Microsoft Authenticator – Frequently Asked Questions
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WHAT IS MULTI-FACTOR AUTHENTICATION?
Multi-Factor Authentication (MFA) is a process in which an individual with a valid WellSpan username and password completes an additional login step to confirm their identity if they wish to access our secure network and systems. This step is required for logins only from outside the health system. Internal logins won't be affected.

HOW DOES IT WORK?
Anyone who wishes to access the WellSpan network offsite will need to complete a one-time download of a free app called "Microsoft Authenticator" to their smart phone. They will use Authenticator to verify their identity each time they attempt to log in remotely. If they do not respond, access will not be granted. *NOTE: Providers using EPCS will continue to use Imprivata ID for MFA for e-prescribing through Epic.*

WHICH AUTHENTICATOR APP SHOULD I DOWNLOAD?
There is only one "Microsoft Authenticator" app but, unfortunately there are many that look similar. Screenshots for the correct app are included in the enrollment instructions but be sure to search for "Microsoft Authenticator" and verify the developer is Microsoft (usually seen on the page where you install the app). Also, Microsoft Authenticator is FREE and does not require a subscription. If an app has a cost or requires a subscription, then it is not the correct one.

WHY IS THIS CHANGE NECESSARY?
Health information continues to be a high-value target for cybercriminals, and phishing attacks that try to steal health care workers' usernames and passwords are common. If someone receives a phishing email, and they are tricked into giving up their WellSpan username and password, then the hacker may be able to immediately gain access to our network. But with MFA, a username and password alone will no longer be enough to break into our secure network from the outside.

WHO IS IMPACTED?
All WellSpan Health employees who access the network from an offsite location, and all non-employees including but not limited to independent physicians, APPs, contractors, and vendors who access our network remotely.

WHAT ISN'T CHANGING?
The process of logging into computers and workstations within our facilities. Multi-Factor Authentication will not be required while you are present on the WellSpan network. It will only be required for remote logins.

WHICH APPLICATIONS WILL REQUIRE MFA TO BE ACCESSED REMOTELY?
Any application that is accessible from outside of the WellSpan network must be protected by MFA. This includes but isn't limited to major applications such as Microsoft Office 365 applications, Citrix, Cisco AnyConnect VPN, etc.

MY BANK LETS ME AUTHENTICATE BY TEXT MESSAGE. WHY DO I NEED TO DOWNLOAD THIS APP?
Authentication by text message is riskier than many people realize. All a hacker needs to do is convince your telephone carrier that your phone number has been assigned to a different device, and your "secure" text messages will go to someone else.

I'M A PROVIDER WHO USES ELECTRONIC PRESCRIBING OF CONTROLLED SUBSTANCES (EPCS) IN EPIC. DO I NEED BOTH IMPRIVATA AND MICROSOFT MFA APPS ON MY DEVICE?
Yes, as long as you will also be connecting to the WellSpan applications remotely. The Microsoft MFA application is used only for remote access applications, where Imprivata MFA will remain in use to satisfy EPCS requirements.

WHERE CAN I FIND INFORMATION TO DOWNLOAD THE APP AND ENROLL MY SMARTPHONE?
You can find the Microsoft MFA Enrollment Instructions by clicking the following link, or by pasting the link into your browser's address bar.
https://content.wellspan.org/aroundimages/MicrosoftMFA-EnrollmentInstructions-March2023.pdf

CAN I TEST MFA BEFORE GO-LIVE?
Yes. Once you have enrolled using the instructions linked above, you can re-visit the security information site for your account by navigating to: https://aka.ms/mysecurityinfo in Microsoft Edge You should be prompted for MFA upon visiting that site. If you can correctly access that page, then your MFA is working properly. Additional information on testing your account is included in the enrollment instructions linked above.

WHAT IF I NEED ACCESS AND MY LOGIN ATTEMPT USING MFA DOESN'T WORK?
The WellSpan Service Desk will be able to assist you in situations during which the MFA process is not working. Please contact the WellSpan Service Desk at 717-851-5555 if you need assistance.

WHAT IF MY PHONE IS NOT WORKING OR I FORGET IT?
If you have a situation where you don't have your phone with you but need to log in remotely, the WellSpan Service Desk can issue you a Temporary Access Pass (TAP). You will be able to use this code along with your username and password to access the network.

WHAT IF I LOSE MY PHONE?
Contact the WellSpan Service Desk at 717-851-5555 **immediately**. They will unenroll your device so that a malicious user cannot use it to log in. If you need to access the WellSpan network remotely during the time you are without a phone, contact the WellSpan Service Desk and they can issue you a one-time use code.

WHAT IF I GET A NEW PHONE?
You will need to enroll your new phone by walking through the enrollment instructions above. After enrolling your new phone, please make sure that you delete your old phone from your security settings in your account. If you are a provider using EPCS in Epic, you will need to contact the Service Desk to remove your old device in Imprivata and then work with your enrollment supervisor to setup the new phone.

WHAT SHOULD I DO IF I RECEIVE AN UNEXPECTED NOTIFICATION REQUEST FROM 'MICROSOFT AUTHENTICATOR'?
This most likely means someone else is using your username and password to try and access WellSpan systems. Immediately **DENY** the request, reset your password via Password Manager on INET and contact the WellSpan Service Desk at 717-851-5555 to report that your account may have been compromised.

CAN I ENROLL A TABLET INSTEAD OF A SMARTPHONE?
Tablet devices (iPad and Android) are alternatives to a smartphone device. However, please keep in mind that the device must be with you any time you need to log into WellSpan systems remotely. A data plan is NOT required; network connectivity, cellular or Wi-Fi is required for push notifications.

CAN I ENROLL ON MULTIPLE DEVICES?
Yes. The Microsoft MFA environment allows a user to enroll multiple devices (up to 5). If you would like to enroll multiple devices, you can use the enrollment instructions as provided previously. Just make sure to skip the step regarding deleting existing devices. Also, keep in mind that each time you authenticate, a notification will be sent to ALL devices.

WHAT IF I DON'T HAVE A DATA PLAN FOR MY SMART PHONE?
Push notifications will only work when you are connected to Wi-Fi. If you do not have a connection to Wi-Fi for your device, contact the WellSpan Service Desk at 717-851-5555 for additional instructions.

DOES THIS APP TRACK MY LOCATION?

No. Location services are not required for this application to function. Location permissions should be off by default.

WHAT IF I ALREADY ENROLLED THE MICROSOFT AUTHENTICATOR APP FOR ANOTHER ORGANIZATION OR ONLINE SERVICE?
The Microsoft MFA app can be used to enroll for MFA for multiple organizations or online services. You will simply need to log into the My Security Info page with your WellSpan account and then follow the steps to enroll.