

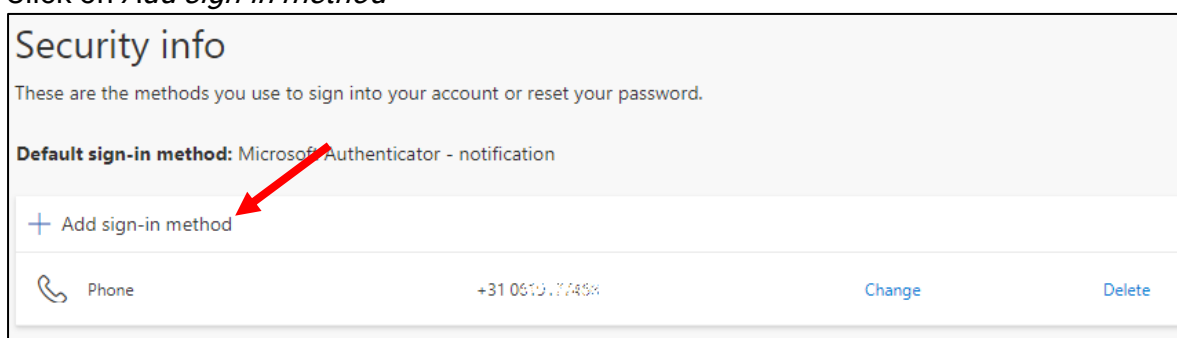
# Resetting the app

## Multi Factor Authentication for students

- Can't log in with Authenticator?
- Want to transfer Authenticator to another phone?
- Do you have a new/different phone but still have the same phone number?

Follow the steps below to reset your app.

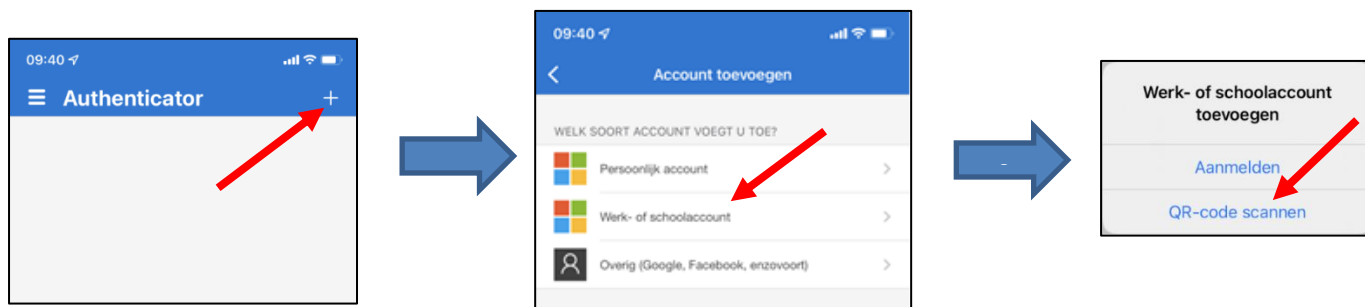
1. Go to the following website on a device other than your smartphone: [aka.ms/mfasetup](https://aka.ms/mfasetup)
2. Log in with your student account and verify your identity by phonecall
3. Click on *Add sign-in method*



4. Choose *Authenticator app* and click on *Add*
5. Download the Microsoft Authenticator App from your smartphone's store. On the webpage, click *Next*
6. Open the Authenticator app, at first use of the app tap on **Continue** and **Accept** and in the top right corner of the screen tap on **Skip**

