Multi-factor Authentication (MFA) set up instructions

When you register for MFA you will also be registered to use self-service password reset (SSPR).

You can set up your account to receive a code by <u>text message</u>, a <u>phone call</u>, or download the Microsoft Authenticator app (<u>non-Apple</u> or <u>Apple</u> device) on your phone.
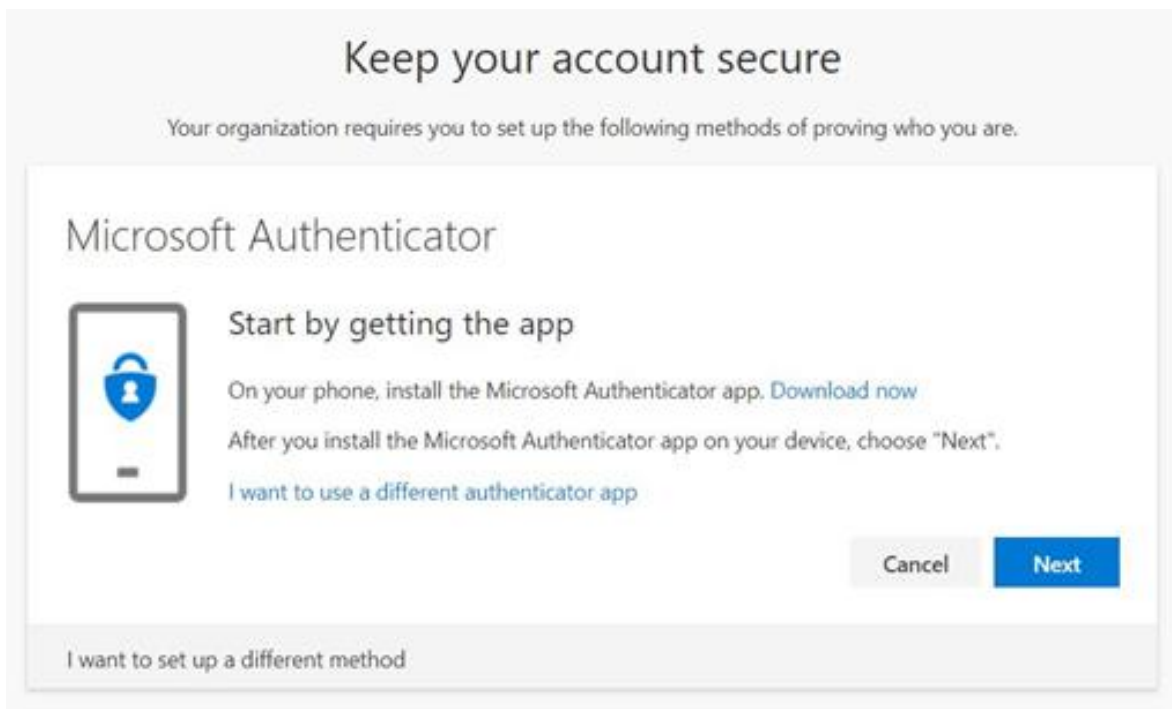
How to set up security information to use text messaging (SMS)

How to receive a code by text message:

1) From your computer, go to <u>aka.ms/mfasetup</u>.
2) Enter your work credentials. Fairview and University of Minnesota/University of Minnesota Physicians primary account users enter your Fairview ID followed by @fairview.org. HealthEast primary account users, enter your HealthEast ID (what you use to log into your computer) followed by @healtheast.org. (e.g. h12345@healtheast.org).

3) This will take you to the initial setup screen. Click <u>Next.</u>

4) Microsoft Authenticator is automatically set as default. Click '**I want to set up a different method'.**
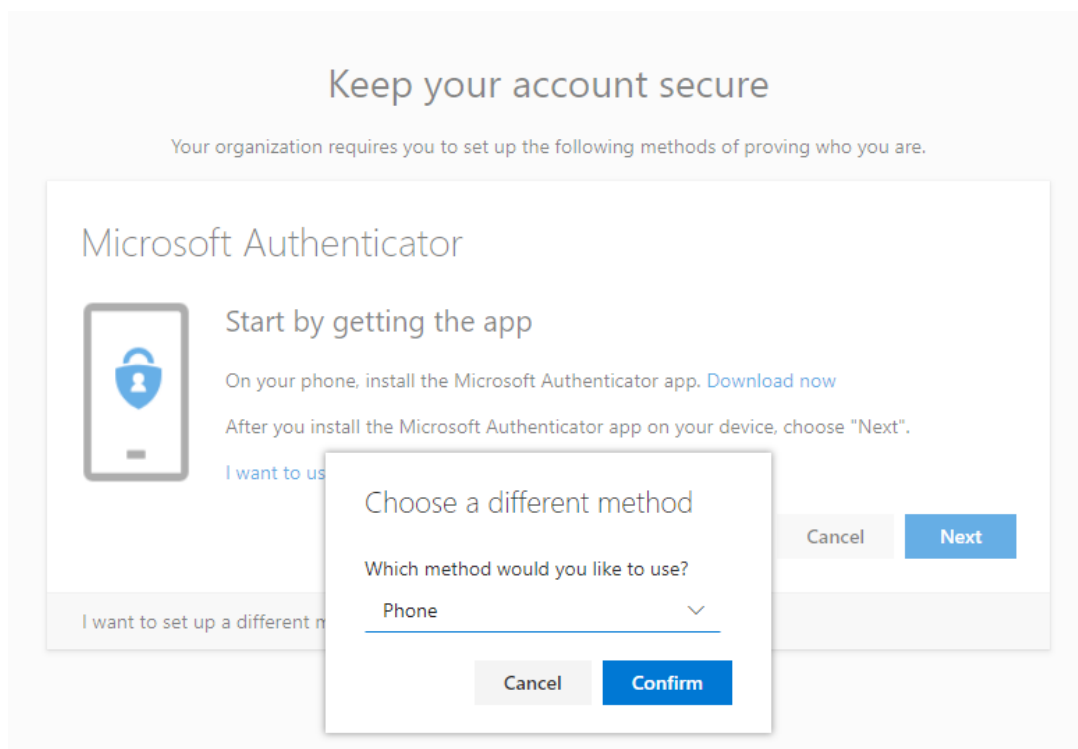
5) Select the *Phone* option. Click Confirm.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

| United States (+1) ▾ | 444-505-1234 |

◉ Text me a code

◯ Call me

Message and data rates may apply.

Next

I want to set up a different method

6) Pick your ***Country or Region*** from the drop-down box; type your phone number, including area code, into the ***Phone Number*** box.
7) Select Text me a code. Click Next.
8) Your phone will receive a text with a code. Enter the code on your computer. Click Next.

Keep your account secure

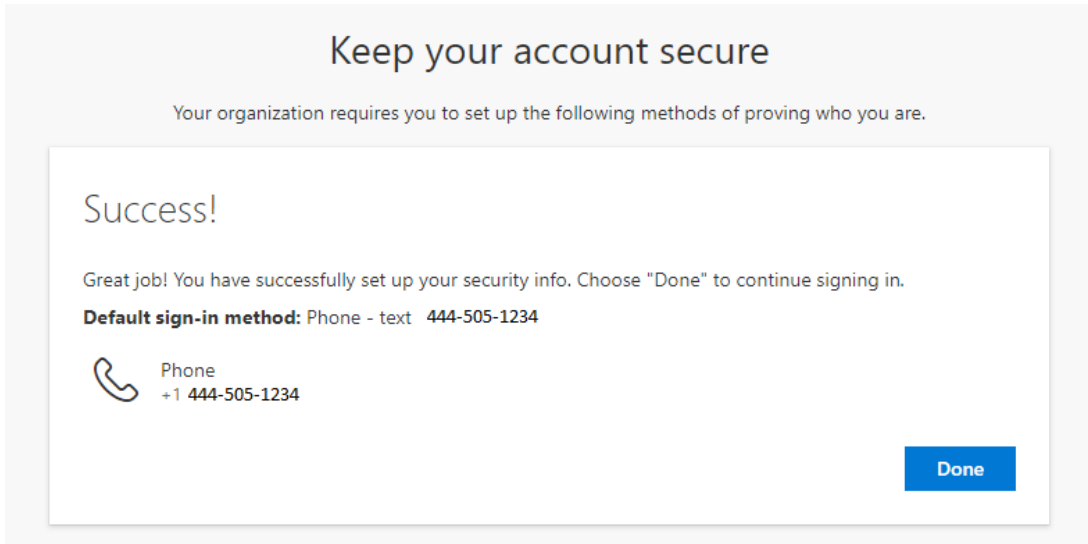Your organization requires you to set up the following methods of proving who you are.

Phone

We just sent a 6 digit code to +1 444-505-1234   Enter the code below.
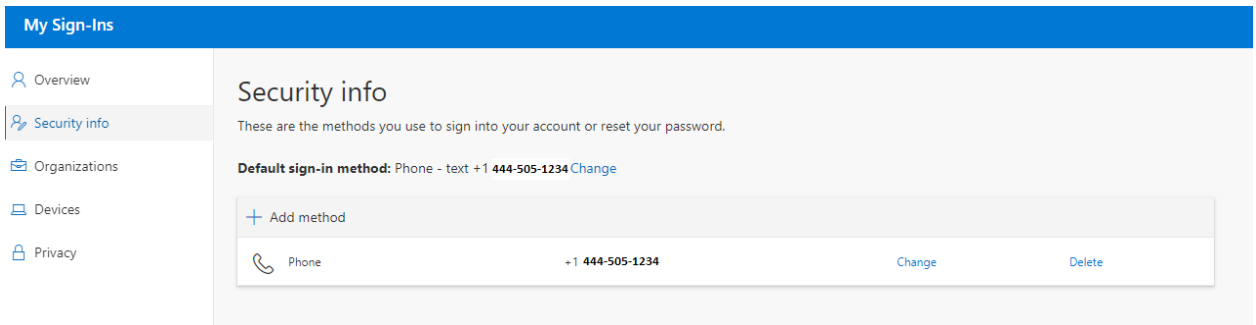
801687

Resend code

Back   **Next**

I want to set up a different method

9) SMS verified successfully. Click Next.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Phone - text   444-505-1234

📞 Phone
+1 **444-505-1234**

Done

10) Success! You have set up your security information.
11) Click Done to complete signing in.
12) Security info is displayed.

My Sign-Ins

- Overview
- Security info
- Organizations
- Devices
- Privacy

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 **444-505-1234** Change

+ Add method

| 📞 | Phone | +1 **444-505-1234** | | Change | Delete |

13) Set up is complete. Exit out of this site.

How to receive a phone call for two-step verification

When you choose to receive a phone call to complete the two-step verification, it will require answering the call (usually from 1-855-330-8653), listening to the message, and pressing **#** at any time during the voice message.

How to receive phone call verification:

1) From your computer, go to aka.ms/mfasetup.
2) Enter your work credentials. Fairview and University of Minnesota/University of Minnesota Physicians primary account users enter your Fairview ID followed by @fairview.org. HealthEast primary account users, enter your HealthEast ID (what you use to log into your computer) followed by @healtheast.org. (e.g. h12345@healtheast.org).
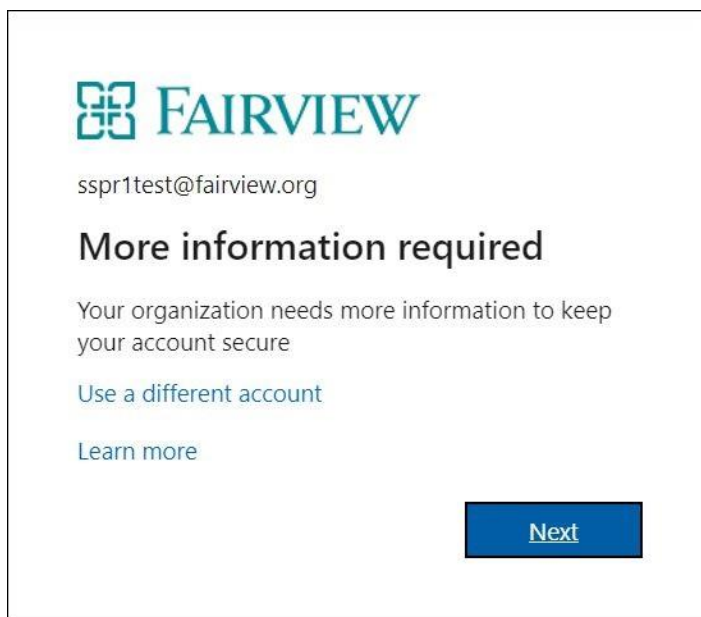
3) This will take you to the initial setup screen. Click <u>Next</u>.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Cancel   Next

I want to set up a different method

4) Microsoft Authenticator is automatically set as default. Click '**I want to set up a different method'.**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to us

Choose a different method

Which method would you like to use?

Phone

Cancel   Confirm

Cancel   Next

I want to set up a different m

5) Select the **Phone** option. Click Confirm.

6) Pick your **Country or Region** from the drop-down box; type your phone number, including area code into the **Phone Number** box.
7) Select Call me. Click Next.
8) Your phone will receive a call, answer, listen to the message and hit # at any time to approve. Click Next.
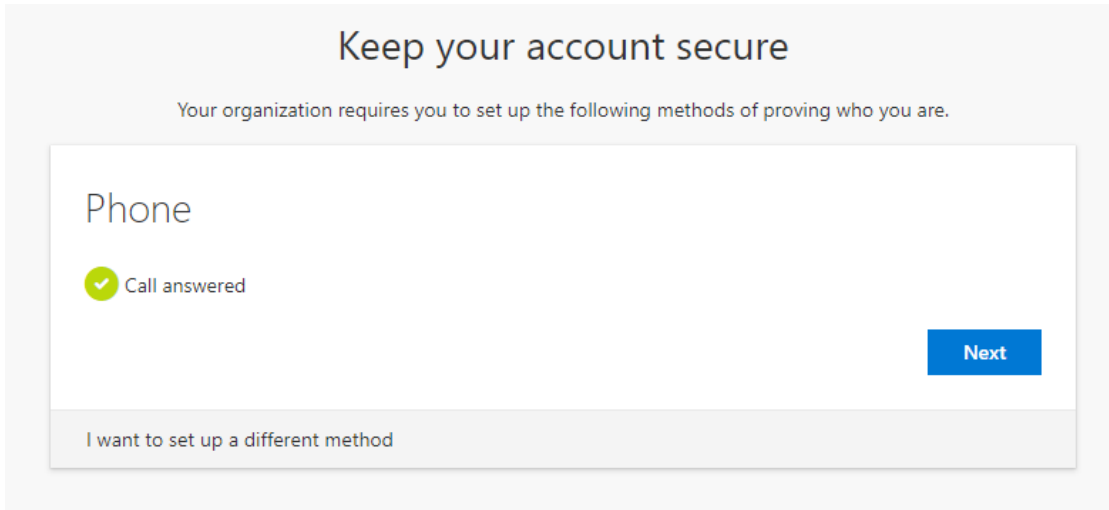
Keep your account secure

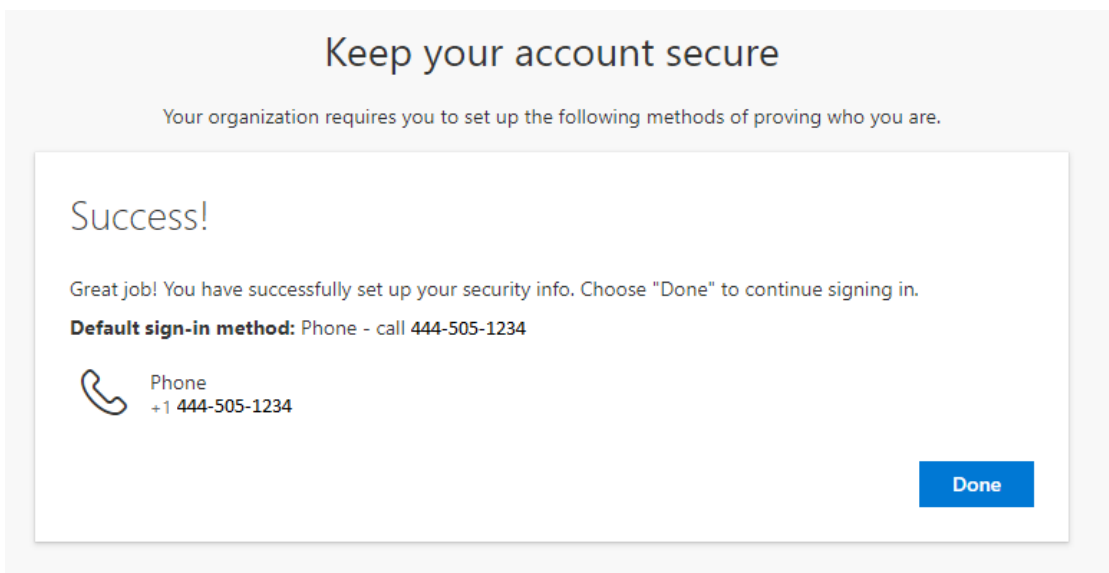Your organization requires you to set up the following methods of proving who you are.

Phone

✅ Call answered

Next

I want to set up a different method

9) Call verified successfully. Click Next.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method: Phone - call 444-505-1234

📞 Phone
+1 **444-505-1234**

Done

10) Success, you have set up your security information.
11) Click Done to complete signing in.
12) Security info is displayed.

My Sign-Ins

- Overview
- Security info
- Organizations
- Devices
- Privacy

Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - call +1 444-505-1234 Change

+ Add method

Phone   +1 **444-505-1234**   Change   Delete

13) Set up is complete. Exit out of this site.

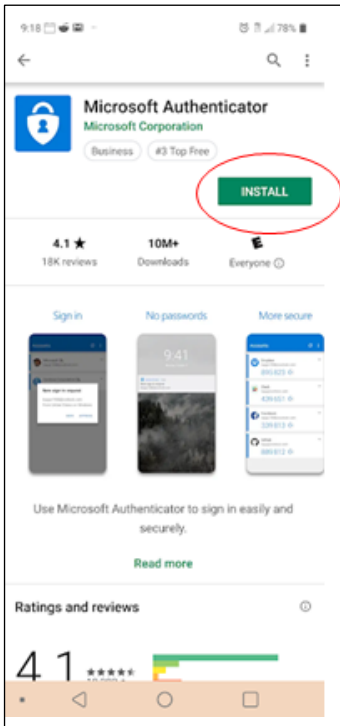## Set up the Microsoft Authenticator application on Android (Non-Apple mobile device)

If you have a Fairview-provided mobile device, you may not able to download the Microsoft Authenticator app at this time. Use one of the first two methods listed above: code by text message or receive a phone call.

First, you will need to download the Microsoft Authenticator application while on your mobile device:
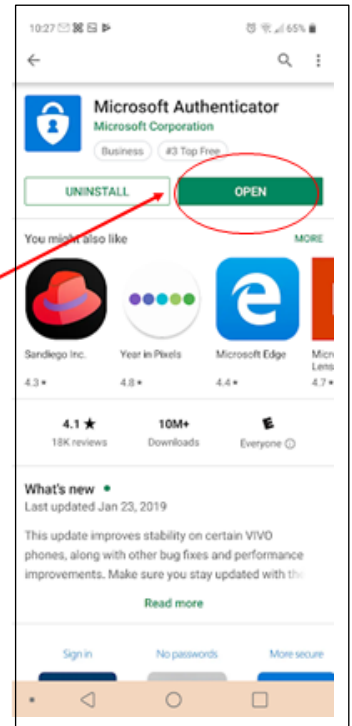- Go to the Google play store and type in **Microsoft Authenticator app.**
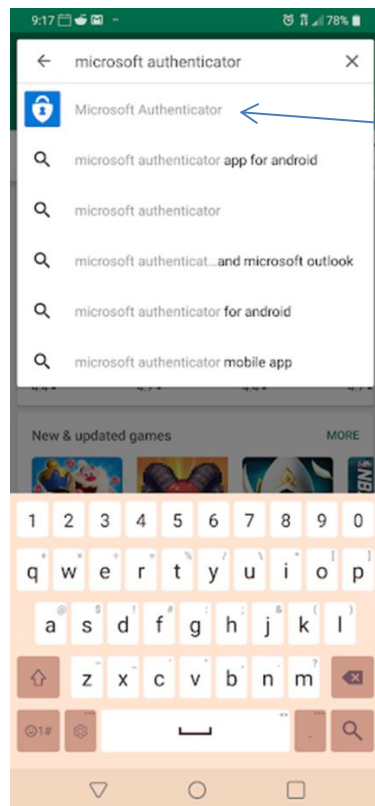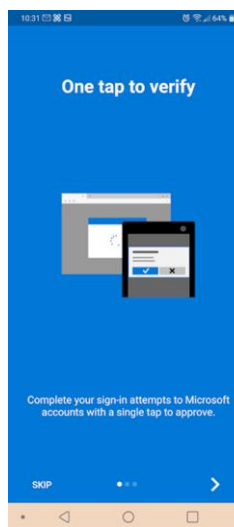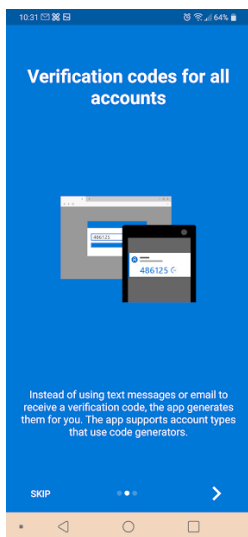
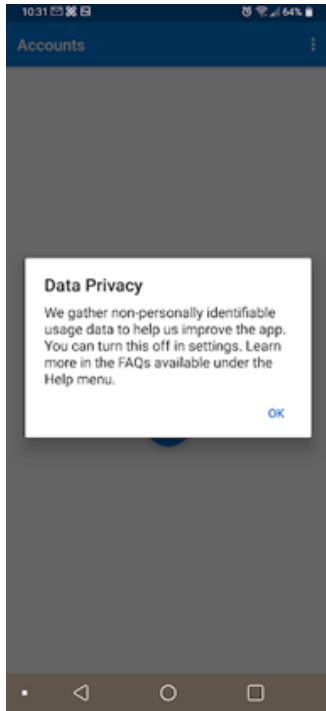**Click on Microsoft Authenticator**

