

Working from home or remotely: Downloading the Microsoft Authenticator App

Most applications - including all Office 365, OurPost, Isaac and My Dashboard - can be accessed over the internet. You don't need to use the Virtual Private Network (VPN) if you're accessing email, using Microsoft Office applications or accessing the OurPost dashboard.

If you haven't accessed Office 365 remotely before, you'll need to download the Microsoft Authenticator App, to verify your identity. It allows you to secure your account with two-step verification using your Australia Post password and your mobile device.

Microsoft Authenticator App can reduce the chance of cyber criminals breaching your account, providing an additional layer of security to protect your account.

How do you install Microsoft Authenticator app?

You will need to download and install the Microsoft Authenticator app to your mobile device, via one of the links below, or follow the instructions on the next page.

- For iOS devices: [How to install and configure Microsoft Authenticator for Apple IOS device](#)
- For Android devices: [How to install and configure Microsoft Authenticator for Android devices](#)

What is the difference between options 'Notify me through app' and 'Use verification code from app or token'?

When you configure your app in your Australia Post Profile account ('Manage account' > 'Additional security verification'), you can choose **one** of the following ways that Microsoft Authenticator App can verify your identity:

1. **Notify me through app** – when you want to sign in to your account, you can verify your identity by clicking 'Approve' option when you receive the push notification to your mobile / smart phone. This is the preferred method.
2. **Use verification code from app or token** – when you want to sign in to your account, you will receive a verification token (6-digit code) in the app. Each token is valid for 30 seconds before it is replaced by another token. Type the token number into the portal on your device.

For more information, visit <https://support.microsoft.com/en-us/help/4026727/microsoft-account-how-to-use-the-microsoft-authenticator-app>.

How to install and configure Microsoft Authenticator for Apple IOS device

You will need two devices – a laptop/computer and phone with an internet connection. Your iPhone will need iOS 9.0 or later software. Your laptop/computer can be a Mac or Windows based device.

1. Go to the App Store on your mobile device and search for **Microsoft Authenticator**. Tap on the app and then tap **Get** to install on your mobile device. The app will appear like this on your screen once it's installed. 
2. Open the app on your mobile device, you will see a notification message – “Authenticator would like to send your notifications”, tap **Allow**.
3. Tap **OK** to the next notification message, then skip to the next screen.
4. Tap on **Add Account**.
5. Tap **Continue**. As you are setting up multifactor authentication for the first time, you won't have any backups.
6. Select **Work or School account**.
7. Tap **OK** as Microsoft Authenticator requires access to the camera to scan the QR code from your Office 365 account on your computer. You will not be able to go any further as you need to configure your Office 365 account before completing the verification process.

Please keep your phone handy and follow further instructions on your computer to finalise the set up.

Setting up your computer

1. On your computer, access your Office 365 account using this link:
<https://myapps.microsoft.com>.
2. Click on your name in the top right corner and select **Profile**
3. Select **Additional security verification** under Manage Account.
4. You will be asked “what's your preferred option?”
5. Select **Notify me through App** from the drop down menu.
6. Under “how would you like to respond?”, you will need to select **Authenticator app**.
7. Click on **Set up authenticator App** tab.
8. A QR code will appear on your computer screen. Go back to your app on your phone (from step 2.8). Using your app, scan the QR code displayed on your computer screen, then scroll to the bottom of the page and click **Next**.
9. Once it has verified, your computer screen will show Updates successful, click on **Close**. This will return you back to your Profile page.

If you do not see this window or the ‘Verifying app’ takes longer than 5 minutes, refresh the page and check if Authenticator app – iPhone is added under Authenticator app or Token. If it is added, you have successfully configured the app.

When you want to sign into your account, a push notification will be sent to your device. Click on the **notification** and you will be directed to your app. Once you're in the app, click on **Approve**. You will be automatically signed into your account.

How to install and configure Microsoft Authenticator for Android device

You will need two devices – a laptop/computer and phone with an internet connection. You can use any Android phone and your laptop/computer can be a Mac or Windows based device.

1. Go to the **Play Store** on your mobile device and search for **Microsoft Authenticator**. Tap on the app and then tap **Install** to install on your mobile device. The app will appear like this on your screen once it's installed. 
2. Open the app on your mobile device, swipe right twice and then press **GET STARTED** in the bottom right corner.
3. Tap **OK** to the Data Privacy message.
4. Press on '+' to add account. Tap **Work or School account**.
5. Click **Allow** as Microsoft Authenticator requires access to the camera to scan QR code from your Office 365 account on your computer. You will not be able to go any further as you need to configure your Office 365 account before completing the verification process.

Please keep your phone handy and follow further instructions on your computer to finalise the set up.

Setting up your computer

1. On your computer, access your Office 365 account using this link:
<https://myapps.microsoft.com>.
2. Click on your name in the top right corner and select **Profile**
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8. A QR code will appear on your computer screen. Go back to your app on your phone (from step 2.8). Using your app, scan the QR code displayed on your computer screen, then scroll to the bottom of the page and click **Next**.
9. Once it has verified, your computer screen will show Updates successful, click on **Close**. This will return you back to your Profile page.

If you do not see this window or the 'Verifying app' takes longer than 5 minutes, refresh the page and check if Authenticator app – iPhone is added under Authenticator app or Token. If it is added, you have successfully configured the app.

When you want to sign into your account, a push notification will be sent to your device. Click on the **notification** and you will be directed to your app.

Once you're in the app, click on **Approve**. You will be automatically signed into your account.