

Troubleshooting Multi-Factor Authentication with Outlook

If you are unable to use the Authenticator app at any given moment, or experience a time-out error, you will see one of the following windows:



There are a few options available to authenticate and login to your account.

1. Send another request to the Microsoft Authenticator app. You will receive a notification on your mobile device that looks like this:



2. Enter a 6-digit one-time password code generated in the Microsoft Authenticator app.



← kourtney.kerr@sturgeon.ab.ca	Sturgeon Public School Division kourtney.kerr@sturgeon.ab.ca
Enter code	Notifications enabled You can use this device to approve notifications to verify your sign-ins
Enter the code displayed in the Microsoft Authenticator app on your mobile device	^{One-time password code} 568 197
Code	📮 Enable phone sign-in >
More information	
	Update security info >
Venty	C Review recent activity

3. Receive a text to your mobile phone number with a code that you will then enter.



4. Receive a call to your mobile phone number and follow the instructions to sign in.