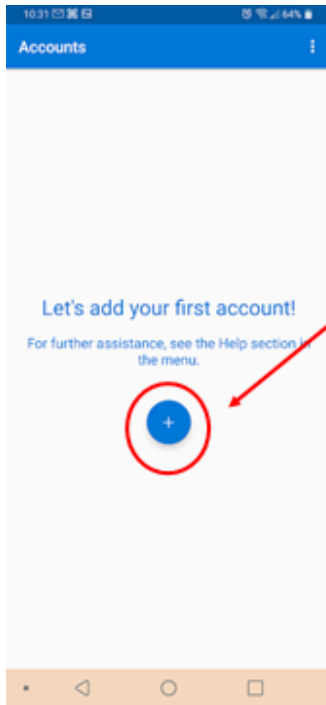Tap the "INSTALL" button

"OPEN" Once installation is complete

INSTALL the Microsoft Authenticator application and click *OPEN* when the installation is complete.

- Scroll through the three screen tutorial and click *get started.*
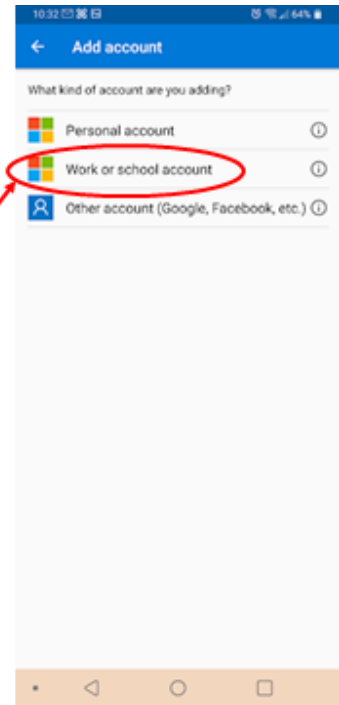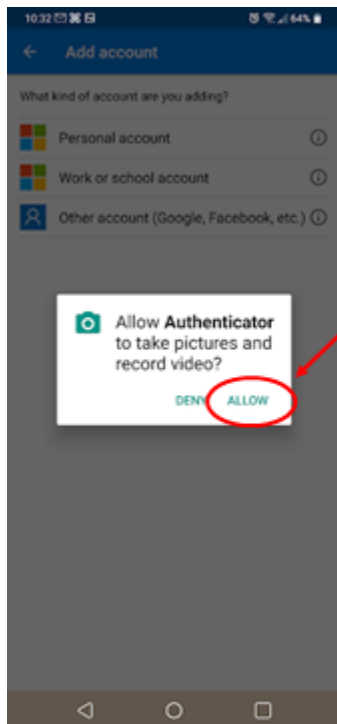
Press "OK" to the data privacy notification

Adding your account

Select "Work or school account"

Click "ALLOW" when prompted to allow authenticator to take pictures and record video.

This will allow you to scan the QR screen as part of the registration process.

You can disable camera use after you have completed the registration process.
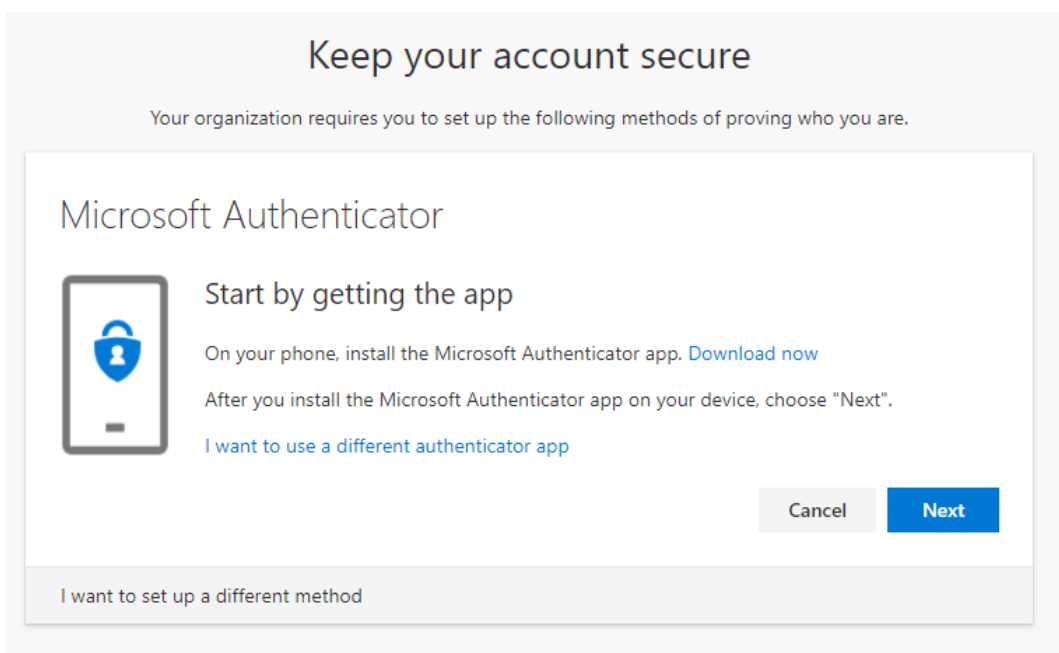
Time to switch to the computer!

