

County College of Morris
Information Systems Department

Microsoft Authenticator

Mobile Registration Guide

Step-by-Step Setup for iOS and Android

Document Type	Knowledge Base Article — User Guide
Applies To	All CCM Faculty, Staff & Students
Classification	Internal Use Only
Last Reviewed	July 2026
Owner	Information Systems Department — Network User Services
Contact	Solution Center solutioncenter@ccm.edu Ext. 5600

PURPOSE

This guide provides step-by-step instructions for registering the Microsoft Authenticator app on your mobile device as a Multi-Factor Authentication (MFA) method for your CCM Microsoft 365 account.

MFA is required for all CCM accounts to protect sensitive college data and meet security compliance standards.

1. Overview

Multi-Factor Authentication (MFA) adds a second layer of security to your CCM Microsoft 365 account. In addition to your password, you will be prompted to approve a sign-in notification or enter a code from the Microsoft Authenticator app on your mobile device.

Why MFA Is Required

- Protects your account even if your password is compromised
- Required by CCM's Information Security Policy and federal compliance guidelines
- Prevents unauthorized access to college systems, email, and data
- Microsoft Authenticator is the preferred and most secure method

What You Will Need Before You Start

Item	Details
CCM Account	Your CCM email address (e.g., smith.john@student.ccm.edu)
CCM Password	Your current CCM Microsoft 365 password
Mobile Device	iPhone (iOS 16 or later) or Android phone (Android 8 or later)
App Store Access	Apple App Store (iOS) or Google Play Store (Android)
Internet Connection	Wi-Fi or mobile data on your phone
Computer (optional)	A PC or Mac to display the QR code (recommended for first-time setup)

IMPORTANT — Download the Correct App

Search for "Microsoft Authenticator" by Microsoft Corporation — it is FREE.
Do not download lookalike apps with similar names. The correct app shows "Microsoft Corporation" as the publisher.

iOS App Store: search "Microsoft Authenticator"

Google Play Store: search "Microsoft Authenticator"

2. iOS Registration (iPhone / iPad)

Follow these steps if you have an iPhone or iPad running iOS 16 or later. The entire process takes approximately 5 minutes.

2.1 Install the Microsoft Authenticator App

Step	Action
1	Open the Apple App Store on your iPhone or iPad.
2	Tap the Search icon and type: Microsoft Authenticator
3	Locate the app published by Microsoft Corporation (it is free).
4	Tap GET and authenticate with Face ID, Touch ID, or your Apple ID password.
5	Wait for the download to complete, then tap OPEN.

TIP — Already have the app?

If Microsoft Authenticator is already installed, skip to Section 2.2 below.

2.2 Add Your CCM Work Account (iOS)

You will need access to myaccount.microsoft.com on a computer or the same device to complete this step.

Step	Action
1	Open a web browser on your computer and go to: https://www.titansdirect.ccm.edu/student
2	Sign in with your CCM email and password.
3	A setup wizard will open. Tap Next until you reach the QR code screen.
4	On your iPhone, open the Microsoft Authenticator app.
5	Tap the + button (top right) then select Work or school account.
6	Tap Scan a QR code — allow camera access if prompted.
7	Point your iPhone camera at the QR code on your computer screen.
8	The account will be added automatically. Tap Next on your computer.
9	Your computer will send a test notification to your phone. Tap APPROVE in the Authenticator app.
10	Once approved, your computer will display a success message. Tap Done.

3. Android Registration

Follow these steps if you have an Android phone or tablet running Android 8.0 or later. The entire process takes approximately 5 minutes.

3.1 Install the Microsoft Authenticator App

Step	Action
1	Open the Google Play Store on your Android device.
2	Tap the Search bar and type: Microsoft Authenticator
3	Locate the app published by Microsoft Corporation (it is free).
4	Tap Install and wait for the download to complete.
5	Tap Open once installed.

TIP — Already have the app?

If Microsoft Authenticator is already installed, skip to Section 3.2 below.

3.2 Add Your CCM Work Account (Android)

You will need access to myaccount.microsoft.com on a computer or the same device to complete this step.

Step	Action
1	Open a web browser on your computer and go to: https://www.titansdirect.ccm.edu/student
2	Sign in with your CCM email and password.
3	Tap Next through the wizard until you reach the QR code screen.
4	On your Android device, open the Microsoft Authenticator app.
5	Tap the + button (top right), then select Work or school account.
6	Tap Scan a QR code — grant camera permissions if prompted.
7	Point your Android camera at the QR code displayed on your computer screen.
8	The account will be added automatically. Tap Next on your computer.
9	A test notification will appear on your Android device. Tap APPROVE.
10	Once approved, a success message appears on your computer. Tap Done.

