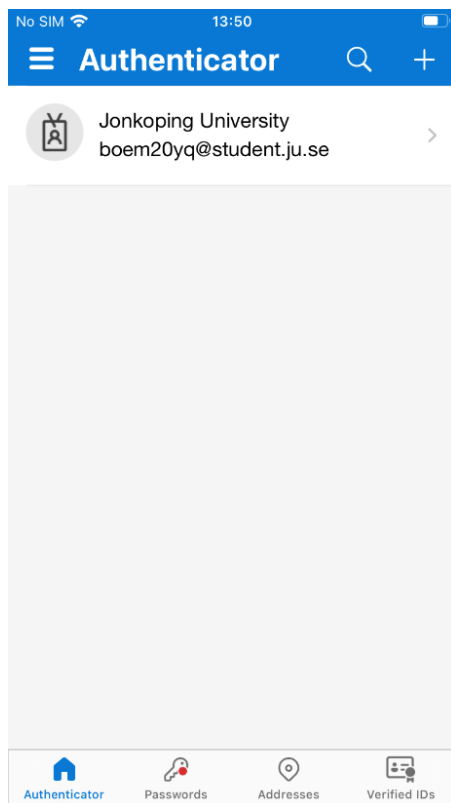




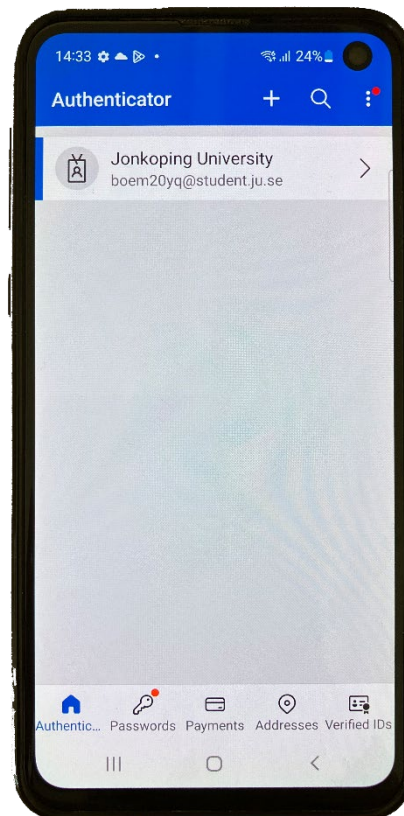
## Add MFA when changing phones

- Open up **Microsoft Authenticator** on your old phone. Select your account

### iOS



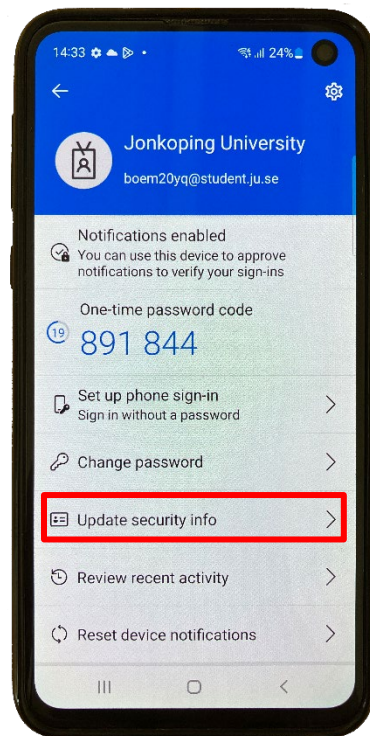
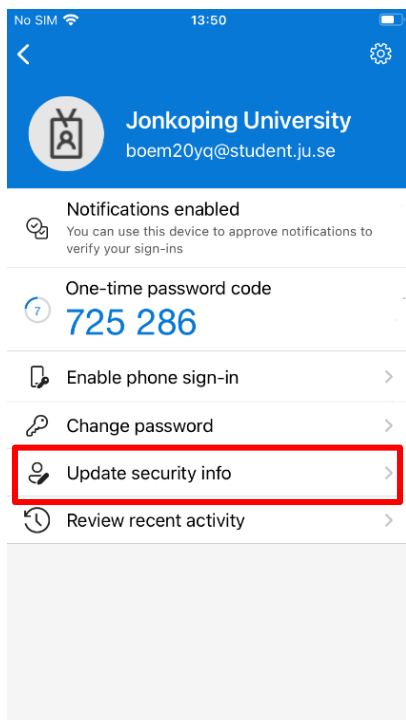
### Android



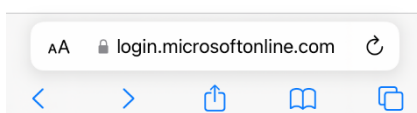
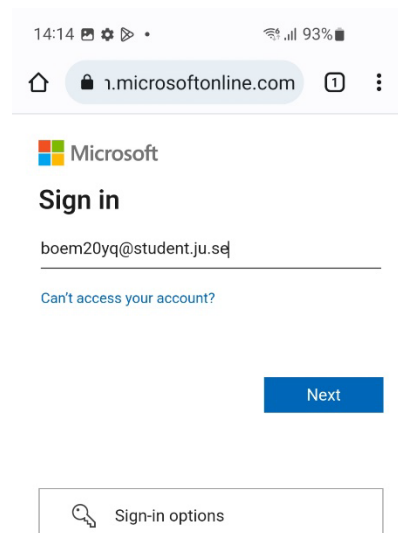
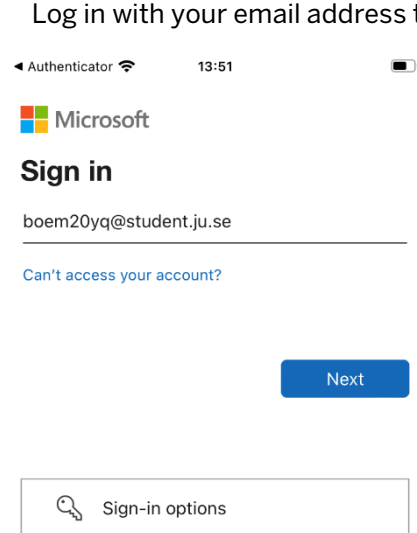


## JÖNKÖPING UNIVERSITY

- Click **Update security info**



- Now a browser will open with the page <https://mysignins.microsoft.com/>  
Log in with your email address to JU.



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## JÖNKÖPING UNIVERSITY

- Enter the password for your JU account

Two side-by-side screenshots of the Jönköping University login page. The left screenshot shows the login form with the password field highlighted. The right screenshot shows the same form with the password field filled. Both screenshots include the university logo, the text "Use your JU username or JU e-mail address and password", the email address "boem20yq@student.ju.se", the password field, a "Keep me signed in" checkbox, and a "Sign in" button. Below the form are links for "Problems signing in with your account?" and "Forgotten or expired password?".

