

Microsoft Authenticator & Account FAQs

How do I sign in to Microsoft Authenticator with only a mobile device or tablet?

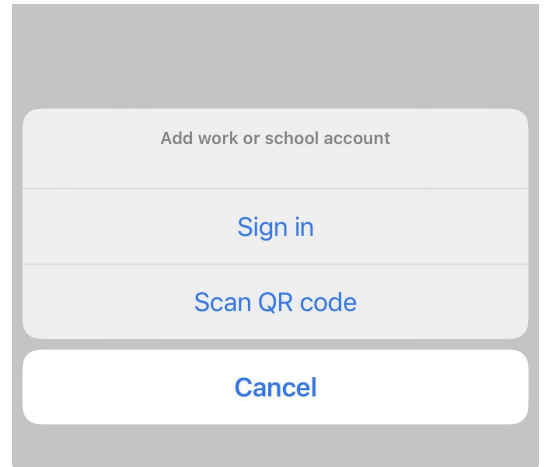
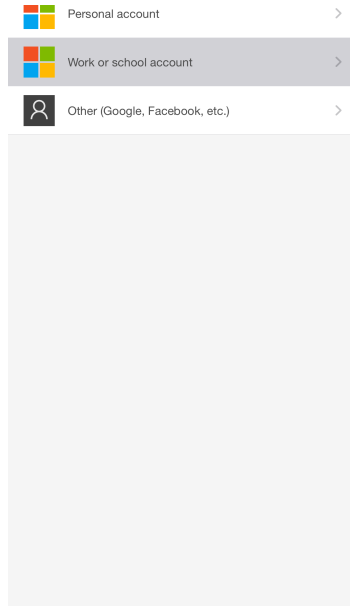
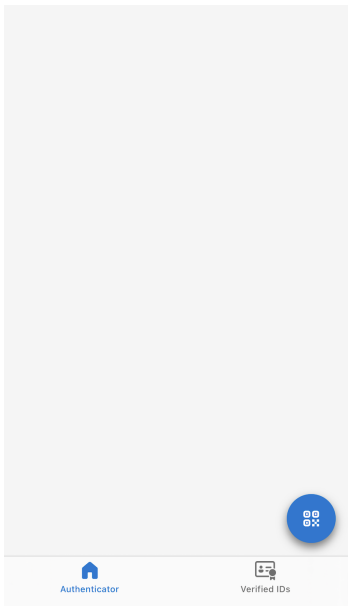
- Download the free **Microsoft Authenticator app** by either scanning the QR code below or through the **App Store (iPhone/iOS)** or the **Play Store (Android)**

Please make sure you are downloading the app named "Microsoft Authenticator", this application is free and does not require any purchase



<https://aka.ms/mobileauthenticator>

- Open the **Microsoft Authenticator** on your mobile device and select the + icon in the top right corner and select **Work or school account** and then **Sign in** with your A-State credentials



- Select **Open brows**



ng screen:

Finish setting up on a web browser

To set up Microsoft Authenticator, you'll need to go to aka.ms/mfasetup on a web browser.

Cancel

Open browser

A-State IT Support

(870)-972-3933
itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's Terms of Use (<http://www.asusystem.edu/about/policies/files/appropriate-use-tech-resources.pdf>). Violations could lead to restrictions of privileges and/or disciplinary action.

[Terms of use](#) [Privacy & cookies](#) ...

[Get codes](#)



Let's keep your account secure

We'll help you set up another way to verify it's you.

[Use a different account](#)

[Learn more about verifying your identity](#)

Next

A-State IT Support

(870)-972-3933
itshelpdesk@astate.edu

By signing in, you agree to abide by the ASU System's [Terms of Use](#). Violations could lead to restrictions of privileges and/or disciplinary action.

- Select **Next**, you may need to select **Pair your account to the app by clicking this link**. if it does not redirect at first.

- You will be redirected back to the **Microsoft Authenticator** app and it will ask for a 2 digit code
- To find the code, go back to your web browser and then type the code in the browser. (You can refresh the page in your browser.)

Now pair Authenticator with your account



When finished, come back to this setup experience.

Pair your account to the app by clicking this link.

Show QR code

Other options

Are you trying to sign in?
Arkansas State University - Jonesboro

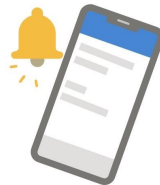
Enter the number shown to sign in.

No, it's not me

Yes



Let's try it out



82

Enter the number shown in the app to approve the sign-in request.

Other options

How do I change the default authentication method?

1. Go to myaccount.microsoft.com and sign in with your A-State credentials
2. Select **Security info** under **My Account** on the left side of the screen
3. On the **Security info** page, click *Change* at the top next to **Default sign-in method:**

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add sign-in method

Phone	[REDACTED]	Change	Delete
Password	Last updated: a month ago	Change	
Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone *		Delete
Email	[REDACTED]	Change	Delete

4. A box will pop-up asking which method you would like to use:

Change default method

Which method would you like to use to sign in?

App based authentication - notification

Phone - call +1 [REDACTED]

Phone - text +1 [REDACTED]

App based authentication - notification

App based authentication or hardware token - code

Options:

- **App based authentication - notification:** Input a code into the Microsoft Authenticator app
- **App based authentication or *hardware token - code:** Use the current bypass code displayed in the

Microsoft Authenticator app
(the code refreshes every 30 seconds)

-Other Options (By exception only):

- **Phone: Text/Call** - Receive a code via text message to your mobile number or receive a phone call to approve

**Hardware token - exception only (provided by Security)*

5. Once you have made your selection, click **Confirm**
6. You will receive a notification in the top right of the screen, letting you know it has been confirmed

Your default sign-in method was updated ✕

Wed, 03 Jun 2026 14:44:16 GMT

How do I add/change/remove my phone number?

Adding your phone number:

1. Go to myaccount.microsoft.com and sign in with your A-State credentials
2. Select **Security info** under **My Account** on the left side of the screen
3. Select + **Add sign-in method** and select **Phone**
4. Input the correct **Country code** and **Phone number** (no dashes) and choose which method you want to use to verify (text or call) and hit **Next**

Add a phone number



Verify it's you with a call or text code to your phone.

Country code

United States (+1)



Phone number

Enter phone number

Choose how to verify



Text a code



Call

Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Back

Next

5a. If you choose to receive a text, a code will be sent to you via text message, input the code and hit **Next**

Verify your phone number



Enter the code we sent to +1



Enter code

[Didn't receive the code?](#)

Next

5b. If you choose to receive a call, you will get an automated call from **Microsoft** from this number (**855-330-8653**), just follow the instructions on the call and that will finish the call set up

Verify your phone number



We're calling you on +1



Changing your phone number:

To change your phone number, please follow these steps:

1. Go to myaccount.microsoft.com and sign in with your A-State credentials
2. Select **Security info** under **My Account** on the left side of the screen
3. Next to the phone number you want to change, select **Change**
4. Enter the new phone number and select **Next**
5. Enter the code that was text to the new phone number and select **Next**

Removing your phone number:

1. Go to myaccount.microsoft.com and sign in with your A-State credentials
2. Select **Security info** under **My Account** on the left side of the screen
3. Next to the phone number you want to remove, click **Remove**

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149

Revision #4

Created 2026-07-15 11:55:36 UTC by Blake Hall

Updated 2026-07-15 12:00:12 UTC by Blake Hall