# 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 MCHS email address (lastname.firstname@marshfieldclinic.org) Click **Next**. A list of your current verification methods and your default sign-in method will display.
3. If you have not added a sign-in method, click **Add sign-in method**. If you already have a sign-in method listed, verify it is an acceptable sign-in method from Step 4.
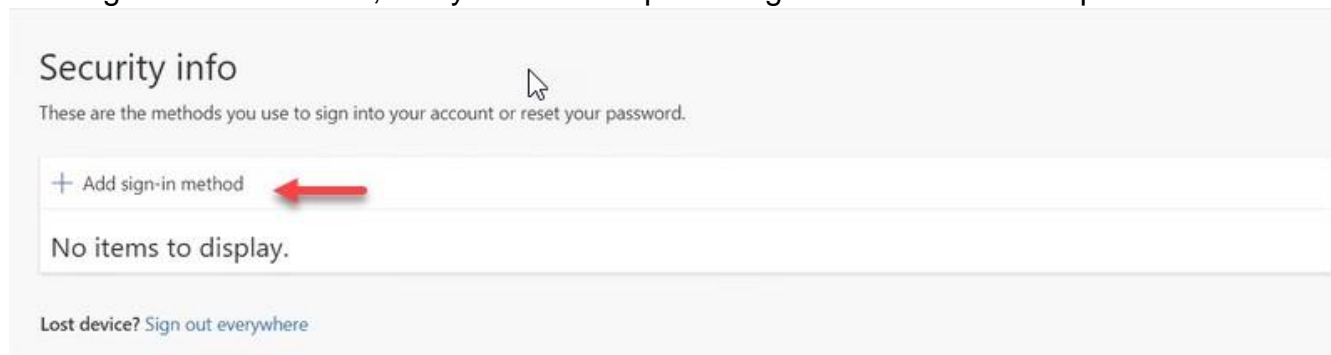

4. Select either of the two acceptable methods: **Authenticator app** or **Phone**. Click **Add** and follow the directions for your selected option below.
    a. **Authenticator app** is the preferred option.
    b. If you choose **Phone**, it must be a cellular phone or landline that is accessible at each log in. Soft phones which run on your MCHS computer (Jabber, IP Communicator) are not acceptable. A softphone (such as Google Voice) which runs on a personal computer or device may be acceptable as long as it can be with you wherever you log in
   i. This has to be phone call option only. A text is not an acceptable method.
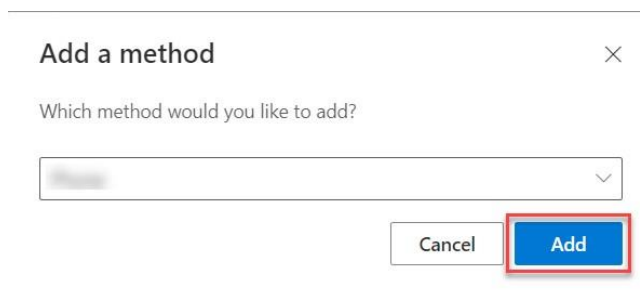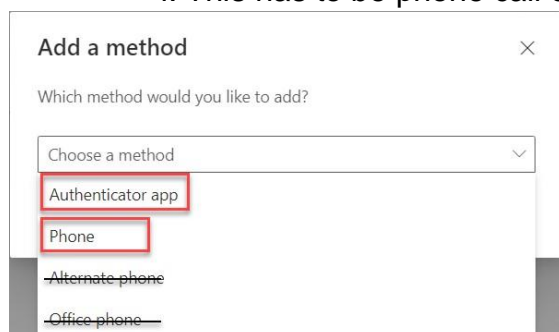
If you selected Authenticator app:

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:**
   a. There are multiple "look-alike" apps on the App Stores. Any other app is incorrect. If the app asks for payment of any kind, it is not the correct app. If the icon does not match, or the title is not "Microsoft Authenticator", it is not the correct app.
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.
      i. Do not tap Sign in with Microsoft, Add work or School account, or Scan a QR code.
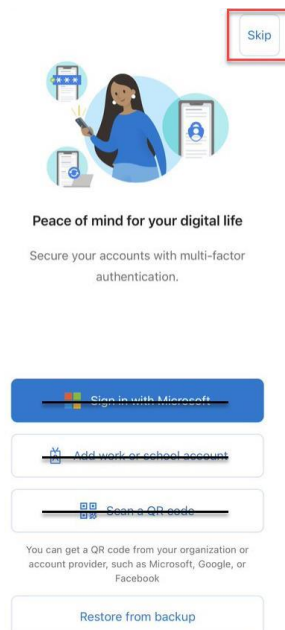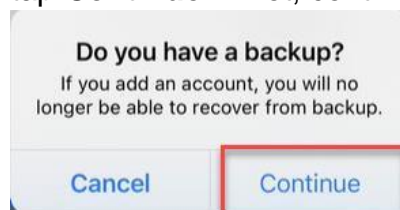
3. Switch back to your computer and click **Next**.
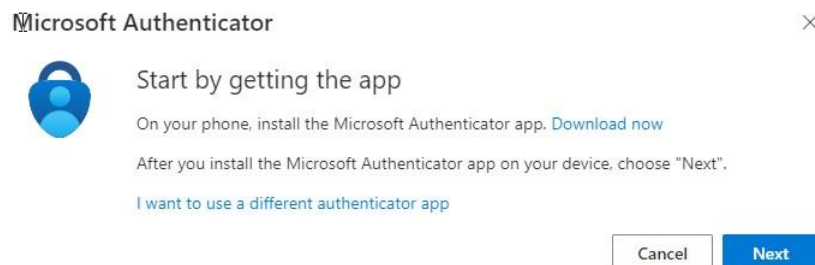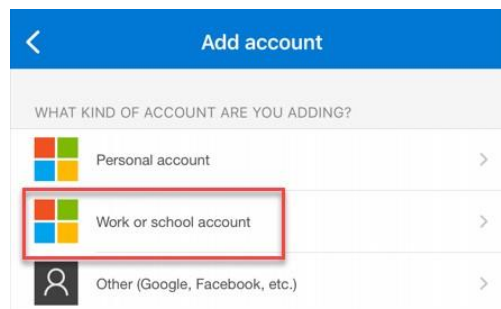
4. From your computer, click **Next.**
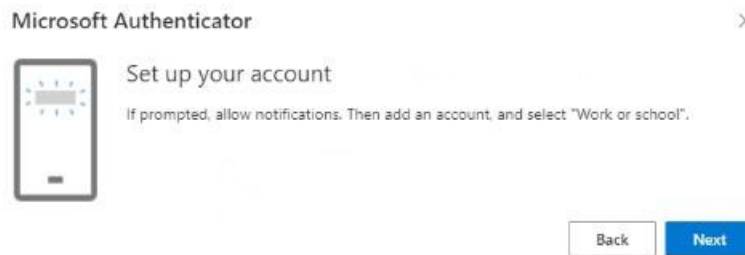
5. From the Microsoft Authenticator app on your phone, **tap "+"** in the upper right to add a new account.
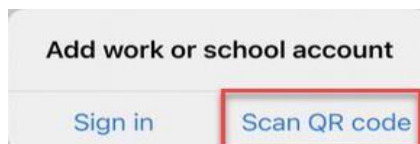

6. If prompted about a backup, tap **Continue.** If not, continue to the next step.
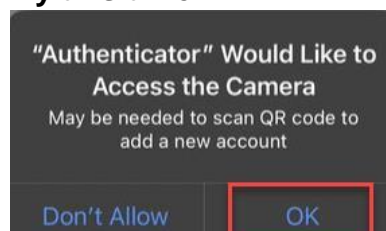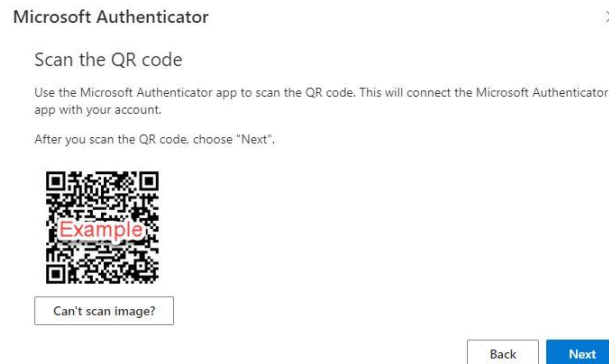

7. Tap **Work or School account.**
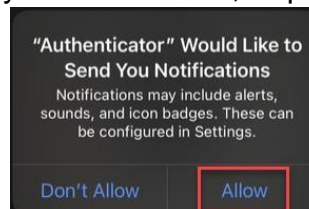

8. Tap **Scan QR code.**

9. Authenticator requests access to camera. Tap **OK.**
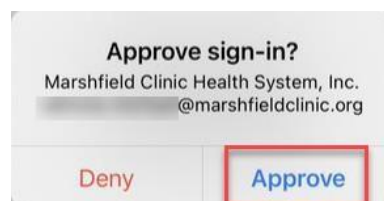   a. For Android devices, tap **Only this time.**

