How To Configure Modern Authentication

If you are an RM/DM/Volunteer using a Private/Personal Computer

This guide will provide you with the information you need to configure/setup modern authentication (passwordless) against your access account.

*Before you can use this guide/steps below, your account has to be configured by IT for this new change – once your account is 'switched on' for Modern Authentication by IT, the **next time you login** after that change is made, the steps in this guide will be effective and you can then follow them – as a result please DO NOT attempt to follow this guide until after IT have advised you that your account is being switched over.*

Once you have been advised that your account/login is being changed over to Modern Authentication, you can expect Step 1 to occur soon after that notice and you can then follow this guide.

E-Mail Apps stop working on your Mobile / Prompting for Password or Sign-in?
If you have your email account configured on your phone and IT trigger this change for you – then you may first notice that this change has occurred when the mail app on your phone starts popping up messages as shown in the images below. If you start to see messages like this on your phone, please treat this as a trigger to use your computer to begin Step 1.

NOTE – you can indeed use your mobile phone on its own to setup Modern Authentication and 'passwordless' however to assist you with a smooth experience it is best you use your computer/phone together as noted in this guide to help you through the process.

1. If you are working/logged in when the above change is made to your account, you will see the below 'More information required' prompt within minutes – otherwise you will see it when you next try to login to your account.

   (NOTE: you will most likely see the below message appear after restarting/powering up your computer and attempting to login after your account has been switched over, so please ensure you are familiar with this below process or have these instructions available on your mobile/other location as you wont be able to access your emails until this process is completed!).

   You will then be prompted with '**More Information Required**' - Click **NEXT** to continue and enter in your current password if prompted

2. You will get a prompt advising that you need the **Microsoft Authenticator App** on your **Mobile** device…



   To do this, you need to go to **AppStore** (Apple) or **PlayStore** (Android) using your Mobile device and search for the **Microsoft Authenticator App -** download and install the app on your mobile device.

On your Mobile:

Once the app is installed on your mobile, open it up, accept the license agreement – then you will be promoted to Add an Account – click on the **Scan a QR code.**

(Note: if you already have the authenticator app on your mobile device for other purposes, then you can use the 'add account' option and choose 'work or school account' option – then you will see the 'scan QR code' item)
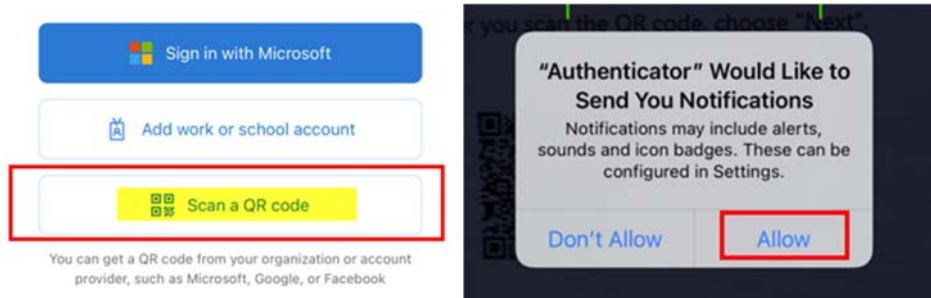

Allow the app to access your camera, then when the app has the camera view open, proceed to the next steps so you can scan the QR code…

TIME SENSITIVE!!! - You will now need your mobile and computer together to complete the next steps! Also, there is a '**TIMEOUT**' counter that has now started, so please try to complete the next steps as quickly as possible to avoid any errors/issues..

3. **On Your Computer:**

Click on the Next button – you will then see another prompt 'Setup your account', click Next on that.
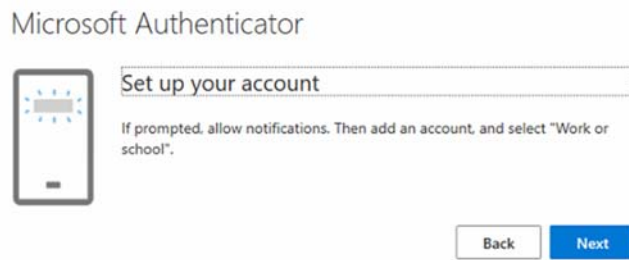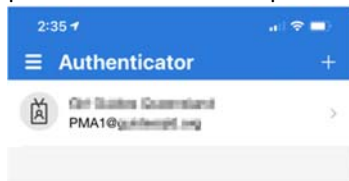

