



Instruction Guide

Setting up Microsoft Authenticator



Configuring Multifactor Authentication (MFA) via Microsoft Authenticator



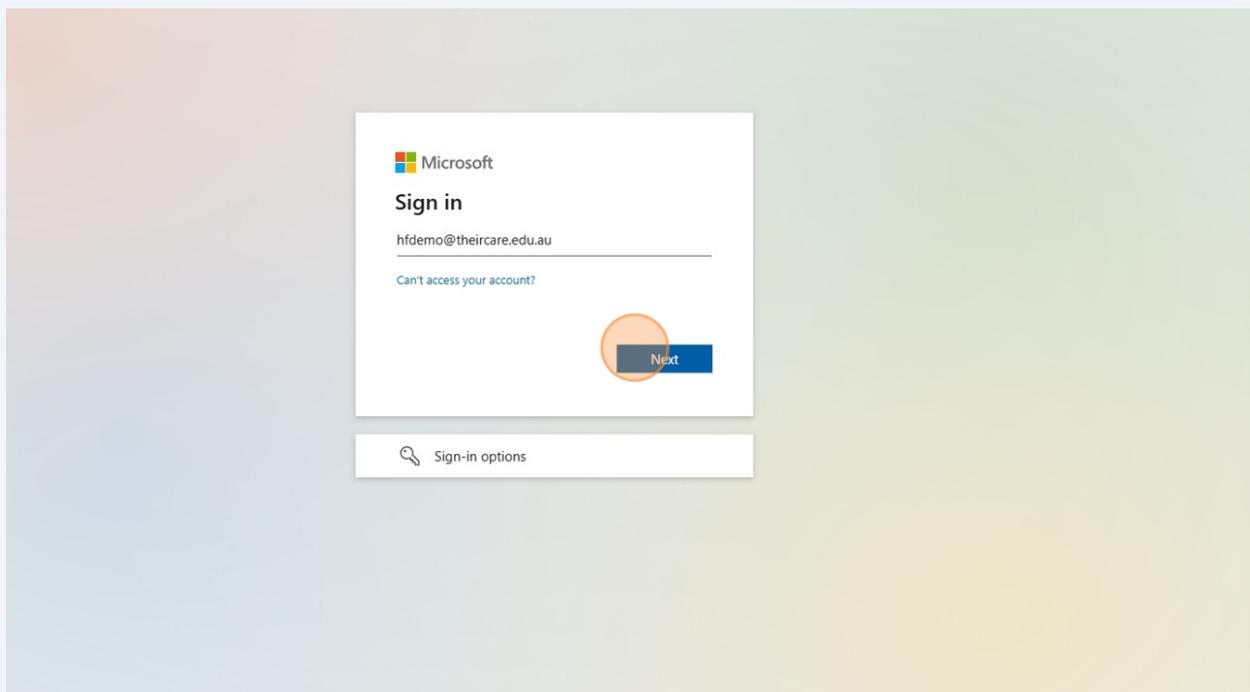
These steps have been created using the web version of Microsoft 365 and Authenticator on an iPhone. This is the easiest way to get these to work together.

You generally will only need to set up MFA on Microsoft Authenticator once, unless you change devices.

