



aka.ms/mysecurity

Change your multifactor authentication device to sign in

If you have changed or reset your multifactor authentication device, you will need to setup the Microsoft Authenticator* app again to sign in.

To set up your new device with a backup, on the web or via the Helpdesk follow the steps below:

Setup your new device with your old device:

1. Scan the QR code or go to aka.ms/mysecurity. Sign in with your college details.

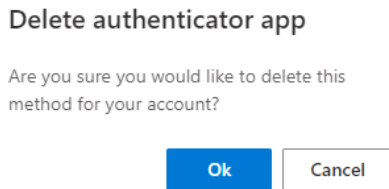
2. Authentication will be required. Use the current MFA device already setup to confirm sign in.

(If you no longer have access to your current MFA device, follow the steps in the 'Setup your new device without your old device' section).

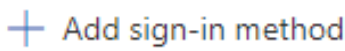
3. In the following window, identify your old device, by matching the name found alongside the security method, to the one found in your device's settings.



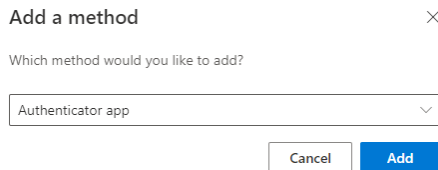
4. On the row with your old device, select 'Delete' and select 'OK' to confirm deletion.



5. In the original window, select 'Add sign-in method'.



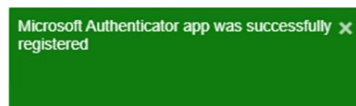
6. In the drop-down menu select 'Authenticator app' then select 'Add'.



7. Follow the steps to set up the Microsoft Authenticator app. You can view the **MFA Setup Guide** for assistance with this.

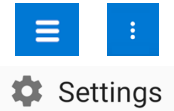


Once the setup is completed, a confirmation box will appear in the top right.



Setup MFA using a backup on Microsoft Authenticator:

1. On your old device open the Microsoft Authenticator app and open settings via the menu in the top left or right hand corner.



2. In settings, find and turn on the option 'Cloud Backup' (On IOS devices, this option is labelled 'iCloud Backup').



3. In the pop-up, select 'Add Account' and sign in with your personal Microsoft account. (This is **not** your Northampton College account. You can set up your own Microsoft account at signup.live.com)¹.

You need a personal Microsoft account to use cloud backup

[CANCEL](#) [ADD ACCOUNT](#)

4. Once signed in and backed up, download and open the Microsoft Authenticator app on your new device*.



Secure Your Digital Life

[Restore from backup](#)

Already have a backup? Restore your account.

[Begin recovery](#)

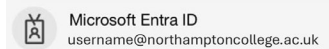
5. In the authenticator app, at the bottom of the welcome screen select 'Restore from backup'. If you do not see the welcome screen you can select 'Begin recovery' on the main authenticator screen.

6. Sign in with the personal Microsoft account you used to backup the Microsoft Authenticator. After signing in your authentication method(s) should appear on the app on your new device.

Setup your new device without your old device:

If you can no longer access the device setup with MFA, you will need to contact the Helpdesk via 01604 734216 or at Booth Lane, Room B2.03. (Email or other contact methods cannot be used due to security).

If your authentication method displays as 'Microsoft Entra ID', please contact the Helpdesk.



*Other authentication applications are available. NC Helpdesk cannot provide assistance for alternative authentication applications.

¹Northampton College is not responsible for creation or management of any personal Microsoft accounts.

For more information regarding Microsoft account terms of use visit microsoft.com/en-gb/servicesagreement.

Northampton College is not responsible for use of a personal device. Contact Helpdesk for assistance.