

Set up the Microsoft Authenticator app as your verification method.

Please follow these steps to add your two-factor verification and password reset methods. After you've set this up the first time, you can return to the **Security info** page to add, update, or delete your security information.

If you're prompted to set this up immediately after you sign in to your MPS account, see the detailed steps in the Set up your security info from the sign-in page prompt article.

Security versus password reset verification

Security info methods are used for both two-factor security verification and password reset. However, not all methods can be used for both.

IMPORTANT NOTE: If you plan on getting a new phone or changing your phone number, please call our Help Desk at 734-265-3150 BEFORE doing so to prevent a temporary loss of account access.

Method	Used for
Authenticator app	Two-factor verification and password reset authentication.
Text messages	Two-factor verification and password reset authentication.
Phone calls	Two-factor verification and password reset authentication.
Security key	Two-factor verification and password reset authentication.
Email account	Password reset authentication only. You'll need to choose a different method for two-factor verification.
Security questions	Password reset authentication only. You'll need to choose a different method for two-factor verification.

Set up the Microsoft Authenticator app from the Security info page of your account.

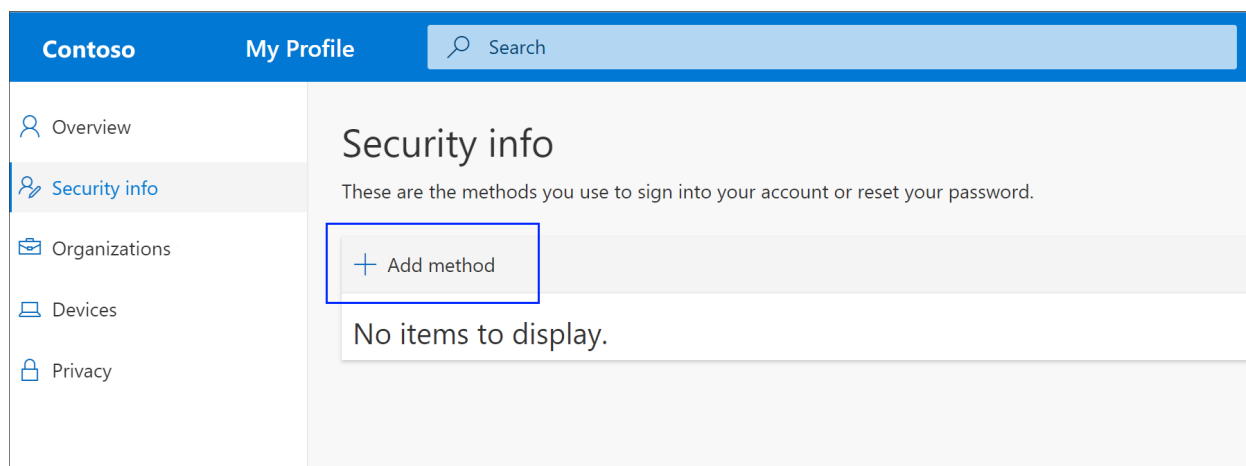
To set up the Microsoft Authenticator app

Sign in to your MPS account and then go to your [My Account portal](#).

The screenshot shows the 'My Profile' page for a user named Alain Charon. The page is organized into several sections:

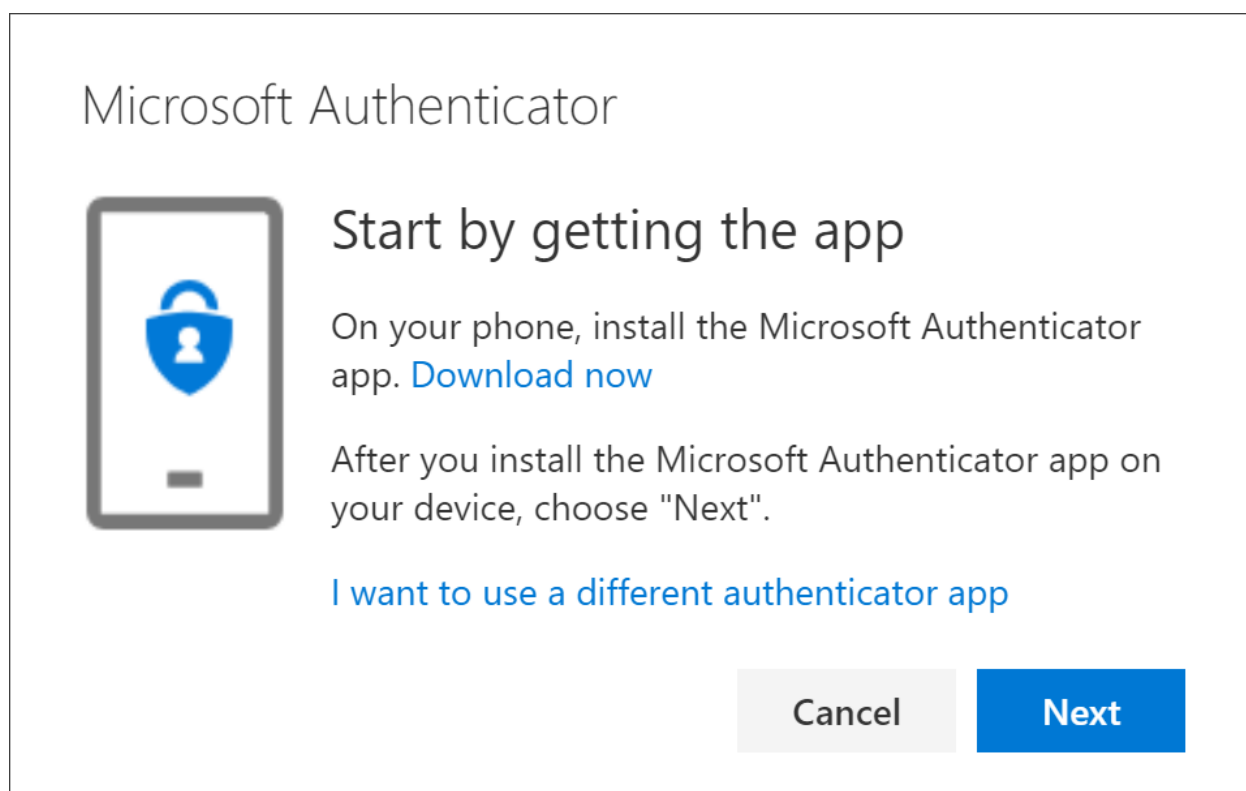
- Header:** 'Contoso' and 'My Profile' are displayed in the top blue bar. A search icon and a user profile icon are also visible.
- Left Navigation:** A sidebar contains links for 'Overview', 'Security info' (highlighted with a blue box), 'Organizations', 'Devices', and 'Privacy'.
- Profile Card:** Displays the user's name 'Alain Charon', email 'alain@contoso.com', and a link 'Why can't I edit?'. At the bottom, there is a 'Sign out everywhere' link.
- Security info:** A card with a key icon, text 'Keep your verification methods and security info up to date.', and an 'UPDATE INFO >' button.
- Devices:** A card with a laptop icon, text 'Disable a lost device and review your connected devices.', and a 'MANAGE DEVICES >' link.
- Password:** A card with a key icon, text 'Make your password stronger, or change it if someone else knows it.', and a 'CHANGE PASSWORD >' link.
- Organizations:** A card with a briefcase icon, text 'See all the organizations that you're a part of.', and a 'MANAGE ORGANIZATIONS >' link.
- Privacy:** A card with a padlock icon, text 'See how your organization and services are handling your data.', and a 'REVIEW PRIVACY >' link.

Select **Security info** in the left menu or by using the link in the **Security info** pane. If you have already registered, you'll be prompted for two-factor verification. Then, select **Add method** in the **Security info** pane.




On the **Add a Method** page, select **Authenticator app** from the list, and then select **Add**.

On the **Start by getting the app** page, select **Download now** to download and install the Microsoft Authenticator app on your mobile device, and then select **Next**. For more information about downloading and installing the app, see [Download and Install the Microsoft Authenticator app](#).



Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your mobile device.

Microsoft Authenticator



Set up your account

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

[Back](#) [Next](#)

Open the Microsoft Authenticator app, select to allow notifications (if prompted), select **Add account** from the **Customize and control** icon on the upper-right, and then select Work or school account.

Note: The first time you set up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select **Allow** so the authenticator app can access your camera to take a picture of the QR code in the next step. If you don't allow the camera, you can still set up the authenticator app, but you'll need to add the code information manually. For information about how to add the code manually, see [Manually add an account to the app](#).

Return to the **Set up your account** page on your computer, and then select **Next**. The Scan the QR code page appears.

Microsoft Authenticator



Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

[Can't scan image?](#)

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Scan the provided code with the Microsoft Authenticator app QR code reader, which appeared on your mobile device after you created your work or school account in Step 6.

The authenticator app should successfully add your work or school account without requiring any additional information from you. However, if the QR code reader can't read the code, you can select **Can't scan the QR code** and manually enter the code and URL into the Microsoft Authenticator app. For more information about manually adding a code, see [Manually add an account to the app](#).

Select **Next** on the **Scan the QR code** page on your computer. A notification is sent to the Microsoft Authenticator app on your mobile device, to test your account.

Microsoft Authenticator



Let's try it out

Approve the notification we're sending to your app.

[Resend notification](#)


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Next

Approve the notification in the Microsoft Authenticator app, and then select **Next**. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.

Microsoft Authenticator



 Notification approved

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