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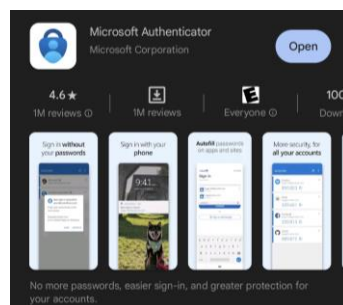
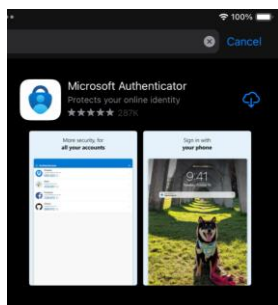
## Do you have Microsoft Authenticator installed?



1. If yes, skip to [How to Set Up Microsoft Authenticator](#)
2. If no, please continue to the next section

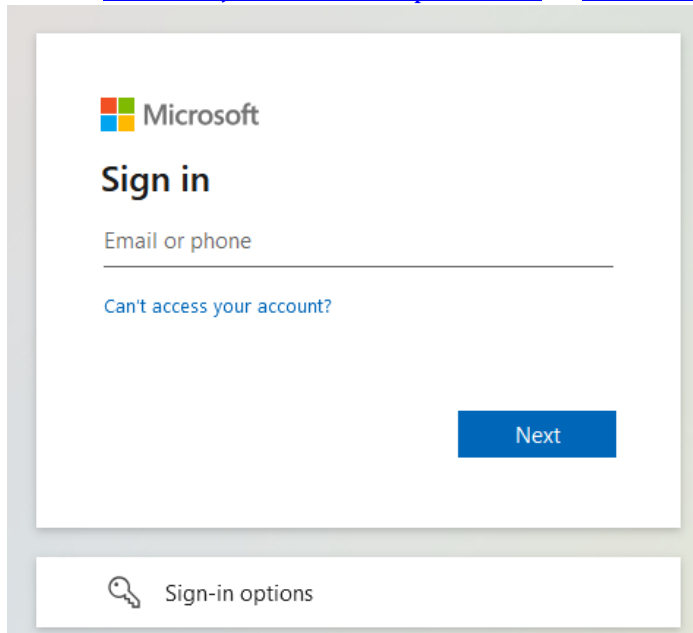
## How to install Microsoft Authenticator from App Store

1. Go to your mobile device
2. Open the Apple App store for iOS or the Google Play Store for Android Devices
3. Search for “**Microsoft Authenticator**” download and install the app
4. If you need a direct link for the application, please use the following: [Apple app store](#) or [Google play store](#)
5. The app looks like this in the Apple Store and Google Play store. Please be careful as there are other authenticator apps that are not from Microsoft Corporation.

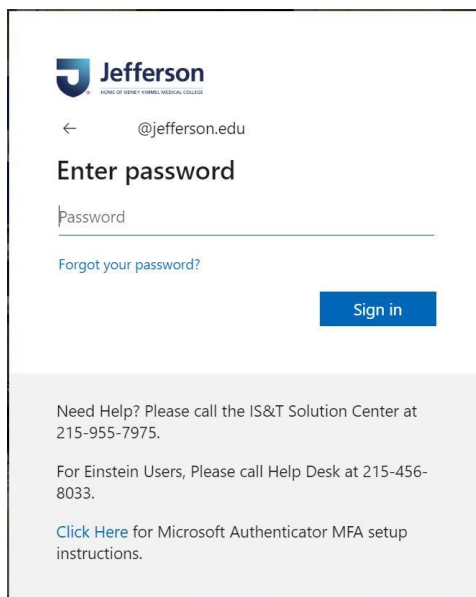


## How to Set Up Microsoft Authenticator when not on Campus

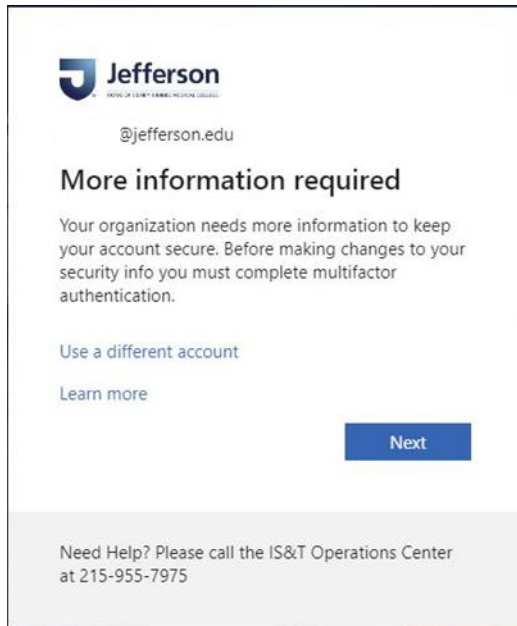
1. Please make sure you are not on the Jefferson network and not connected to Jefferson's VPN. From a computer, open the browser and go to <https://mysignins.microsoft.com/security-info> to login.
2. You will be prompted to Sign in.
  - a. Enter your account in the format [abc123@jefferson.edu](mailto:abc123@jefferson.edu) or [abc123@Jeffersonhealthplans.com](mailto:abc123@Jeffersonhealthplans.com) or [abc123@students.jefferson.edu](mailto:abc123@students.jefferson.edu)



3. Click **Next**

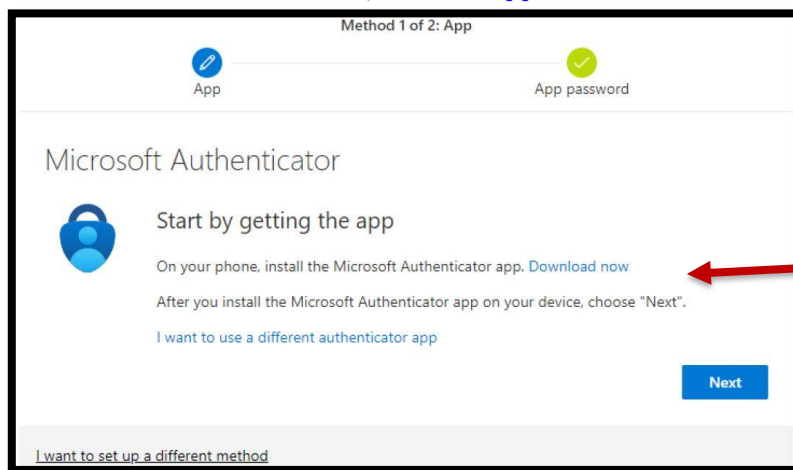


4. Enter your password
5. Click **Sign in**
6. A screen will appear saying **More information required**



7. Click **Next**

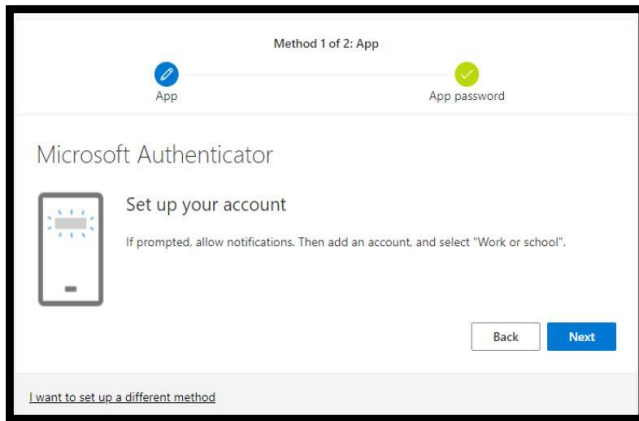
8. You should have the **Microsoft Authenticator** app installed on your device. If not, please follow the prompts on the computer screen (see arrow below) or please see [How to install Microsoft Authenticator](#) or if you have a Jefferson issued Mobile Device [How to install Microsoft Authenticator from Jefferson App Store](#)



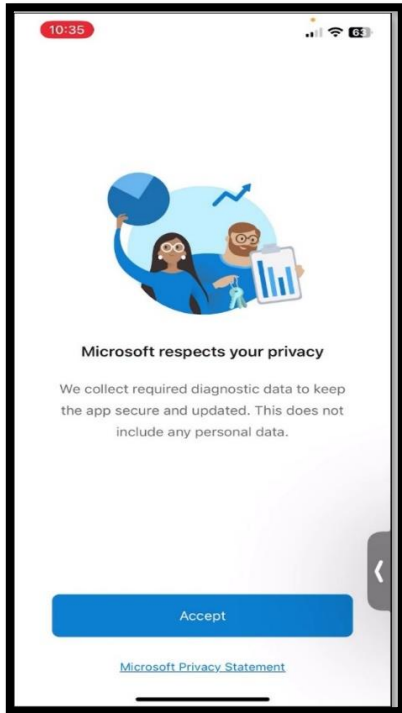
You can find more information about Microsoft Authenticator and where to download the app with this link.  
<https://www.microsoft.com/en-us/security/mobile-authenticator-app?rtc=1>

*Instructions continued on next page*

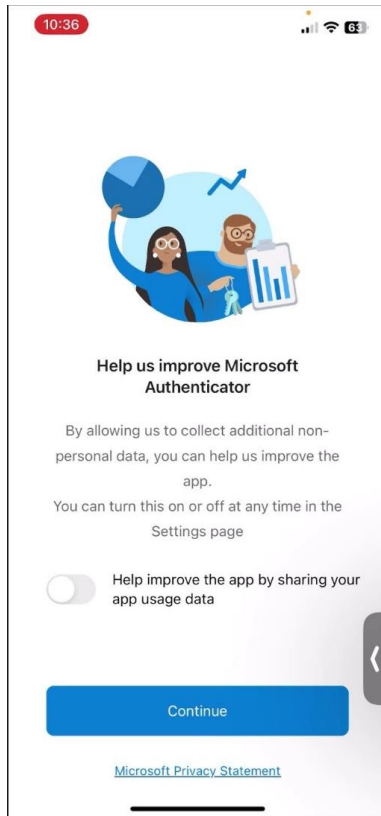
9. Once you have the app installed, click **Next**



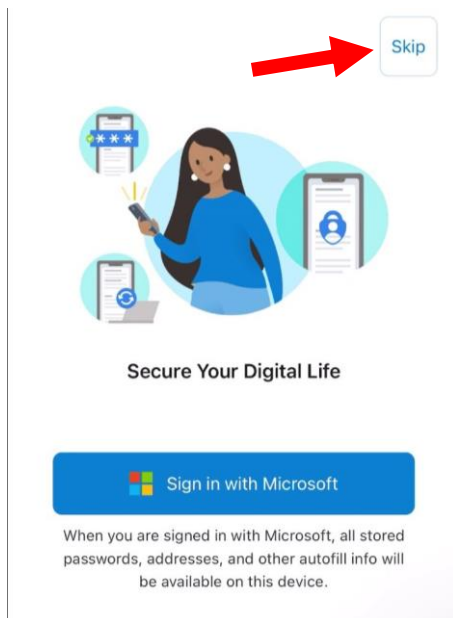
10. Now, go to your **mobile device** and open the **Microsoft Authenticator** app. If you have already used Microsoft Authenticator with another company or account, skip to step 14.



