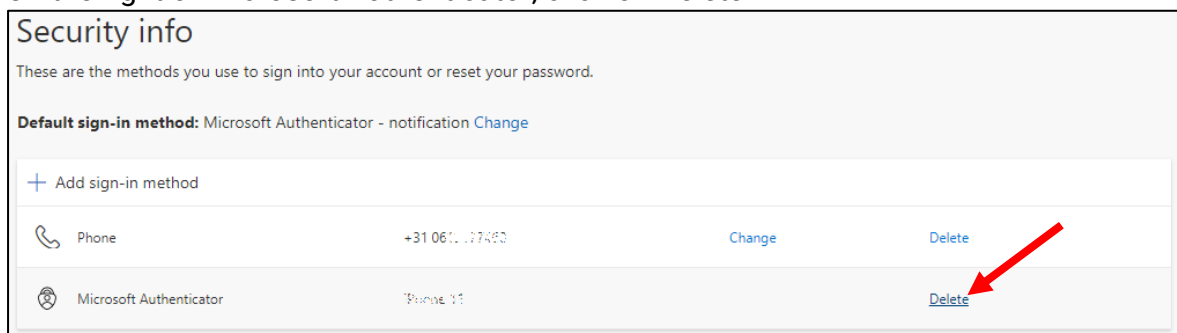


Resetting the app

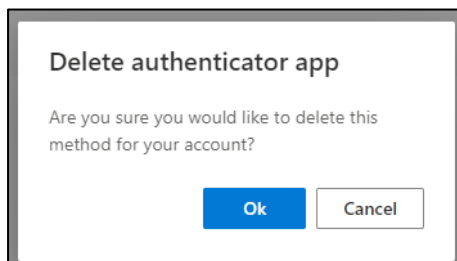
Multi Factor Authentication for students

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.

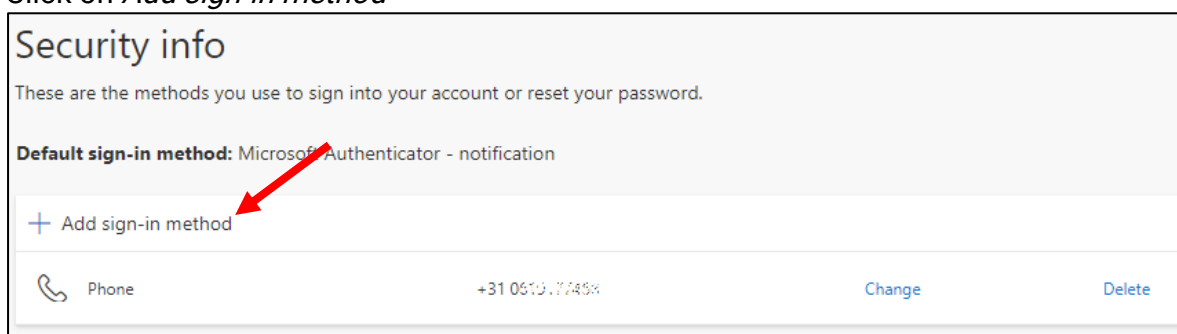
1. Go to the following website on a device other than your smartphone: aka.ms/mfasetup
2. Log in with your student account and verify your identity by phonecall
3. On the right of Microsoft Authenticator, click on *Delete*



4. Click *OK*



5. Click on *Add sign-in method*

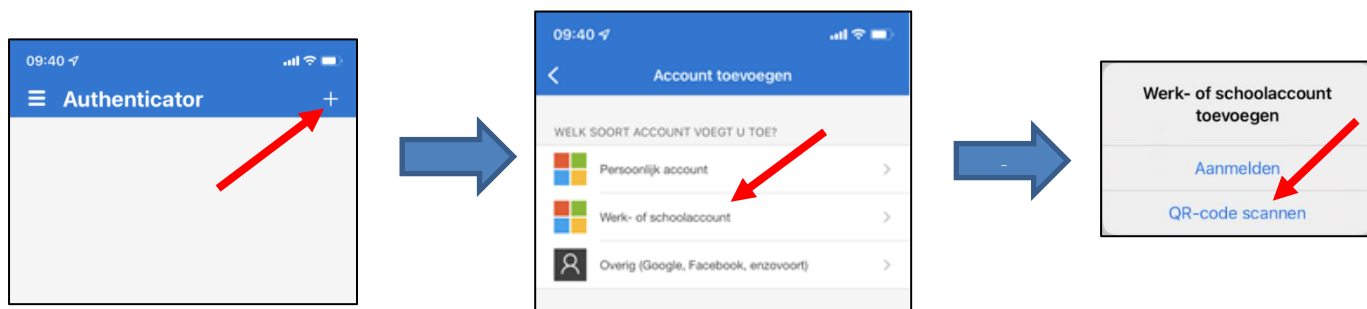


6. Choose *Authenticator app* and click on *Add*
7. Download the Microsoft Authenticator App from your smartphone's store. On the webpage, click *Next*

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**

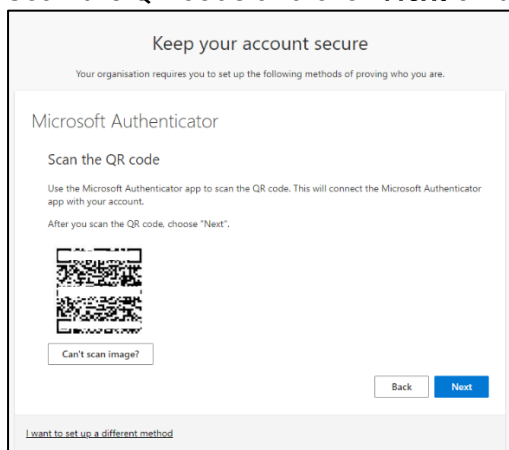


9. In the top right corner of the screen tap on the +, tap **Work or school account** and tap on **Scan QR code**



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





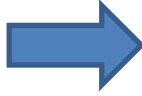
Are you trying to sign in?

Windesheim Office365
273@student3.TECH@student.windesheim.nl

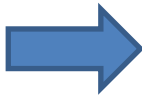
Enter the number shown to sign in.

Enter number here

No, it's not me Yes



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.

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