Microsoft Authenticator Setup Guide

Assumptions

- You know your La Trobe account username and password.
- You have a mobile phone that includes:
  - An internet connection such as Wi-Fi or Cellular Data
  - Access to the Apple App Store or Google Play Store and the associated account password
  - A working camera
- You have a second device (such as a computer, tablet, or iPad) that includes:
  - An internet connection such as Wi-Fi, Cellular Data, or a wired connection
  - Access to a web browser

Install The Microsoft Authenticator App

GET IT ON Google Play	Download on the App Store
Android	**iOS**

1. Tap on the button or scan the QR code above to go to the Play Store.	1. Tap on the button or scan the QR code above to go to the App Store.
2. Tap on Install or tap Update if shown.	2. Tap on Get and then Install or tap Update if shown.
3. Tap Open to go to the app	3. Tap Open to go to the app

Sign Into Your Account

After installing the Microsoft Authenticator, we recommend continuing the setup on a second device, such as a computer or tablet.

Use the red icons along the right side of this guide to identify the device you should be using.

1. Open your web browser and go to
   https://outlook.office.com/latrobe.edu.au

2. **Enter your username** in the appropriate format shown below

   The **staff username** format is **JBloggs@ltu.edu.au**
   The **student username** format is **12345678@students.ltu.edu.au**
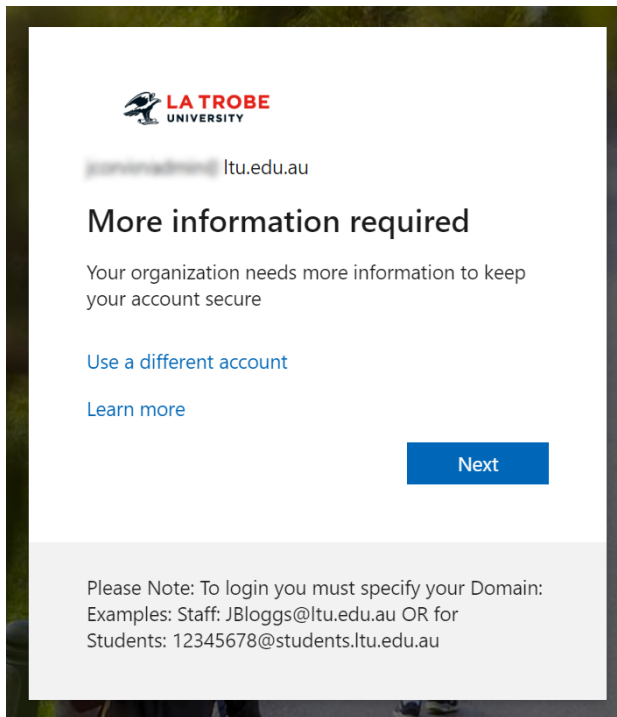

3. Click **Next**

4. **Enter your Password** and click **Sign in**

   Please Note: if you get stuck at the login page and cannot progress, we have included a login troubleshooting guide on the last page of this document.

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Microsoft Authenticator App Setup

1. **Click Next**
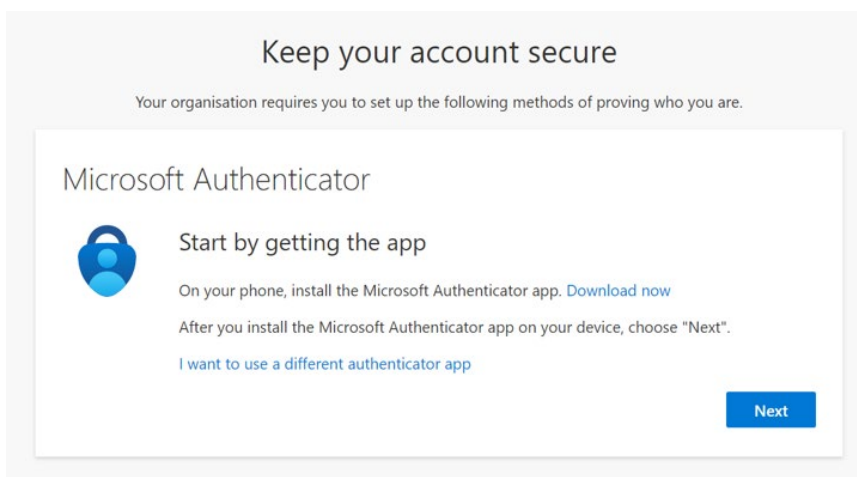
2. To download the Microsoft Authenticator app **click Download now** and follow the prompts

   If you have already installed the app **click Next**
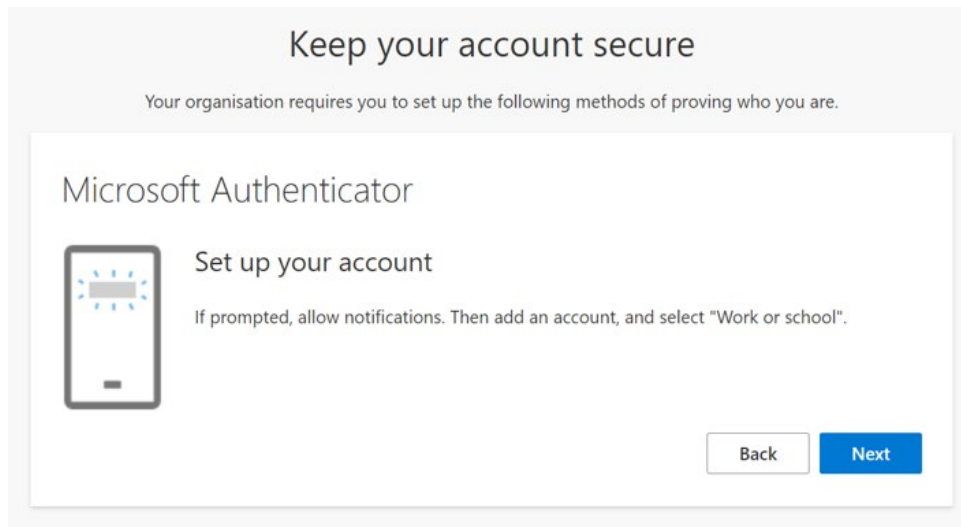
3. When the download has finished you will need to enable notifications.

   Android: Go to Settings > Notifications > App Settings > Toggle on Authenticator

   iOS: Go to Settings > Notifications > Authenticator > Toggle on Allow Notifications

