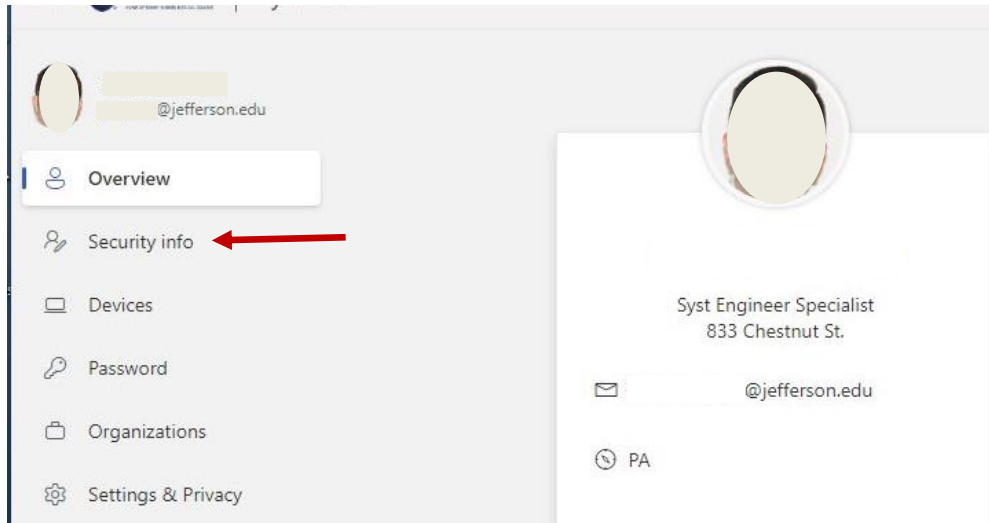
13. You have completed the setup

How to add additional MFA methods (Phone Extension Example)

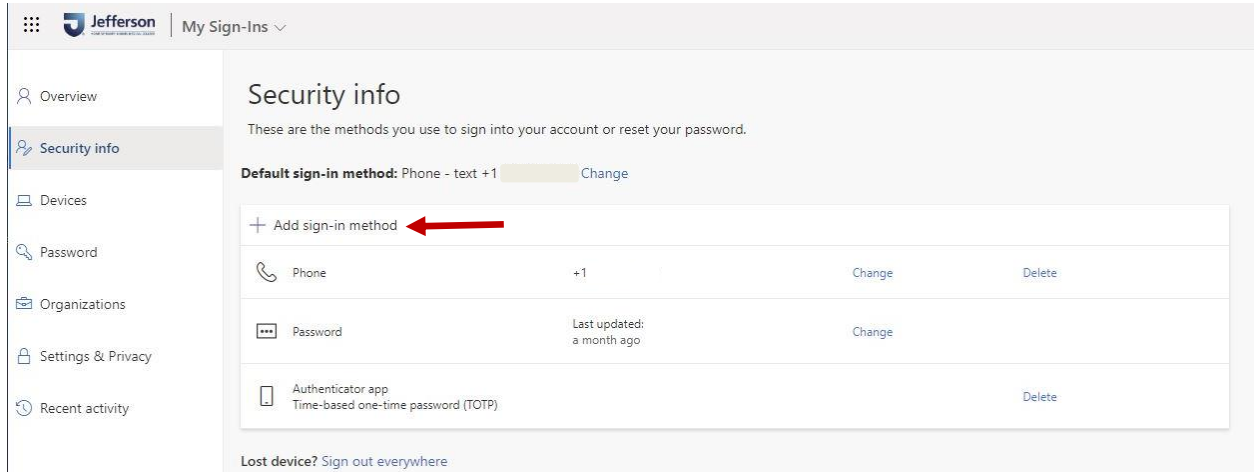
1. Go to login.microsoft.com
2. Login with your Jefferson account (campuskey@jefferson.edu)



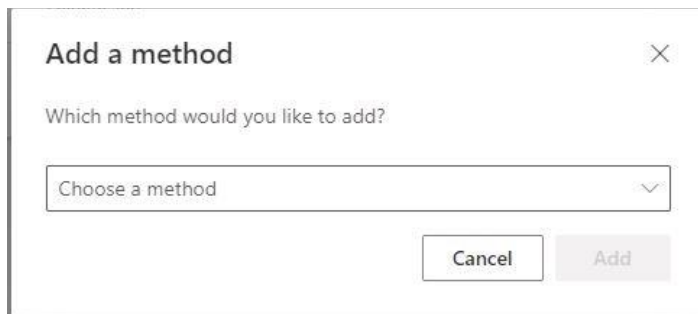
3. Click your face in the upper right hand corner (A) (Please note: that it might be greyed out if your photo hasn't uploaded yet)
4. Then click **View Account** (B)



