

# HCC Guide on: How to install and use the Microsoft Authenticator App

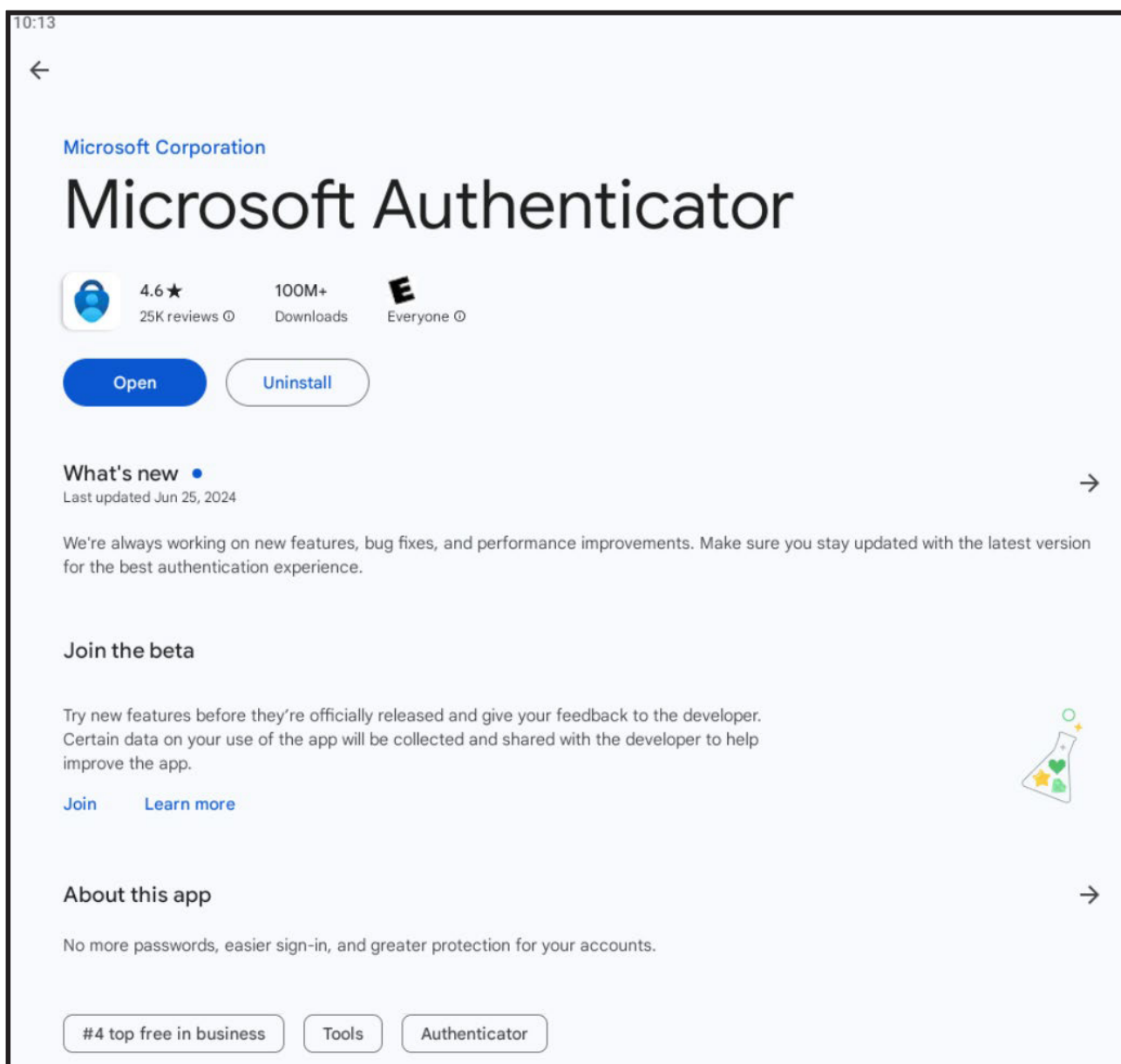
## Installing Microsoft Authenticator

To use this application, you must be using an Android or Apple Device.

This authenticator is NOT on Windows. This may not be available if your device is not updated.

Search the App Store, or Play Store for “Microsoft Authenticator” and install the app.

Make sure that you are using the correct app made by “Microsoft Corporation”.