4. Stop once you **see the QR code** and **open the Microsoft Authenticator app on your phone**

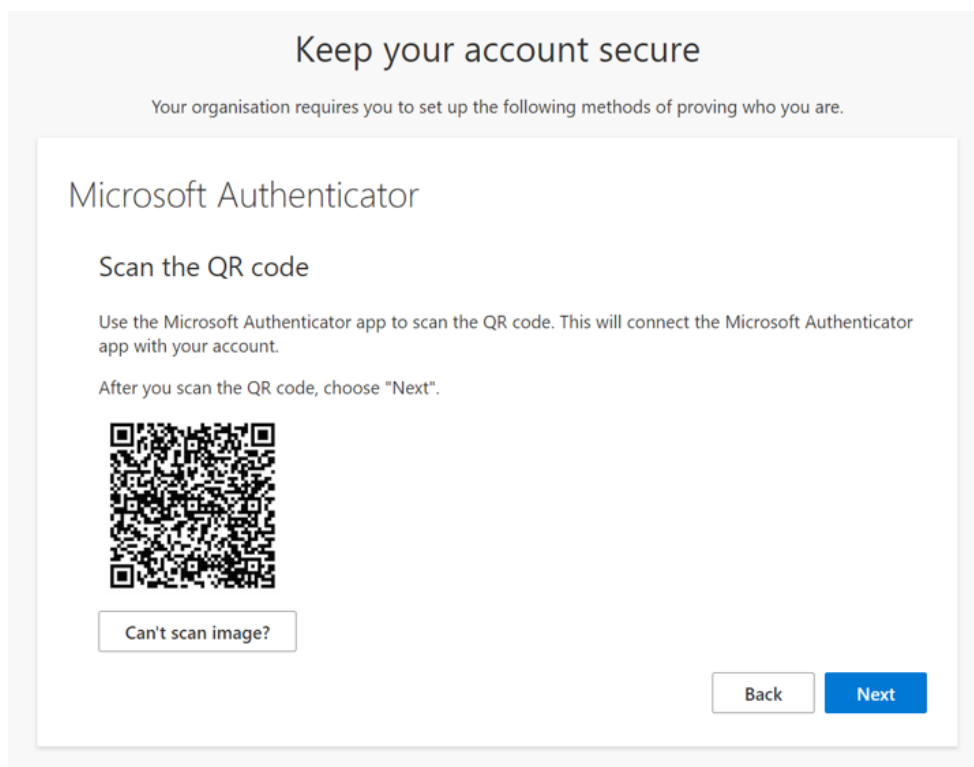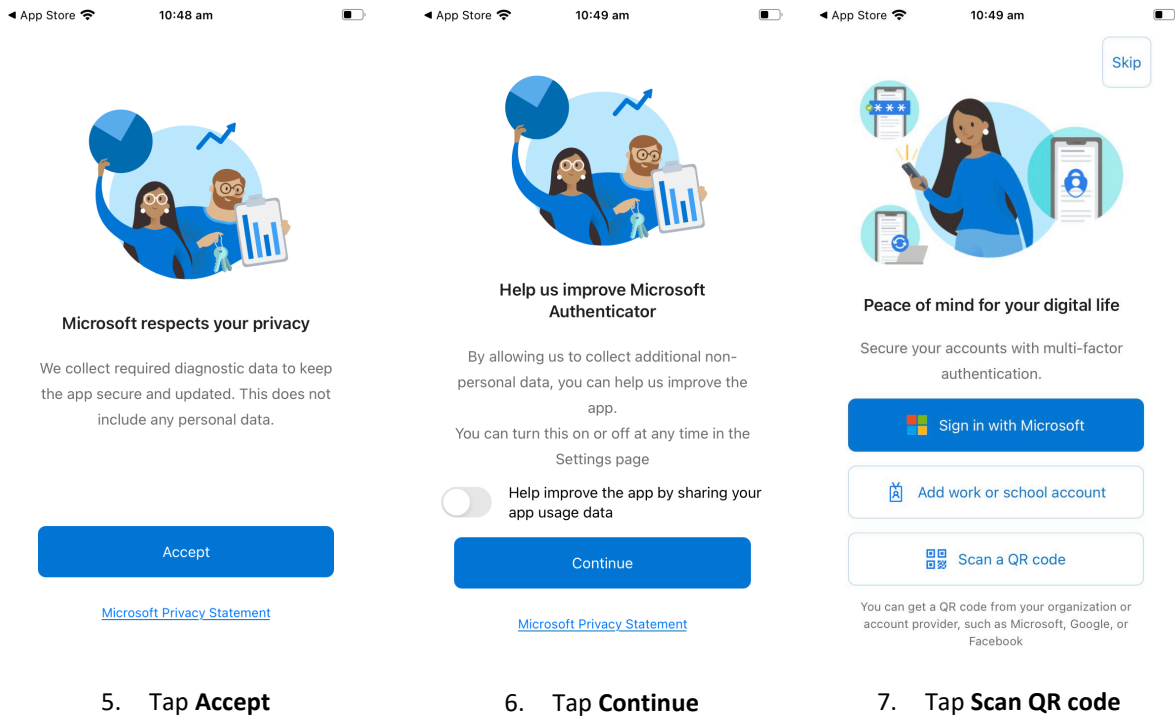