Using QR code from Microsoft 365 log in

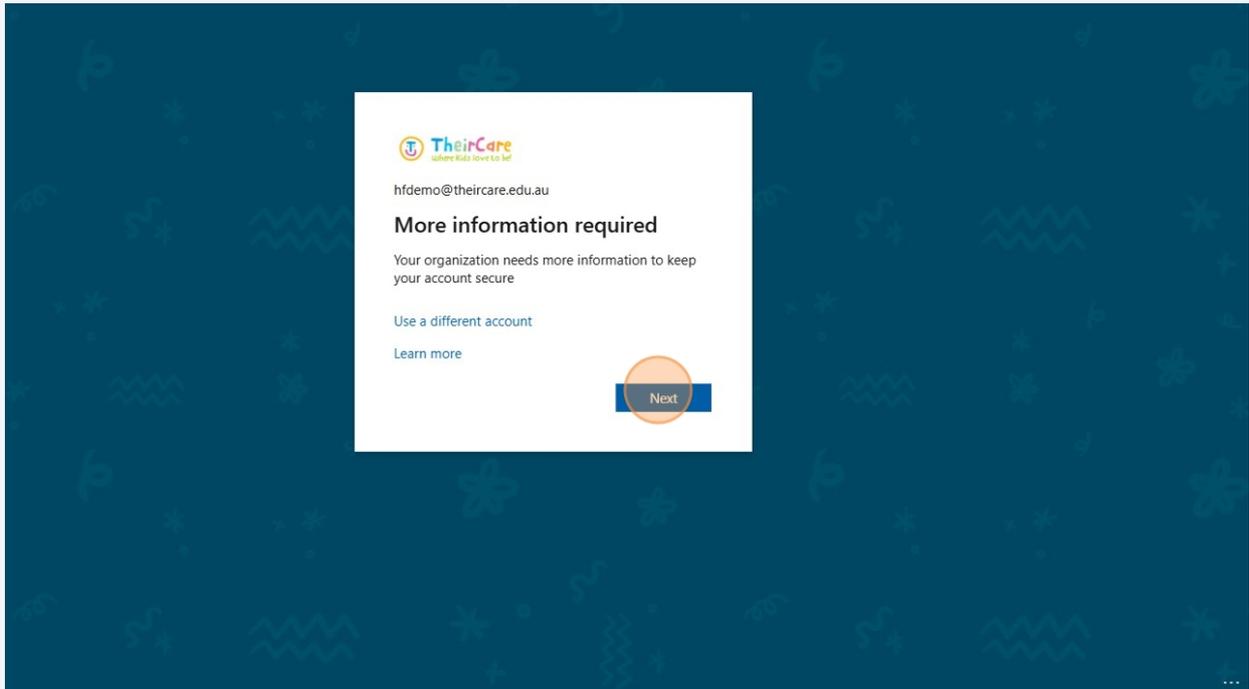
1

Navigate to microsoft365.com and sign in using your TheirCare email and password



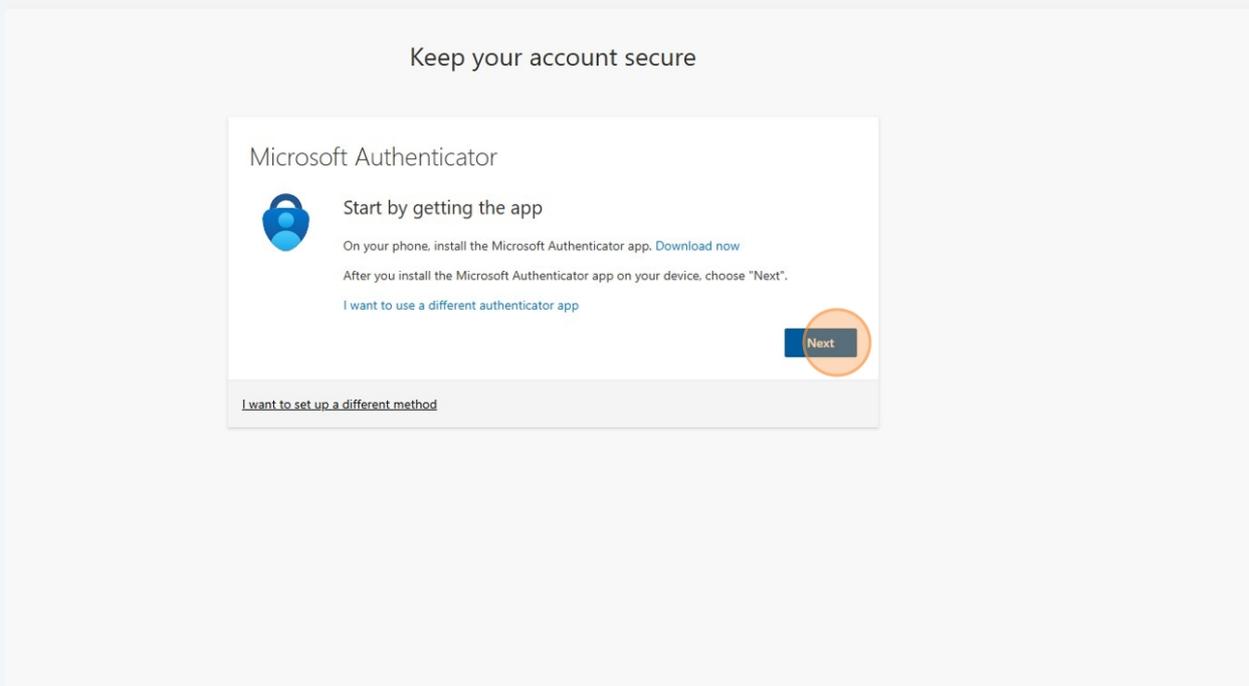
2

The TheirCare Microsoft log in screen will appear and you will be alerted with a message advising that more information is required. Press the blue Next button