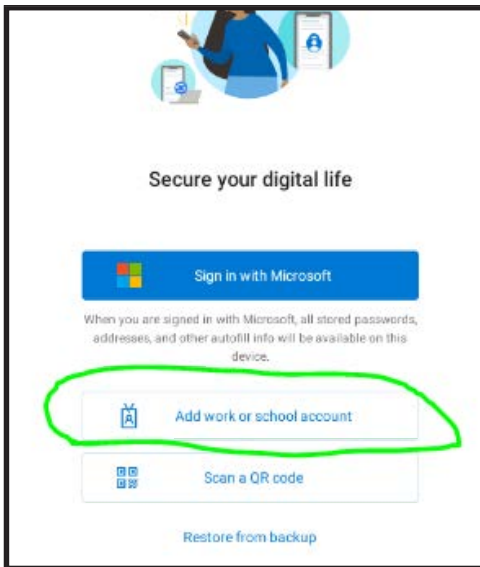
# Setting up Microsoft Authenticator

## Method 1: Sign in using HCC credentials

Select “+”



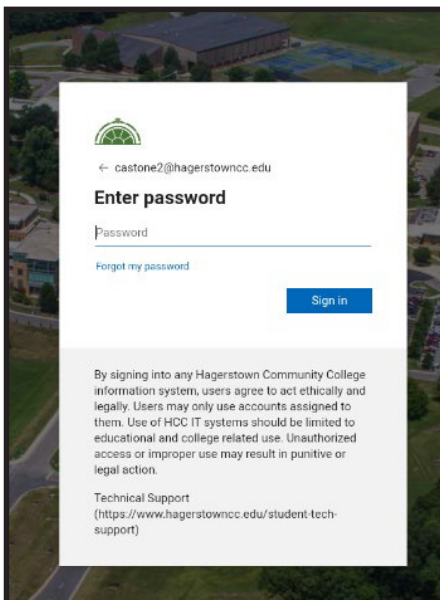
“Add work or school account”



Click “Sign in”

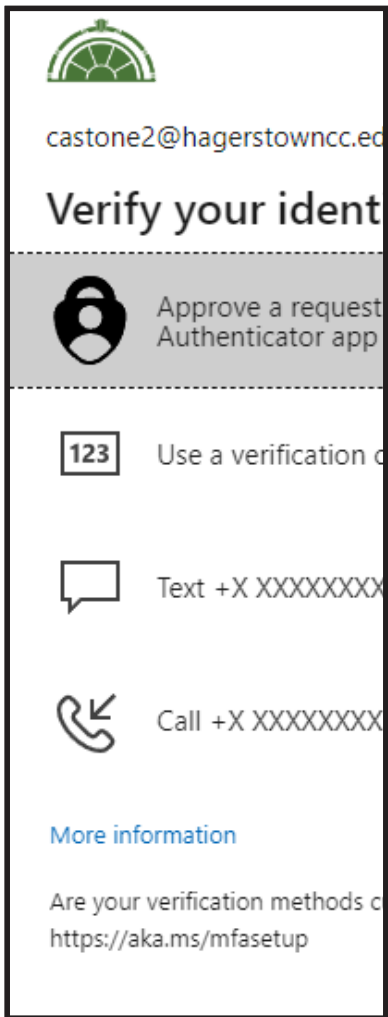
Enter your HCC Email address (username@hagerstowncc.edu)

Enter your password (you are using your HCC account for this, so this is your HCC password)



You should be prompted for an authentication method, complete the request.

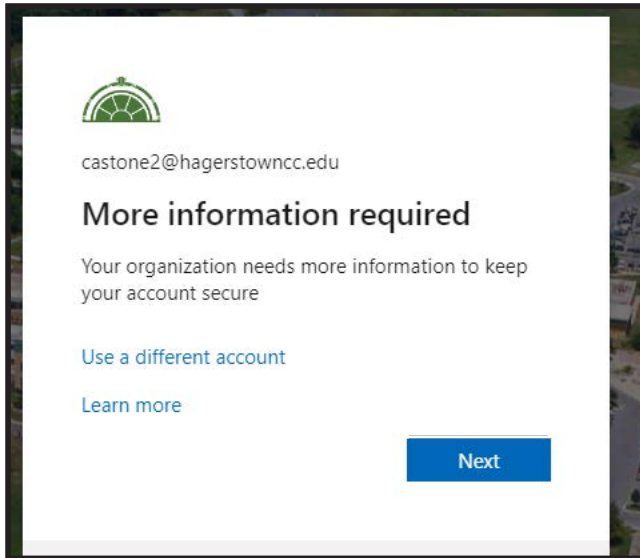
For example, I used text, and entered the code sent to me.



