

Setup MS Authenticator (Android)

A guide to setting up Microsoft Authenticator for an Android smartphone



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Setup MS Authenticator on an Android device

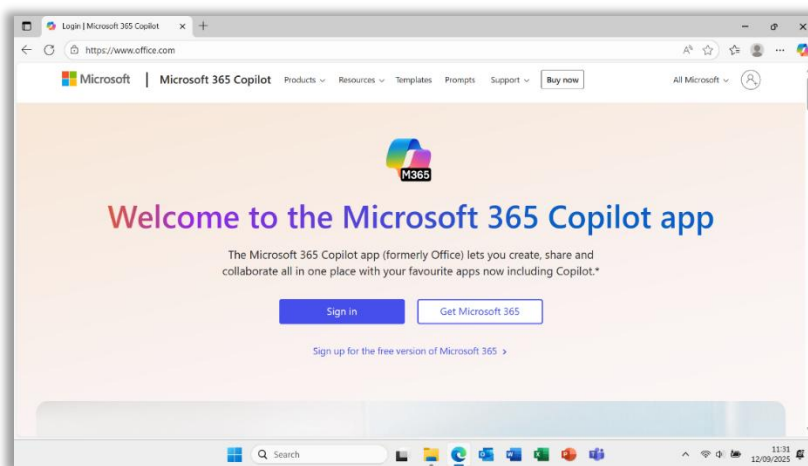
This guide will run through how to download, install and setup Microsoft Authenticator on your personal Android device. This is required to use your Cornwall College Microsoft account off Campus.

Cornwall College will have no control over your personal devices, we can only control 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.

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.

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first.lastname123@live.cornwall.ac.uk

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

Your college email account can be used anywhere you see this symbol

Connecting your Android device to Eduroam

Please make sure your personal Android 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:

Install the GetEduroam App from the Google Play Store



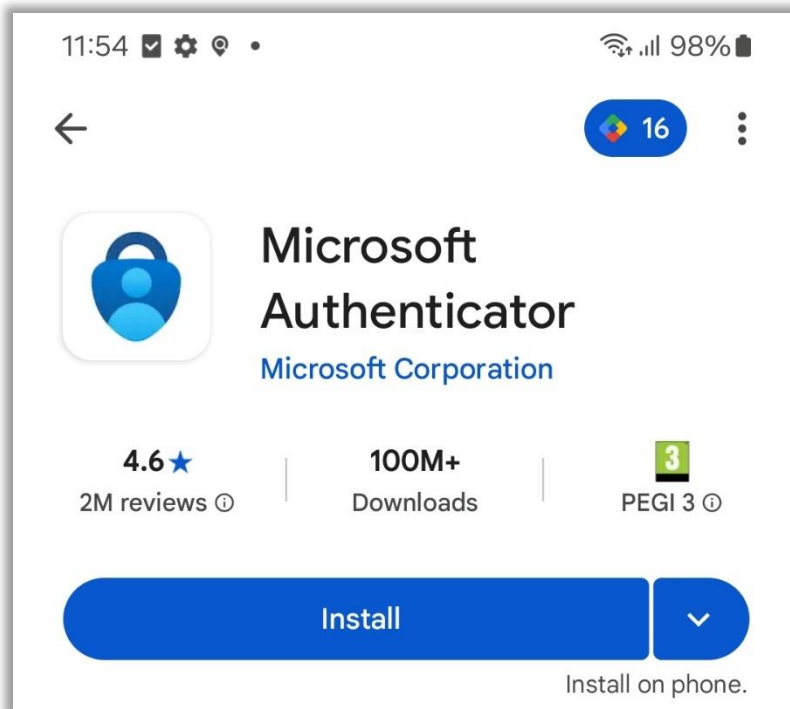
geteduroam

get connected wherever you are

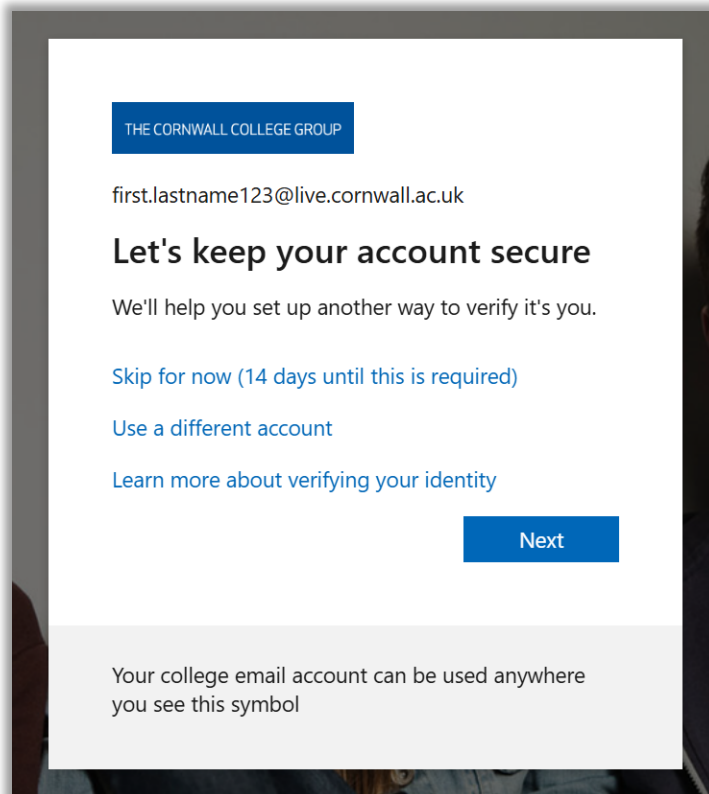
- Open the App
- Search for Cornwall College
- Select Students
- Click **Connect**
- Username = Your college email address
- Password = Your college password
- Click **Log in**
- Click **Save**

If you change your college password, make sure to update eduroam to the new one.

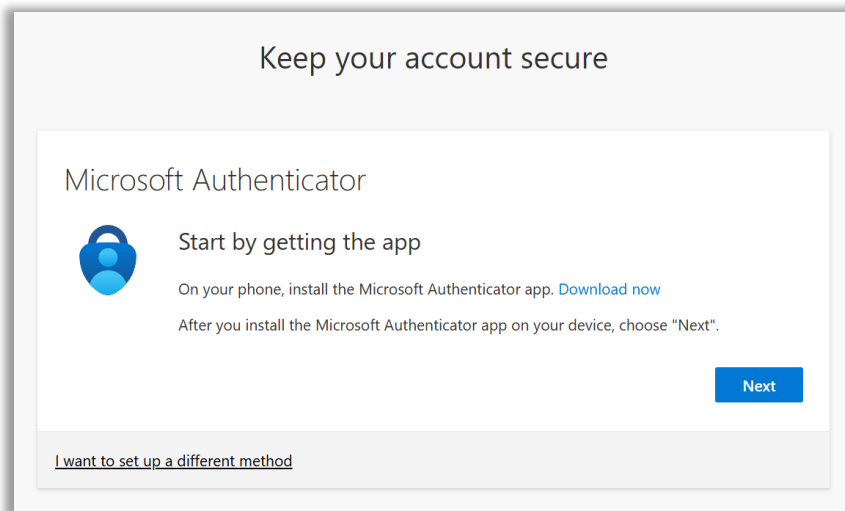
- Once connected to the internet open the Google Play Store, search for Microsoft Authenticator, then tap "Install". If you already have Microsoft Authenticator move onto the next step. **Do not sign into the app directly follow the instructions below to connect to your college account.**



