Migrate Microsoft Authenticator account to a new device

1. To start, navigate to the following website: https://aka.ms/mfasetup

(It is best to open it on a separate device, either your laptop or surface, and not the device you are trying to set up the Authenticator on - as you will have to scan a QR code from the website, etc…)

2. If you are asked to "Approve sign in request" there is a link for "I can't use my Microsoft Authenticator app right now" where you can select to receive a text or call (as shown below):
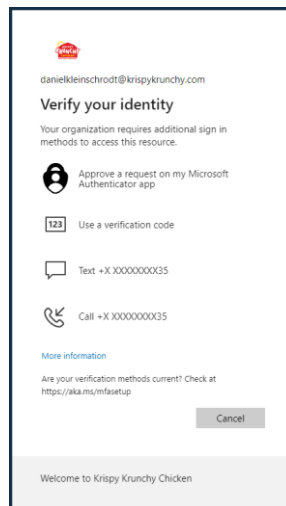

3. After logging in, you should see the following page, you might have to click "Security Info" tab on the left if it is not already on that section.
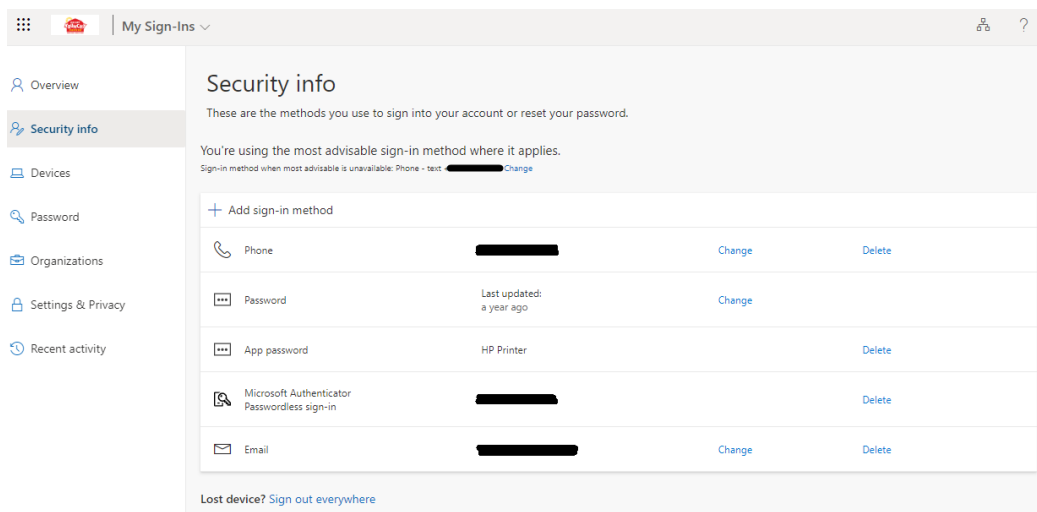
4. Next, click "Add sign-in method" and choose "Authenticator app" in the dropdown and then click "Add" to move to next step.
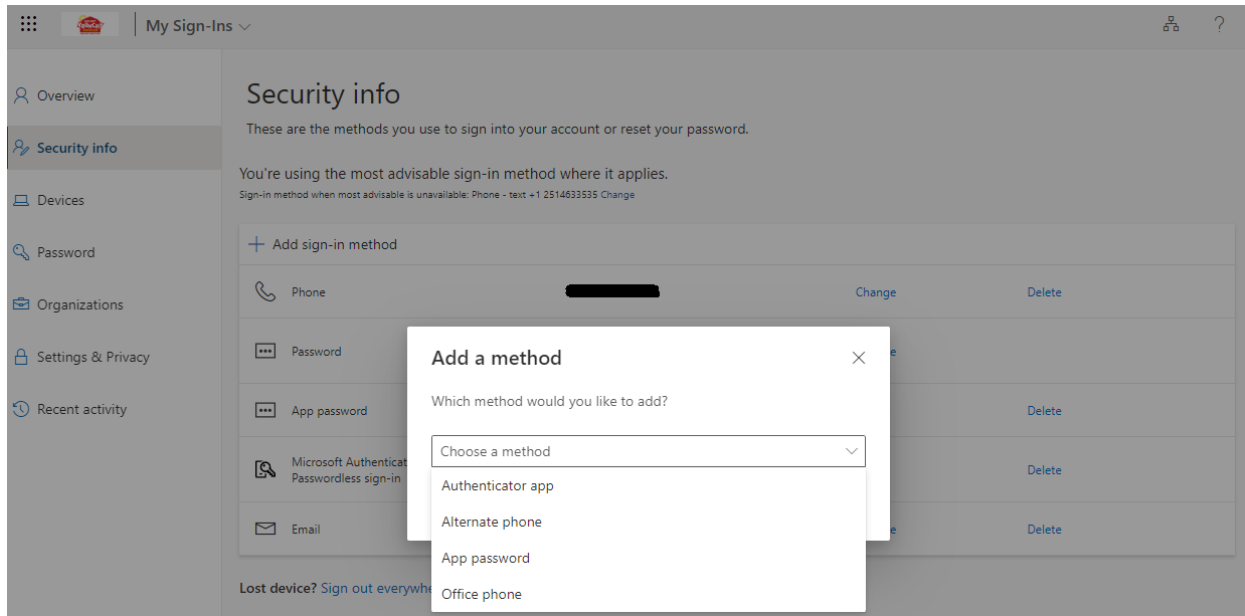

5. After clicking "Add" you will then be given the steps to add to a new device, click next to proceed.
   a. Now launch the Authenticator app on your phone. It should automatically ask to add an account, but if not then click the "+" sign in the top right corner of the app.
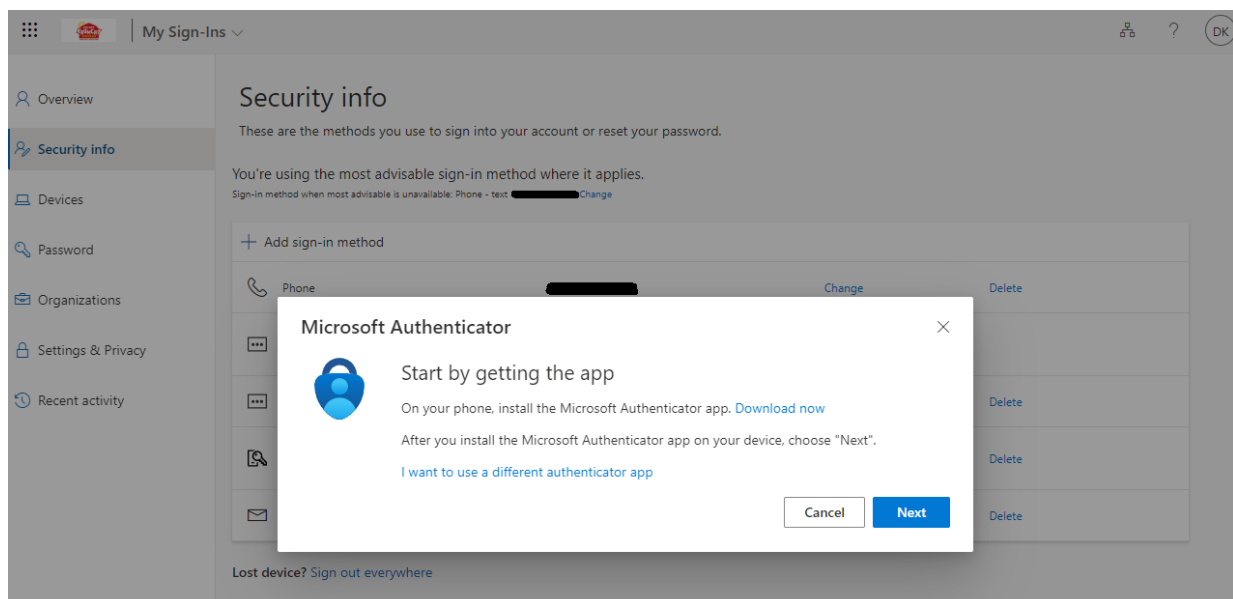

6. The dialog box mentions selecting "Work or school" however, I would recommend selecting "Other" and then click "Next" to proceed.

