Microsoft Multifactor Authentication for Non-WellSpan Users

(MFA) Enrollment Guide

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Before You Get Started:

Determine if the Microsoft Authenticator mobile app is installed on your smartphone and if needed, download it from your smartphone's app store. The app icon will look like the one below. After installing the app, follow the steps to enroll in Microsoft MFA.

NOTE: There are many apps in both the Apple App Store and the Google Play Store that have similar icons. Be sure you search for and install "Microsoft Authenticator".
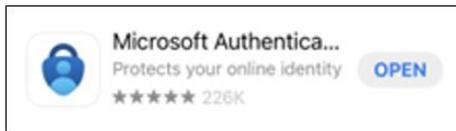
Example: Apple App Store Icon   Example: Google Play Store Icon

Have a WellSpan-owned mobile device?

If Microsoft Authenticator is not already installed, check the WellSpan App Catalog.

If it is not available there, call the Service Desk for assistance.

Already have Microsoft Authenticator installed because you use WellSpan email and/or Microsoft Office365 apps?

Follow the steps below to enroll MFA on your Microsoft account.

Important Information: <u>DO NOT</u> uninstall the Imprivata ID app from your device.

More information will be communicated in the coming weeks surrounding next steps.

Enroll in Microsoft MFA:

The following steps are performed on either a computer or a mobile device.

Icons are used to help you identify which to use.

Computer - Either a WellSpan device (onsite or remote) or a personal device.

<u>DO NOT</u> use the browser on a mobile device.

Mobile Phone – Screens may be slightly different based on brand and operating system on phone.

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1. If you access WellSpan systems through Citrix, log in and open the INET. Otherwise, open a new browser window on your device. Please note that **Microsoft Edge** is the preferred browser for enrollment.

2. Navigate to https://aka.ms/mysecurityinfo and click on the user icon in the upper right-hand corner.
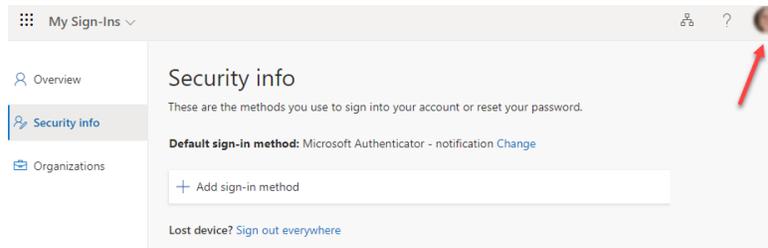
3. If the account displayed is **WellSpan Health** (1) and **@wellspan.org** (2), proceed to step 10. You do not need to sign out.
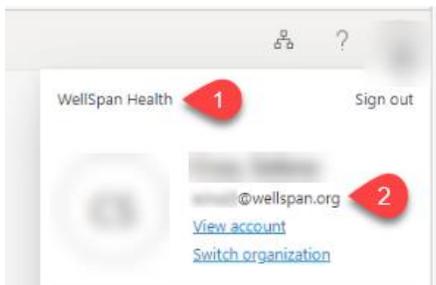
4. If the account displayed is anything other than WellSpan Health in the upper left-hand corner, select the option to **Sign in with a different account.**
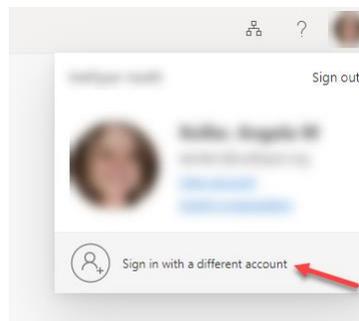
5. Select **Use another account.**

    Note: Account information displayed will vary based on your external organization.
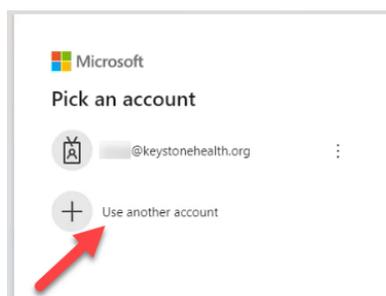
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6. You will need to sign in with a WellSpan Microsoft account.

    a) If you currently use a WellSpan email or log into WellSpan systems with an **@wellspan.org** Microsoft login, proceed to step 7.

    b) If you do not use a WellSpan email or log into WellSpan systems with an **@wellspan.org** Microsoft login, reference the table below to determine your WellSpan Microsoft login.

