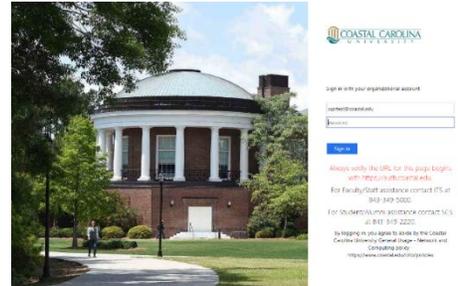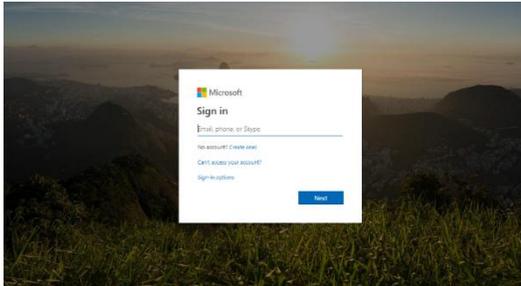# Microsoft Authenticator App Setup

If you have received a new phone, the device will need to be configured with the Microsoft Authenticator App.

1. Visit Microsoft's additional security verification page: https://www.coastal.edu/sspr.
2. Sign in with your CCU email address. Select **Next.** Enter your CCU password and select **Sign in.**

3. If your default option for authentication was using the Microsoft Authenticator App, select the option **Having trouble? Sign in another way**. This will list any additional options you have set previously for authentication, such as a text or call to your cell phone. Select the desired method and follow the onscreen instructions to retrieve the code from your phone, enter the code in the requested location and then select **Verify**.
   - **Note:** If you do not see any additional methods to use for authentication when selecting the **Having trouble? Sign in another way** this indicates that your accounts doesn't have any additional options for authentication configured. Please contact us so we can assist with resetting your MFA options.
     - Faculty/Staff: Submit a ticket at helpdesk.coastal.edu
   - Students/Alumni: Submit a ticket at https://www.coastal.edu/forms/studenthelpdeskform/
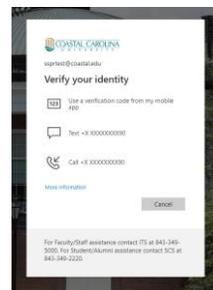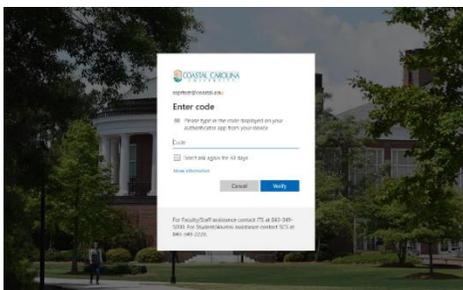
4. When prompted if you would like to Stay Signed in, choose your preferred option. **Please do not stay signed in on a public computer.**
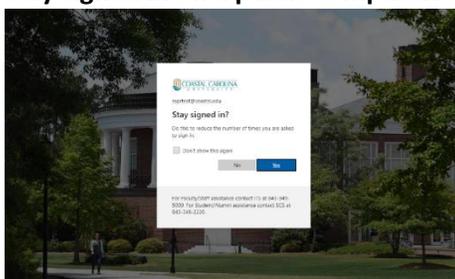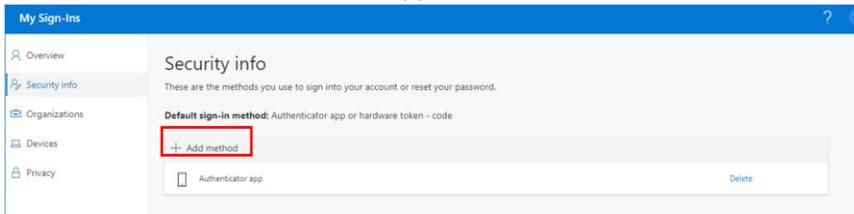
5. You will now be on a **Security info** page that will allow you to add/delete methods.
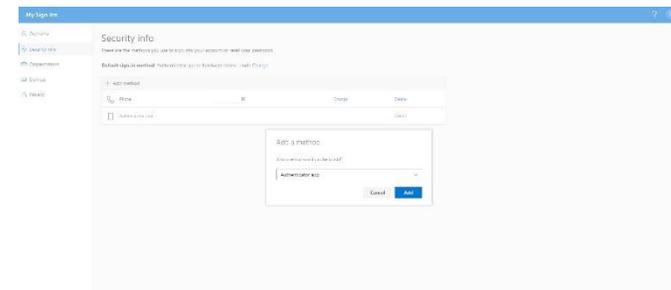
If you previously had the authenticator app configured, start by deleting the existing Authenticator app method.
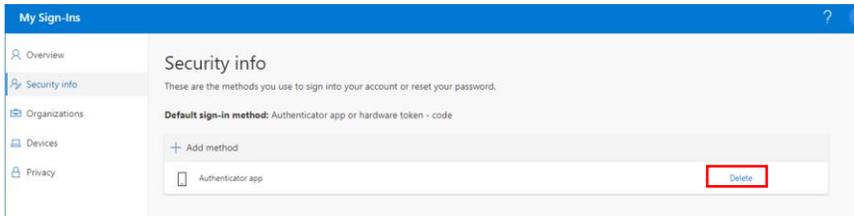
Then, re-add the Authenticator app. Select **+Add method.**

