Alternative Method for MFA other than SMS Texting

1.   Setup Microsoft Authenticator App

Using Microsoft Authenticator is the preferred (1st choice) method for MFA.

This method leverages a software app that must be installed onto a mobile device such as a cell phone, iPad, or other mobile devices capable of downloading, installing, and running the Microsoft Authenticator. In essence, the software app works similarly to the Security Token in that the software app will generate the random 6-digit code.   These instructions follow the MS Authenticator App installation.

The Microsoft Authenticator App has an additional feature that a Security Token does not. It's called "Notify me through App," but this feature is not recommended for use.

Positive aspects *of using the Microsoft Authenticator App*

- The use of either App is free – no cost is associated with its use.

- Microsoft imposes no use limitation on the use of the Authenticator Apps.   Unlike SMS text messaging or Voice Calling, which have a limit imposed by Microsoft (and will stop working once those thresholds are hit), the Microsoft Authenticator App has no such limitations.   The App will run consistently with or without Internet access and with or without cellular phone service.

- A personal device for this verification method is not required if you have been issued a CBU-managed mobile device; if you do not have a CBU-managed mobile device, then a personally owned device will be required.

- The App will work without Internet access, so if you are in an area without cellular service or cannot connect the mobile device to any Internet services, the App will continue to generate the random 6-digit codes needed for verification.

Potential problems *with the Authenticator App*

- If you are out of the country, you may have difficulty accessing and downloading the Microsoft Authenticator App.   We have had reports that from within China, the Microsoft Authenticator App could not be accessed.   So it would be best to install it before the need arises.

Instructions for setting up the Microsoft Authenticator or Google Authenticator Applications

1. [Mobile device]   First, install the Microsoft Authenticator App (onto your mobile device).   You can locate the Microsoft Authenticator App in either the Apple App Store or Android's Google Play Store.   Additionally, either of the two Authentication Apps can be downloaded from Microsoft:

   https://www.microsoft.com/en-us/security/mobile-authenticator-app?cmp=vgfp7d_40oczo

2. [Computer] On a computer (not your mobile device), go to this link and sign in with your Active Directory account (CBU user account):

