Resetting the app



<u>Multi Factor Authentication for students</u>

Can't log in with the Microsoft Authenticator app, do you have a new/different smartphone 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
- 2. Log in with your student account and verify your identity by phonecall
- 3. On the right of Microsoft Authenticator, click on *Delete*

Security info						
These are the methods you use to sign into your account or reset your password.						
Default sign-in method: Microsoft Authenticator - notification Change						
+ Add sign-in method						
S	Phone	+31.0611.07460	Change	Delete		
٢	Microsoft Authenticator	Prone 19		Delete		

4. Click OK



5. Click on Add sign-in method

Security info				
These are the methods you use to sign into your account or reset your password.				
Default sign-in method: Microsof Authenticator - notification				
+ Add sign-in method				
S Phone	+31.06101.7746%	Change	Delete	

- 6. Choose Authenticator app and click on Add
- 7. Download the <u>Microsoft Authenticator</u> App from your smartphone's store. On the webpage, click *Next*

8. 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**



9. 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.

10. Scan the QR-code and click Next on the website



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

Are you trying to sign in? Windesheim Office365		Keep your account secure Your organisation requires you to set up the following methods of proving who you are.
Enter the number sh		Microsoft Authenticator
Enter numbe	er here	Approve the notification we're sending to your app the serving the number shown below.
No, it's not me	Yes	I want to set up a different method

On the website, click on **Next** and **Done**

Keep your account secure Your organisation requires you to set up the following methods of proving who you are.	Keep your account secure Your organisation requires you to set up the following methods of proving who you are.		
Microsoft Authenticator Notification approved Back Next	SUCCESS! Great job! You have successfully set up your security info. Choose "Done" to continue signing in. Default sign-in method:		
I want to set up a different method			

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.

IT contactinformation

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

Zwolle	F2.03	Mon – Fri	8:00 - 16:00
Almere	6th floor	Mon – Fri	8:30 - 17:00