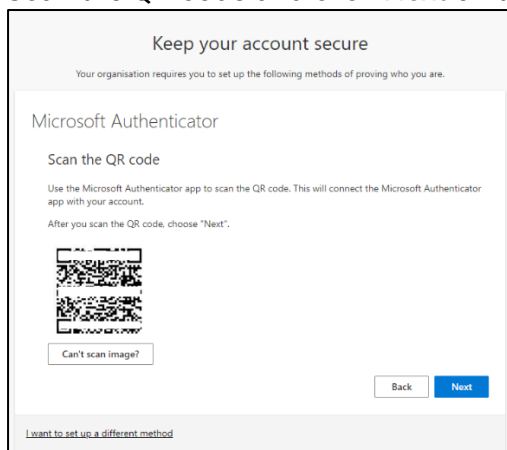


7. In the top right corner of the screen tap on the +, tap **Work or school account** and tap on **Scan QR code**

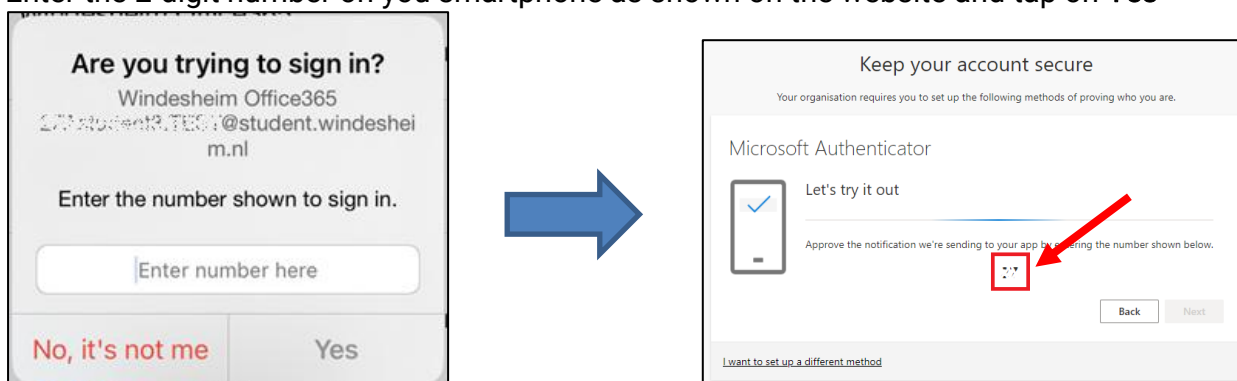


At first use of the app you will be asked to allow the app to send you notifications, we advise you to allow these notifications for a smooth login experience.

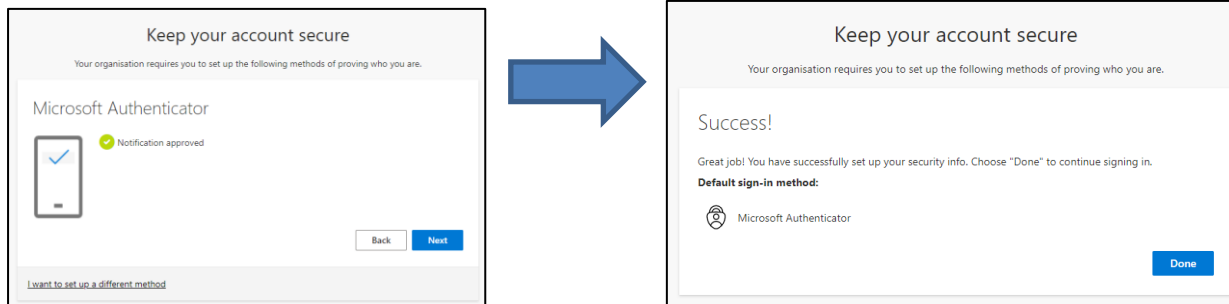
8. Scan the QR-code and click **Next** on the website



9. Enter the 2-digit number on you smartphone as shown on the website and tap on **Yes**

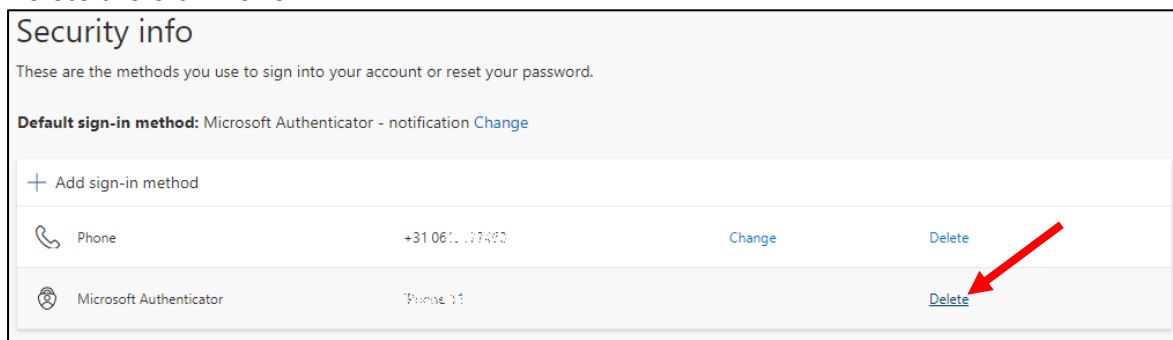


## 10. On the website, click on **Next** and **Done**

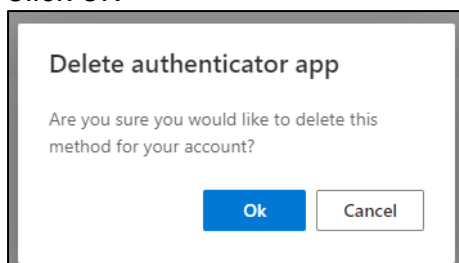


You will automatically be redirected to the Security info page, here you can see that the Microsoft Authenticator app is added again. Now you can login with the app again.

## 11. Delete the old Phone.



## 12. Click **OK**



## IT contact information

Telephone number: +31 (0) 88 – 469 9070

IT helpdesks:

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Almere	6th floor	Mon – Fri	8:30 – 17:00