

Removing the Old Microsoft Authenticator Account

For iPhone, iPad, and Android · After the M365 tenant migration

Purpose: after the migration, the old St. Ambrose entry in Microsoft Authenticator no longer works. This guide covers removing it and adding the new one.

About the screenshots: they are illustrative training images and show placeholder names such as old-domain.com. Your screen will show your own SAU account, and menus vary a little by device and app version. The steps still apply.

Before you start

- Make sure you are connected to Wi-Fi or mobile data.
- **Your username, email address, and password have not changed.** Only the system hosting your account changed.
- **Do not delete the Microsoft Authenticator app itself.** Removing an account is different from uninstalling the app.

Important warnings

- **Only remove the old St. Ambrose account.** Do not remove personal or other accounts.
- After removal, the old account can no longer approve sign-ins from this phone.
- If you cannot sign in at all and this phone is your only sign-in method, contact IT before removing anything.

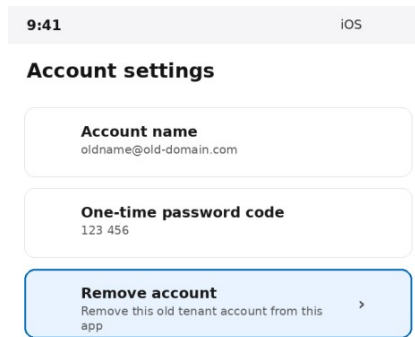
iPhone and iPad

1. Open Microsoft Authenticator and select the old account

1. Open the Microsoft Authenticator app.
2. Find the old account with your SAU username on it.
3. Tap the account, or tap the gear icon shown for that account.

2. Remove the old account

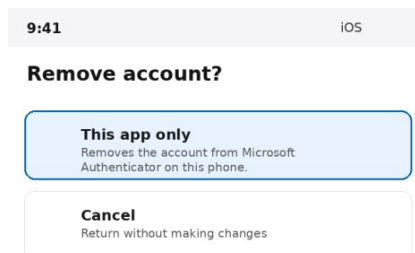
4. On Account settings, tap **Remove account**.
5. Confirm you are removing the old St. Ambrose account and nothing else.



Choose Remove account. Do not remove the new tenant account.

3. Confirm removal

6. If prompted, choose **This app only**.
7. Return to the account list and confirm the old account is gone.



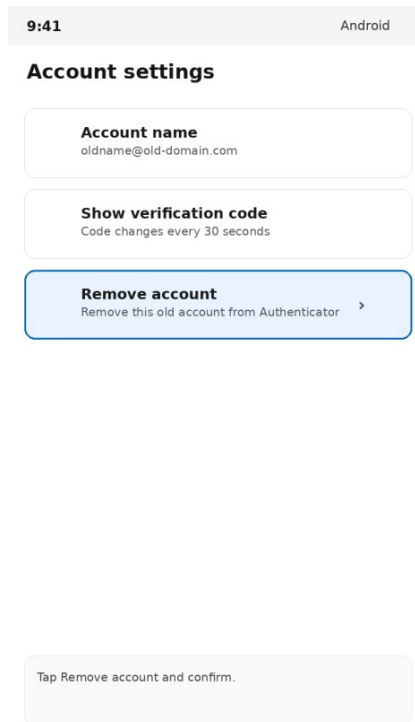
Use This app only when prompted. Your organization may still require Security Info cleanup.

Android

1. Open Microsoft Authenticator and select the old account

1. Open Microsoft Authenticator.
2. Find the old account with your SAU username on it.

3. Tap the old account, gear icon, or menu icon, depending on your phone.
2. **Remove the old account**
4. Tap **Remove account**.
5. Confirm the removal.
6. Return to the list and confirm the old account is gone.



3. **Android only: if the account is greyed out or will not remove**
7. Open Android **Settings**.
8. Go to **Passwords, passkeys & accounts, Accounts, or Accounts and backup**. The wording varies by manufacturer.
9. Tap **Work or school account** or the old SAU entry.
10. Tap **Remove account**, then reopen Microsoft Authenticator and confirm the old account is gone.

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Android

Android Settings**Passwords, passkeys & accounts**

System account settings

Work or school account

oldname@old-domain.com - Microsoft Authenticator

Remove account

Deletes the stale work/school registration on the device

Use this only if the account is greyed out or cannot be removed from Authenticator.

Adding the new account

Sign in at **outlook.office.com** with your usual SAU email address and password, and follow the prompts on your screen. The setup wizard shows a QR code to scan with the Authenticator app and finishes with a test approval.

Common issues

Issue	What to do
I still get prompts for the old account	Contact the help desk and we will remove the old method from your account.
The account is greyed out in Authenticator (Android)	Use Android Settings > Passwords, passkeys & accounts (or Accounts and backup) > Work or school account > Remove account.
No Remove account button appears	Update Microsoft Authenticator and try tapping the gear or menu icon. If it still will not appear, contact the help desk.
I removed the wrong account	Contact the help desk for an MFA reset. We can get you back in.
Push notifications do not work after re-adding	Enable notifications, turn off battery restrictions for Authenticator, confirm you have a network connection, update the app, then remove and re-add the account.
Sign-in says more information is required	That is the new system asking you to register. Follow the setup wizard, scan the QR code, and approve the test notification.
I cannot sign in at all	Contact the help desk. Do not keep guessing; we can reset your sign-in method.

If you contact the help desk, have this ready

- Your name and username
- The old username shown in Authenticator, if any

- Device type: iPhone, iPad, Samsung, Pixel, and so on
- The exact error message, or a screenshot
- Whether you have any other way to sign in

Need Help?

Contact the IT Help Desk: **563-333-6368** · ITSupport@sau.edu · <https://zendesk.sau.edu>