**Manage Multifactor Authentication Settings**

If you lose or change your mobile device or need to update your security info, please follow the steps below.

1. Sign in, to the Additional Security verification page:

<https://myaccount.microsoft.com/>

1. Sign in with your CCC e-mail address and password.
2. Select **Security info** from the left navigation pane.
3. The **Default sign-in method** will show: *Microsoft Authenticator - notification*
4. If your device is lost, click on the **Lost Device? Sign out everywhere** option.
5. Click on the + Add method option



1. On the **Add a method** page, select **Authenticator app** from the drop-down list, and then select **Add**.



1. The next page will prompt you to set up the **Microsoft Authenticator app** on your personal mobile device



1. Remain on the **Set up your account** page while you set up the Microsoft Authenticator app on your mobile device.



**Download and install the Microsoft Authenticator app**



1. Visit the [Apple app store](https://apps.apple.com/us/app/microsoft-authenticator/id983156458) or [Google play store](https://play.google.com/store/apps/details?id=com.azure.authenticator) on your mobile device and install the Microsoft Authenticator app. Alternatively, visit [aka.ms/authapp](http://aka.ms/authapp) and download the Microsoft Authenticator app.
2. Once installed, open the Microsoft Authenticator app, select ‘allow notifications’ (if prompted), select **Add account** from the **Customize and control** icon (3 dots) in the upper-right corner, and then select **Work or school account**.

***Note:*** *If this is the first time you're setting up the Microsoft Authenticator app, you might receive a prompt asking whether to allow the app to access your camera (iOS) or to allow the app to take pictures and record video (Android). You must select****Allow****so the authenticator app can access your camera to take a picture of the QR code in the next step.*

1. Return to the **Set up your account** page on your computer, and then select **Next**. **Scan the QR code** page will appear.



1. Scan the code with the Microsoft Authenticator app QR Code reader, this should successfully add your work or school account. Select **Next** on the **Scan the QR code** page.
2. A notification will be sent to the Authenticator app on your mobile device to test your account.



1. Click **‘Approve’** on the notification in the Microsoft Authenticator app, and then select **Next**.



1. Your security info has now been updated to use the Microsoft Authenticator app to verify your identity when using multifactor authentication.
2. You will not have to do this every time you sign in. It is generally used the first time you sign into an app or device and after changing your password.
3. **Never** approve an authentication request from Microsoft Authenticator if you have not been attempting to login to a Microsoft Resource. **Do not approve** or accept any request for authentication if you did not do something to trigger that request.
4. If you do receive an unexpected notification, select **Deny** which will stop the access request. If you receive further unexpected notifications select **Deny** and then **Dismiss**. You must change your password immediately and notify IT Security via the IT Self Service Portal: <https://ictselfservice.carmarthenshire.gov.wales>
5. If you accidently approve a notification you must change your password immediately and notify IT Security via the IT Self Service Portal as above.