Downloading Authenticator App to Your Android Device

Due to the sensitive information included in **TRAC-IT**, you must use an authenticator app to verify your identity when logging into the system.

This document will explain the steps you may use when downloading the authenticator app to your Android device. The exact steps may differ based on your particular phone settings and these are intended to be used as a general guideline. For help, you can use the following links:

Microsoft –
https://www.microsoft.com/en-us/security/mobile-authenticator-app

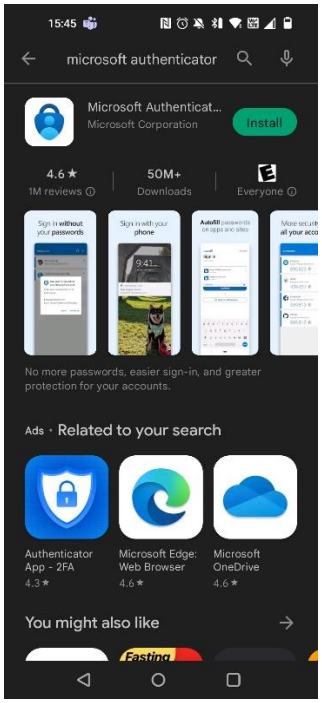
Google –
https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en_US&gl=US

Authy –
https://authy.com/download/

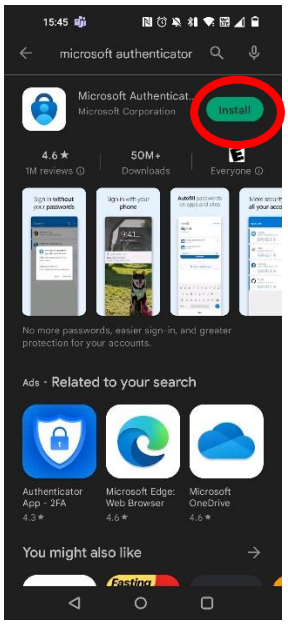
Note: The Support Desk is able to help you log into TRAC-IT using the authenticator app. The Support Desk is not able to help with downloading the authenticator app onto your personal device.

Downloading the Microsoft Authenticator App

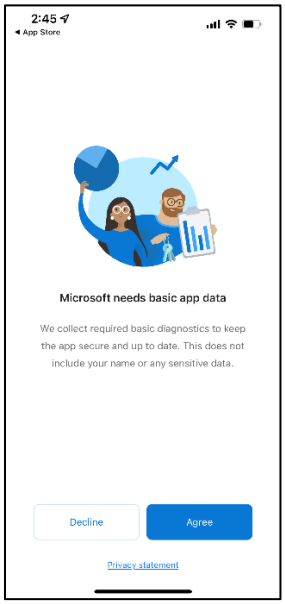
1. Search Google Play for the Microsoft Authenticator App:



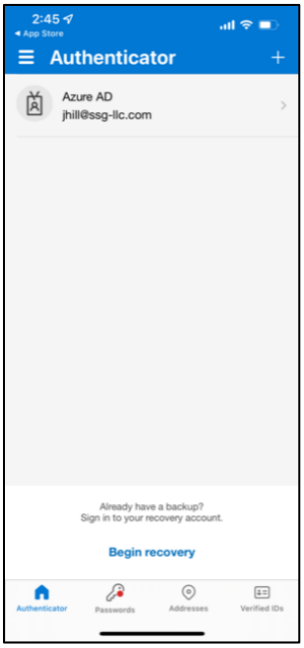
2. Click Install to download the app to your phone:



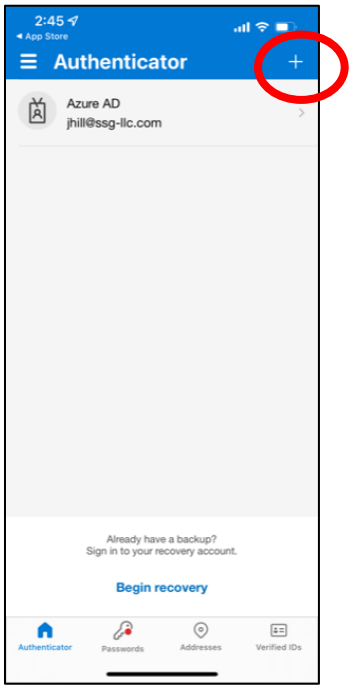
3. Find the App on your phone. Open the app and this screen appears - **Click Agree**



