

## Manage your Workday Multi-Factor Authenticator

### Purpose

To change or add a new Multi-Factor Authentication method to your email account through Microsoft account please refer to the following steps.

*Note: This is a shortened version of the [About Microsoft Authenticator](https://support.microsoft.com) at <https://support.microsoft.com> > account-billing > about-microsoft-authenticator.*

### Overview

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### About Microsoft Authenticator

Microsoft Authenticator is a free app that helps you sign in to all your accounts without using a password - just use a fingerprint, face recognition, or a PIN.

You can use Authenticator to sign in to your Workday account.

Just follow the three steps to start using Authenticator to sign in.

1. Get the app.
2. Add your work / personal account.
3. Learn how to sign in.

### Get Microsoft Authenticator

Microsoft Authenticator is a mobile app that helps you sign in to all your accounts without using a password.

Microsoft Authenticator is not available for PC or Mac as authenticator apps are typically designed for smartphones for security reasons.

Microsoft no longer supports Authenticator versions that are more than one year old. Always keep your device up to date.

### *Download the Authenticator using your phone*

To install Authenticator on your iOS or Android device

Scan the QR code to access the app store:

## Get the app on your phone\*

Scan the QR code with your Android or iOS mobile device.



Google Play



App Store

## Add your account to Microsoft Authenticator

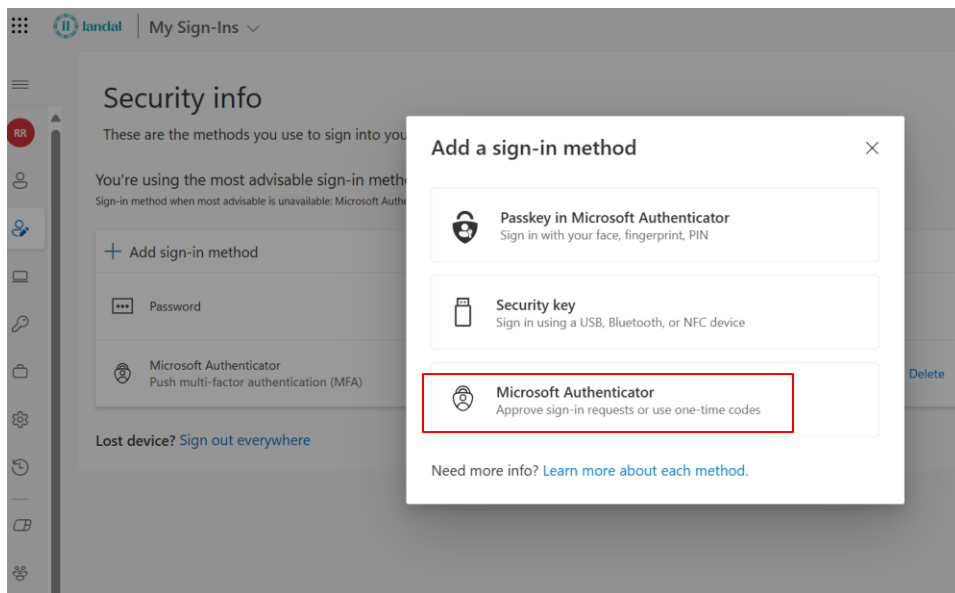
You need set up your work / personal email to use the Authenticator as one of the verification methods.

Choose one of the following:

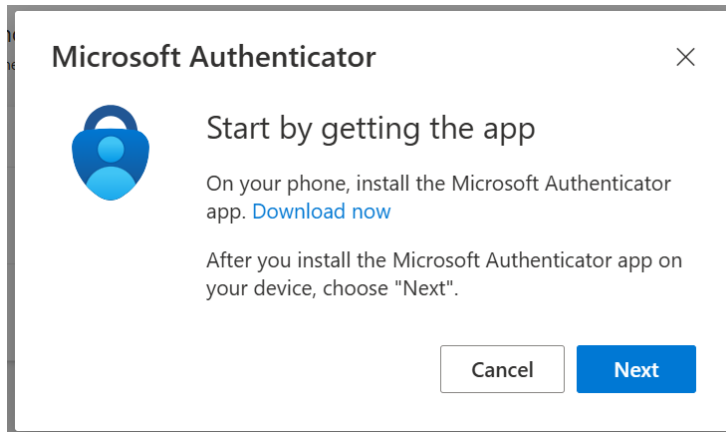
### Add your work or personal account using a QR code

To add an account by scanning a QR Code in your sign in page, do the following:

1. Sign in to the **Security info** page of your work or school account at [mysignins.microsoft.com/security-info](https://mysignins.microsoft.com/security-info) > **Sign In**
2. Select **Add sign-in method**.
3. Choose **Microsoft Authenticator** from the dropdown and select **Add**.



4. If you already have Authenticator installed on your phone, select **Next** to display a QR code.



1. Open Authenticator on your phone and select the plus icon and select **Add account**.
2. Select **your work / personal account** then tap **Scan a QR Code**.

**Notes:** If you can't use your camera to scan a QR Code, click **Can't scan the image** on your PC and tap **Enter code manually** on your mobile phone.

### How to sign in using Microsoft Authenticator

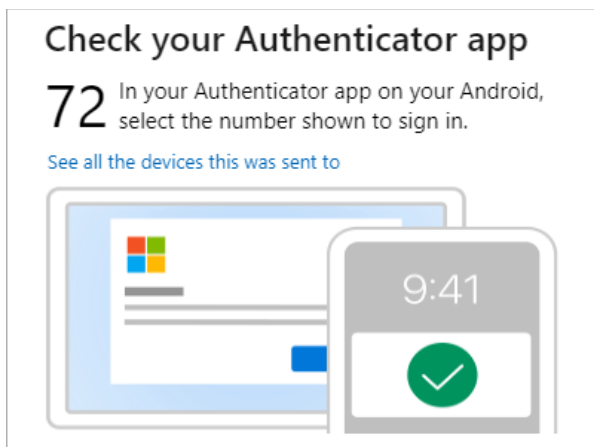
Once you have set up your Microsoft Authenticator, you can sign in to your Workday account if you've forgotten your password, use two-step verification or multi-factor authentication on your account.

Using Authenticator to sign in:

1. Go to the Workday site where you want to sign in.
2. Enter your username at the sign-in prompt and select **Next**.
3. Select **Send notification** (to your Authenticator).

**Note:** If necessary, select **Other ways to sign in** then **Approve a request on my Microsoft Authenticator app**.

4. You will be prompted to **Check your Authenticator app** and may also be shown a number.



5. On your mobile device, open Authenticator, or tap the **New sign-in request** notification.

**Note:** If you're a work or school account user, you may need to unlock Authenticator before confirming sign-in.

6. Tap or enter the corresponding number, then **Approve**.