11. Click **Accept**



12. Click **Continue**



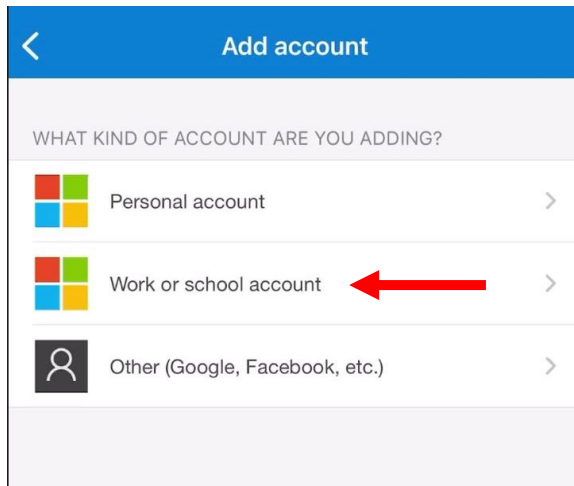
13. Click the **Skip** button in the upper right hand corner



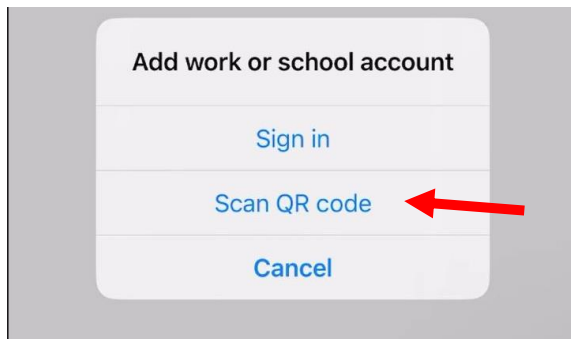
### Ready to add your first account?

Any Microsoft account or other type of account you add will appear here.

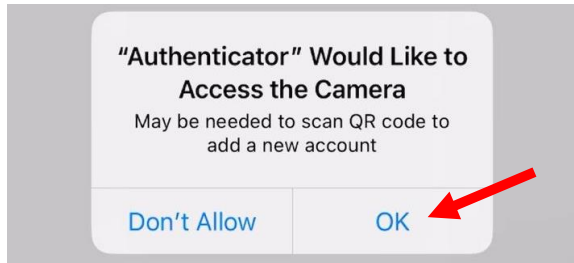
14. Locate the **+** (Plus) symbol in the upper right and click on it



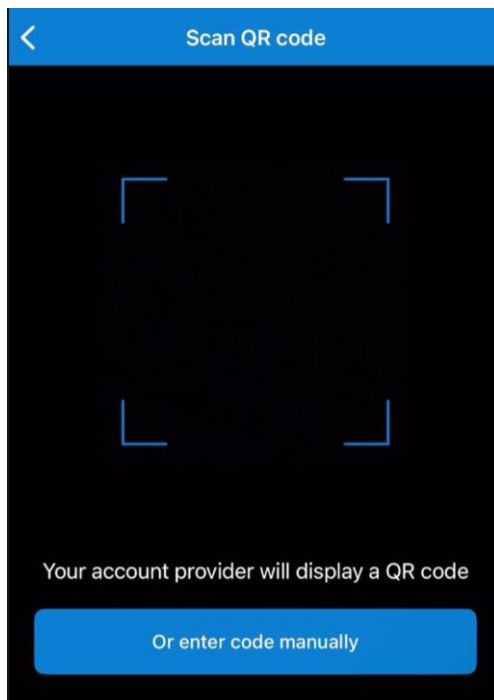
15. Now select **Work or School account**



16. Select **Scan QR code**

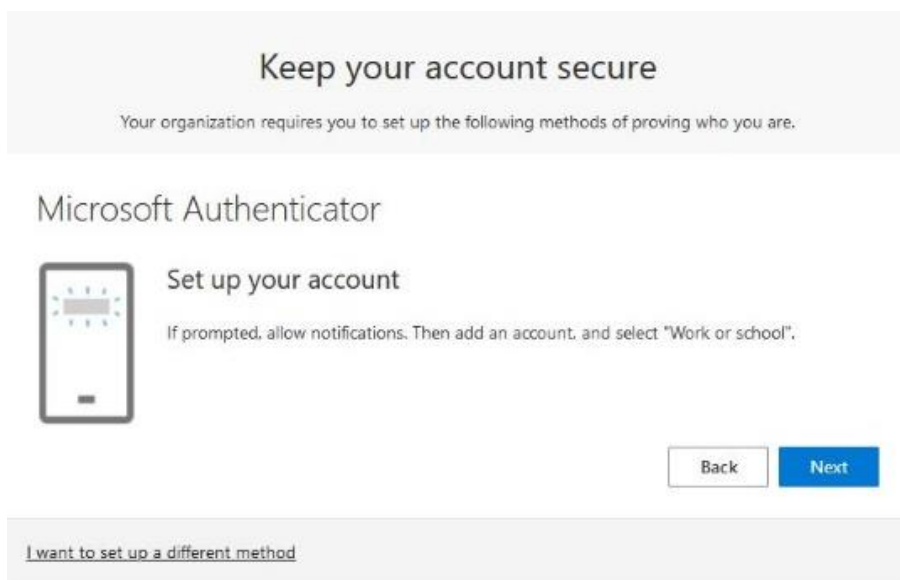


17. Press **Ok** button to allow Authenticator permission to use the device camera

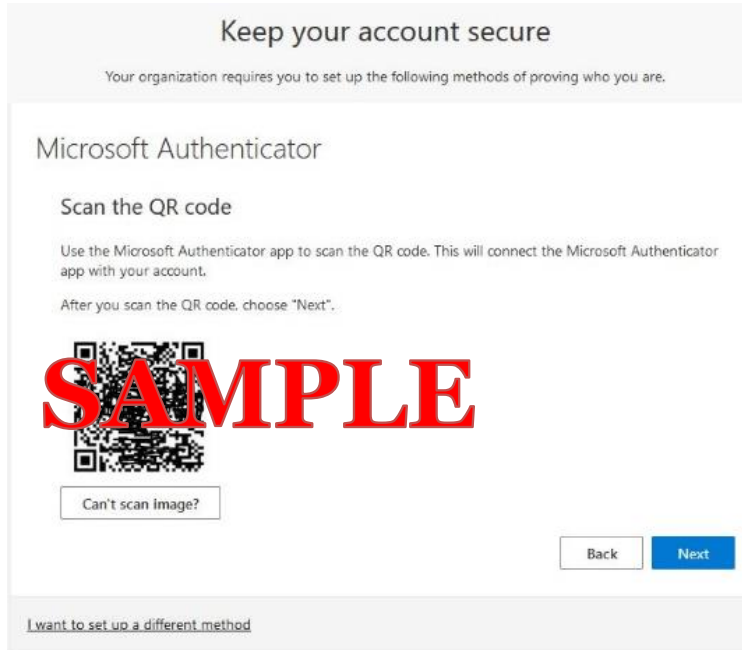


18. The mobile device camera should be ready to scan the QR code on the computer screen

19. Go back to your **computer** screen



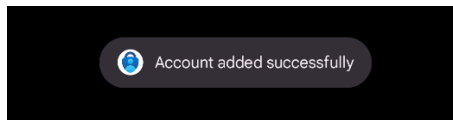
20. Click **Next**



21. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

**NOTE:** If you receive a timeout error, please hit the Back button once. Then hit Next to get to the QR Code to show on the screen. Go back to step 20.

If you receive a QR code already used message in the app, hit cancel and try again. If you are still having issues, close the browser and start over.

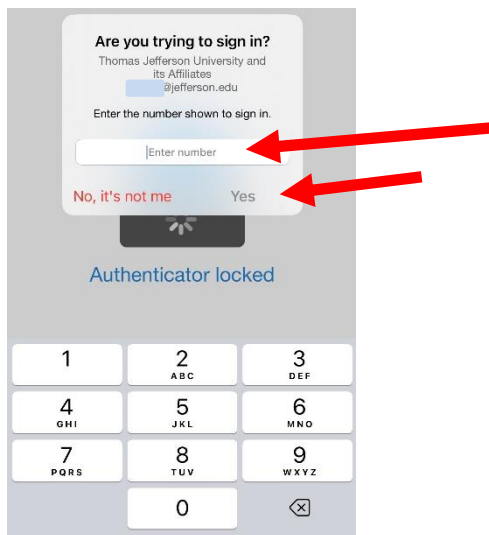


22. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

23. Now back on your **computer** screen with the QR code above, click **Next**



24. Microsoft will now send you a test number match notification to your mobile device



25. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

26. After entering the unique number, push **YES** (second **arrow** in above photo)

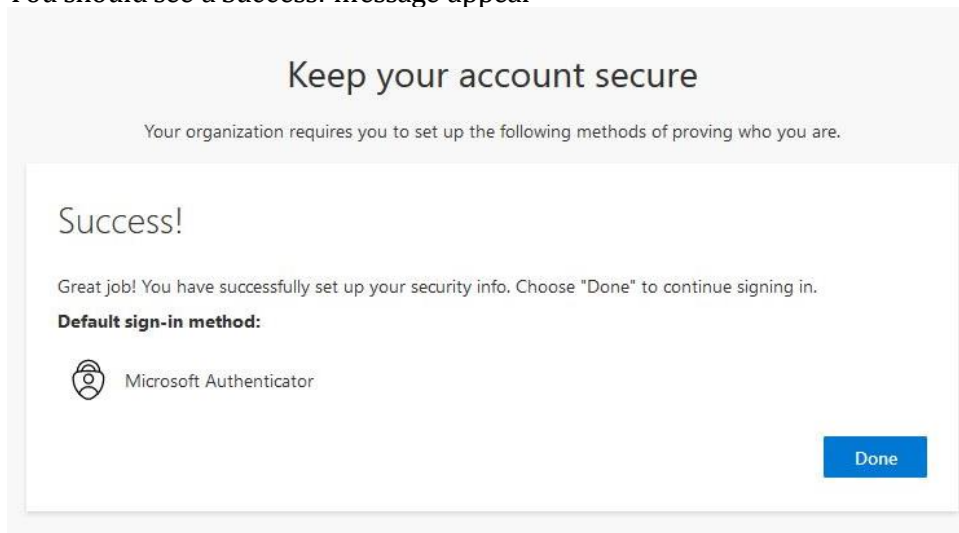
27. Then it might say "Notification Approved"

