Microsoft Authenticator Application Setup Guide

You will need to set up the Microsoft Authenticator (MFA) on your smartphone to access Capilano University systems such as email, Moodle (etc.)

Instructions installing the Microsoft Authenticator application on your mobile device

Simply scan the QR code using your phone camera to download the Microsoft Authenticator application for your operating system (Android or iOS) using the QR codes below. Note: You may need to tap on the link that shows on the screen to be taken to the appropriate location to install the Microsoft Authenticator application.

Google Android devices: download from Google Play
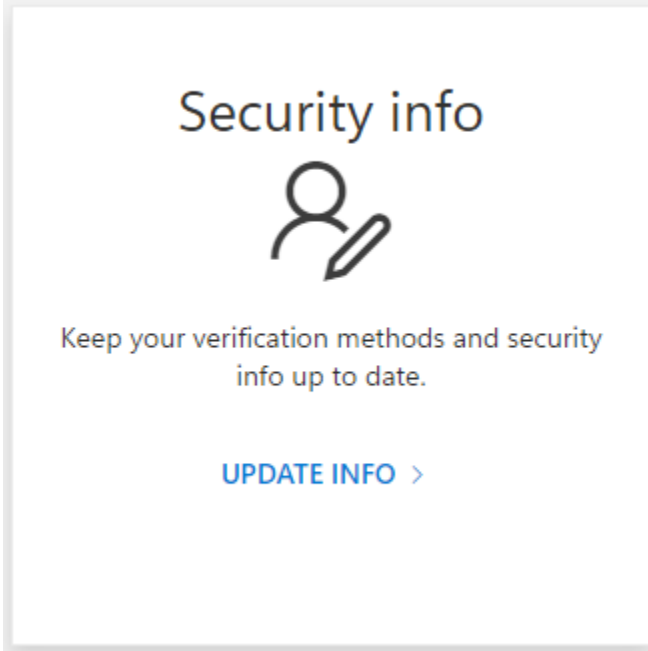
Apple iOS devices: download from Apple Store

For detailed instructions, follow this link:
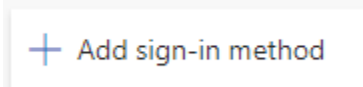Download and install the Microsoft Authenticator app - Microsoft Support

# Instructions for setting up your Microsoft Authenticator application

1. Open a browser such as Microsoft Edge, Chrome, or Firefox and browse to
   https://myaccount.microsoft.com
2. Click on *Update Info* under *Security info.* It will look like this:

Security info

Keep your verification methods and security info up to date.

UPDATE INFO >

3. Click on Add sign-in method. It will look like this:

+ Add sign-in method

4. Select *Authenticator app* in the drop-down menu under *Which method would you like to add?*
   The prompt will look like this on screen:

Add a method   ✕

Which method would you like to add?

Authenticator app   ⌄

Cancel   **Add**
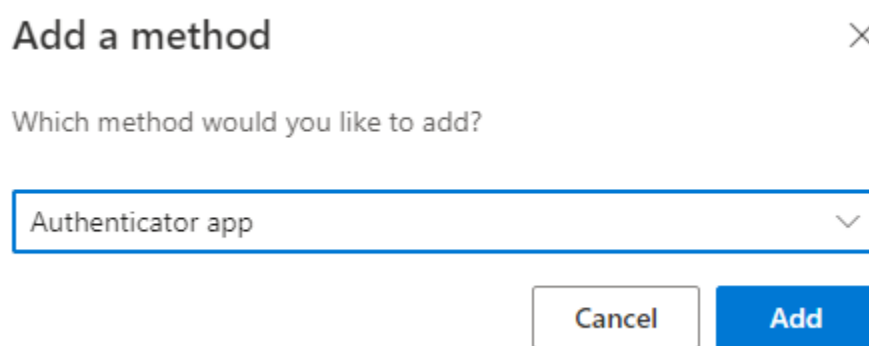
5. Click *Add.*

6. Click *Next* on the Microsoft Authenticator prompt. The prompt will look like this in your browser:

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

Cancel   Next

7. Click *Next* on the Microsoft Authenticator prompt. The prompt will look like this in your browser:

Microsoft Authenticator   ✕

Set up your account

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

Back   Next

8. You will now shown a prompt which has a QR Code. The prompt will look like the below. The QR Code has been modified for security reasons.

9. On your phone, open the Microsoft Authenticator application. It will have an icon that looks like this:

10. Click the + in the top right corner of the Microsoft Authenticator application screen. Then tap Work or school account. You will be presented with a prompt which gives you two options, *Scan a QR Code* or *Sign in.* Tap on *Scan a QR Code*. The prompt will look like this on your mobile device:
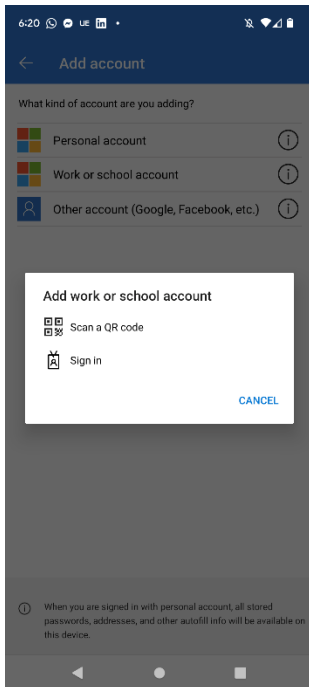
Note: after tapping *Scan a QR Code* you might be prompted to allow the app to access your device's camera. Allow the app to access your device's camera.

