
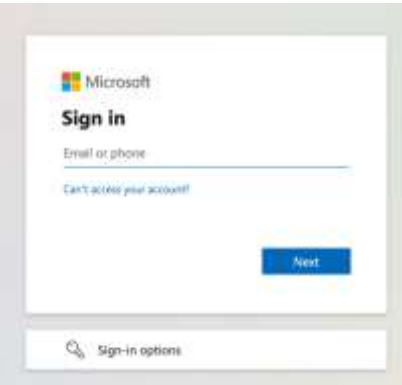
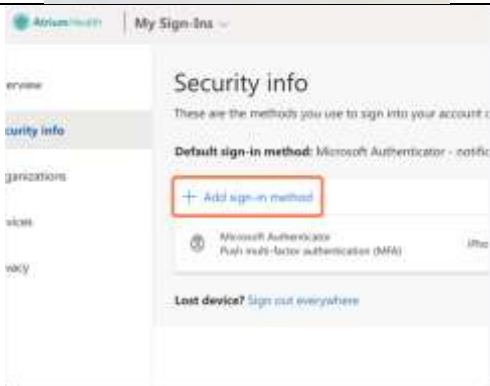
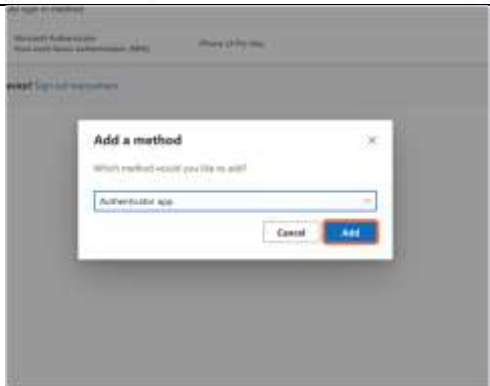
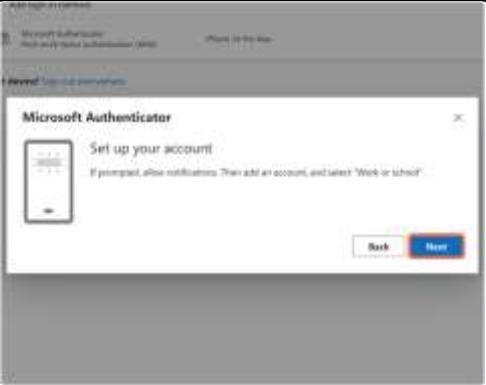



Removing Phone Callback MFA and Registering Microsoft Authenticator

Note: Ensure that you have the Microsoft Authenticator app installed on your mobile device before proceeding.

Step 1 – Register Authenticator App Method

<p>1. Open a web browser on your computer and go to https://aka.ms/mysecurityinfo.</p>	
<p>2. If prompted, enter your email address, and click Next. Enter your password, then click Sign In.</p>	
<p>3. Click + Add sign-in method.</p>	
<p>4. Choose Authenticator app from the drop-down list and click Add.</p>	

<p>5. Click Next.</p>	
<p>6. Now you will switch to your mobile device. Follow the instructions in Step 2 to install the Authenticator app on your mobile device. When complete, you will scan the QR code displayed in the browser window using the mobile app.</p>	

Step 2 – Install the Authenticator App on Your Mobile Device

<p>1. Install the Authenticator app.</p> <p>If you already have the Microsoft Authenticator app move on to Step 3.</p>	<p>To install the Authenticator app on iOS, scan the QR code below:</p>  <p>https://apps.apple.com/us/app/microsoft-authenticator/id983156458</p>	<p>To install the Authenticator app on an Android device, scan the QR code below:</p>  <p>https://play.google.com/store/apps/details?id=com.azure.authenticator</p>
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Step 3 – Register Your Mobile Device

1. Once the app is installed, open the Authenticator app.



iOS

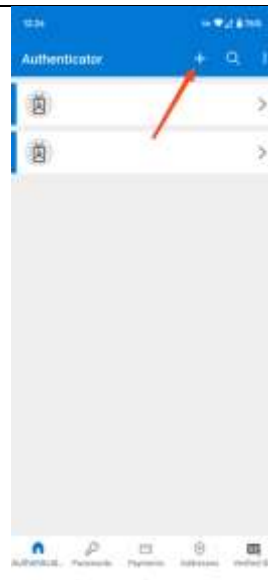


Android

2. Select (+) in the upper right corner.



iOS

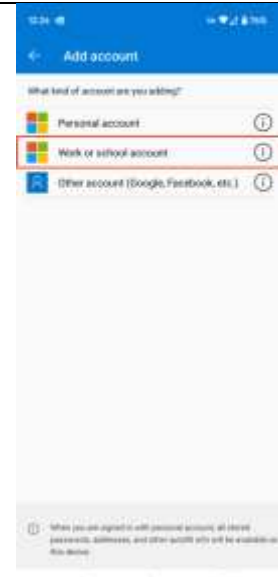


Android

3. Choose **Work or School** when prompted to add an account.



iOS



Android




4. Click the **Scan QR code** button.





iOS


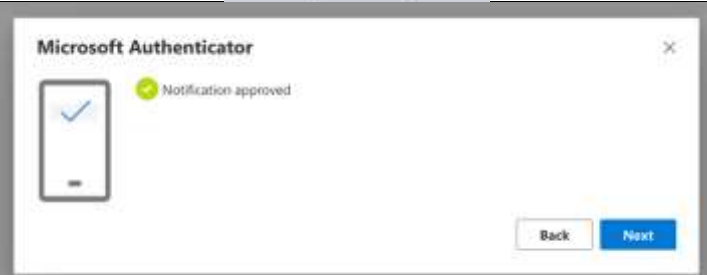


Android

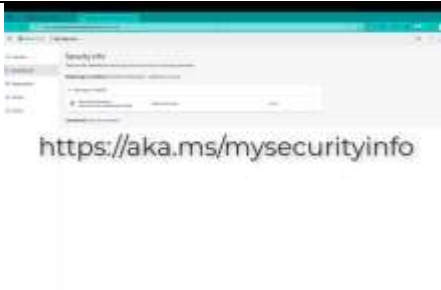


<p>5. Point your camera at the QR code in the web browser.</p>	 <p>iOS</p>	 <p>Android</p>
<p>a. Scan the QR code displayed in the browser window using the mobile app.</p>		

Step 4 – Complete Authenticator App Setup

<p>1. Return to the web browser. After scanning the QR code on your mobile device, click Next in the browser window.</p>	
<p>2. Next, you will receive a number for approval in the Authenticator app. Note the number displayed in the web browser.</p>	

<p>3. In the Authenticator app on your mobile device, enter the number displayed in the web browser to approve the notification. Click Yes.</p>	
<p>4. If the setup was successful, you will receive a green notification in the portal.</p>	

Step 5- Remove Callback Method

<p>1. After registering the Authenticator App, open your web browser and go to https://aka.ms/mysecurityinfo.</p>	
<p>2. Locate the entry called Phone or Office Phone. Click Delete.</p>	
<p>3. Click Ok to confirm deletion of the phone callback option.</p>	

4. Done! You have successfully removed the phone callback method and registered the Microsoft Authenticator app as your MFA method.