28. Go back to the **computer**, your screen will look like this below



29. Click **Next**

30. You should see a Success! message appear



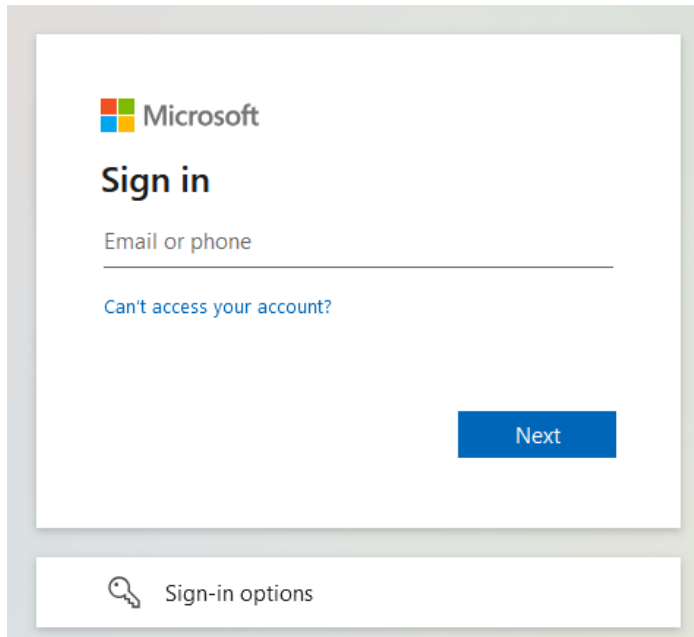
31. Click **Done**

32. It will finish signing you in. NOTE: If the session timed out, please enter your password again. If that doesn't work close the browser and try logging in again.

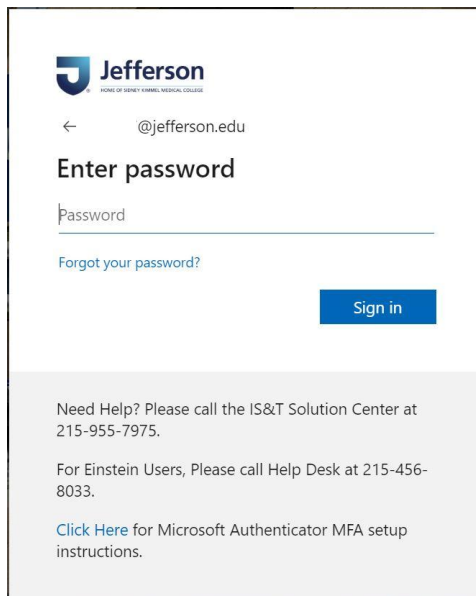
33. You have completed setting up Microsoft Authenticator App.

## How to Set Up Microsoft Authenticator when on Campus

1. Go to <https://mysignins.microsoft.com/security-info> to login.
2. You will be prompted to Sign in.
  - a. Enter your account in the format [abc123@jefferson.edu](#) or [abc123@jeffersonhealthplans.com](#) or [abc123@students.jefferson.edu](#)

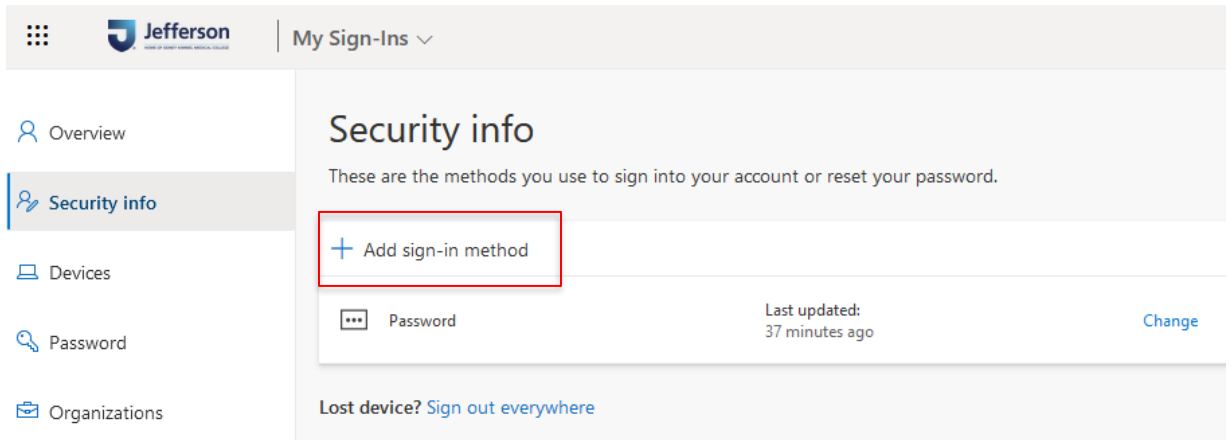


3. Click **Next**

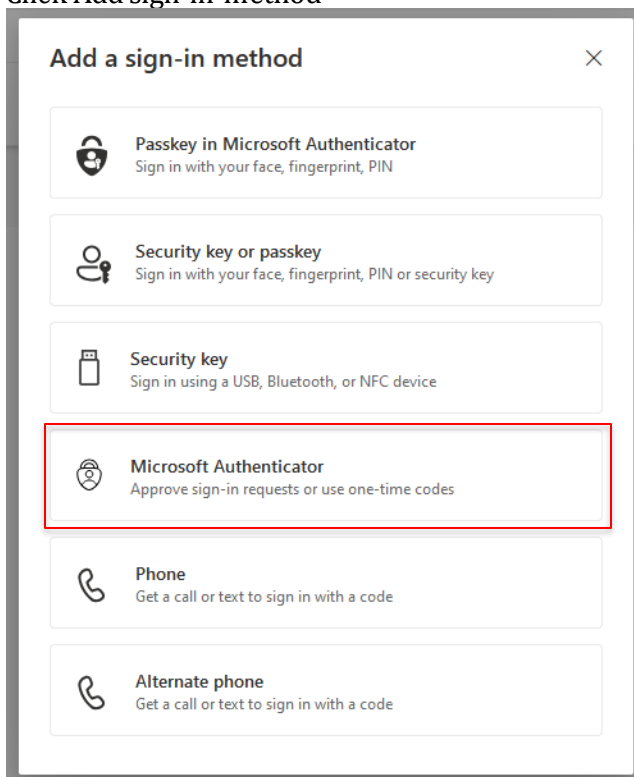


4. Enter your password

5. Click **Sign in**

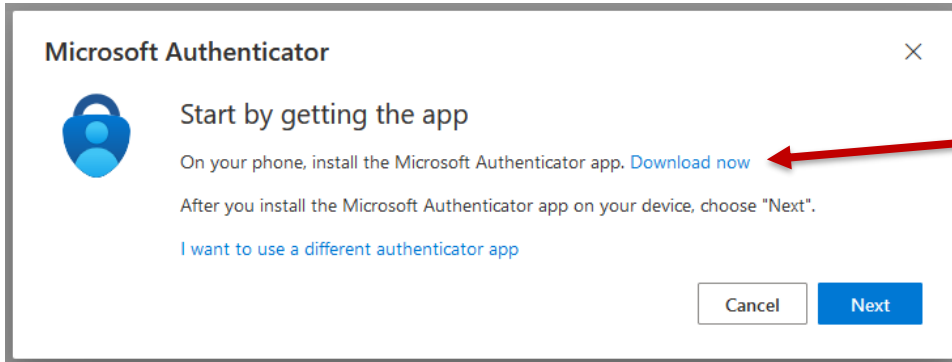


6. Click Add sign-in method



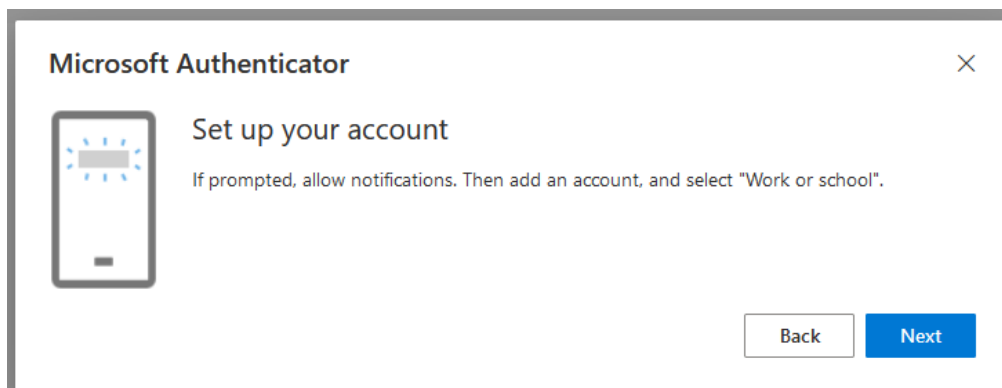
7. Click **Microsoft Authenticator**

8. You should have the **Microsoft Authenticator** app installed on your device. If not, please follow the prompts on the computer screen (see arrow below) or please see [How to install Microsoft Authenticator](#) or if you have a Jefferson issued Mobile Device [How to install Microsoft Authenticator from Jefferson App Store](#)



You can find more information about Microsoft Authenticator and where to download the app with this link.  
<https://www.microsoft.com/en-us/security/mobile-authenticator-app?rtc=1>

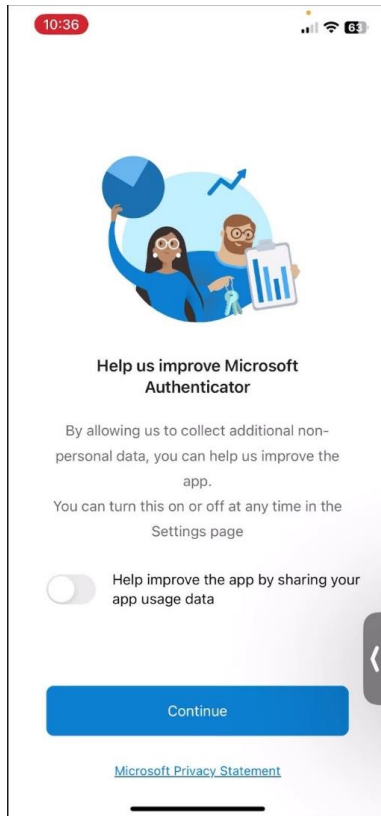
9. Once you have the app installed click **Next**



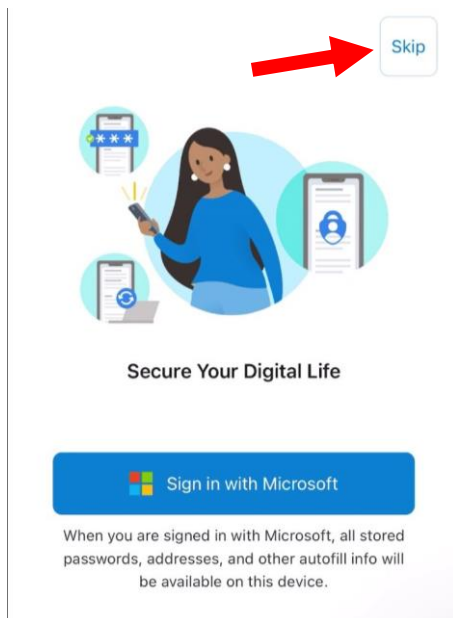
10. Now go to your **mobile device** and open the **Microsoft Authenticator** app. If you have already used Microsoft Authenticator with another company or account, skip to step 14.