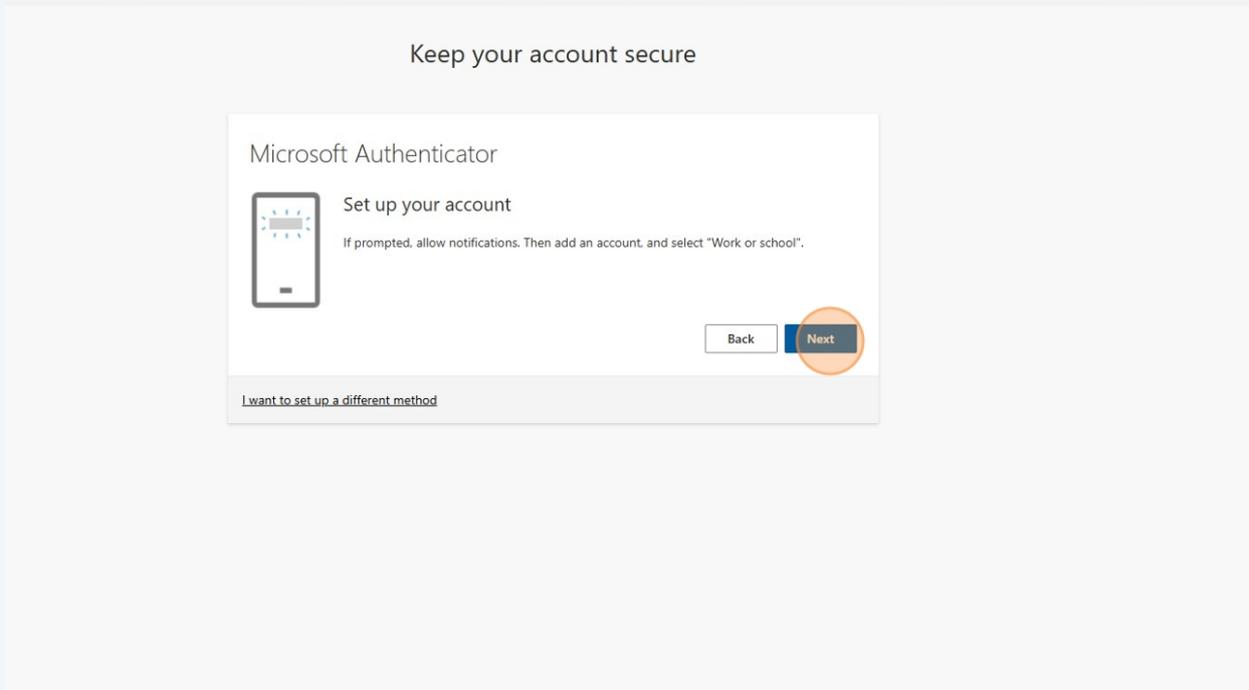


3

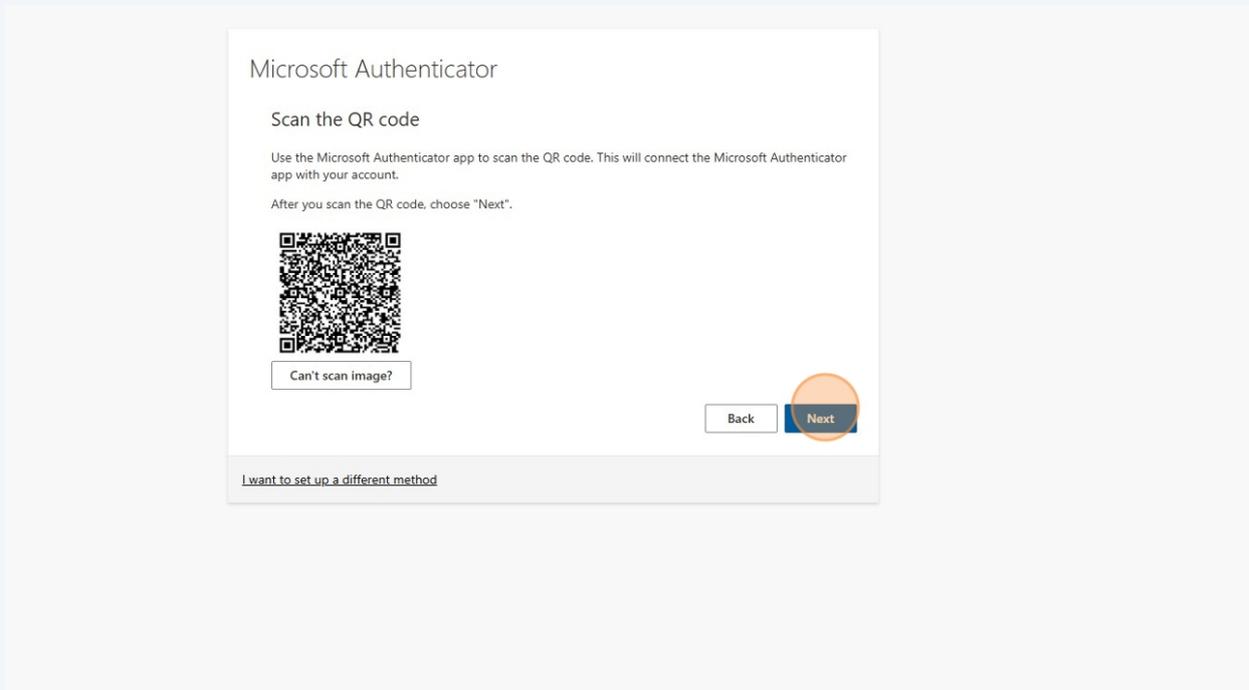
Ensure you have downloaded the Microsoft Authenticator application from either the Apple App Store or Google Play Store. Once you have this on your phone, click the blue **Next** button



4 Click "Next"

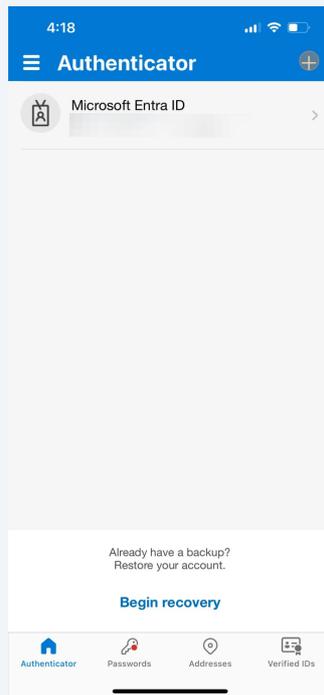


5 The following screen will appear.



