Transfer Microsoft Authenticator app to a new phone

Multi-Factor Authentication (MFA)  
Updated: 27 June 2022

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 app and if prompted allow notifications then tap Add Account.

   **For apple smartphones:**
   a) Tap the plus sign (Add Account)
   b) Tap **Work or School Account**.

   **For android phones:**
   c) Tap the 3 dots
   d) Tap **Add Account**
   e) Tap **Add work or school account**

3. **On your new Smartphone**, tap **Sign in**

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

5. You will be presented with the **Approve sign-in** request window (shown).

6. **On your old smartphone**, a push verification request has been sent. Tap **Approve**.
   
   If the push notification is not immediately visible, open the Microsoft Authenticator app.
7. **On your new smartphone**, choose your preferred sign-in method and tap **Finish** to complete.

**Important:** Test that the **Microsoft Authenticator app** is now active on your new smartphone:

8. **On your computer**, in a web browser, (E.g., Safari, Chrome) open a **Private or Incognito** window. Copy and paste [https://aka.ms/mfasetup](https://aka.ms/mfasetup) into the url of that window.

9. **On your computer**, at the **Sign in** window, use your zID@ad.unsw.edu.au and password and then tap **Next**.

10. **On your new smartphone**, a push notification will ask you to verify your sign-in, tap **Approve**.

**Congratulations**, you have successfully set up the **Microsoft Authenticator** app on your new smartphone and tested that it works.

**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.

11. **On your old phone**, in the **MS Authenticator** app, tap on your **zID account**.
12. **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**.

   Repeat step 11 and 12 for all your accounts in the Microsoft Authenticator app.

13. **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.