11. Click **Accept**



12. Click **Continue**



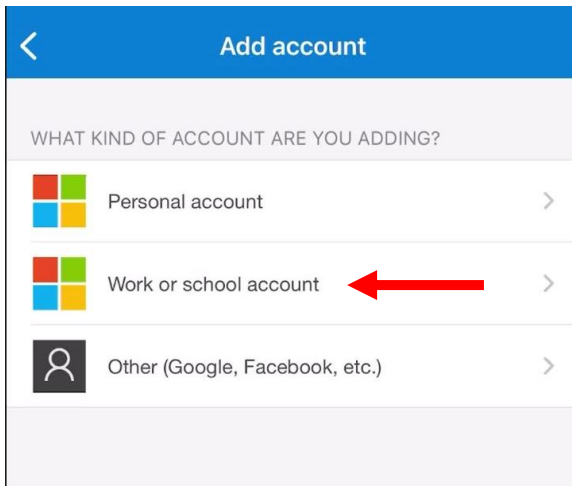
13. Click the **Skip** button in the upper right hand corner



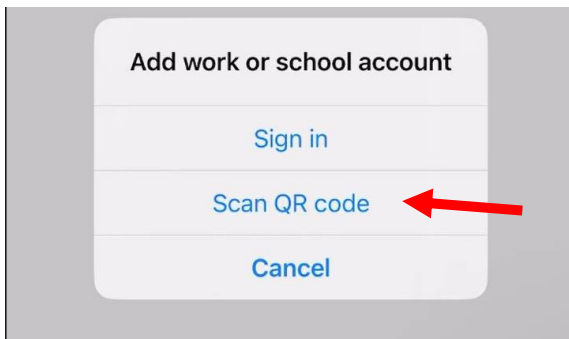
**Ready to add your first account?**

Any Microsoft account or other type of account you add will appear here.

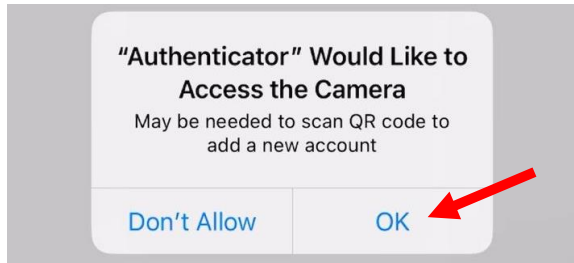
14. Locate the **+** (Plus) symbol in the upper right and click on it



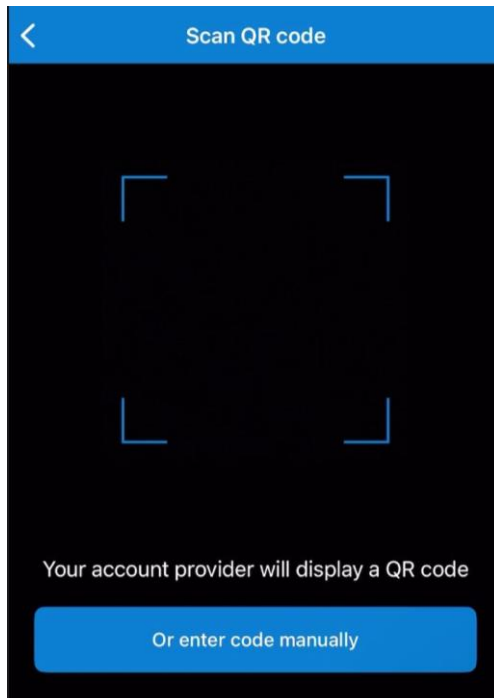
15. Now select **Work or School account**



16. Select **Scan QR code**

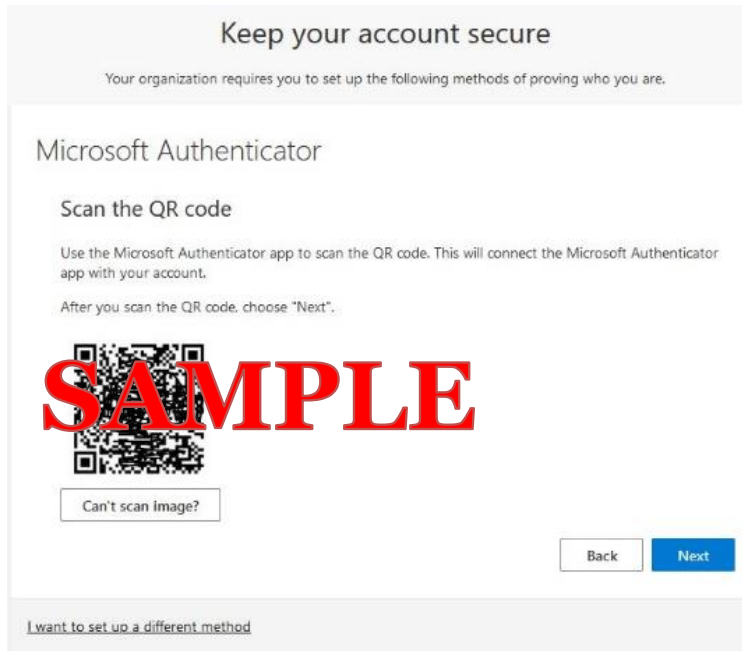


17. Press **Ok** button to allow Authenticator permission to use the device camera



18. The mobile device camera should be ready to scan the QR code on the computer screen

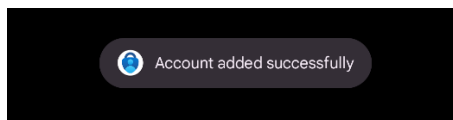
19. Go back to your **computer** screen



20. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

**NOTE:** If you receive a timeout error, please hit the Back button once. Then hit Next to get to the QR Code to show on the screen. Go back to step 19.

If you receive a QR code already used message in the app, hit cancel and try again. If you are still having issues, close the browser and start over.

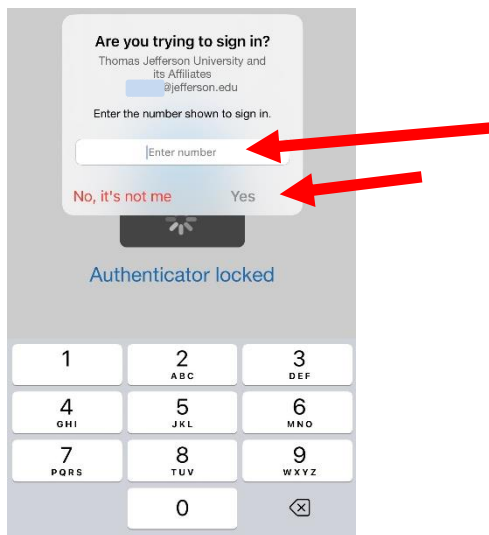


21. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

22. Now back on your **computer** screen with the QR code above, click **Next**



23. Microsoft will now send you a test number match notification to your mobile device



24. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

25. After entering the unique number, push **YES** (second **arrow** in above photo)

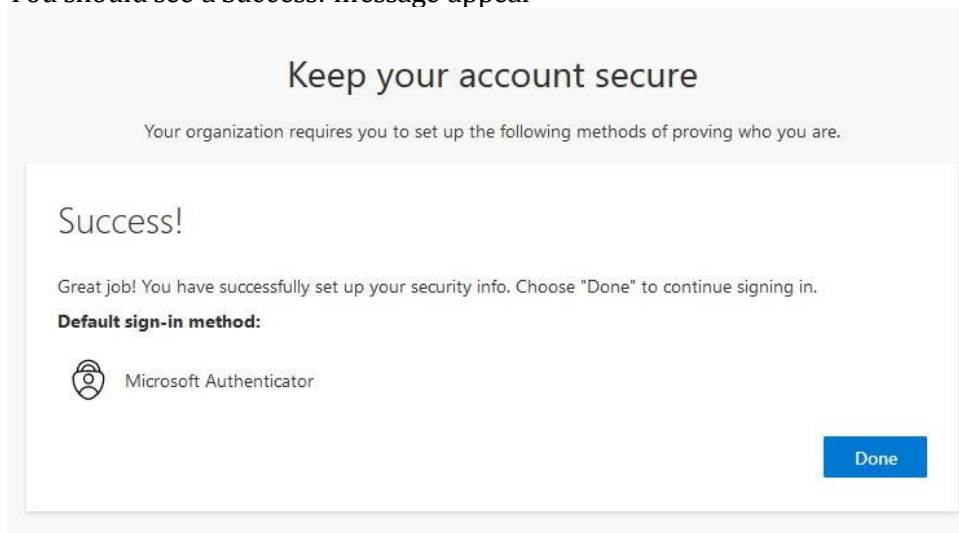
26. Then it might say "Notification Approved"

27. Go back to the **computer**, your screen will look like this below



28. Click **Next**

29. You should see a Success! message appear



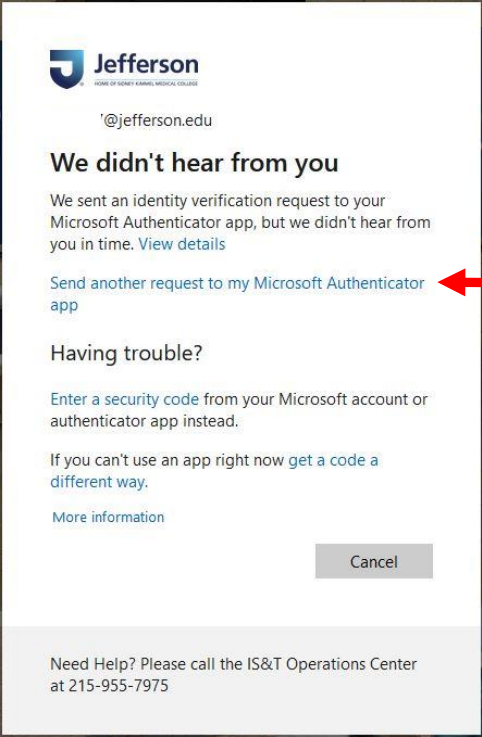
30. Click **Done**

31. It will finish signing you in. NOTE: If the session timed out, please enter your password again. If that doesn't work close the browser and try logging in again.