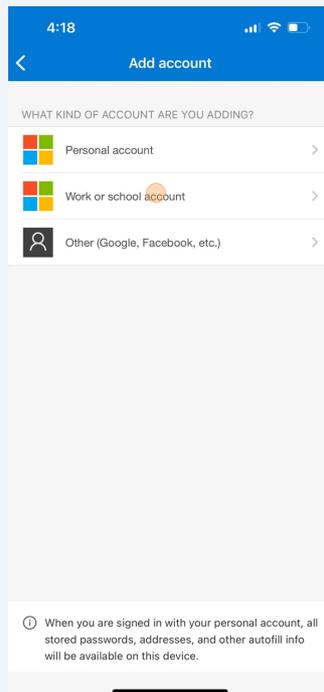
6

On your mobile: Open the Microsoft Authenticator application, press the + button in the top right corner

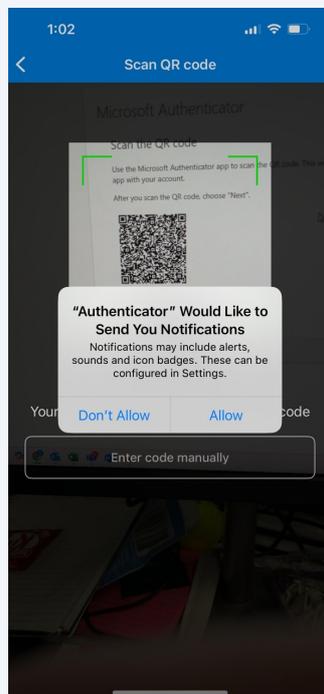


You can have more than one account in your Microsoft Authenticator application. Ensure you press the add account (+) button to add another account.

