

Setup MS Authenticator (iOS)

A guide to setting up Microsoft Authenticator for an iOS smartphone



CORNWALL
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GROUP

Setup MS Authenticator on an iOS device

This guide will run through how to download, install and setup Microsoft Authenticator on your personal iOS device. This is required to use your Cornwall College Microsoft account off Campus.

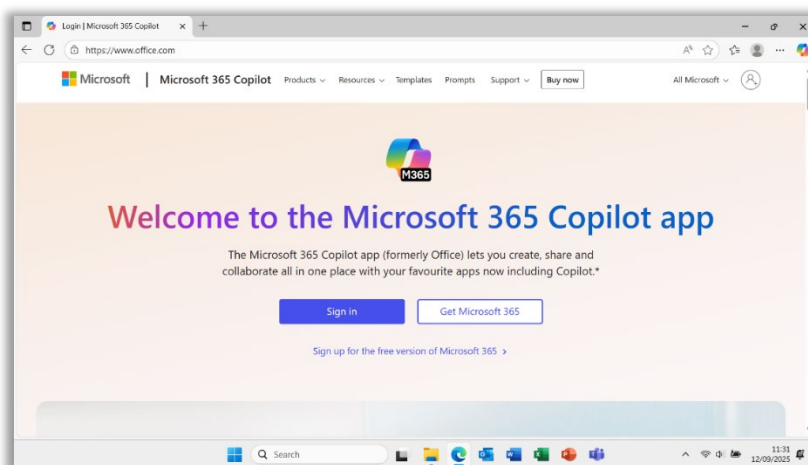
Cornwall College will have no control over your personal devices, we can only manage Microsoft applications installed onto your devices, if you are using a Cornwall College account.

To setup the Authenticator App, or any MFA (Multi Factor Authentication), for your Cornwall College account you must be on Campus at a College computer, not on a personal computer.

If you are remotely enrolling for a course this guide will work, using your personal computer.

Changing your account Password

1. Firstly, sign into a college computer, using your username and password.
2. Open Microsoft Edge, navigate to <https://www.office.com>, and select "Sign In".

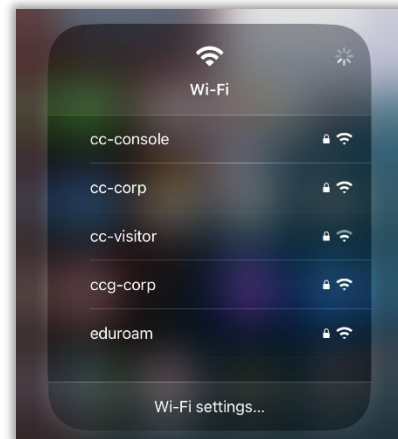


3. If this is the first time you have logged into a college computer, you will be prompted to change your password.

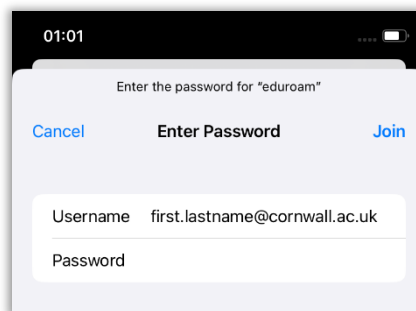
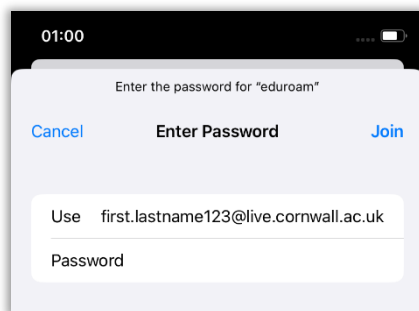
Connecting your iOS device to eduroam

Please make sure your personal iOS device is connected to the internet. If you are on a Cornwall College campus you can connect to the eduroam Wi-Fi by performing the following:

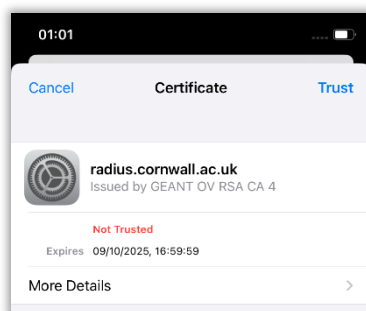
1. Open your Wi-Fi settings by swiping from the top right of your screen down then hold on the Wi-Fi icon.
2. Tap on the eduroam Wi-Fi connection.



