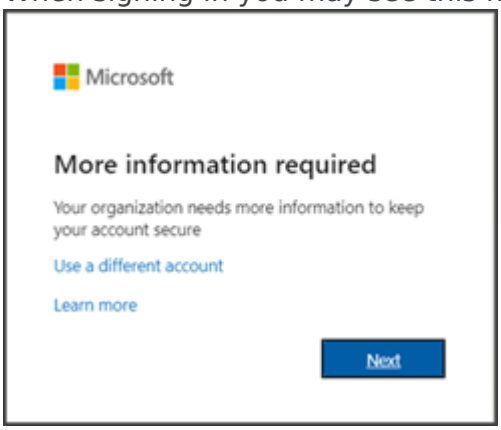
Setting Up Microsoft Authenticator

When signing in you may see this message.



This message indicates that you must reconfigure your Multi-Factor Authentication. Follow through the on-screen prompts until you reach a page with a QR Code



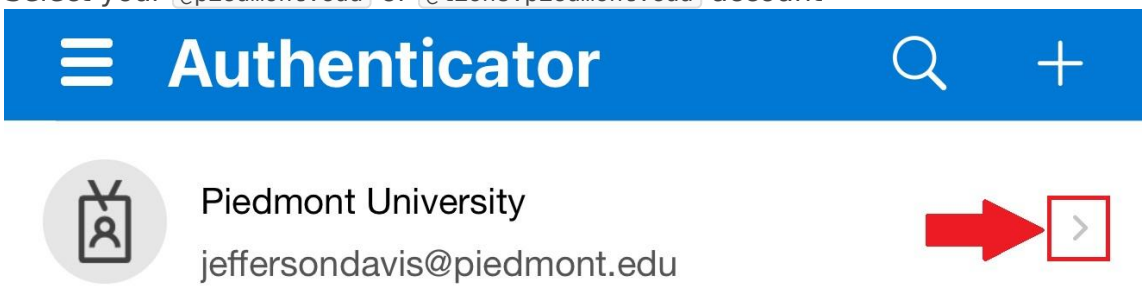
Once you reach this page, please proceed to the next steps on your **mobile device**.



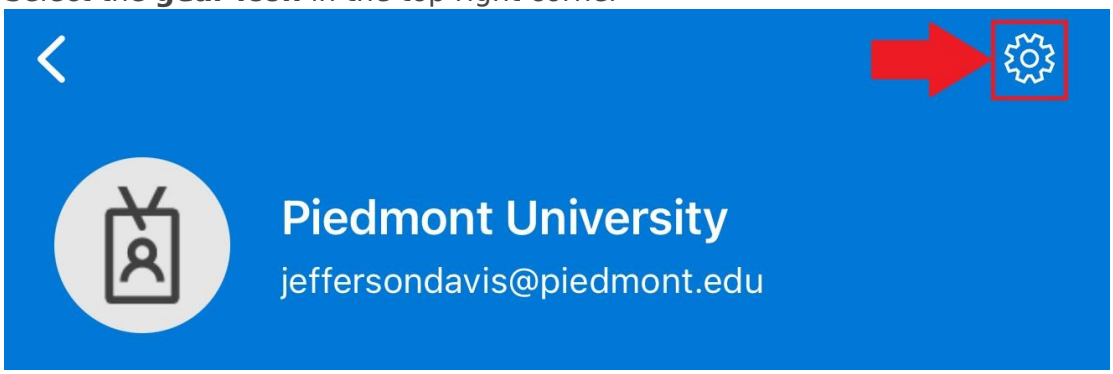
Delete previous sign-in method

> This section is only necessary if you have **previously set up Microsoft Authenticator**.