_____

Next, on your computer:
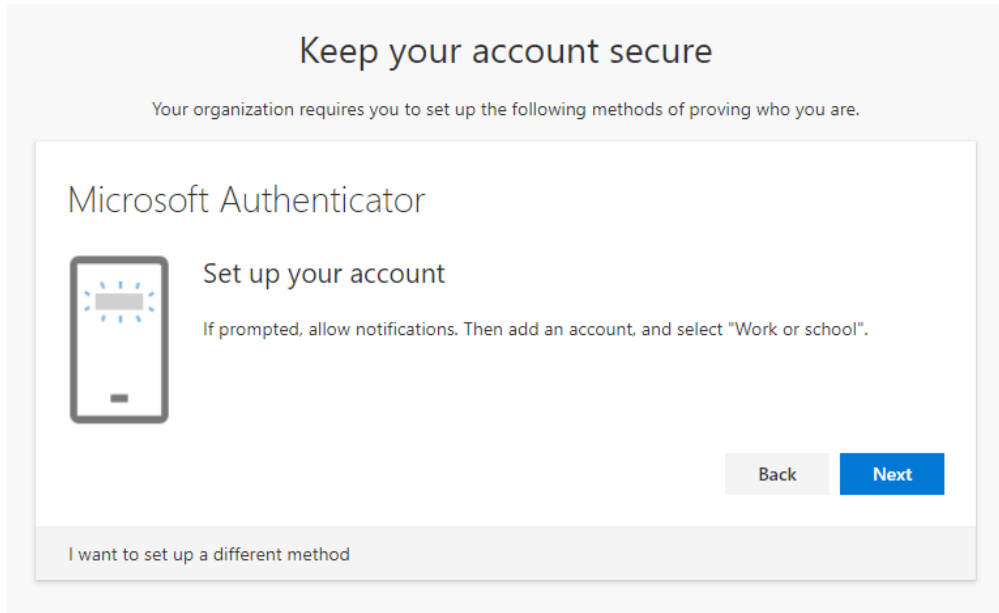
1) From your computer, go to aka.ms/mfasetup.
2) Enter your work credentials. Fairview and University of Minnesota/University of Minnesota Physicians primary account users enter your Fairview ID followed by @fairview.org. HealthEast primary account users, enter your HealthEast ID (what you use to log into your computer) followed by @healtheast.org. (e.g. h12345@healtheast.org)
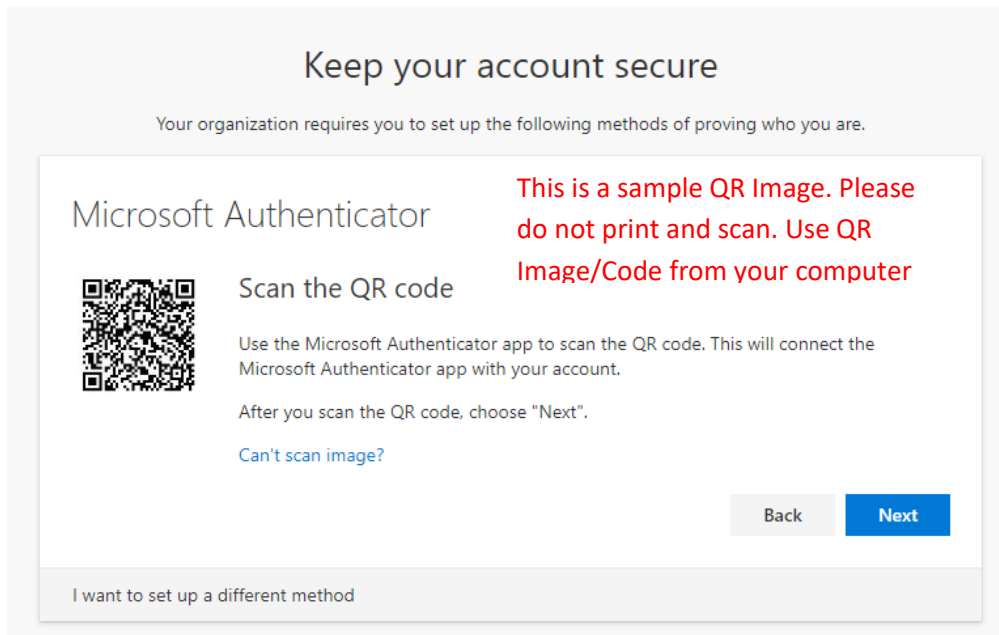
3) This will take you to the initial setup screen. Click <u>Next.</u>

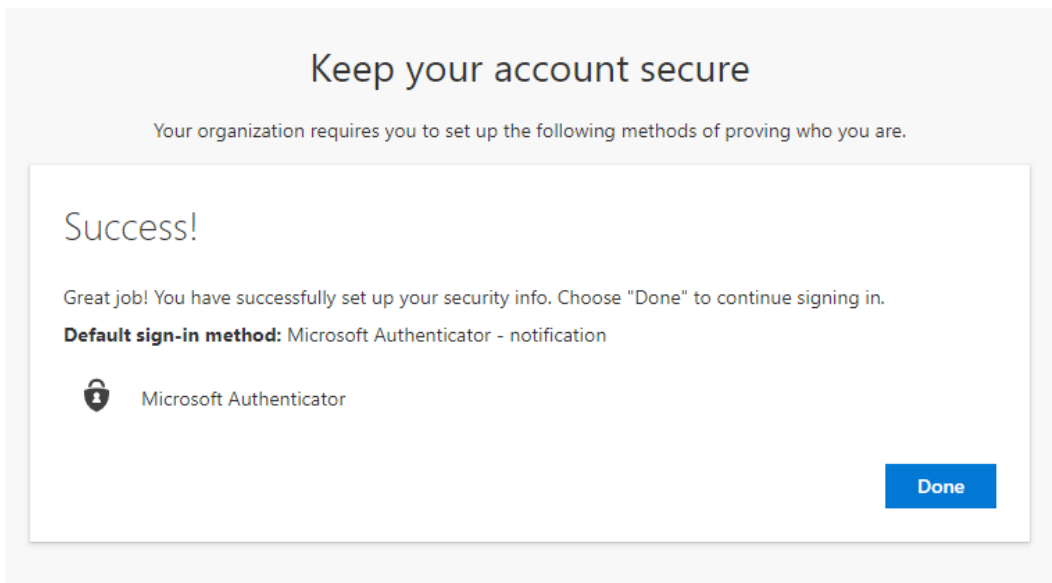4) To set up your account click Next.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back   Next

I want to set up a different method

5) If prompted allow notifications. Click Next.
6) The QR image screen appears with a unique code created just for you.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

This is a sample QR Image. Please do not print and scan. Use QR Image/Code from your computer

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".

Can't scan image?

Back   Next

I want to set up a different method

7) **Use your phone** to scan your unique code (**holding your phone pointed at the image on your computer screen** will allow the app to automatically scan the image and continue the setup process).
8) Click Next.

9) Let's try it out, click Next.
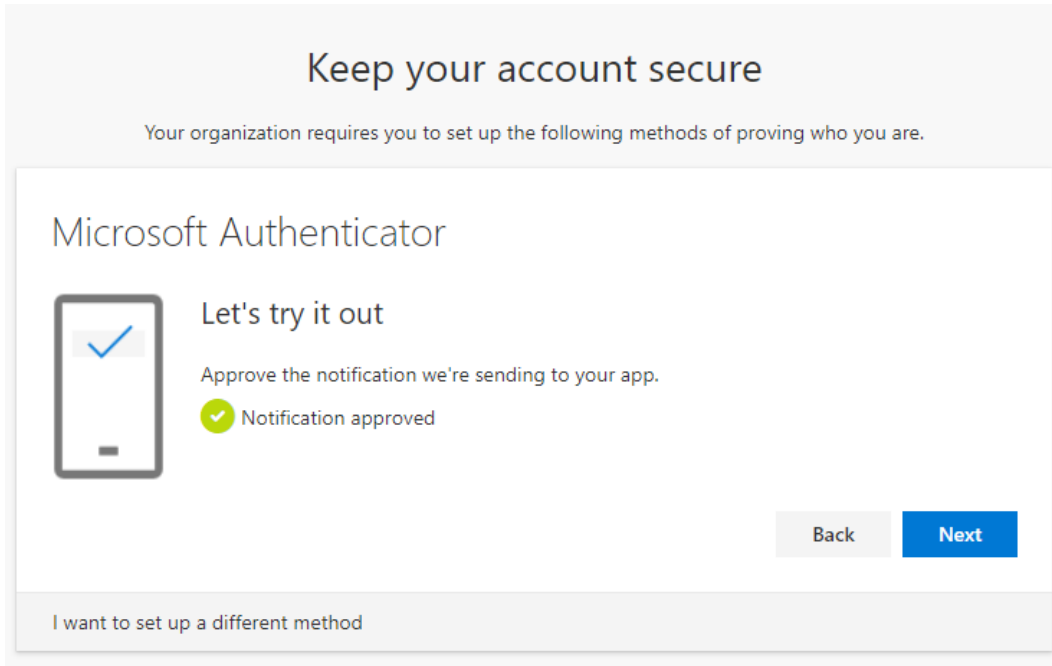
10) Success you have set up your security information.
11) Click Done to continue signing in.
12) On your computer: Follow the on-screen instructions for setting up a secondary method if your default method fails.

