Help Desk Knowledge Base Back-Up and Recover Microsoft Authenticator

Step 01

Before starting on your new device, it's important to first back up your information on your old device. Before you can begin, you must have:

- 1. A personal Microsoft account to act as your recovery account. It is free and you can create one at portal.office.com using an existing personal email address
- 2. For iOS only, you must have an iCloud account for the actual storage location.

Step 02

To back-up with an iOS device:

On your iOS device, select Settings, select Backup, and then turn on iCloud backup. Your account credentials are now backed up to your iCloud account.

WORK OR SCHOOL	ACCOUNT	
Device Registra	tion	>
BACKUP		
iCloud backup		
Recovery Accou kaygo1988@outlool	unt com	
Details		>
DIAGNOSTIC DATA		
Allow Microsoft to improve the p	to gather diagnostic performance of the ap	data 🚺
More info on dia	ignostic data	>

To back-up with an Android device:

On your Android device, select Settings, select Backup, and then turn on Cloud Backup. Your account credentials are now backed up to your cloud account.



Help Desk Knowledge Base Back-Up and Recover Microsoft Authenticator

Step 03

On your new mobile device -

Open the Microsoft Authenticator app. Select Begin Recovery from the bottom of the screen Sign in to your recovery account, using the same personal Microsoft account you used during the backup process.

Your account credentials are now recovered to the new device.



If you are stuck and in need of assistance please submit a help desk ticket to HELPDESK@TRIAFED.COM and a technician will reach out.