4. Mobile-Only Setup (No Computer Available)

If you do not have access to a computer, you can complete registration entirely from your mobile device using the steps below.

Step	Action
1	On your mobile device, open a browser and go to: https://www.titansdirect.ccm.edu/student
2	Sign in with your CCM email and password.
3	Tap Next through the wizard until you reach the QR code screen.
4	Tap the link that says "Can't scan the QR code?"
5	Copy the Code and URL provided on this screen.
6	Open your Authenticator app on your mobile device.
7	Select the + at the top right of the screen.
8	Select "Work or school account" and then press "Scan a QR code".
9	Tap the "Enter code manually" button at the bottom of the screen and input the code and URL from the previous step. Press Finish.
10	The account is now added. Go back to your browser and Tap Next.
11	A test notification will appear on your mobile device. Enter the number provided on the browser screen and tap APPROVE.
12	Once approved, a success message appears on your browser. Tap Done.
13	Your Authenticator app is now registered

TIP — Download the App First

If Microsoft Authenticator is not yet installed, tap "Download now" when prompted in the setup wizard and install the app before continuing. Then return to the browser and continue from Step 5.

5. Troubleshooting Common Issues

5.1 Cannot Scan the QR Code

ISSUE

The QR code is not being recognized by the Authenticator app camera.

Resolution:

1. Ensure the QR code is fully visible on your screen — try zooming in on the browser window.
2. Allow camera access to the Authenticator app if you blocked the prompt.
3. If still unable to scan, tap Can't scan image? in the app to enter the code manually.
4. On the web wizard, click "Can't scan the QR image" to reveal the manual code and URL.
5. Enter the code and URL manually into the Authenticator app.

5.2 Did Not Receive the Test Notification

ISSUE

The approval notification did not appear on your phone during setup.

Resolution:

6. Ensure your phone has an active internet connection (Wi-Fi or mobile data).
7. Check that notifications are enabled for the Microsoft Authenticator app in your device Settings.
8. Open the Authenticator app directly — the approval request may appear inside the app.
9. On the web setup page, click Resend notification if the option is available.
10. Try closing and reopening the Authenticator app, then tap the account to refresh.

5.3 Switched to a New Phone / Lost Old Device

ISSUE

Your old phone is no longer available and Authenticator is no longer accessible.

Resolution:

11. Contact the CCM Solution Center immediately at Ext. 5600 or solutioncenter@ccm.edu.
12. An IT administrator will verify your identity and remove the old device registration from your account.
13. Once cleared, follow Sections 2 or 3 of this guide to register your new device.

IMPORTANT — Do Not Wait

If your registered device is lost or stolen, contact the Solution Center immediately.
A compromised or lost phone with Authenticator registered to your account is a security risk.

5.4 Too Many Devices Registered

ISSUE

You receive an error stating you have too many authenticator apps registered.

Resolution:

14. Go to <https://myaccount.microsoft.com> and sign in.
15. Select Security info and review all registered methods.
16. Remove any old or unused authenticator app entries by selecting Remove next to each one.
17. Attempt to register the Authenticator app again.
18. If the issue persists, contact the Solution Center — an admin can remove old entries via Microsoft Entra Admin Center.

5.5 App Shows "Account Requires Additional Verification"

ISSUE

The Authenticator app shows an error or the account appears in red.

Resolution:

19. Open the Authenticator app and tap on your CCM account.
20. Tap Fix now or Reactivate if the option appears.
21. Follow the on-screen prompts to re-verify your account credentials.

22. If the issue persists, remove the account from the app and re-register following Sections 2 or 3.

5.6 Jailbroken or Rooted Device

WARNING — Policy Restriction

Effective February 2026, Microsoft blocks CCM credentials in Microsoft Authenticator on jailbroken (iOS) or rooted (Android) devices. If your device is jailbroken or rooted, you will not be able to complete registration. Contact the Solution Center for alternative MFA options.

6. Quick Reference Card

Use this reference card as a reminder of the most important links and contacts.

Resource	Details
Security Info Portal	https://myaccount.microsoft.com
iOS App Store	Search: "Microsoft Authenticator" by Microsoft Corporation
Google Play Store	Search: "Microsoft Authenticator" by Microsoft Corporation
Solution Center Phone	Ext. 5600 (on campus) (973) 328-5600 (off campus)
Solution Center Email	solutioncenter@ccm.edu
Solution Center Hours	Mon-Fri 8:00am-4:30pm

NEED HELP? Contact the CCM Solution Center

If you encounter any issues not covered in this guide, or if you are unable to complete registration, please contact the CCM Solution Center. Our IT staff can assist you in person, by phone, or remotely.

Phone: Ext. 5600 | Email: solutioncenter@ccm.edu