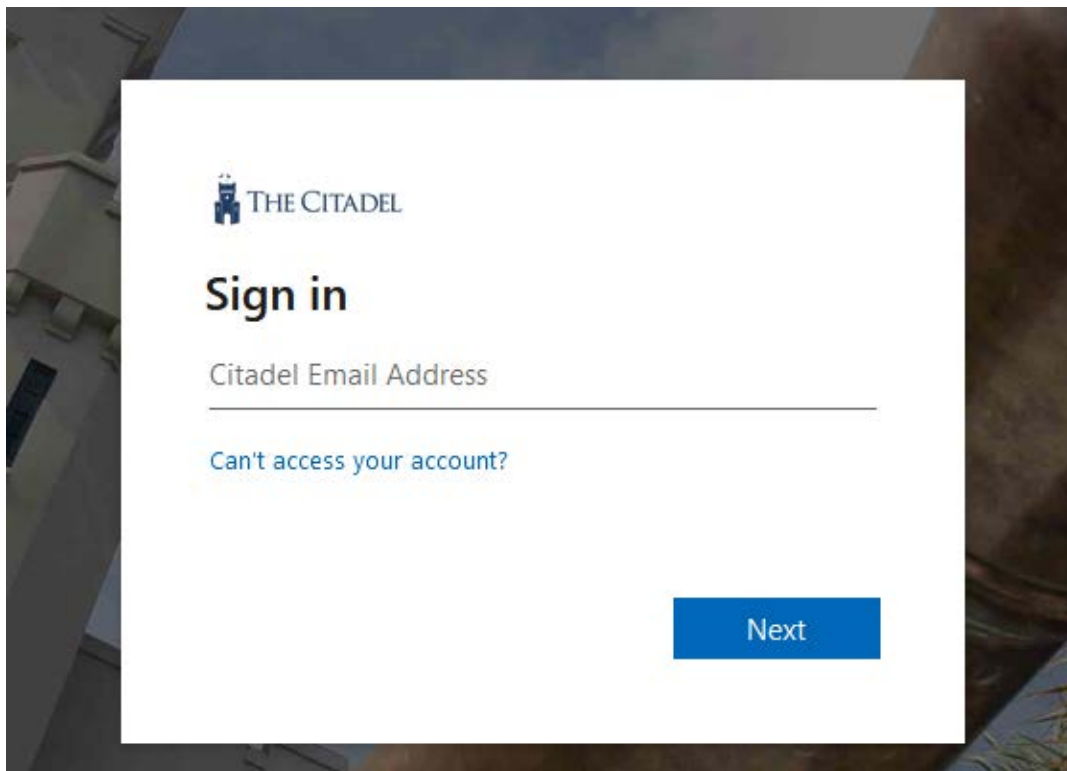


Microsoft Authenticator App Install:

Step 1: At your computer, open your preferred web browser (ie: Chrome, Firefox, Edge, Safari).

Step 2: Type "my.citadel.edu" in the search bar and hit Enter.

Step 3: Enter your email address.

A screenshot of the Citadel Sign in page. The page has a white background with a blue border. At the top left is the Citadel logo, which consists of a blue castle icon and the text "THE CITADEL". Below the logo is the heading "Sign in" in a large, bold, black font. Underneath the heading is a text input field labeled "Citadel Email Address" in a light gray font. Below the input field is a blue link that says "Can't access your account?". At the bottom right of the page is a blue button with the word "Next" in white text.

THE CITADEL

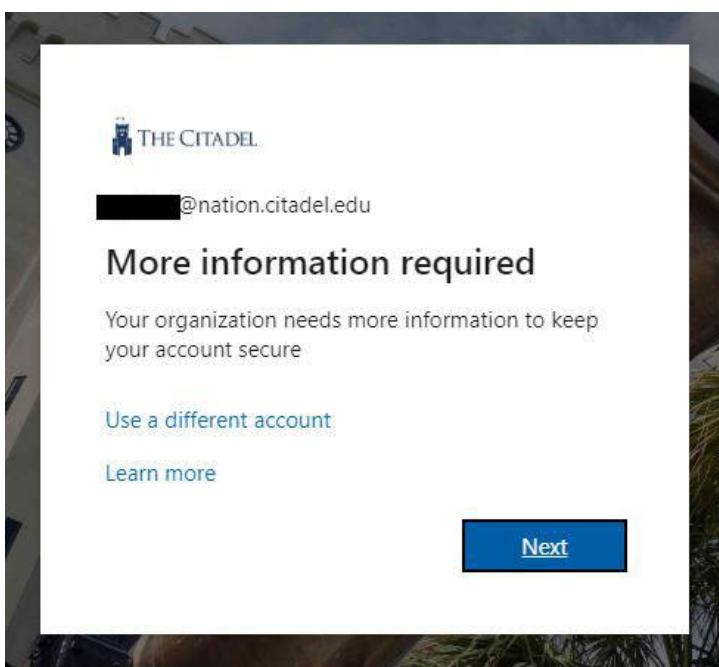
Sign in

Citadel Email Address

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

Next

Step 4: Enter your **Citadel Password**. Select Sign In. If this is your first time signing in you will see a prompt requesting more information.

