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# 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](https://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](https://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.