   https://mysignins.microsoft.com/security-info

3. [Computer] Click on "Add sign-in method":
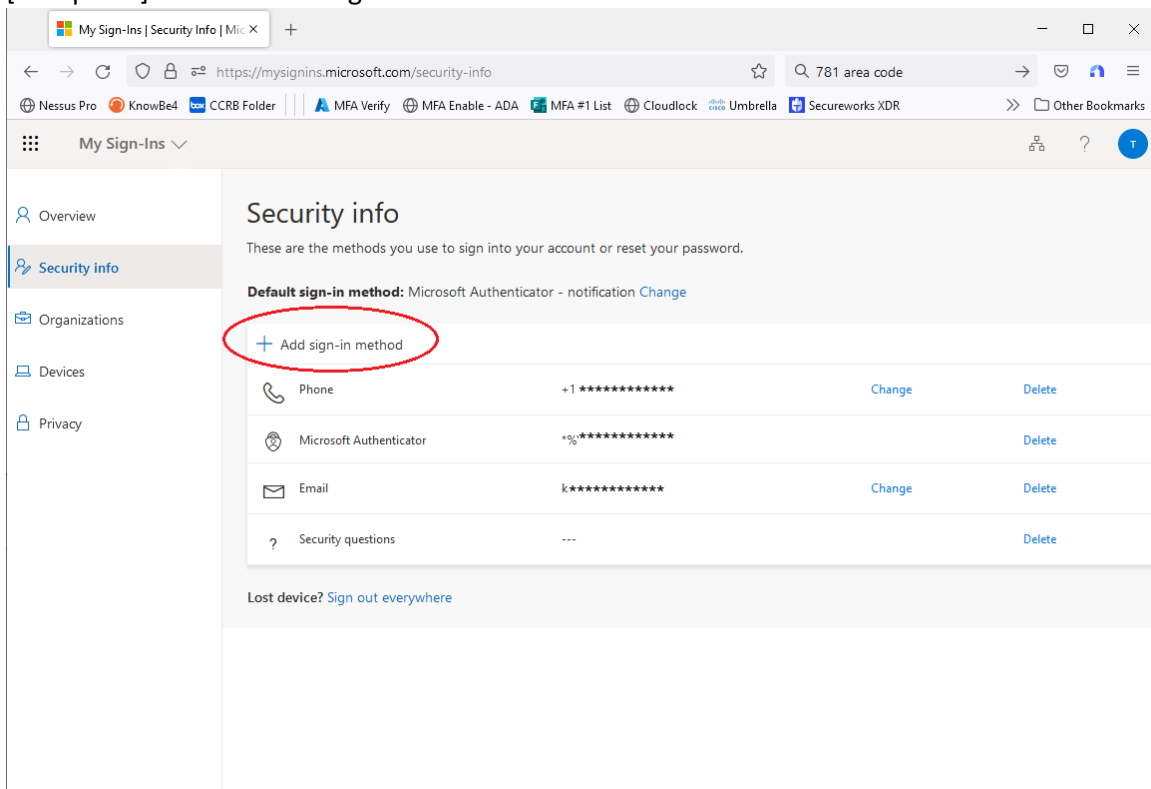
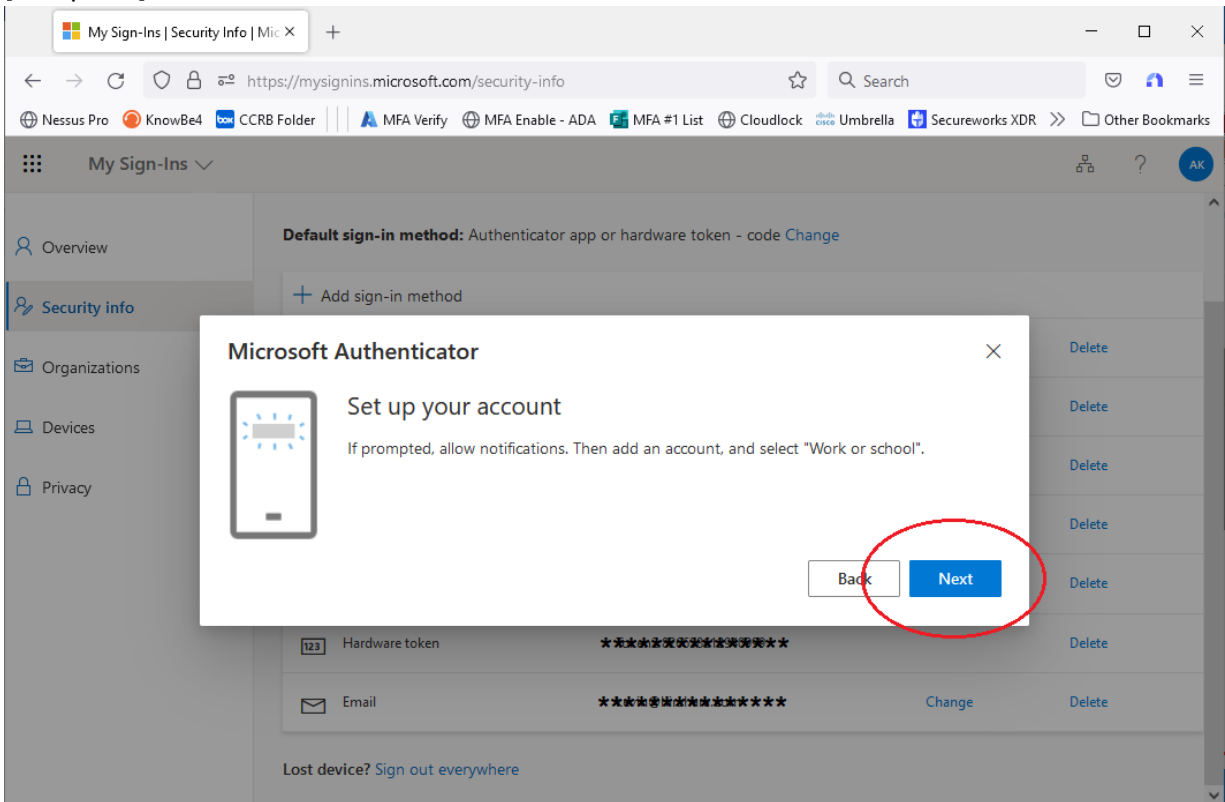*The remainder of Page Intentionally Left Blank*

