



Contents

Overview.....	1
Enroll your device.....	2
First time enrollment.....	2
Getting a new/replacement device.....	2
Using Microsoft MFA (Excluding AnyConnect VPN)	2
Logging in and authenticating (starting June 13).....	2
No notification received on phone from Authenticator	5
If you get a notification that you do not recognize.....	7
Reporting a lost or stolen phone	7
Microsoft MFA and AnyConnect VPN	8

Updated: 5/31/2023

Overview

On June 13, 2023, WellSpan will transition from using Imprivata ID for multifactor authentication to Microsoft Authenticator.

This document serves as a guide for how to enroll and use Microsoft Authenticator to login into WellSpan systems and applications as well as additional topics like getting a new phone, reporting a lost or stolen phone, etc.

Enroll your device

First time enrollment

- Detailed instructions are available at the links below. MFA is not required to access these documents.
 - WellSpan Employees - Click [HERE](#)
 - Non-Employees – Click [HERE](#)

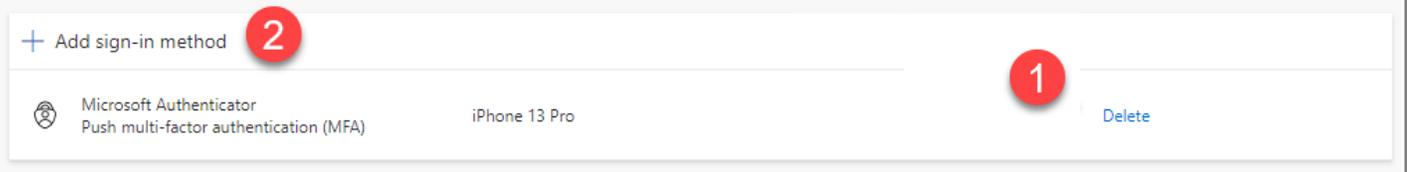
Getting a new/replacement device

- If you know in advance that you are getting a new or replacement phone, then you can update your enrollment without calling the Service Desk.
 1. Just before trading in or setting up your new phone, log into the [My Security Info](#) page and delete the old one. When you delete it, you will not be able to authenticate until you enroll another one.
 2. Then, click “Add sign-in method” and follow the enrollment instructions using the new phone.

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](#)



3. If you do not have your old phone in your possession and/or cannot access the My Security Info page, contact the WellSpan Service Desk at 717-851-5555 for assistance.

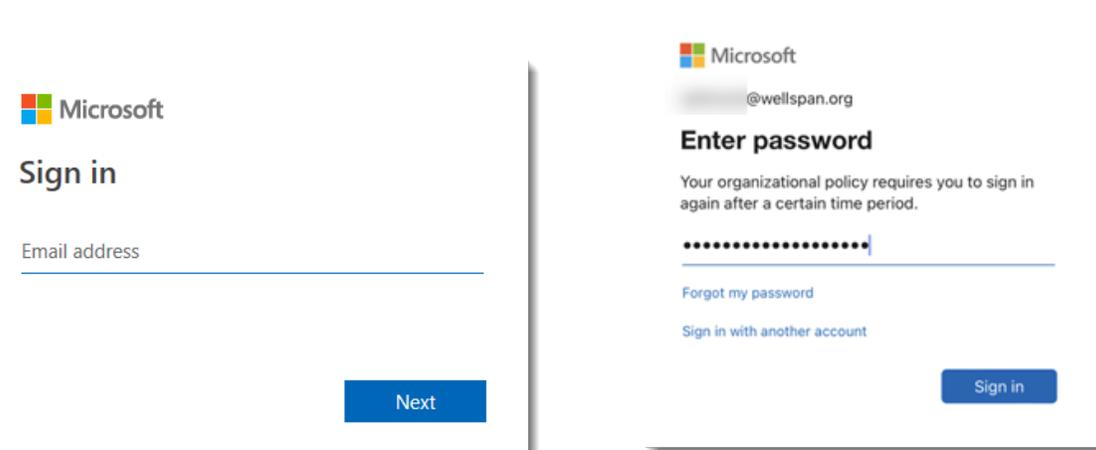
Using Microsoft MFA (Excluding AnyConnect VPN)

Logging in and authenticating (starting June 13)

