

# Manual for installing an alternative Authenticator App on your smartphone


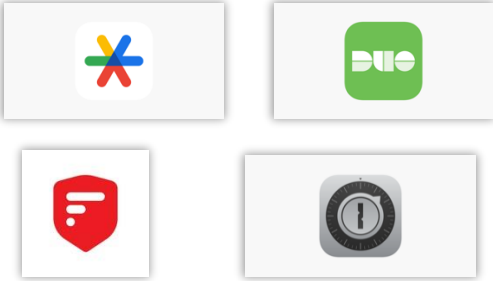

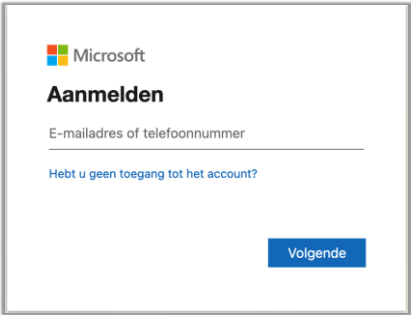
You will need a laptop and smartphone. With these, you will go through the following process:




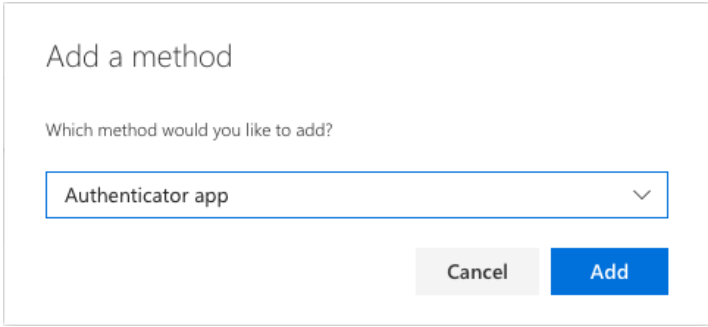


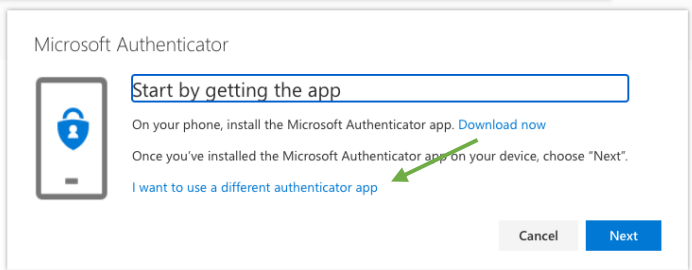

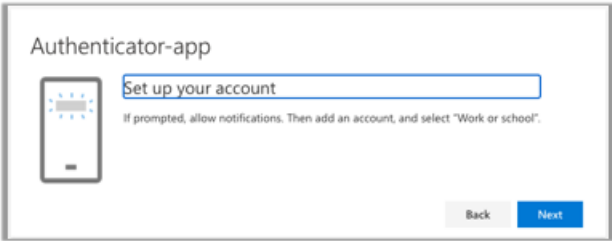



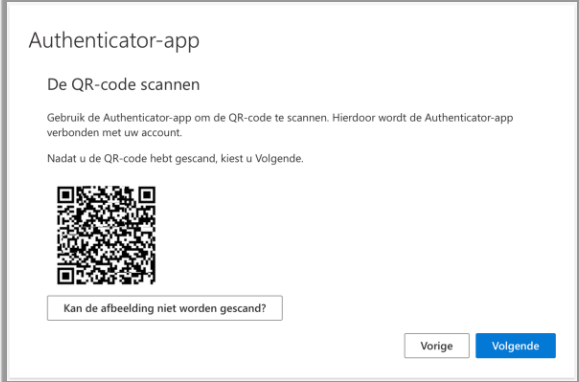

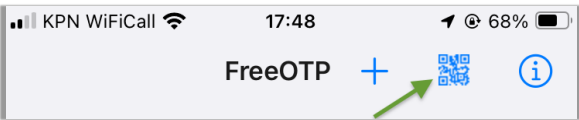



Follow the steps below to install an alternative (non-Microsoft) Authenticator app on your smartphone. Depending on your chosen app, screens may vary slightly. The screens in this guide are from the **FreeOTP Authenticator** app. This is an open source app with a privacy policy not to collect personal data.


