

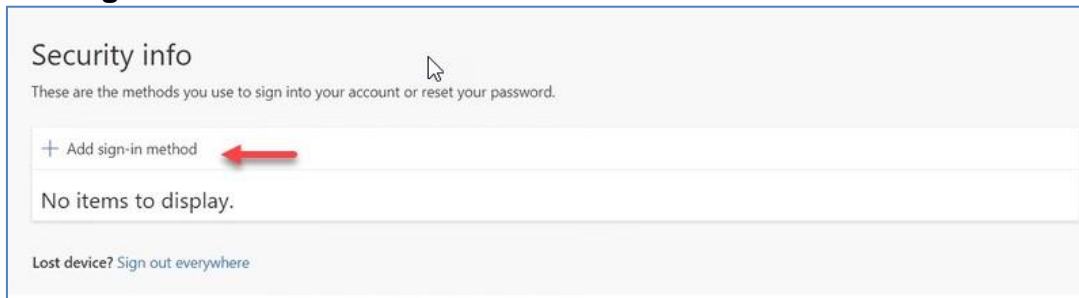
## Microsoft MFA Enrollment Guide

### Introduction

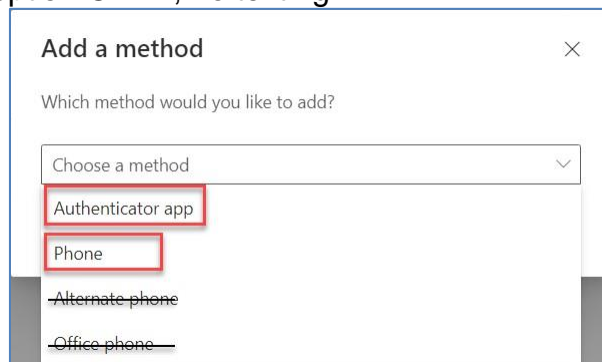
This guide demonstrates how to enroll in Microsoft Multifactor Authentication (MFA). Failure to follow this guide step by step will result in incorrect set up and the inability to login to your Marshfield Clinic Health System device.

### Enroll in multifactor authentication (MFA)

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



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.



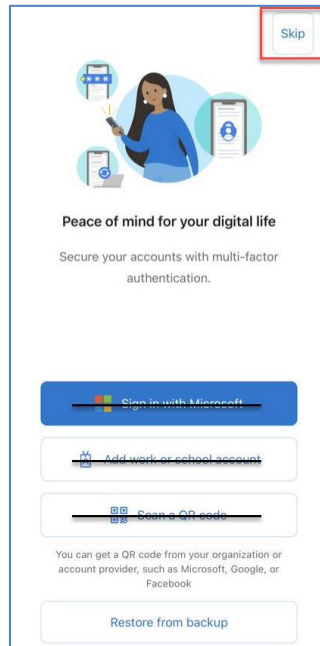
### If you selected Authenticator app:

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**

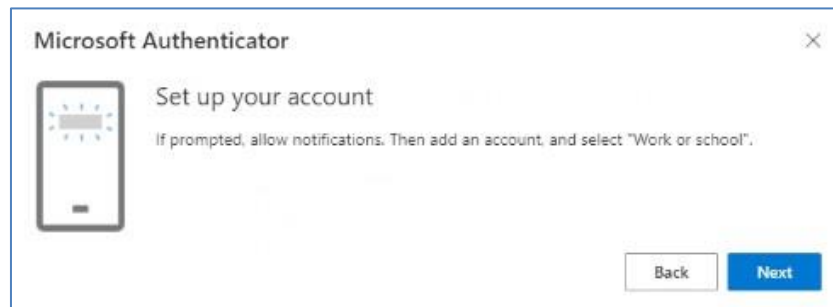
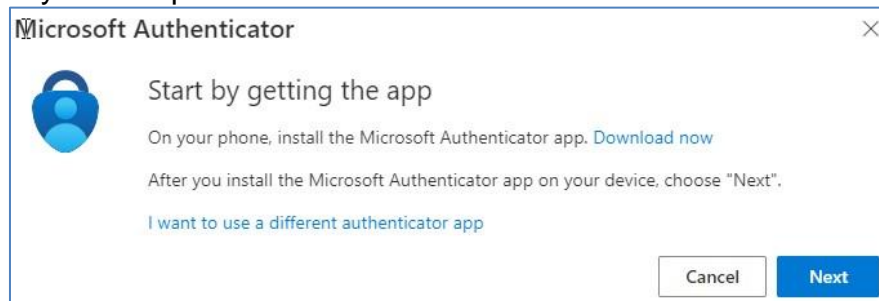
**Authenticator" and uses this icon:**



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.



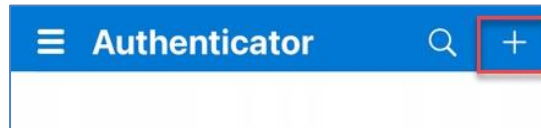
3. Switch back to your computer and click **Next**.