*You will use this @wellspan.org Microsoft login **only** for MFA purpose. You will not have access to a WellSpan email account or other WellSpan systems with this login.*

<p style="text-align:center; color:red">Note: Please save this information for future MFA logins/your records</p>

	Username ends in 01	Username ends in 02-09	Username ends in 10 or higher
Last name 5 letters or shorter	Drop the 01 from the username and add **@wellspan.org** *Example:* *Name: Jane Smith* *Username: jsmith01* *Microsoft Login: jsmith@wellspan.org*	Drop the zero from the username and add **@wellspan.org** *Example:* *Name: Thomas Yang* *Username: tyang05* *Microsoft Login: tyang5@wellspan.org*	Add **@wellspan.org** to the username *Example:* *Name: James Perry* *Username: Jperry12* *Microsoft Login: jperry12@wellspan.org*
Last name **6 letters or longer**	Use first initial and last name then add **@wellspan.org** *Example:* *Name: Leah Johnson* *Username: ljohns01* *Microsoft Login:* *ljohnson@wellspan.org*	Use first initial and last name but only the single digit number from their username (drop the zero) then add **@wellspan.org** *Example:* *Name: Elizabeth Campbell* *Username: ecampb07* *Microsoft Login:* *ecampbell7@wellspan.org*	Use first initial and last name with the number from their username then add **@wellspan.org** *Example:* *Name: Mark Garcia* *Username: mgarcia11* *Microsoft Login:* *mgarcia11@wellspan.org*

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7. Once you determine your Microsoft login, enter the information in the Sign in box and select Next.
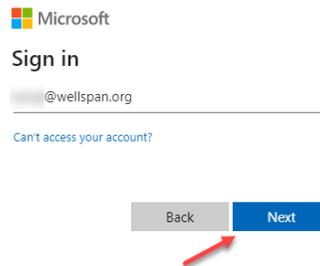
8. Enter your current WellSpan password and select **Sign in**.

   a. **If you are prompted, approve Imprivata MFA using our current process.**

   b. **I you are prompted but are not currently enrolled in MFA, contact the Service Desk at 717-851-5555.**

9. You should now be logged into the **My Sign-Ins** screen with your WellSpan Microsoft login. Click on the user icon in the top right-hand corner to confirm the account listed is **WellSpan Health** (1) and **@wellspan.org** (2).
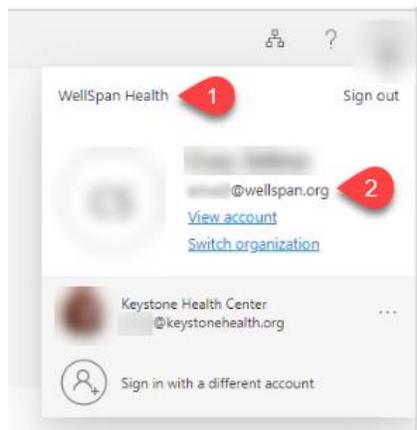
Note: Your Non-WellSpan login will still be listed on this screen. Account information displayed will vary based on your external organization.

10. Click on the **Security Info** option on the **My Sign-Ins** screen if not already selected. Are there any sign-in methods already listed?

   a. If yes, click "Delete" on each item until there are none left in the list and then follow the steps below.

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11. Click "Add sign-in method".
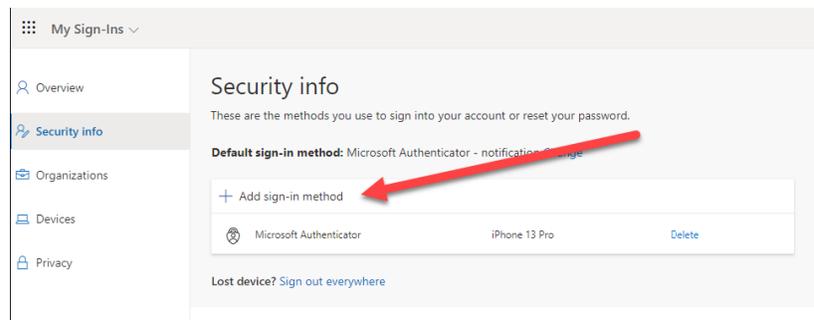
12. In the pop up, use the dropdown to select "Authenticator app" and then click "Add".
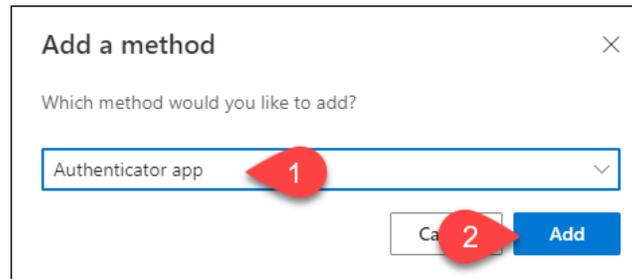
🛑 If Microsoft Authenticator is not installed on your mobile device, go to your app store and install it before proceeding.

