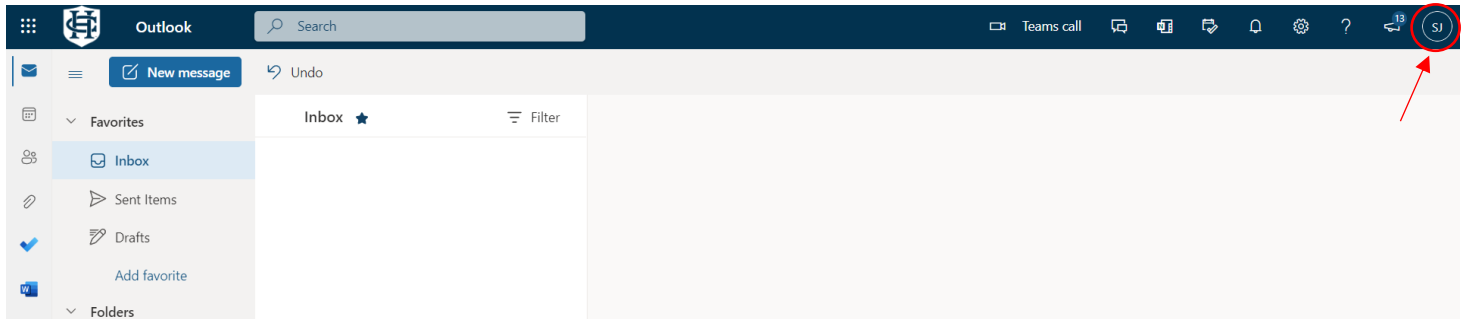
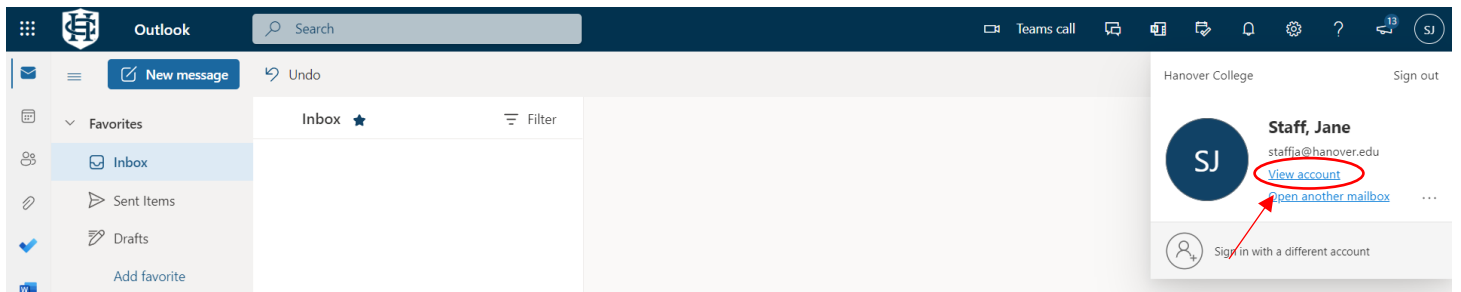


How to Set Up the Microsoft Authenticator App

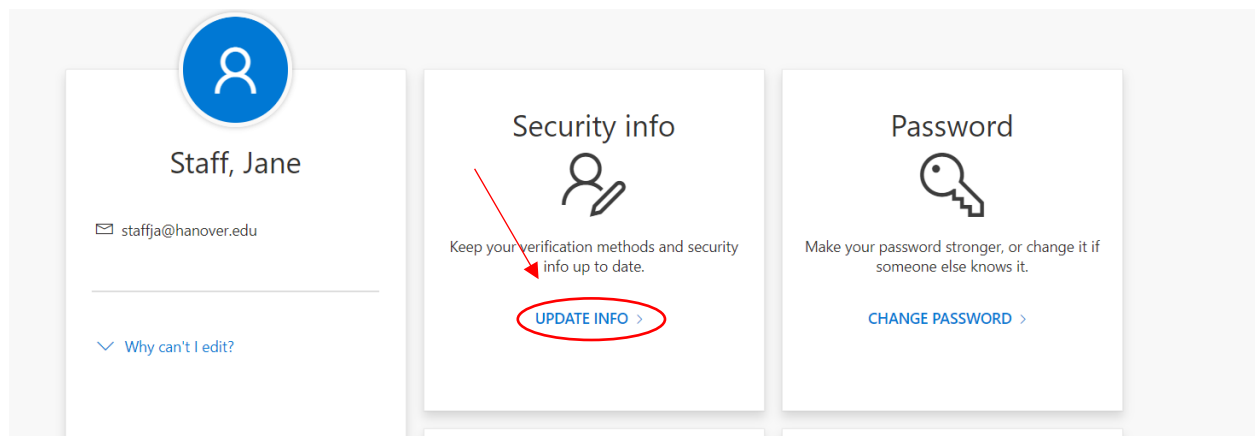
1. Navigate to mail.hanover.edu and sign into your Hanover email account. (We recommend you complete steps 1-8 on a computer)
2. Click on the circle with your initials in the upper right corner.



