Set Up Microsoft Authenticator Using Your Phone

How to add your work account to Microsoft Authenticator on your phone without a computer or a second device. Each step has a picture showing what to tap. Allow about 10 minutes. **Contact the Employee Service Center for any problems: Submit an Incident ticket here or call the Post-Cutover Help Desk line at 844-696-1985.**

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Guide for employees

1. Before you start

This guide shows how to add your work account to Microsoft Authenticator using only your phone. You do not need a computer or a second device to scan a code.

YOU NEED	WHY IT MATTERS
Your phone, with Microsoft Authenticator installed and updated	You add your work account in the app. Older versions may show different screens, so update it from the App Store or Google Play first.
Your work email address and password	You sign in with your work email address, the one that ends in @edf-re.com, and your usual password.
Wi-Fi or mobile data	The setup moves between Authenticator and your phone's web browser, and both need a connection.

> The pictures in this guide were taken on an iPhone with a test account. On your phone you will see your own name and your@edf-re.com email address. On Android the screens look slightly different, but the steps are the same.

Guide for employees

1. What's happening

Your work apps on your own phone or tablet need to sign in to the new environment once. Your device is not erased or enrolled during this process, and your personal apps and data are not touched.

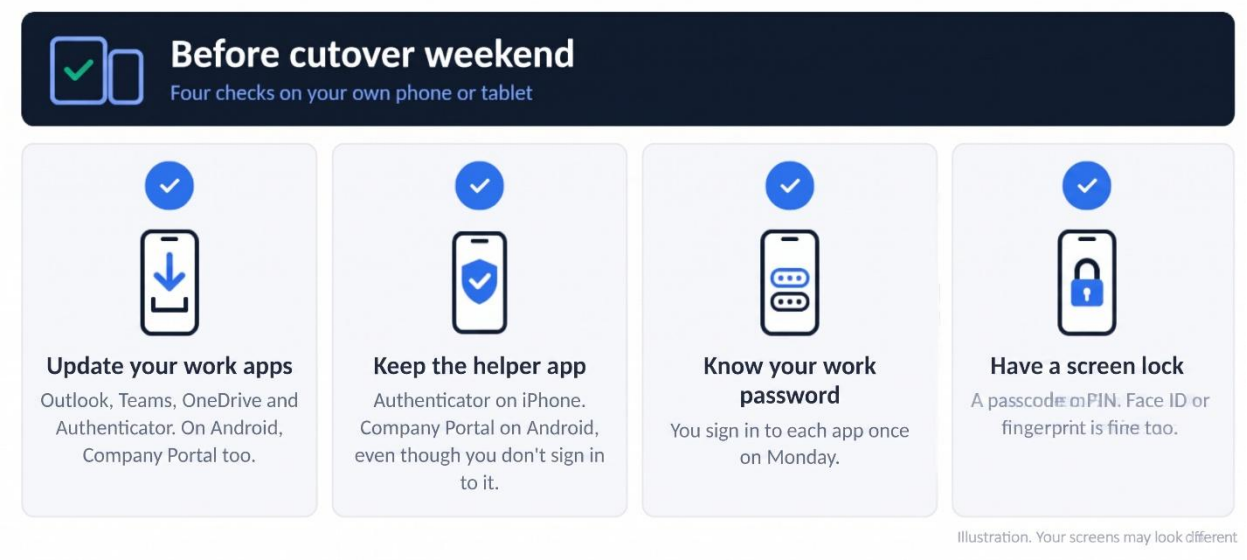
Your username, password and email address stay the same. What changes is the Microsoft 365 system behind them, so Outlook, Teams, OneDrive, and the other Microsoft apps sign out of the old environment and sign in to the new one.

The company protects its data inside those apps, as it does today. It cannot see your personal photos, messages or apps, and it can only remove work data from the work apps, never anything else on your device.

2. When things happen

WHEN	WHAT TO DO
Before Friday of cutover weekend	Update the apps in section 3. On Android, remove any old work profile (section 6).
Cutover weekend	Nothing. Your work apps may stop syncing for a while. That is expected.
Monday, post-cutover	Set up Authenticator first, then sign in to your work apps (section 4).