4. [Computer] Click on the Drop Down, select "Authenticator app," and click "Add" to continue.
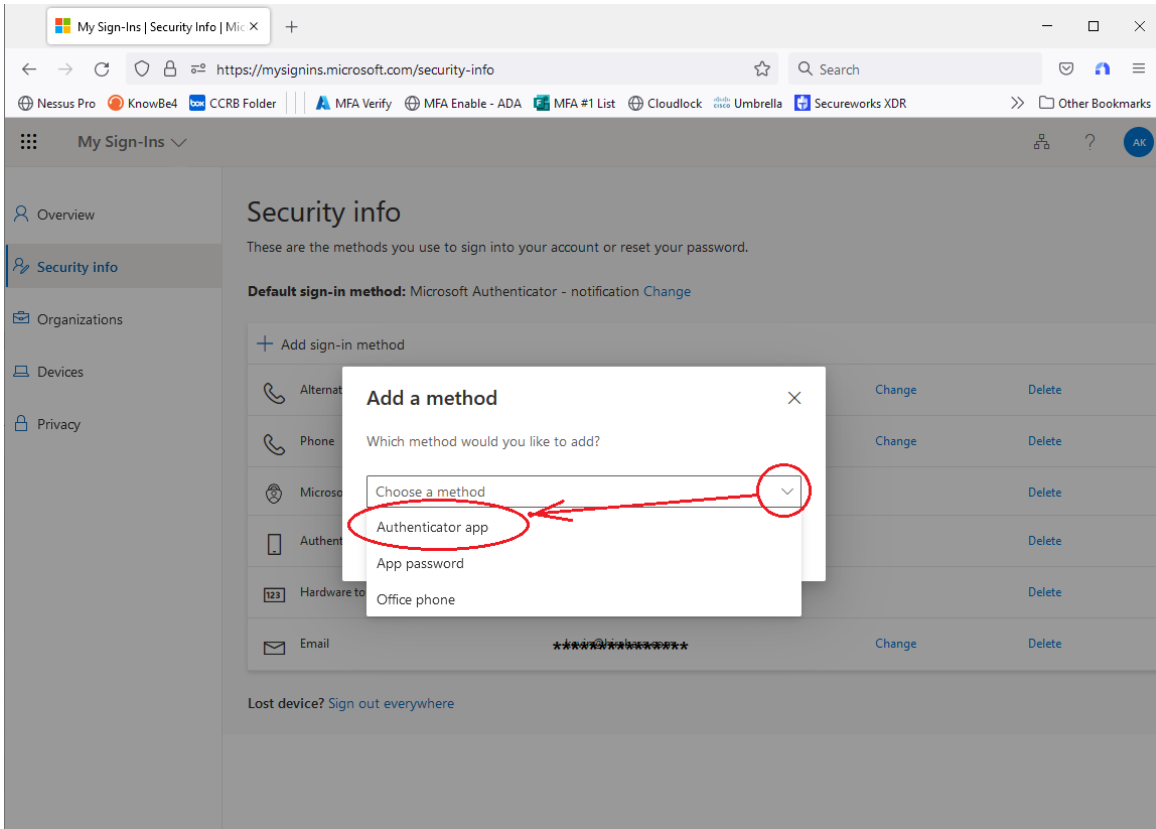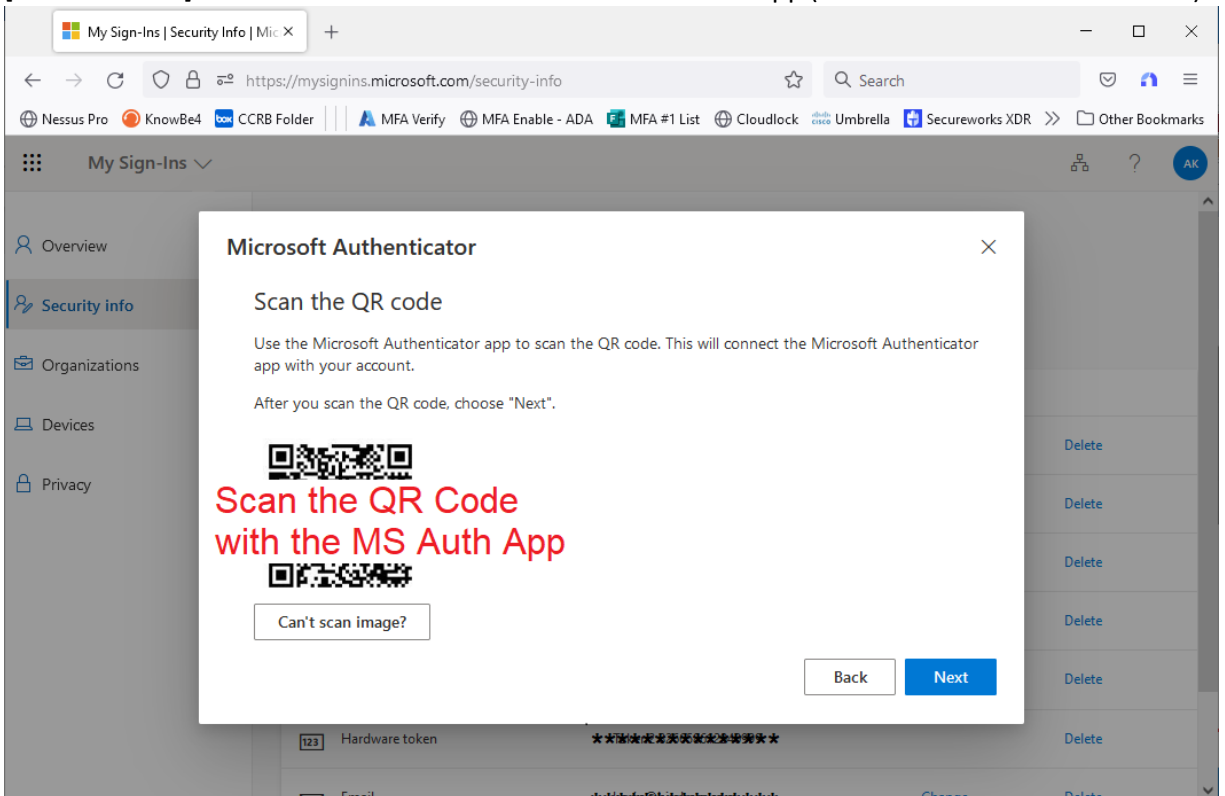