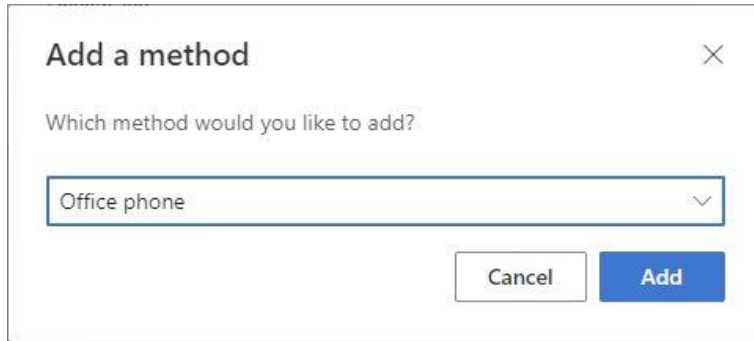
5. Click **Security info**



6. Click **+ Add sign-in Method**



7. Choose **Office Phone** in the **Choose a method** drop down

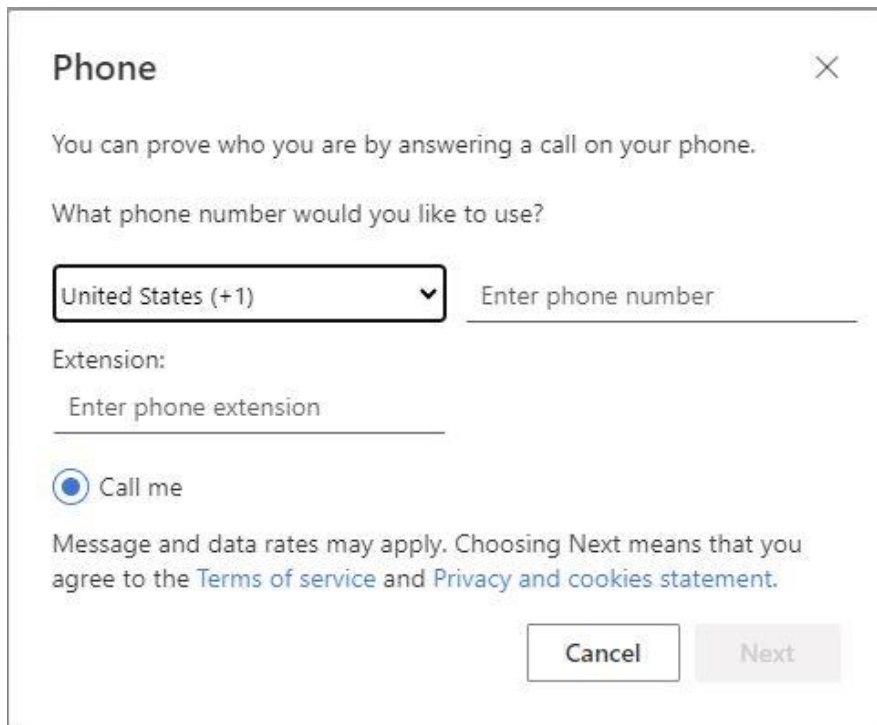


Add a method ✕

Which method would you like to add?

Office phone ▾

8. Click **Add**



Phone ✕

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

United States (+1) ▾

Extension:

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

9. Enter the phone number and extension and hit **Next**

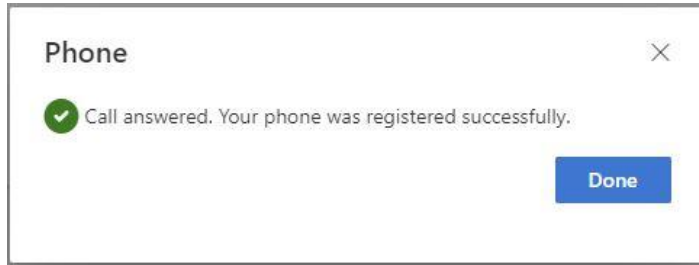


Phone ✕

We're calling +1 now.

10. Microsoft will call the number you entered to verify it works. Answer the phone call and follow the voice prompts. (If you do not receive a phone call, unfortunately this option will not work with your phone system and you will need to add a direct line as in the

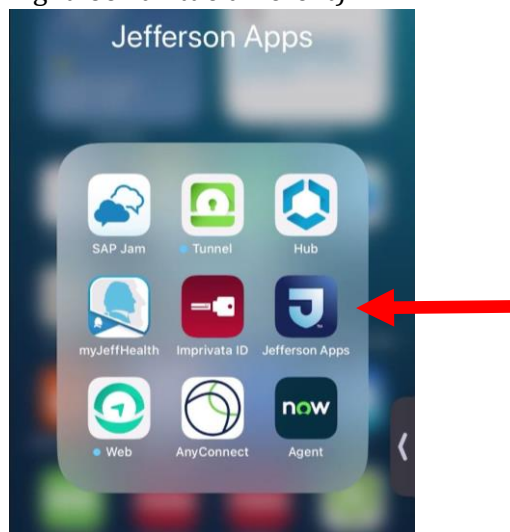
section “How to add Phone call or SMS if unable to install Microsoft Authenticator” in this document above.)



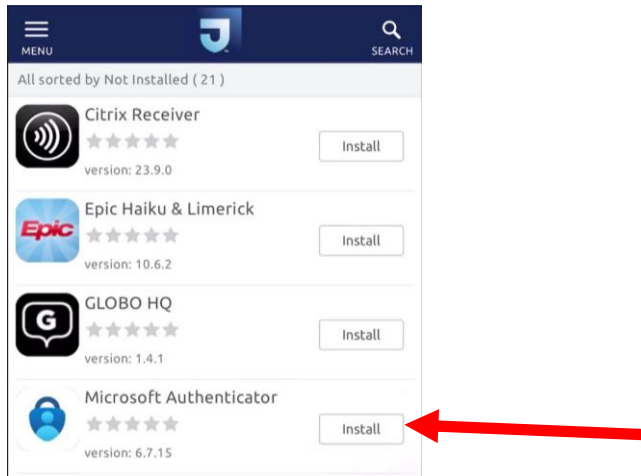
11. Click **Done**
12. You have completed the setup

How to install Microsoft Authenticator from Jefferson App Store

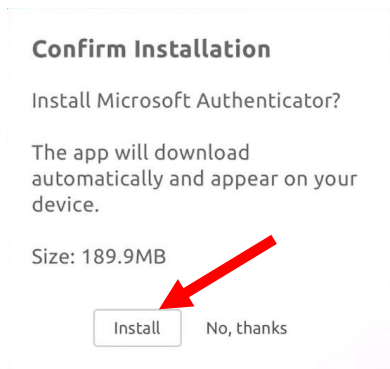
1. Open **Jefferson Apps** from your Jefferson issued Mobile Device (Your mobile screen setup might look a little different)



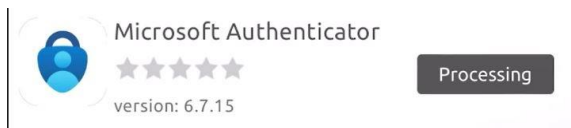
2. Locate or search for **Microsoft Authenticator**