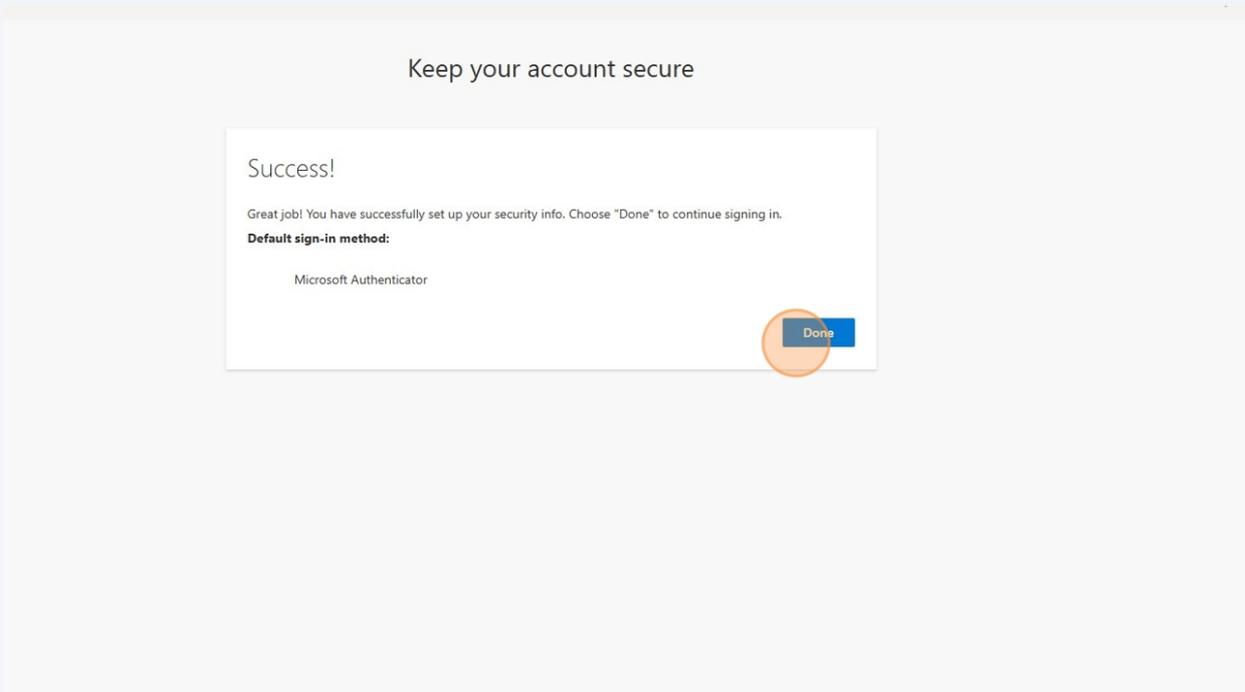
7 Select **Work or school account**



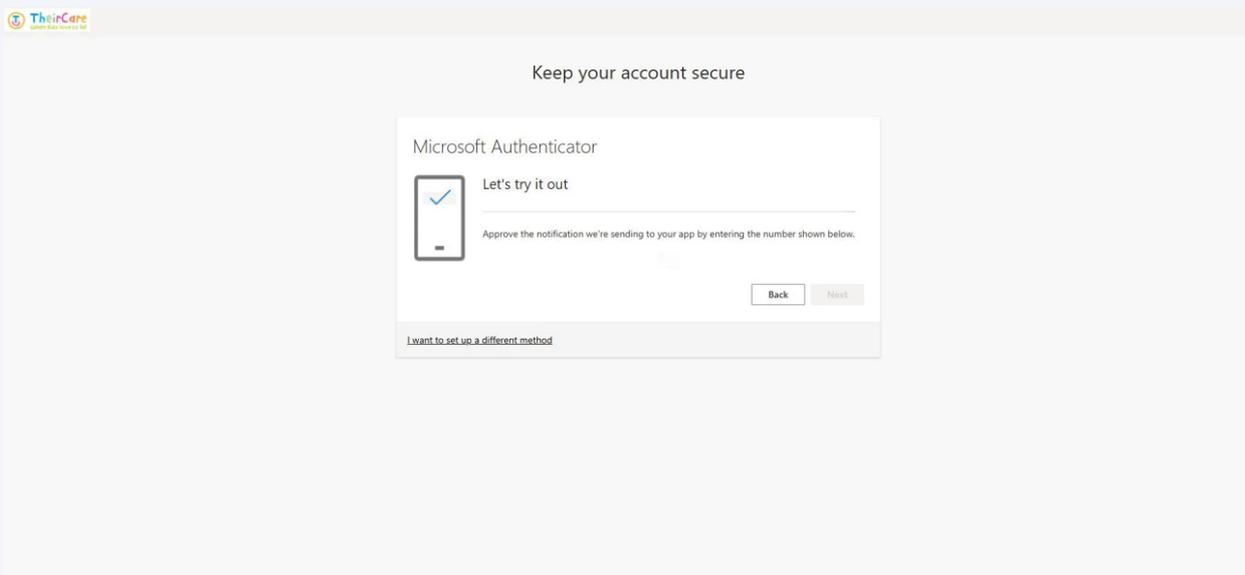
8 Scan the QR code from your other device. If prompted click the allow button.