A screenshot of the Citadel "More information required" page. The page has a white background with a blue border. At the top left is the Citadel logo, which consists of a blue castle icon and the text "THE CITADEL". Below the logo is a text input field containing a redacted email address followed by "@nation.citadel.edu". Below the input field is the heading "More information required" in a bold, black font. Underneath the heading is a message in a light gray font that says "Your organization needs more information to keep your account secure". Below the message are two blue links: "Use a different account" and "Learn more". At the bottom right of the page is a blue button with the word "Next" in white text.

THE CITADEL

██████████@nation.citadel.edu

More information required

Your organization needs more information to keep your account secure

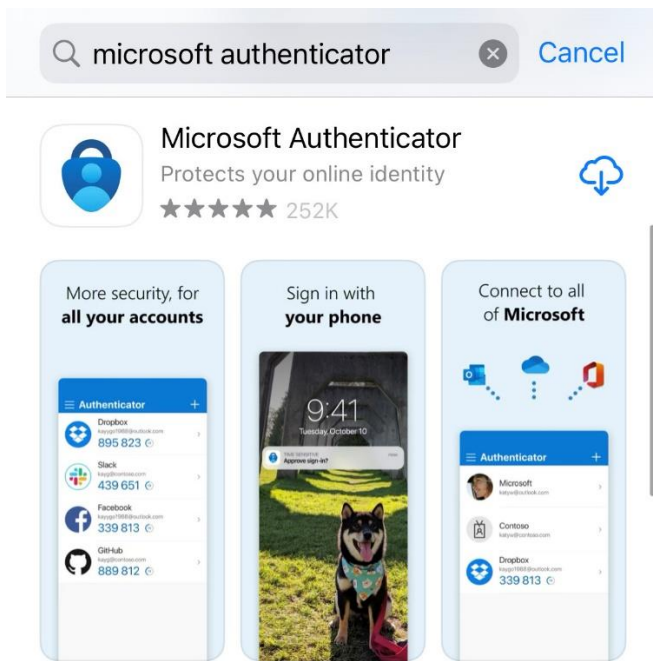
[Use a different account](#)

[Learn more](#)

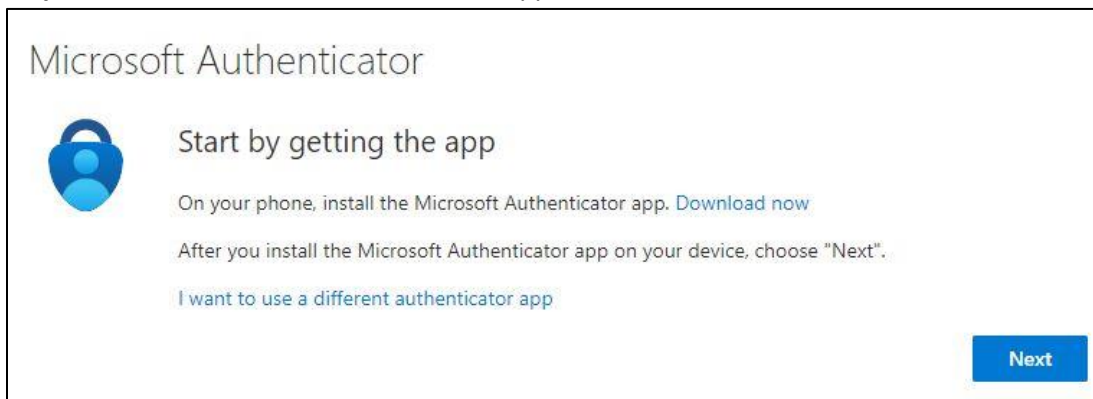
Next

Step 5: Select next and prepare to follow the Microsoft Setup Tutorial. **It is very important to read the directions carefully.**

