

Microsoft MFA Enrollment Guide

Introduction

This guide demonstrates how to enroll in Microsoft Multifactor Authentication (MFA). Failure to follow this guide step by step will result in incorrect set up and the inability to login to your Marshfield Clinic Health System device.

Enroll in multifactor authentication (MFA)

- 1. On your MCHS computer, navigate to: <u>https://mysignins.microsoft.com/security-info</u>.
- 2. If prompted, enter your Marshfield Clinic email address. Click Next.
 - a. Your email address is <u>lastname.firstname@marshfieldclinic.org</u>. ex: <u>doe.jane@marshfieldclinic.org</u>.
- 3. Click Add sign-in method.

Security info	\triangleright	
+ Add sign-in method	your account or reset your password.	
No items to display.		
Lost device? Sign out everywhere		

- 4. Select a MFA method and click **Add** and follow the directions for your selected option below.
 - a. The ONLY acceptable methods are:
 - i. **Authenticator app:** This is the most efficient, quickest, and preferred option.
 - ii. **Phone**: Must be a cellular phone or landline that is accessible at each log in. Phone call option ONLY, no texting.

Which method would you like to add?	
Choose a method	~
Authenticator app	
Phone	
-Alternate phone	

If you selected Authenticator app:

1. From your smartphone, download the Microsoft Authenticator app. Do not pick any app from the App Store without first validating that the title reads "Microsoft



Authenticator" and uses this icon:

- 2. Open the Microsoft Authenticator app on your phone.
 - a. If this is the first time opening Microsoft Authenticator, a pop up will display "Help us improve Microsoft Authenticator." Tap **Accept**. Tap **Skip** in the upper right on the next screen.
 - b. Do not tap Sign in with Microsoft, Add work or School account, or Scan a QR code.



3. Switch back to your computer and click Next.



4.

your computer, click Next.



5. From the Microsoft Authenticator app on your phone, **tap "+"** in the upper right to add a new account.



6. If prompted about a backup, tap **Continue**. If not, continue to the next step.

If you add an ac onger be able to r	count, you will no ecover from backup.
Cancel	Continue
Add a	account

Add work or	school account
Sign in	Scan QR code

Work or school account

Other (Google, Facebook, etc.)

9. Microsoft Authenticator requests access to camera. Tap OK.

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10.10. Use your smartphone to scan the QR code displayed on your computer screen.



7. Tap Work or school account.



8. Tap Scan QR code.

11. Microsoft Authenticator requests to send you notifications. Tap Allow.



- 12. On your computer, click **Next** on the window showing the QR code.
- 13. **WAIT** Microsoft will send a test authentication notification to your smartphone. From your smartphone, tap **Approve**. If enabled, you may need to verify your identity (e.g., Face ID, phone passcode, Touch ID).



Approv Marshfield Clinic	e sign-in? Health System, Inc. Marshfieldclinic.org
Deny	Approve

14. From your computer, click Next.

Microsoft A	uthenticator	
	Notification approved	
~		
-		

15. Your MFA method(s) will display. Click Set default sign-in method.

Security info	
These are the methods you use to sign into your account or reset your password.	
Set default sign-in method	

- 16. From the dropdown, select **Microsoft Authenticator notification** and then click **Confirm**.
 - a. Do not select **Authenticator app or hardware token code** as this will result in the inability to log in to your MCHS device.

/hich method would you like to use to sign in?	
Microsoft Authenticator - notification	\sim
Phone call +1	100
Phone - text +1	1111
Microsoft Authenticator - notification	

17. Microsoft MFA enrollment is now complete.

If you selected Phone:

- 1. Enter your phone number. Select **Call me.** Tap **Next**.
 - a. If you select **Text me a code**, MFA will not work and you will not be able to sign into your device.
 - b. Phone numbers must be 10-digit format. <u>This can not be tied to a soft phone</u> (Jabber or IP Communicator).

What phone number would	you like to u	ise?	
(
United States (+1)	~	-	
 Text me a code Call me Message and data rates may agree to the Terms of service 	y apply. Cho e and Privac	osing Next mea y and cookies st	ns that you atement.

2. WAIT - Microsoft will send a test call to your phone. Answer it and follow the prompts.

	Phone	×
	We're calling +1 now.	_
	Back	
3. After test call, click Do	ne.	
	Phone	×
	Call answered. Your phone was registered successfully.	

4. Your MFA method(s) will display. Click **Set default sign-in method**.



 a. Do not select Phone – Text + 1 XXX-XXX-XXXX as it will result in the inability to login to your MCHS device.

Phone - call +1		\sim
Phone - call +1	1000000	im
Phone text +1		

7. Microsoft MFA enrollment is now complete.

Self-Service HelpDesk

Help is available through My Solution Center, available from the intranet.

HelpLine Staff

Help is available through HelpLine, 715-389-3456 or extension 9-3456.