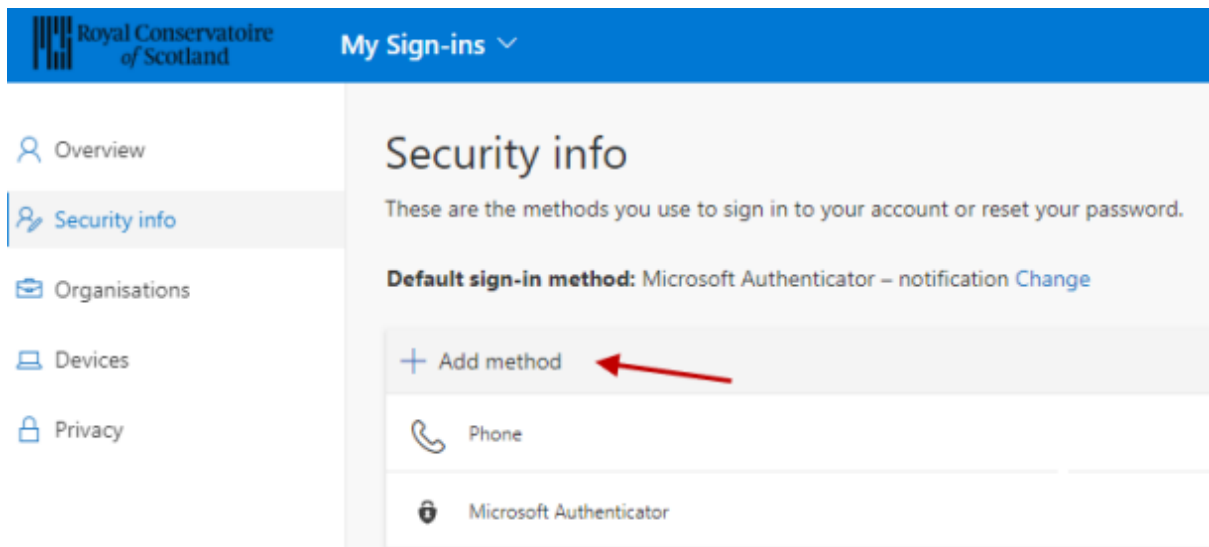


Microsoft Authenticator App – What if I get a new phone?

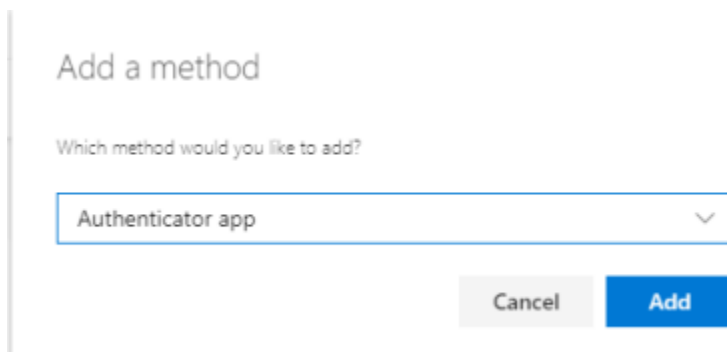
If you get a new mobile phone you will need to set up the Authenticator app before resetting or wiping the old phone

Log into <https://mysignins.microsoft.com/security-info>

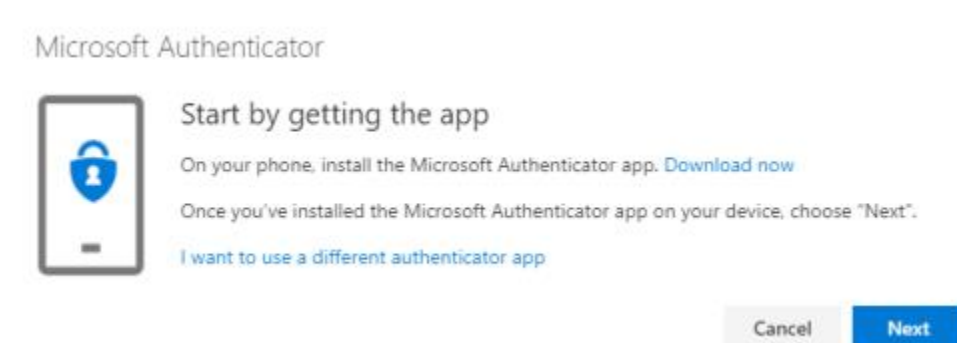
Here you will see your current authentication methods listed. Click Add method



Select Authenticator app and then Add



Download the app onto your new device, if you haven't already done so and then click Next



You'll be prompted to setup your account in the app, click Next to proceed

Microsoft Authenticator



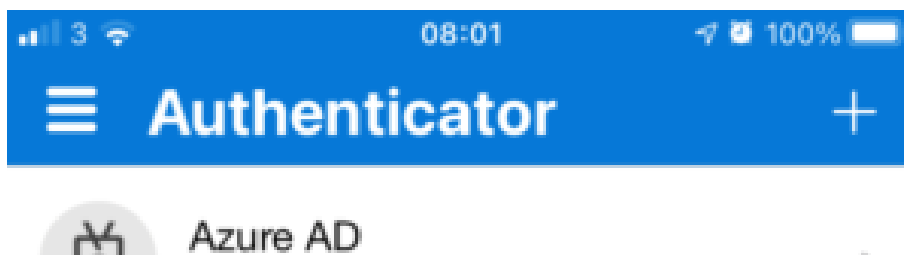
Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

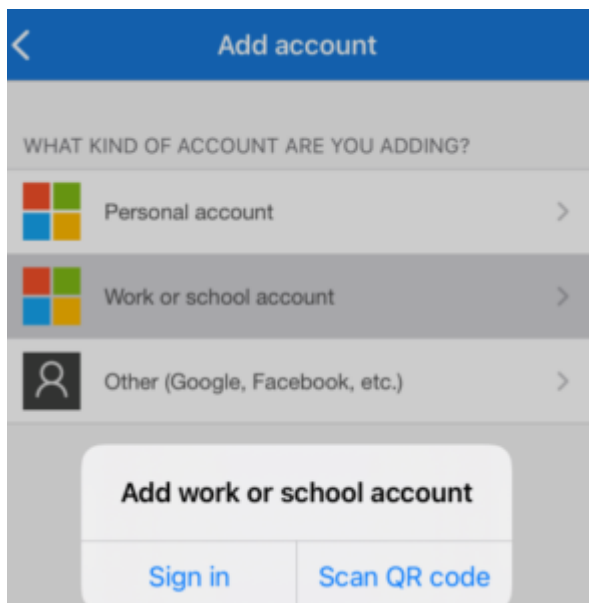
Back

Next

Open the Microsoft Authenticator App on your mobile device. Click on the + sign in the top right corner



Select Work or school account and when prompted click Scan QR code



Use your mobile device to scan the QR code shown

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app to your account.

Once you've scanned the QR code, choose "Next".



[Can't scan image?](#)

Back

Next

Click Next once you have scanned the code

Using the new device, approve the login prompt



Once you have this setup on the new phone you can delete the old device from the Security Info page. All approval requests should now be sent to the App on your new device.

Security info

These are the methods you use to sign in to your account or reset your password.

Default sign-in method: Microsoft Authenticator – notification [Change](#)

+ Add method



Phone

[Change](#)

[Delete](#)



Microsoft Authenticator

[Delete](#)