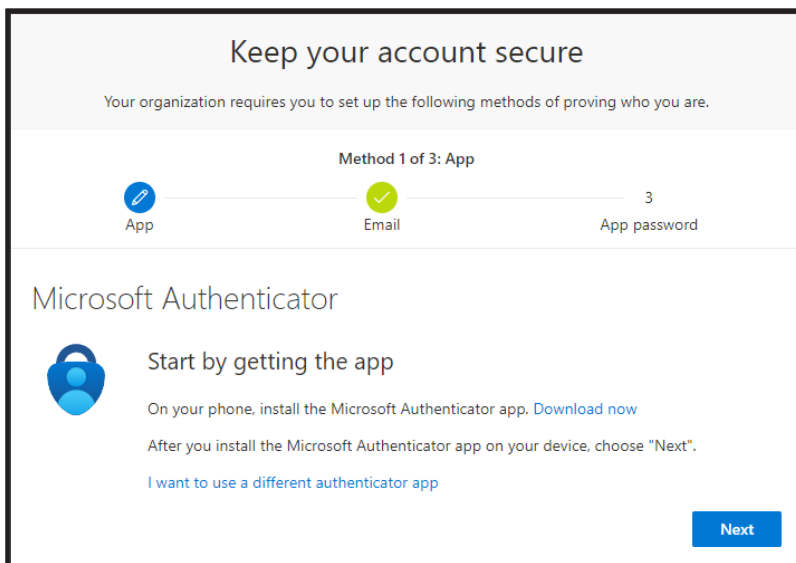
# Method 2: Using QR code to set up Microsoft Authenticator

Sign in using your username and password, then hit Next.

You may receive the following message, or one more specific for the Authenticator App click Next



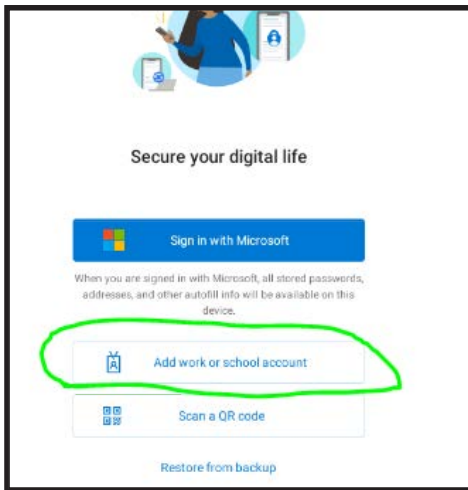
Follow the instructions and download Microsoft Authenticator, then click Next.



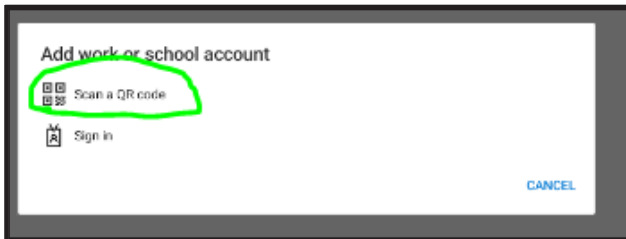
On Microsoft Authenticator App click the “+” sign



Click “Add work or school account”

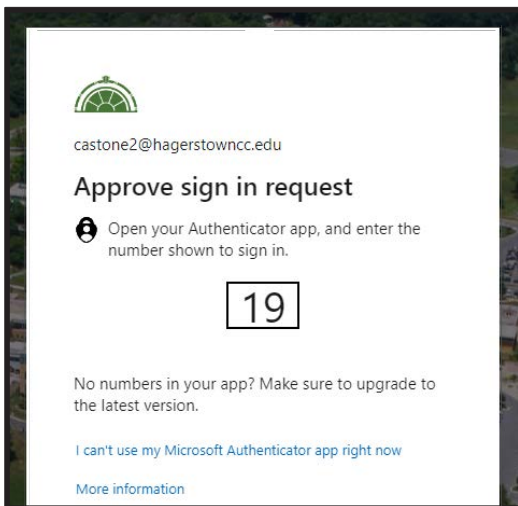


Now select “Scan QR Code”