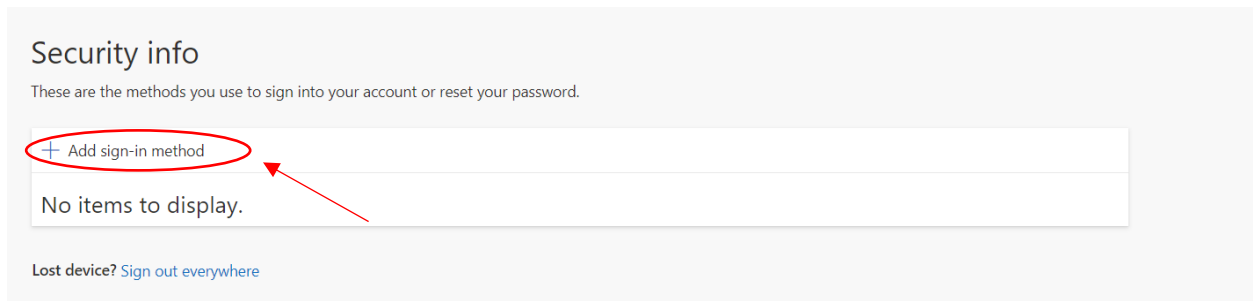
3. Click the "View Account" button within the menu.



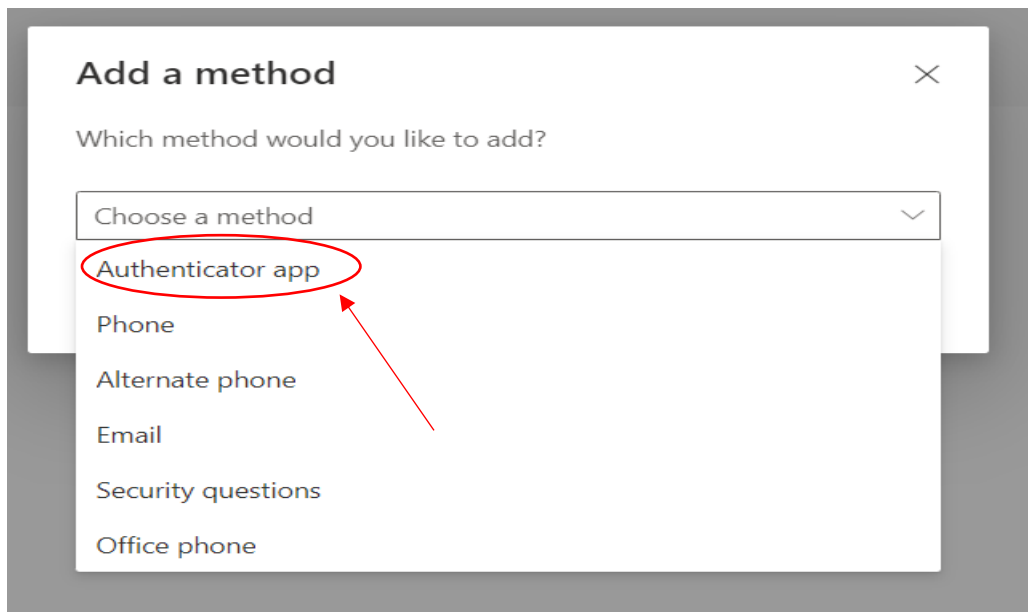
4. When your account page opens, click "Update Info" under the section labeled "Security Info".



