



How to Set Up Microsoft Authenticator

Setting up Microsoft Authenticator helps protect your account and is required to access key services like Outlook, Microsoft 365, Teams and other university systems.

What You'll Need:

- Your **mobile phone**
- Access to your **University account**
- The **Microsoft Authenticator** app (free on iOS and Android)

Download Microsoft Authenticator App – click the link on the prompt, or use the links / QR codes below.



[Microsoft Authenticator on the App Store](#)

[Microsoft Authenticator on Google Play Store](#)



We **highly recommend** that you add additional methods of authentication.

If you're ever unable to use your smartphone — for example, if it's lost, out of battery, or left at home — you can still gain access to your account using a **backup method**.

[Click for guide to setup Microsoft Authenticator on Desktop \(PC/Laptop\)](#)

[Click for guide to setup Microsoft Authenticator on Mobile](#)

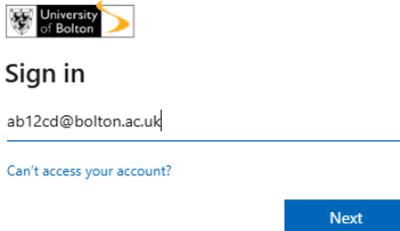
[Click for guide on Approving a sign-in request](#)

[Click for Troubleshooting & FAQ](#)

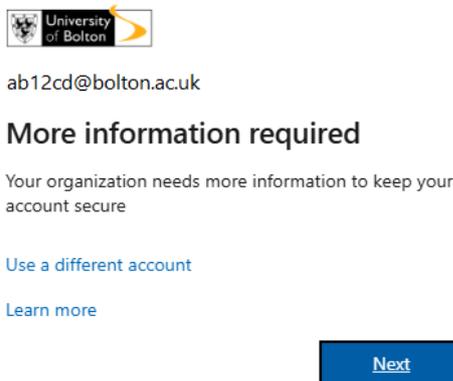


Setting up Microsoft Authenticator on Desktop (PC/Laptop)

1. Go to aka.ms/mfasetup and sign in with your student email (e.g., AB12DC@bolton.ac.uk)

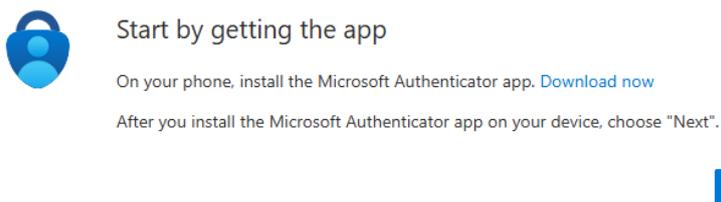


2. You'll see a "More information required" prompt – click **Next**



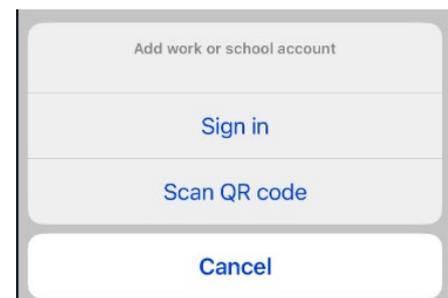
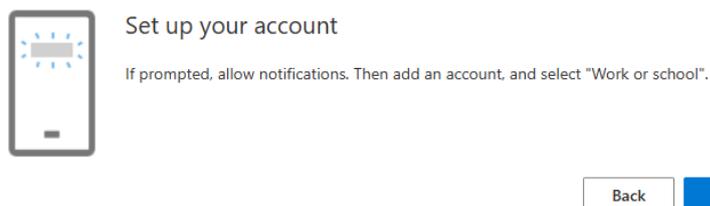
3. Once downloaded, select 'Next'

Microsoft Authenticator



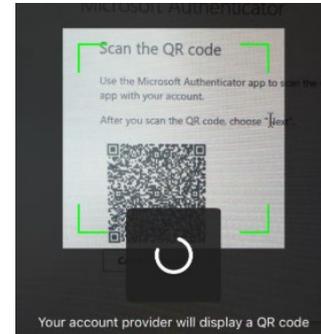
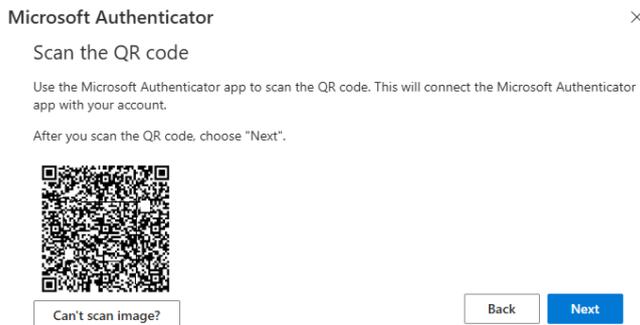
4. Select **Next** on the website 'Set up your account' and **Open** up Microsoft Authenticator on your phone, tap **+** to add a new work / school account then **Scan QR code**.

