

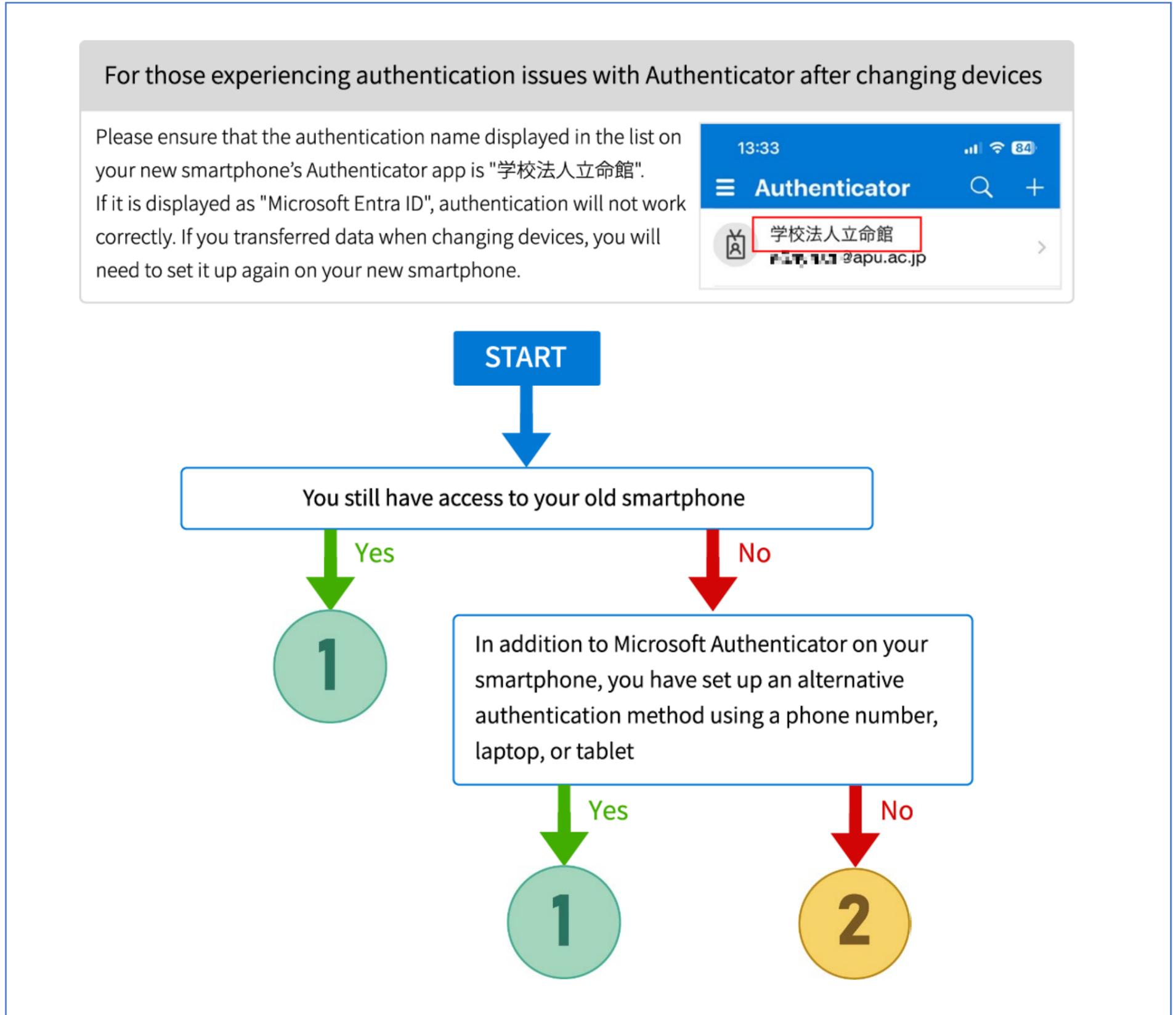
Guide for Smartphone Model Change, Phone Number Change

Introduction

If you change your device, change your phone number, delete an app, or lose your device, you will need to reconfigure Multi-Factor Authentication (MFA). In this guide, we will explain how to deal with each case.