3. Press **Install**



4. Press **Install** again on the confirm Installation Screen

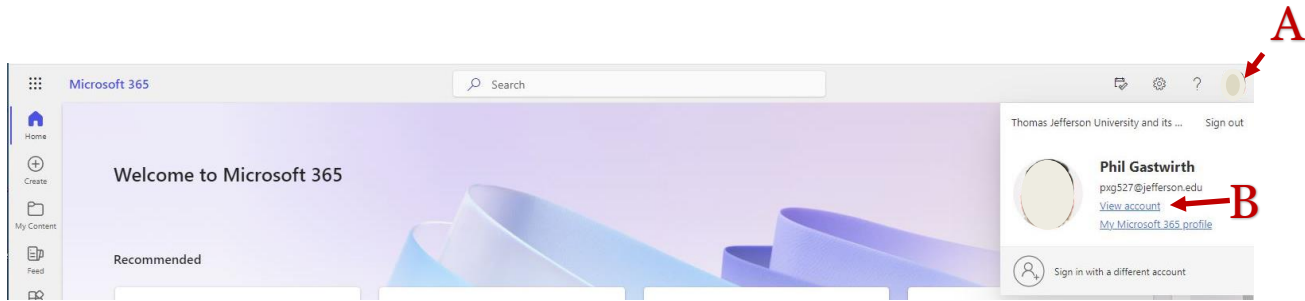


5. The app will show Processing and will finish installing

How to add a second phone to MS Authenticator

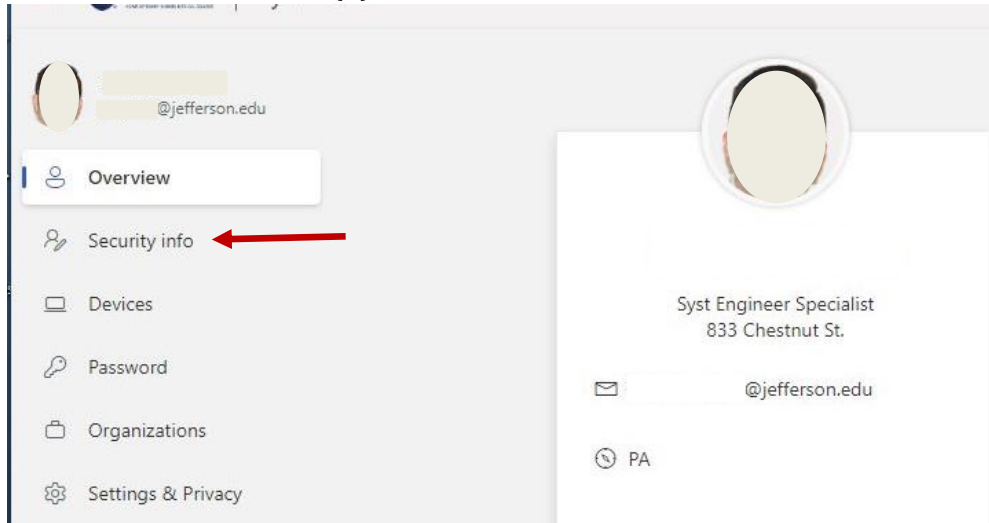
28. Go to login.microsoft.com from a computer

29. Login with your Jefferson account (**campuskey@jefferson.edu**)

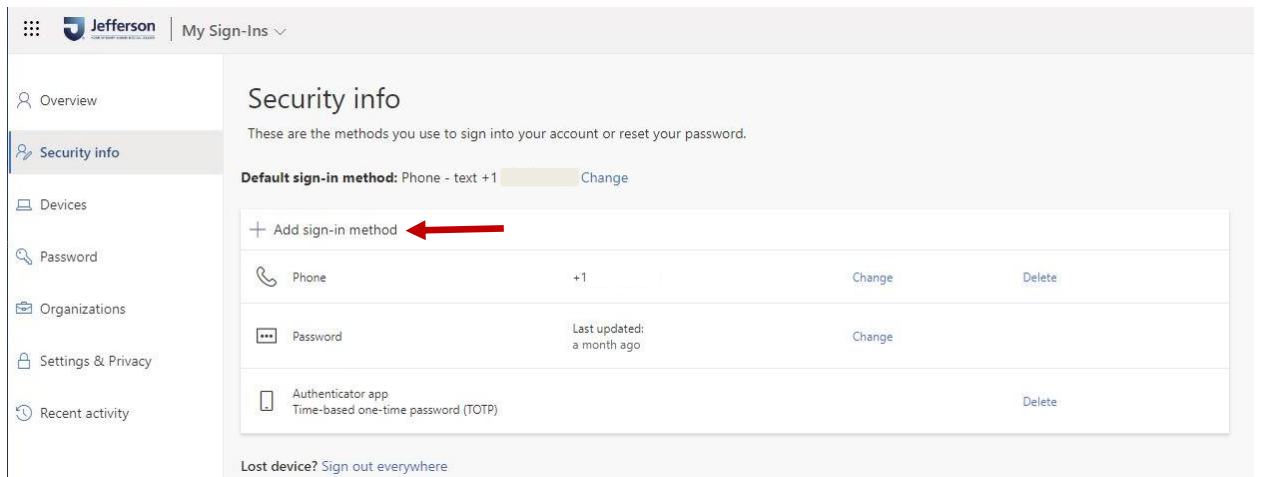


30. Click your face in the upper right hand corner (A) (Please note: that it might be greyed out if your photo hasn't uploaded yet)

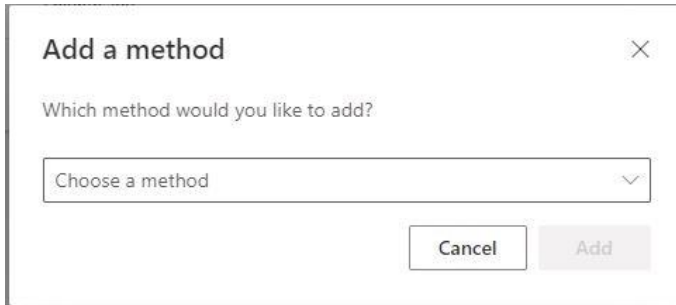
31. Then click **View Account** (B)



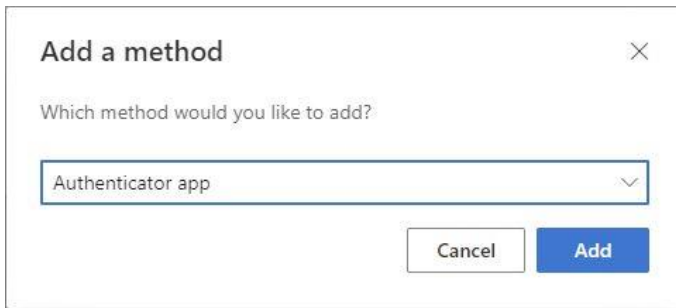
32. Click **Security info**



33. Click **+ Add sign-in Method**



34. Click the drop down Choose a method

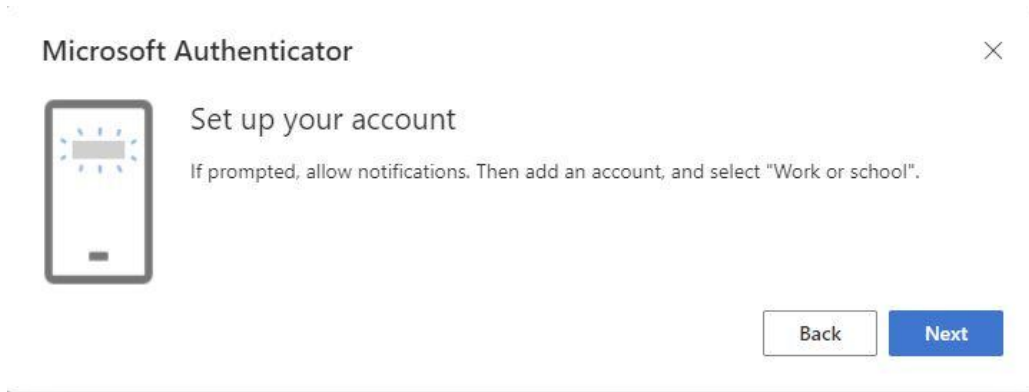


35. Select **Authenticator App** and click **Add**



36. On your second phone make sure to download Microsoft Authenticator app. Please reference [here](#)

37. Click **Next** on your computer screen



38. Click **Next**

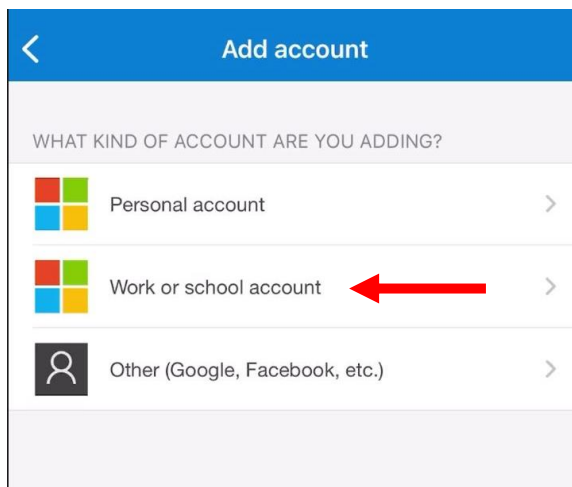
39. Open the Microsoft Authenticator app on your secondary phone



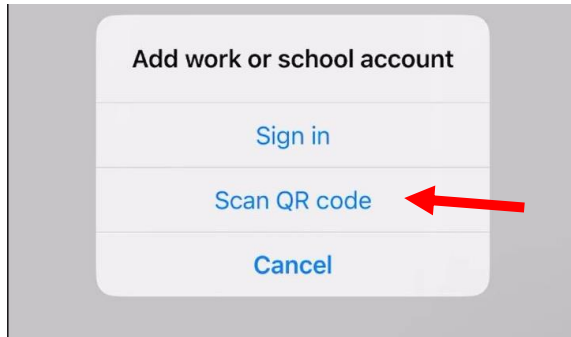
Ready to add your first account?

Any Microsoft account or other type of account you add will appear here.

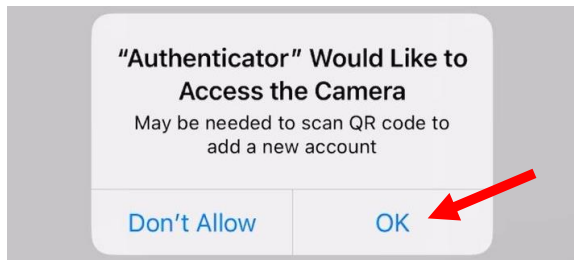
40. Locate the + (Plus) symbol in the upper right and click on it



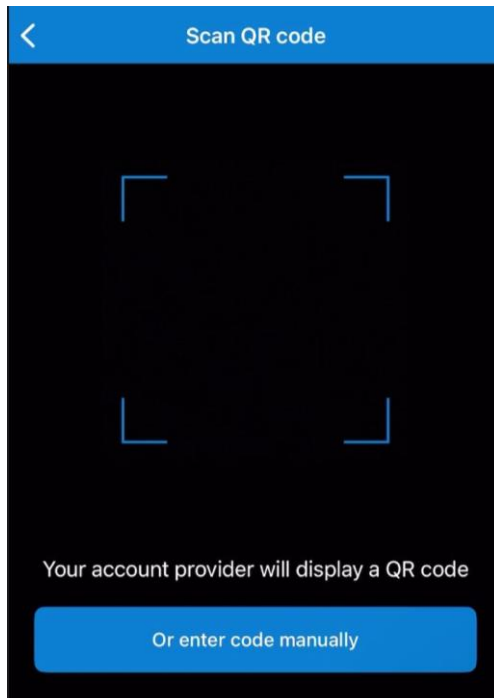
41. Now select **Work or School account**



