**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**

1. Open a web browser on your computer and go to [https://aka.ms/mysecurityinfo](https://aka.ms/mysecurityinfo).

2. If prompted, enter your email address, and click **Next**. Enter your password, then click **Sign In**.

3. Click **+ Add sign-in method**.

4. Choose **Authenticator app** from the drop-down list and click **Add**.
5. Click **Next**.

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.

### Step 2 – Install the Authenticator App on Your Mobile Device

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

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

![iOS Authenticator](image)

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

![iOS Authenticator](image)

![Android Authenticator](image)
3. Choose **Work or School** when prompted to add an account.

4. Click the **Scan QR code** button.
5. Point your camera at the QR code in the web browser.

a. Scan the QR code displayed in the browser window using the mobile app.

Step 4 – Complete Authenticator App Setup

1. Return to the web browser. After scanning the QR code on your mobile device, click Next in the browser window.

2. Next, you will receive a number for approval in the Authenticator app. Note the number displayed in the web browser.
3. In the Authenticator app on your mobile device, enter the number displayed in the web browser to approve the notification. Click Yes.

4. If the setup was successful, you will receive a green notification in the portal.

**Step 5 - Remove Callback Method**

1. After registering the Authenticator App, open your web browser and go to https://aka.ms/mysecurityinfo.

2. Locate the entry called Phone or Office Phone. Click Delete.

3. Click Ok to confirm deletion of the phone callback option.
4. Done! You have successfully removed the phone callback method and registered the Microsoft Authenticator app as your MFA method.