Change your two-step verification method and settings

Microsoft 365 · https://cleversupport.ca/docs/microsoft-365/change-your-two-step-verification-method-and-settings/

When you obtain a new mobile device, you will likely need to setup Microsoft Authenticator on the new phone as Microsoft does not support migration or backup of corporate accounts. It is best to complete the steps below on the new device while still having access to your old device. If you no longer have access to your old device, you may not be able to follow the steps below.

To get to the Security info page

You can follow this link to open the Additional security verification page.

Or you can get to the **Additional security verification** page by following these steps:

1. Sign into the Microsoft 365 portal (office.com).
2. Select your avatar in the top right, then select **View account**.
3. Under **Security info** select **Update info.**

Add a new account to the Microsoft authenticator app

You can set up your work or school account on the Microsoft Authenticator app for Android or iOS.

Important: If you already set up your work or school account in the Microsoft Authenticator app, you don't need to do it again.

1. Go to the Security info page using the steps above.
2. Select **Add sign-in method**
3. Select **Choose a method** and then **Authenticator app**.

   Follow the on-screen instructions, including using your mobile device to scan the QR code, and then select **Next**. You'll be asked to approve a notification through the Microsoft Authenticator

app, to verify your information.

4. Select **Save**.

Delete your account or device from the Microsoft Authenticator app

You can delete your account from the Microsoft Authenticator app, and you can delete your device from your work or school account. Typically you delete your device to permanently remove a lost, stolen, or old device from your account, and you delete your account to try to fix some connection issues or to address an account change, such as a new user name.

To delete your device from your work or school account

Go to the Security info page, find the device you want to delete and select **Delete**.

To delete your account from the Microsoft Authenticator app

From the Microsoft Authenticator app, select the account you want to delete, then select **Settings** and **Remove account**.