

Manual: Installing Microsoft Authenticator app for WUR Passcode

This information is for

Employees and students

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Step 1: download the Microsoft Authenticator app on your mobile phone (WUR and/or private device)



Microsoft Authenticator by Microsoft Corporation

Android



On your Android phone, open Google Play and search for the "Microsoft Authenticator" app. Make sure the developer of the app is 'Microsoft Corporation'. Click on Install to install the app on your device.

NB: The Microsoft Authenticator app requires Android version 6.0 or higher on your mobile device. When your mobile device has a lower version the app will not be available in Google Play. You still can use WUR Passcode via SMS or Voice however.

Tip: Your Android phone is already linked with your google-account (required in order to

use the Google Play app and with that basic functionality). That google-account is usually your gmail account. If you do not want to use that account for installing the Authenticator, you can create a new google-account at <https://accounts.google.com/signin> and enter your @wur.nl email address. See <https://support.google.com/accounts/answer/27441?hl=en> for more information. Once created, switch to that account in Google Play and continue. Do note this step is not needed whatsoever - but we do see some questions about it.

Apple iOS



On your Apple iOS phone, open the App Store and search for the "Microsoft Authenticator" app. Make sure the developer of the app is 'Microsoft Corporation'. Click on Install to install the app on your device.

NB: The Microsoft Authenticator app requires iOS version 11.0 or higher on your mobile device (smartphone: iPhone 5S or up). When your device has a lower version the app will not be available in the App Store. You can however still use SMS or Voice in this case.

Step 2 - Set up the Microsoft Authenticator app

To fix any issues with your WURnet account registered in the Microsoft Authenticator app you need to remove your account from the app. Open the app, select your WUR account and tap 'Remove account'. After removal, continue with adding (again).

Tip: disable the Authenticator App screen lock function.

Microsoft defaulted the app to first lock the screen before you can accept the WUR Passcode. This means that you first must unlock the screen by entering the unlock code as set by you, before you can access the app. During setup / registering this however may cause some confusion. To disable the auto-lock screen function, click on the three dots at the top of the app and select Settings and then uncheck the box/slider at App Lock.

1. On your PC, open a web browser and go to: <https://aka.ms/MFAsSetup>
 - a. On the Microsoft login screen, log in using your @wur.nl e-mail address and then enter your WUR password.
 - i. If your telephone number is already registered, you will receive an SMS with a verification code. Enter this code.
 - ii. If there is no number already registered, you proceed to the next screen.
 - b. You will be forwarded to the "Additional Security Verification" screen. Click on 'Set up Authenticator app'.

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Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?
We'll use this verification option by default.

Text code to my authentication p...

how would you like to respond?
Set up one or more of these options. [Learn more](#)

Authentication phone Netherlands (+31) 6

Office phone Select your country or region Extension

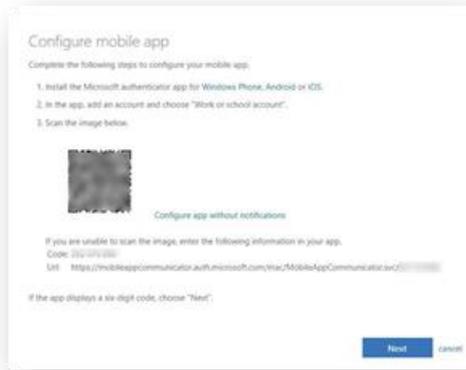
Alternate authentication phone Netherlands (+31) 6

Authenticator app or Token **Set up Authenticator app**

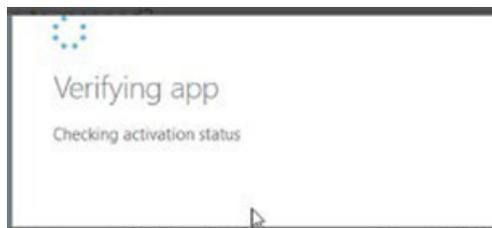
Save cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

3. The 'Configure Mobile App' screen will be shown, which displays a QR code.
Do not click on Next here yet. Open first the Microsoft Authenticator app on your phone.
 - a. If you are using the app for the first time, you may first get some questions.
 - i. E.g. whether the App is allowed access to the camera (answer is yes, this is necessary to scan the QR code).
 - ii. Skip all further questions until you are asked **to add your work account**.
 - iii. If you do not see any questions, choose for "Add account". If you do not see this option, click on the 3 dots at the top of the screen and select "Settings" and then "Add Account".
 - b. Click on 'Work or school account' and scan the QR code shown on your PC screen. After a few seconds, an 'Account added' notification will be shown briefly on your phone, and your @wur.nl account will appear on the list in your Microsoft Authenticator app.
 - c. **Important:** Close the Authenticator app on your phone.
 - d. Go to your PC and click on Next.