11. Back in your browser, click *Next.* This will bring up a new prompt in your browser that will look like this:
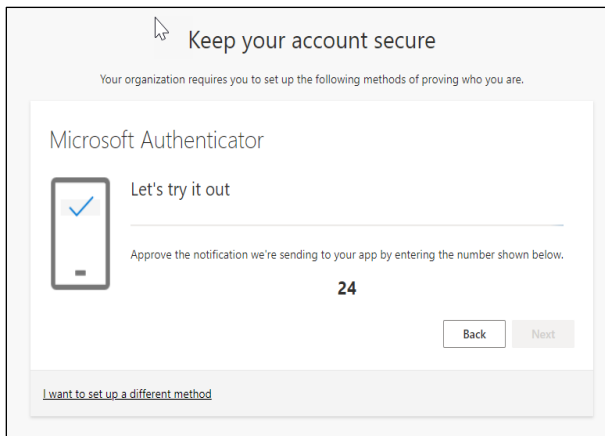
12. Follow the prompts on your phone to enter the same number on your mobile device, then tap *Yes*. The prompt will look like below.
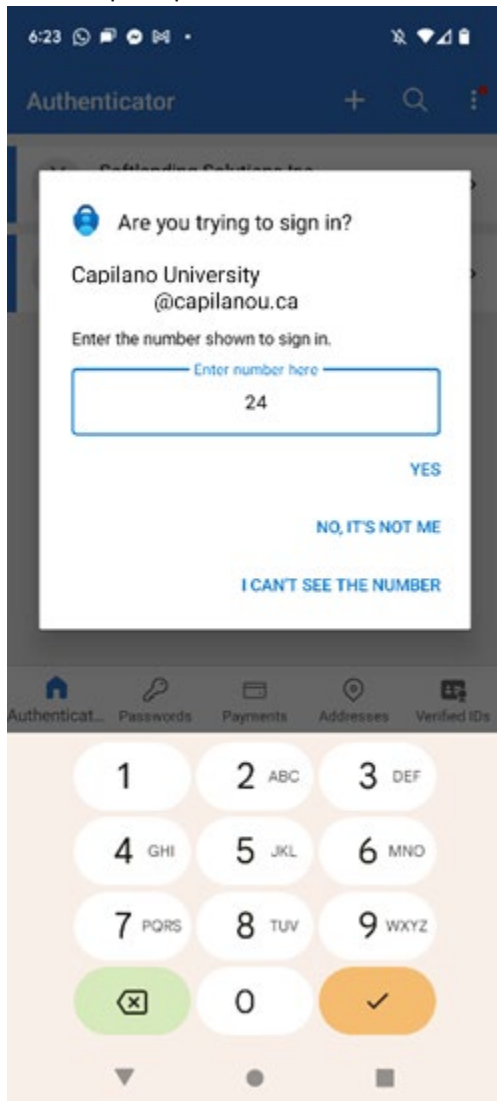
13. Returning to your browser, if you enter the right number, you will be notified that you are approved. Click *Next*. The prompt will be like below.
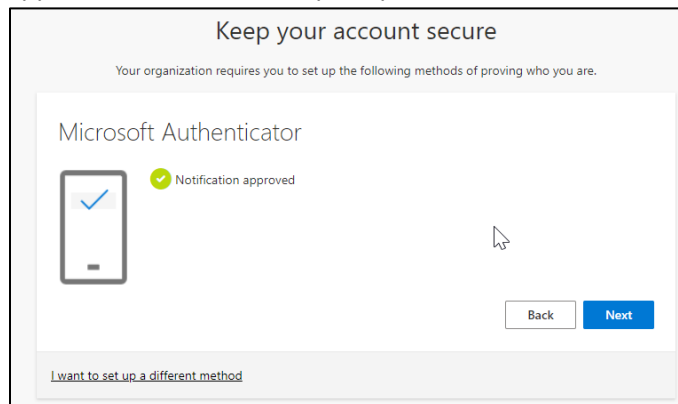
14. If the setup was successful, you will see this in your browser. Click *Done.* You've successfully setup your Microsoft Authenticator application!
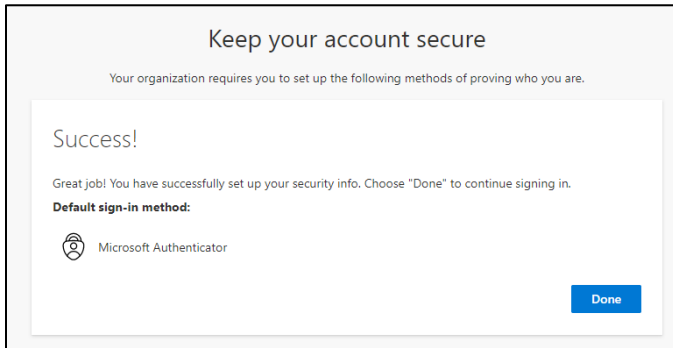
Assistance

If you do not have a smartphone or require assistance with MFA or have any additional questions, please contact AskIT@capilanou.ca, go to AskIT Portal (ASKIT - Capilano University Home), or visit the Help Desk at the main campus library or call 604 986 1911, ext.4952.