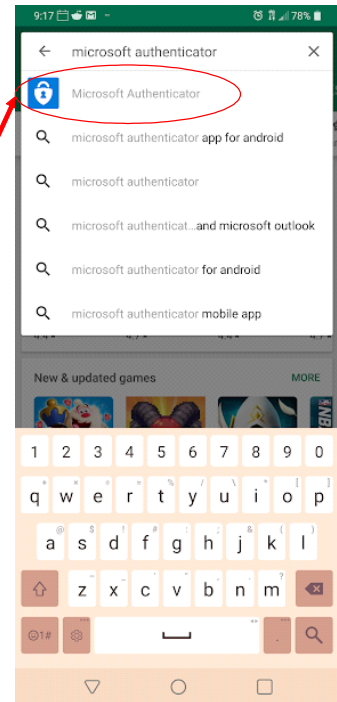## Set up the Microsoft Authenticator application on iPhone/iOS

If you have a Fairview-provided mobile device, you may not able to download the Microsoft Authenticator app at this time. Use one of the first two methods listed above: code by text message or receive a phone call.

**First** you will need to download the Microsoft Authenticator application while on your mobile device:
- Go to the Apple App Store and go to *search.*
- Type in Microsoft authenticator app.
  - Download the Microsoft Authenticator application.
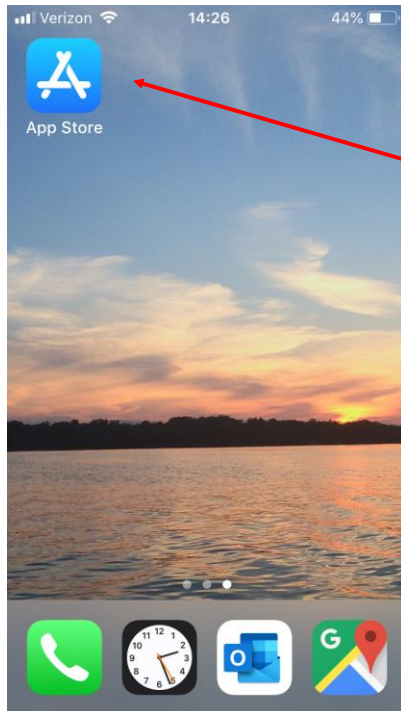
Open "App Store" application and search "Microsoft Authenticator". Tap this option.

- Select **install.**
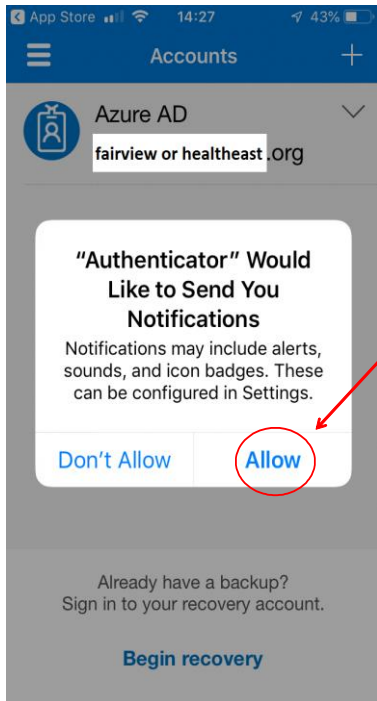 - **The Microsoft Authenticator app will download.**
- Select **OPEN.**
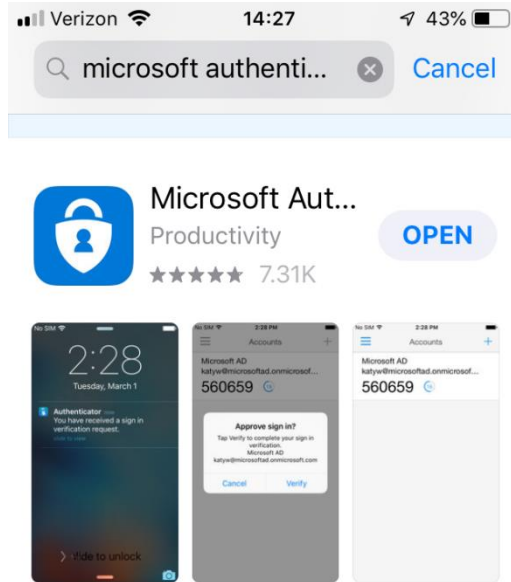
- You will be prompted with Microsoft Authenticator would like to send you notifications. Select **Allow.**

Click Allow to receive notifications.

This needs to be allowed for the application to prompt you for the second layer of authentication when logging in to Fairview Network Services and applications.

- o Scroll through/read the following screens to get to the **Let's get started** page.
  - ▪ Or hit **skip** to take you immediately to the page with **"We gather non-personally identifiable usage data to help us improve the app…"**
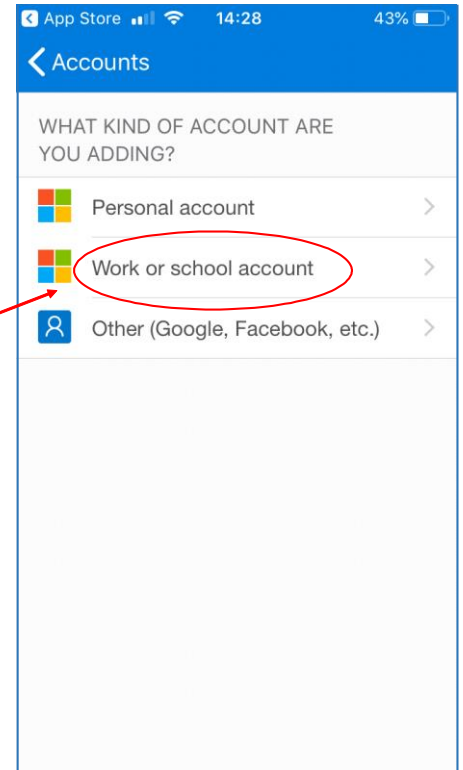- o Click **OK.**
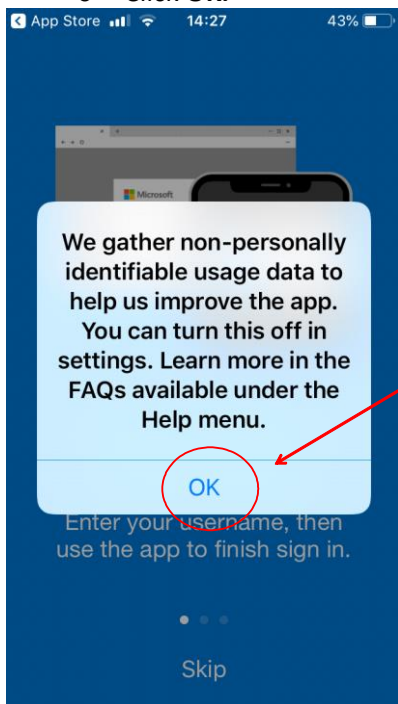
Press "OK" to the data privacy notification

- o   On the next screen you will see **Add account.**
- o   **Select Add account.**
- o   On the next screen you will see **"If you add an account, you will no longer be able to recover from backup".** Your choices are **Cancel** or **Continue.**
- o   Click **Continue**.