Microsoft Authenticator

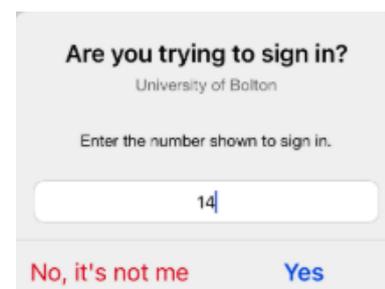
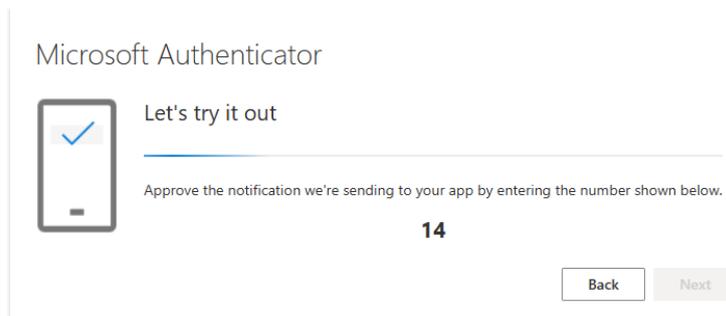




5. Use your phone to scan the QR code displayed on your desktop



6. Once linked, complete 'Let's try it out' and approve the test authentication by entering the number / approving the prompt.



7. **Success.** Your account is now linked with your authentication app.

Success!

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

Default sign-in method: Microsoft Authenticator - notification



Microsoft Authenticator





Setting up Microsoft Authenticator on Mobile

Tip: Setup is easier on a computer, if available. But mobile-only setup works just fine!

1. Open your phone's browser and go to aka.ms/mfasetup
2. **Sign in** with your university email (e.g AB12CD@bolton.ac.uk)
3. Tap **Next** when prompted for "More information required"



More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

4. Select 'Next' after installing Microsoft Authenticator

Microsoft Authenticator



Start by getting the app

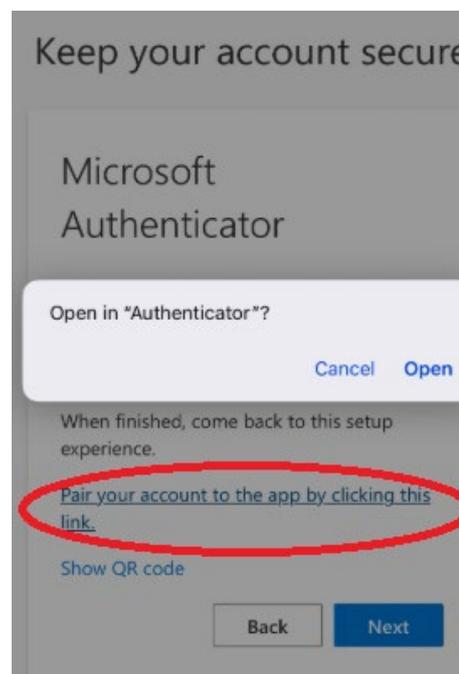
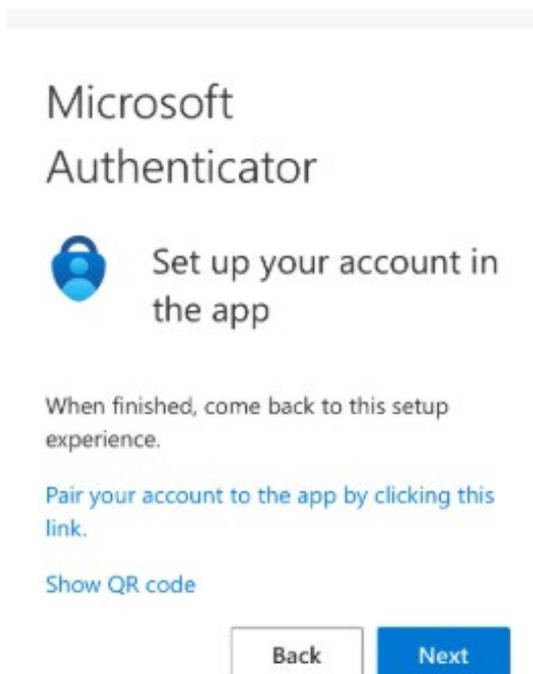
On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

