

Microsoft Multifactor Authentication (MFA) Enrollment Guide

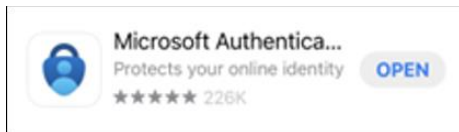
Last updated May 2023



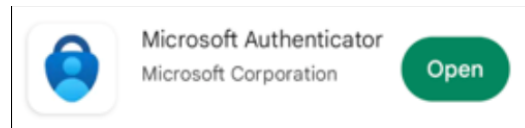
Before You Get Started:

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: DO NOT uninstall the Imprivata ID app from your device.

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

Enroll in Microsoft MFA:

Some of the steps below are performed on a computer while some are performed on a mobile device. Icons are used to help you identify which device is needed for different steps.



Computer - Either a WellSpan device (onsite or remote) or a personal device. DO NOT use the browser on a mobile device.



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



1. Open the Microsoft Account Security Info page for your account by navigating to <https://aka.ms/mysecurityinfo> on a computer.

NOTE: Microsoft Edge is the preferred browser.

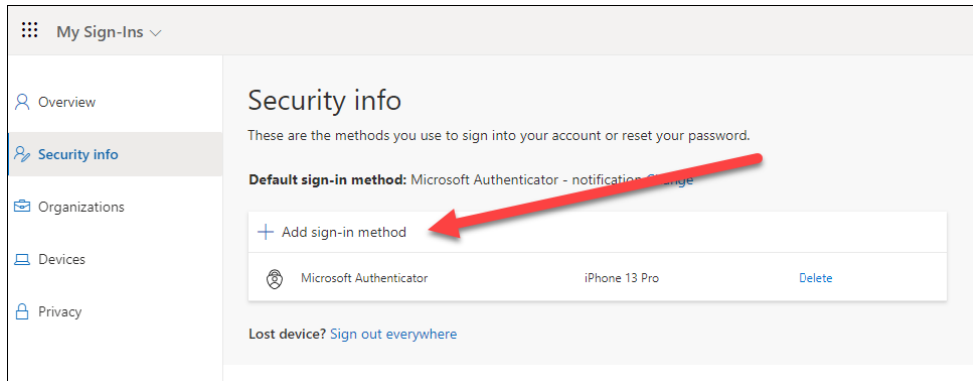
2. Are there any sign-in methods already listed?
 - a. If yes, click "Delete" on each item until there are none left in the list and then follow the steps below.

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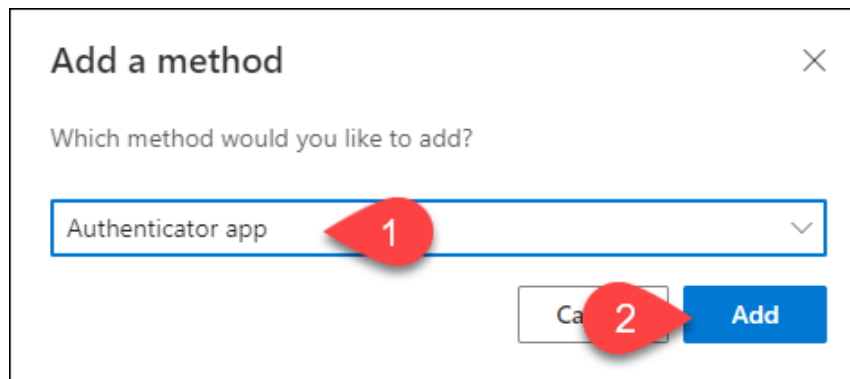
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3. Click "Add sign-in method".



4. 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.

5. In the pop up, click Next.

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

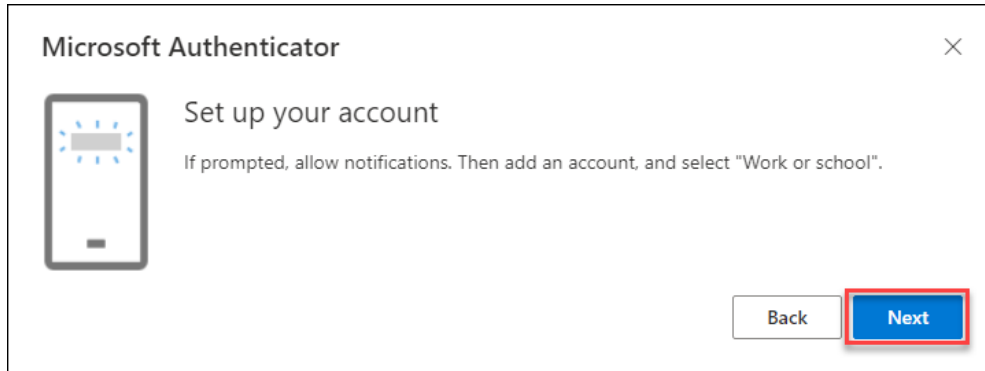


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6. Another pop up will help you set up your account. Click Next. If prompted on your mobile device, you must allow notifications.