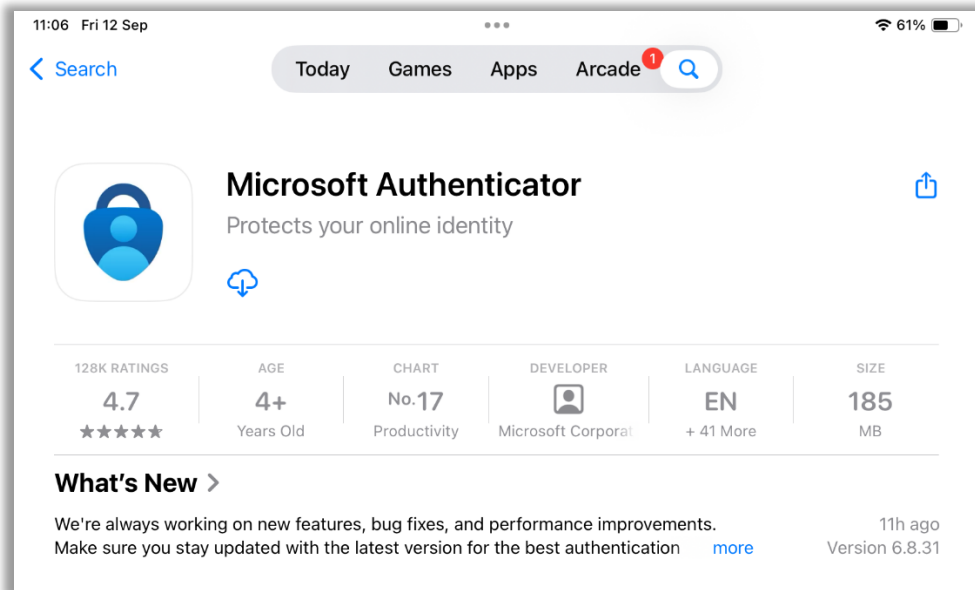
3. Enter your Cornwall College email address and password.



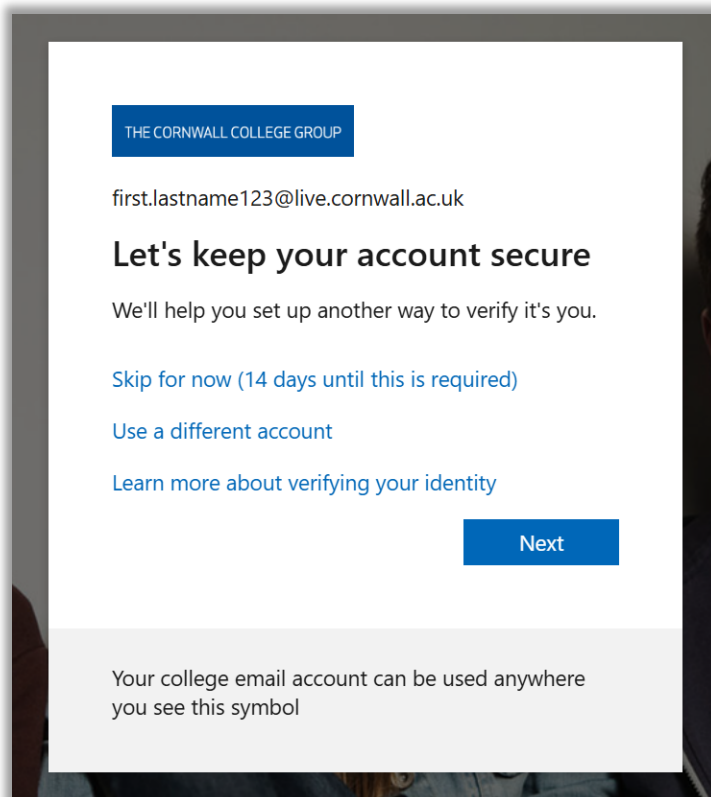
4. Select "Trust" for the certificate.



