

INTERNATIONAL MS AUTHENTICATOR REGIONAL FIX

We are aware that in some regions (eg. Sudan, Pakistan and UAE), the MS Authenticator might be different with regards what format the code is generated by Microsoft.

1. You will need to update the security settings for the MS Authenticator Account by following this video: [How To Get Microsoft Authenticator 6 Digit Code | Reduce Microsoft Authenticator From 8 To 6 Digits - YouTube](#)

Below is also the step-by-step instruction that will be seen on this video:

This simple video will show you how to reduce the microsoft authenticator from 8 digit to 6 digit code. You will need to access your microsoft account via desktop and also log in to the microsoft app on your phone. This saves you a bit of time from typing over the long run. You need to scan the QR code on the desktop using your mobile phone (Android or IOS) for this to work.

Head over to the "security" section on the left side.

Then click on "Advanced Security Options".

You will want to scroll down and click on the "Add a New way to sign in or verify".

A pop up will show up. Select the first option "Use an app".

Now click on the "set up a different authenticator app".

After this, go to your phone and access your microsoft app.

Click on the "Plus" sign and select "other account".

A bar scanner will show up. Now use that and scan the barcode on the desktop microsoft account.

A new account will show up below, which contains a 6 digit code.

Tap on it to reveal the 6 digit code and type it into the desktop to confirm the number.

Your phone will be given a confirmation that it works after inputting the code.

Now you can use 6 digit codes instead of 8!

2. Next, you will be required to remove the email address on the MS Authenticator app, that is associated with the NER account. Please email us at dime@hse.ie to tell us this has been done.
3. The DIME team will then resend you an email with a new QR Code for setting up the MS Authenticator settings again, once you have adjusted the settings in step 1 & 2 above (email may appear in the spam/junk folder).

If you need further assistance, please do not hesitate to contact us.

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