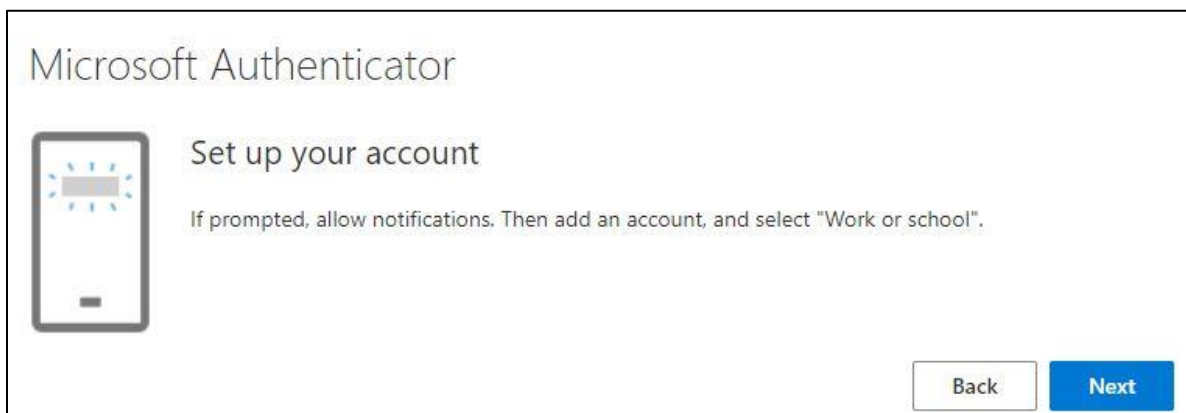
Step 6: **On your phone,** install the Microsoft Authenticator app. You can find it in your phones app store by searching for Microsoft Authenticator.



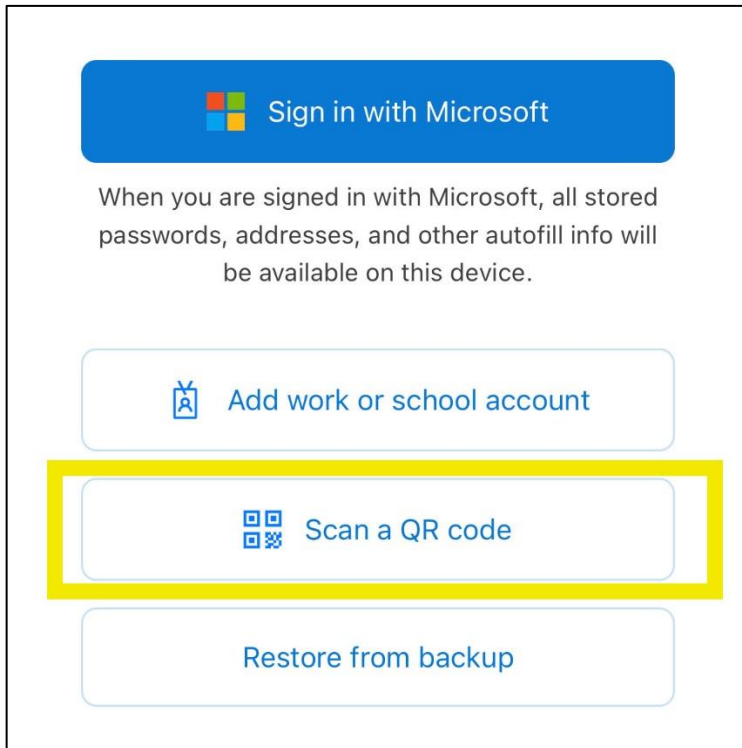
Step 7: Once the Microsoft Authenticator App is installed select "Next".



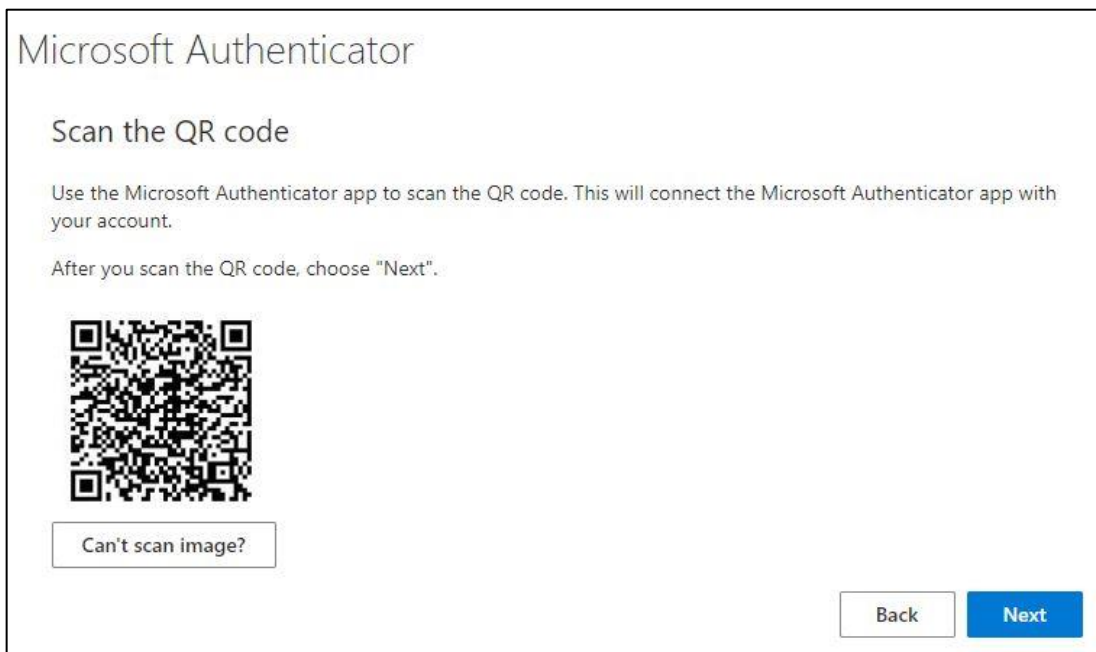
Step 8: Read the next set of directions and select "Next".