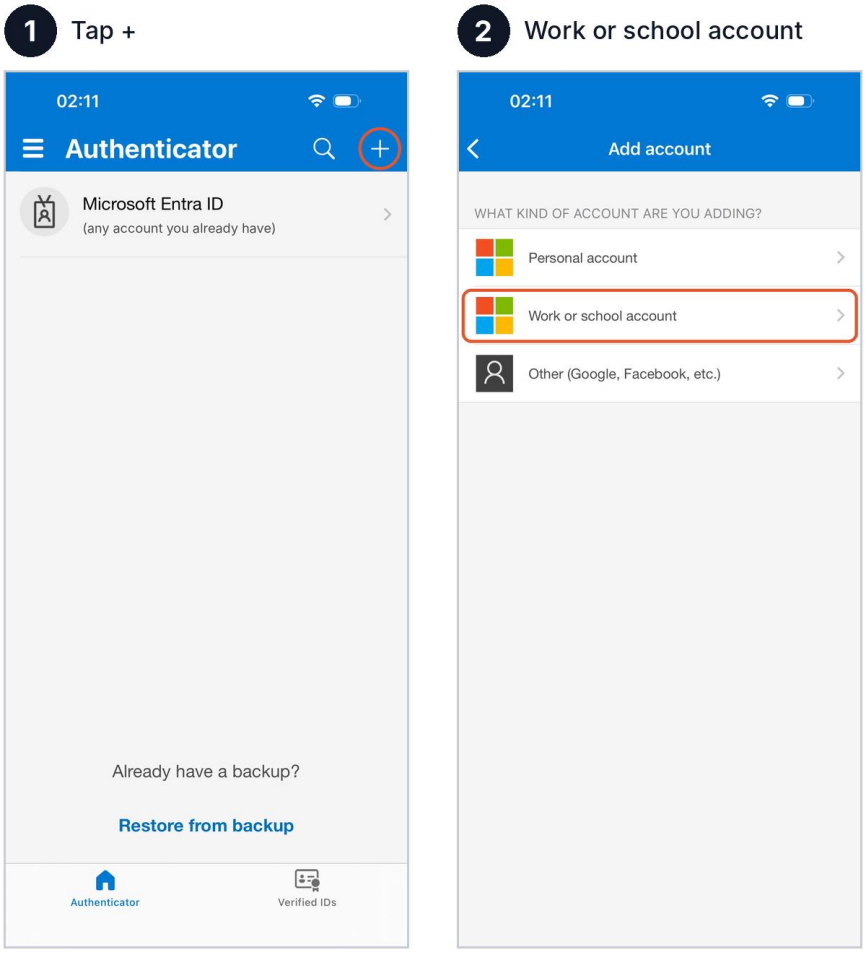
3. Before cutover weekend



CHECK	IPHONE OR IPAD	ANDROID
Update your work apps	Update Outlook, Teams, OneDrive, and Microsoft Authenticator from the App Store.	Update Outlook, Teams, OneDrive, Microsoft Authenticator and Intune Company Portal from Google Play.
Keep the helper app	Microsoft Authenticator handles sign-in for your work apps. Do not remove it.	Intune Company Portal must stay installed, even though you do not sign in to it. Your work apps need it to protect company data.
Know your work password	You will sign in to each app once on Monday.	You will sign in to each app once on Monday.
Your device has a screen lock	Settings > Face ID & Passcode (or Touch ID & Passcode).	Settings > Lock screen.

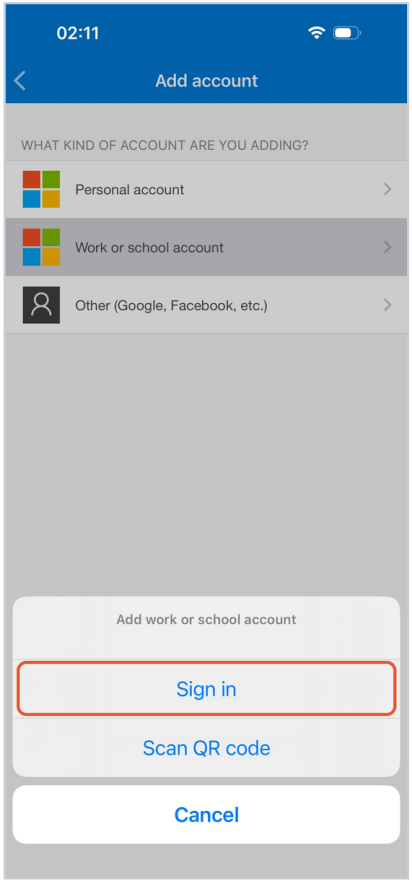
2. Add your work account

The orange outline in each picture shows what to tap. Setup moves from Authenticator to your web browser and back again, which is expected.