13. In the pop up, click Next.

NOTE: DO NOT click the other links to "download now" or "use different authenticator app".

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14. Another pop up will help you set up your account. Click Next. If prompted on your mobile device, you must allow notifications.
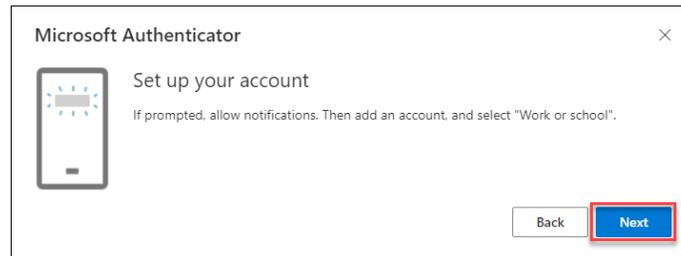
15. The next screen will display a QR code that is used to configure the Microsoft Authenticator app.

    b.   Leave your computer on the screen below and pick up your mobile device.

16. Open the Microsoft Authenticator app on your mobile device and click the "+" (1) in the top right corner.

NOTE: If the first screen looks slightly different than below, tap "Skip" in the upper-right hand corner. That will take you to the center screenshot below and you can continue to follow the directions.

    c.   Select "Work or school account" (2) then "Scan QR code." (3) Be sure to accept any prompts for permissions that are displayed (screens will vary based on phone and operating system).
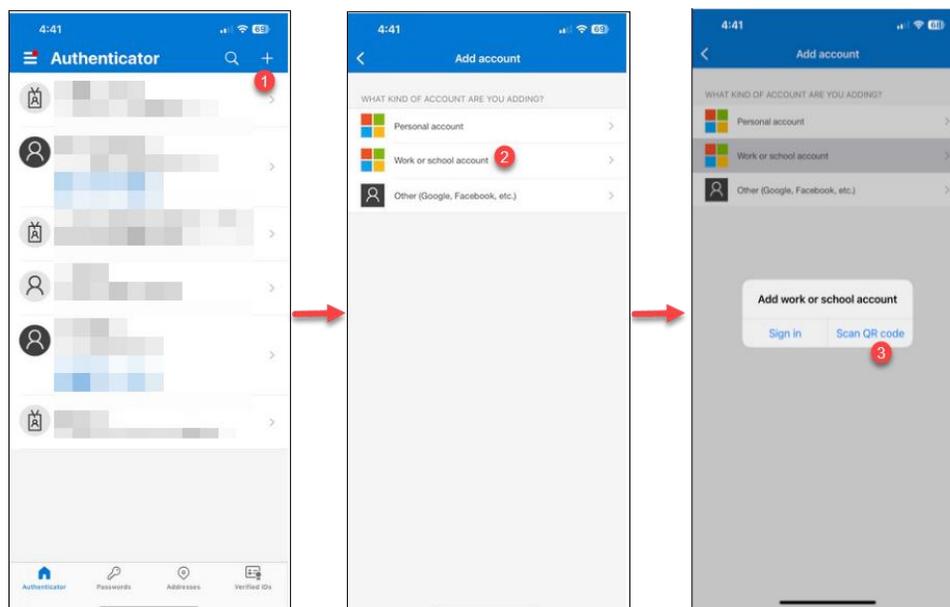
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17. Scan the QR code on your computer screen with your mobile device and then tap Next.
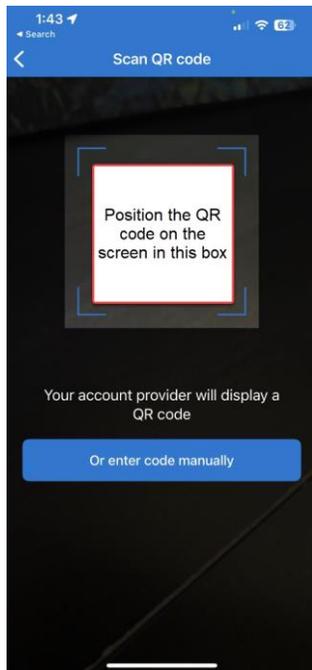
18. This will send a notification to your phone which may take a few moments to arrive.
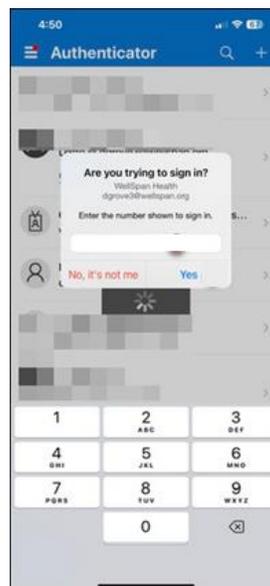
19. In the browser on the computer, a popup will show a number for authentication.
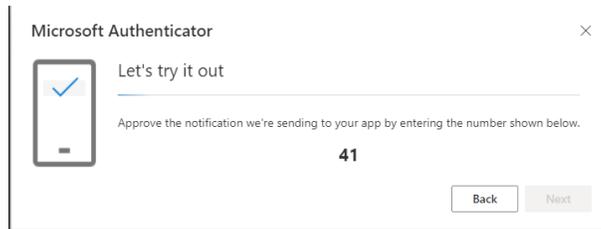
20. Enter the number that is displayed into field on your phone (1) and then press "Yes" (2).

