


Multi Factor Authentication for Android Devices

When using a Microsoft Office 365 App, the user is required to complete additional security steps known as Multi Factor Authentication (MFA.)

Quick Reference Guide

Install Microsoft Authenticator

- Open the [Play Store](#)
- Search for [Microsoft Authenticator](#)
- Click [Install](#)
- Click [Open](#)

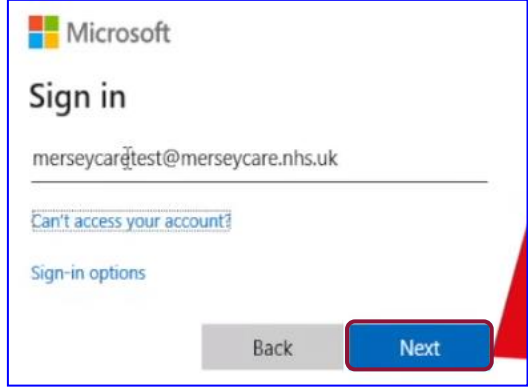

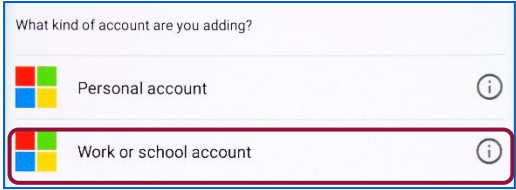
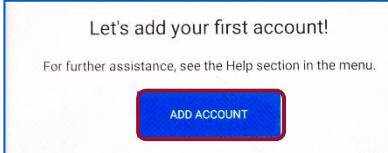
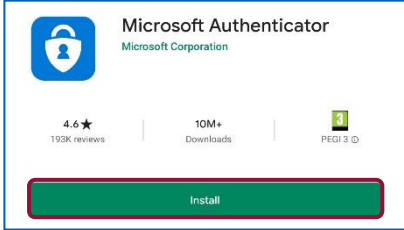
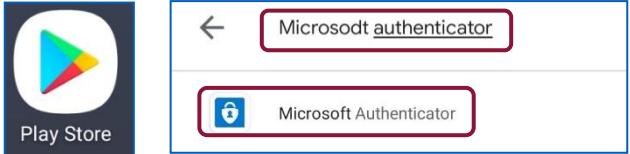


[Allow the App to use the Camera](#)

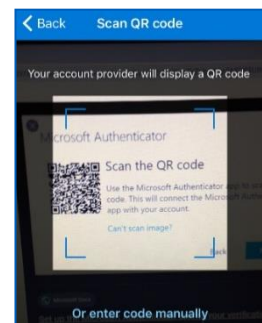
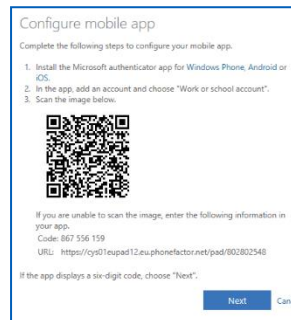
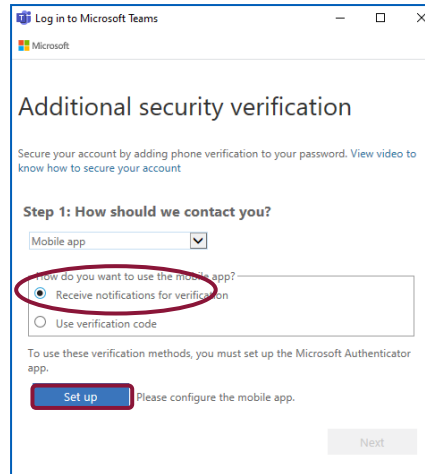
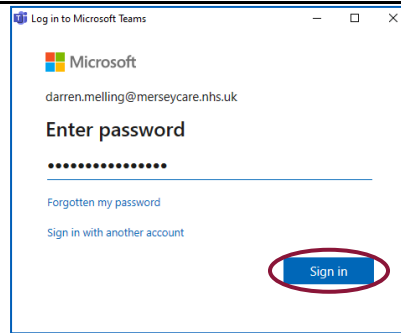
- Click [Add Account](#)
- Click [Work or school account](#)

Register

- Open the [Email](#) and [click on the link to register for MFA](#)
- Login using the work email address and password
- Click [Next](#)

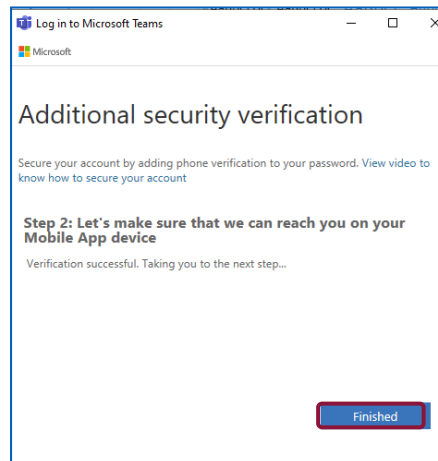


- Enter the **password** used for signing into Windows
- Click **Sign In**
- On the **More information is required** screen, click **Next**.
- **Step 1:** Select **Mobile App** from the drop down
- **Step 2:** Select **Require Notifications for Verification**
- Click **Set Up**
- Point the **device camera** at the **QR Code** on the computer screen



After a short period, the verification will complete

- Click **Finished**



Do not delete the **Authentication App** from the mobile phone as it may be needed for **Verification** at some point in the future.

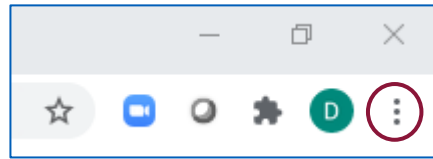


Troubleshoot

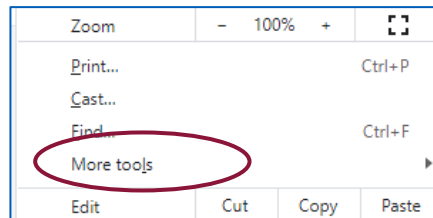
If the system automatically signs you in:

Google Chrome

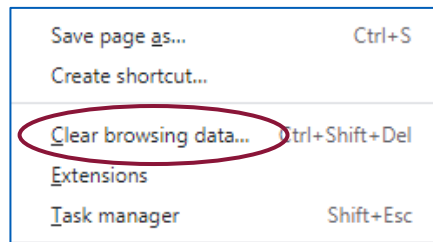
- Open Chrome
- Select the **three dots** from the top right of the browser



- Select **More Tools**

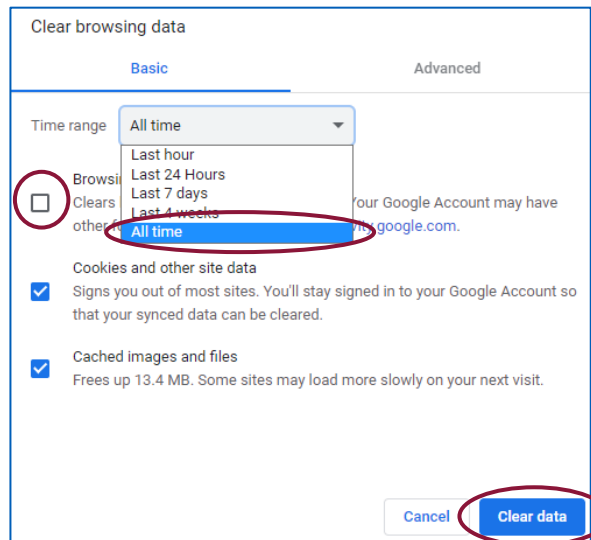


- Select **Clear Browsing Data**



- Change the drop down to **All time**

- Untick the **Browsing History** option



- Select **Clear Data**

Try the authentication process again.

To book training or speak to a trainer, please get in touch via:
training@imerseyside.nhs.uk