32. You have completed setting up Microsoft Authenticator App.

# Appendix - Troubleshooting Tips

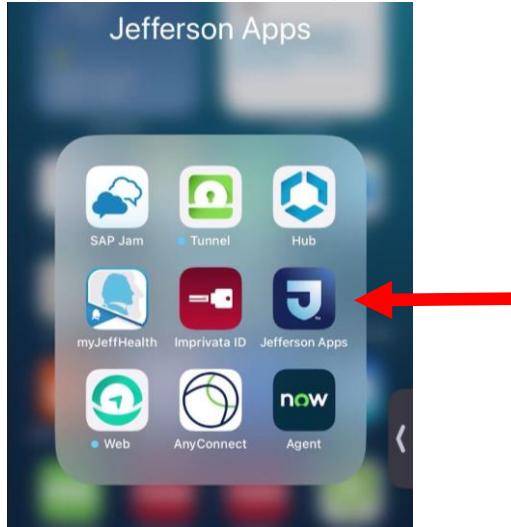
TIP #1  
If you see a screen that says “We didn’t hear from you”



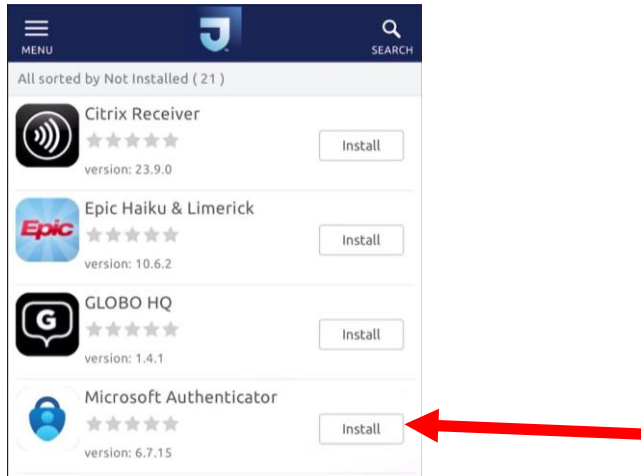
Click “Send another request to my Microsoft Authenticator app” and it will give you a new number to enter into the Microsoft Authenticator app prompt on your mobile device.

# How to install Microsoft Authenticator from Jefferson App Store

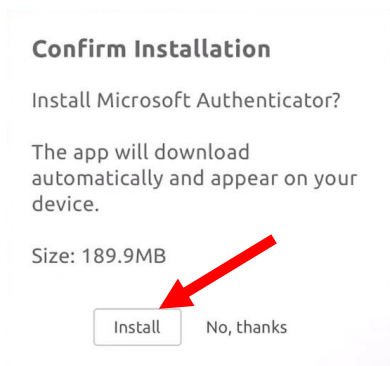
1. Open **Jefferson Apps** from your Jefferson issued Mobile Device (Your mobile screen setup might look a little different)



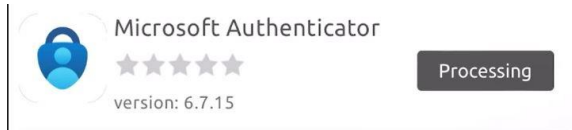
2. Locate or search for **Microsoft Authenticator**



3. Press **Install**



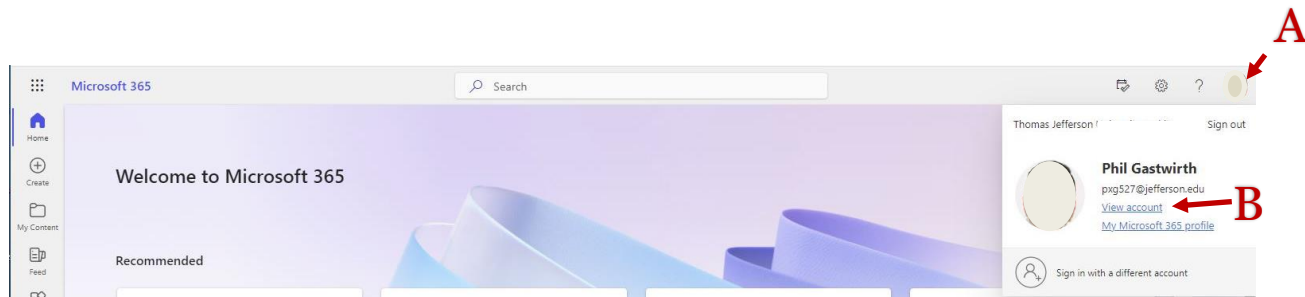
4. Press **Install** again on the confirm Installation Screen



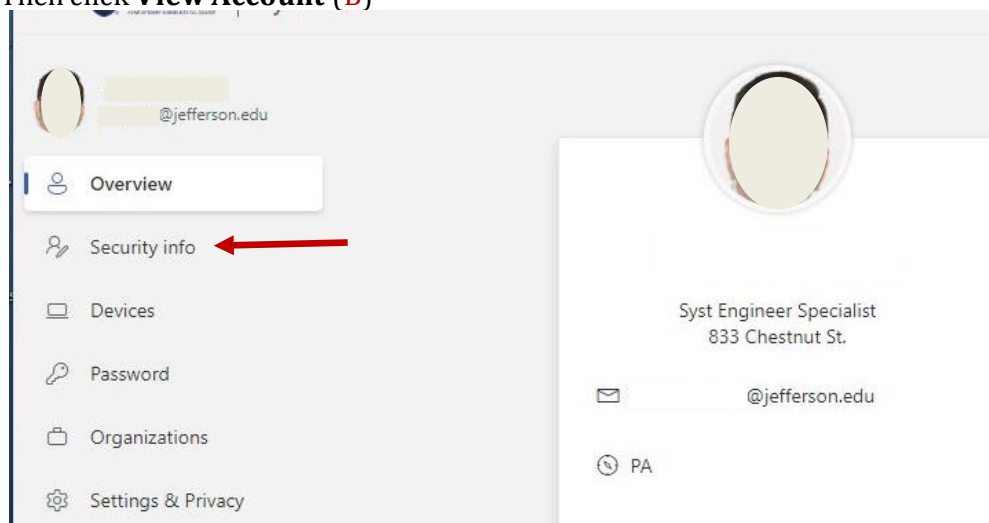
5. The app will show Processing and will finish installing

## How to add a second phone to MS Authenticator

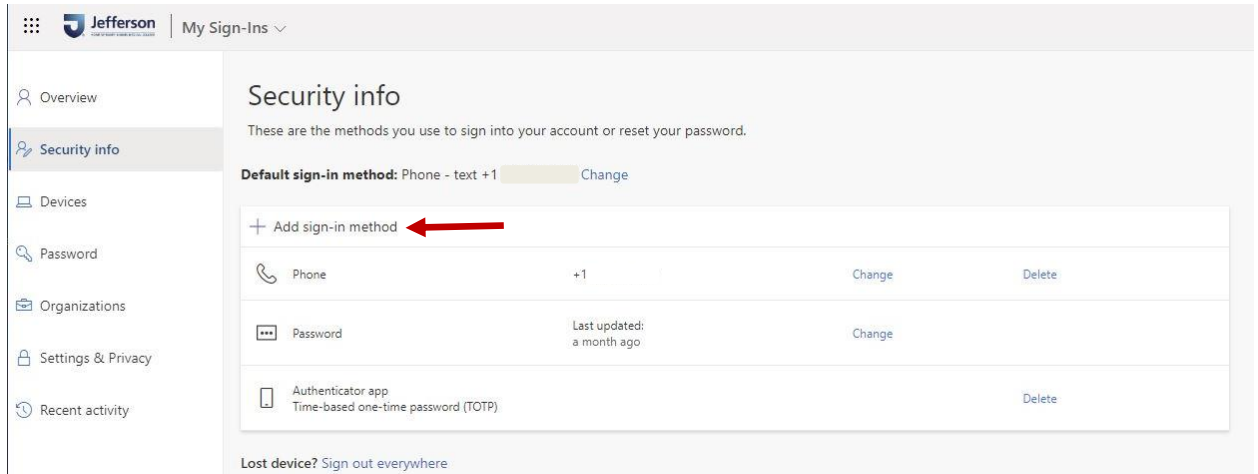
1. Go to [login.microsoft.com](https://login.microsoft.com) from a computer
2. Login with your Jefferson account (**campuskey@jefferson.edu**)



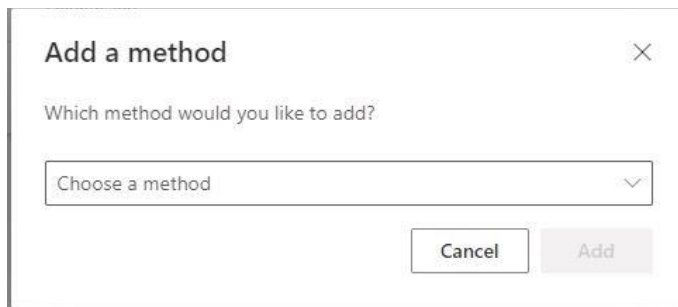
3. Click your face in the upper right hand corner (A) (Please note: that it might be greyed out if your photo hasn't uploaded yet)
4. Then click **View Account** (B)



