

FAU College of Medicine Support Center

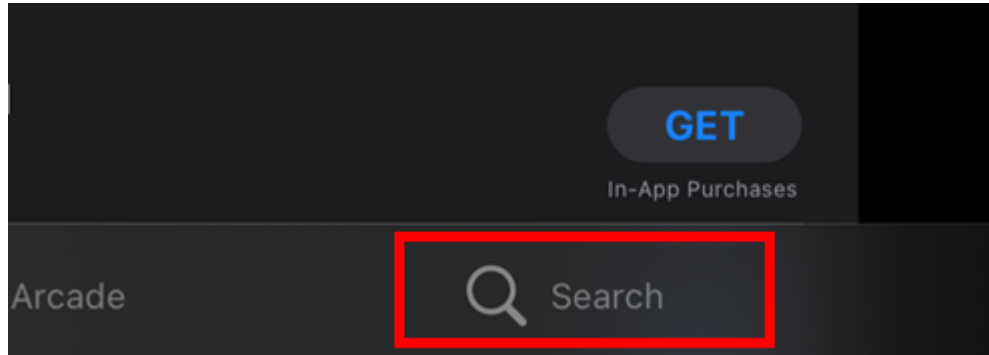
[Knowledgebase](#) > [Accounts and Access](#) > [Outlook sign-in with Microsoft Authenticator](#)

Outlook sign-in with Microsoft Authenticator

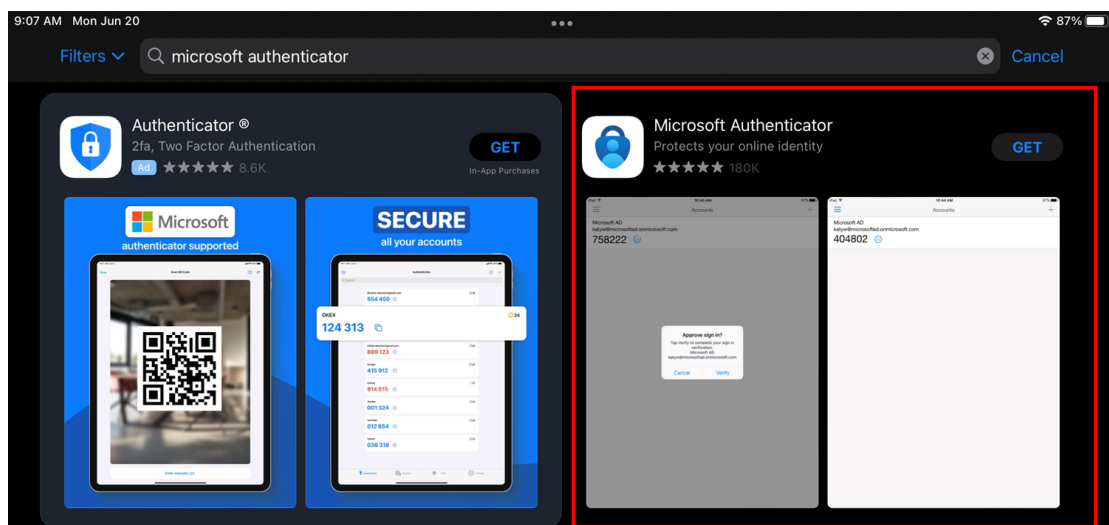
Brian - 2022-06-20 - [Accounts and Access](#)

To resolve Sign-In looping issues in Outlook for iOS devices including iPhone and iPad, please do the following

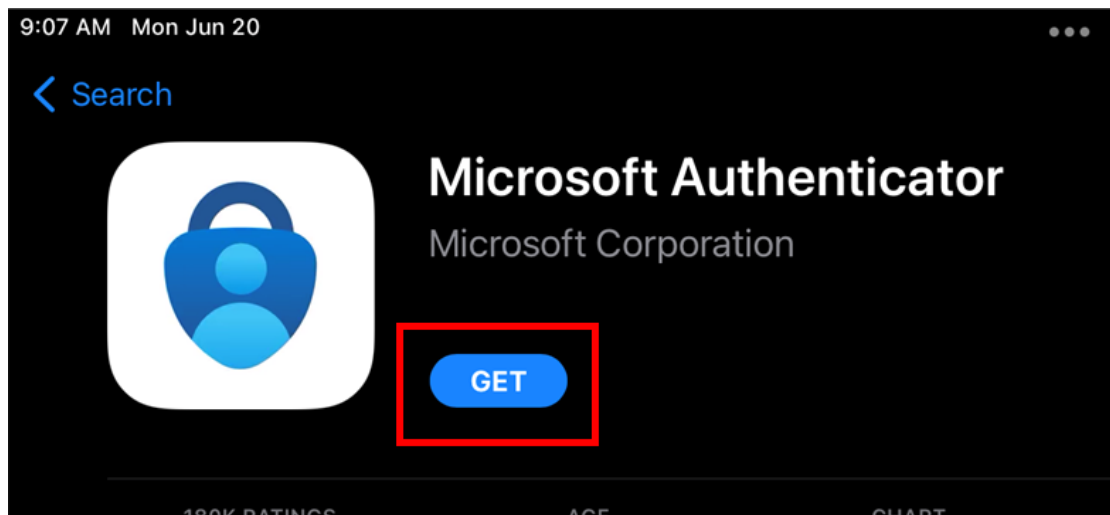
Open the App Store and tap on Search in the bottom right.



