Microsoft Authenticator App:
Manually Generating an Access Code

If your mobile device is unable to access a WiFi or cellular network, you can still complete the sign-in process by **manually generating a verification code from the Microsoft Authenticator App** and entering it on the University of Miami's sign-in page.

STEP 1

- Visit any University of Miami-branded sign in website, e.g., **MyUM** (myum.miami.edu).
- Type your **University of Miami Login ID*** and password, then click "**Sign In**."

    Note: If you don't know your Login ID, visit CaneID Self-Service at caneid.miami.edu and click the "Login ID" banner to view your information. You can use your CaneID to log in and access this information on the CaneID Self-Service page.
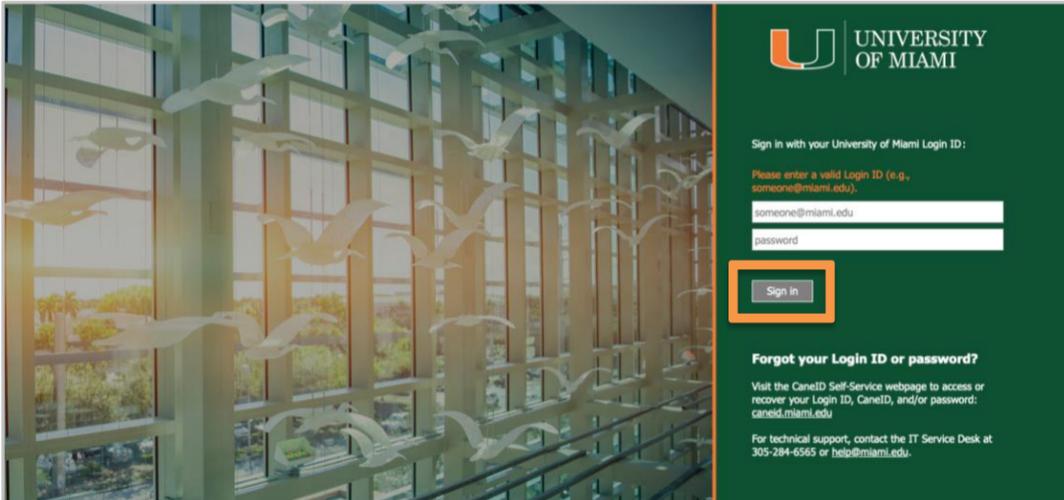
STEP 2

- Once prompted to input a code into the Microsoft Authenticator app, select "**Use a different verification option**."

STEP 3

- Choose the option to "**Use verification code from mobile app or hardware token**."

STEP 4

- Open the **Microsoft Authenticator App** on your mobile device and select the **University of Miami** account.
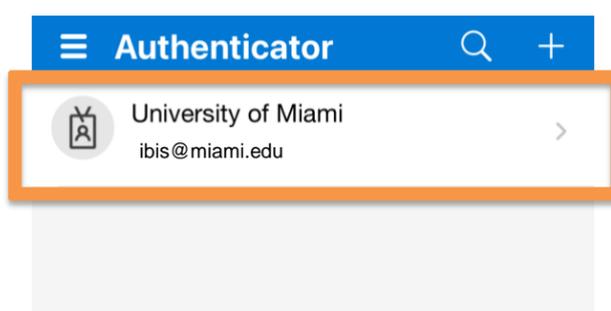
- View the six-digit **One-time password code**.
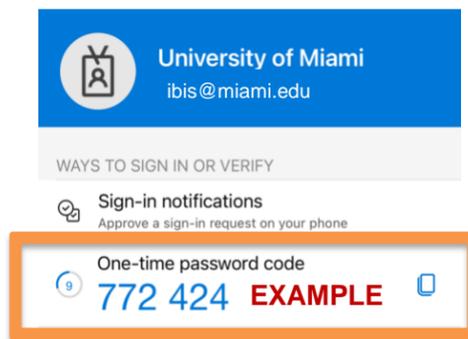
University of Miami
ibis@miami.edu

WAYS TO SIGN IN OR VERIFY

Sign-in notifications
Approve a sign-in request on your phone

One-time password code
772 424 **EXAMPLE**

EXAMPLE ONLY – USE THE CODE DISPLAYED ON YOUR MICROSOFT AUTHENTICATOR MOBILE APP

- On the University of Miami login screen, enter the **One-time password code** into the **Verification Code** box.

UNIVERSITY OF MIAMI

For security reasons, we require additional information to verify your account

Enter the verification code from your mobile app or hardware token.

Verification code

123456 **EXAMPLE**

Sign in

Use a different verification option
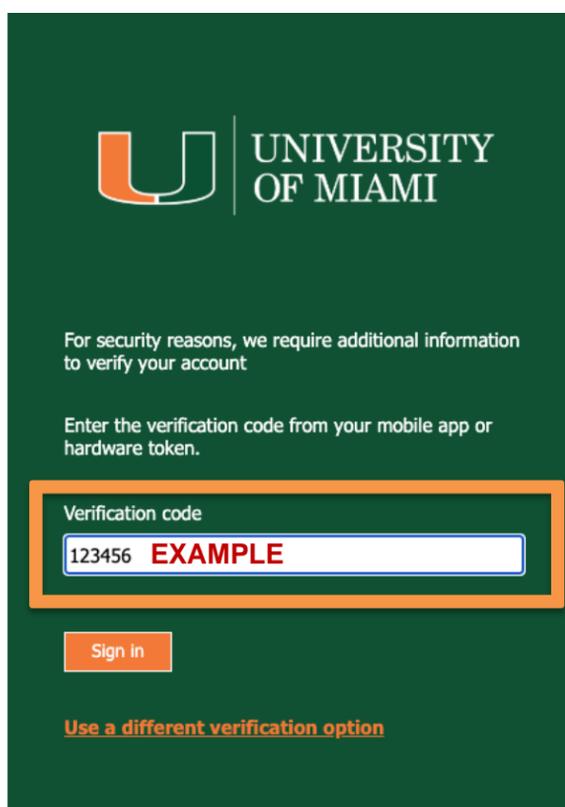
EXAMPLE ONLY – USE THE CODE DISPLAYED ON YOUR MICROSOFT AUTHENTICATOR MOBILE APP

Technical Support

For technical support, please contact the IT Service Desk – Coral Gables/Marine: 305-284-6565 or help@miami.edu; UHealth/MSOM: 305-243-5999 or help@med.miami.edu.