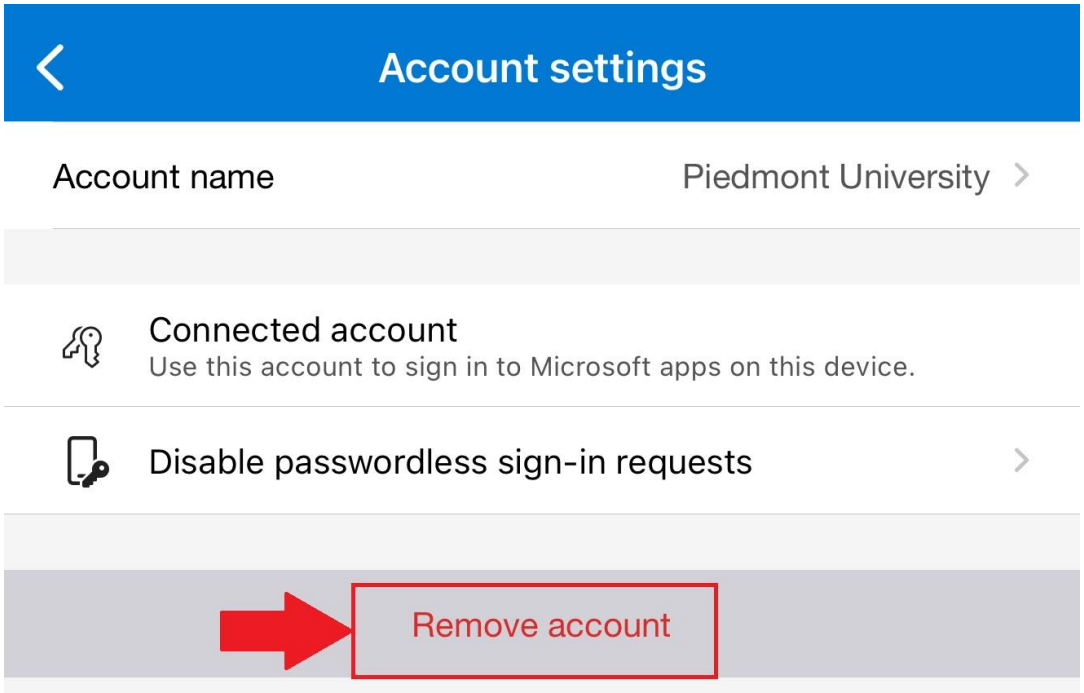
1. To set up MFA again you must **delete the previous account** to receive MFA notifications.
2. Open **Microsoft Authenticator**
3. Select your `@piedmont.edu` or `@lions.piedmont.edu` account



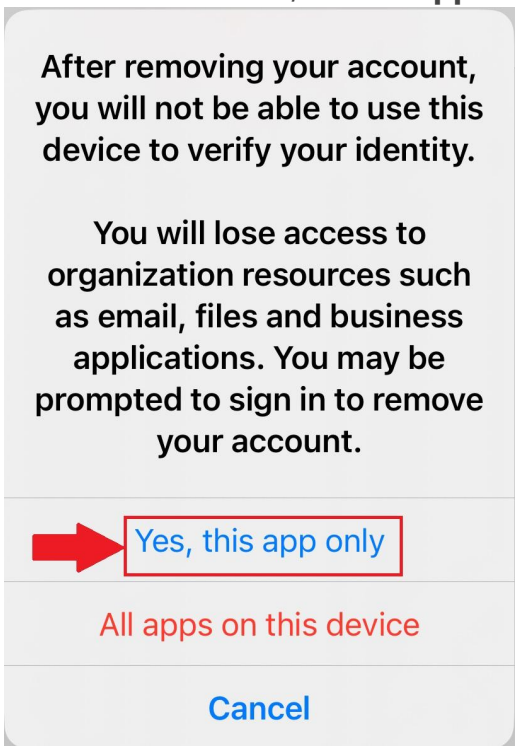
4. Select the **gear icon** in the top right corner



5. Select **Remove Account**



6. Press **Continue** and/or **This app only** to finish removing the account

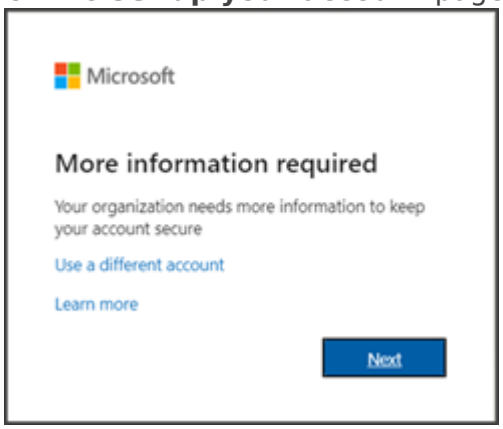


Set up Microsoft Authenticator

1. Open the **Microsoft Authenticator** app on your iOS or Android device
   - If you do not have Microsoft Authenticator installed, please download it from the **iOS App Store** or **Google Play Store**
2. Open the app, **allow notifications** (if prompted)
3. Select **Add account** from the '+' icon in the upper-right
4. Then select **Work or school account**

> On your Computer:

5. On the **Set up your account** page, select **Next**



6. The **Scan the QR code** page appears



7. Use your mobile device to scan the **provided QR code** with the Microsoft Authenticator app
8. Select **Next** on your computer
9. A 2 digit number is displayed on the computer

> On your Mobile Device:

9. A notification is sent to your mobile device prompting for a 2 digit number
10. On your mobile device, **enter the 2 digit number, show on the computer,** in the Microsoft Authenticator app
11. Select **Done** on your computer
12. Your security info is now updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.

> Our Helpdesk Team is happy to provide assistance with this process! Just give us a call at 706-894-4205!

Next Steps

Once you've set up Microsoft Authenticator, we recommend reviewing our documentation for Passkeys which you can find here!

Need Help?

> If you encounter an error or need assistance with this guide, please contact the IT Department and include a screenshot with a brief description of the issue.
>
> **Contact the IT Department Here**

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