

MFA Registration Steps – Microsoft Authenticator Mobile App

This process will be completed 100% on your mobile phone and is required if you plan to access T-Mobile resources, like Workday, UKG, Teams, or Outlook, on your phone.

 **Minimum phone OS requirements:** iOS 17+ or Android 15+; if you don't meet the OS requirements, or you receive a "device incompatibility for passkey" error, you can update your OS or upgrade to a device that is compatible.

1. On the mobile phone, install Microsoft Authenticator from the Play/App Store
 - a. **Android users:** Also install Company Portal (Microsoft) but don't do anything with it nor sign in
2. Enable Microsoft Authenticator as a passkey provider in your phone settings:
 - a. Open device settings (not Microsoft Authenticator settings)
 - b. **On iOS** go to General>Autofill & Passwords || **on Android** go to Passwords, passkeys & accounts (or search "passkey" in Settings)
 - c. Toggle ON Microsoft Authenticator (does not have to be the preferred service)
3. You will need a new Temporary Access Pass (TAP) code using the Magenta MFA Registration portal again
 - a. On your phone launch a web browser (Chrome or Edge, not safari) and go to magenta-mfa.t-mobile.com
 - b. Click "Verify Me", follow the CLEAR prompts, and take your selfie
4. Select your main T-Mobile account and "Register Microsoft Authenticator", then "Submit"
5. You'll see a 60-second countdown begin while your Temporary Access Pass (TAP) is being generated –  don't close this browser window
6. With your TAP code now showing, write it down in case it doesn't copy to your clipboard, then select "Copy passcode"
7. Switch to and launch the Microsoft Authenticator mobile app
8. Select the "+" to add an account
9. Select "Work or School"
10. Select "Sign-in" ( not the QR code option)
11. Enter your T-Mobile email
12. Select the Temporary Access Pass option and type in (or paste) your TAP code
 - a. You will not  use your password or security key here
 - b. If the TAP option is not the default presented, look for "other ways to sign-in"
 - c. If your TAP expired (10 minutes), generate another using the Magenta MFA Registration portal again
13. Go through the prompts in the app to register your phone and activate passwordless phone sign-in and a passkey in the Microsoft Authenticator app
 - a.  If passkey registration fails due to incompatibility, you can update your OS or upgrade your device

Congratulations! MFA for your main T-Mobile account is now completed.

Support

For additional help, contact our IT support agents via:

- Chat with TeSS in Compass (compass.t-mobile.com) or call 877-878-7326 (open 24 hours)