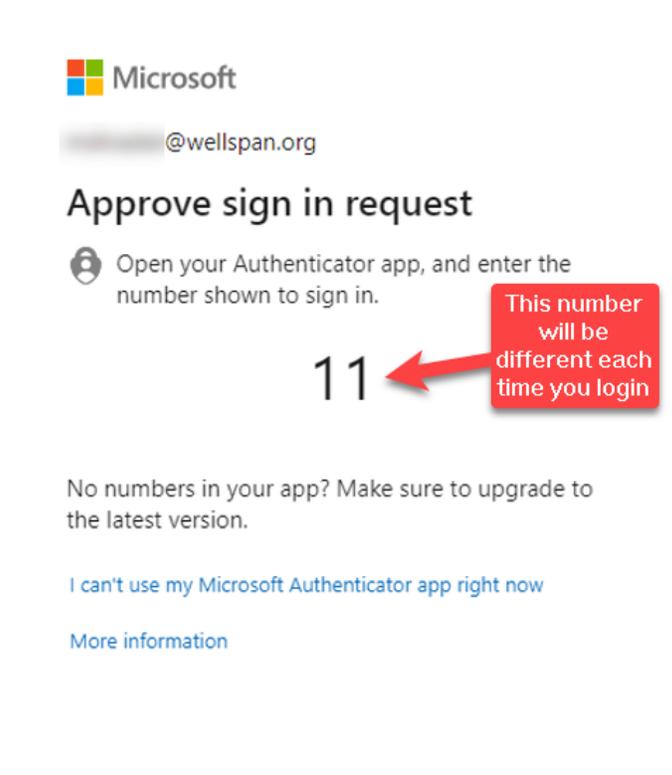
- When you sign in remotely to a WellSpan system (Office 365, Citrix, etc. – VPN Excluded), you will need to sign in with your WellSpan email address and password. This is a change as some systems previously required the WS username.

NOTE: For those that do not access WellSpan email, this is the same WellSpan Microsoft login that you used to register for MFA. If you do not remember it, contact the WellSpan Service Desk at 717-851-5555.

1. Enter your credentials when prompted. If you have logged into the device before, you may only be prompted to enter your password.



2. A box will appear on the screen with a number displayed. This number will be different each time you log in.



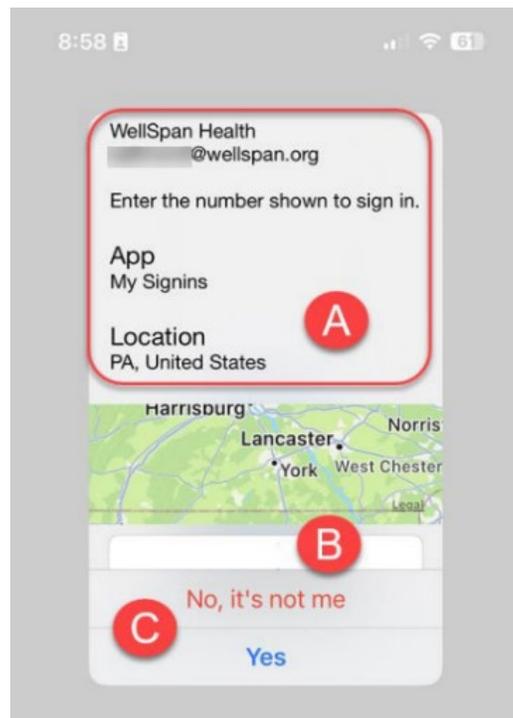
3. Your phone will receive a notification from Authenticator to approve the sign-in. The notification could look different, but this image is from a locked iPhone. Tap the notification to proceed.



NOTE: Depending on the security settings of your phone, you may be prompted to unlock your device by fingerprint, Face ID, or other method.

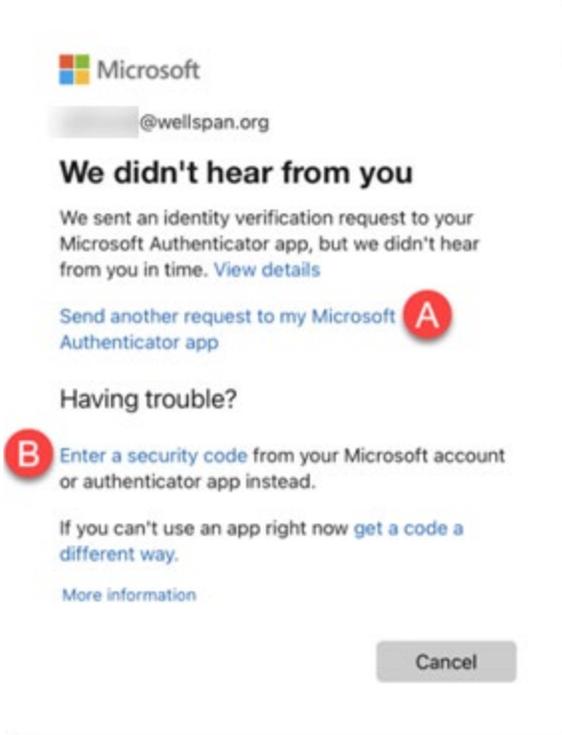
4. Approving the sign-in consists of entering the 2-digit number from the screen into the phone app.
 - a. Detailed information at the top of the approval screen on the phone shows the account, the app that you are logging into and the location of the login.
 - b. Enter the 2-digit number from the screen into the box and then tap "Yes" to complete log in.