Adding your account

Select "Work or school account"

- o   Select Work or School account.
- o   Fairview and UMN/UMP primary account users use your Fairview ID followed by @fairview.org. Legacy HealthEast primary account users, use your HealthEast ID followed by @healtheast.org.
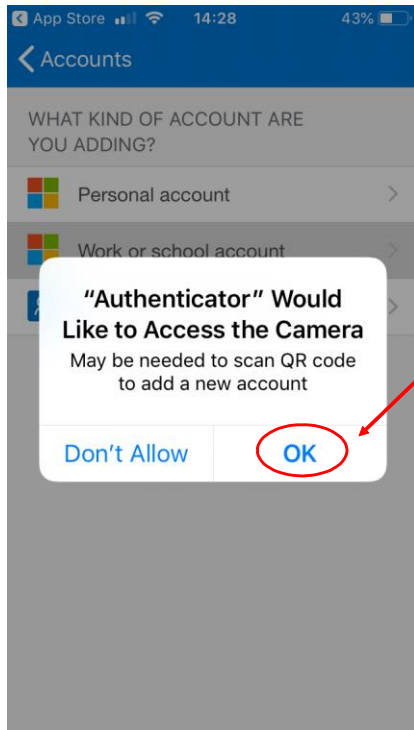
Click "ALLOW" when prompted to allow authenticator to take pictures and record video.

This will allow you to scan the QR screen as part of the registration process.

You can disable camera use after you have completed the registration process.

Time to switch to the computer!

- o When asked to allow camera, click **OK.**
- o The QR Code Reader appears.
    - The Authenticator is now ready for you to go through the steps on your computer to complete the set-up process.

Time to switch to your computer!

Next, on your computer:

1) From your computer, go to aka.ms/mfasetup.
2) Enter your work credentials. Fairview and University of Minnesota/University of Minnesota Physicians primary account users enter your Fairview ID followed by @fairview.org. HealthEast primary account users, enter your HealthEast ID (what you use to log into your computer) followed by @healtheast.org. (e.g. h12345@healtheast.org).

3) This will take you to the initial setup screen. Click Next.
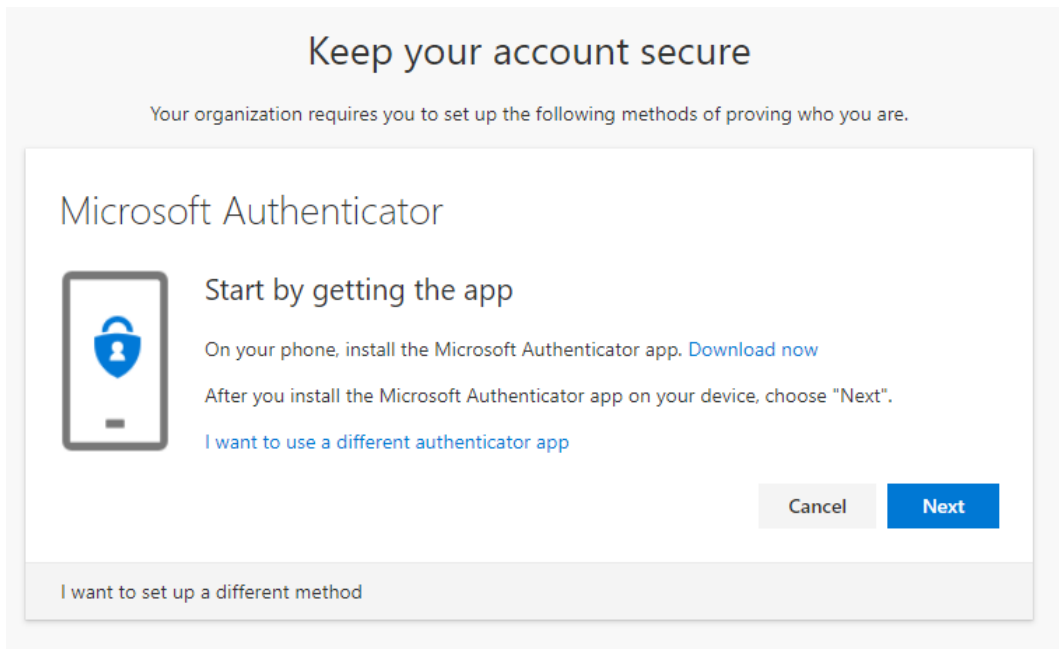
4) To set up our account click Next.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back   Next

I want to set up a different method

5) If prompted allow notifications. Click Next.
6) The QR image screen appears with a unique code created just for you.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

This is a sample QR Image. Please do not print and scan. Use QR Image/Code from your computer

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".

Can't scan image?

Back   Next

I want to set up a different method

7) **Use your phone** to scan your unique code (**holding your phone pointed at the image on your computer screen** will allow the app to automatically scan the image and continue the setup process).
8) Click Next.

9) Let's try it out, click Next.

10) Success, you have set up your security information.
11) Click Done to continue signing in.
12) On your computer: Follow the on-screen instructions for setting up a secondary method if your default method fails.