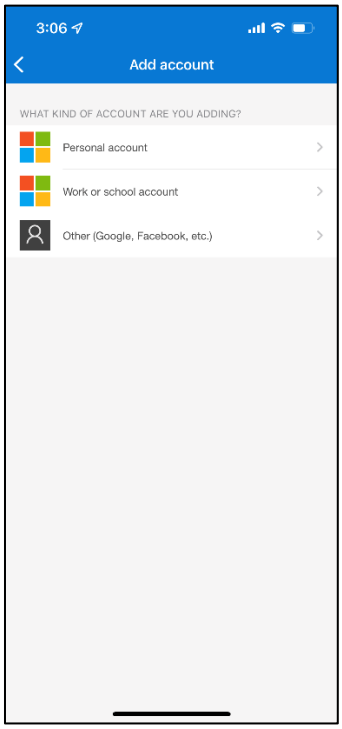
4. You may be prompted to log into an account or scan a QR code. You do not need an account – select *Skip* and this screen will appear:



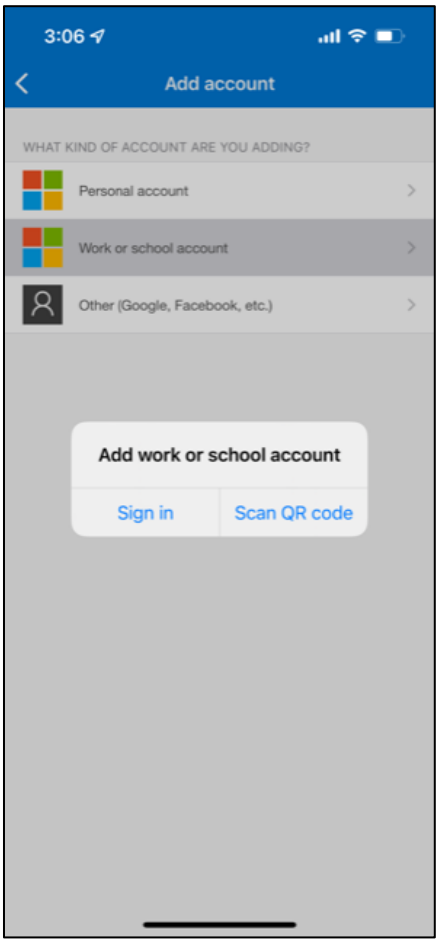
5. Click on the + button in the upper right corner:



6. You can choose to add a work or personal account –



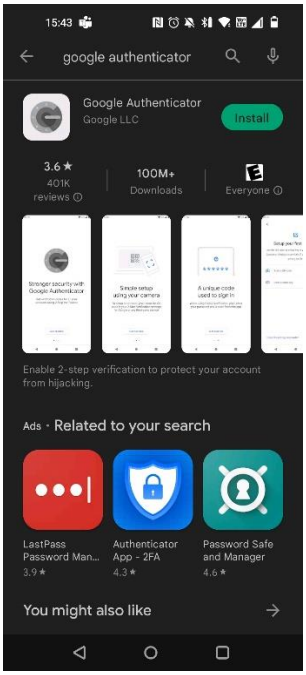
7. After selecting Work or Personal, the following pop-up appears:



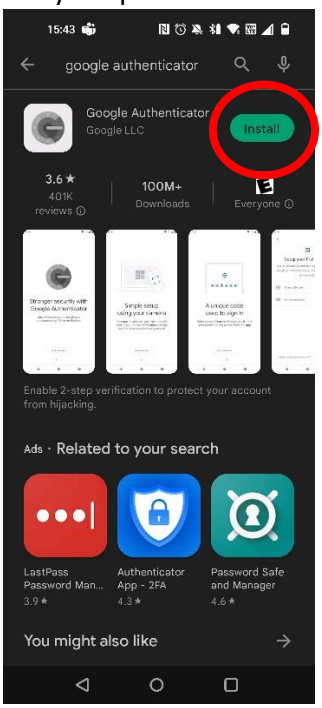
Click Scan QR Code and scan the QR code in **TRAC-IT**. The Authenticator App will then create a code you can enter into **TRAC-IT** to log in.