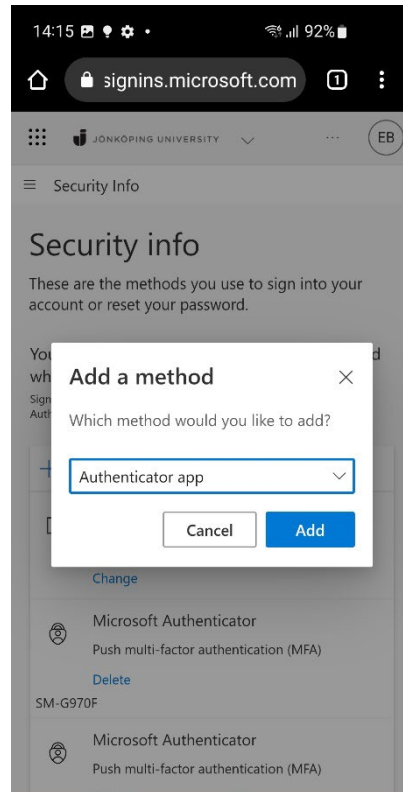
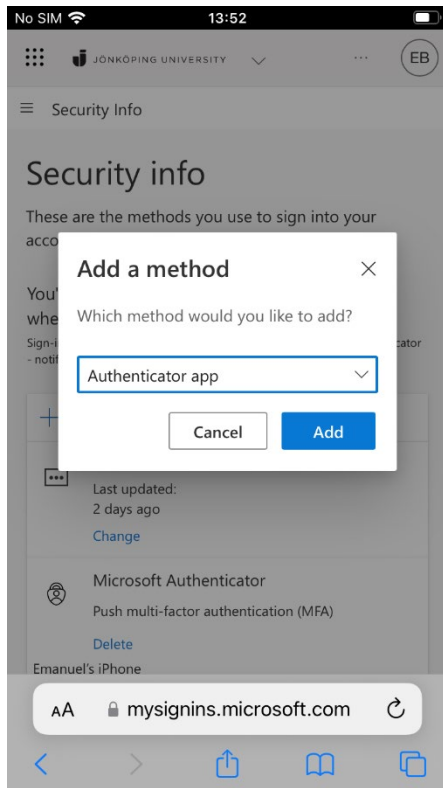
- Approve the request from Microsoft Authenticator on your old phone

Two side-by-side screenshots of the Microsoft Authenticator approval screen. The left screenshot shows the approval request with the number 43 highlighted. The right screenshot shows the approval request with the number 13 highlighted. Both screenshots include the university logo, the text "Approve sign-in request", the email address "boem20yq@student.ju.se", and instructions to open the Authenticator app and enter the number. Below the instructions are links for "I can't use my Microsoft Authenticator app right now" and "More information".

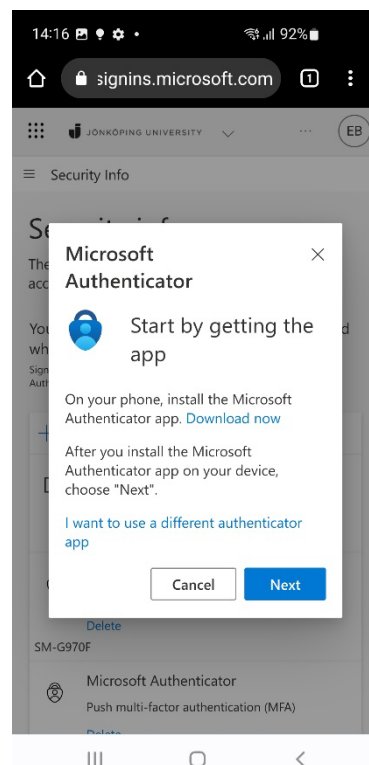
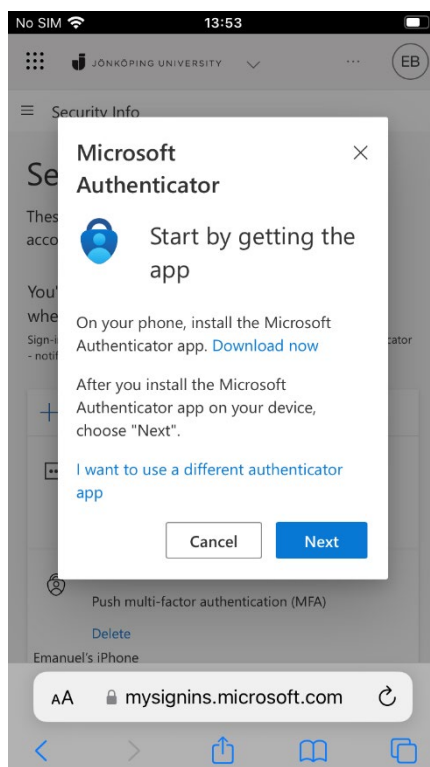