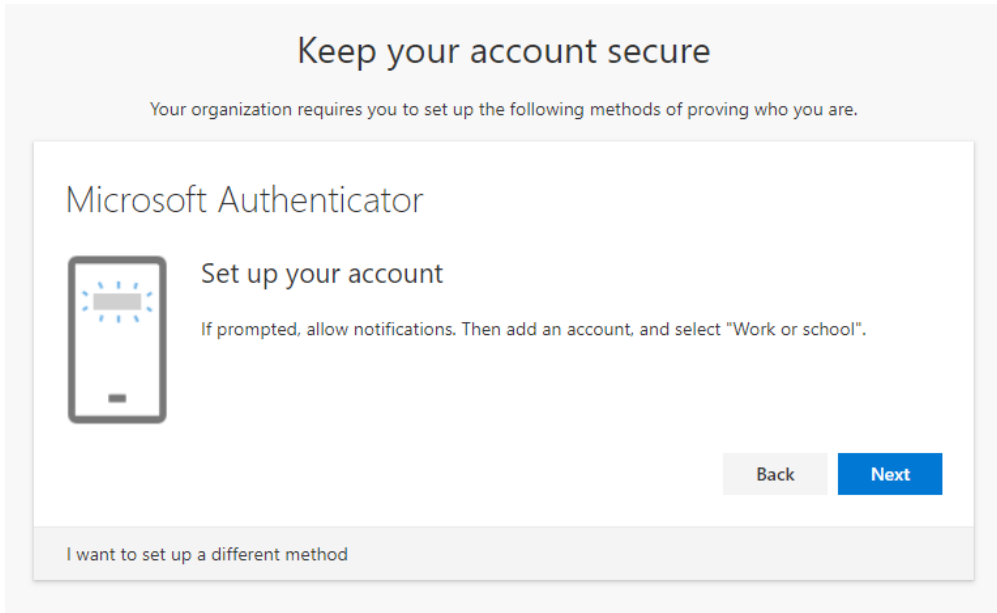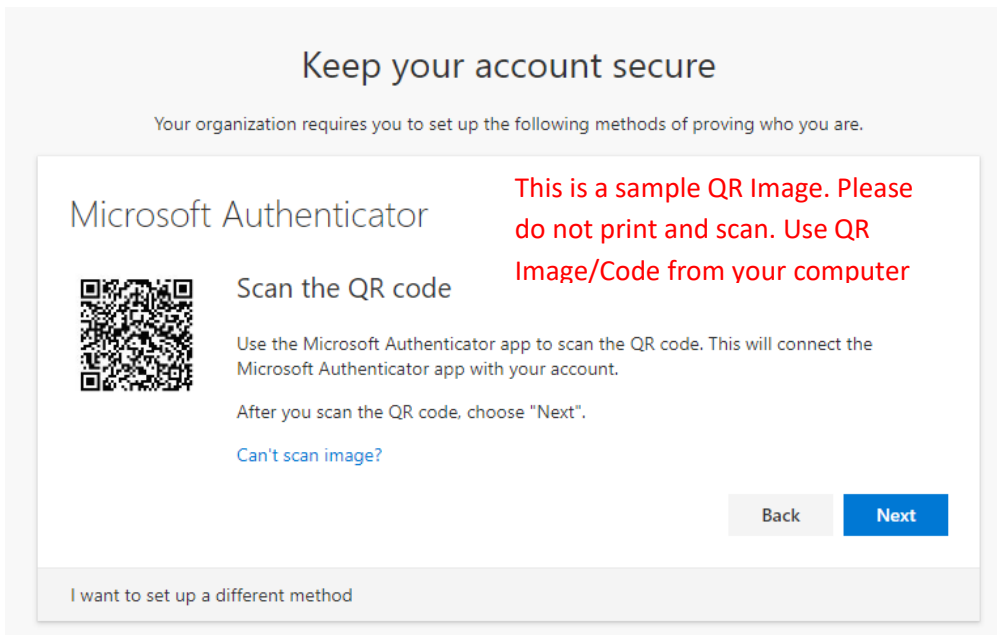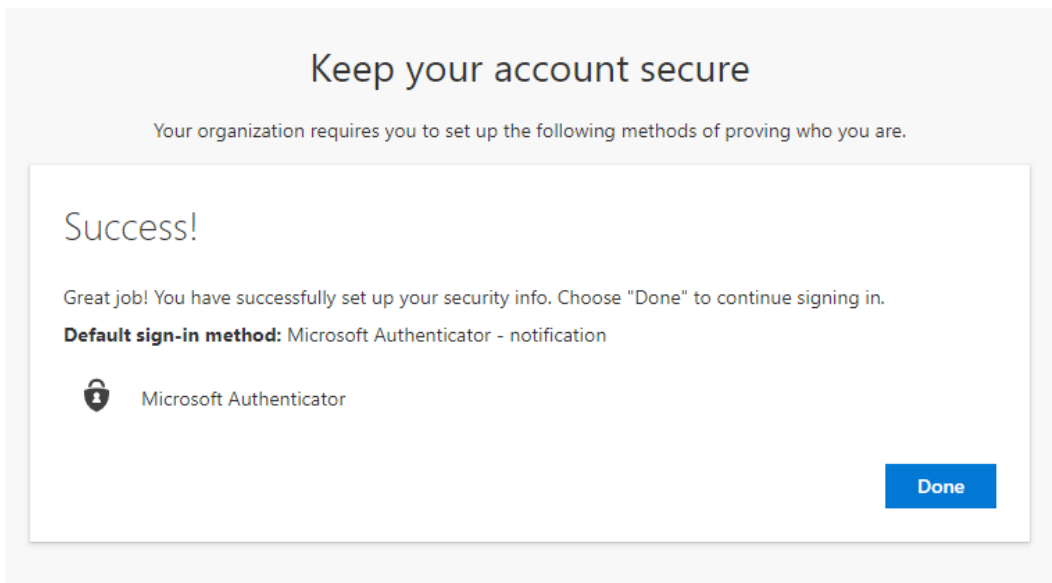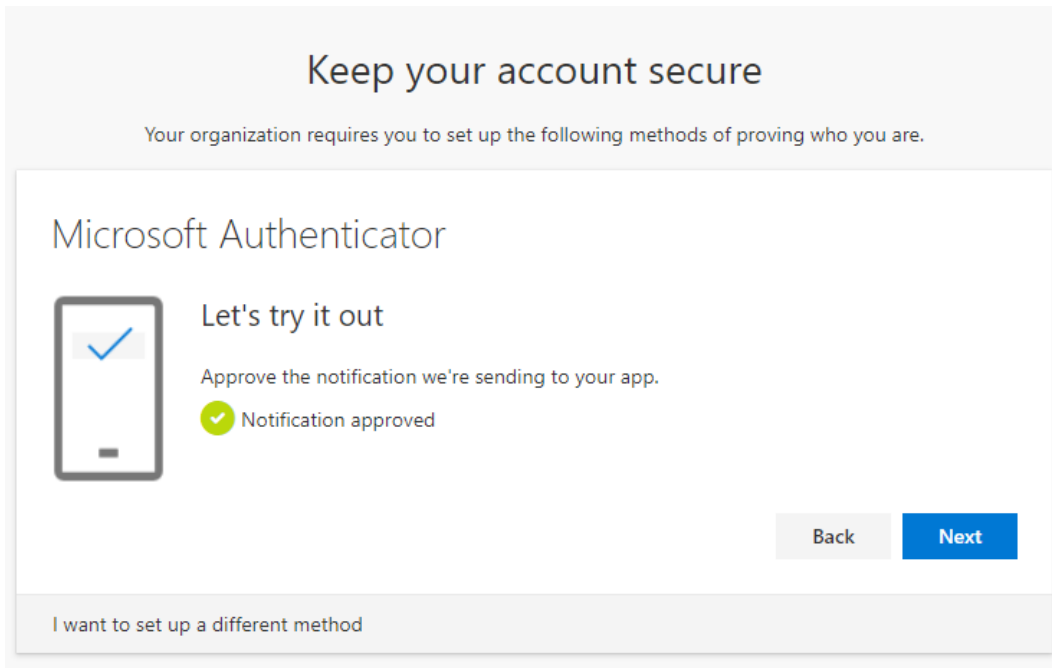## How to check if Authenticator App and phone are registered for two-step verification

1) From your computer, go to aka.ms/mfasetup.
2) Enter your work credentials. Fairview and University of Minnesota/University of Minnesota Physicians primary account users enter your Fairview ID followed by @fairview.org. HealthEast primary account users, enter your HealthEast ID (what you use to log into your computer) followed by @healtheast.org. (e.g. h12345@healtheast.org).
3) This will take you to the Fairview log on screen.
4) Enter your work credentials (User ID and Password). This will take you to the Security Info screen, similar to the one shown.
5) You can make changes, or updates to your information here.