Additional authentication options will be displayed in a dropdown menu. Choose the **Authenticator app** and select **Add.**


Follow the onscreen steps to setup the Microsoft Authenticator App.
- If you need to reinstall the authenticator app on your phone, search for Microsoft Authenticator in your app store and follow the directions on your mobile phone or tablet for installing the app. (If you are setting up MFA using your mobile device, you can utilize the download now option on the screen to open your app store.)
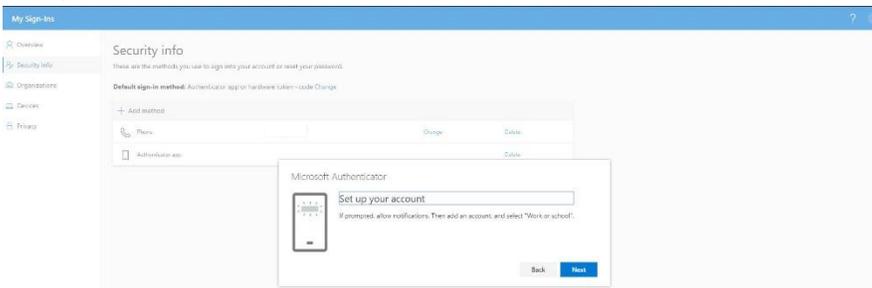
After you finishing installing the app or if you already have it, select **Next.**
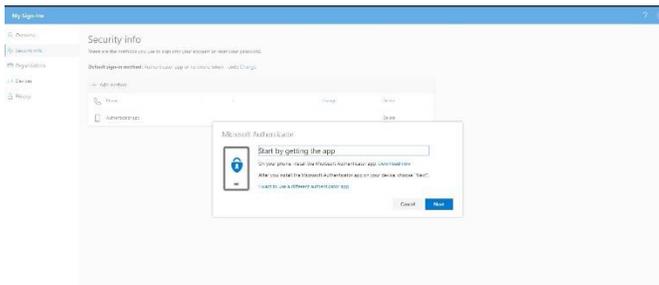
Open the Microsoft Authenticator app on your mobile phone or tablet. As instructed, select **Add account** and then select **Work or school account**.
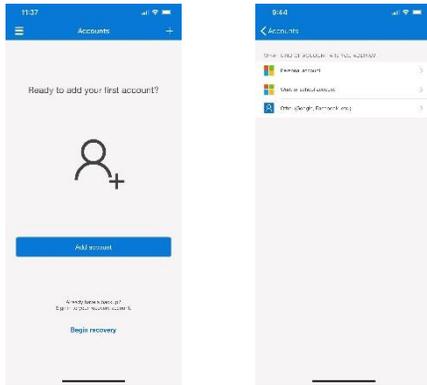
Then, click **Next**.

On the **Scan the QR code** page, scan the displayed QR code with your mobile phone or tablet's authenticator app, and then select **Next**. If you are unable to scan the QR code, select the **Can't scan image?** option to get a code that you will be able to enter in the app.
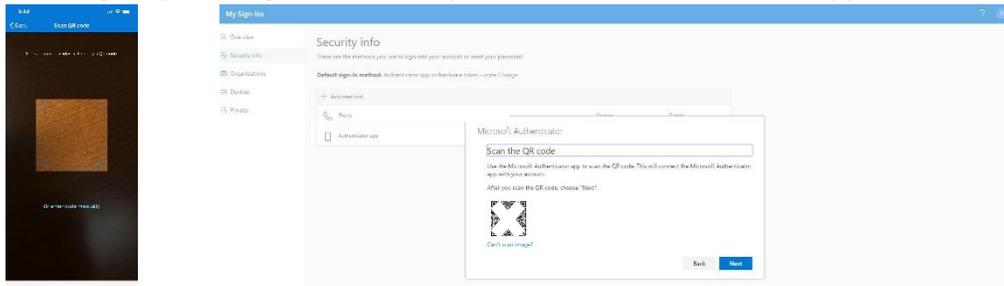
Enter the code that will be displayed in the authenticator app and select **Next.** The authenticator app will now be configured for use.