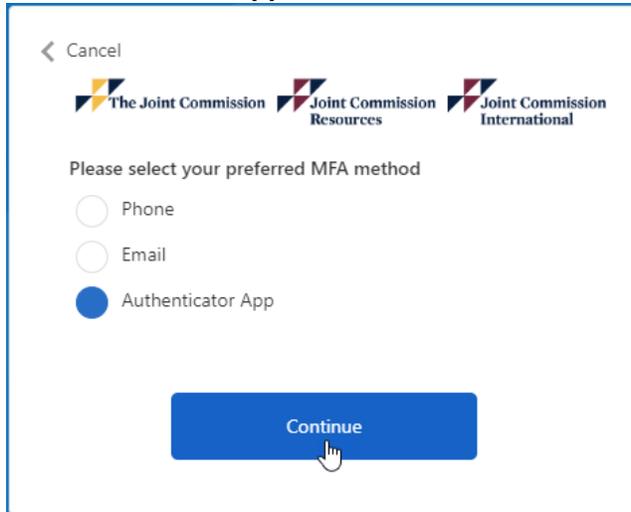
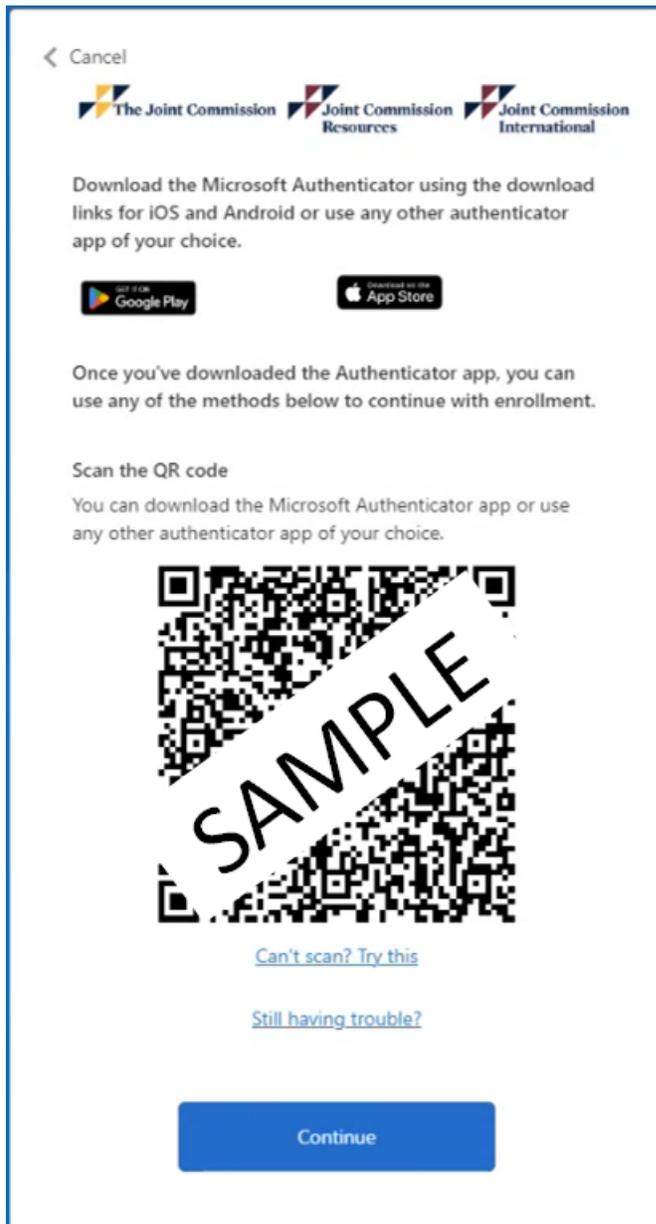