## JÖNKÖPING UNIVERSITY

- Click **Add sign-in method** and select **Authenticator App**



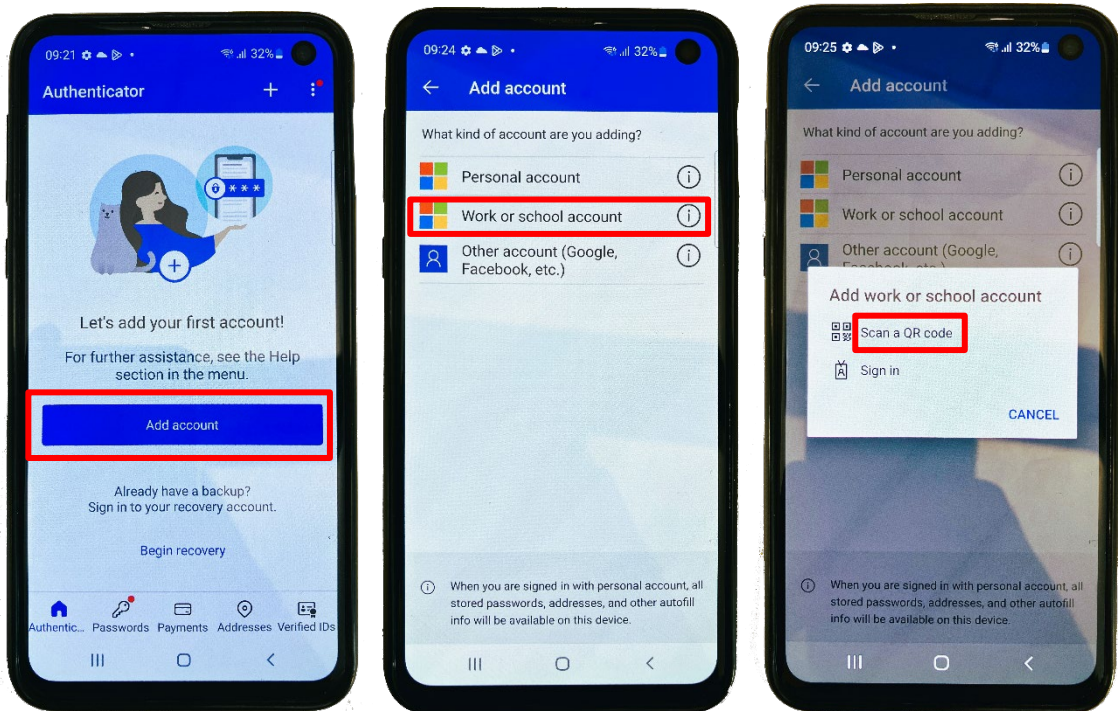
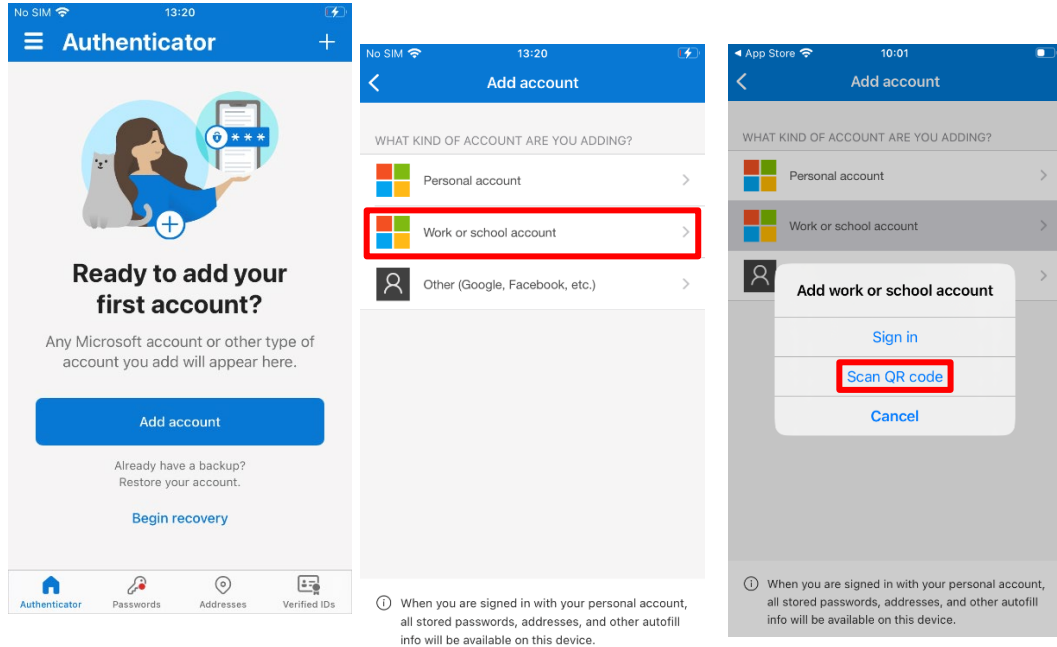
- Click **Next**