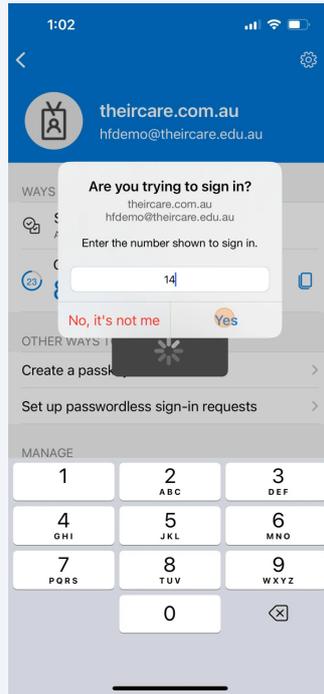
9 Back on the Microsoft 365 website: Click "Next" when the screen changes



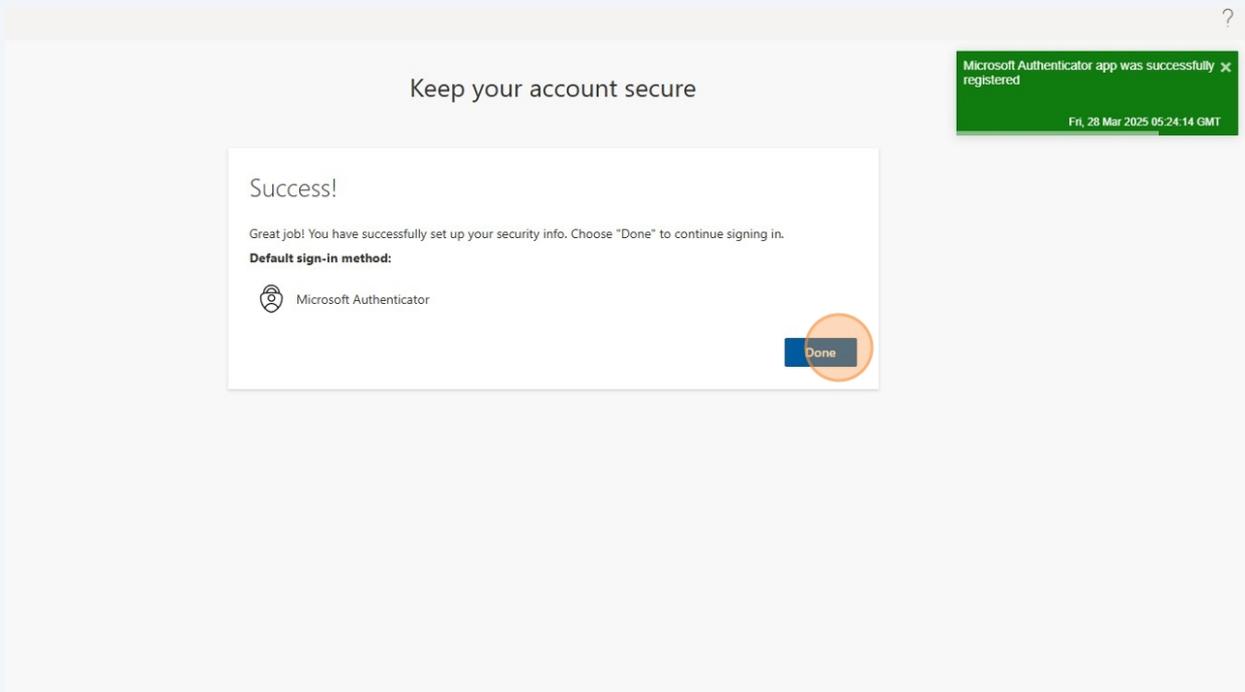
10 On your mobile: You will be given a code/number. Remember it for the next step



11 On your mobile: Enter the code and press the **Yes** button



12 Back on Microsoft 365 via browser: Click "Done"



13 Click Yes to stay signed in.