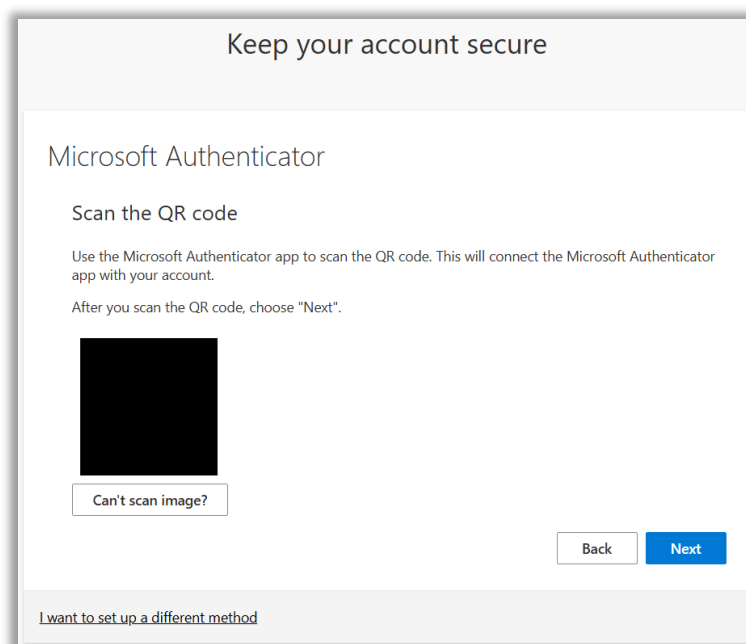
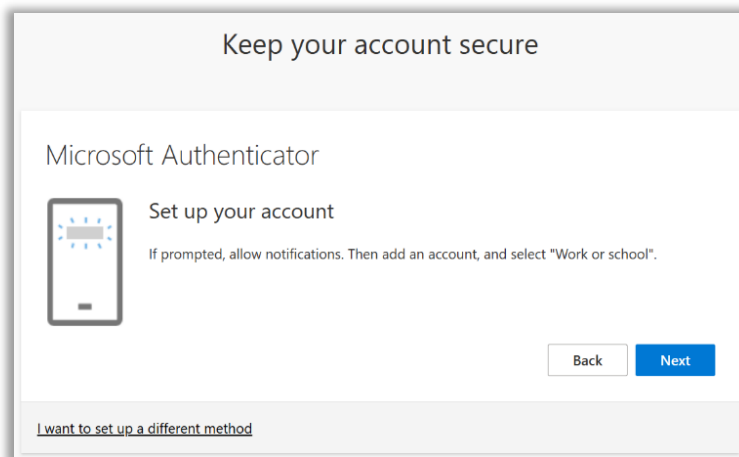
- Once you have signed into Microsoft Office on the college computer you will be prompted to keep your account secure, and setup MFA, please select "Next".



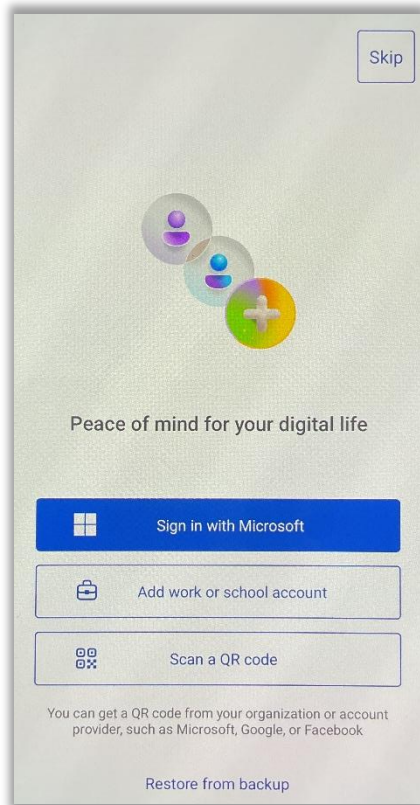
6. If you have not yet installed Authenticator, please install Microsoft Authenticator, then select “Next”.



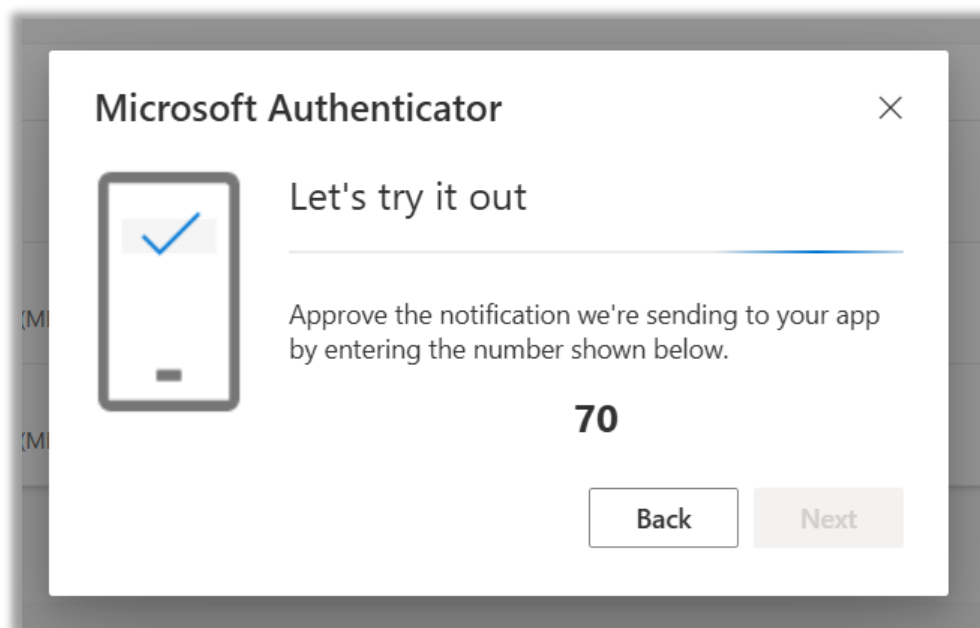
7. Select “Next”, you will then see a QR code show on screen.