JÖNKÖPING UNIVERSITY

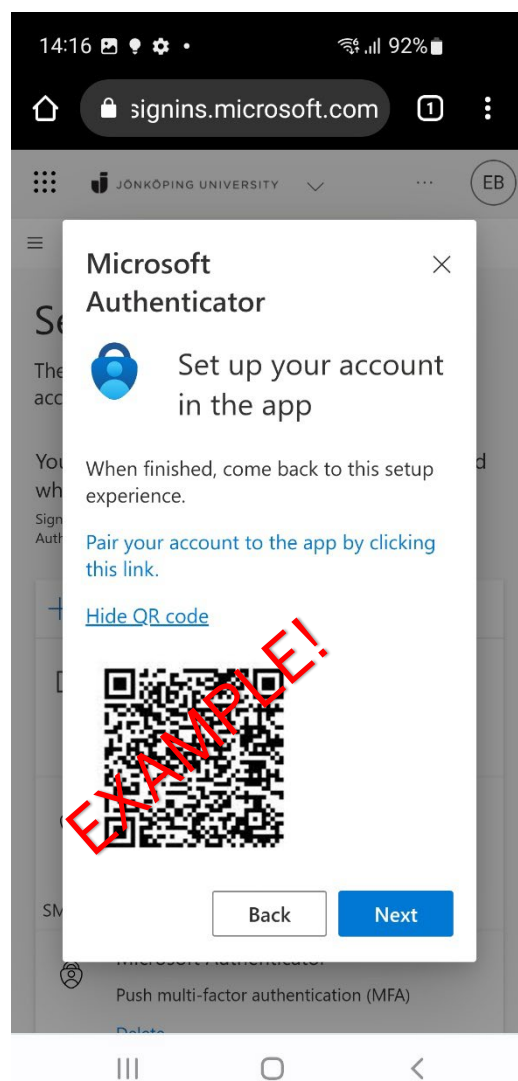
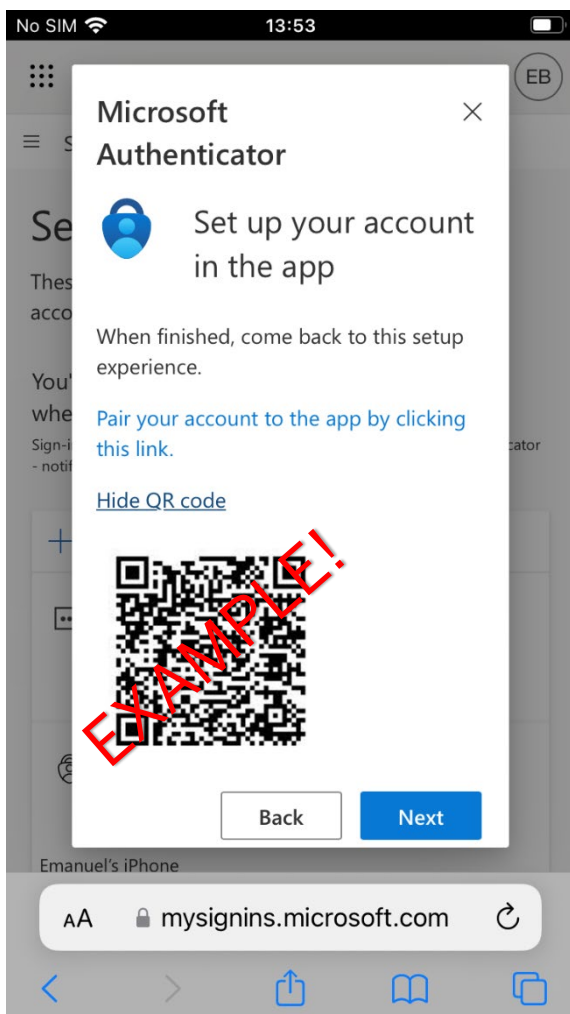
- Now it's time to open **Microsoft Authenticator** on your **NEW** phone. Select **Add account** (or click the **plus sign**) followed by **Work or school account**. *(Don't forget to allow Notifications on your phone if desired)*