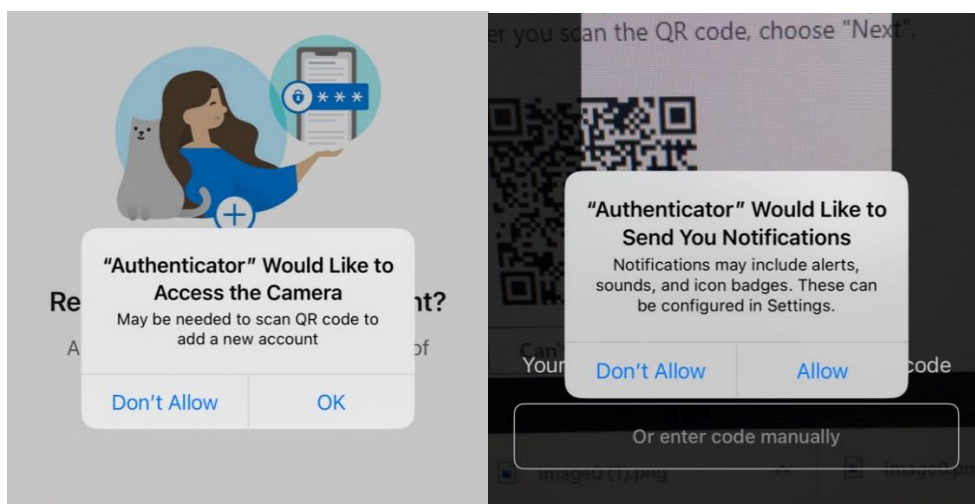
Step 9: On your Phone, open the **Microsoft Authenticator App** accept the privacy statement and opt out of the feedback program. Then select “**Scan a QR code.**”



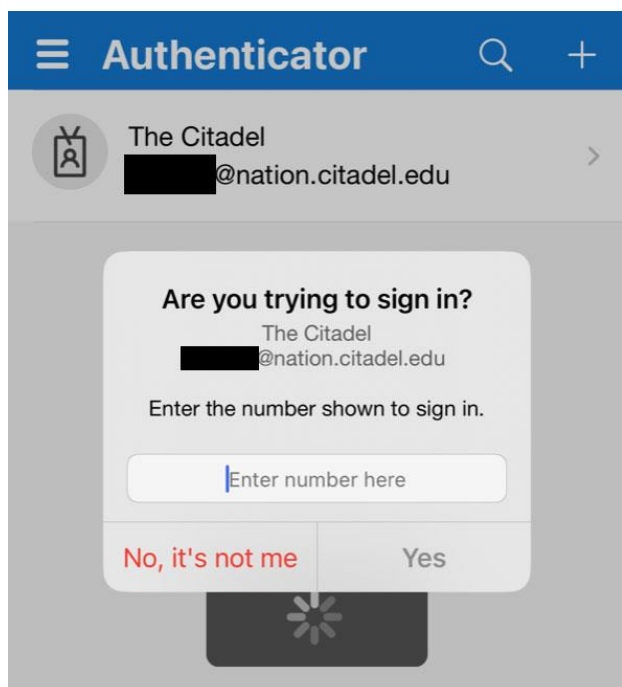
Step 10: Proceed to scan the QR code provided on your computer.



Step 11: **On your phone,** follow the prompts to allow camera access and notifications.



Step 12: Next you will be prompted to enter the number on your computer into the Authenticator app on your phone.



Step 13: Upon success you will receive a notification approve message.



Step 14: Follow the remaining Microsoft Instructions to conclude the Microsoft Authenticator App installation. **This app will be used to change your password and log into Citadel accounts off campus.**

If you have any questions or run into any issues, please don't hesitate to contact the Citadel Helpdesk at 843-953-HELP