



# Microsoft Authenticator: Prerequisite Analysis

**Purpose:** This document helps you determine the correct procedure to follow for registering Microsoft Authenticator for your particular device and circumstances. Please have your mobile device (smartphone or tablet) handy as you answer these questions.

1. Does the device already have **Authenticator** installed?

<b>YES</b>	Skip to step 4 on the next page.
<b>NO</b>	Go to the next step.


2. Follow these steps to determine the software version you are using.

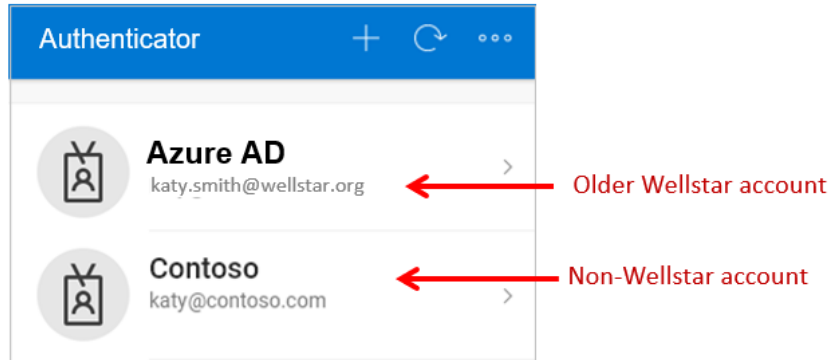
If the device is	Then
<b>Android</b>	 <ol style="list-style-type: none"> <li>Tap <b>(Settings)</b>.</li> <li>Scroll to the bottom and tap <b>About phone</b>.</li> <li>Tap <b>Software information</b>.</li> <li>Note the <b>Android version</b> displayed.</li> </ol>
<b>Apple</b>	 <ol style="list-style-type: none"> <li>Tap <b>(Settings)</b>.</li> <li>Scroll down and tap <b>About</b>.</li> <li>Note the <b>Software Version</b> displayed.</li> </ol>

3. Is the model / software the same or newer (higher) than listed below?

Device	Minimum Software version
<b>Android</b>	8
<b>Apple</b>	16.7 <i>Requires iPhone 8 or newer</i>

<b>YES</b>	Open the instructions for your device: <ul style="list-style-type: none"> <li>• <a href="#">MS Authenticator Android Device Registration</a></li> <li>• <a href="#">MS Authenticator Apple Device Registration</a></li> </ul>
<b>NO</b>	The operating system on the device is too old to install Authenticator. Please upgrade your software or use another device. <b>End of procedure.</b>

4. Open **Authenticator**  on your mobile device.
5. Do the accounts listed include a **Wellstar** account?



<b>YES</b>	Follow this procedure: <u>Update Authenticator Containing a Wellstar Account</u>
<b>NO</b>	Follow this procedure: <u>Add a Wellstar Account to Authenticator</u>



*Non-Wellstar Authenticator accounts are unaffected by adding a new Wellstar account.*