42. Select **Scan QR code**

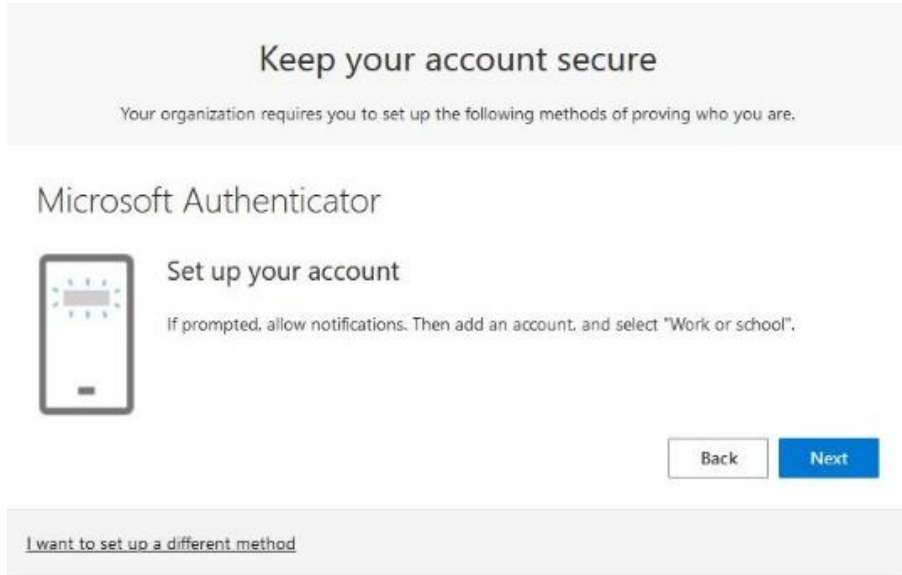


43. Press **Ok** button to allow Authenticator permission to use the devices camera

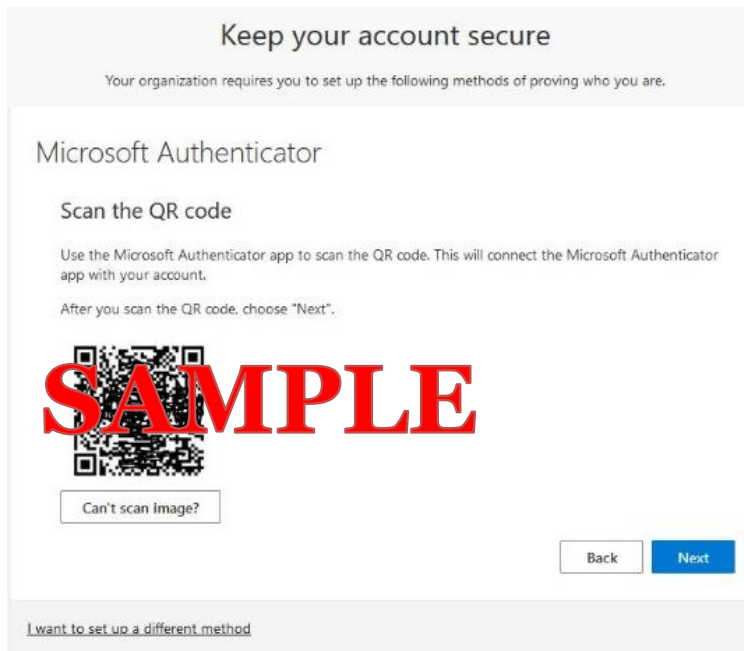


44. The mobile device camera should be ready to scan the QR code on the computer screen

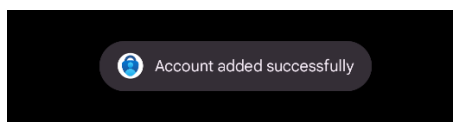
45. Go back to your **computer** screen



46. Click **Next**

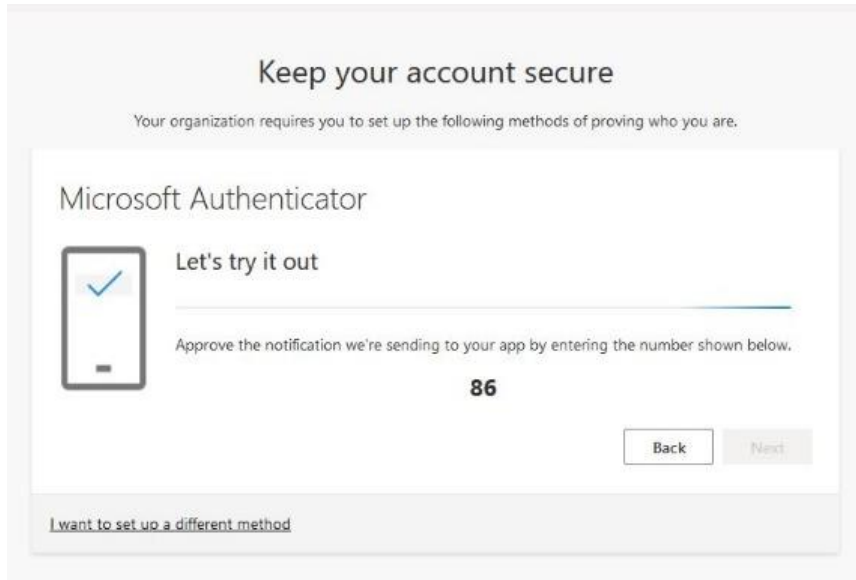


47. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

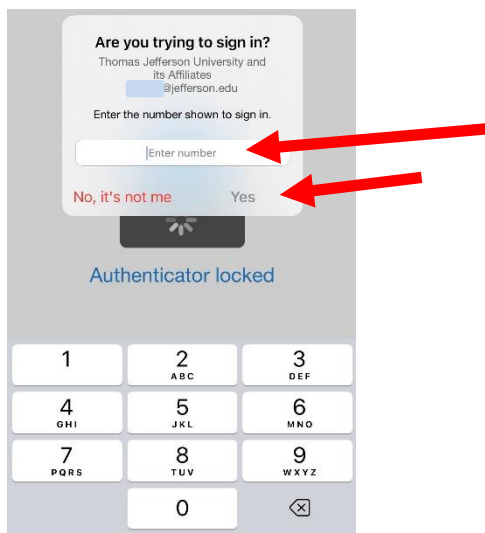


48. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

49. Now back on your **computer** screen with the QR code above, click **Next**



50. Microsoft will now send you a test number match notification to your mobile device



51. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