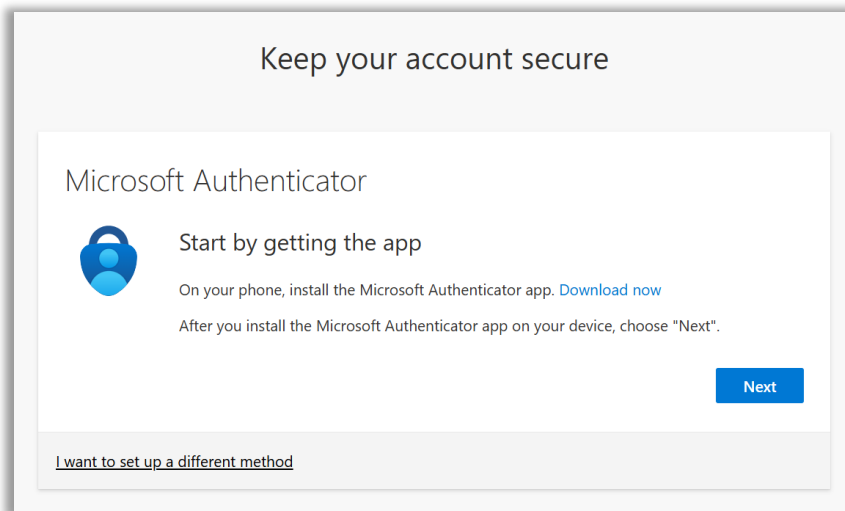
- Once connected to the internet open the Apple App Store, search for Microsoft Authenticator, then tap "Get". If you already have Microsoft Authenticator move onto the next step. **Do not sign into the app directly, follow the instructions below to connect to your college account.**



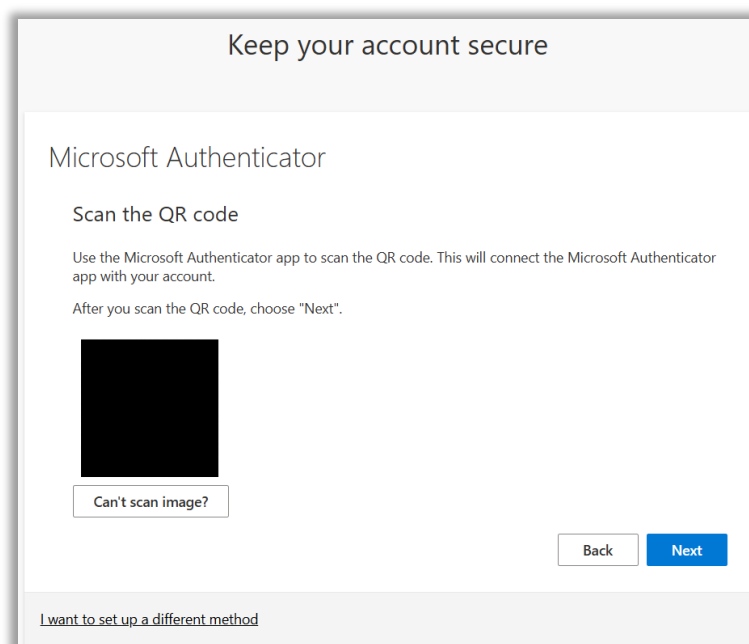
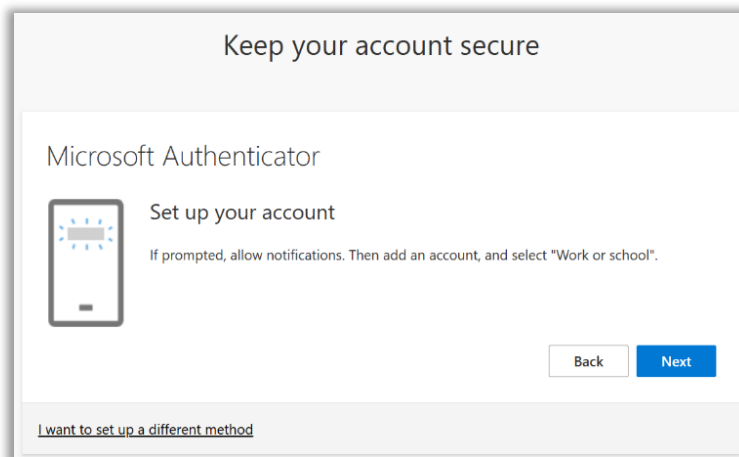
- Once you have signed into Microsoft Office on the college computer you will be prompted to keep your account secure, and setup MFA, please select "Next".