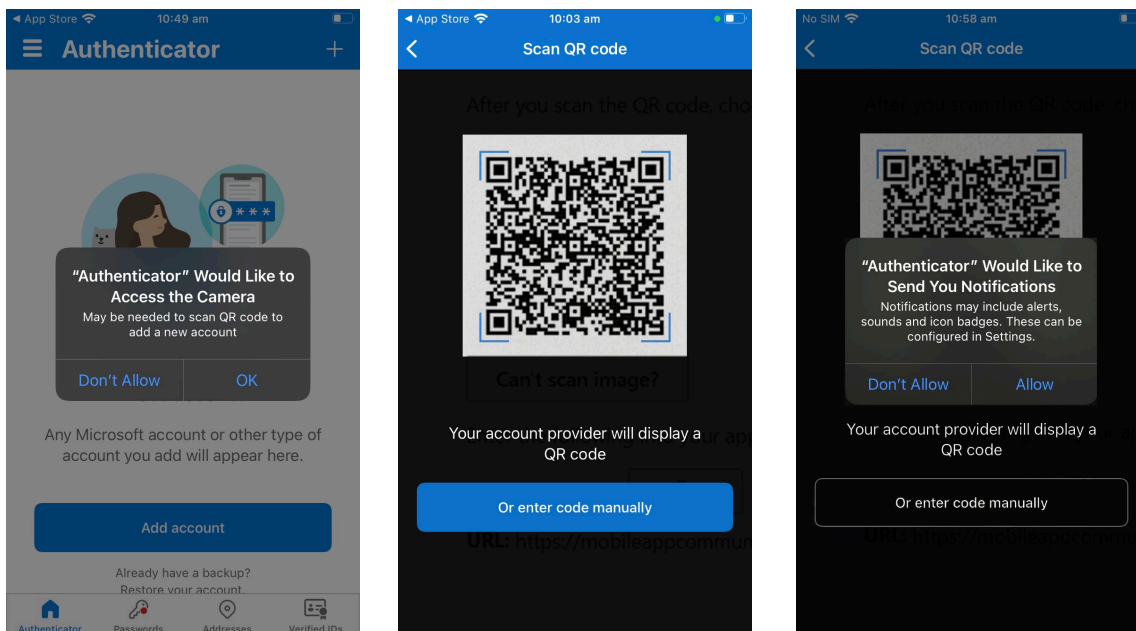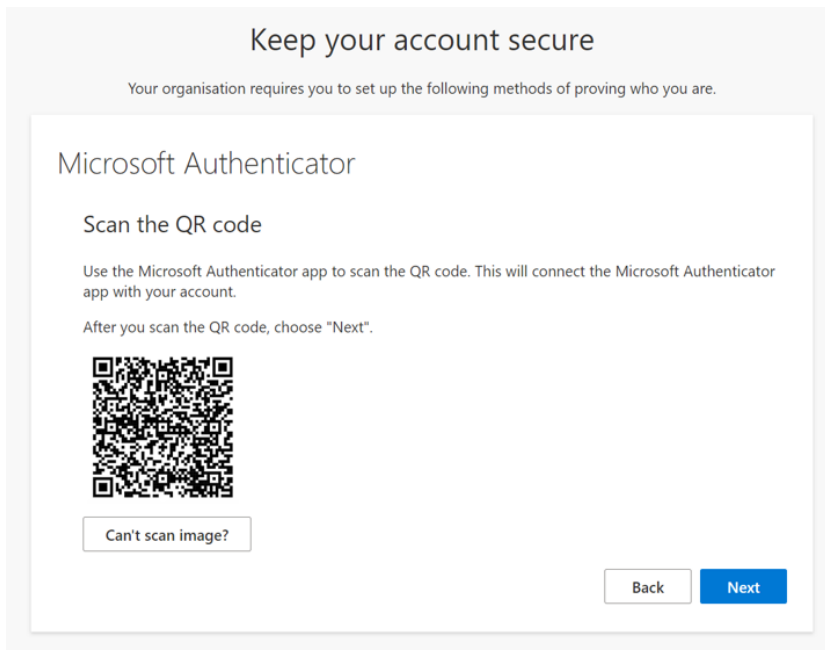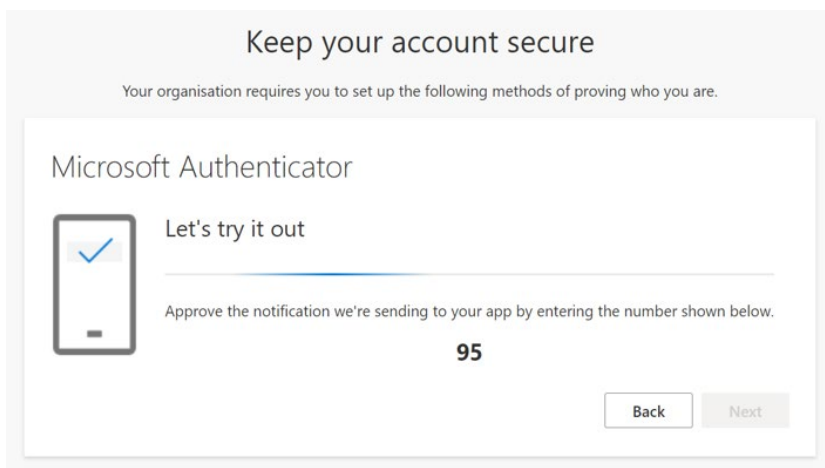| ◀ App Store 🗢 | 10:48 am | 🔋 | ◀ App Store 🗢 | 10:49 am | 🔋 | ◀ App Store 🗢 | 10:49 am | 🔋 |

