



Microsoft Authenticator

Android Phone Setup & Use Guide

A clear, staff-friendly guide for adding a Western Care Association work account and approving secure sign-ins.

Purpose
Use this guide when setting up Microsoft Authenticator on an Android phone for access to Western Care Association Microsoft 365 services.

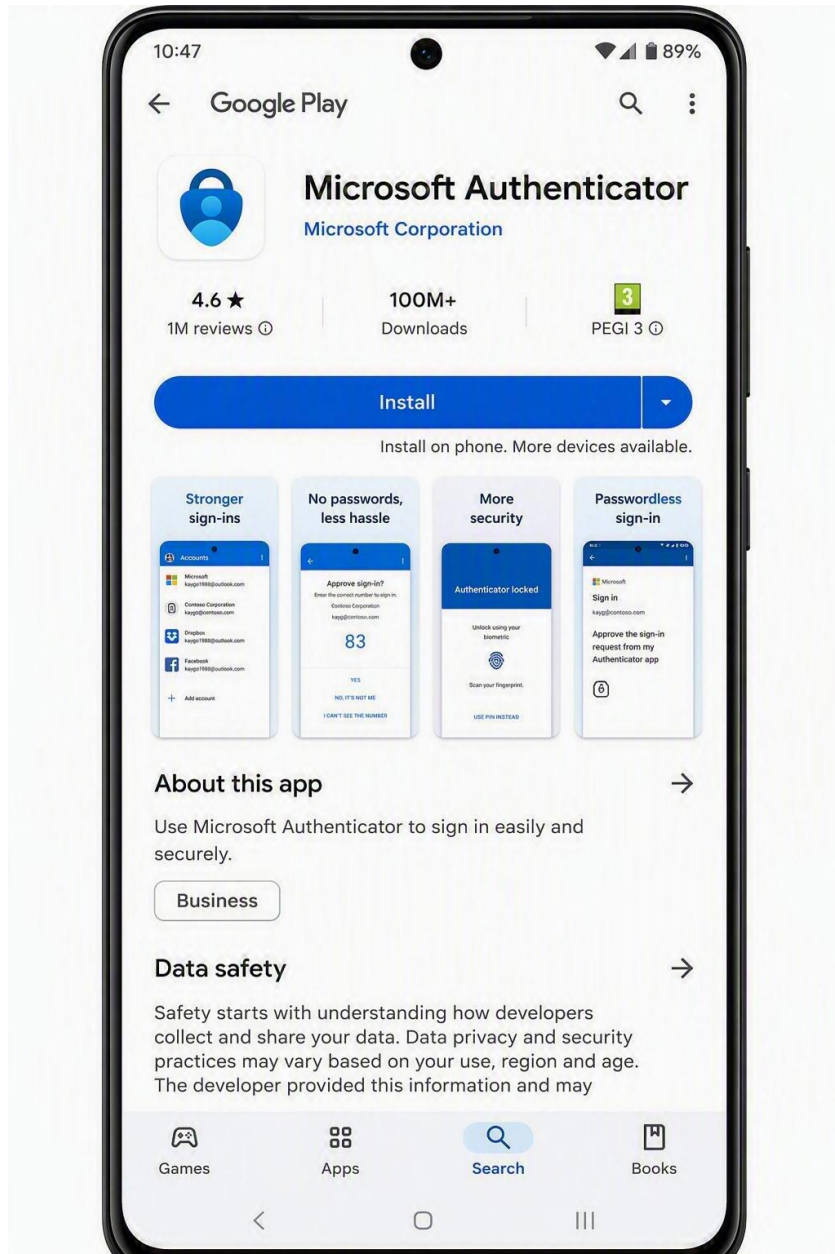
Document Title	Microsoft Authenticator for Android: Setup & Use Guide
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Applies To	Western Care Association staff using Android phones

ICT SUPPORT

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1. Install Microsoft Authenticator

On the Android phone, open Google Play Store. Search for Microsoft Authenticator. Confirm the publisher is Microsoft Corporation, then tap Install. When installation is complete, tap Open.