Multifactor Authentication Microsoft Authenticator App Instructions

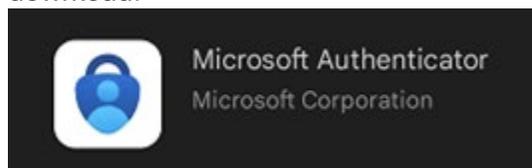
Microsoft Authenticator App



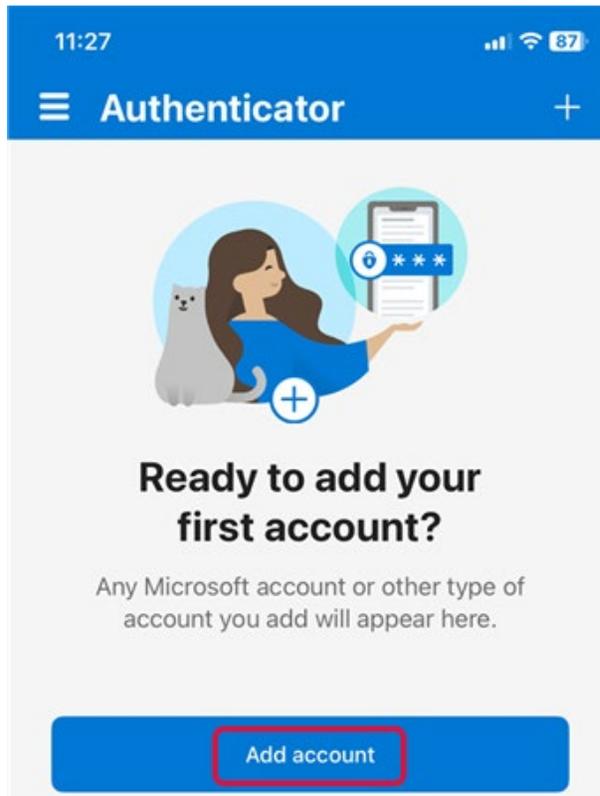
1. A screen with a QR code specific to your login ID will open. Before you proceed, make sure you have the Authenticator App downloaded on your phone.



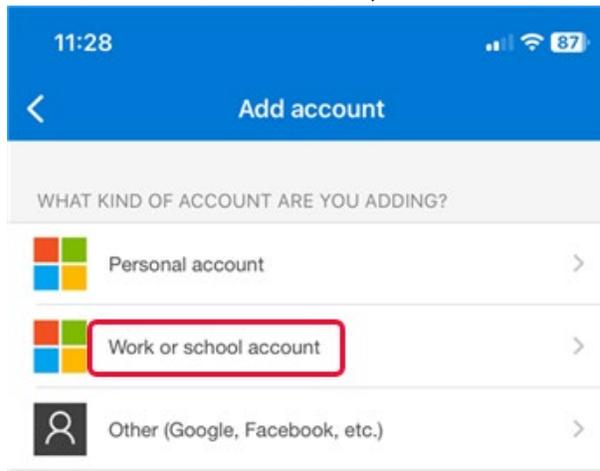
- a. If you do not already have Authenticator App installed on your phone:
 - i. Go to either **Google Play** (Android) or the **App Store** (Apple) and search for “Microsoft Authenticator.” Click on the app that looks like a person icon inside a padlock and download.



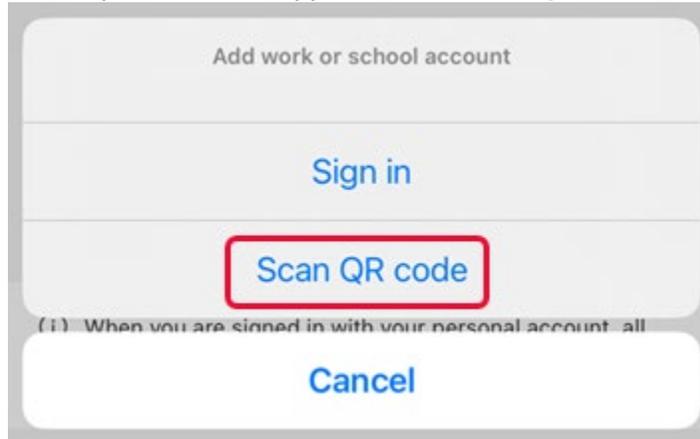
- ii. When the app opens, you should see a screen prompting you to add an account. Click the “Add account” button.



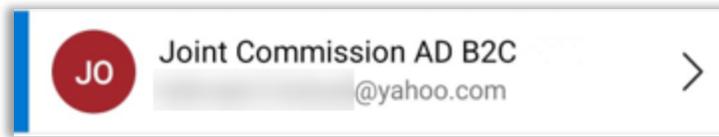
- iii. On the "Add account" screen, click "Work or school account."