5. [Computer] The resulting screen defaults to installing Microsoft Authenticator, as shown below. Here, we will click "Next" because Microsoft Authenticator is what we are setting up.
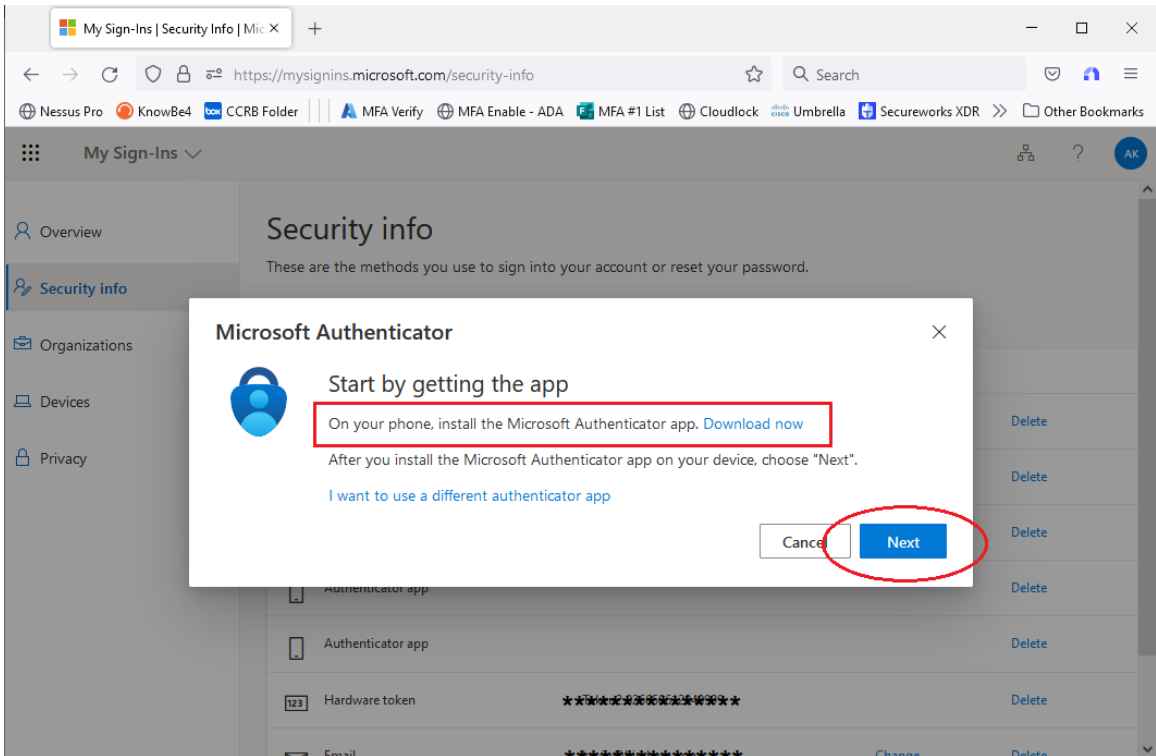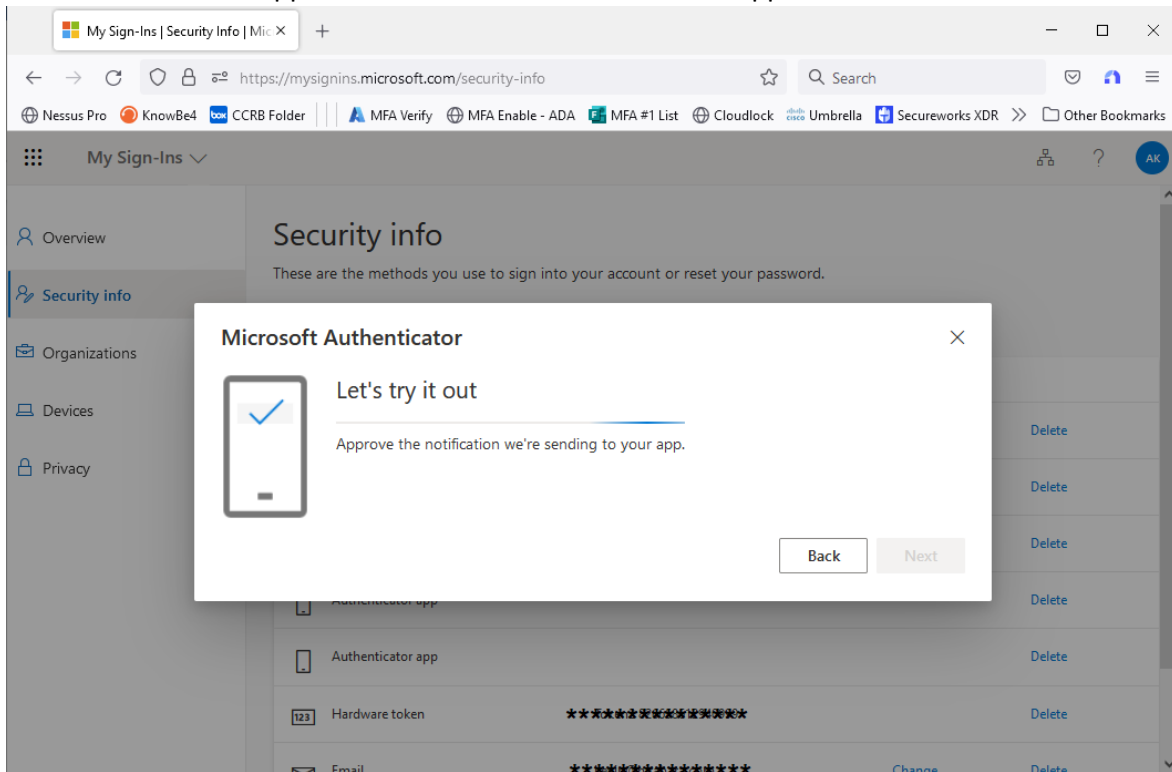
6. [Computer] Click "Next" one more time