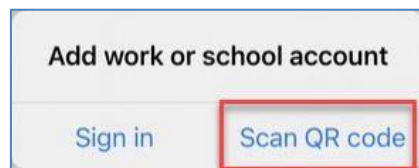
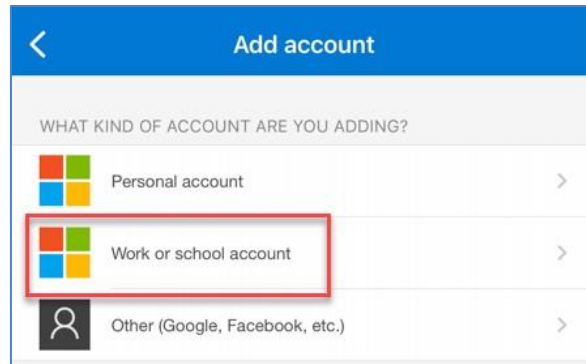
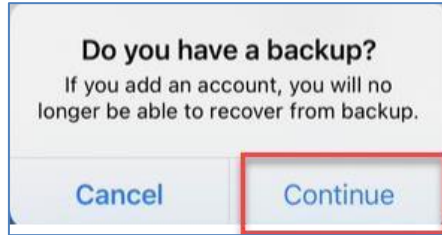
4. From your computer, click **Next**.

From

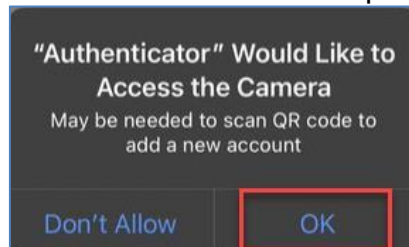
5. From the Microsoft Authenticator app on your phone, **tap "+"** in the upper right to add a new account.



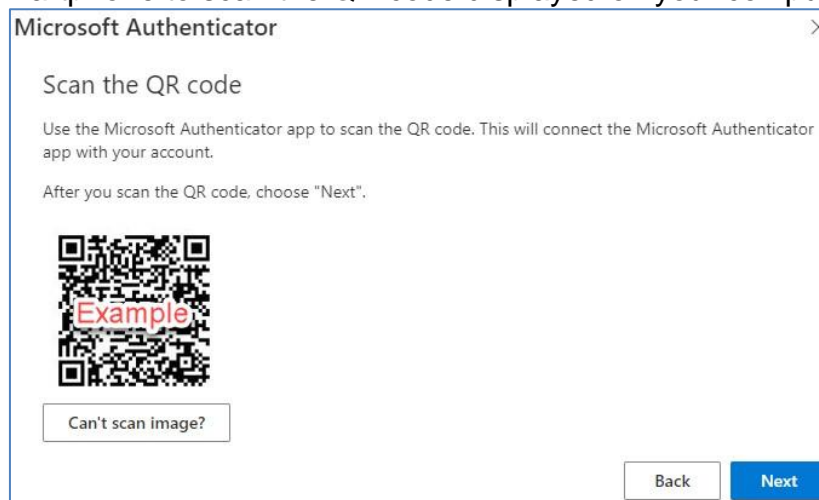
6. If prompted about a backup, tap **Continue**. If not, continue to the next step.



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



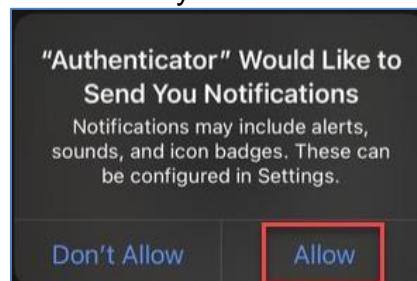
10.10. Use your smartphone to scan the QR code displayed on your computer screen.