NOTE: If you ever get a notification that you did not initiate by logging in or with details you do not recognize, tap "No, it's not me" and contact the WellSpan Service Desk at 717-851-5555.

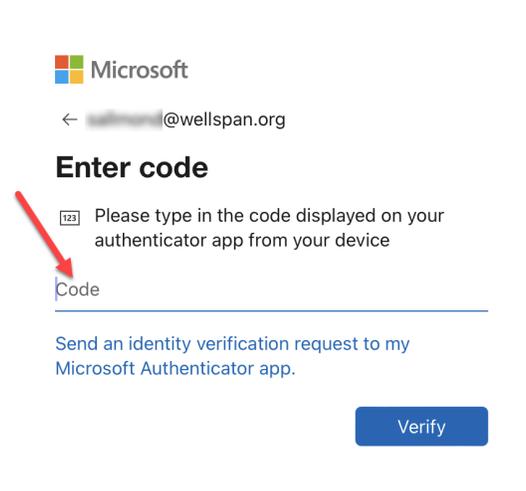


No notification received on phone from Authenticator

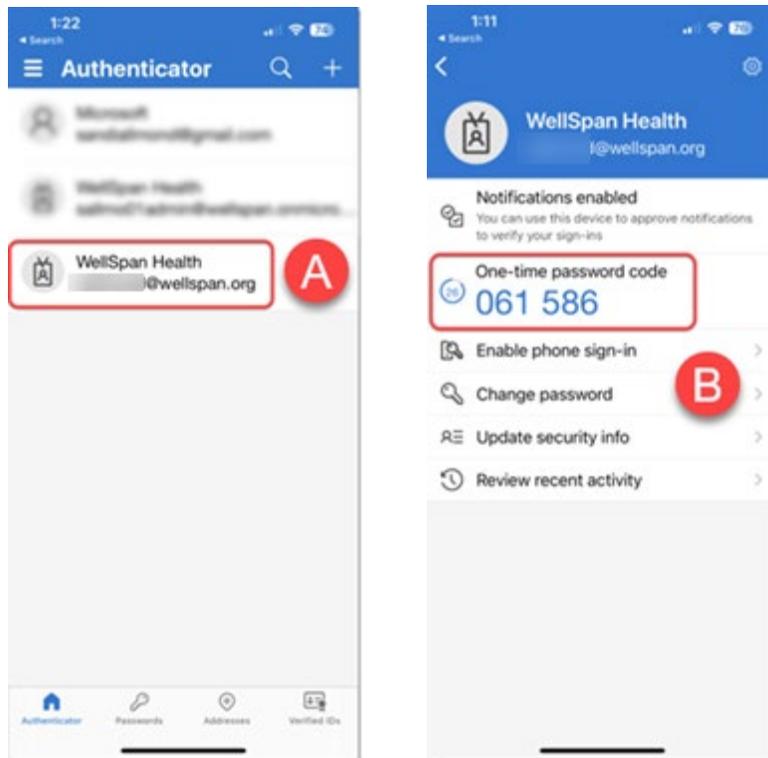
- If you do not see or accept the authentication on your mobile device, you can manually input a code generated by the app to complete login.
1. When you see the screen below, you have two choices. Click the link for the option you need.
 - a. *Send another request to my Microsoft Authenticator app* – Resend the request if you simply missed the notification and want to log in normally. A new code will be displayed on the screen and another notification sent to your phone.
 - b. *Enter a security code from your Microsoft account or authenticator app instead* – If you do not receive the notification on your phone, you can log in with a code instead.