NOTE: You will see the organization (WellSpan Health) and your account listed below "Are you trying to sign in?".
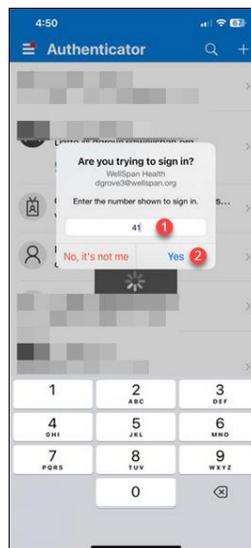
21. The popup in your browser will update to show the approval. When you see the screen below, tap Next to finish enrollment.
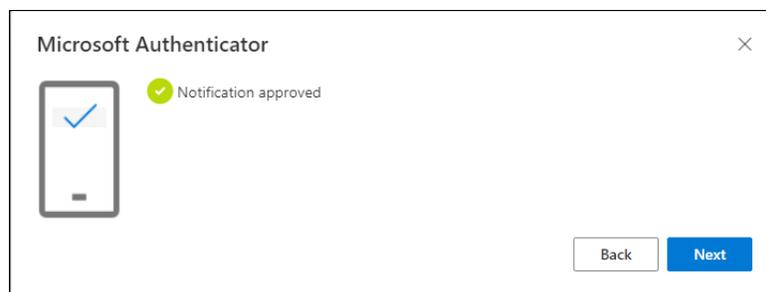
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22. You will be returned to the Security Info page and should now see Microsoft Authenticator listed. You may also notice a green box in the upper-right corner, but it will disappear after a few seconds.
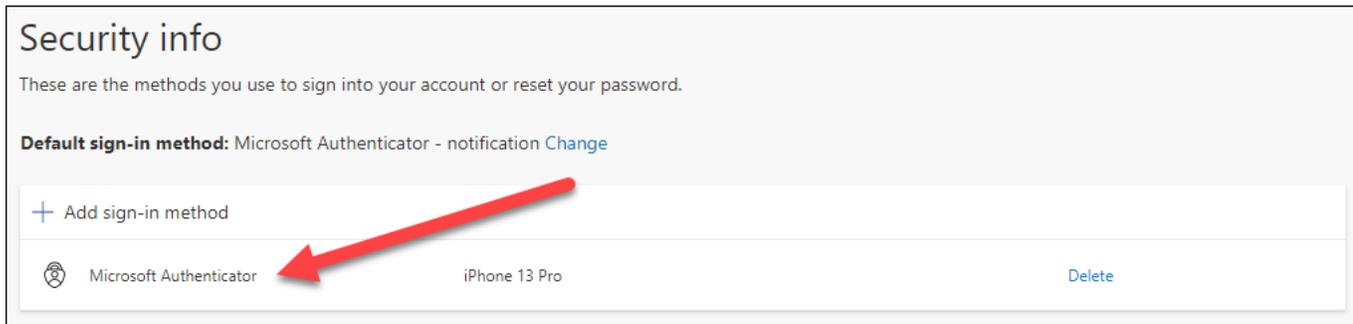
Security info