JÖNKÖPING UNIVERSITY

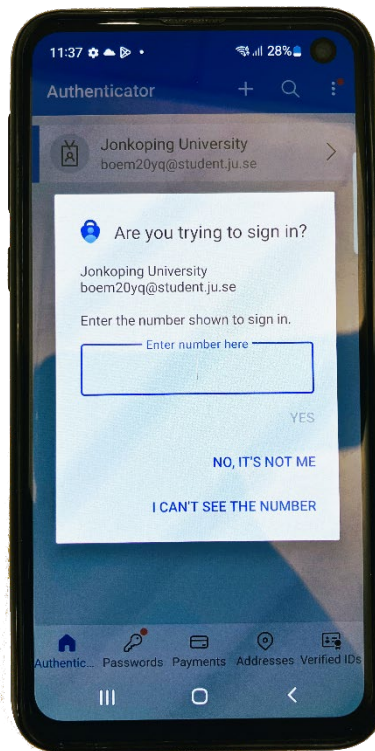
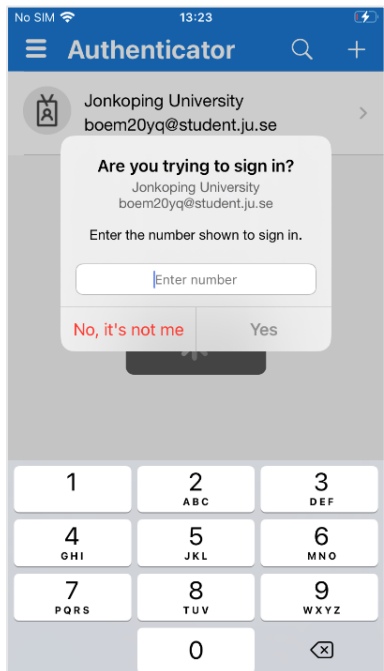
- Click Show *QR Code* and then scan the QR code displayed on your **OLD** phone





# JÖNKÖPING UNIVERSITY

- Approved request on **NEW** phone



Authenticator 13:52

JÖNKÖPING UNIVERSITY  
boem20yq@student.ju.se

### Approve sign-in request

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

**43**

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](#)

Terms of use Privacy & cookies

login.microsoftonline.com

14:16 92%

Approve sign-in? boem20yq@student.j...

JÖNKÖPING UNIVERSITY

Security Info

### Security info

**Microsoft Authenticator**

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

**15**

Back Next

Push multi-factor authentication (MFA)

Delete

SM-G970F

Microsoft Authenticator

Push multi-factor authentication (MFA)



- Once the request has been approved, **Microsoft Authenticator** should be added correctly to your new phone.