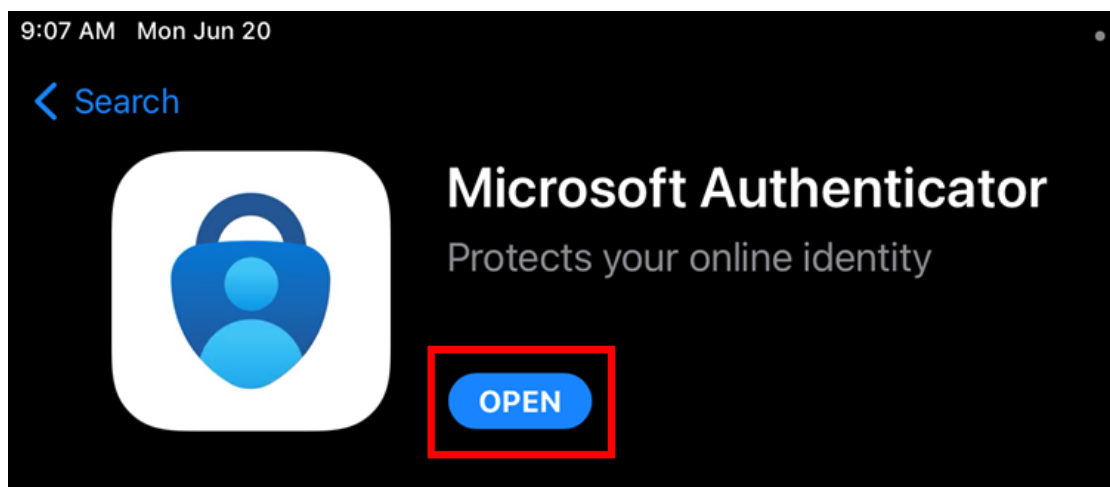
Search for "Microsoft Authenticator" and tap on the Microsoft Authenticator app



Tap Get to download the App and authenticate to the App Store if prompted



Tap Open to open the Microsoft Authenticator app



Tap I Agree if prompted and then tap Add a work or school account



Peace of mind for your digital life

Secure your accounts with multi-factor authentication.



Sign in with Microsoft



Add work or school account



Scan a QR code

Next type in your full FAU email address and tap Next. You will be prompted for SSO sign in and Duo 2 Factor Authentication



Sign in

@health.fau.edu

No account? [Create one!](#)