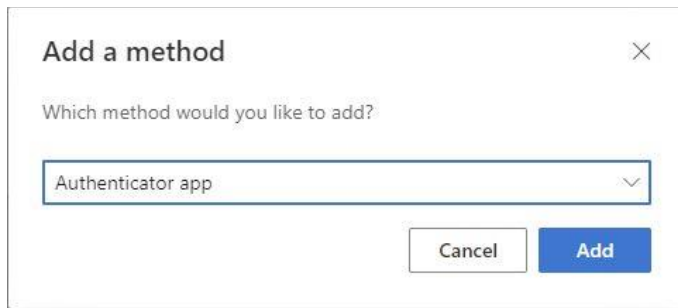
5. Click **Security info**



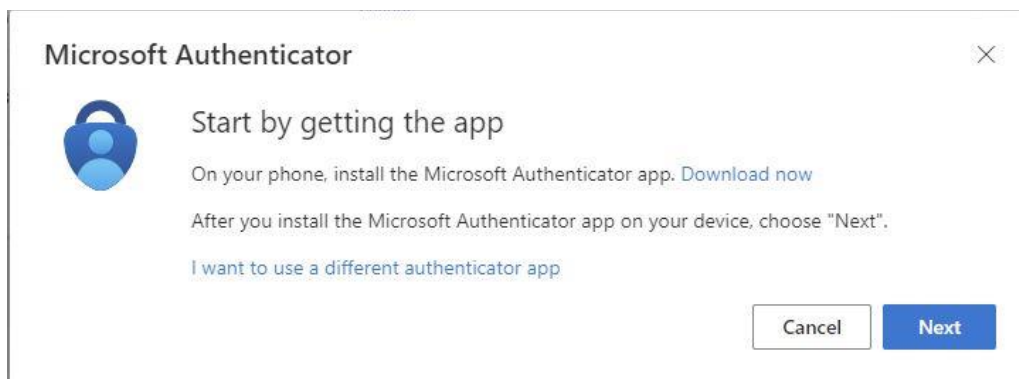
6. Click **+ Add sign-in Method**



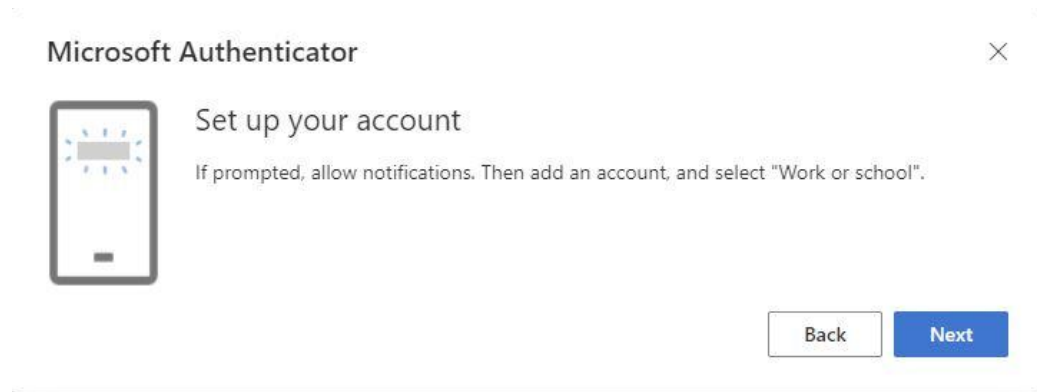
7. Click the drop down **Choose a method**



8. Select **Authenticator App** and click **Add**



9. On your second phone make sure to download Microsoft Authenticator app. Please reference [here](#)
10. Click **Next** on your computer screen



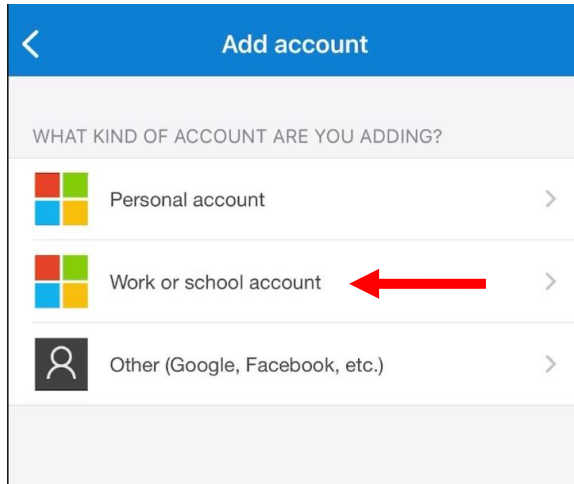
11. Click **Next**
12. Open the Microsoft Authenticator app on your secondary phone



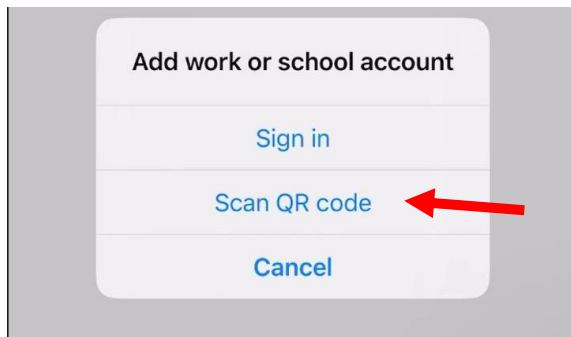
### Ready to add your first account?

Any Microsoft account or other type of account you add will appear here.

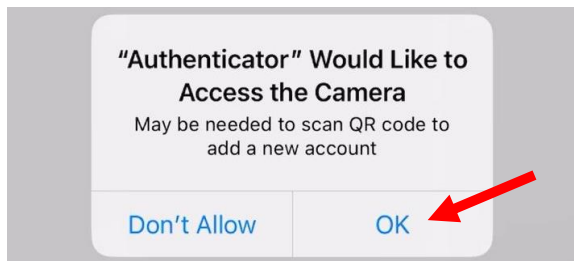
13. Locate the + (Plus) symbol in the upper right and click on it



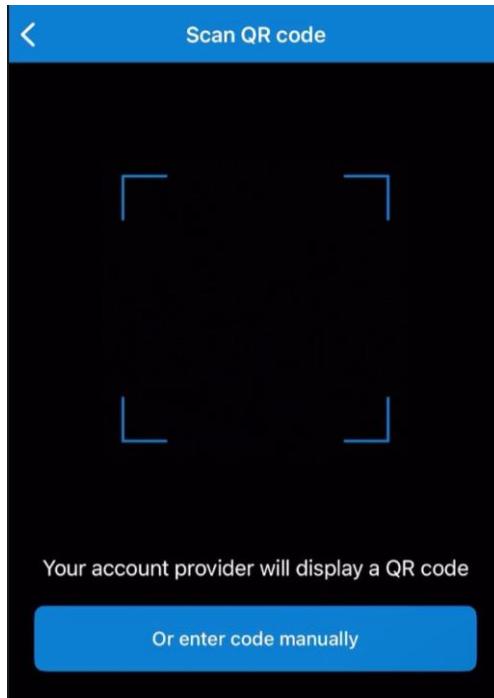
14. Now select **Work or School account**