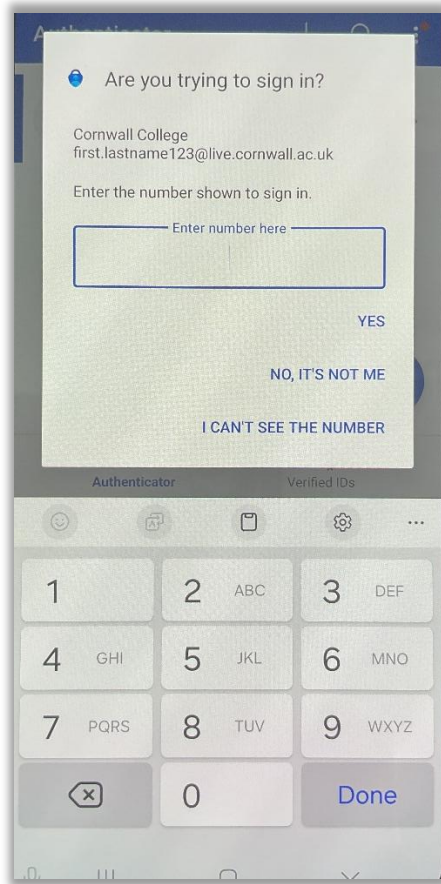
8. On your Android device please open Microsoft Authenticator, accept and continue on the prompts, until you see the screen below. If you are asked for push notifications select “Allow”. Ensure your phone is not in “Do Not Disturb” or “Flight Mode”. On your phone select “Scan a QR code” and scan the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

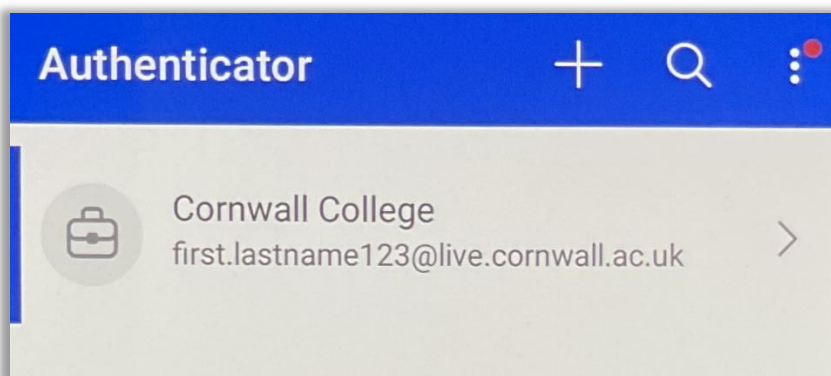
I wasn't prompted to setup Authenticator.

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.

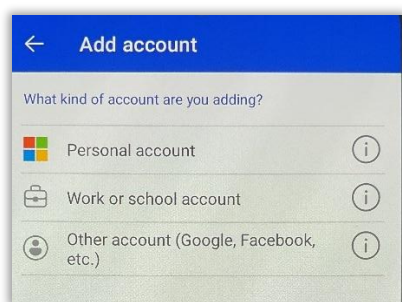
My Microsoft Authenticator doesn't show "scan a QR code".

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

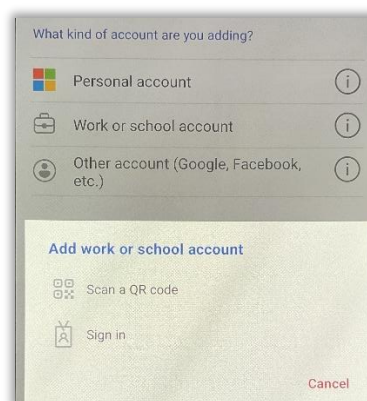
1. Select the + at the top right of the screen.



2. Press "Work or school account".



3. Select "Scan a QR code".



Contact Information

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