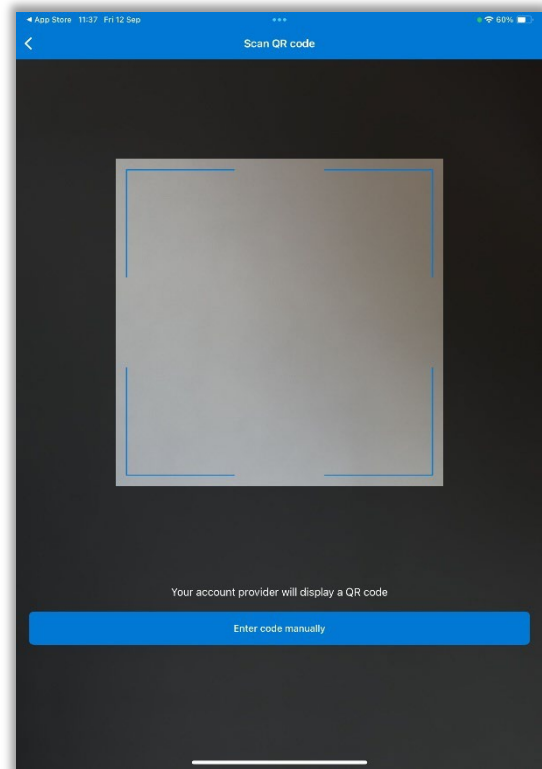
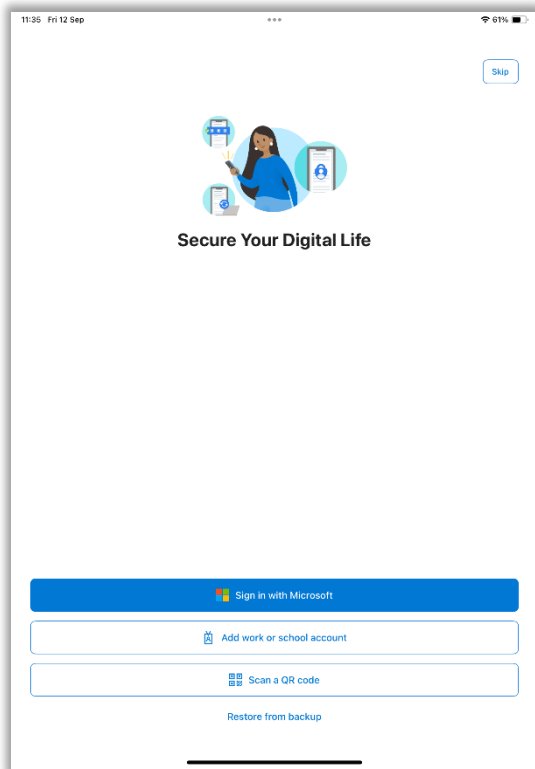
6. If you have not yet installed Authenticator, please install Microsoft Authenticator, then select “Next”.