Microsoft respects your privacy

We collect required diagnostic data to keep the app secure and updated. This does not include any personal data.

Accept

Microsoft Privacy Statement

5. Tap **Accept**

Help us improve Microsoft Authenticator

By allowing us to collect additional non-personal data, you can help us improve the app.
You can turn this on or off at any time in the Settings page

⭘ Help improve the app by sharing your app usage data

Continue

Microsoft Privacy Statement

6. Tap **Continue**

Skip

Peace of mind for your digital life

Secure your accounts with multi-factor authentication.

🪟 Sign in with Microsoft

🔲 Add work or school account

🔲 Scan a QR code

You can get a QR code from your organization or account provider, such as Microsoft, Google, or Facebook

7. Tap **Scan QR code**

Please Note: If you have previously used the Microsoft Authenticator app **press the +** in the top-right corner select **Work or School Account**, then **Scan QR Code**.
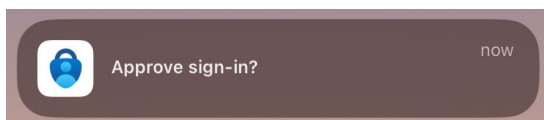

≡ Authenticator +

"Authenticator" Would Like to Access the Camera
May be needed to scan QR code to add a new account

Don't Allow | OK

Any Microsoft account or other type of account you add will appear here.

Add account

Already have a backup?
Restore your account.

🏠 Authenticator | 🔑 Passwords | 📍 Addresses | 🪪 Verified IDs

8. **Allow cameara access** or select **Only while using the app** if prompted

◀ App Store 🗢 10:03 am ● 🔋
< Scan QR code

After you scan the QR code, c...

[QR code image]

Can't scan image?

Your account provider will display a QR code

Or enter code manually

URL: https://mobileappcommu...

9. **Point your phone camera at the QR code** shown in step 5 to scan it

No SIM 🗢 10:58 am 🔋
< Scan QR code

After you scan the QR code o...

[QR code image]

"Authenticator" Would Like to Send You Notifications
Notifications may include alerts, sounds and icon badges. These can be configured in Settings.

Don't Allow | Allow

Your account provider will display a QR code

Or enter code manually

10. **Allow notifications** if prompted

11. **Click Next**

12. **Take note of the number** displayed on your computer or tablet
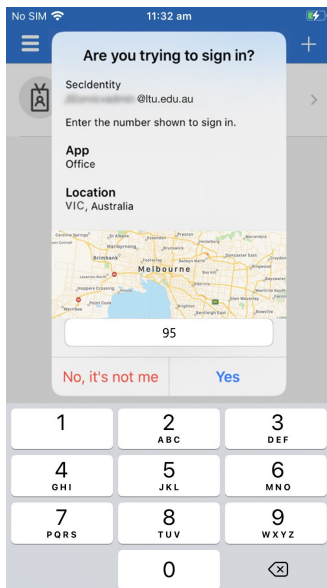

13. **Tap on the notification** that was sent to your phone (not required if the app is still open)