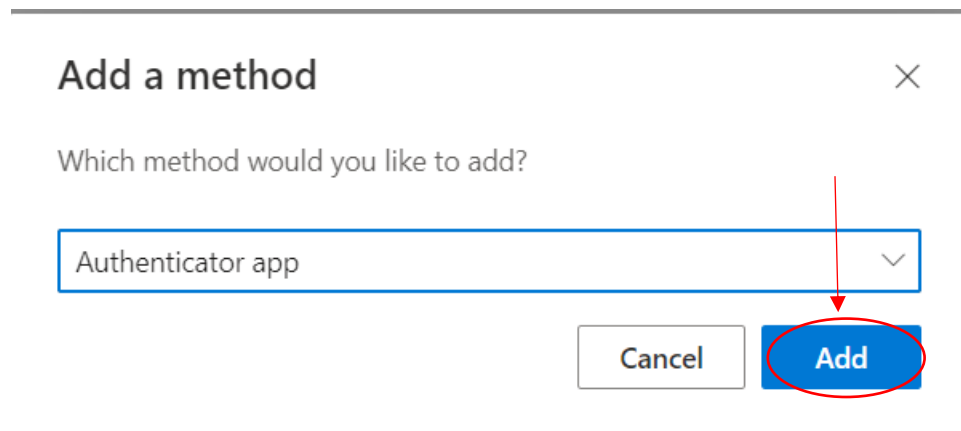
5. The security info page should open, click “+ Add sign in method”.



6. Click the “Choose a method” drop down and select “Authenticator app”.



7. Click the “Add” button.



- Click the “Next” button. You will come back to this screen on your computer after completing some steps on your mobile device. Do not close this window!

Microsoft Authenticator



Start by getting the app

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

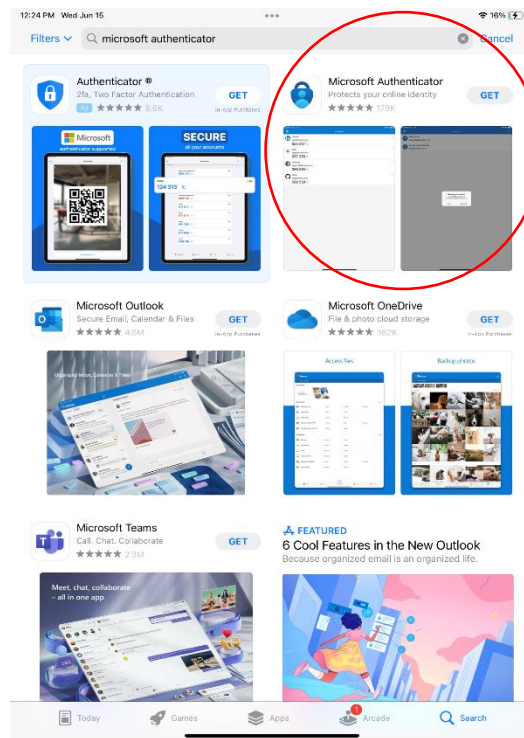
After you install the Microsoft Authenticator app on your device, choose “Next”.

[I want to use a different authenticator app](#)

Cancel

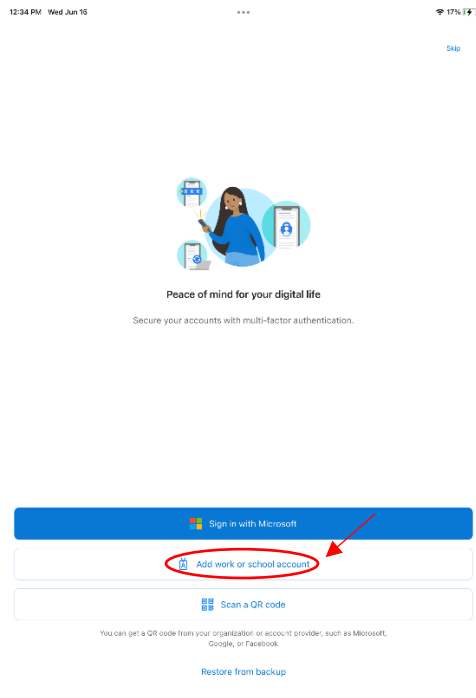
Next

- Go to the app store on your mobile device and search for “Microsoft Authenticator”. Download the app titled “Microsoft Authenticator” that looks like this:

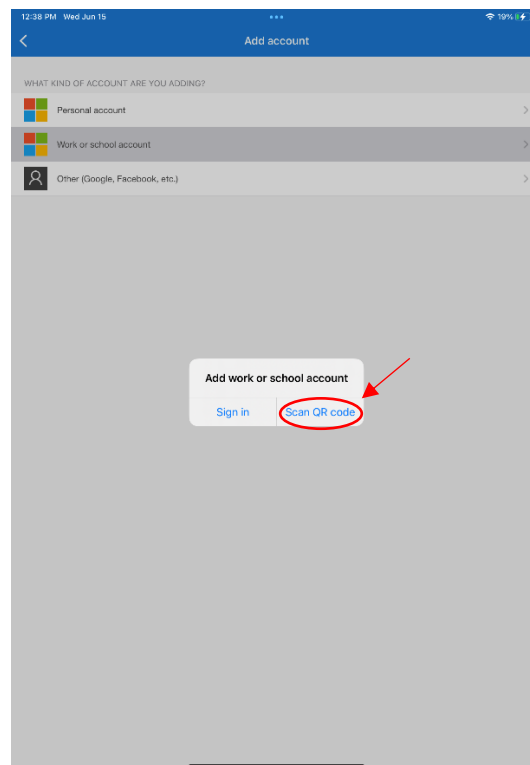


Note: The app MUST be called Microsoft Authenticator. Any other app is hosted by a third party and will not work.

10. Open the Microsoft Authenticator app. Click “Add work or school account”.



11. When asked whether you'd like to sign in or scan a QR code, we would recommend scanning the QR code displayed on your computer after completing step 8. You can sign in manually with your Hanover credentials, however the QR code makes the process very quick and easy.



12. Take your mobile device and scan the QR code displayed on your computer screen.

Microsoft Authenticator



Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

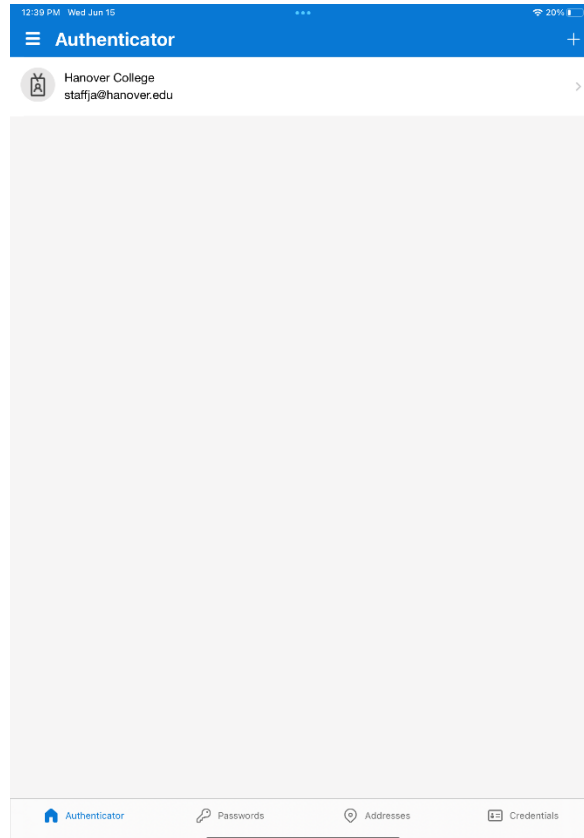


Can't scan image?

Back

Next

13. Your authenticator app should automatically sign into your Hanover account after scanning the QR code. You should now see this screen on the app.



14. Your authenticator app is all set up. Now when you sign-in to your Hanover account, it should ask for approval through the app on your mobile device. All you will need to do is click "Approve" when this occurs.

Note: If you ever get a notification asking for approval when you have not attempted to sign-in somewhere with your Hanover credentials, ALWAYS click the "Deny" button. Choosing to approve those sign-ins is a security risk.

If you are having trouble setting up the authenticator app, please reach out to the IT Help Desk at 812-866-6899 or help@hanover.edu