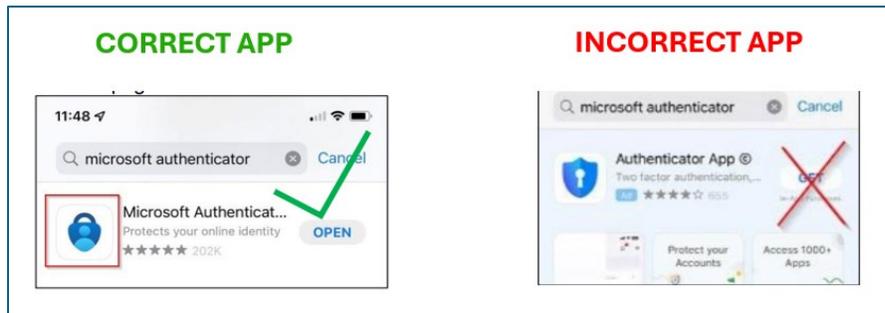


Microsoft Authenticator Mobile App Set Up and Off Network Account Registration

Step-by-Step Guide: Installing Microsoft Authenticator on a Mobile Device

Step 1: Open the App Store (iPhone) or Google Play Store (Android) on your mobile device.

Step 2: Search for "Microsoft Authenticator".



Step 3: Tap *Install* (Android) or *Get* (iPhone).

Step 4: Once installed, open the Microsoft Authenticator app.

Step 5a: Tap *I agree* to accept terms, if prompted.



Step 5b: Tap *Allow* to "Authenticator" Would Like to Access the Camera", if prompted.



Step 6: Tap *Accept* to "Microsoft respects your privacy".



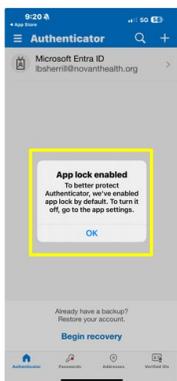
Step 7: Tap *Continue* to “Help us improve Microsoft Authenticator”.



Step 8: Tap *Skip* on “Secure Your Digital Life”.



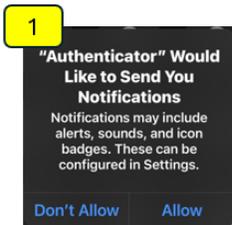
Step 9: Tap *OK* on “App lock enabled”, if prompted.



Step 10: Choose *Allow* or *Don't Allow* to the following:

- (1) “Authenticator” Would Like to Send You Notifications
- (2) “Do you want to allow ‘Authenticator’ to use Face ID?”

Note: Either response is your preference and will not affect the functionality of the Microsoft Authenticator installation.



Step 11: You have successfully installed the Microsoft Authenticator application! Your next step is to register your Microsoft account.

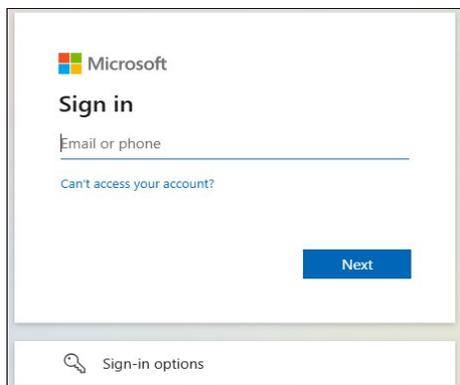
Step 12: Go to this site to access instructions for registering your account: [Microsoft Authenticator Transition Instructions](#)

Microsoft Authenticator for Multi-Factor Authenticator (MFA) Registration - Off Network Registration

Prerequisites:

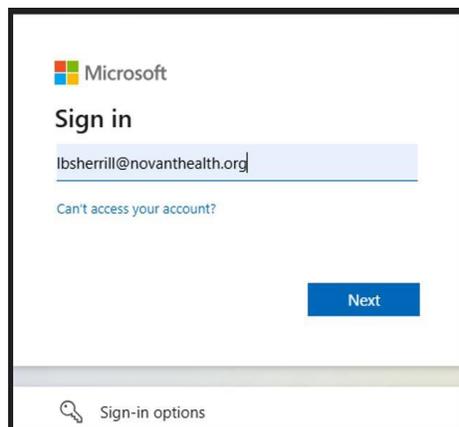
- Before setting up Microsoft Authenticator, ensure you have a mobile device (iOS or Android) with the Microsoft Authenticator app installed.
- If you do not have the Microsoft Authenticator app installed on your mobile device, follow steps outlined in Step-by-Step Guide: Installing Microsoft Authenticator on a Mobile Device document.