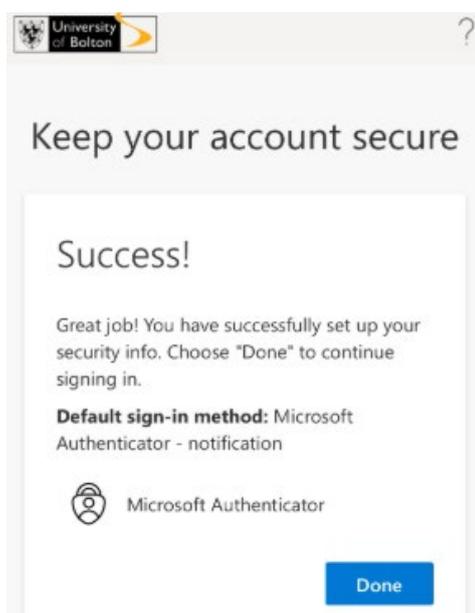
Next



5. You'll be shown a **QR code and URL** (because QR scanning is tricky on the same phone) – click the '**Pair your account to the app by clicking this link**' then **Open** in Authenticator.



6. If it prompts, complete the test authentication and continue to the **Success** screen. You have now setup Microsoft Authenticator with your account.





Approving a sign-in request

Once you have set up Microsoft Authenticator, you will need to approve a sign in from new locations and unknown devices.

Approve sign in request – Enter the number shown



Approve sign in request

- Open your Authenticator app, and enter the number shown to sign in.

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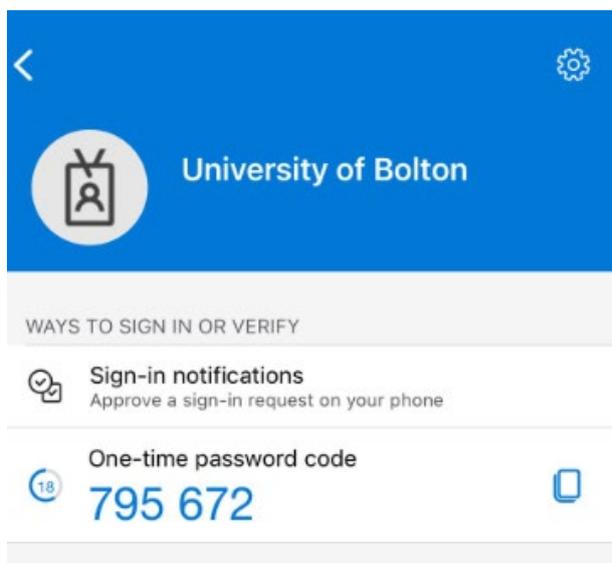
No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Approve sign in request – Enter one time passcode

Tap your account in the Microsoft Authenticator app to see the **one time passcode**.





Troubleshooting & FAQ

I didn't get a notification

- Open the app, check if account is added, tap to refresh

I've lost or replaced my phone — how can I log in?

- If you no longer have access to the Microsoft Authenticator app:
- Visit aka.ms/mfasetup on a computer.
- Select an alternative method (e.g. text message or call) if previously set up.
- If you didn't add a backup method, contact IT Support (see below).

Can I use a different authenticator app?

- Yes, but Microsoft Authenticator is recommended. You can choose to use another authentication app in the setup steps.

I didn't get the notification on my phone

- Make sure **Wi-Fi or data is enabled** on your phone.
- Open the **Microsoft Authenticator** app manually — sometimes the notification doesn't appear until it's opened.
- Check if **notifications are enabled** for the app in your phone settings.
- If all else fails, try restarting your phone and attempting again.

My QR code won't scan

- Ensure you've given the app camera permissions.
- Try adjusting the brightness or tilting your phone slightly.
- If it still won't scan, choose "Can't scan image" and enter the code manually into the app.

Need More Help?

Email IT Support: itsupport@bolton.ac.uk or [Click to Submit your Support Request](#)

Make sure to include:

- Your Student Username
- Contact Number
- Screenshot of Issue