

Microsoft MFA: New Cell Phone User Guide

Introduction

This guide walks users that utilize the Microsoft Authenticator App for multifactor authentication (MFA) through the steps they must take when getting a new cell phone. 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.

This guide will only apply for users getting a new cell phone with the same number as their previous cell phone.

If you already use "Phone - Call" for MFA the process outlined in this user guide does not apply to you.

What to do before you get your new phone

1. Navigate to mysignins.microsoft.com/security-info.
2. Setup "Phone - Call" as an authentication method.

3. Change default sign-in method to "Phone - Call".

4. Delete "Microsoft Authenticator" as an authentication method.

Instructions on how to setup "Phone - Call" as an authentication method and how to change your default sign-in method can be found in the [Microsoft MFA Enrollment User Guide](#).

What to do after you get your new phone

1. Navigate to mysignins.microsoft.com/security-info.

2. Setup "Authenticator App" as an available authentication method.

3. Change default sign-in method to "Microsoft Authenticator - notification".

Instructions on how to setup "Authenticator App" as an authentication method and how to change your default sign-in method can be found in the [Microsoft MFA Enrollment User Guide](#).

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.