7. [Mobile device] Scan the QR Code with the MS Authenticator App (not the mobile device's camera)

8. Now MS will send an approval code to the MS Authenticator App


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a. Go to your mobile device (in this case, it is an iPhone), open your Microsoft Authenticator, and click the "+" in the upper right corner to Add a new account.

You will select "Work or school account":

You are going to Add an entry to your MS Authenticator App

Select "Work or school account"
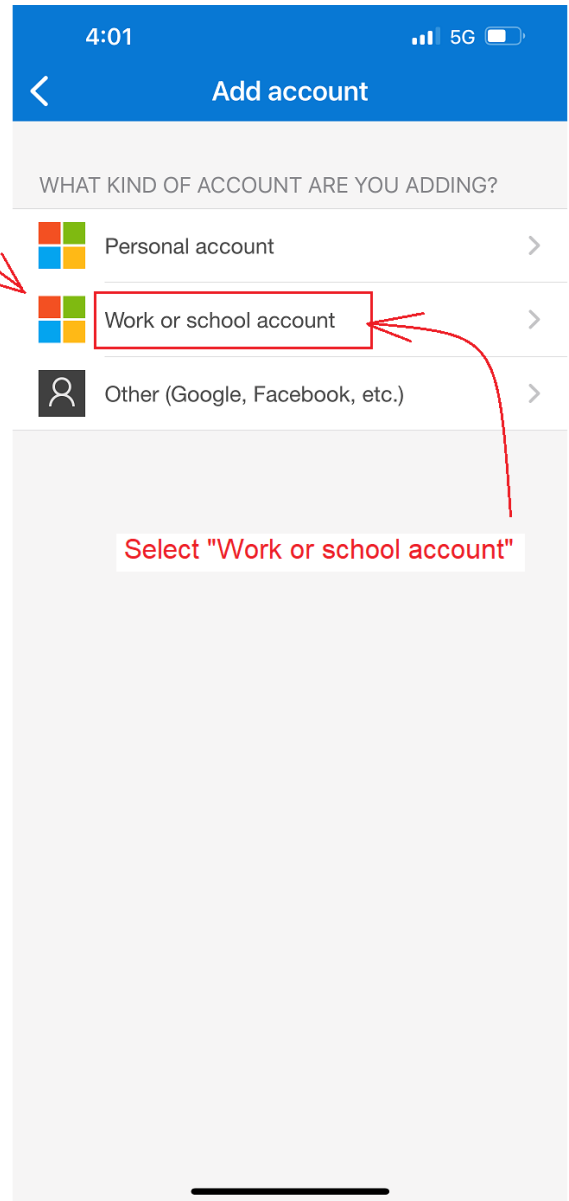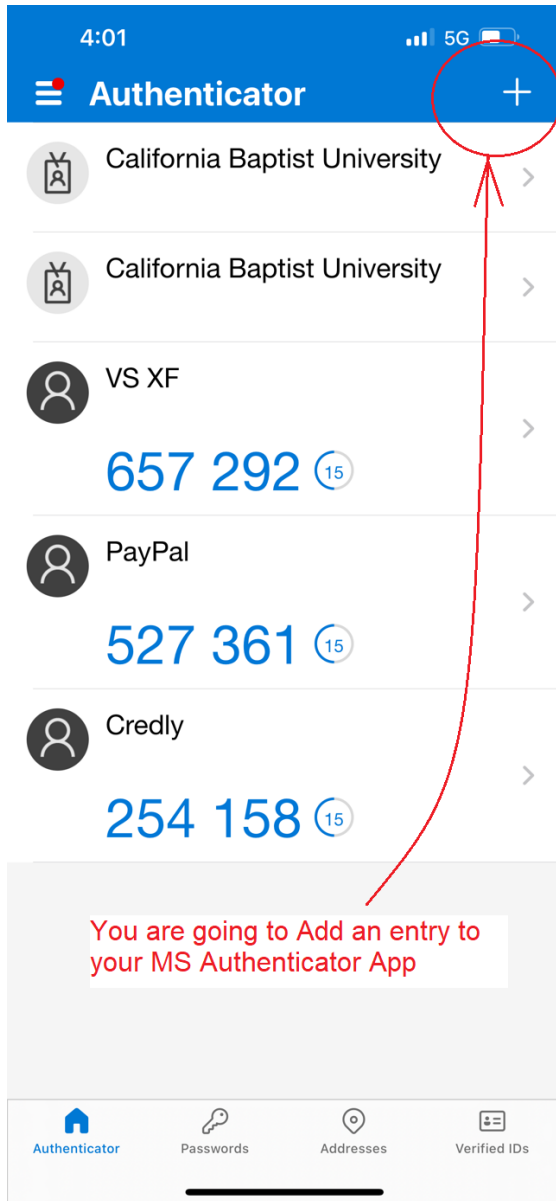
b. Once you click "Work or school account," you will be asked to log in.   You will use the QR code displayed on the computer by pointing the device camera to it (using the Microsoft Authenticator App).