52. After entering the unique number, push **YES** (second **arrow** in above photo)

53. Then it might say "Notification Approved"

54. Go back to the **computer**, your screen will look like this below

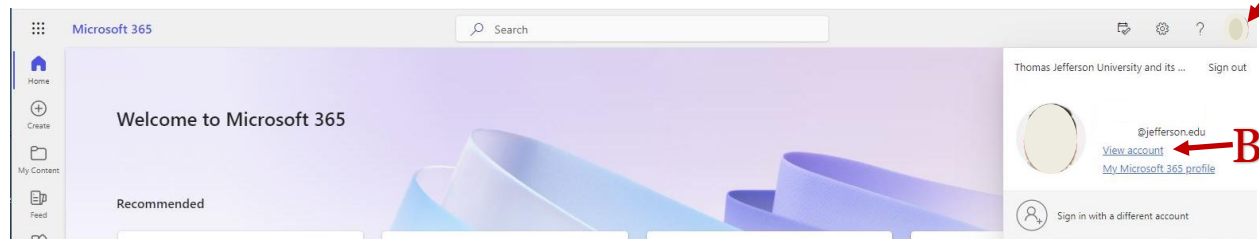


55. Click **Next**

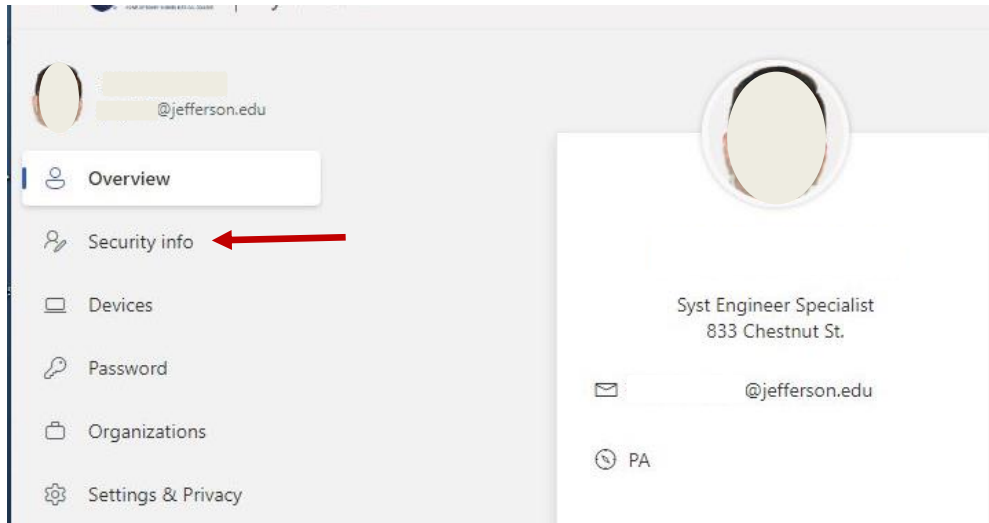
56. You have completed adding your secondary device

Phone/SMS Users - How to set up MS Authenticator MFA App for push notification

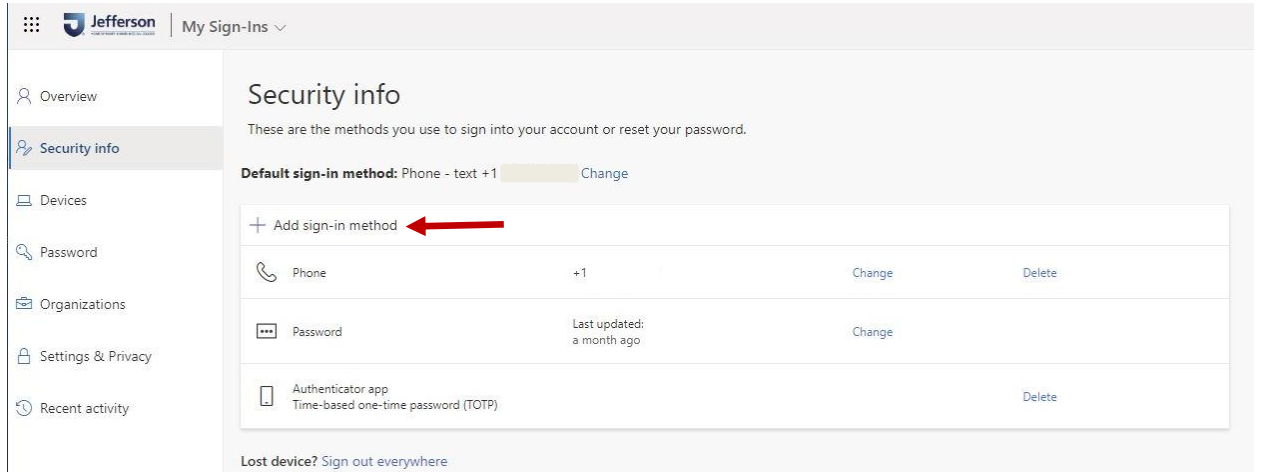
1. Go to <https://login.microsoft.com> from a computer
2. Login with your Jefferson account (**campuskey@jefferson.edu**)



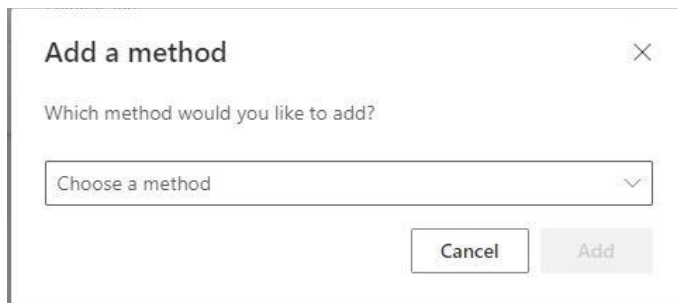
3. Click your face in the upper right hand corner (A) (Please note: that it might be greyed out if your photo hasn't uploaded yet)
4. Then click **View Account** (B)



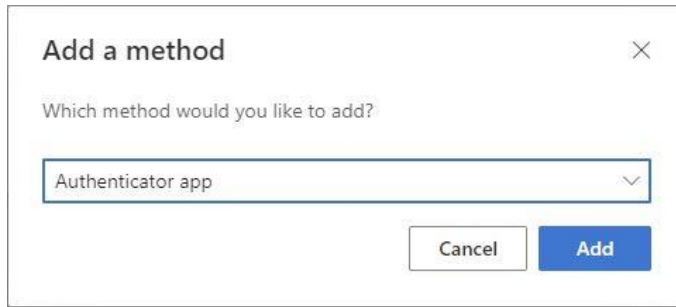
5. Click **Security info**



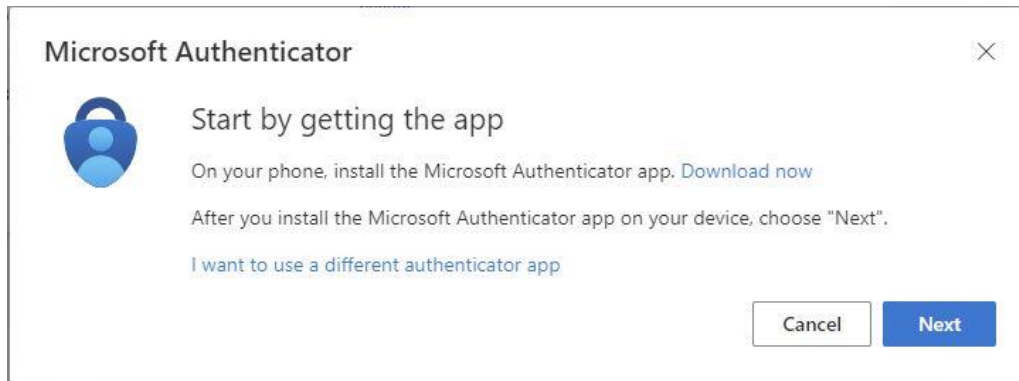
6. Click **+ Add sign-in Method**



7. Click the drop down **Choose a method**

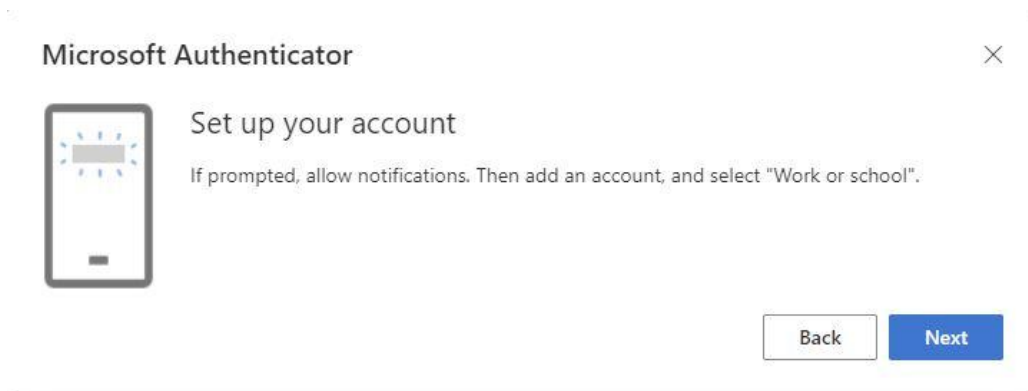


8. Select **Authenticator App** and click **Add**



9. On your phone make sure to download Microsoft Authenticator app. Please reference [here](#)

10. Click **Next** on your computer screen



11. Click **Next**

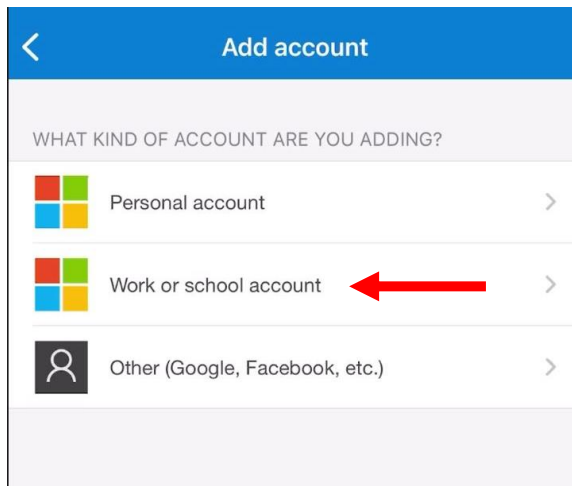
12. Open the Microsoft Authenticator app on your phone



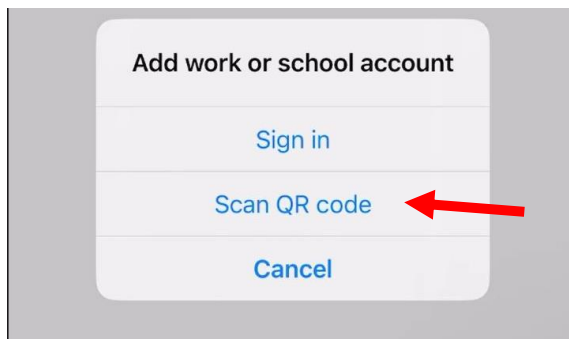
Ready to add your first account?

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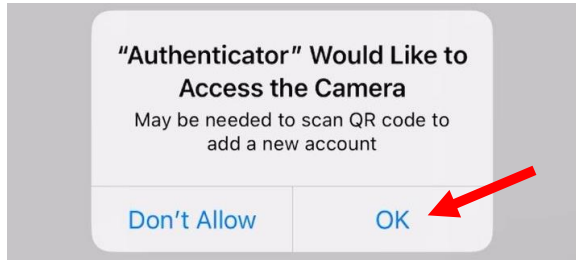
13. Locate the + (Plus) symbol in the upper right and click on it



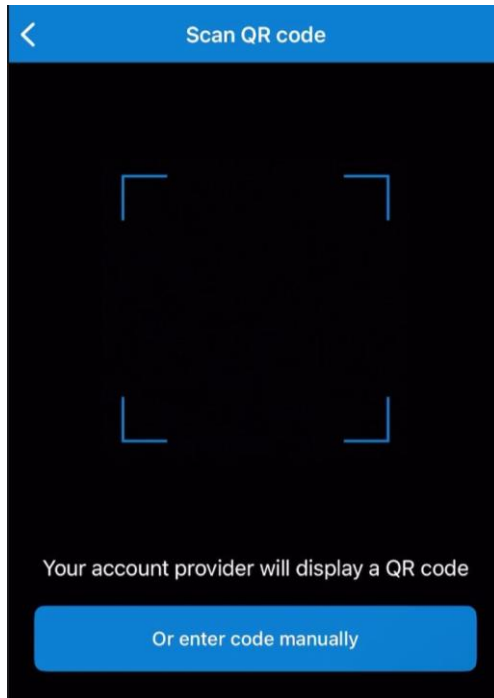
14. Now select **Work or School account**