Step 1: Go to the Microsoft login page at <https://myaccount.microsoft.com>

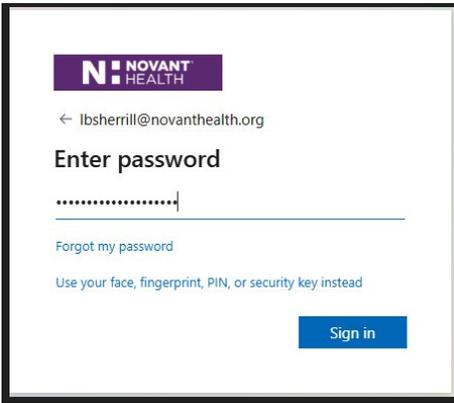


Step 2: Enter your Novant Health email address and click “Next”.

If you do not have a Novant Health email address, you will need to use your UPN (User Principle Name). If you do not know what your UPN is, please contact the Service Desk (866-966-8268) to retrieve it



Step 3: Enter your Novant Health password and click “Sign in”.



NOVANT HEALTH

← lsherrill@novanthealth.org

Enter password

.....|

[Forgot my password](#)

Use your face, fingerprint, PIN, or security key instead

Sign in

STEP 4: If you do not see the “Approve sign in request” window, proceed to Step 5.

If you see the “Approve sign in request” window and you received an Authenticator Alert on your current phone, you have already completed the registration process. If you see the “Approve sign in request” window and you did not receive an Authenticator Alert on your current phone, please contact the Service Desk for support (866-966-8268).



NOVANT HEALTH

lsherrill@novanthealth.org

Approve sign in request

🔑 Open your Authenticator app, and enter the number shown

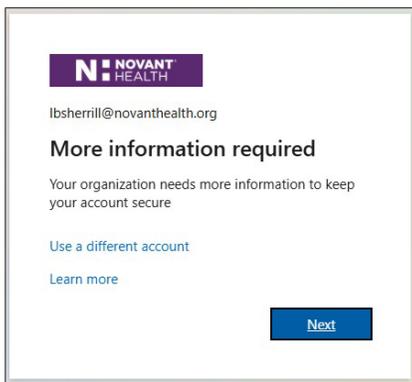
77

No numbers in your app? Make sure to upgrade to the latest version.

[More information](#)

Cancel

Step 5: Select “Next” in the “More information required” window.



NOVANT HEALTH

lsherrill@novanthealth.org

More information required

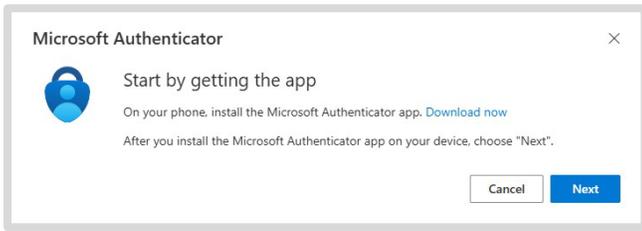
Your organization needs more information to keep your account secure

[Use a different account](#)

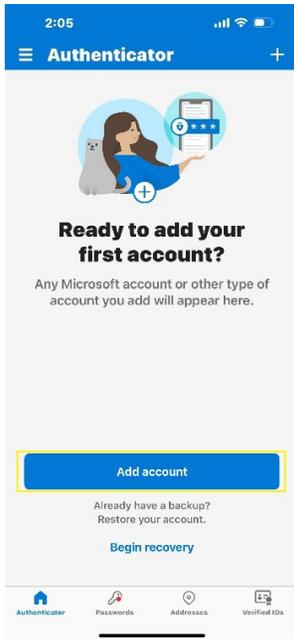
[Learn more](#)

Next

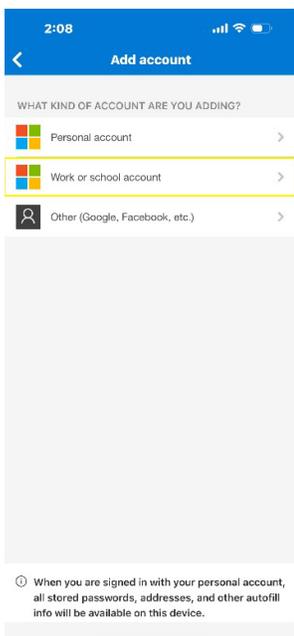
Step 6: Click “Next” in the “Start by getting the app” window.



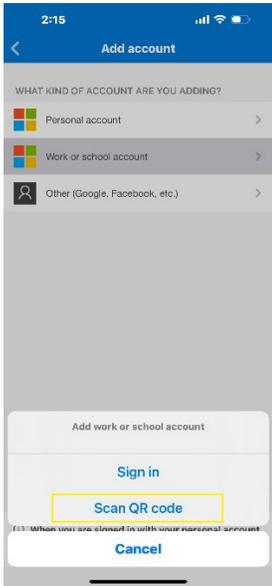
Step 7: Open the Authenticator app on your phone and tap “Add account”.



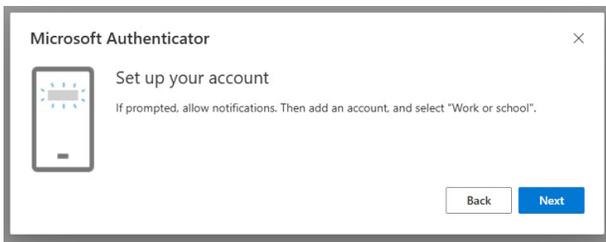
Step 8: Tap “Work or school account”.