a. Also, be sure to click "Next" on the browser to get the QR code.
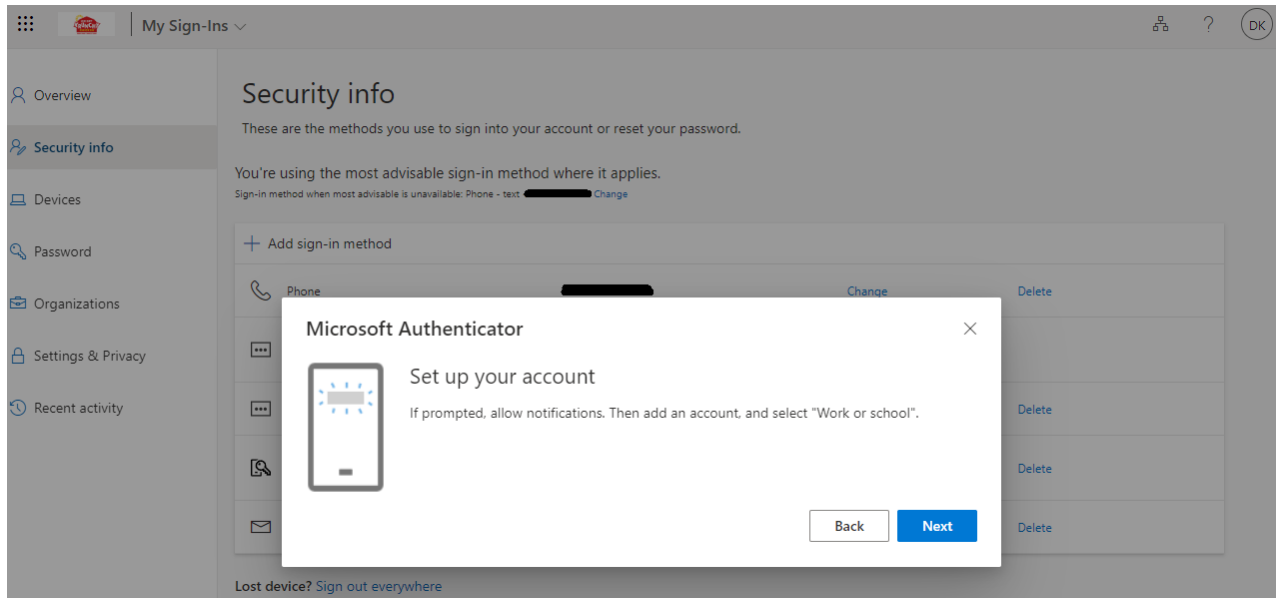
7. The camera on your phone will turn on – point it at the screen to scan the QR code and you will then have an entry for "Krispy Krunchy Foods LLC" in the app.
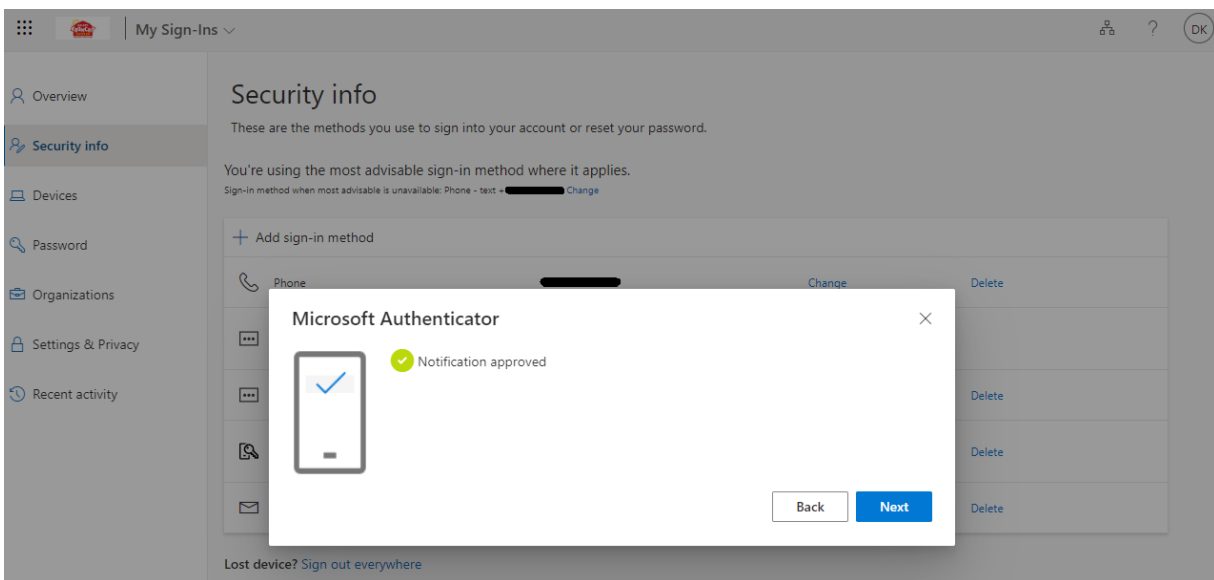   a. Be sure to click next and continue with the process to verify it worked.
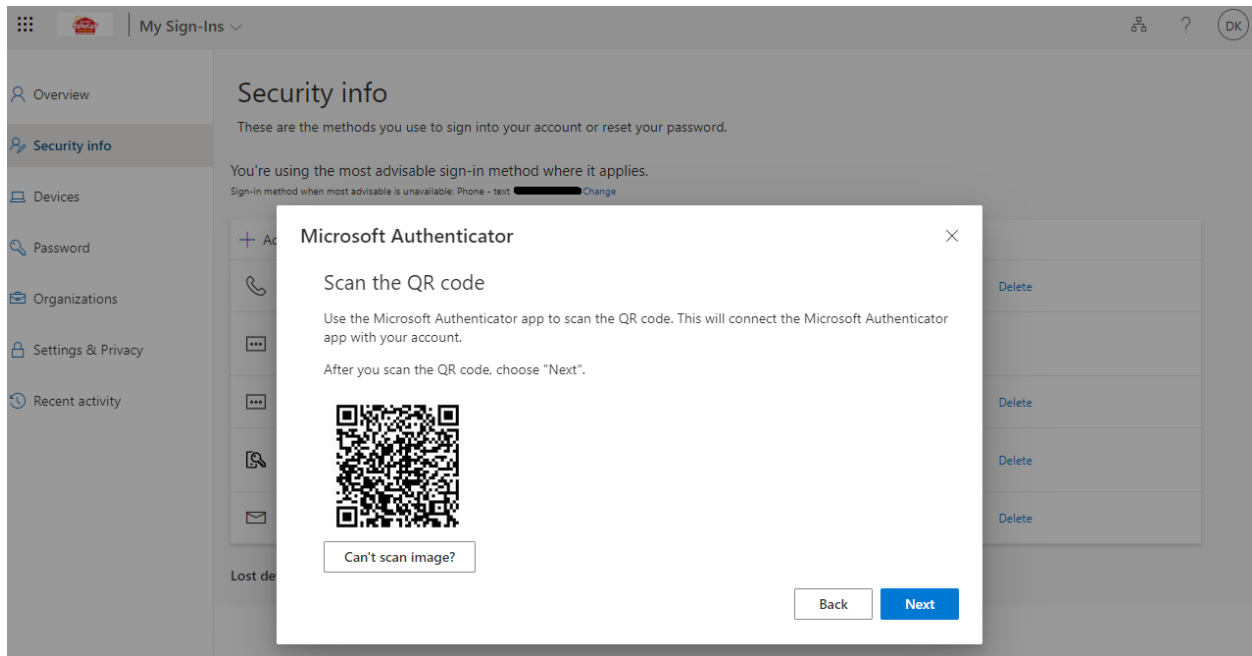