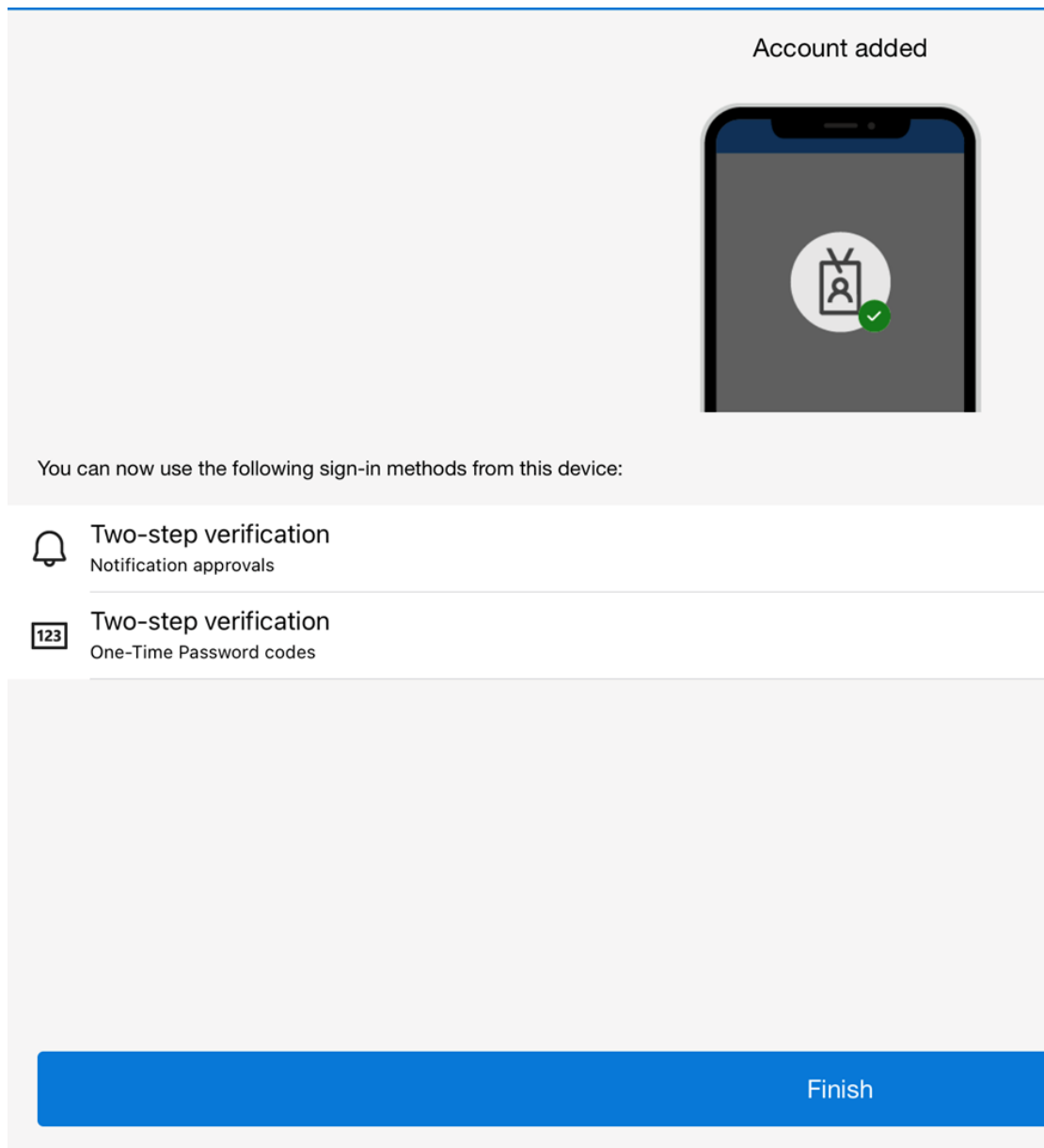
[Can't access your account?](#)

Next

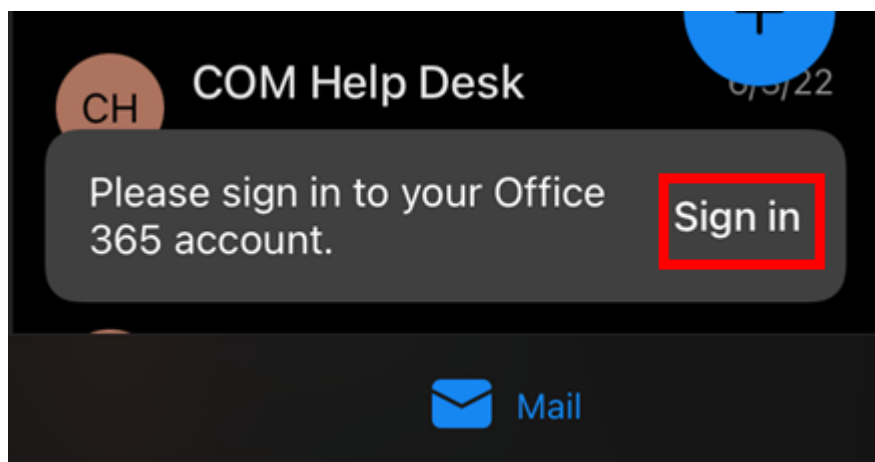


Sign-in options

Once sign in is complete, you should see the Account added screen, tap Finish to close the Account completion page



Close the Microsoft Authenticator and open the Outlook app again and tap Sign In at the bottom when prompted



You will then be prompted to Authenticate with the Microsoft Authenticator app. Tap Open Authenticator and it should automatically resolve the Sign in issue and your email should load.



Please Authenticate

Please go to the Authenticator app
to continue.

[Open Authenticator](#)

If these steps do not work, please contact us at comhelpdesk@health.fau.edu