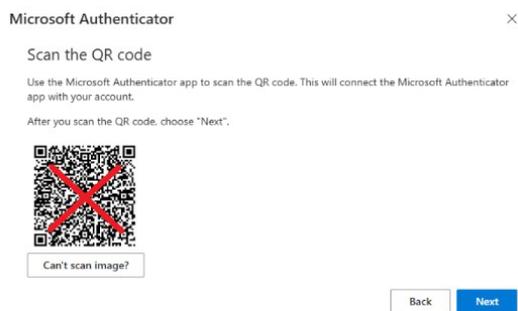
Step 9: Tap “Scan QR code”.



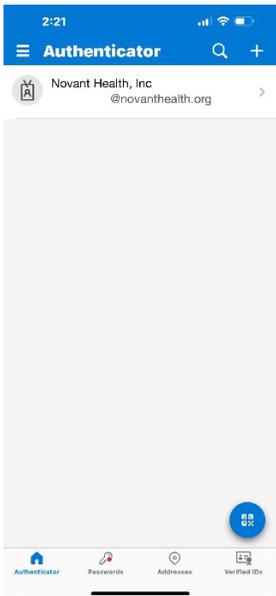
Step 10: On your computer, click “Next” in the “Set up your account” window.



Step 11: The “Scan QR code” window will display on your computer screen.



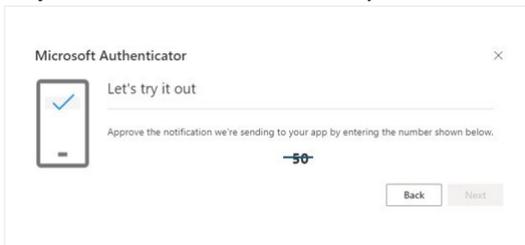
Step 12: With your mobile device, scan the QR code displayed on your computer screen. (If your mobile device prompts you with “‘Authenticator’ Would Like to Send Your Notifications”, then choose “Allow”). Once scanned, verify that your NH email or UPN displays on your mobile device like below.



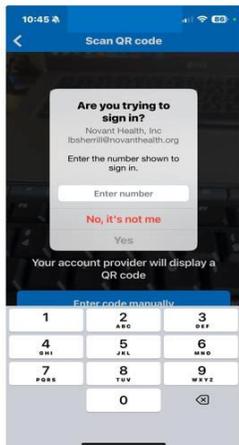
Step 13: On your computer, click “Next” at the “Scan the QR code” window.



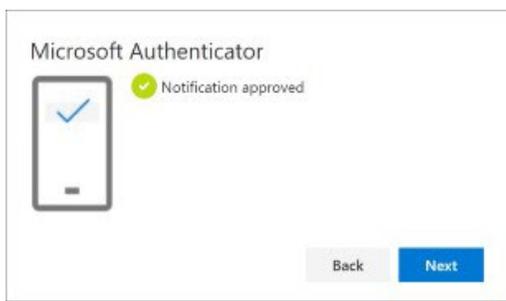
Step 14: You will see a “Let’s try it out” window appear along with a number on your computer screen.



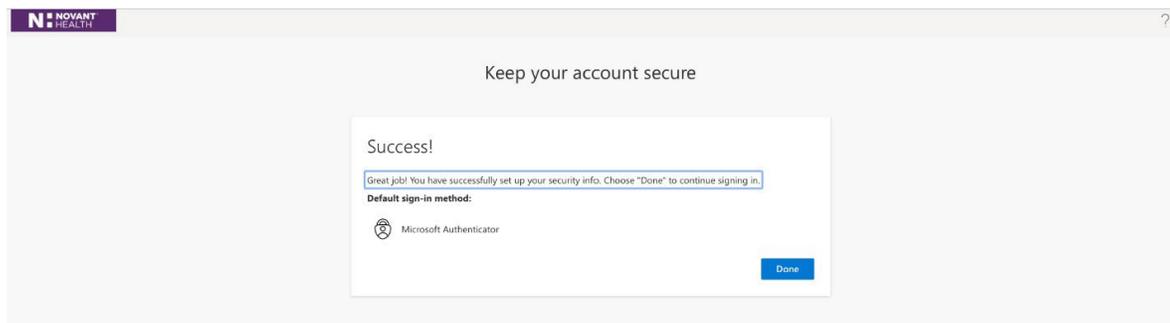
Step 15: On your mobile device, enter the number that is displayed on your computer screen and tap Yes.



Step 16: You should receive the Notification approved message and click "Next".



Step 17: The "Success!" window will display on your computer screen. Then click "Done".



Step 18: Close out browser window on your computer and you have completed registration for Microsoft Authenticator.