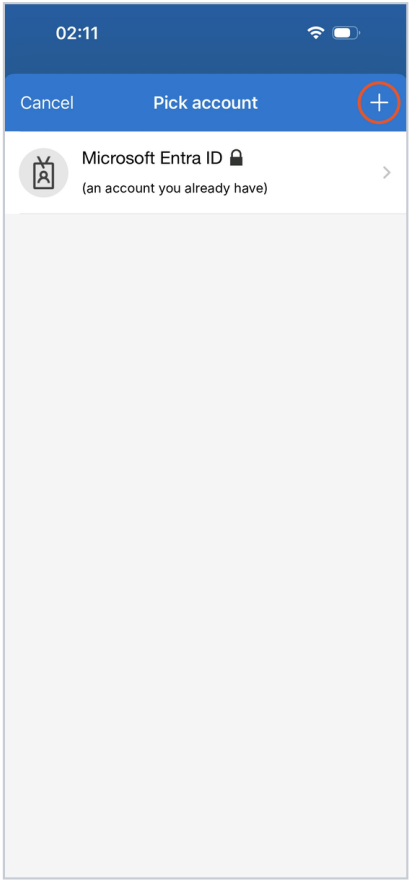


STEP	WHAT TO DO
1	Open Microsoft Authenticator and tap + at the top right. If the app already has accounts in it, leave them for now (see section 7 of Setting Up Microsoft Authenticator After Migration).
2	Tap Work or school account.

3 Sign in

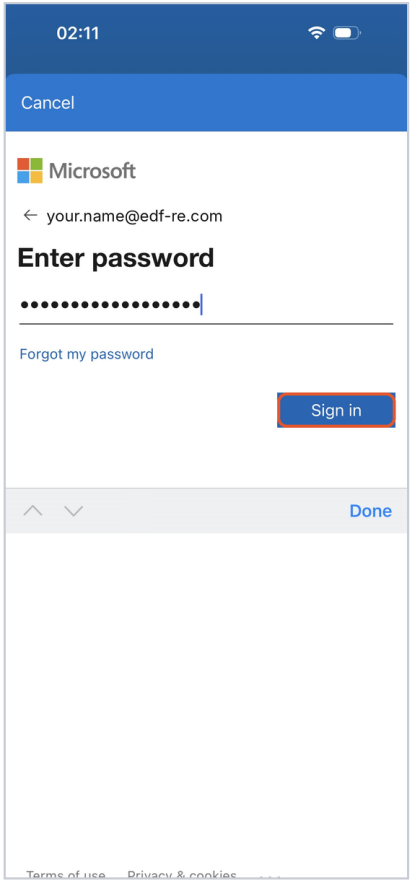


4 If a list appears, tap +

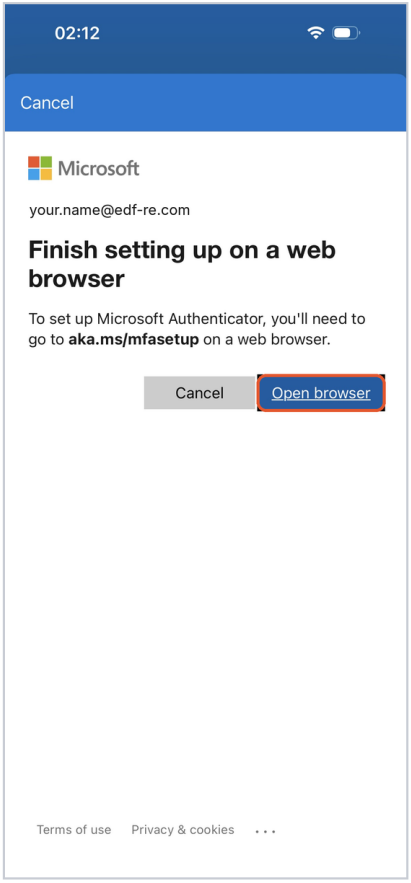


STEP	WHAT TO DO
3	Tap Sign in. Do not choose Scan QR code: that is for when a second device shows the code.
4	If a list of accounts appears, tap + at the top right. If it does not, go straight to step 5.

5 Email, then password

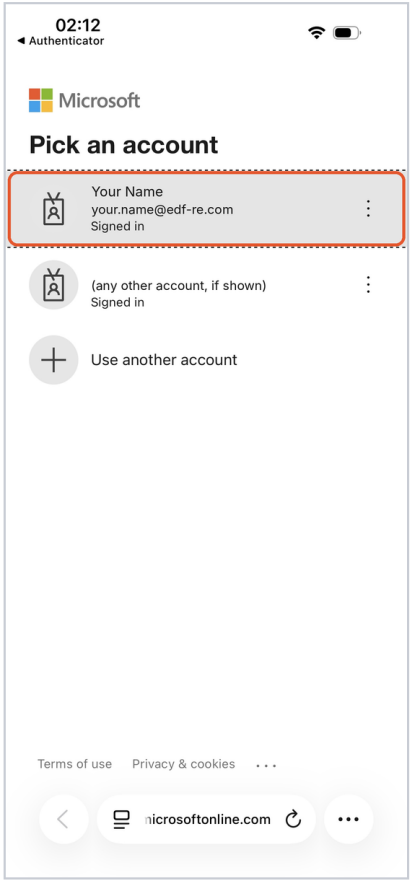


6 Open browser

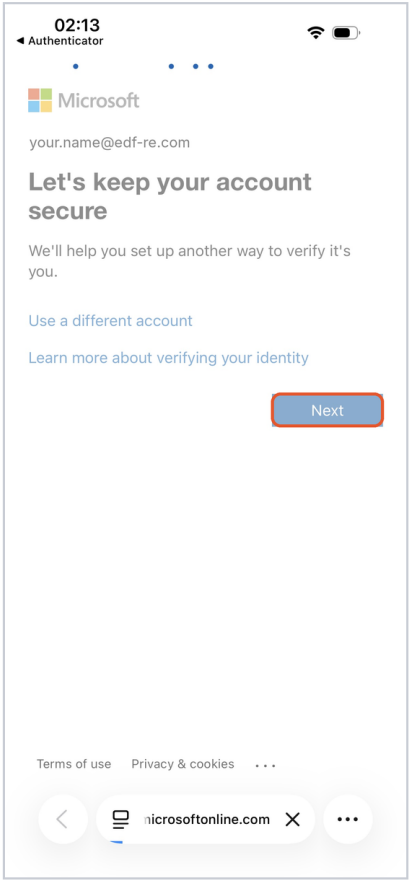


STEP	WHAT TO DO
5	Enter your work email address (the one ending in @edf-re.com) and tap Next. Then enter your password and tap Sign in.
6	Authenticator says Finish setting up on a web browser. Tap Open browser.