15. Select **Scan QR code**



16. Press **Ok** button to allow Authenticator permission to use the devices camera

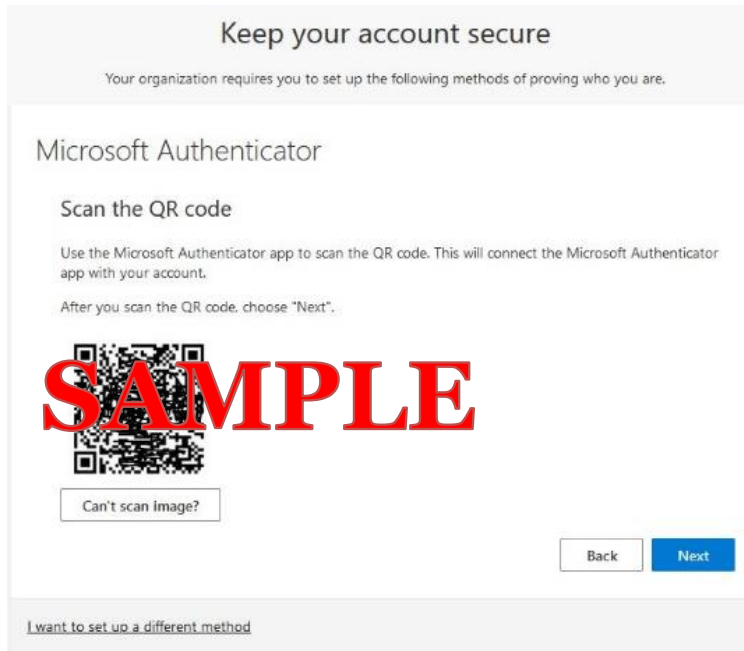


17. The mobile device camera should be ready to scan the QR code on the computer screen

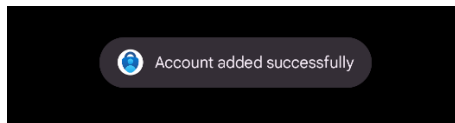
18. Go back to your **computer** screen



19. Click **Next**

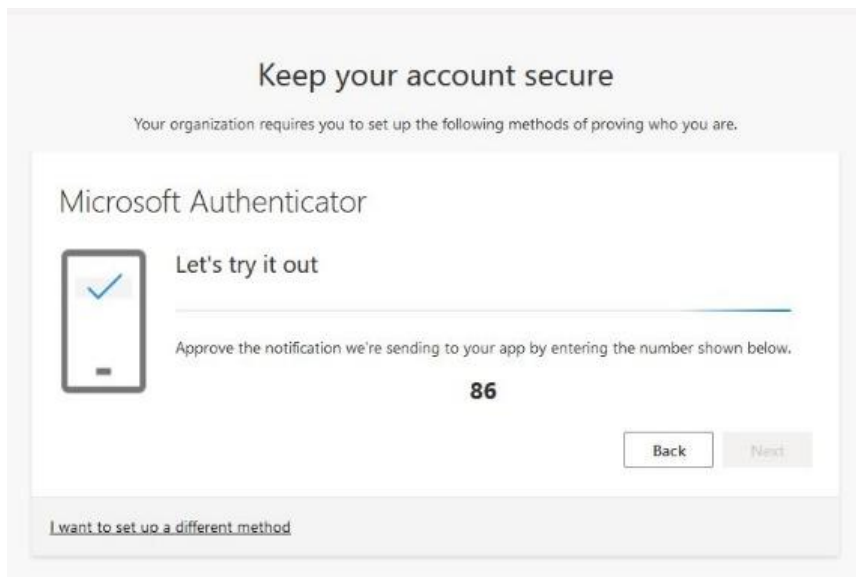


20. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

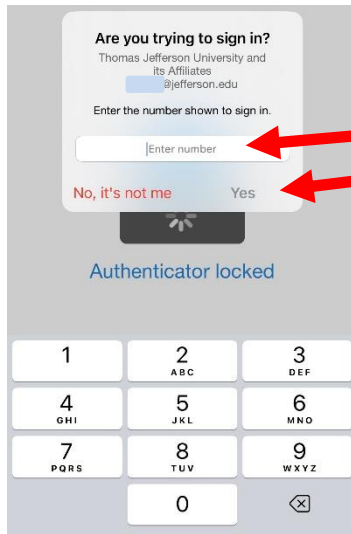


21. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

22. Now back on your **computer** screen with the QR code above, click **Next**



23. Microsoft will now send you a test number match notification to your mobile device



24. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

25. After entering the unique number, push **YES** (second **arrow** in above photo)

26. Then it might say "Notification Approved"

27. Go back to the **computer**, your screen will look like this below

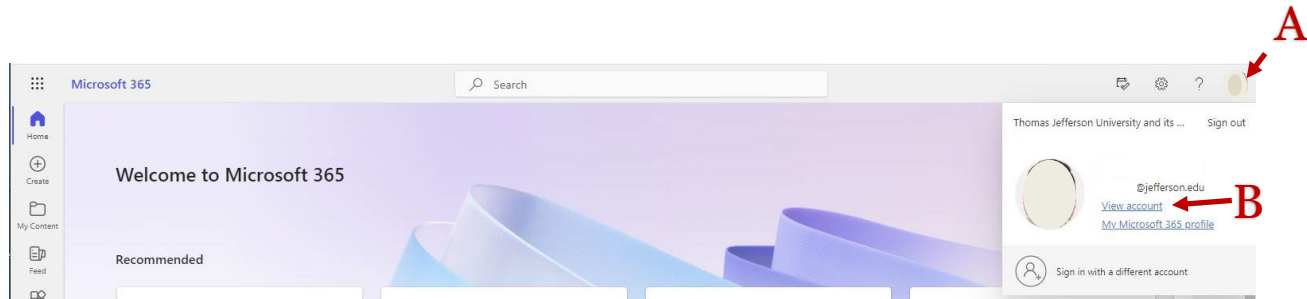


28. Click **Next**

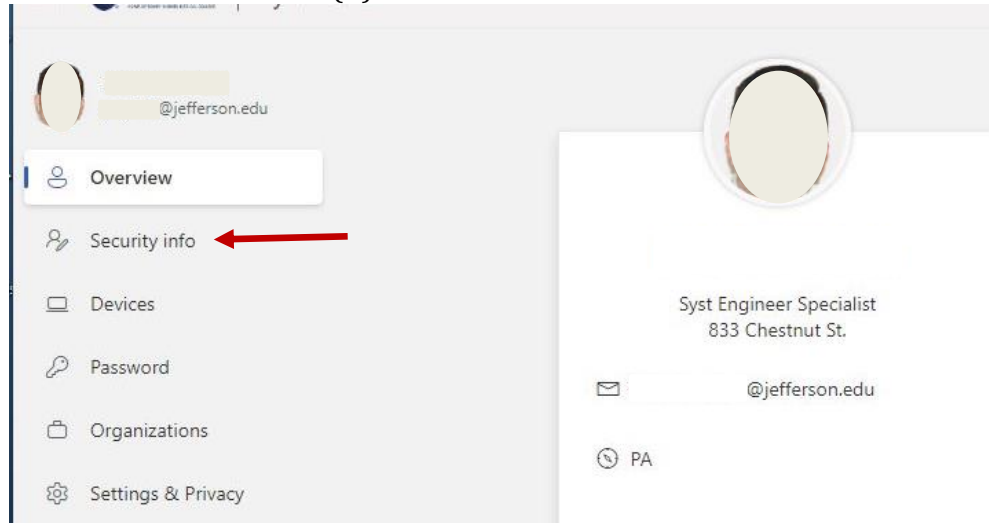
29. You have completed adding your secondary device

## Phone/SMS Users - How to set up MS Authenticator MFA App for push notification

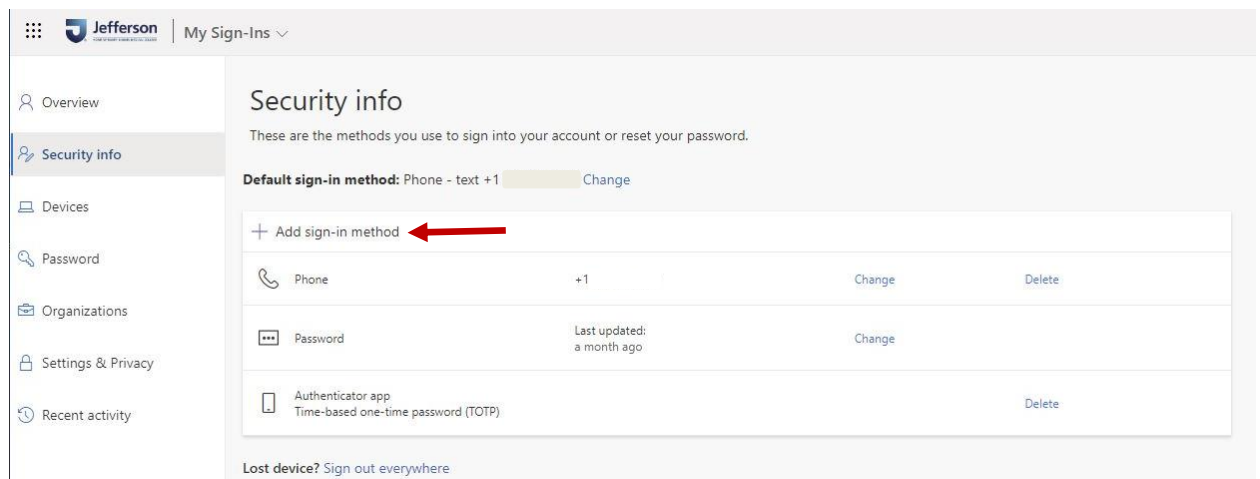
1. Go to <https://login.microsoft.com> from a computer
2. Login with your Jefferson account (**campuskey@jefferson.edu**)



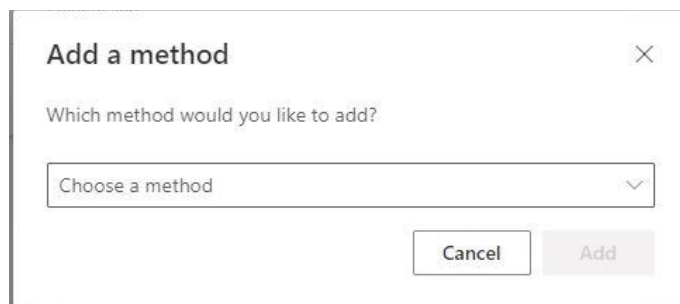
3. Click your face in the upper right hand corner (A) (Please note: that it might be greyed out if your photo hasn't uploaded yet)
4. Then click **View Account** (B)



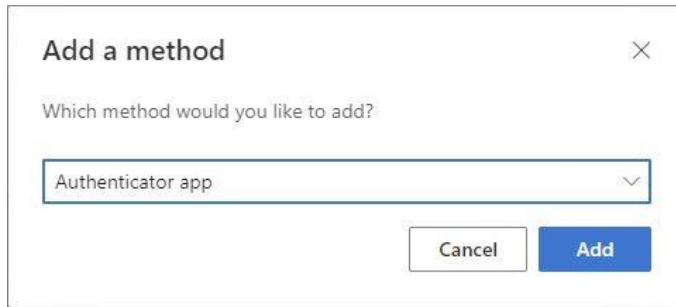
5. Click **Security info**



6. Click **+ Add sign-in Method**



7. Click the drop down **Choose a method**

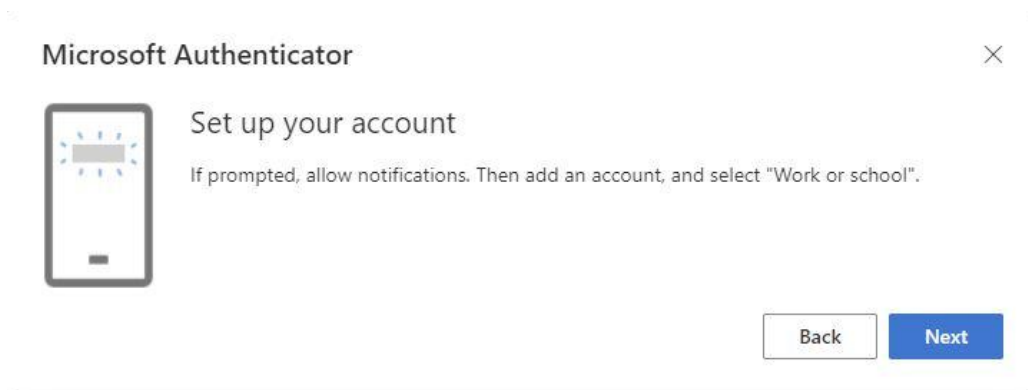


8. Select **Authenticator App** and click **Add**



9. On your phone make sure to download Microsoft Authenticator app. Please reference [here](#)

10. Click **Next** on your computer screen



11. Click **Next**

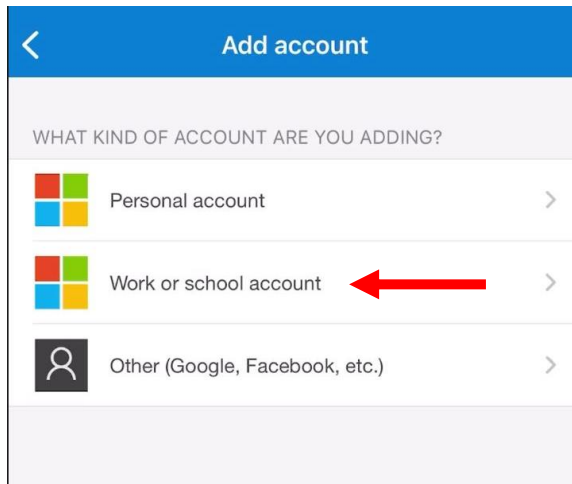
12. Open the Microsoft Authenticator app on your phone



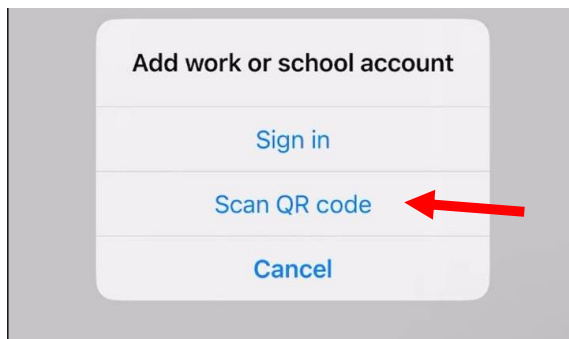
### Ready to add your first account?

Any Microsoft account or other type of account you add will appear here.