Downloading the Google Authenticator App

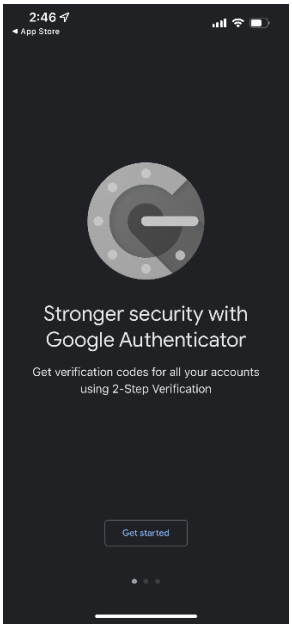
1. Search Google Play for the Google Authenticator App:



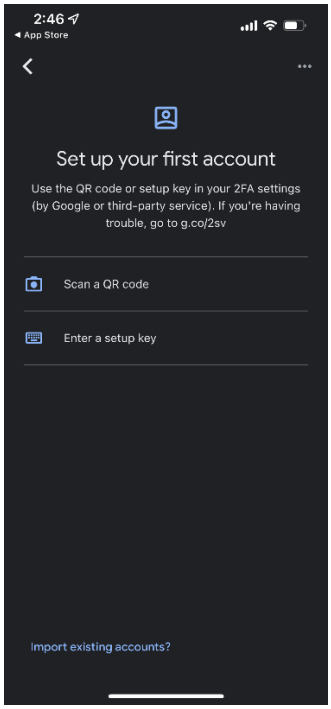
2. Click Install to download the app to your phone:



3. Find the App on your phone Open the app and this screen appears - **Click Get Started**



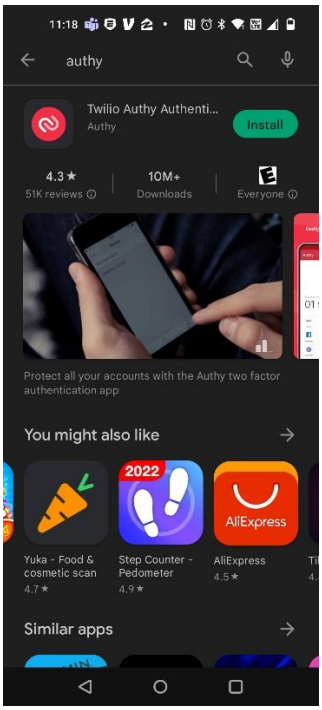
4. You will be prompted to log into an account or scan a QR code



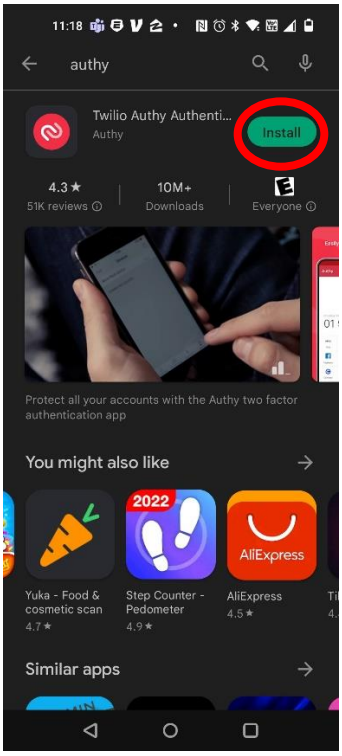
Click ***Scan QR Code*** and scan the QR code in **TRAC-IT**. The Authenticator App will then create a code you can enter into **TRAC-IT** to log in.

