Setup Microsoft Authenticator

On your device, make sure that you have the Microsoft Authenticator app installed. If you do not, please install it from the app store. (Or Play Store for an Android)
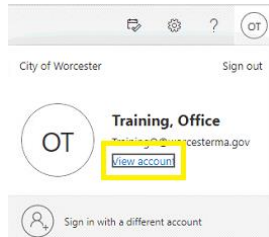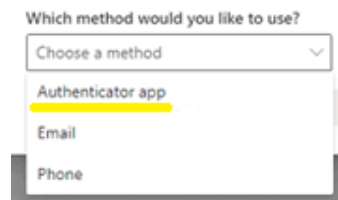
Microsoft Authenticator

1) From a City computer, open up the Edge browser.
2) Two tabs will open: the City Intranet and your Apps | Microsoft 365 page. Select the 'Apps' tab.
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   - If it shows your Apps home screen please go to Step 3.
   - If it is asking you to sign in / more information required click **Next** and go to step 4.
3) In the upper right you will see a circle with your initials in it. Click on it and select **View Account** from the pop-up that opens.
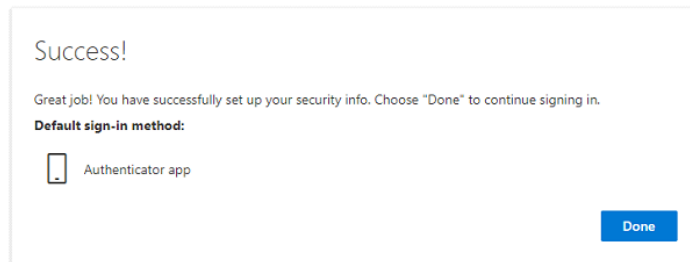   -
4) You will now be on the "My Account" page. Click on the 'Update Info >' link in the Security info tile.
   - If you are prompted for a second factor of authentication, of which you do not have or know, please contact the helpdesk to have that reset for you at 508-799-1280 before you can continue. If not please continue.
5) On the security info page click on the '+' next to 'Add sign-in method'
   - Select 'Authenticator App' from the pull down of choices. (You can add a 2nd option later, text or email, if you'd like) and click 'Add'
6) Then click on next twice until it shows a QR Code
7) Open the Microsoft Authenticator app on your phone or tablet.
   a. If a new install, click the **Accept** button and then the **Add Work or School account**. *Note: It may start a sign in. Just cancel and it will bring you back to the main screen.*
   b. On the main screen click on the **+** in the upper right if you already have accounts in the app. If not click on the **Add Account** button.
   c. Select **Work or School account**.

d. Select **Scan QR code**.
e. Click **OK** to grant the app access to your camera.
f. Aim the phone camera at the QR Code on the screen (You may be asked to allow the app to send notifications. Allow it to do that). Once it recognizes it the app will switch over to show the account has been added. Above will be the name of the account: City of Worcester with your email address right below that.
g. Click the **Next** button on the web page.
h. A number will appear and you will be asked to enter the number displayed in the Authenticator app on the phone. Enter in code and click **YES**.
i. If the code was entered correctly, you will get a success window on the web page. Click **Done**.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

Authenticator app

Done

8) You will now be at your account page in the web browser.
9) Click on the **Update Info** link in the Security info section.
10) You will be asked to enter in a number (As in step 5-h above). Enter in the number and tap YES.
11) In here you can add additional authentication methods if you would like as mentioned in step 5.