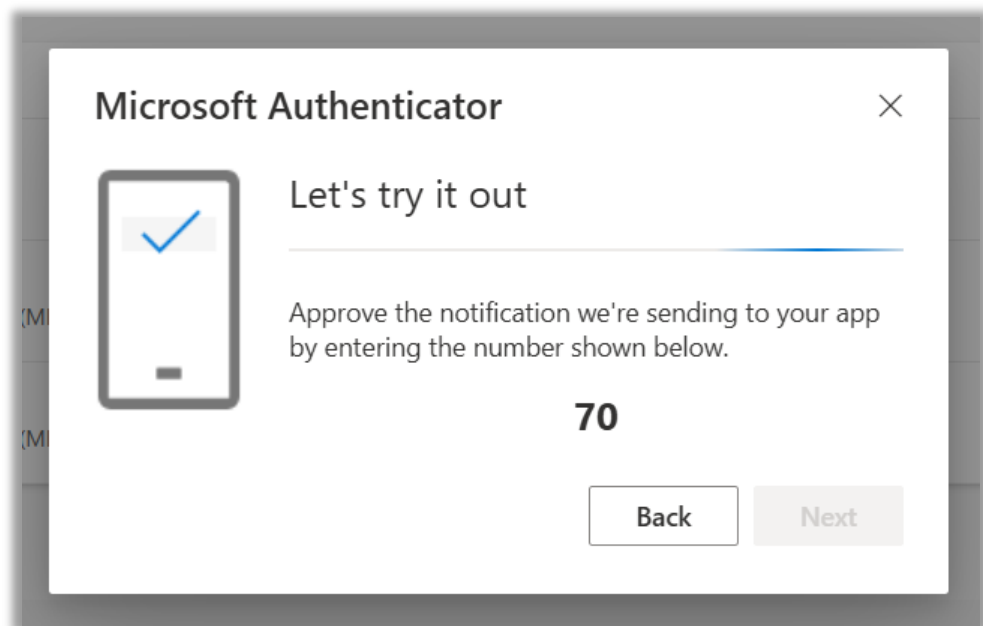
7. Select “Next”, you will then see a QR code show on screen.



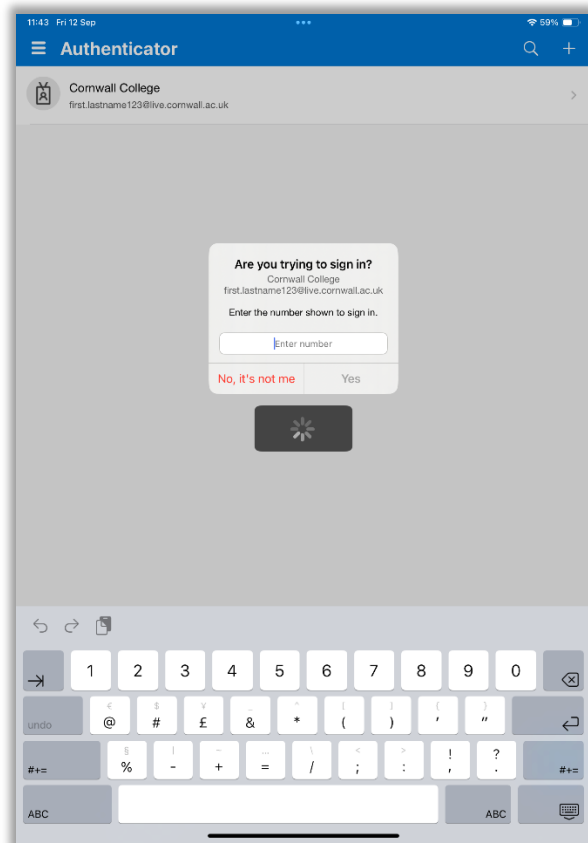
8. On your iOS device please open Microsoft Authenticator, accept and continue on the prompts, until you see the screen below. If you are asked for push notifications select “Allow”. Ensure your phone is not in “Do Not Disturb” or “Flight Mode”. On this screen select “Scan a QR code” and scan the QR code on the computer screen.