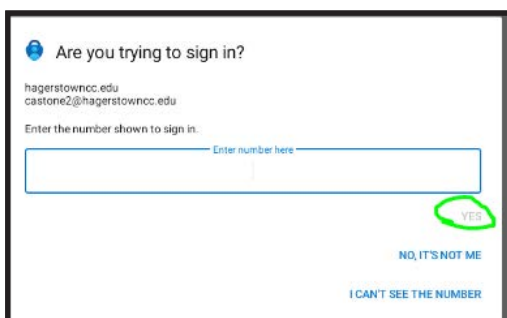
Scan the QR Code

Back to your Login Device you click Next and you should see something like this



On your Authenticator you should see a pop up asking for the code

Enter the 2-digit code (19 in example above), hit “Yes



# Method 3: Use Code and URL (if scanning QR Code is not possible)


## Add your work or school account

1. On your computer, note the **Code and Url** information on the **Configure mobile app** page. Keep this page open so you can see the code and URL.

### Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



[Configure app without notifications](#)

If you are unable to scan the image, enter the following information in your app.

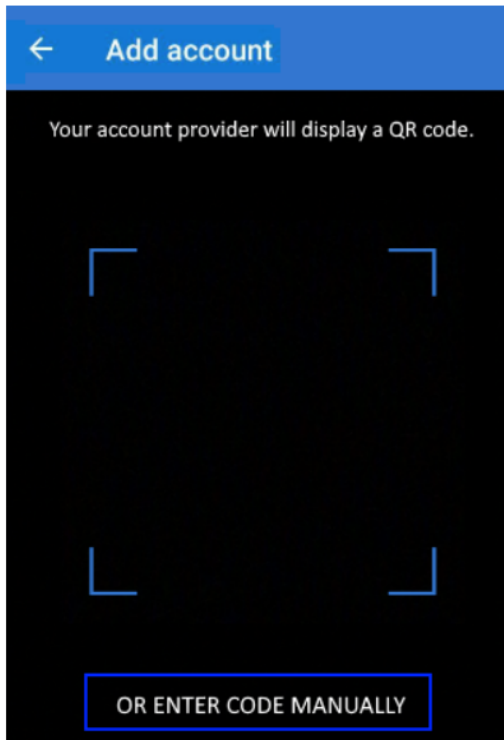
Code: 857 634 999
Url: <a href="https://co1pfpad16.phonefactor.net/pad/648069390">https://co1pfpad16.phonefactor.net/pad/648069390</a>

If the app displays a six-digit code, you are done!

[Done](#) [cancel](#)

2. Open the Authenticator app, select **Add account** from the **Customize and control** icon in the upper-right, and then select **Work or school account**.

3. Select **OR ENTER CODE MANUALLY**.



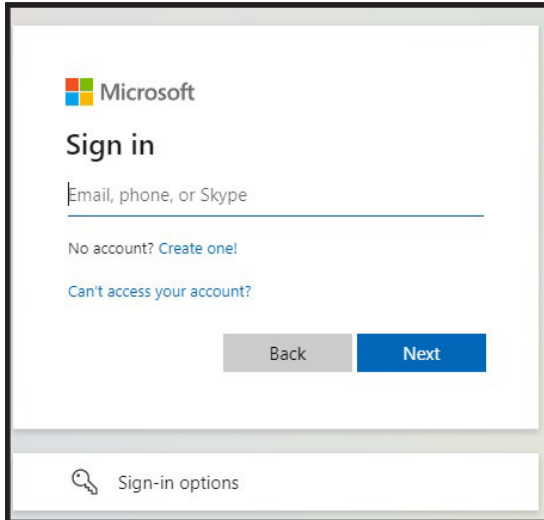
4. Enter the Code and URL from Step 1, and then select **Finish**.
5. The **Accounts** screen of the app shows you your account name and a verification code. For additional security, the verification code changes every 30 seconds preventing someone from using a code multiple times.

# Using the Authenticator

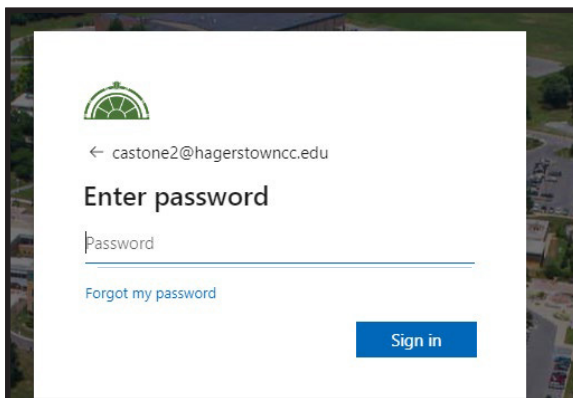
In this example, I am signing into Office.com with my HCC account.

