Setting Up Microsoft Authenticator (Standard MFA)

Overview

Multi-Factor Authentication (MFA) protects your PBR account by requiring a second verification step when you sign in. **Microsoft Authenticator** is the standard MFA method for all PBR staff.

You will need your mobile phone to complete this setup. If you don't have a smartphone, contact IT Helpdesk at helpdesk@pbr.org.au.

Step 1 — Install Microsoft Authenticator

On your mobile phone, download and install the **Microsoft Authenticator** app:

- **iPhone:** Search "Microsoft Authenticator" in the App Store
- **Android:** Search "Microsoft Authenticator" in the Google Play Store

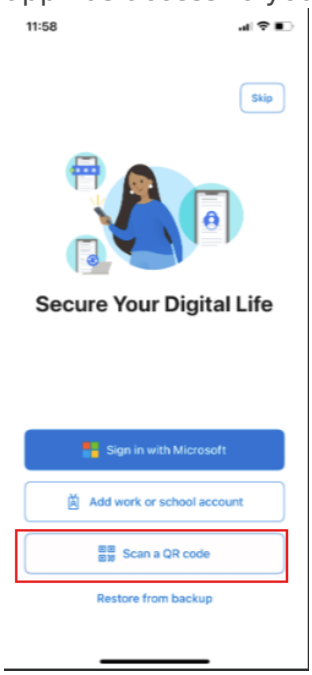
Open the app once installed — you don't need to sign in yet.

Step 2 — Start the MFA Setup on Your Computer

1. On your computer, open a browser and go to https://aka.ms/mfasetup
2. Sign in with your PBR email address (**firstname.lastname@pbr.org.au**) and password
3. You may see a prompt saying **"More information required"** — click **Next**
4. On the **"Keep your account secure"** page, click **Next**
5. On the **"Install Microsoft Authenticator"** page, click **Next**
6. On the **"Set up your account in app"** page, click **Next**

Step 3 — Link the App to Your Account

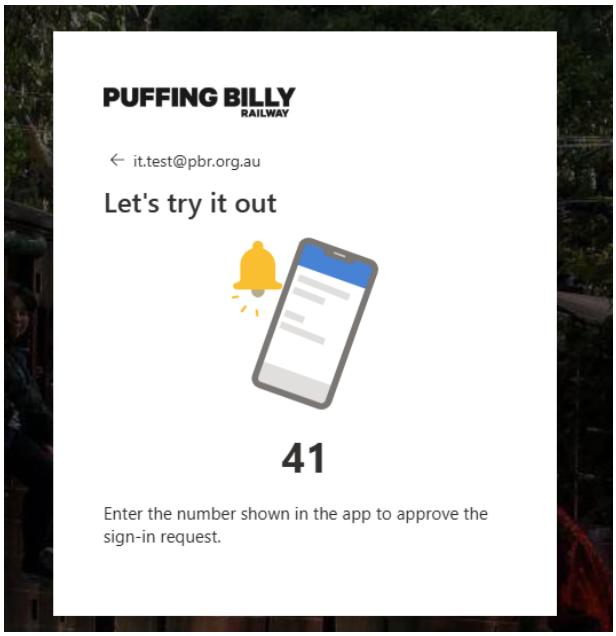
1. On your phone, open Microsoft Authenticator and select "Scan a QR Code" (make sure the app has access to your camera)



2. Point your phone camera at the QR code shown on your computer screen
3. Your PBR account will be added to the app

Step 4 — Test the Setup

1. On your computer, click **Next** after scanning the QR code
2. Microsoft will send a test notification to your phone
3. On your phone, enter the 2 digits shown in the notification on the computer. These digits need to be entered on your phone in the app.



4. Click **Next** and then **Done**
5. Microsoft will then send a real authentication, do the same as above and enter the 2 digits shown on the computer, into the app on your phone.

Your MFA is now set up. From now on, when you sign into Microsoft 365 from a new device or browser, you will receive a notification on your phone to approve the login.

Troubleshooting

Issue	Solution
No notification received	Open the Authenticator app and look for a pending approval there, or check your phone's notification settings
Lost or replaced phone	Contact IT Helpdesk immediately — they will reset your MFA so you can re-register
App shows wrong code / not working	Check your phone's date and time is set to automatic — Authenticator requires accurate time
Locked out of account	Contact IT Helpdesk at helpdesk@pbr.org.au or raise a ticket at helpdesk.pbr.org.au

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Managing Your Authentication Methods

You can view and manage your registered MFA methods at any time by visiting https://aka.ms/mysecurityinfo and signing in with your PBR account.

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