Procedure confirmation flowchart

Please confirm the procedure by following the questions in the flowchart below.



1

In the case of 1

Follow the steps below to add valid devices and remove authentication methods for unavailable devices.

Operating on a computer(recommended)

1-1. Using a web browser to sign in to the Multi-Factor Authentication page (<https://aka.ms/mfasetup>) with your APU email address and password.

1-2. The Multi-Factor Authentication screen will be displayed, so please follow the on-screen instructions to complete the authentication.

*The screen will differ depending on the default authentication method.

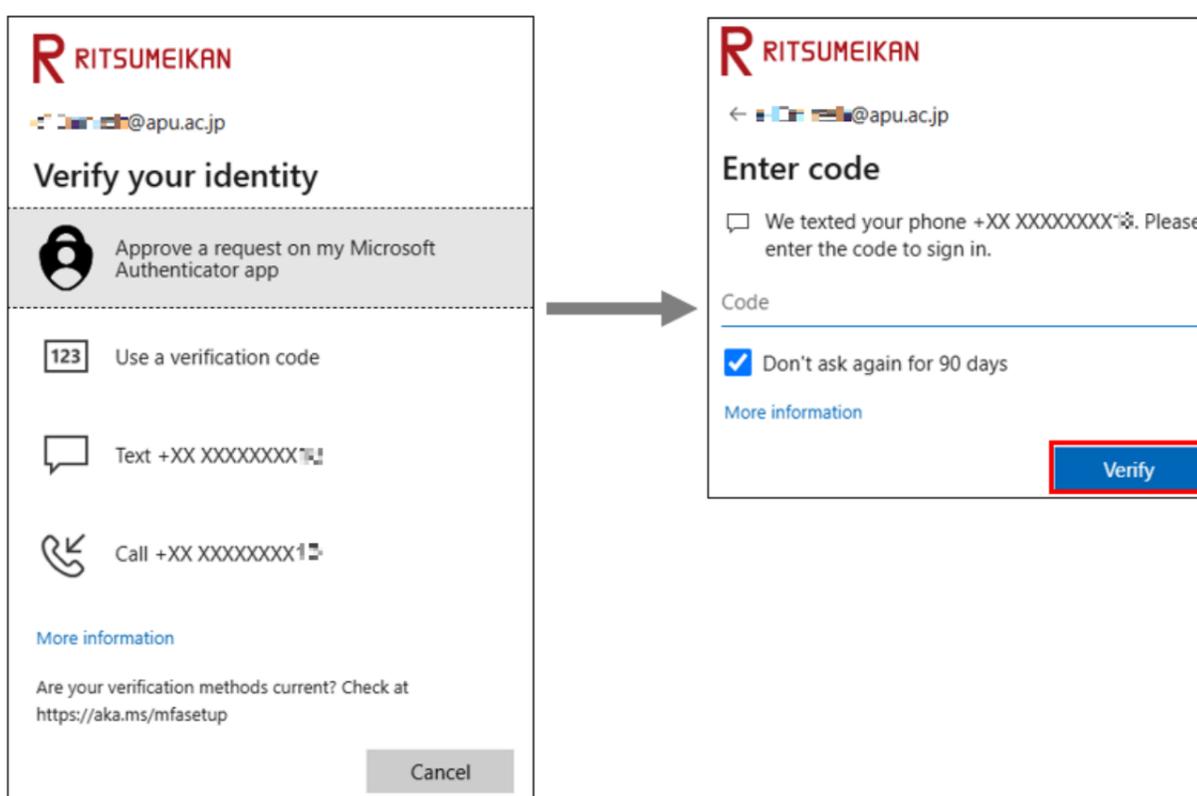
If you can't use the Authenticator app on your old smartphone, select [I can't use my Microsoft Authenticator app right now].

If you can authenticate using the Authenticator app, proceed to steps 1-4 above.