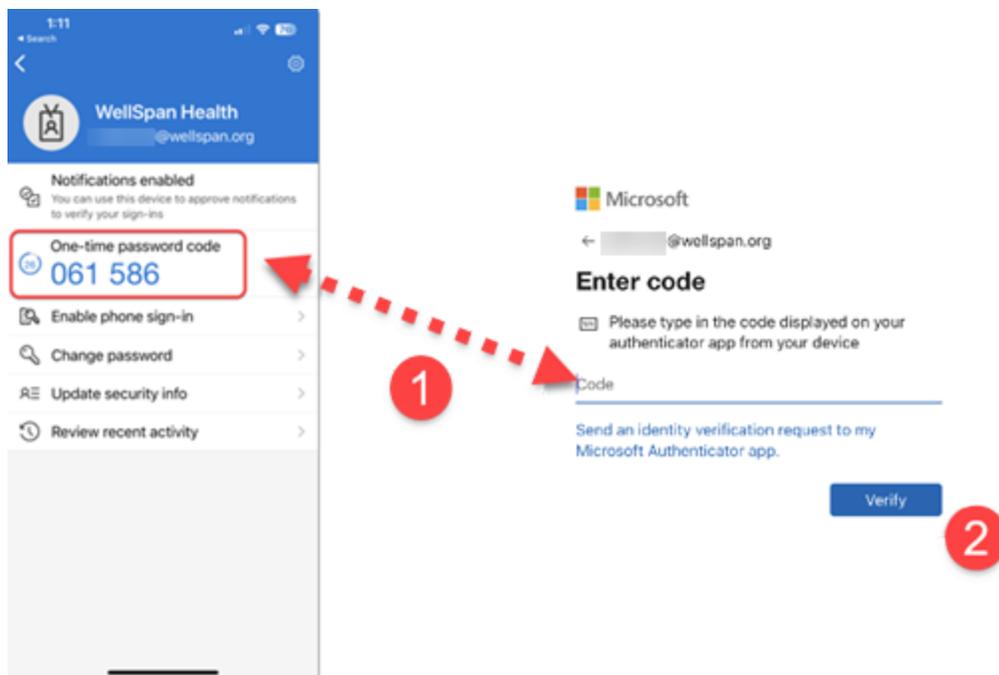
2. When you click the link for the security code (B above), you will see the screen below:



3. On your phone, open the Authenticator app and if needed, click the WellSpan Health account (A). It may automatically open the account page (B).

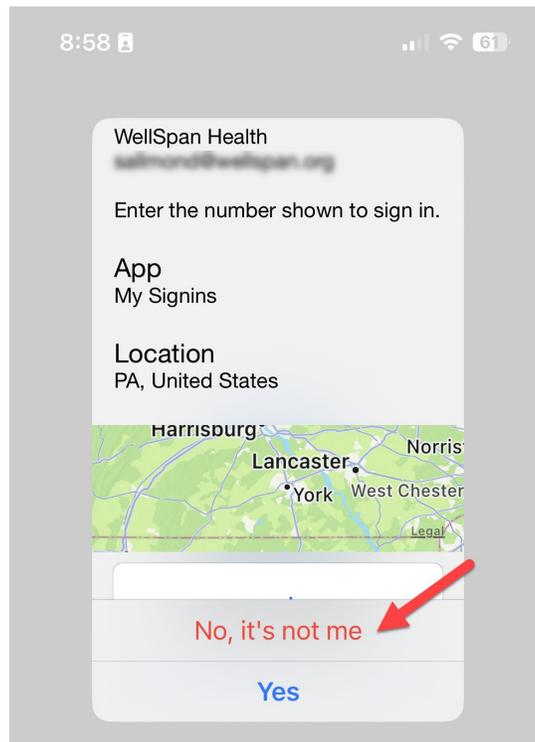


4. Note the One-time password code and enter it into the field onto the computer (1), then click "Verify" (2) to log in.
- There is a timer to the left of the code that resets every 30 seconds.
 - If the code changes while you are entering it, simply enter the new one that is displayed.



If you get a notification that you do not recognize

- If you get a notification for authentication when you are not logging in, working remotely or with details that you do not recognize, click "No, it's not me" and contact the WellSpan Service Desk at 717-851-5555.