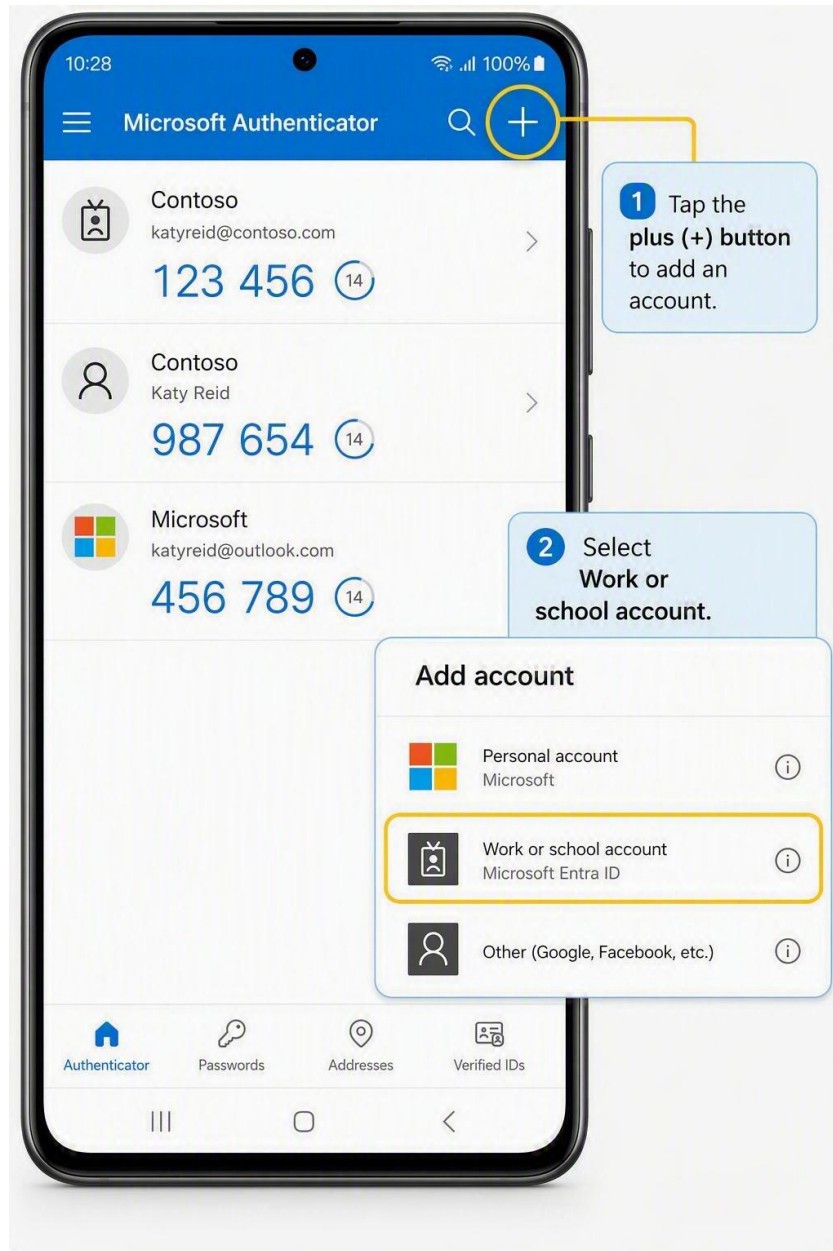
Before you begin

Have the Android phone, the work email address and access to a computer ready. The phone must be connected to the internet.

Security registration page: [Open Microsoft Security info](#)

2. Start the Work Account Setup

On a computer, sign in to the Security info page using the Western Care Association work account. Select Add sign-in method, choose Microsoft Authenticator and follow the prompts until a QR code is displayed.

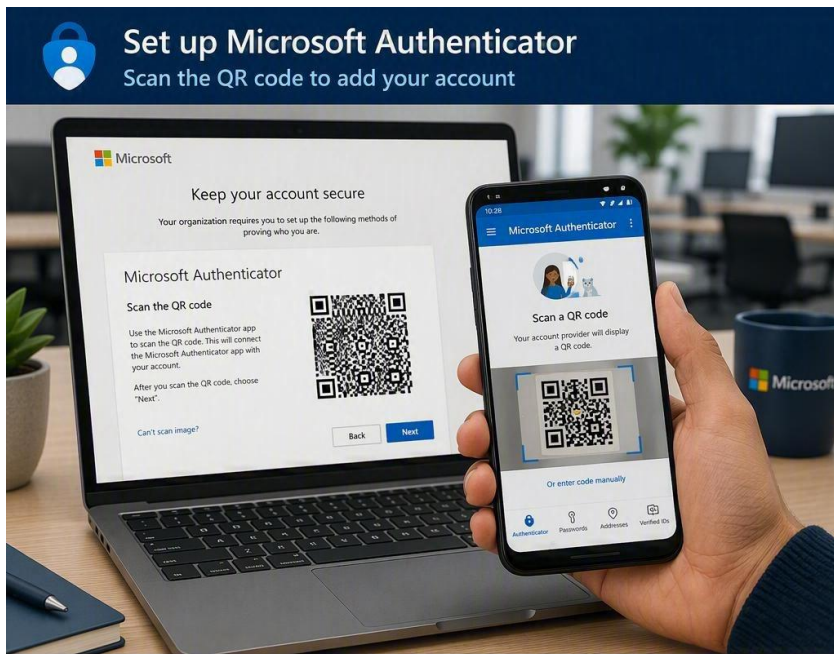


Important

Keep the QR code private. It links the work account to the Authenticator app. Do not photograph it or send it to anyone.