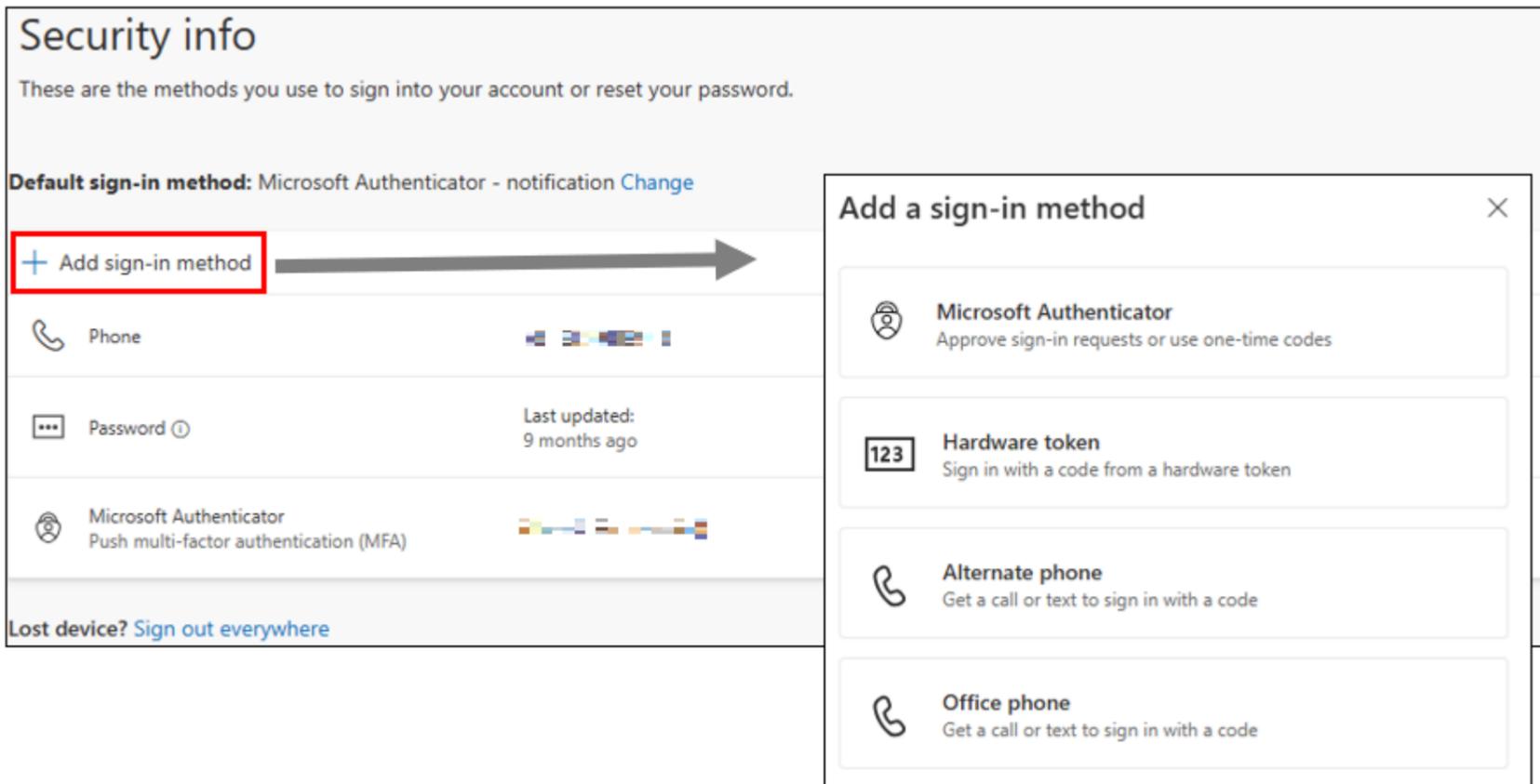


1-3. Please select a method that allows authentication.

- If you have set up TEL/SMS, click [Text] or [Call].
- If you have set up WinAuth/OTP Manager, click [Use a verification code].



1-4. The [Security info] screen will open, so click [+ Add a sign-in method].



1-5. Select the sign-in method you want to add.
Please check each manual for detailed setting methods.