Reporting a lost or stolen phone

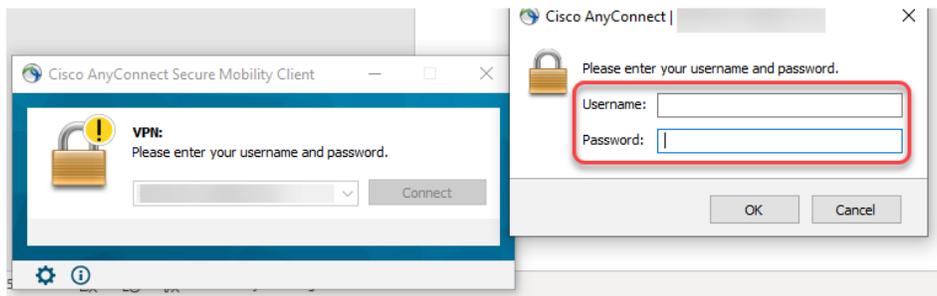
- If your phone has been lost or stolen, call the Service Desk at 717-851-5555 to report it.
- The Service Desk can provide a Temporary Access Pass (TAP) which will allow a one-time login to WellSpan systems.
- Until you enroll a new phone in Microsoft MFA, you will need to call each time you are prompted to log in.

Microsoft MFA and AnyConnect VPN

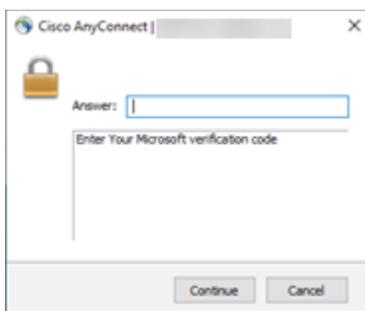
- Users that connect to WellSpan via VPN will use a different method to authenticate when they log into AnyConnect.

NOTE: If you are connecting to other remote systems like Citrix or Office 365 outside of VPN and not using AnyConnect, you will receive the notification on your phone and log in with the method above.

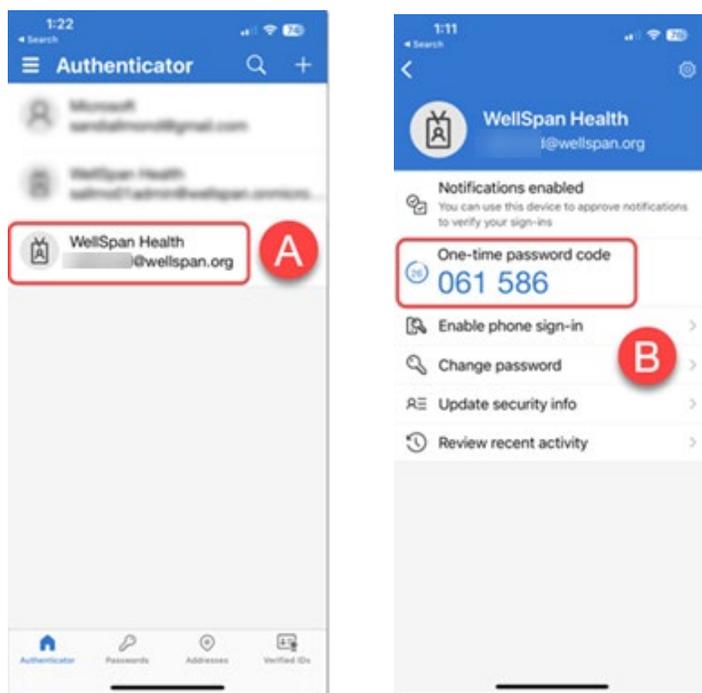
1. Enter your WellSpan username and password into AnyConnect as usual.



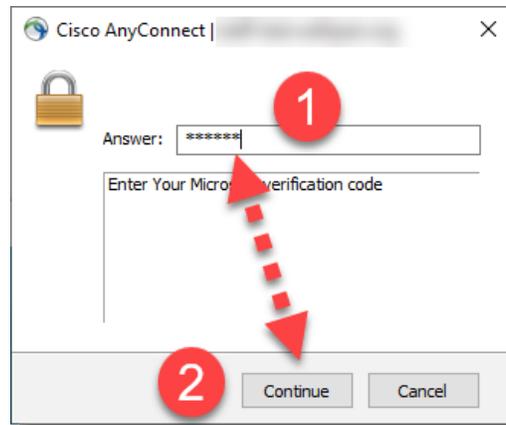
2. A pop up on the computer will prompt you to "Enter your Microsoft verification code".



3. On your phone, open the Authenticator app and if needed, click the WellSpan Health account (A). It may automatically open the account page (B).



4. Note the One-time password code and enter it into the Answer field in the AnyConnect popup (1) and then click "Continue" (2).
 - a. There is a timer to the left of the code that resets every 30 seconds. If the code changes while you are entering it, simply enter the new one that is displayed.
 - b. The computer will automatically finish logging you in.



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