3. Scan the QR Code

On the phone, open Microsoft Authenticator. Tap +, select Work or school account, then choose Scan a QR code. Allow camera access if requested and point the phone at the QR code on the computer screen.



Set up Microsoft Authenticator
Scan the QR code to add your account

Follow these simple steps

- 1** **Install Microsoft Authenticator**
Download and install the Microsoft Authenticator app from the Google Play Store.
- 2** **Open the app and add account**
Open the Microsoft Authenticator app and tap the + icon, then select "Work or school account".
- 3** **Choose to scan a QR code**
Select "Scan a QR code". This will open your device camera.
- 4** **Scan the QR code on your screen**
Point your camera at the QR code displayed on your computer screen.
- 5** **Account added**
Once scanned, your account will be added to the app and you'll see a 6-digit code you can use to sign in.

Why it matters
Microsoft Authenticator adds an extra layer of security by verifying it's really you when you sign in.

Tips

- Make sure you're connected to the internet.
- If you can't scan, tap "Or enter code manually" in the app.
- Keep the app installed on your device for secure sign-ins.
- You can add multiple accounts in the app.

Need help?
Contact your IT support team for assistance.

If the QR code will not scan

On the computer, use the "Can't scan image?" option if it is displayed, then follow the on-screen manual setup instructions.

4. Test and Use Authenticator

Complete the test notification if prompted. During future Microsoft 365 sign-ins, the computer may display a number. Open the Authenticator notification, enter the matching number and approve only if the sign-in was started by you.

Microsoft Authenticator Approval

Number matching for a secure sign-in

1

Approval request



You receive a sign-in request on your Android device.





Stay secure

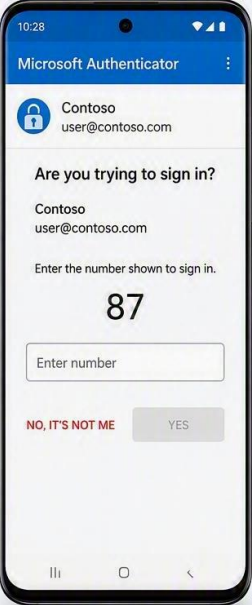
Never approve a request you didn't initiate.

2

Number matching



Check that the number shown matches the number on your screen.





Check the number

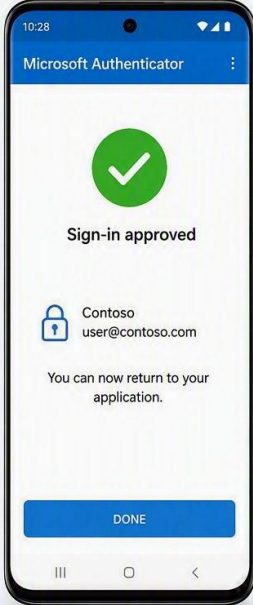
Make sure the number matches before you enter it.

3

Sign-in confirmed



Your sign-in is successful and you can continue accessing your account.





You're all set

Return to your application and continue working securely.



Microsoft Authenticator helps protect your organization by making sure it's really you signing in.



Security rule

Never approve an unexpected request. Select “No, it’s not me” or deny the request, then contact ICT if the prompts continue.

WESTERN CARE
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ONE-PAGE QUICK REFERENCE: MICROSOFT AUTHENTICATOR

SETUP IN 5 STEPS

1

Install Microsoft Authenticator from Google Play Store. Check the publisher is Microsoft Corporation.

2

On a computer, open Security info and choose Add sign-in method > Microsoft Authenticator.

3

In Authenticator, tap + > Work or school account > Scan a QR code.

4

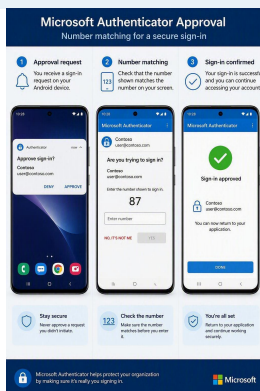
Scan the QR code shown on the computer and complete the test notification.

5

For future sign-ins, match the displayed number and approve only requests you started.

Safe approval checklist

✓ I started this sign-in. ✓ The organisation and account are correct. ✓ The number matches.
If any check fails, deny the request and contact ICT.



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