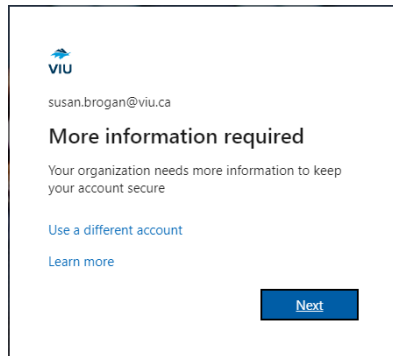


Step by Step instructions to set up the Authenticator App:

1. On your computer, click on this link to open the [Additional security verification page](#).
2. You may be asked to log in. Choose "**Work or School Account**" if given a choice, then enter your **@viu.ca email address** and click **Next**
3. Enter your **VIU account password** and click **Sign in**

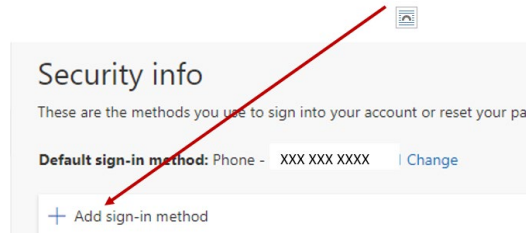
If you have **not set up any other methods of 2SV verification** you will get a prompt like this when you click on the *Microsoft Security Link* from the webpage:



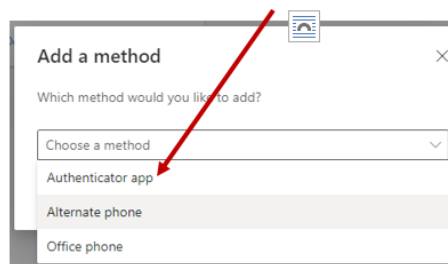
- Click **NEXT** then proceed to **step 4** of the instructions below.

If you have **already set up a 2SV verification method**, when you click on the *Microsoft Security Link* in from the web page, you will open your **2SV Security Profile** and you can follow steps a – c below before moving on to step 4.

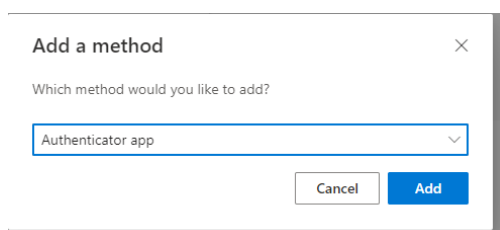
- a) You can add the Authenticator App by choosing **+Add a sign-in Method**



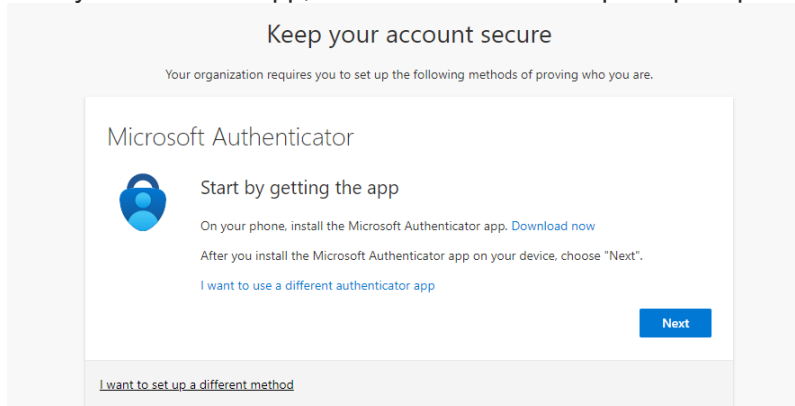
- b) Then choosing the **MS Authenticator App** from the drop down list.



- c) Click **ADD** after you choose the Authenticator app option

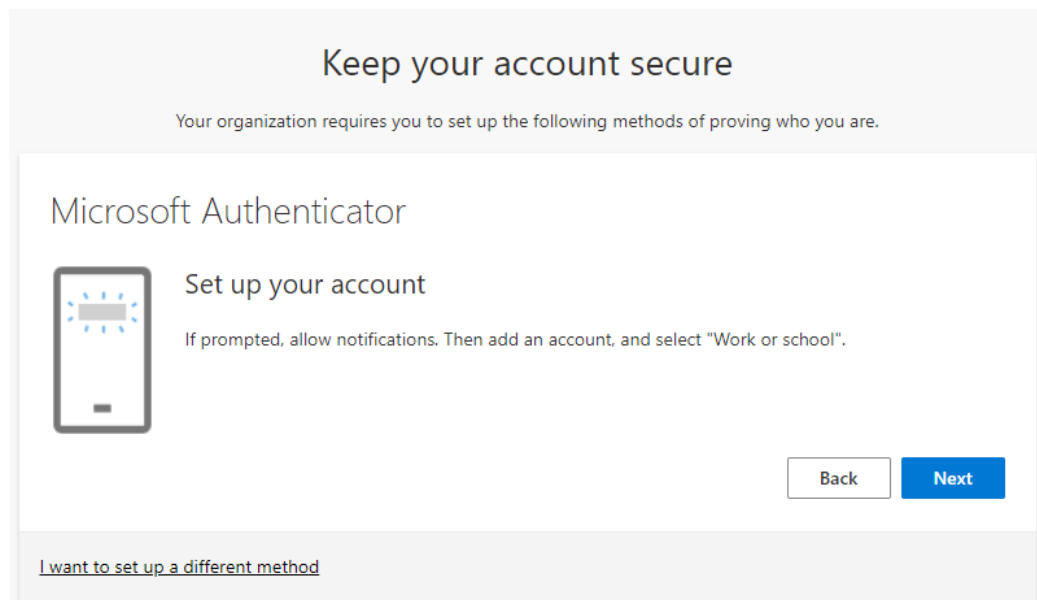


4. **Grab your phone.** You need to install the **Microsoft Authenticator APP** on your mobile phone before you can proceed.
 - go to your APP Store on your phone and *Search for **Microsoft Authenticator APP***
 - **Download and install the app**
 - this will be a free download. If you are asked to pay, then you are on the wrong app.
 - there are other Authenticator Apps available, but they are not supported by VIU.
 - Once the app is installed, **open it and UNLOCK the app** if asked. (the unlock will be either your fingerprint, pattern or phone pin code.)
5. After you install the App, click **NEXT** on the computer prompts:

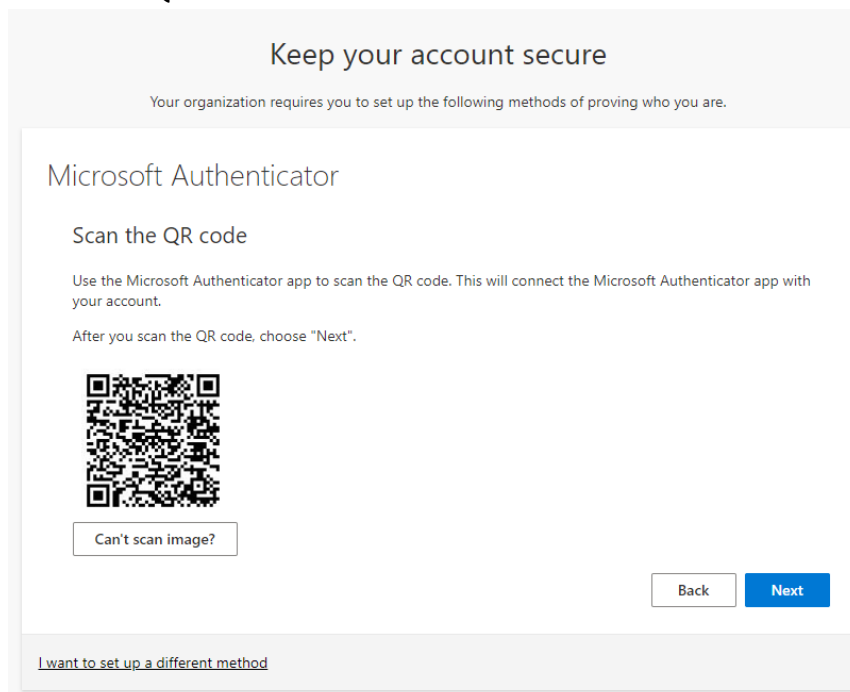


If you do NOT want to use the Microsoft Authenticator, now is your chance to do it. You need to choose **I Want to set up a different Method**. And choose to set up your **Mobile Phone** instead (we do not recommend setting up a land-line phone unless this is the only phone you have. Also, you cannot use a phone that has a Local attached to your number.) Follow the prompts for the method you choose.

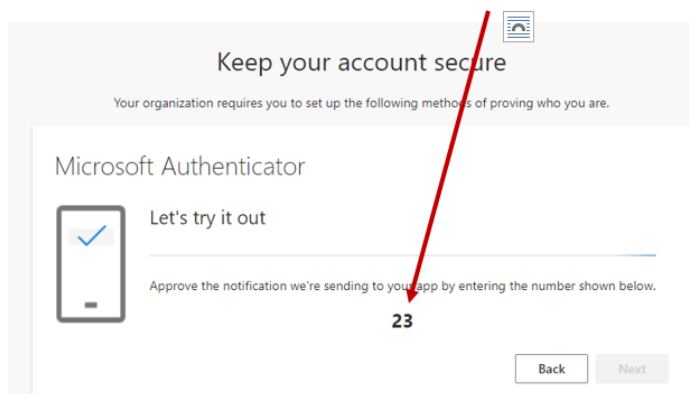
6. If clicked Next at step 5, you will see the following screen on the computer. Click **NEXT** and follow any prompts you get regarding your account and notifications.



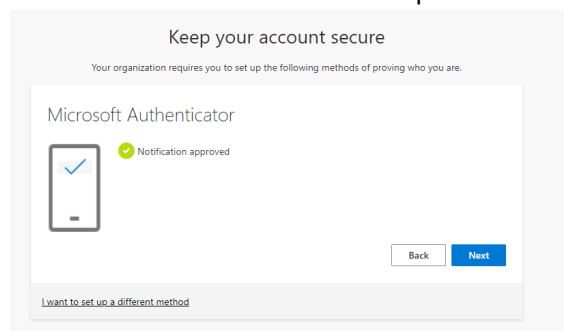
7. You will see a screen with a **QR Code** on it.



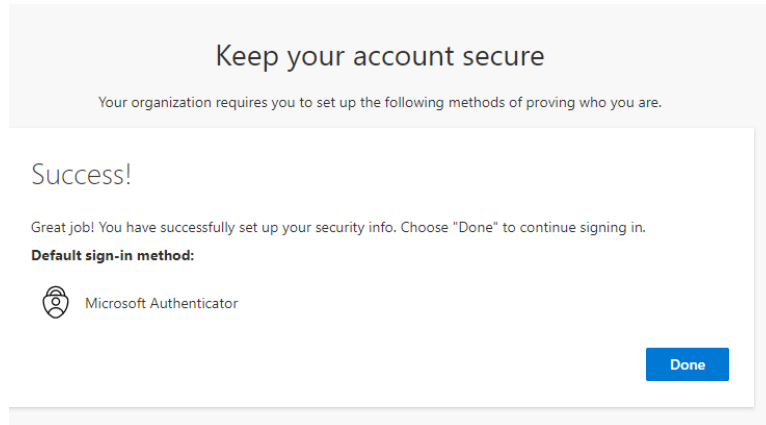
8. **Go to your phone**, on the Authentication App, and click **Scan A Code** and scan the code that is showing on the computer screen.
9. The **phone should show a box to enter a code**.
10. Click **NEXT on the computer screen** as soon as you have scanned the code with your phone.
11. On the **computer screen you will be shown a 2 digit code**.



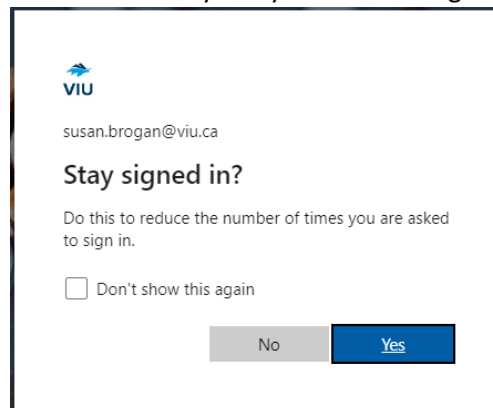
12. Enter this **2 digit number INTO Phone App** and click **YES** to confirm you want to connect to VIU.
13. You should get a confirmation on your phone and on your computer that the setup was approved. You are now finished configuring the App on the phone, but there are few more steps on the Computer.
 1. Click **Next** to continue on the computer side of the process.



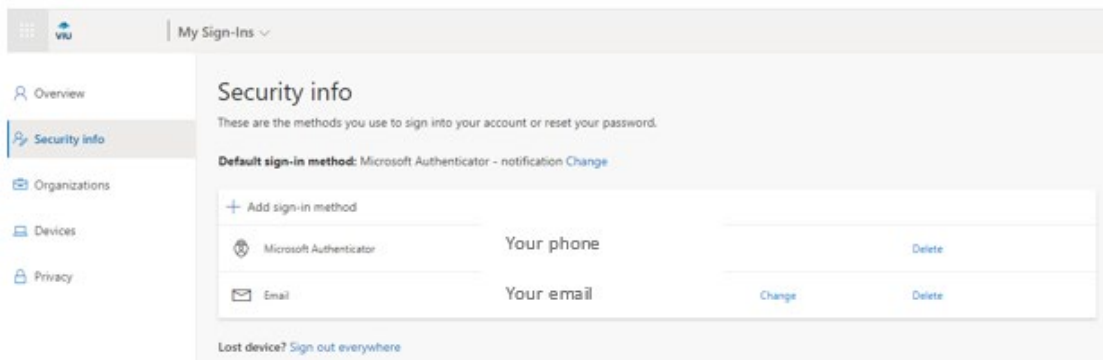
14. Click **DONE** to complete the set up process on the computer. The App will now be to set up your Default sign – in method



15. You will now get a message to ask if you want to stay signed in –
1. choose yes if you are working on your personal or regular work computer.
 2. Do NOT choose yes if you are working on a temporary computer.



16. Your **Microsoft Security Info** page should load:



From here you can set up a **backup method**. (We recommend using your cell phone as a backup in case your authenticator app fails.)

You can also change the default method at any time but logging into this area.

You can close the Security Info page once you have set up a default method. I suggest book marking this page so you can have quick access if you ever need to change the default method, or update a phone number I future.