Click on **Next** and scan the QR code using the Microsoft Authenticator App
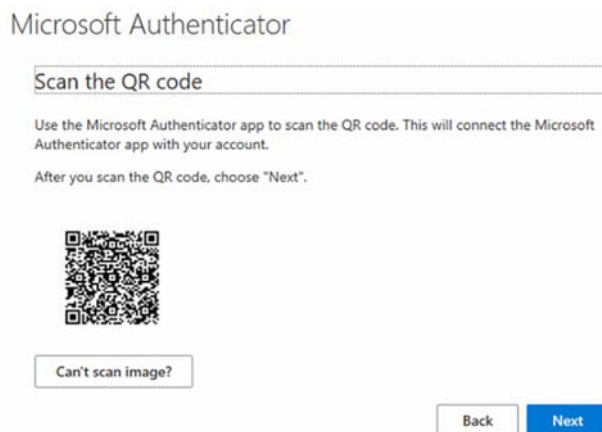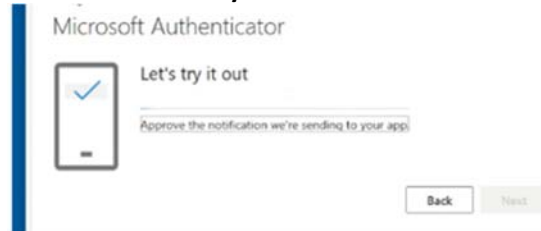
The app should then add your account and you should end up seeing your email address showing like this in the App.
With the app still open like this, click next on the above QR windows then immediately proceed to the next step
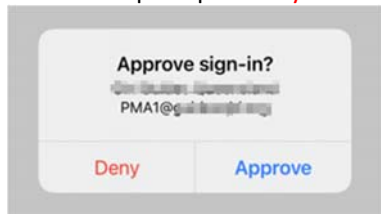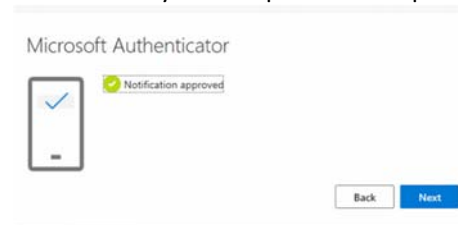

4. **On Your Computer**
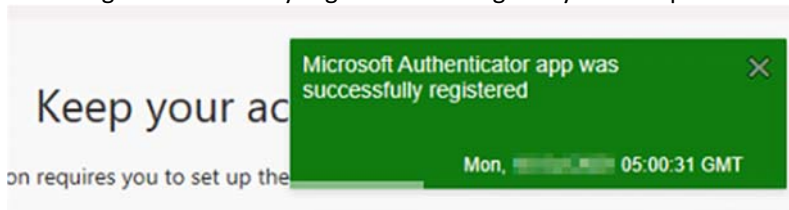   Click **Next** on the **Try it out Screen**

You will be prompted on your mobile device to Approve Sign-in.

Click Next on your computer to complete the approval:

5. You will get a successfully registered message on your Computer like the one below.


Click **Done** to move to the next step.

With the above complete, there is one final step – Enable Passwordless Authentication for your account:

6. __Passwordless Authentication__

You can now enable **passwordless** sign-in using the authenticator app.
To do this, open up the Microsoft Authenticator App on your mobile device, select your organisation account and tap on **Enable Phone Sign-In**
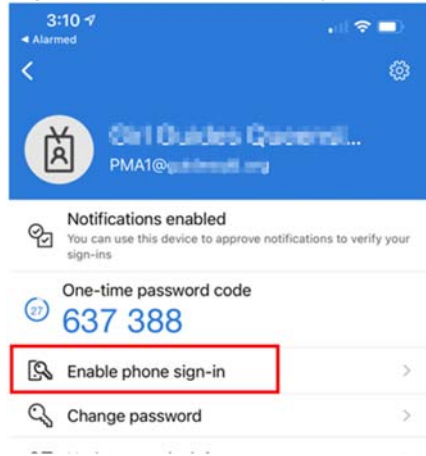
Complete the process to login to your account (using your password for the last time and the Microsoft Authenticator App) – when prompted, click on the 'Register' button to link this mobile device to your account for the purpose of authentication:
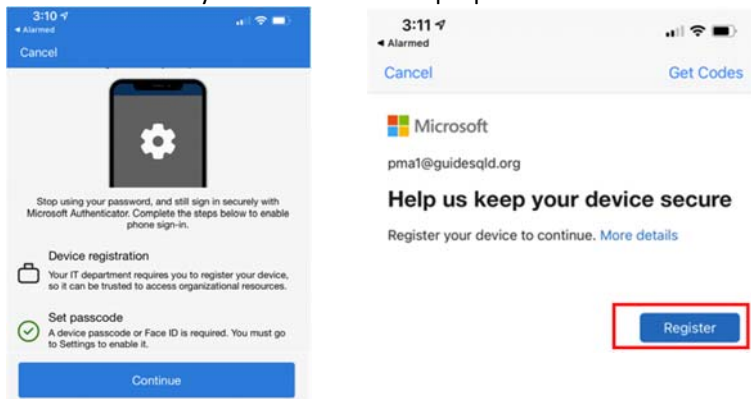
In the App, you will now see that your organisational login is enabled for 'Passwordless Sign-in':
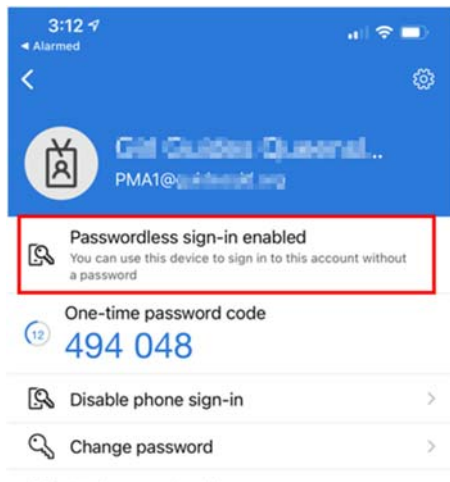
# What will the Login Experience look like without a Password?

With all of the above process complete, below are some brief points about what your login experience will look like going forward.

The most obvious change for you is that, from this point, you no longer need to remember/know a 'Password' to access your organisation account! No more forgetting a password, having it regularly change on your or coming up with ways to remember it!

From this point onwards, you simply need to remember your phone to access your organisation supplied computer.

To access your account using a **personal computer/personal mobile** device/web apps – this is what the process will look like:

Example – login to https://portal.office.com – enter in your email address as normal – but instead of entering in your password, choose the 'Use an app instead' option – you will then see a code appear on screen…

> a code will appear >
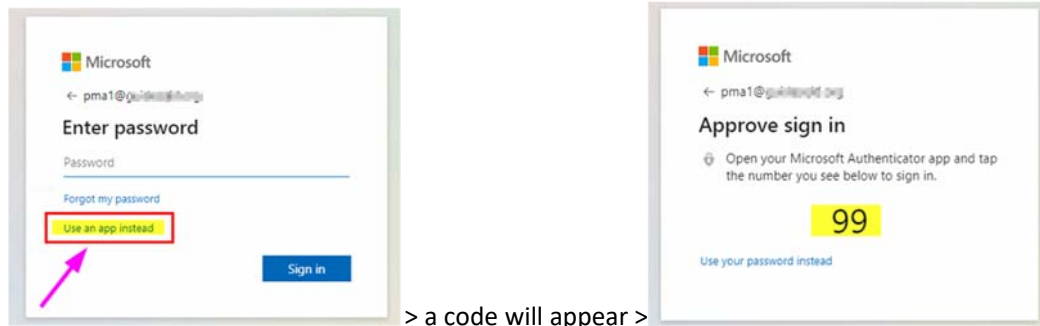
Then open up the Microsoft Authenticator App on your phone (or respond to the prompt) and enter in the code you see to complete the authentication process >>>
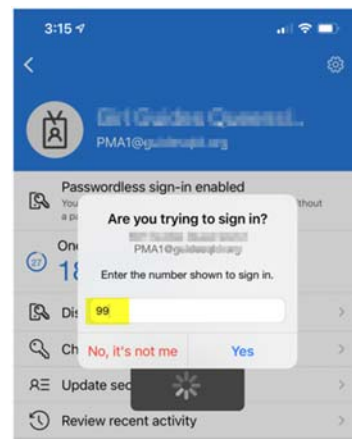
Issues or Questions:
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