

Adding Microsoft Authenticator as a Multi-Factor Authentication Method

The step-by-step instructions below will guide you through the process of enrolling in the Microsoft Authenticator Application for Multi-Factor Authentication.

- Download the Authenticator Application to your mobile device** – To do so, visit the Google Play Store (Android) or the Apple App Store (iPhone).



Once you have downloaded the Authenticator Application, you will need both your mobile device and a computer to complete your enrollment. **Note:** you **DO NOT** need to be on the Virtua network to complete enrollment.

- On your computer:**
 1. Open a web browser and go to <https://myaccount.microsoft.com/>
 2. **If required, enter your Virtua username** (username@virtua.org) and Virtua password. Once logged in, click on the “Security Info” tab in the list running down the left-hand side of the screen.
 3. **Click “Add sign-in method”**
 4. **Select “Authenticator app” from the drop-down menu and select “Add”.**
- Open the Authenticator App** – If prompted to add an account, select “**Work or School**”
- On your Computer** – Click “**Next**”
- On the Authenticator App** – You will be given a prompt to log in or scan a QR code. Select the “**Scan QR**” code option. The application will activate your camera. Use your phone to scan the QR code on your computer screen. Once you have successfully scanned the QR code, click “**Next**”
- On the Authenticator App** – A pop-up will appear asking you to enter a number. You should see a number on your computer screen. Enter the number and click “**Yes**” in the Authenticator App on your mobile device.
- On your Computer** – Click “**Next**”. You will see a “Notification Approved”. Click “**Next**” to complete enrollment.

NOTE: Once Authenticator is installed and you are enrolled, please be sure to have notifications turned on. Do not disable notifications or the application will not prompt you properly.

Support Resources

[IT Customer Portal](#) or call (856) 355-1234 or x51234 to reach the Service Desk

[Authenticator Enrollment Tip Sheet with step-by-step screenshots](#)

[Microsoft Authenticator Frequently Asked Questions \(FAQ\)](#)

[Troubleshooting issues with Microsoft Authenticator](#)

[\(Tip Sheet\) I do not have Authenticator on my phone and need to enroll](#)

[\(Tip Sheet\) I already use Authenticator and I need to add my Virtua account](#)