7 Tap your account

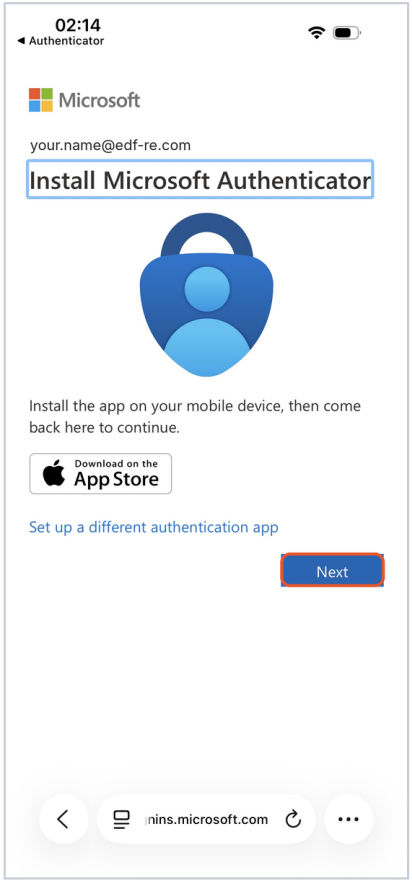


8 Next

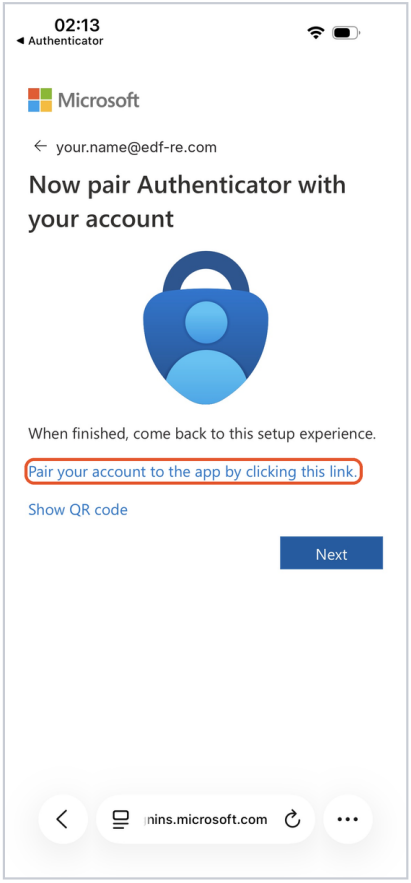


STEP	WHAT TO DO
7	Your web browser opens. If it asks you to pick an account, tap your @edf-re.com account. If it asks you to sign in, use your work email and password again.
8	On Let's keep your account secure, tap Next.

9 Next

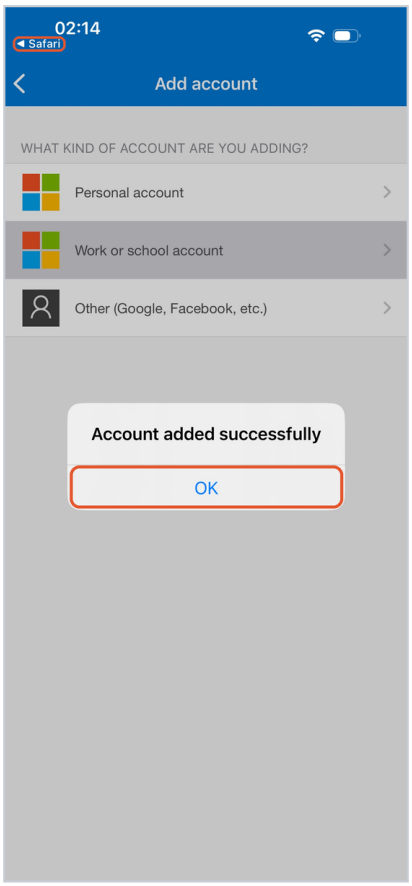


10 Tap the pairing link



STEP	WHAT TO DO
9	On Install Microsoft Authenticator, tap Next. You already have the app, so there is nothing to install.
10	On Now pair Authenticator with your account, tap Pair your account to the app by clicking this link. Do not choose Show QR code, because you cannot scan your own screen.

11 OK, then back to the browser



STEP	WHAT TO DO
11	Authenticator opens and says Account added successfully. Tap OK.

3. Check it worked

Open Authenticator. Your work account is listed with your@edf-re.com email address. The next time you sign in to a work app, approve the sign-in in Authenticator as you do today.

4. If something goes wrong

WHAT YOU SEE	WHAT TO DO
The browser shows a different account, or one you do not recognize	Tap your @edf-re.com account or use another account and sign in with your work email address.
The link in step 10 does not open Authenticator	Check Authenticator is updated, then go back to the browser and tap the link again. If it still does not open, contact the Service Desk.
The next sign-in approval does not arrive	Check notifications are turned on for Authenticator in your phone's settings. If it still does not arrive, contact the Service Desk.

The sign-in will not accept your password, or asks you to approve on another device	Do not keep retrying, because repeated attempts can lock your account. Contact the Service Desk.

5. Getting help

Contact the Employee Service Center for any problem with Authenticator: Submit an Incident ticket here or call the Post-Cutover Help Desk line at 844-696-1985. Extra support is available in the first working days after cutover.

Tell them which step you reached and any error message. A screenshot helps.

DT will never ask you for a code from Authenticator or ask you to approve a sign-in over the phone or by email. If anyone does, it is not IT. Report it.

All User support guides are available here:

