Workday: Enrolling your mobile device with Microsoft Authenticator app

Overview

Crowe has implemented Multi-Factor Authentication (MFA) on your Workday account, which will safeguard access to data and applications by requiring a two-step verification to access any resources from a non-Crowe computer, including your mobile device.

You are being asked to register for Multi-Factor Authentication. So, what does that mean? It means that Crowe is taking extra steps to make sure you are who you say you are when you sign into Workday on your personal computer. This extra verification, also known as two-step verification, is done through a combination of your Workday username and password, and a mobile device or phone.

Two-step verification is more secure than just a password because it relies on two forms of authentication: something you know, and something you have with you. The something you know is your Workday password. The something you have with you is a phone or device that you commonly have with you. Two-step verification helps to stop malicious hackers from pretending to be you, because even if they have your password, they will not have your device, too.
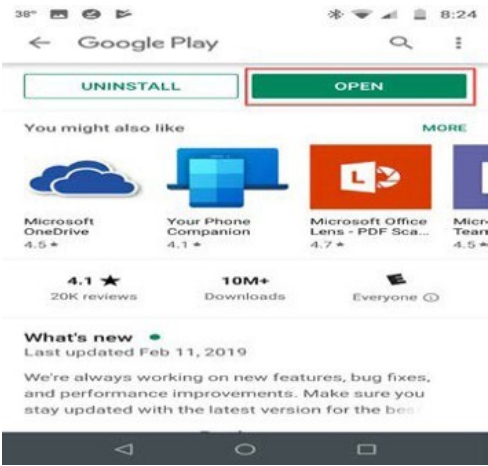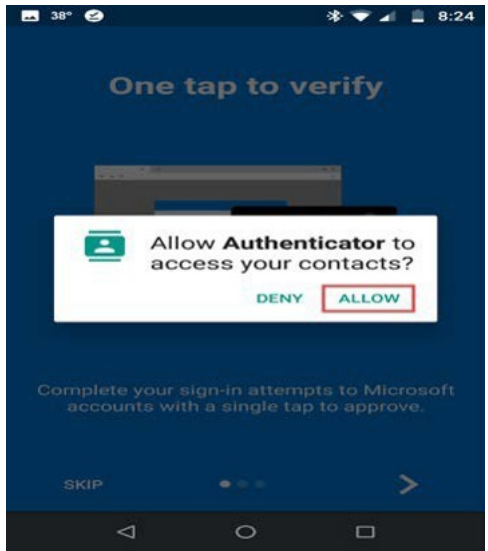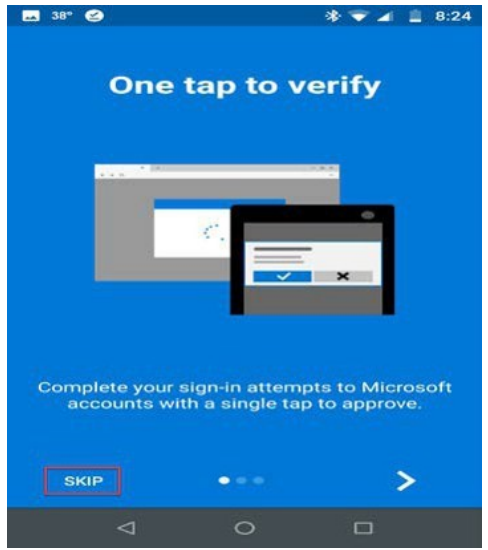
After you register, you will have a two-step verification process with strong authentication with a range of easy verification options such as mobile app notification, text message or phone call to access your online data or applications.

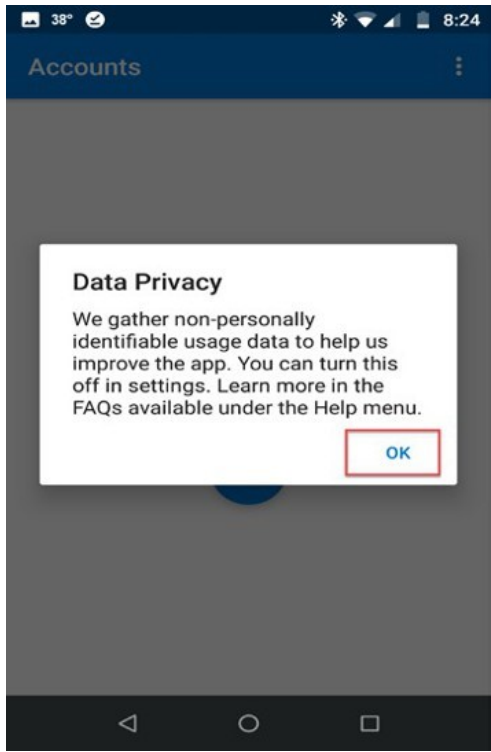## Installing the Microsoft Authenticator app

Please take your time with the step-by-step guidance below. Note: If you already have the Microsoft Authenticator app installed on your mobile device, you can skip to the **Setting up Your Account** section.