However, this applies to any resource that uses your HCC account to sign in. You may see a generic Microsoft Login page until your HCC Email is entered.

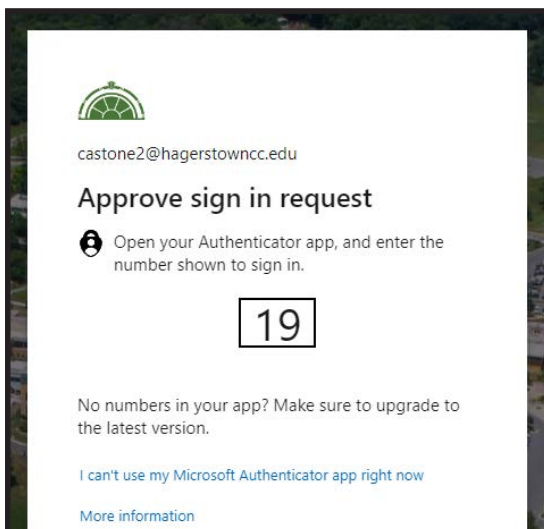
Now select “Scan QR Code”



Enter your password. Click Sign in.

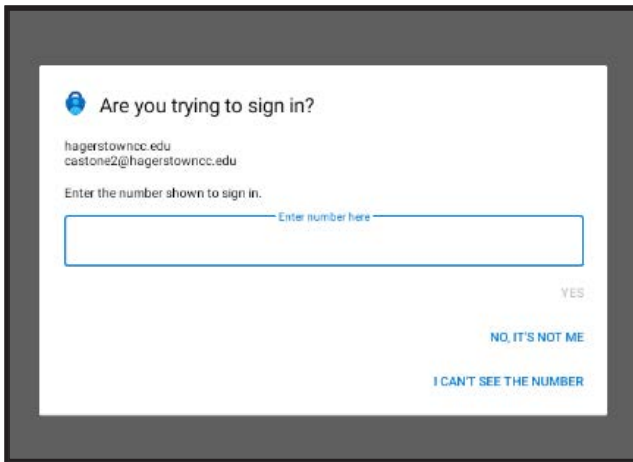


You will be prompted with a page like this:





In the Authenticator App Enter the code, then select yes (in this example, the code was 19).



The image shows a screenshot of a mobile application interface for signing in. At the top, there is a blue circular icon with a white keyhole symbol, followed by the text "Are you trying to sign in?". Below this, the email address "hagerstowncc.edu" and "castone2@hagerstowncc.edu" are displayed. The instruction "Enter the number shown to sign in." is followed by a text input field with the placeholder "Enter number here". At the bottom right, there are three buttons: "YES", "NO, IT'S NOT ME", and "I CAN'T SEE THE NUMBER".

Are you trying to sign in?

hagerstowncc.edu  
castone2@hagerstowncc.edu

Enter the number shown to sign in.

Enter number here

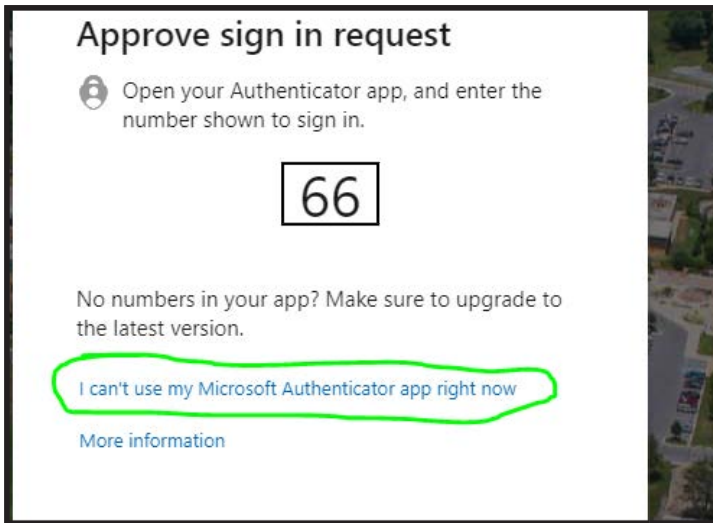
YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

# I can't use my Microsoft Authenticator app right now

In the case that you are unable to use the authenticator after it is set up, just select that (circled in green)



That should bring you back to this page, and you can select one of your other methods