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

Default sign-in method: Microsoft Authenticator - notification Change

+ Add sign-in method

(Microsoft Authenticator icon) Microsoft Authenticator   iPhone 13 Pro   Delete

Microsoft Authenticator app was successfully ✕ registered

Fri, 03 Mar 2023 21:22:28 GMT
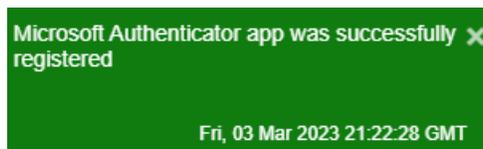
You have successfully enrolled in Microsoft MFA!

If you have any questions or concerns, please contact the WellSpan Service Desk at 717-851-5555.

Note: No further steps necessary but if you would like to test your Microsoft MFA enrollment, continue to the next section below.

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Testing Microsoft MFA enrollment:

1. Navigate to https://aka.ms/mysecurityinfo with your WellSpan Microsoft login (this is the **@wellspan.org** Microsoft login you logged in with during the enrollment steps).

NOTE: Microsoft Edge is the preferred browser.

2. If you are successfully enrolled in Microsoft MFA, you will see a popup on the computer with a 2-digit number.

   a. You may be prompted to enter your WellSpan password before seeing the 2-digit popup.
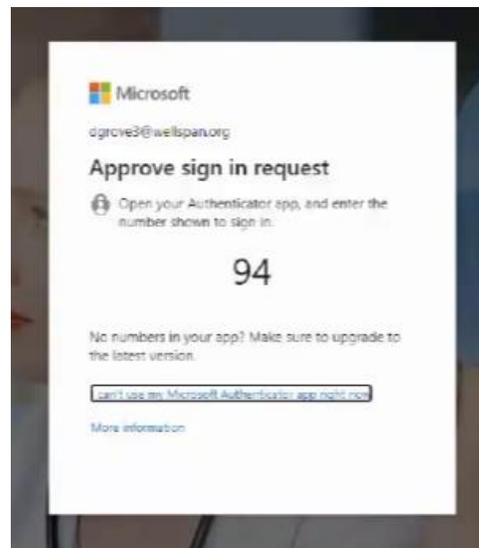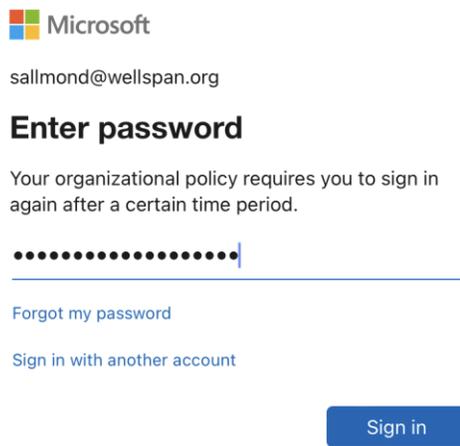
3. Your phone will receive a notification from Authenticator to approve the sign-in. The notification could look different, but this image is from a locked iPhone. Tap the notification to proceed.

Note: Depending on the security settings of your phone, you may be prompted to unlock your device by fingerprint, Face ID, or other method.
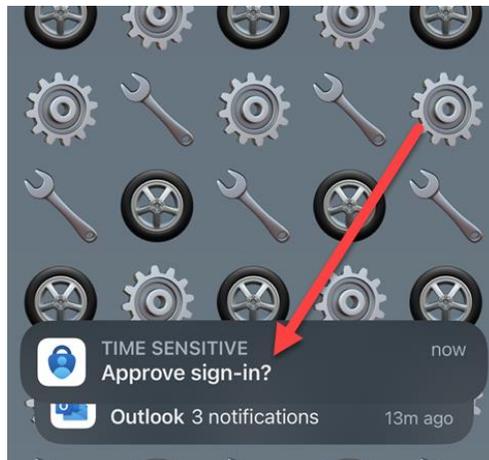
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4. Approving the sign-in consists of entering the 2-digit number from the computer screen into the app.

   a. Detailed information at the top of the approval screen on the phone shows the account, the app that you are logging into and the location of the login.

   b. The empty box is where you will enter the 2-digit number.

   c. Tap "Yes" after entering the number into the box.

NOTE: If you ever get a notification that you did not initiate by logging in, tap "No, it's not me" and contact the WellSpan Service Desk.