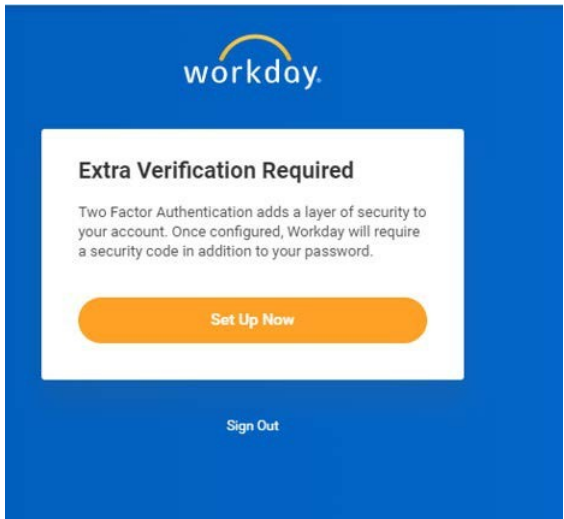| #	Step	Screenshot
1	On your mobile device, open the App Store (iOS) or Play Store (Android) application and search for **Microsoft Authenticator**.	
2	Tap **Install**.	

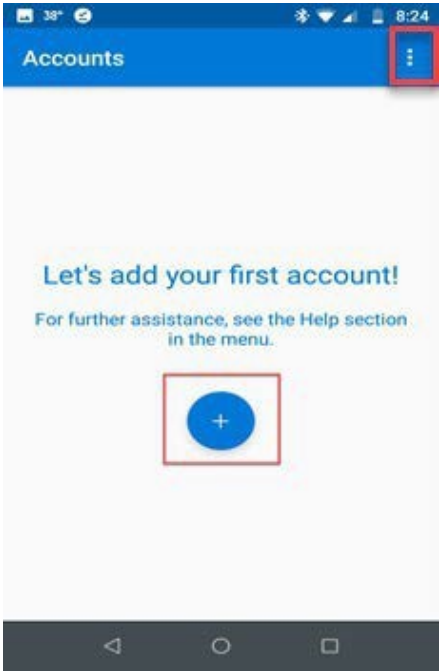| #	Step	Screenshot
3	**Open** the Microsoft Authenticator app on your mobile device.	
4	If prompted to "Allow **Authenticator** to access your contacts," tap **Allow**.	
5	Step through the welcome screens; or tap **Skip**.	
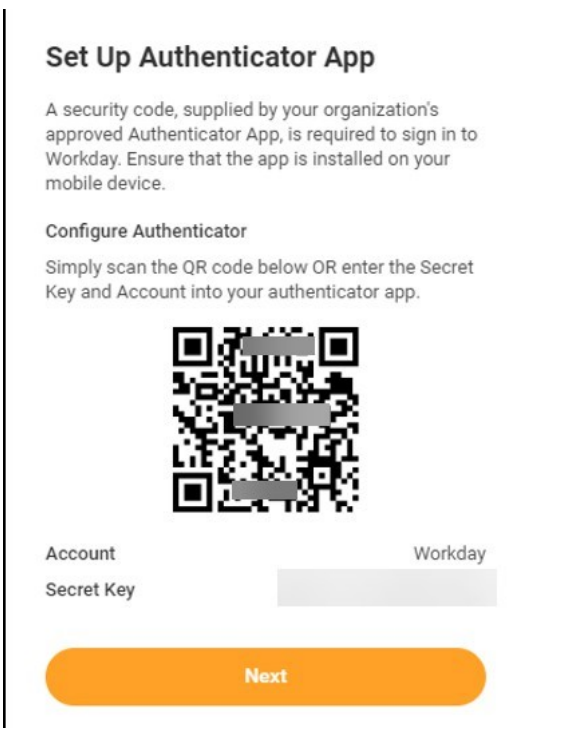
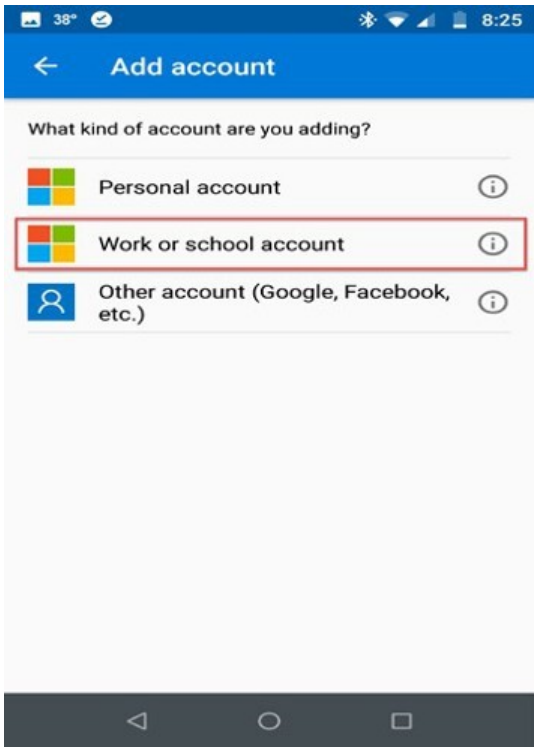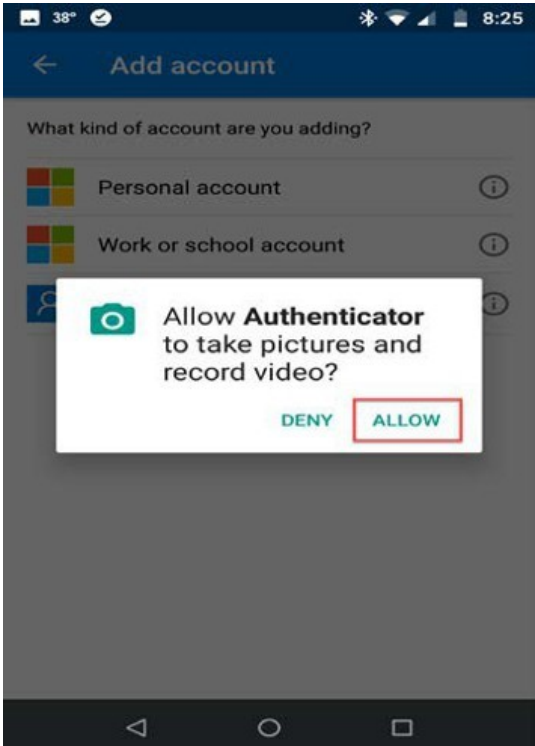| #	Step	Screenshot
6	If you receive the "Data Privacy" prompt, tap **OK**.	