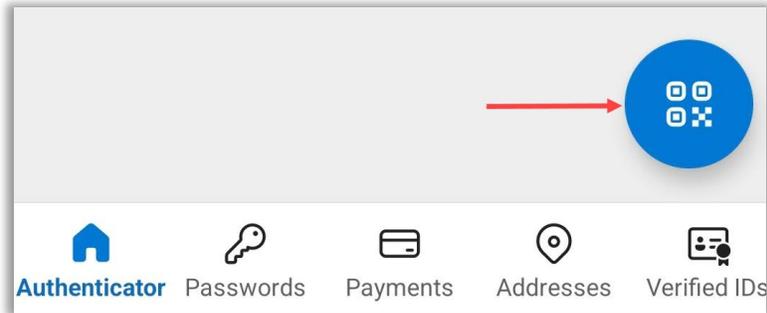
- iv. Three options should appear. Click “**Scan QR code.**”



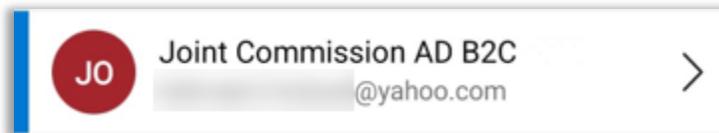
- v. Scan the QR code on your screen (step “1” above). This will load the “Joint Commission AD B2C” account on your phone.



- b. If you already have the Authenticator App installed on your phone:
i. Open the app and use the round button in the bottom right-hand corner of your screen to **scan the QR code** on your computer screen (step “1” above).



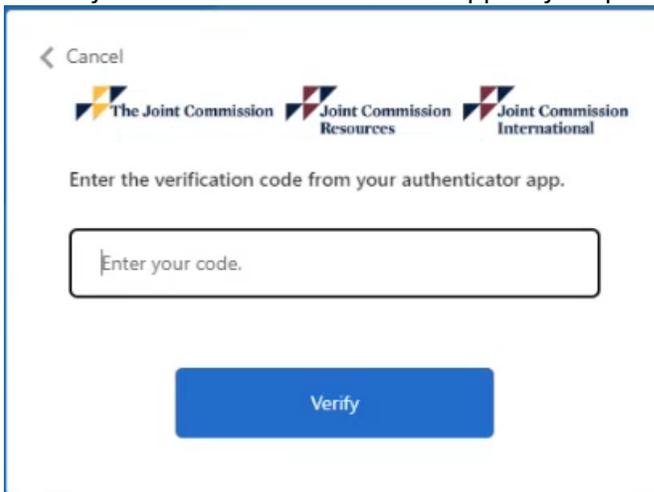
- ii. This will load the “Joint Commission AD B2C” account on your phone.



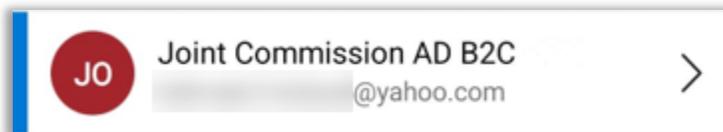
2. After you scan the QR code, click “Continue.”



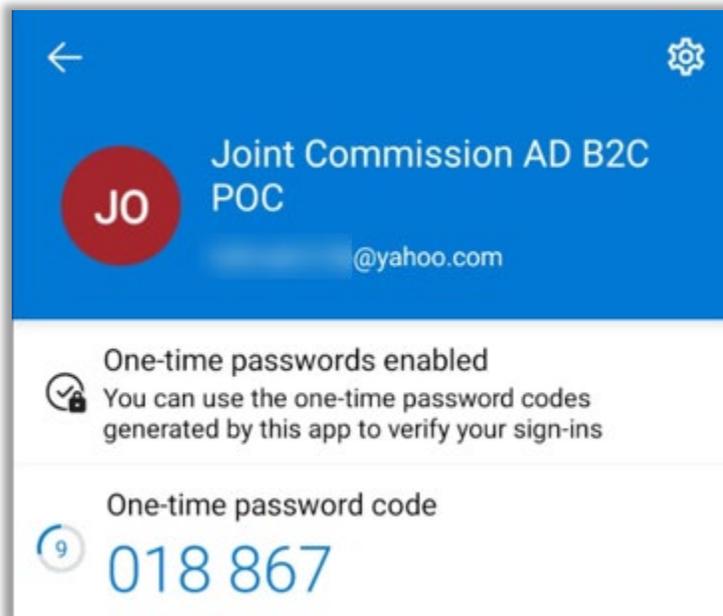
3. The next screen is for entering the code from the Authenticator App. This screen needs to be opened before you check the Authenticator App on your phone.



4. Open the Authenticator App on your phone and select the “Joint Commission AC B2C” for this user.



5. Find the “One-time password code.”



6. Enter the code on the screen and click “Verify.”