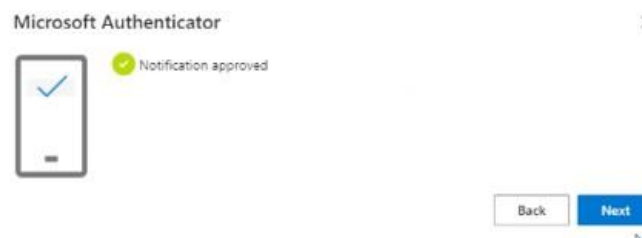10. Use your smartphone to scan the QR code displayed on your computer screen.

Microsoft Authenticator   ✕

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Example

Can't scan image?

Back   Next

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

"Authenticator" Would Like to
Send You Notifications
Notifications may include alerts,
sounds, and icon badges. These can
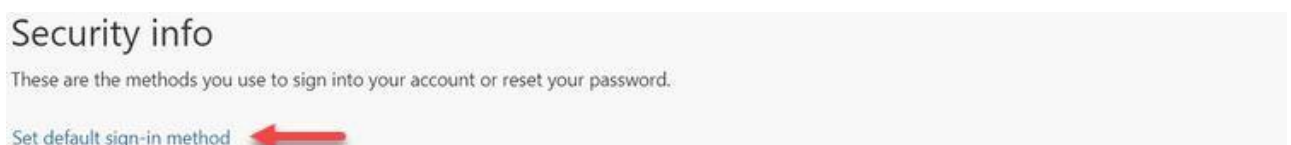be configured in Settings.

Don't Allow   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).

Approve sign-in?
Marshfield Clinic Health System, Inc.
@marshfieldclinic.org

Deny   Approve

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

Microsoft Authenticator   ✕

✓ Notification approved

Back   Next

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.
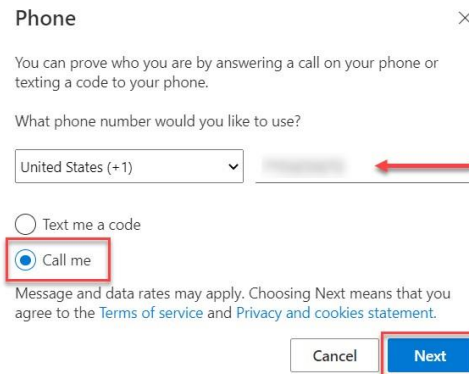
Set default sign-in method ⟵

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.

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 (Jabber or IP Communicator).</u>**
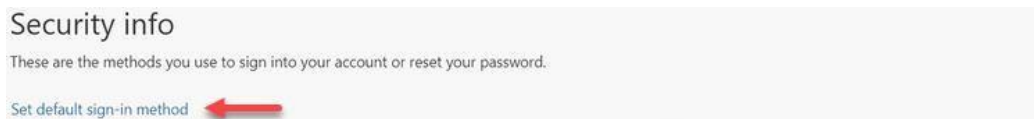

2. <u>WAIT</u> - Microsoft will send a test call to your phone. Answer it and follow the prompts.
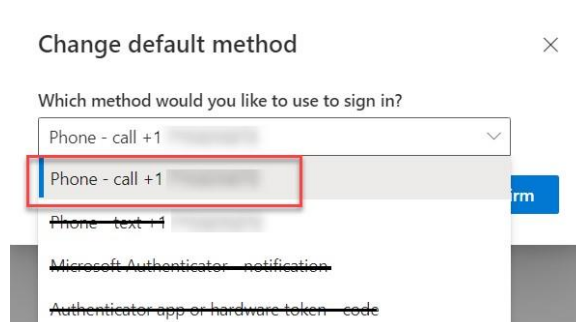
3. After test call, click **Done**.
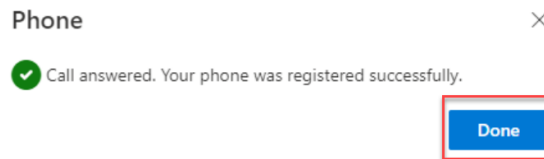
4. Your MFA method(s) will display. Click **Set default sign-in method**.

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.

6. Microsoft MFA enrollment is now complete.