Downloading the Authy Authenticator App

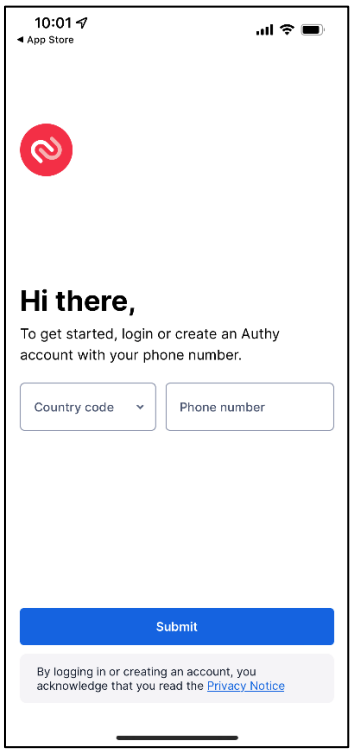
1. Search the Google Play Store for the Authy Authenticator App:



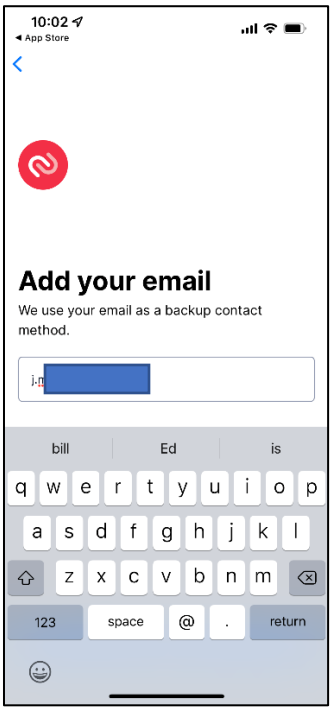
2. Click Install to download the app to your phone:

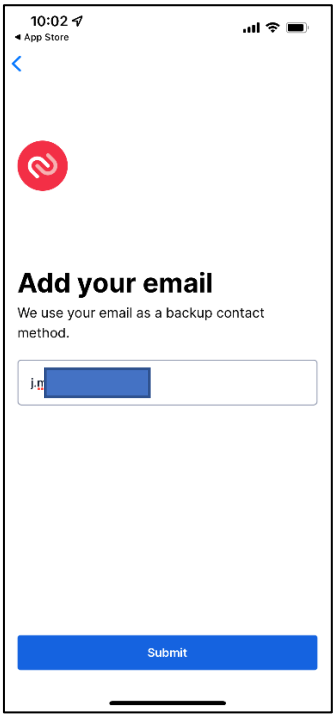


3. Find the App on your phone – generally, it is added to the last page of your apps. Open the app and this screen appears – **Enter your phone number and click Submit**

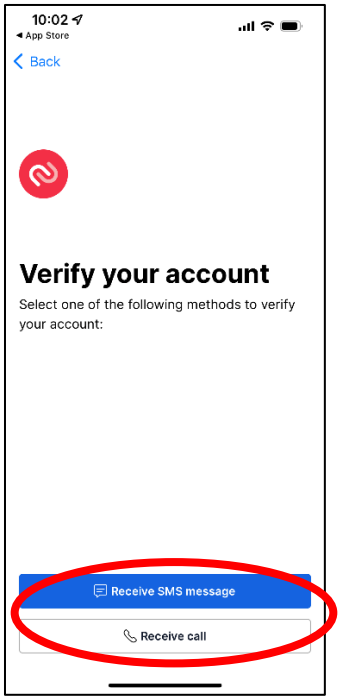


4. Next, you will be prompted to enter your email address – you can chose to enter your personal or professional email address. Once your email is entered, **click Submit.**