8. After scanning the QR code and clicking "Next" it will pop up with a number on the browser and the app should now have a pop-up where you enter the number on screen.
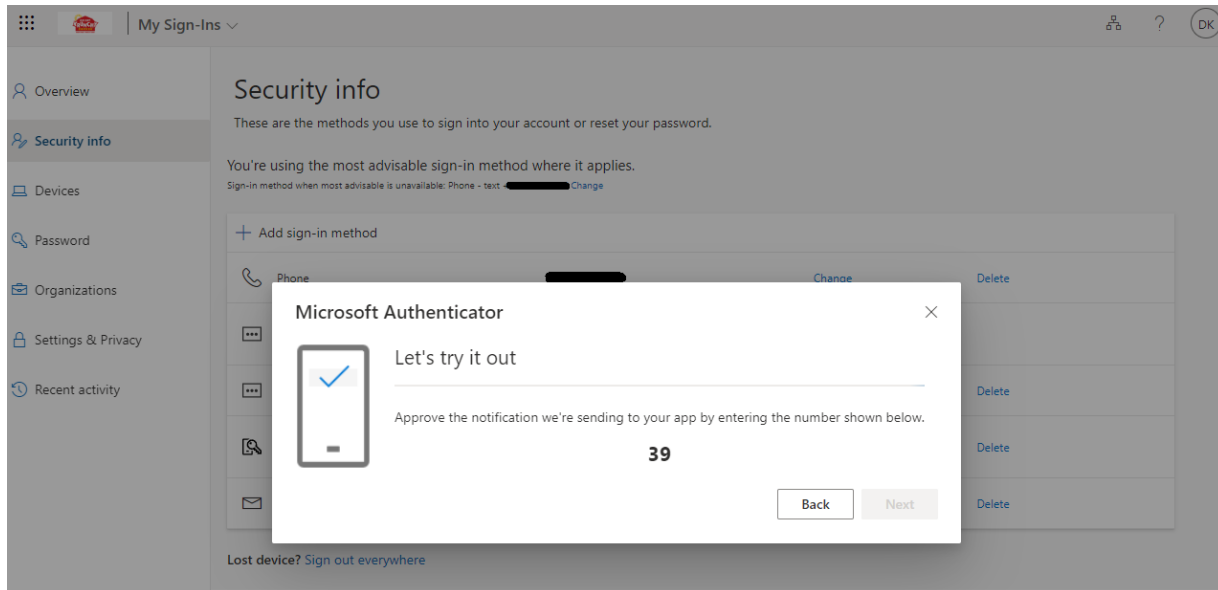
9. After entering the code, you should see the following which means that it worked!

If you run into any issues or have any questions, feel free to reach out to support@krispykrunchy.com, which will submit a ticket and then we will reach out as soon as we are available to help.

Thanks!!