15. Select **Scan QR code**

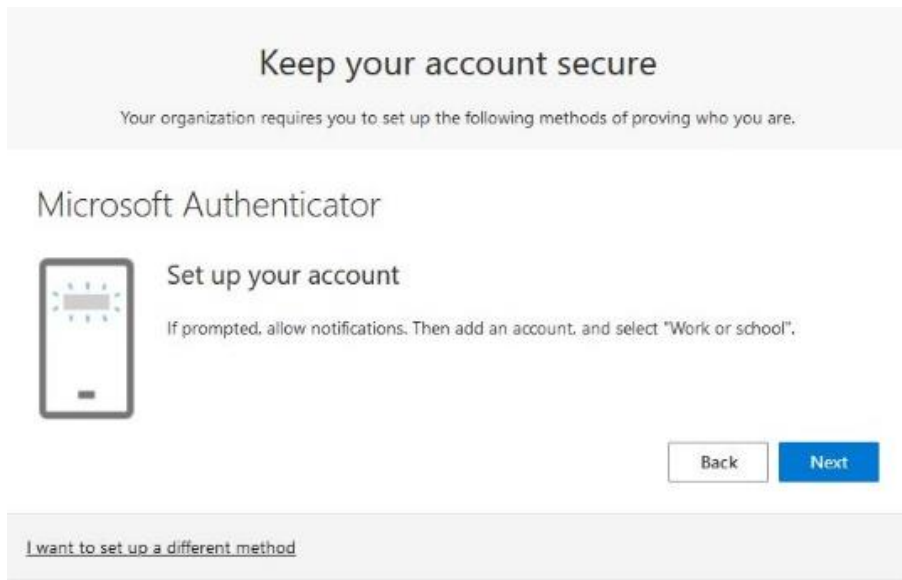


16. Press **Ok** button to allow Authenticator permission to use the devices camera

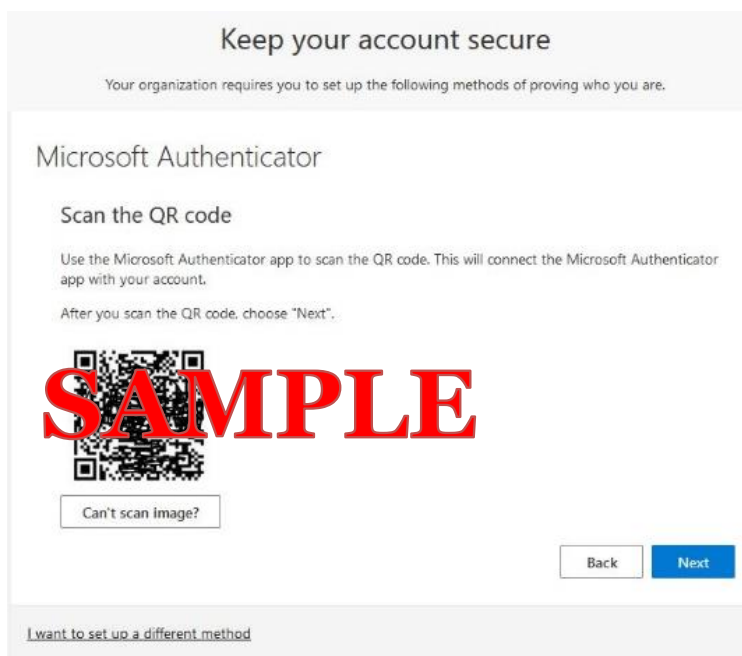


17. The mobile device camera should be ready to scan the QR code on the computer screen

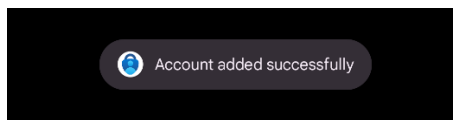
18. Go back to your **computer** screen



19. Click **Next**

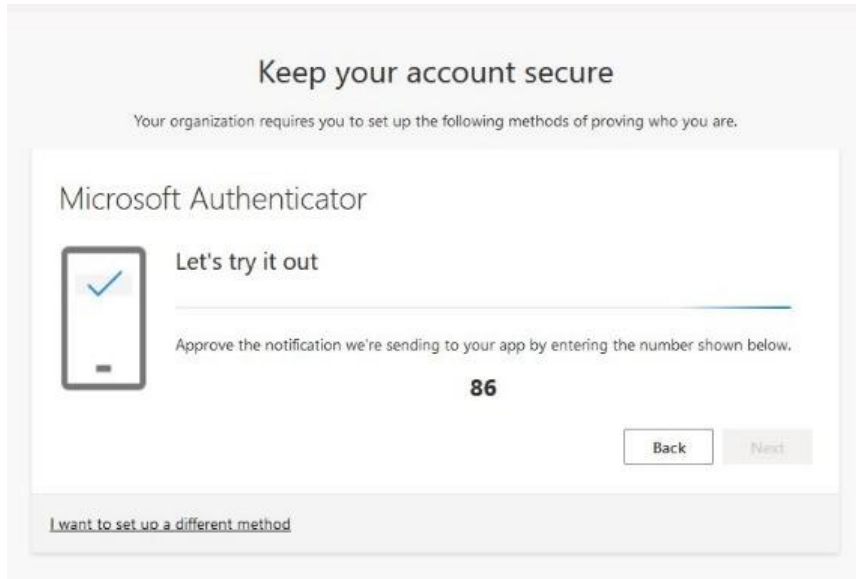


20. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

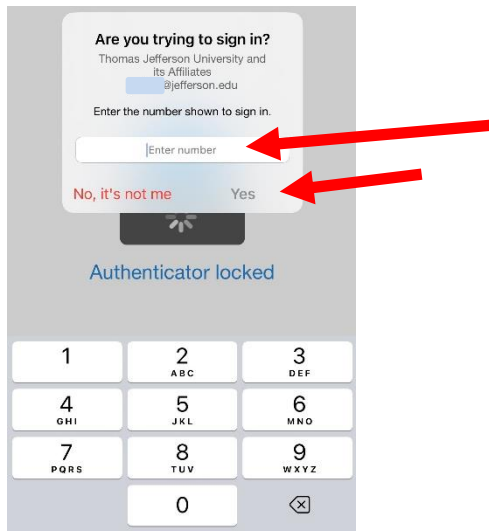


21. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

22. Now back on your **computer** screen with the QR code above, click **Next**



23. Microsoft will now send you a test number match notification to your mobile device



24. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

25. After entering the unique number, push **YES** (second **arrow** in above photo)

26. Then it might say "Notification Approved"

27. Go back to the **computer**, your screen will look like this below



28. Click **Next**

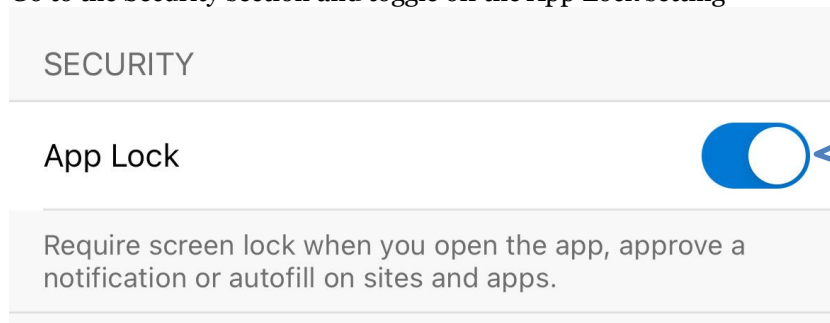
29. You have completed adding your device

App lock and how to disable it

1. Open the Microsoft Authenticator app and click on the Menu button in the upper left hand corner. If you have an Android device the menu button is on the right.



2. Go to the Security section and toggle off the App Lock setting



This is the on position. Press to toggle it off