

Issues with the Authenticator App

Overview:

There is a fairly common issue with Microsoft Authenticator when used for SAP or with any time-based one time passcode applications, where by the codes produced aren't accepted.

This usual points to a synchronisation issue. See below for three ways to resolve the issue.

Resolutions:

1. Check your phone's time sync (most common cause)

Authenticator apps are time-based. If the phone clock is even slightly off, the codes will be rejected.

- Go to your phone's settings – date & time
- Turn 'Set time automatically' to ON
- Turn 'set time zone automatically' ON

Then

- Open the Authenticator app
- Try again with a fresh code

This will fix a large percentage of issues.

2. Re-Sync the Authenticator app (for Android devices only – **not** iPhones)

- Open the Microsoft Authenticator
- Go to the account – tap the three dots/settings
- Select 'Time correction for codes' – Sync now

3. Remove and re-add the account

- Remove the account from the Authenticator
- Click on the Account within the Authenticator app
- Click on the three dots/settings (the cog on an iphone)
- Click on 'remove account'
- Scan the QR again within the guidance.

If still not working

If, after trying the three resolution suggestions above, it is still not working, we can set you up in a different way where the passcodes are emailed to you directly, rather than using the application. Please contact our support team on 01452425888 using option '*'. Then contact me and I can send you the guidance to log on using that method.