USER GUIDE
MULTIFACTOR AUTHENTICATION (MFA) TROUBLESHOOTING

I'm getting a timeout error when I try to register. What can I do?
Try refreshing your browser and starting registration again.

I'm having trouble scanning the QR code. What can I do?
Make sure you are scanning the QR code **from the Microsoft Authenticator app**, not directly from your smart phone camera.

Make sure you are scanning the QR code on YOUR screen, not the QR code in any instructions.

I can't add my work or school account to Microsoft Authenticator, and I am receiving the following error: "We could not complete the sign-in at this time. Please ensure push notifications are enabled in Settings and your network connection is stable."

Press OK to dismiss the message and then go to Settings and **make sure push notifications are enabled** for the Microsoft Authenticator app, and that you have network connectivity. You can also remove your account and attempt the sign in again. If you are still not able to add your account, please reach out to the IT Service Desk.

I can't add my work or school account to Microsoft Authenticator on Android, and I am receiving one of the following errors: "Google Play services are currently unavailable on this device," "Sorry, only part of the set up completed successfully," or "Enable push notifications to receive alerts."

Push notifications for the app must be enabled to use the Microsoft Authenticator App on Android. Google Play Services and the Google Play Store must also be downloaded and enabled. Click here for other options if you still have trouble.

When I try to add my account, I get an error message saying "The account you're trying to add is not valid at this time. Contact IT Service Desk to fix this issue (uniqueness validation)." What should I do?

Reach out to the IT Student Help Desk and let them know you're prevented from adding your account to Authenticator because of a uniqueness validation issue. You'll need to provide your sign-in username.

I keep getting prompted for MFA every time I open my browser. What do I do?

Your browser might be configured to block cookies or set to not keep you signed in. Ensure your web browser has cookies **enabled**. More information is available here.

Why aren't my one-time passcodes working?

Make sure the date and time on your device are correct and are being automatically synced. If the date and time is wrong, or out of sync, the code won't work.

How do I remove an account from the app?

Follow these steps:

1. Open Microsoft Authenticator on your device.
2. Tap your UniSC account.
3. Tap the Settings icon.

4. Tap Remove Account.

Why are my notifications in Authenticator always expired?
Authenticator requires your mobile device clock to accurately report your local time. If your device clock is set to manual, reconfigure your system clock to automatic. After updating your clock, restart your device and make sure the new time is set correctly.

Why do push notifications show an incorrect address?
This location comes from your internet service provider, not your physical mobile device.

I'm having trouble receiving alerts on my phone. What do I do?
If you're getting notifications, but not an alert, even with your ringer on, you should check your app settings. Make sure the app is turned on to use sound or to vibrate for notifications. If you don't get notifications at all, you should check the following conditions:

- Is your phone in Do Not Disturb or Quiet mode? These modes can prevent apps from sending notifications.
- Can you get notifications from other apps? If not, it could be a problem with the network connections on your phone, or the notifications channel from Android or Apple. You can try to resolve your network connections through your phone settings. You might need to talk to your service provider to help with the Android or Apple notifications channel.
- Can you get notifications for some accounts on the app, but not others? If yes, remove the problematic account from your app, add it again allowing notifications, and see if that fixes the problem.

If you tried all of these steps and are still having issues, contact the IT Student Help Desk.

I'm using the verification codes in the app, but how do I switch to the push notifications?
Open your Settings on your phone and allow Notifications for the Microsoft Authenticator app. More information in the links below for:

- [Android devices](#)
- [Apple devices](#)

Why am I getting notifications about my account activity?
Activity notifications are sent to Authenticator immediately whenever a change is made to your personal Microsoft accounts, helping to keep you more secure. This also serves to protect you by sending you a notification in the event that there is an unauthorised attempt to log into your account. If this occurs, please report this to the IT Service Desk.