Setting up Your Account

Once you log in to Workday with your username and password using your personal computer, and after the password change screen, you will receive a prompt to set up MFA.

#	Step	Screenshot
1	On the "Extra Verification Required" screen, select **Set Up Now**.	
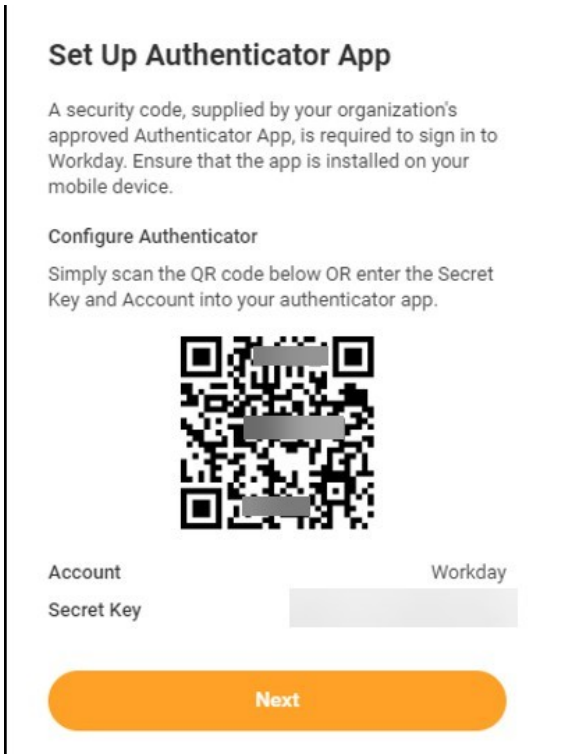
#	Step	Screenshot
2	On the "Set Up Authenticator App" screen, a QR code will appear. **Keep the QR code screen open**.	**Set Up Authenticator App** A security code, supplied by your organization's approved Authenticator App, is required to sign in to Workday. Ensure that the app is installed on your mobile device. **Configure Authenticator** Simply scan the QR code below OR enter the Secret Key and Account into your authenticator app. Account Workday Secret Key Next
3	On your mobile device, open the **Microsoft Authenticator** app if it isn't already open.	
4	To add your account, select the plus sign (**+**) (on iOS devices). (On Android devices, select the three dots, then **Add account**.)	Accounts Let's add your first account! For further assistance, see the Help section in the menu. +

#	Step	Screenshot
5	On the "Add account" screen, select **Work or school account**.	
6	If prompted to "Allow **Authenticator** to take pictures and record video?" click **Allow**. (This is to allow QR code scanning).	

#	Step	Screenshot
7	With your mobile device, scan the QR code on the screen you opened earlier on your personal computer. Once the QR code is scanned successfully, you will see that a Crowe Workday account has been created with a unique, 6-digit number in the Microsoft Authenticator app. This 6-digit number is only valid for 30 seconds. After 30 seconds, it will generate a new, unique, 6-digit number (this is needed for the next step).	**Set Up Authenticator App** A security code, supplied by your organization's approved Authenticator App, is required to sign in to Workday. Ensure that the app is installed on your mobile device. Configure Authenticator Simply scan the QR code below OR enter the Secret Key and Account into your authenticator app. Account — Workday Secret Key **Next**
8	Input the 6-digit Workday account code from the MS Authenticator app* in the "Security Code" field on the "Confirm Security Code" Workday screen on your computer. Then select **Next**. *Note that you may need to tap or double click on Workday account in the MS Authenticator app to show the one-time security code.	**workday.** **Confirm Security Code** Enter the 6-digit security code from your authenticator app to continue. Security Code Next Back