Set up the Authenticator app

→ [MFA: Smartphone App Initial Setup Guide \(Additional\) \[Faculty · Students\]](#)

Add phone number

→ [MFA: Mobile Phone\(TEL · SMS\)Additional Setup Guide \[Faculty · Students\]](#)

Add Windows PC

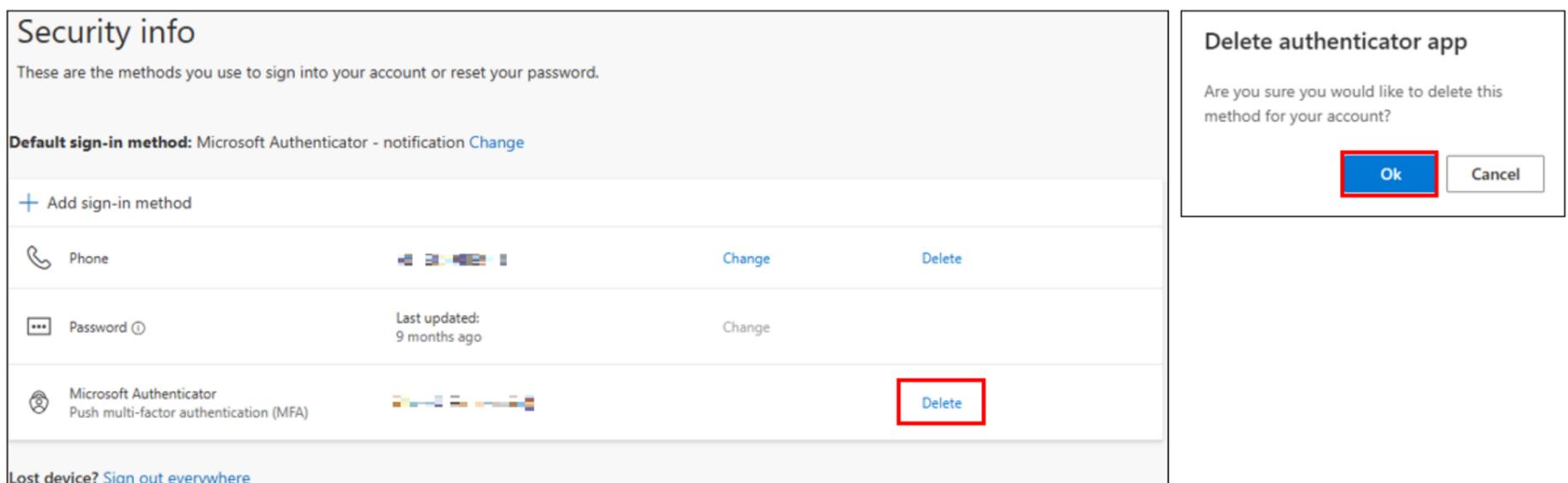
→ [MFA: WinAuth Additional Setup Guide \[Faculty · Students\]](#)

Add MacPC

→ [MFA: OTP Manager Additional Setup Guide \[Faculty · Students\]](#)

1-6. On the [Security info] screen, the device information (model and model number) before changing the model is displayed. Click [Delete] to the right of the relevant item.

The [Delete authenticator app] screen will appear, asking [Are you sure you would like to delete this method for your account?] Click [OK].



2

In the case of 2

You will need to reset your multi-factor authentication at the Information Systems Office.

So please bring your student ID to Information Systems Administrative Office on the 3rd floor of Building D.

Location: 3rd floor of Building D (opposite IPS 4, in front of Building D from the passageway connecting Building J)

Time: Monday-Friday, 10:00-16:30

If you are unable to come, please contact the Information Systems Administrative Office using [the inquiry form](#).

Other FAQs

■ I accidentally deleted the Multi-Factor Authentication app

If you have registered your phone number as your authentication method, you can sign in by sending the authentication code via SMS using your phone number.

Please refer to "[Multi-Factor Authentication - Additional Settings Manual \(Additional Smartphone Application Edition\)](#)" for settings.

■ I lost my device or it was stolen

Please contact the Information Systems Administrative Office using [the inquiry form](#).