9. Select “Next” on the computer, this will then ask you to test if Microsoft Authenticator is working correctly.



10. On your phone you will see a prompt like the one below, type in the number and select yes.



Troubleshooting

I've selected "Skip for now" and not "next" when I logged in.

If you've selected skip, please go to <https://aka.ms/mysecurityinfo>, select "Add sign-in method", and "Microsoft Authenticator".

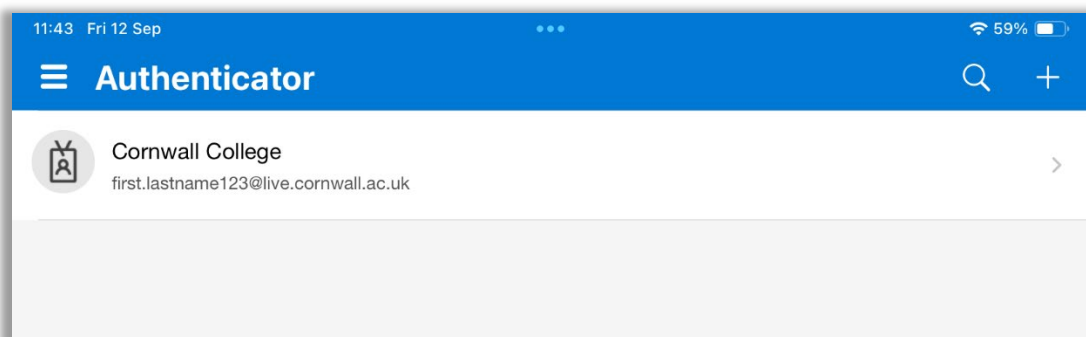
I wasn't prompted to setup Authenticator.

If the prompt to setup Authenticator did not appear it could be that you've setup Microsoft Authenticator before, please go to <https://aka.ms/mysecurityinfo>, select "Add sign-in method", and Microsoft Authenticator. If you have any issues, please contact the IT helpdesk at helpdesk@cornwall.ac.uk or phone 01209 616111.

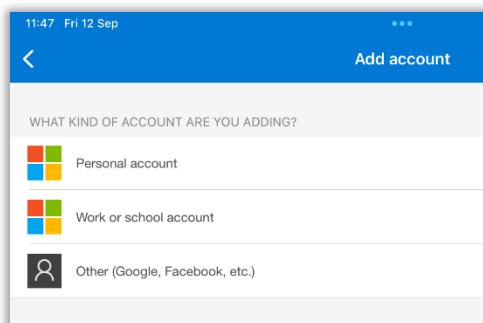
My Microsoft Authenticator doesn't show "scan a QR code".

If you have pressed "skip" in Microsoft Authenticator, or have previously used the application and have another account added:

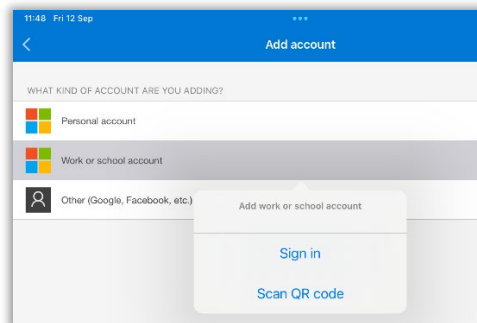
1. Select the + at the top right of the screen.



2. Press "Work or school account".



3. Select "Scan QR code".



Contact Information

If you have any questions or issues with setting up Microsoft Authenticator, please contact the helpdesk at helpdesk@cornwall.ac.uk or phone 01209 616111.