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| Move Microsoft Authenticator to a new phone |

If you are using Microsoft Authenticator for multi-factor authentication (MFA) and are getting a new phone, you need to set up Authenticator on the new phone while you still have your old one.

### See below for three different scenarios.

## You have your old phone, and a personal Microsoft account

With a personal Microsoft account, you can back up your Microsoft Authenticator configuration to the cloud and then re-download your settings to a new device:

[Back up and recover account credentials in the Authenticator app – Microsoft Support](https://support.microsoft.com/en-us/account-billing/back-up-and-recover-account-credentials-in-the-authenticator-app-bb939936-7a8d-4e88-bc43-49bc1a700a40)

## 2. You have your old phone, but don’t have a personal Microsoft account

If you don’t have a personal Microsoft account and don’t want to create one for this purpose, you need to set up your new phone as an additional authentication method while you still have your old phone. Follow these steps:

Add your new phone to the Microsoft Authenticator app (see [Add a new account – Microsoft Support](https://support.microsoft.com/en-us/account-billing/change-your-two-step-verification-method-and-settings-c801d5ad-e0fc-4711-94d5-33ad5d4630f7)).

Delete your old phone from the Microsoft Authenticator app (see [Delete your account or device from the Microsoft Authenticator app – Microsoft Support](https://support.microsoft.com/en-us/account-billing/change-your-two-step-verification-method-and-settings-c801d5ad-e0fc-4711-94d5-33ad5d4630f7)).

## 3. You no longer have your old phone

If you no longer have your old phone and don’t have any backup authentication methods (Authenticator was your only additional authentication method), you will need to get an administrator to reset your authentication methods.

## Administrator guide

As administrator use the “Require re-register MFA” section from [Manage user authentication options – Microsoft Learn](https://learn.microsoft.com/en-us/entra/identity/authentication/howto-mfa-userdevicesettings#manage-user-authentication-options) to reset MFA for a user.