Note that you are not using the camera application but rather the MS Authenticator App leveraging your camera (you are not taking a picture).
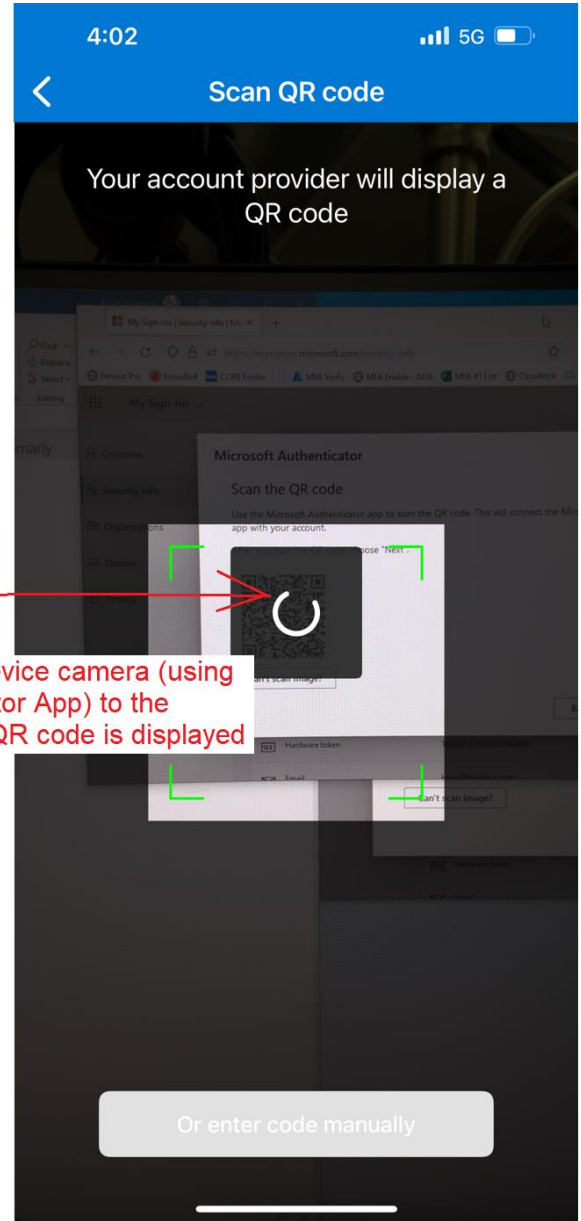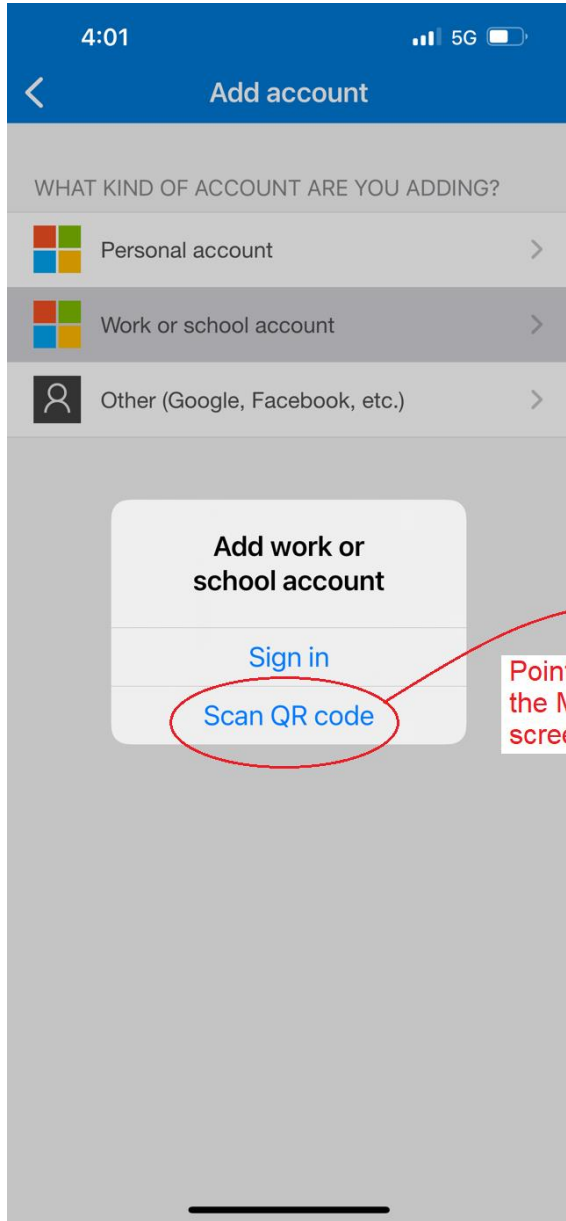