Transfer Microsoft Authenticator app to a new phone

Multi-Factor Authentication (MFA)

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Multi-Factor Authentication (MFA) is a requirement to access UNSW single sign-on (SSO) applications. MFA provides an additional layer of security to protect the University and your zID account from unauthorised access.

Use this guide to transfer the Microsoft Authenticator app (with your zID account set up) from your old phone to your new phone.

If your old phone is lost or unavailable, contact the **IT Service Centre on 02 9385 1333**. Alternatively visit the [MFA website](#) to access all support materials.

To follow these instructions, you will need

- Your zID and password.
- Your old smartphone with a data/internet connection.
- Your new smartphone with a data/internet connection.

Instructions

This instruction is in two parts: Part 1 is to set up Microsoft Authenticator on your new smartphone and Part 2 is to remove it and your account from your old smartphone.

Part 1: On your new smartphone: Set up MS Authenticator

1. **On your new smartphone,** open the app store (such as Google Play or App Store), search for Microsoft Authenticator app. Check that your smartphone operating system will support it, and **install the app**.

   Be aware! Microsoft Authenticator app is free and does not require a

   Alternatively, you can [get the app on your phone](#) by scanning a QR code with your phone.

   Note: If you are in a country that does not allow you to access the Google Play/Apple stores please use your phones' manufacturer provided store.

2.   **On your new smartphone,** Open the Microsoft Authenticator app, allow notifications/access to camera (if prompted), and

    a) Tap the **+** (Plus) sign
    b) Tap **Work or School Account**.
    c) Tap Sign in

Sign in   3.   **On your new smartphone**

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Part 2: