

I CAN'T GET AUTHENTICATOR TO WORK

If you are getting a message such as “Action Required” when you attempt to login into your Microsoft applications, you will first need to contact the ABU IT Administrator and have your Authenticator reset. This is easily done during normal school hours. Once you are reset, you will need both your phone and your PC to complete the process.

On your phone:

1. Load the Microsoft Authenticator App



2. Open the app and press the plus (+) sign.
3. Press “Work or school account”.
4. On the popup that appears, choose “Scan a QR code”.
5. Set your phone aside.
6. On your PC:
7. Close all your Microsoft apps.
8. Open a browser and go to portal.office.com.
9. Enter your ABU email address.
10. Enter your password.
11. On the popup “Action Required” screen, click Next.
12. On the “Keep your account secure” screen, click Next.
13. On the “Keep your account secure” screen, click Next.
14. The next screen will have a QR code. With your phone, use the authenticator app to scan the QR Code.
15. On the next screen, “Let’s try it out”, you will see a number. Enter that number in the authenticator app.
16. Click Next, Done, and OK on the next 3 screens.