# Microsoft 365: Setting up Two Factor Authentication (iPhone)

## Step 1

1. Navigate to your phones App Store and search for **Microsoft Authenticator app**. The search results should have found the Authenticator app, Click **Download.**

*The “Authenticator” app should now appear on your home screen. You will need this for step 3.*

1.png

iphone app store

## Step 2

1. Using your computer, open a browser and navigate to https://login.microsoftonline.com.

2. Log into Office 365 online with your company email address and password. Eg: zak@support9.com.

*Your IT Administrator will have already enabled 2FA on your **Work Microsoft user account,** so you should receive the prompt shown below asking you to setup 2FA (Two Factor Authentication).*

mobile-app-security

3. You will then arrive on the **Additional Security Verification** page, asking you which security method you would like to use.

4. Select the **Mobile app** option from the drop-down list and select **Use verification code** from the list of choices, then **Click Set up**.

*Once this has been completed you will be displayed with the message below.*

configure mobile app

## Step 3

1. Now, open the **Microsoft Authenticator app** on your phone

2. Skip any Introduction screens the app may present, until the **Ready to add your first account?** screen or similar appears.

3. Select **Add account** or "**+**" icon on the top right corner of the app screen.

4. Select the **Work or school account** option

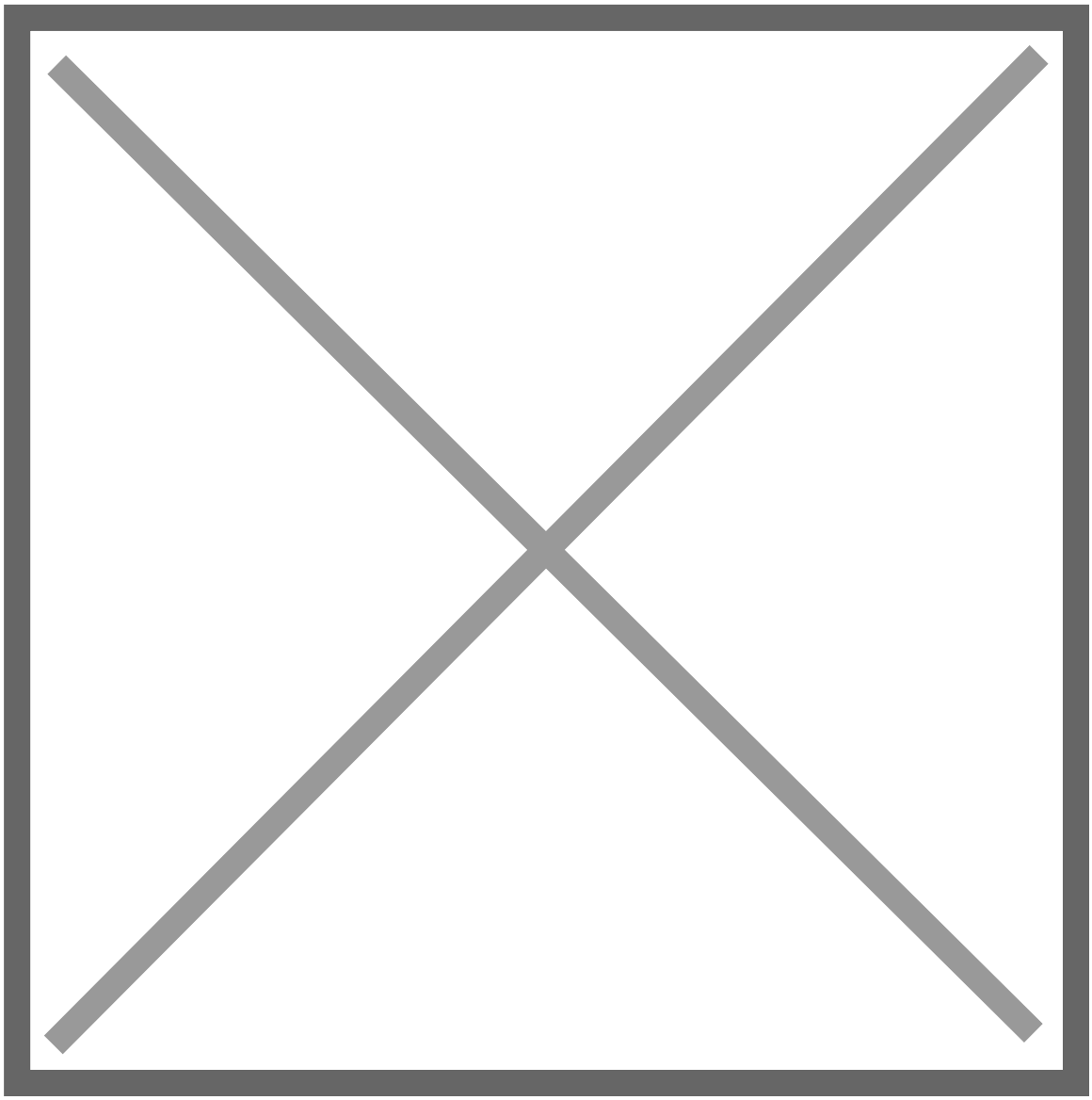
2fa add account

5. You may be asked to allow the app to use your phone’s camera, click **OK** to allow this.

*You will be presented with a screen called **Scan QR code** with a square camera box in the middle of the screen.*



6. Lift the mobile device so that the QR code on your computer screen sits inside the Scan QR code camera square.



As soon as the Authenticator app has scanned the QR code the following screen will appear on the computer screen. **Set up** button is greyed out and the **Next** button is highlighted.

*On the Authenticator app on your mobile phone a new account will have been created, displaying 6-digit number that updates every 30 seconds. This ever-changing number provides the second authentication factor required for 2FA.*

8. Click **Next** on your computer screen.

9. You will then be prompted for the 6-digit verification code from the Authenticator app.




10. Enter the six-digit code displayed on your mobile phone Authenticator app and click **Verify**.

11. Select the country from the drop-down list and then enter your mobile telephone number. Click **Next**.

Thanks for reading this Article, if you are still experiencing issues and nothing has been resolved then please contact the support team.

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