Transfer Microsoft Authenticator app to a new phone

Multi-Factor Authentication (MFA)
Updated: 18 January 2023

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 'subscription'.

   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
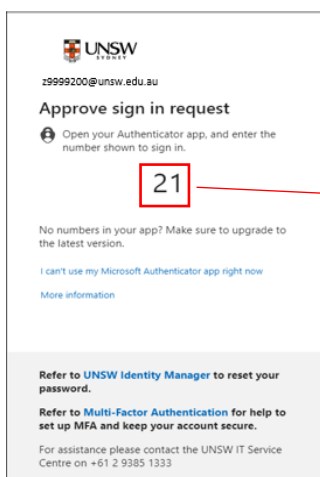   b) Tap **Work or School Account***.*
   c) Tap Sign in

3. **On your new smartphone**, at the *Sign in* window, sign-in using your zID@ad.unsw.edu.au and enter your password when prompted.
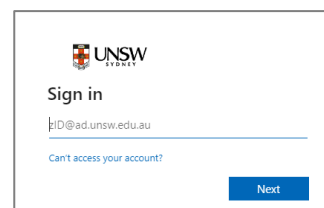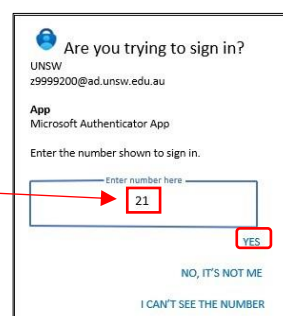

4.

| On your new smart phone device	On your old smartphone where you have set up MFA.
When **MFA** is triggered, you will be presented with the *Approve sign-in request* window which includes a 2-digit number. Now a push notification will be sent to **old** smartphone.	A push notification will ask you to verify your sign-in, enter the 2-digit number from the **new smart phone device** sign-in screen into your original smartphone & click YES.
	If the push notification is not immediately visible open the Microsoft Authenticator App. *Note*, the 2-digit number is not your 6-digit one-time password code (OTP).

Congratulations, you have successfully set up the *Microsoft Authenticator* app on your new smartphone and make sure to test it.

Part 2: On your old smartphone: Remove accounts and uninstall MS Authenticator

After confirming that your MS Authenticator works on your new phone, you should remove your accounts and uninstall the app on your old phone.

4. **On your old phone**, in the *MS Authenticator* app, tap on **your zID account**.

5. **On your old phone**, tap on the **Settings** icon located at the top right-hand corner of your app screen and in the next window, tap **Remove account.**

6. **Uninstall** the app from your old smartphone.
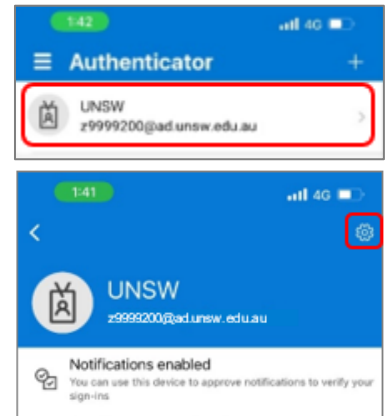
Congratulations, you have now successfully transferred your Microsoft Authenticator app and accounts to your new phone and removed the accounts from your old phone.