Restoring Microsoft Authenticator (MFA) in Sunet Drive

If you have changed your mobile phone or deleted the Microsoft Authenticator app from your phone, you will need to reset the multi-factor authentication (MFA) in order to reconnect to Sunet Drive.

Contact the IT department and ask for a temporary admin code. Once you have received the code, you should log in via the usual login page, but for the **Two-factor authentication** you should select **Admin code** instead and enter the 6-digit one-time code you received from the IT department.
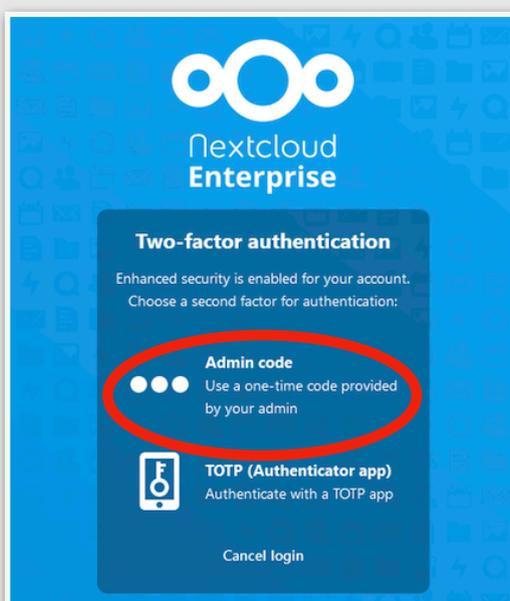
Once you have logged in with the temporary admin code, go to **Settings** for your account.
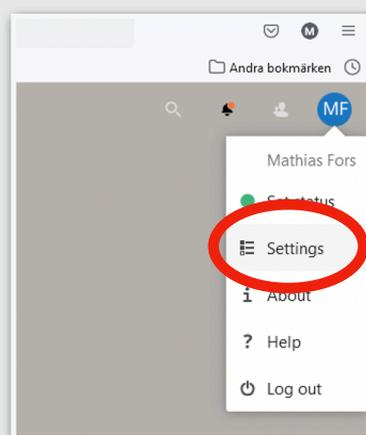
Click **Security** in the left column and then uncheck the **enable TOTP** box to directly check it again. A QR code should then appear. Launch the Microsoft Authenticator app on your phone, choose to add a new account of type **Other** and then scan the QR code with your phone. You now have your Sunet Drive account reconfigured in the Authenticator app.

To verify that the connection between Microsoft Authenticator and Sunet Drive is working properly, you need to enter the 6-digit code that appears in the Authenticator app in the box at the bottom and click **Verify**.