7. Tap **Work or school account**.

8. Tap **Scan QR code**.

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

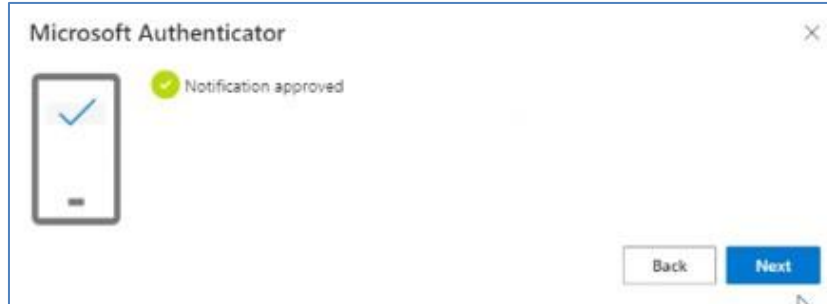


12. On your computer, click **Next** on the window showing the QR code.

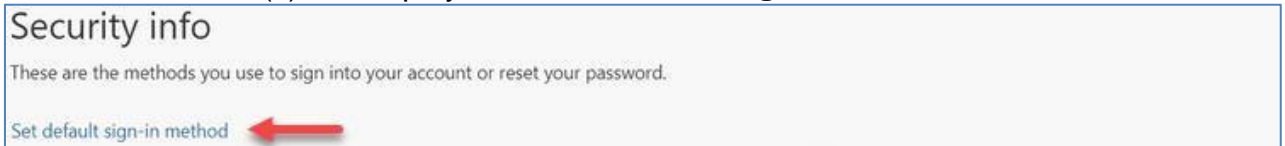
13. **WAIT** - Microsoft will send a test authentication notification to your smartphone. From your smartphone, tap **Approve**. If enabled, you may need to verify your identity (e.g., Face ID, phone passcode, Touch ID).



14. From your computer, click **Next**.

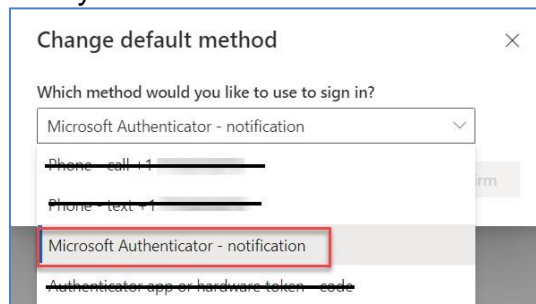


15. Your MFA method(s) will display. Click **Set default sign-in method**.



16. From the dropdown, select **Microsoft Authenticator – notification** and then click **Confirm**.

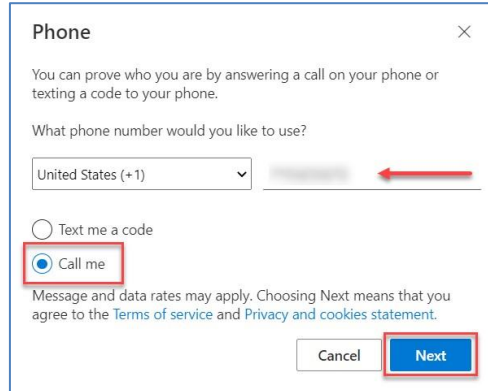
- a. Do not select **Authenticator app or hardware token – code** as this will result in the inability to log in to your MCHS device.



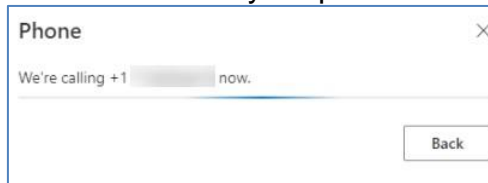
17. Microsoft MFA enrollment is now complete.

**If you selected Phone:**

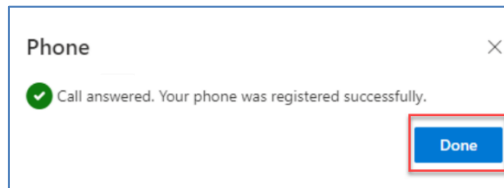
1. Enter your phone number. Select **Call me**. Tap **Next**.
  - a. If you select **Text me a code**, MFA will not work and you will not be able to sign into your device.
  - b. Phone numbers must be 10-digit format. **This can not be tied to a soft phone (Jabber or IP Communicator).**



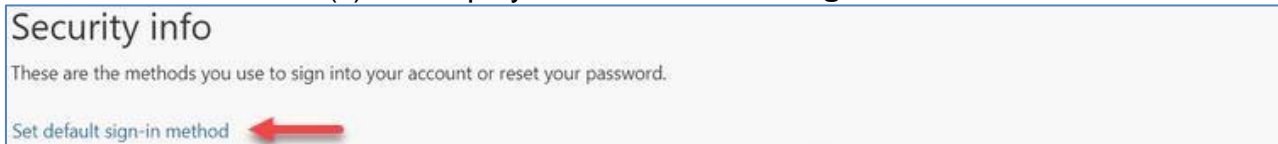
2. **WAIT** - Microsoft will send a test call to your phone. Answer it and follow the prompts.



3. After test call, click **Done**.

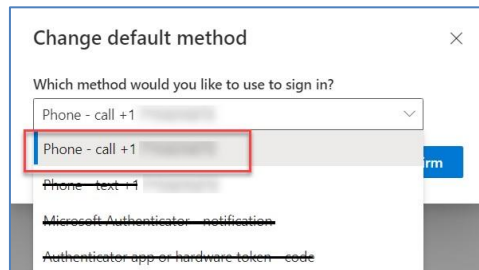


4. Your MFA method(s) will display. Click **Set default sign-in method**.



5. From the dropdown, select **Phone – call + 1 XXX-XXX-XXXX** and click **Confirm**.

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



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.