Authenticator Setup

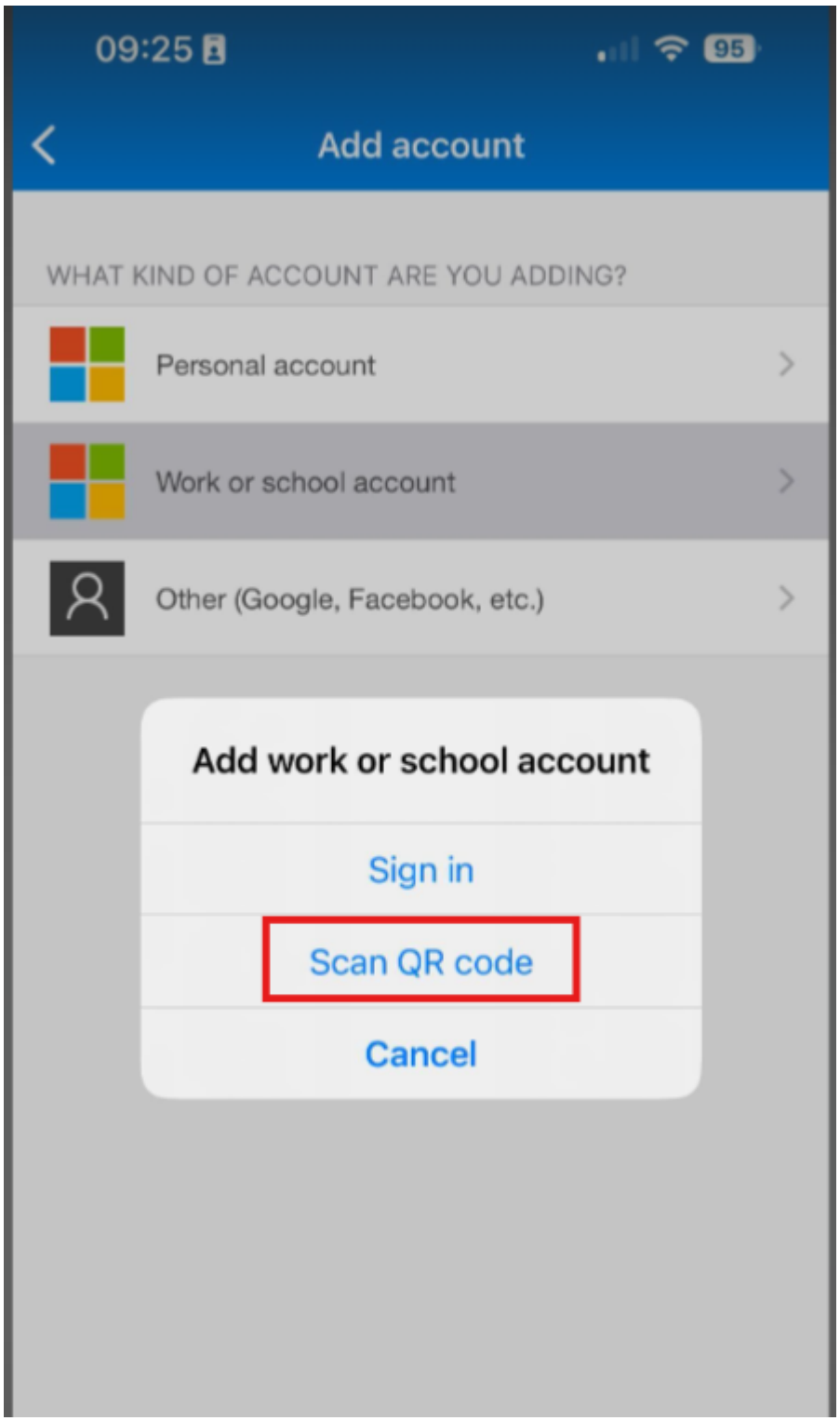
Kevin Post - 2026-11-29 - Frequently Asked Questions (FAQs)

1. **Uninstall** Authenticator off your phone, **restart** your phone, and **install** authenticator again. **Do NOT** log into the authenticator app if prompted.

2. On your phone select the "+" sign in the top right corner to add account

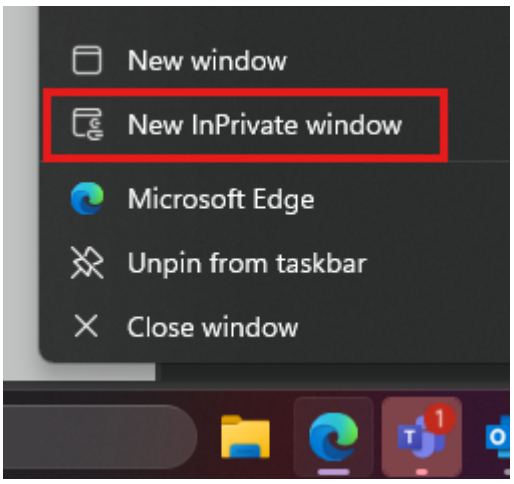


3. Select "Work or School Account" and then "Scan QR Code"



4. Set your phone down and go to your pc,

- Open your internet browser in Private by right clicking the icon on your taskbar and clicking "New InPrivate Window"



- go to office.com and sign in.

5. The page will state "More Information is Required" after inputting your password. Hit next to generate the QR code.

6. Scan the QR code on the screen and hit "next". It should send you a prompt which needs to be accepted and then you are ready to go.

Make sure to follow all the way through the setup prompts, or the authenticator will not properly add to your phone

If you get a new phone/device, let us know asap so we can reset your authenticator for you