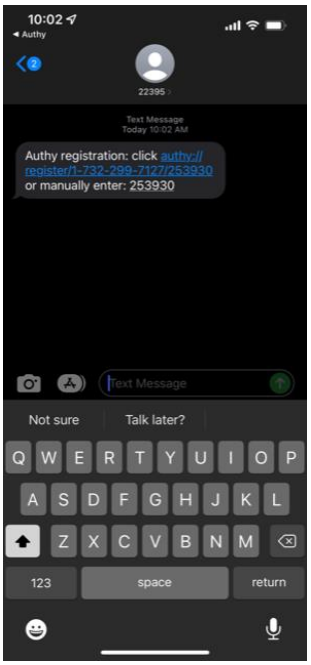


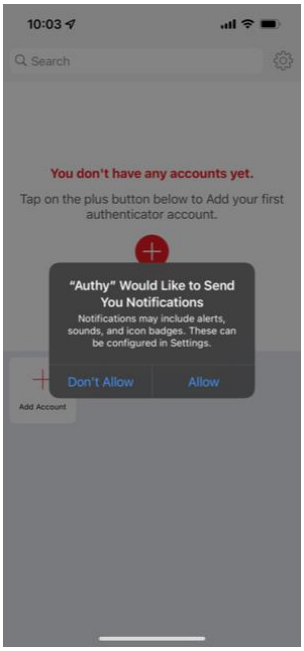


5. Select which method you would like to verify your account – An SMS message is a text message or a phone call to the number you entered earlier:

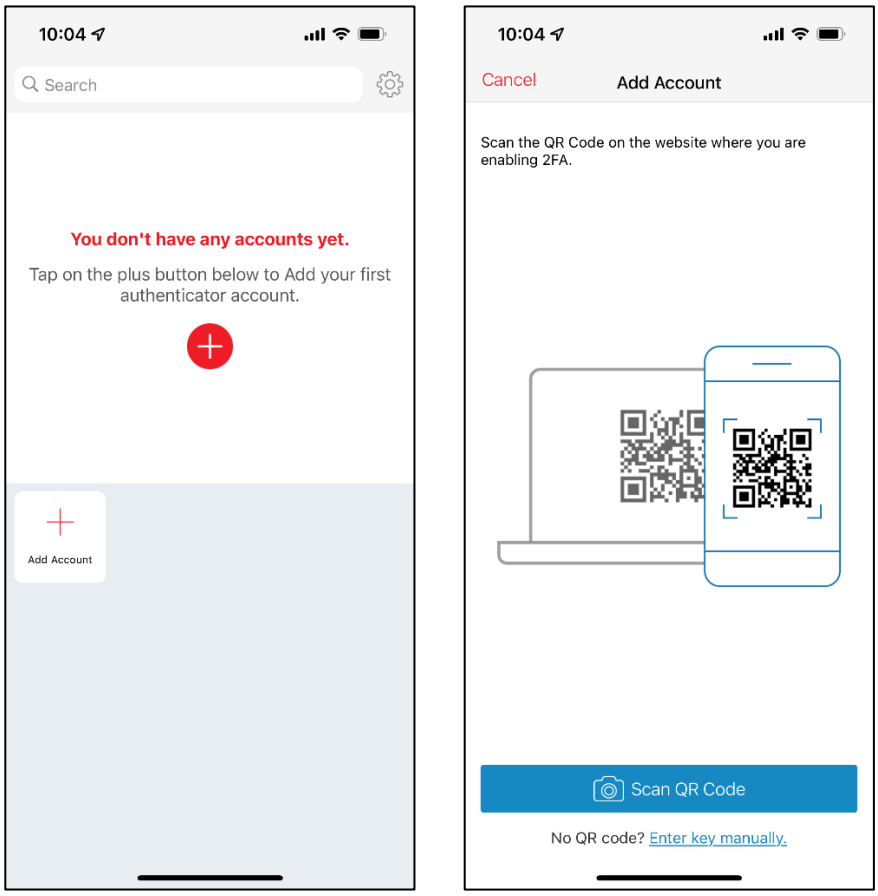


6. For a SMS message, you will receive a text – click the link provided and the second screen will appear in the Authy app. Click either **Don't Allow or Allow**.





7. You have not yet added the **TRAC-IT** account to your app. Click the **+ Add Account** button and a screen where you can scan the QR code appears:



Click Scan QR Code and scan the QR code in **TRAC-IT**. The Authenticator App will then create a code you can enter into **TRAC-IT** to log in.