Please Note: If you miss the notification alert on your phone it can be found on your lock screen or by swiping down from the top of your screen and tapping on the notification.
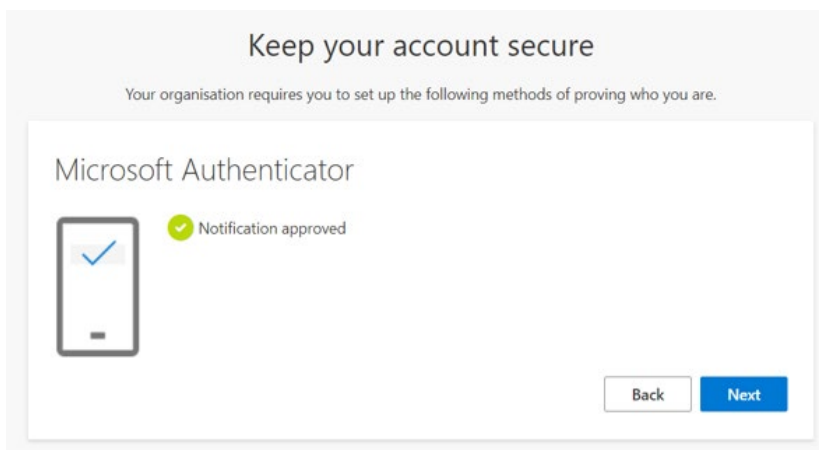
14. **Enter the 2-digit code** into the security prompt on your phone and tap **Yes**

15. **Click Next** on your computer or tablet
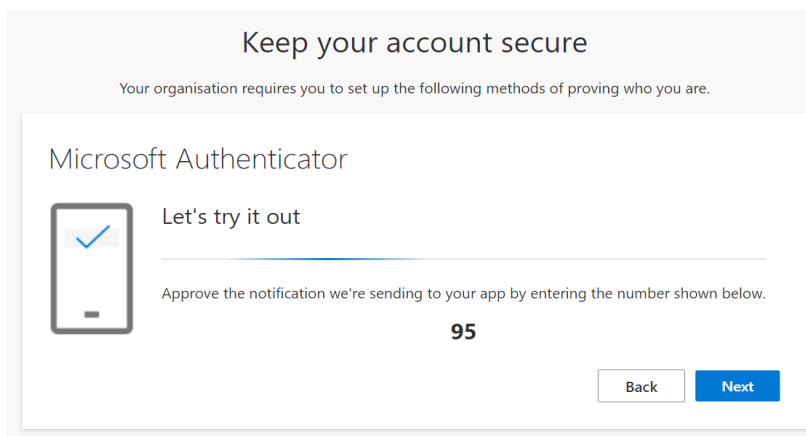
16. Click **Next or Done** to finish the setup

Login Troubleshooting

Forgot your password?

If you have previously signed in but can't remember your password, select **Forgot my password**.

You may also visit https://aka.ms/sspr to reset your password after verifying a few details.

If you have received a temporary password you must first reset it via https://reset.latrobe.edu.au/
Wait up to 15 minutes before signing into your account with your new password.

Student Troubleshooting

New domestic students may **contact ASK La Trobe or Student IT Support** for assistance to activate your account and accept your offer.
Call Student IT Support if you can't sign into your student emails **24 hours after accepting your offer**.

New international students may **contact ASK La Trobe** for assistance to accept your offer.
You will be sent a temporary password to the email address used during your enrolment.
Student IT Support can assist you **if your temporary password has expired**.

New International Sydney Campus students will need to have completed enrolment.
You will set your password during the registration and enrolment session.
Student IT Support can assist you **if have trouble accessing your account.**

Existing students who receive a prompt for a code but **no longer have the app configured**,
you must submit an incident (including a phone number) or call Student IT Support who can assist you **to reconfigure the app** over the phone.

Please contact ASK La Trobe for enrolment, admission, or subject selection enquiries.

ASK La Trobe	Student IT Support
+613 9479 6000 (option 1)	+613 9479 6000 (option 2)
10:00 AM – 4:00 PM AEST *(Monday to Thursday)*	9:00 AM – 5:00 PM AEST (Monday – Friday)
Other contact methods	Other contact methods

Staff Troubleshooting

New staff members that have never signed in, please **call the Service Desk** with your Staff ID number, mobile phone, and a computer ready.

Please call HR Assist if you have not received your Staff ID number prior to contacting the Service Desk.

Existing staff who receive a prompt for a code but **no longer have the app configured**,
you must call the Service Desk who can assist you **to reconfigure the app** over the phone.

Service Desk

+613 9479 1500 (option 1, then option 4)
8:30 AM – 4:30 PM AEST

Other contact methods

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