Setting Up 2FA with Microsoft Authenticator On a Mobile Phone

Setting Up Two-Factor Authentication Using the Microsoft Authenticator App and a Browser on a Mobile Phone

1. If you haven't installed the Microsoft Authenticator app on your mobile device yet, please download it from the appropriate app store.

   Android
   Microsoft Authenticator App
   In Google Play Store

   iPhone
   Microsoft Authenticator App
   in Apple App Store

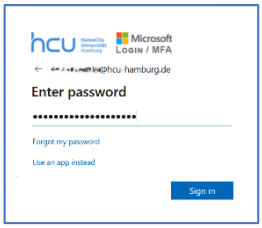
2. Open the Microsoft Authenticator app on your mobile device and unlock it using your usual phone unlock method. If the app requests any permissions, please select "Allow" to ensure full functionality and a smooth experience.

3. Tap the "+" icon in the upper-right corner.

4. You will be asked which type of account you want to add. Select "Work or school account" and then tap "Sign in".

5. In most cases your account will not appear automatically. Select "Use another account" and then enter your HCU email address and password. If you haven't added any account yet, you will likely be taken directly to the sign-in page.

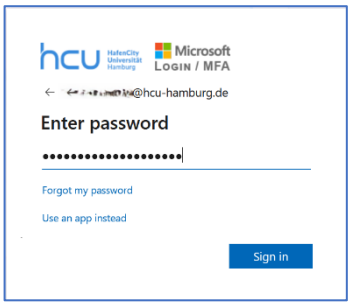




6. Next, you will be prompted to complete the setup in a web browser. Open the browser, which will automatically redirect you to a Microsoft sign in page.

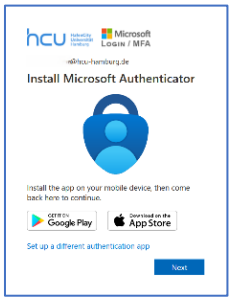
7. You may now be asked to enter your HCU email address and password again.

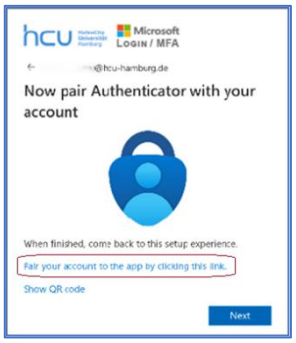




8. Tap “Next” in each window that appears until you reach the prompt “Now pair Authenticator with the account”.







9. Do not tap “Next”, tap the link labeled “Pair your account to the app” instead.

10. That’s it!
    Now you should have successfully added Microsoft Authenticator as your second authentication factor.
    To test it, log in to Microsoft 365 in your browser at https://login.microsoftonline.com.
    You should be asked to approve a sign-in request: a two-digit number will appear, and you will receive a notification on your mobile device. Open the notification, which will take you to the Microsoft Authenticator app, unlock the app, enter the two digits and confirm.

Need further assistance with setting up 2FA? The IT support team is here to help – please don’t hesitate to reach out!

Contact

✉ it-support@hcu-hamburg.de
🌐 https://www.hcu-hamburg.de/it-service