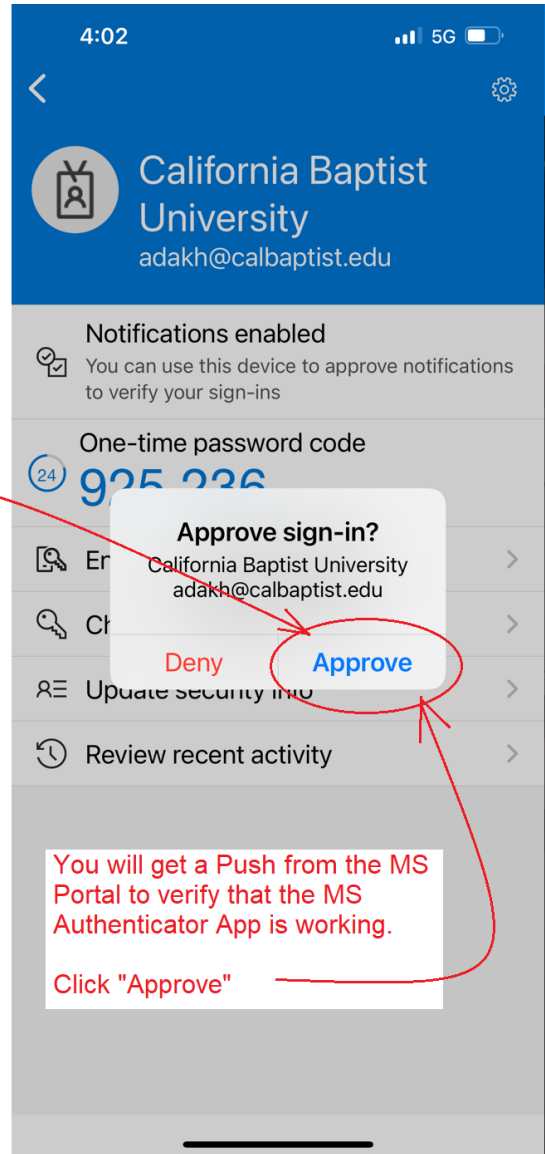
c. Once the scan is complete, you will see the new entry appear in the MS Authenticator App
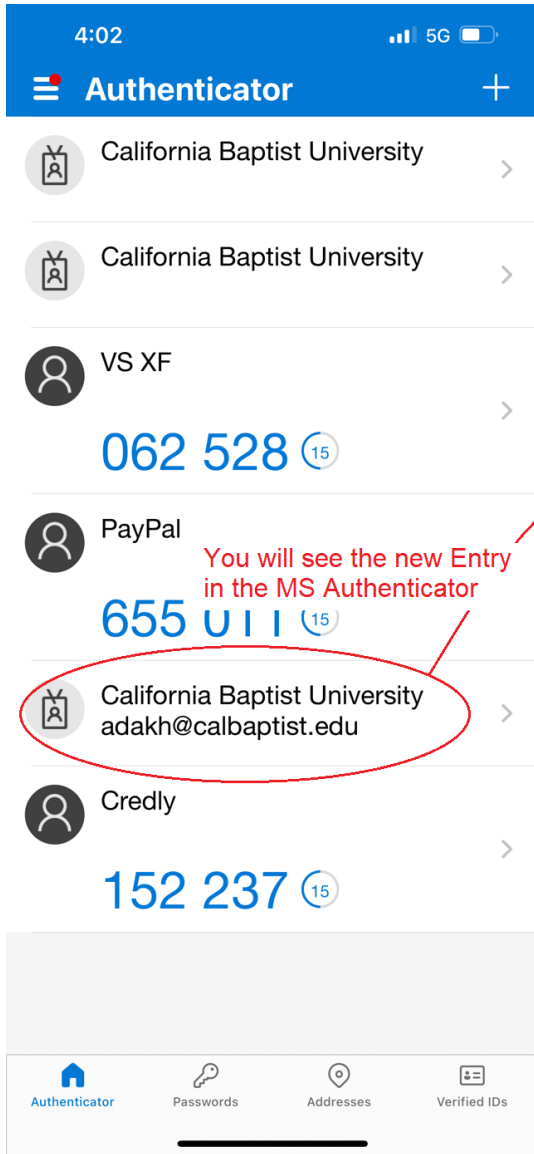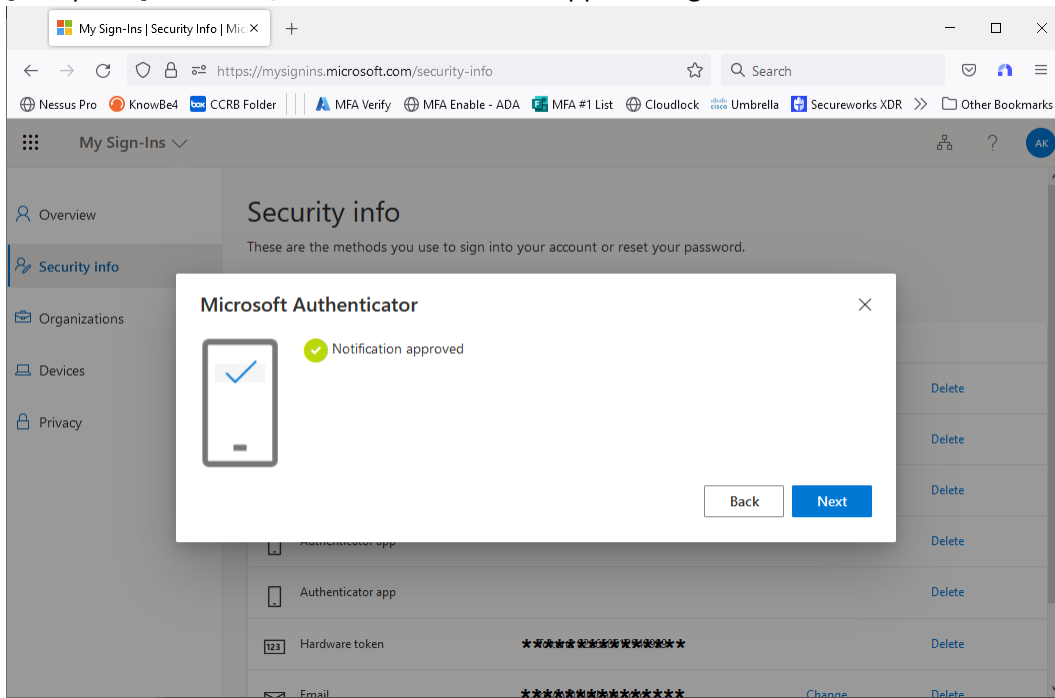

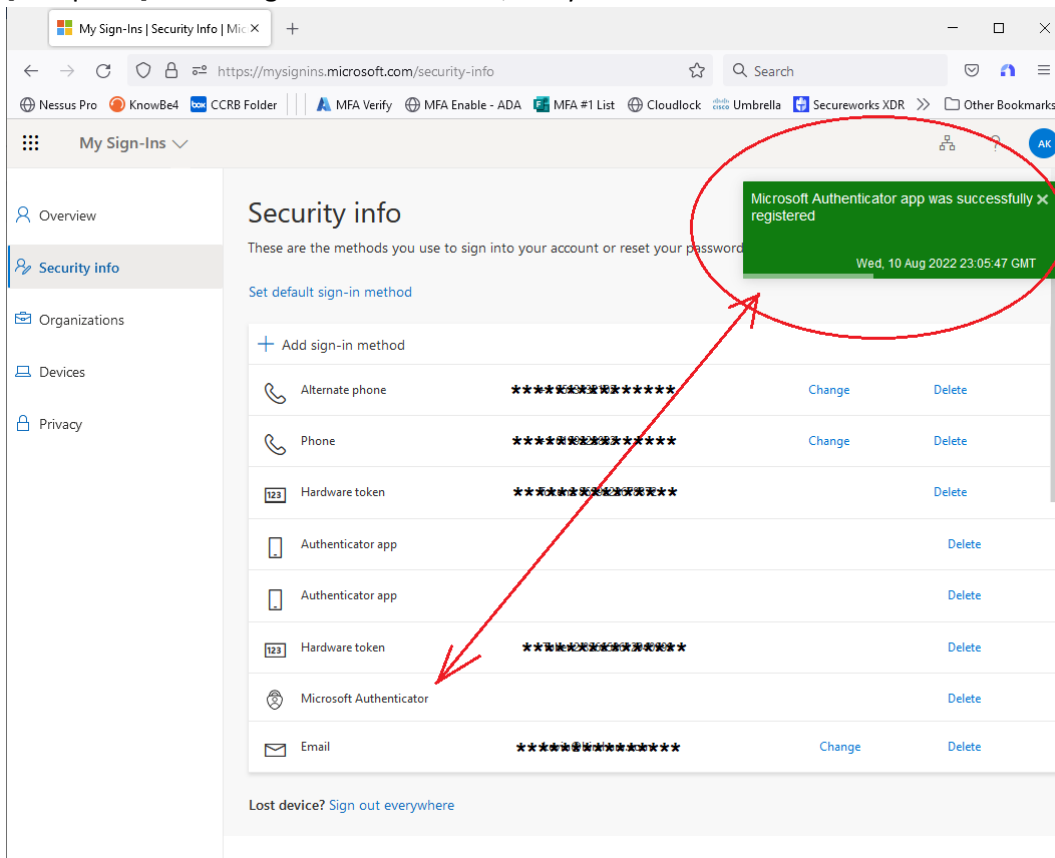You will see the new Entry in the MS Authenticator

You will get a Push from the MS Portal to verify that the MS Authenticator App is working.

Click "Approve"

9. [Computer] And now, the MS Authenticator App is configured

10. [Computer] You will get a success notice, and you'll see "Microsoft Authenticator" in the list of methods

– and you are done