The message "Verifying app" will now appear on your screen. Switch to your phone (the app is now being verified). After a few seconds you will be asked for a confirmation on your phone. Click on Approve.



- e. **On your PC:** You will automatically return to the "Additional Security Verification" screen. If this does not happen automatically, refresh the web browser screen on your PC using the F5 button.
- f. Check that everything is set up correctly:
 - iv. At preferred option: **Notify me through app.**
 - v. There should be a check mark next to Authenticator App or token.
 - vi. The model number of your phone is visible.

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Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

<input checked="" type="checkbox"/> Authentication phone	Netherlands (+31) <input type="button" value="v"/>	6 <input type="text"/>
<input type="checkbox"/> Office phone	Select your country or region <input type="button" value="v"/>	<input type="text"/>
		Extension <input type="text"/>
<input checked="" type="checkbox"/> Alternate authentication phone	Netherlands (+31) <input type="button" value="v"/>	6 <input type="text"/>

Authenticator app or Token

Authenticator app **model**

- g. Save (only with changes) your settings using the Save button on the screen.
- h. If you are asked "Verify preferred option", you will receive a request for this on your phone. Click on "Approve" in this request and then click on Close in the "Updates Successful" window.
- i. You have now successfully linked the Microsoft Authenticator app on your mobile phone to use for WUR Passcode. From here on out, when the WUR Passcode requests a confirmation, tapping 'Accept' in the notification you receive on your mobile phone will suffice.

What to do if you do not receive a WUR Passcode (MFA) request on your phone?

- Check your chosen 'default method' at <https://aka.ms/MFAsetup>
- If you don't receive SMS, try Voice as SMS delivery is not guaranteed. It is recommended to use the Authenticate app: it also works if you do not have coverage via the mobile network.
- If you don't get an Authenticate app push notification, check WIFI range, (set to 4G for example), turn off the do not disturb/quiet mode, turn off battery optimization (for all actions: see the factory manual of your mobile phone).

Tip: (re-)enable the Authenticator App screen lock function.

You can enable the app to first lock the screen before allowing access to the app. This adds an extra layer of security although it means you will have to enter the screen unlock code, set by you, before you can accept the WUR Passcode request. If you switched it off during setup, you can choose to enable it again. To enable auto-screen lock, click on the three dots at the top of the app and select Settings and check the box/slider at App Lock.

Tip: using multiple smart phones?

You can install the Microsoft Authenticator app on multiple mobile devices by following the above instructions again.

I don't want to install the app - how to proceed?

In order to receive the WUR Passcode, a mobile phone is required. Employees can use their WUR mobile phone and/or their private phone. Students can only use their own mobile phone. The WUR Passcode itself can be received in the following ways:

Microsoft Authenticator app (preferred!)

- As soon as you are asked for the WUR passcode, you only have to press accept in the app. We advise you to install this app on your phone because the app also works when you are out of range (internet access is required).

By SMS code or voice.

- If you have set up SMS or Voice (see below), you will receive a six-digit code for each request, which you must enter manually when logging in.
- Note: SMS delivery depends on your provider and cannot be guaranteed. There may be a delay between logging in and receiving the WUR passcode, which may slow down your login.

Yubikey

- Employees who do not have a mobile phone can ask their organisation contact person (your secretariat can help you with the name) if they are eligible for a WUR mobile phone. If that is not the case, you can order a Yubikey (also through the organisation contact person). A yubikey is a small device that fits into the USB port of your PC.
- Students can also use a Yubikey, but the purchase is for their own account.

How to configure these options

- Open <https://aka.ms/MFAsetup>

what's your preferred option?

We'll use this verification option by default.

Notify me through app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone * Netherlands (+31) 62 --

Office phone (do not use a Lync phone) Select your country or region

Alternate authentication phone Select your country or region Extension

Authenticator app or Token [Set up Authenticator app](#)

- Authenticator app: choose preferred option "notify me through app" and follow the steps above.
- Yubikey: choose preferred option "use verificationcode from app or token"

- SMS: choose preferred option "text code to my authentication phone" and make sure the correct phone number is entered in the field "authentication phone".
- Voice: choose "call my authentication phone" and make sure the correct phone number is entered in the field "authentication phone".
Or when applicable: "call my office phone" - but **be aware** this is your landline at WUR. If you are not at the office, you will not receive the code and you cannot sign on. If you choose this option, make sure that the correct telephone number is entered in the field "Office phone".

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