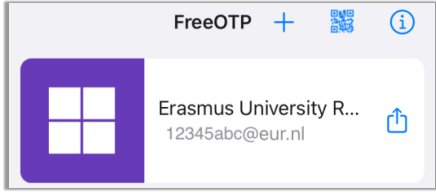

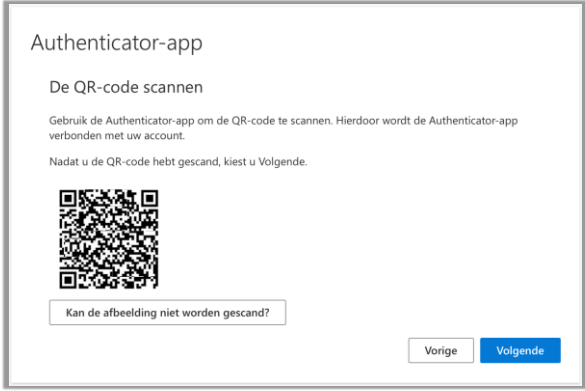


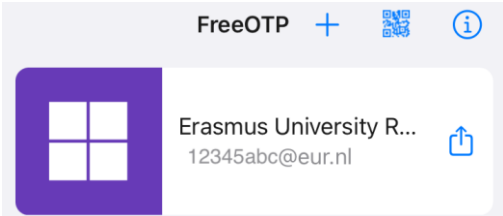
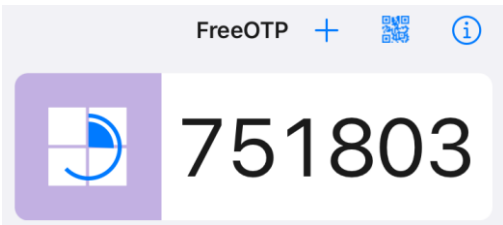

### Important tips in advance for success:



- Follow the guide up to the last step.
- To set up, you need a laptop and your phone.
- The process should be done in one go.
- If you have a second smartphone, you can also install an Authenticator app on it. You will then have a backup in case your smartphone breaks down or gets lost.

	<p>1. From the Google Play Store or App Store, choose an Authenticator app of your choice and put it on your phone.</p> <p>The screens in the guide are from FreeOTP. They may vary from app to app.</p>	 <p>For example, choose from Google Authenticator, Duo Mobile, 2FAS Authenticator or FreeOTP Authenticator.</p>
	<p>2. In the internet browser on your laptop, go to <a href="https://aka.ms/mfasetup">https://aka.ms/mfasetup</a></p> <p>Log in with your Erasmus ERNA id. (123456ab@eur.nl)</p>	

	<p>3. This is the message asking to set up MFA. Click Next.</p>	
	<p>4. Select 'Authenticator app' and 'Add'.</p>	
  	<p>5. Click on <b>I want to use a different authentication app</b>.</p>	
	<p>6. Click 'next'.</p>	

	<p>7. The QR code on this screen contains the settings required by the app.</p> <p>Leave this screen for now.</p>	
	<p>8. Open the Authenticator app you just downloaded to your smartphone.</p> <p>Select the option to scan a QR code.</p>	 <p>Some apps have this option under 'Add account'</p>
	<p>9. Before scanning the code, give permission for your camera to be used if your smartphone asks for it. Select 'OK'.</p>	
	<p>10. Scan the QR code that is still on the screen of your computer.</p> <p>Point the smartphone's camera at the QR code.</p>	

	<p>11. Your Erasmus account has now been added to your Authenticator app.</p> <p>A few more steps are required to enable MFA.</p>	 <p>Note: you are <u>not done yet</u>.</p>
	<p>12. On your computer, select 'Next'.</p>	
	<p>13. Your computer will now ask for a 6-digit code.</p> <p>In your Authenticator App, tap your Erasmus account to display the 6-digit code. <b>This code is valid for 30 seconds.</b></p> <p>Enter it on your computer.</p> <p>You may be asked here for identification via fingerprint, facial recognition or PIN from your phone.</p>	  
	<p>14. Your computer confirms that your Authenticator App has been added.</p>	

	<p>15. In the overview on your laptop, you will now see the Authenticator App listed.</p>	
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You are now done. From now on, EUR applications (such as Teams, Outlook) may ask you to use your Authenticator App to log in.

Three more tips:

- When you buy a new phone, on your new phone first link your ERNA account to the app before deleting the old phone.
- Make sure you always keep a configured app. So do not simply delete the app with your ERNA id installed in it from your phone after installation.
- Contact the IT Service Desk for more information or in case of problems. You can reach them on 010 - 408 88 80 or [it.servicedesk@eur.nl](mailto:it.servicedesk@eur.nl)