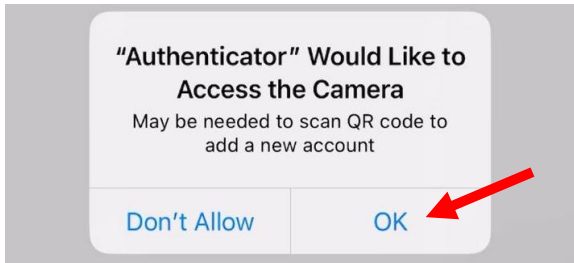
13. Locate the + (Plus) symbol in the upper right and click on it



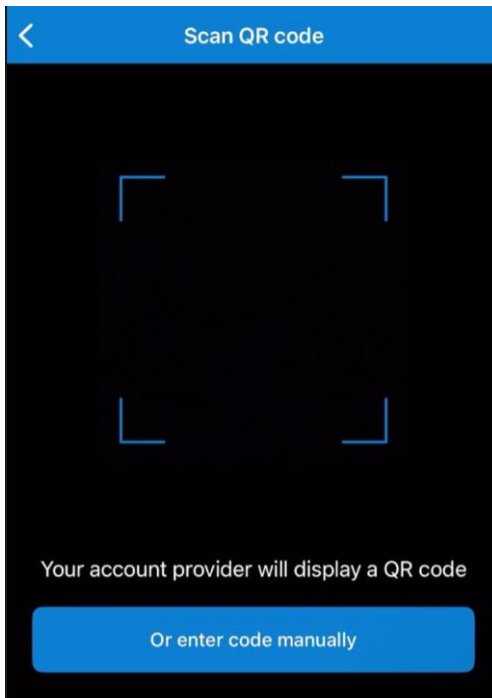
14. Now select **Work or School account**



15. Select **Scan QR code**

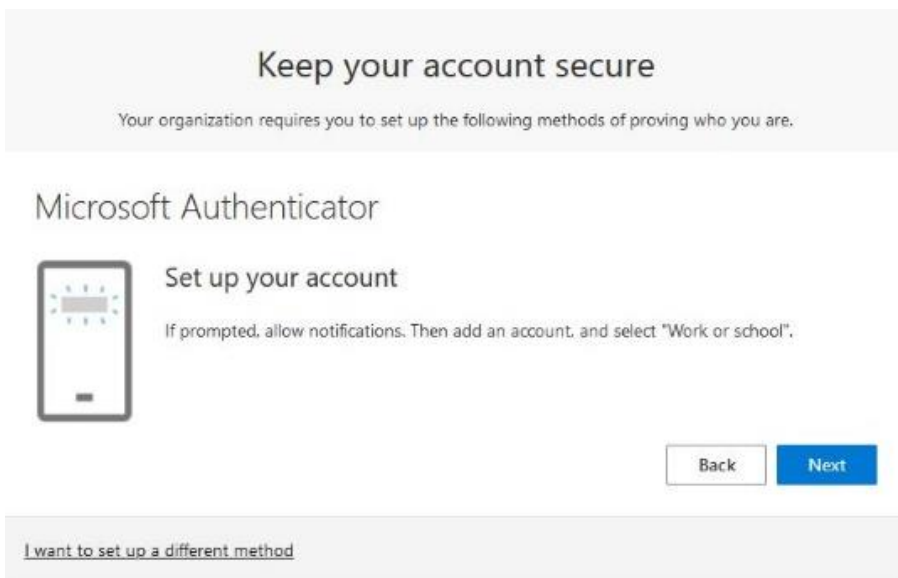


16. Press **Ok** button to allow Authenticator permission to use the devices camera

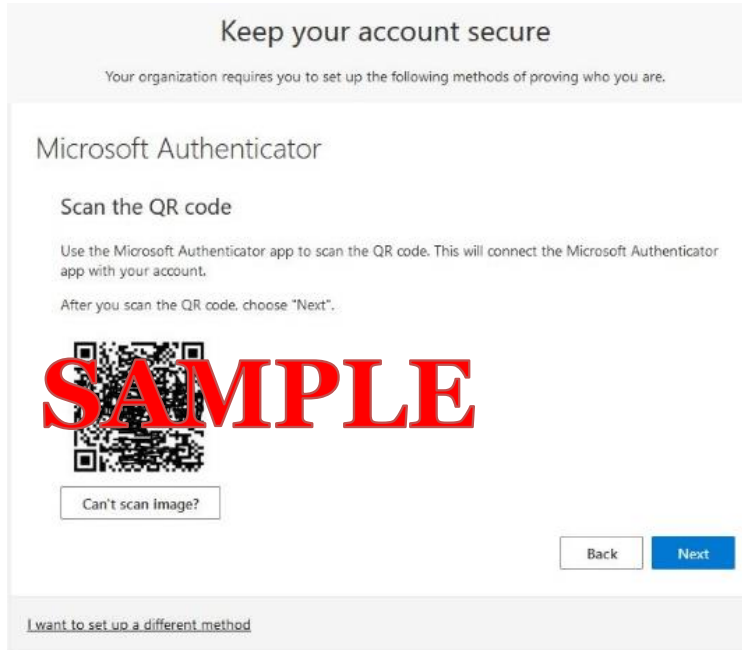


17. The mobile device camera should be ready to scan the QR code on the computer screen

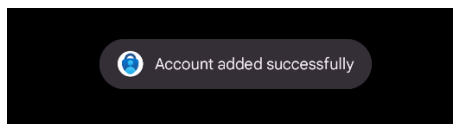
18. Go back to your **computer** screen



19. Click **Next**

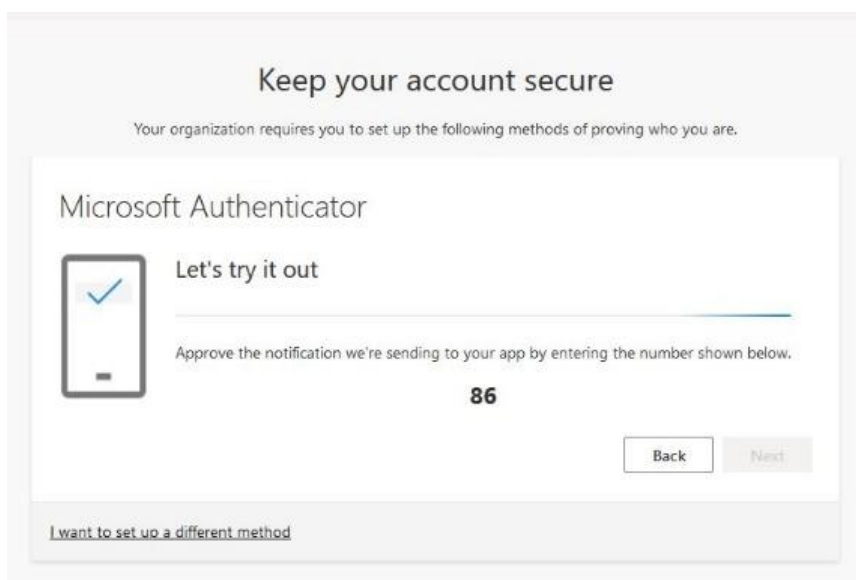


20. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

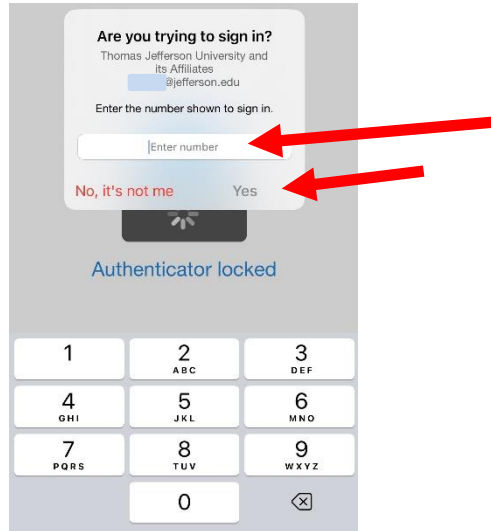


21. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

22. Now back on your **computer** screen with the QR code above, click **Next**



23. Microsoft will now send you a test number match notification to your mobile device



24. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

25. After entering the unique number, push **YES** (second **arrow** in above photo)

26. Then it might say "Notification Approved"

27. Go back to the **computer**, your screen will look like this below



28. Click **Next**

29. You have completed adding your device

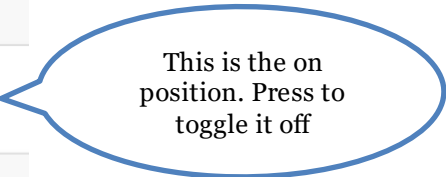
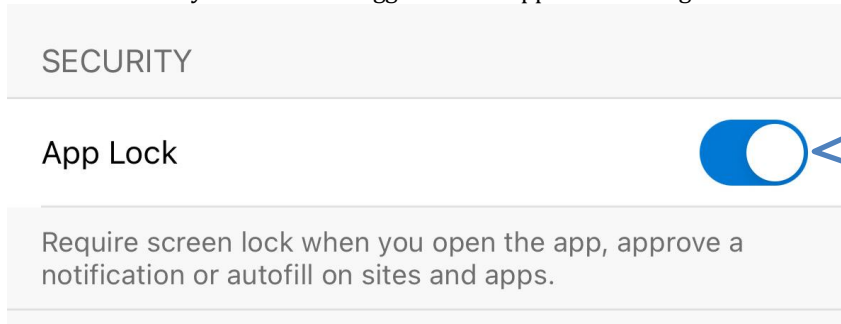
## FAQs

### App lock and how to disable it

1. Open the Microsoft Authenticator app and click on the Menu button in the upper left hand corner. If you have an Android device the menu button is on the right.



2. Go to the Security section and toggle off the App Lock setting

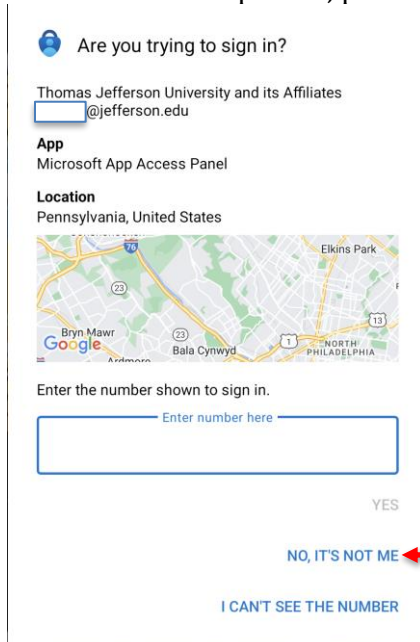


## What should I do if I get a random Microsoft Authenticator notification

### PLEASE READ

If you are sure this is not you logging in and a session is not currently refreshing, please click No, it's not me and then Report. Please note, this **WILL** block your account from using MFA. Please contact the Solution Center 215-955-7975 to assist with looking over your account and putting in a ticket to unblock your account. You can also ignore the message (closing out the window) and call the Solution Center for assistance.

1. If you get a random Microsoft Authenticator notification on your mobile device and you believe it to be suspicious, please click **No, it's not me** as shown below



2. A warning screen will appear



### Report suspicious activity?

If you think someone else tried to use your account, report it here. This may block your account and notify your IT support staff.

[DISMISS](#)

[REPORT](#)

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If you select Report, it will block your account. You must contact Solution Center and reference that you selected to report and block your MFA account.