7. The next screen will display a QR code that is used to configure the Microsoft Authenticator app.
 - a. Leave your computer on the screen below and pick up your mobile device.



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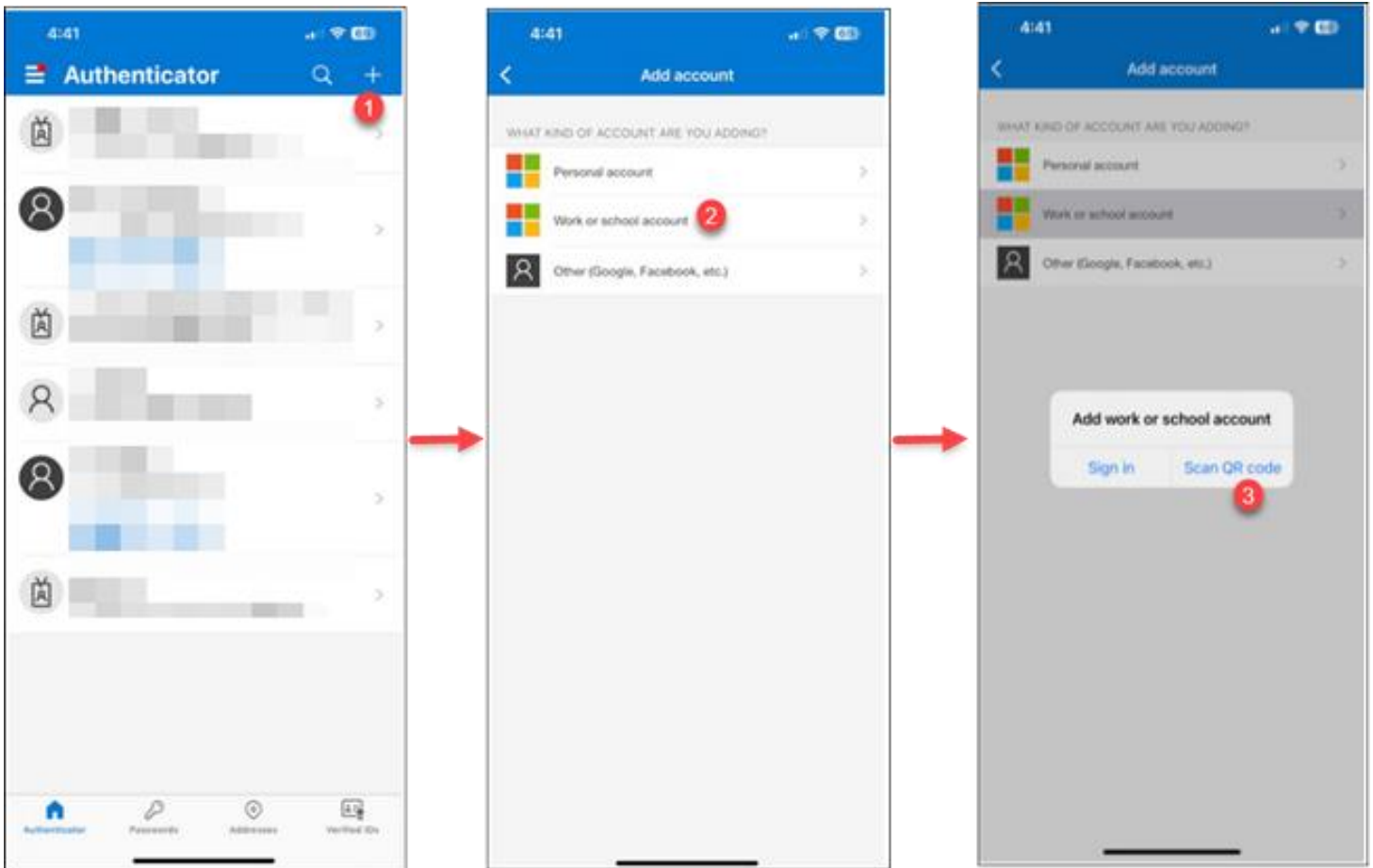
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8. Open the Microsoft Authenticator app on your mobile device and click the “+” (1) in the top right corner.

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.

- a. 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).

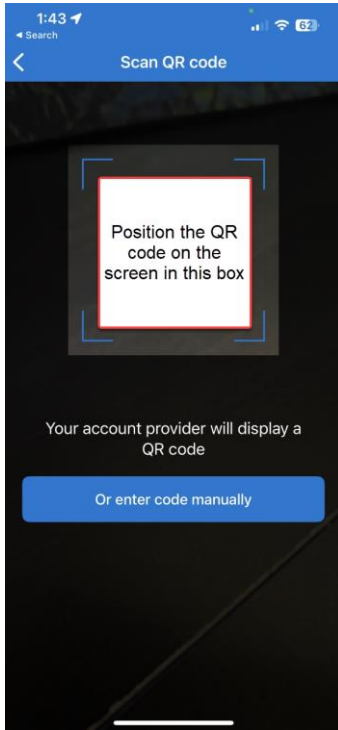


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9. Scan the QR code on your computer screen with your mobile device and then tap Next.

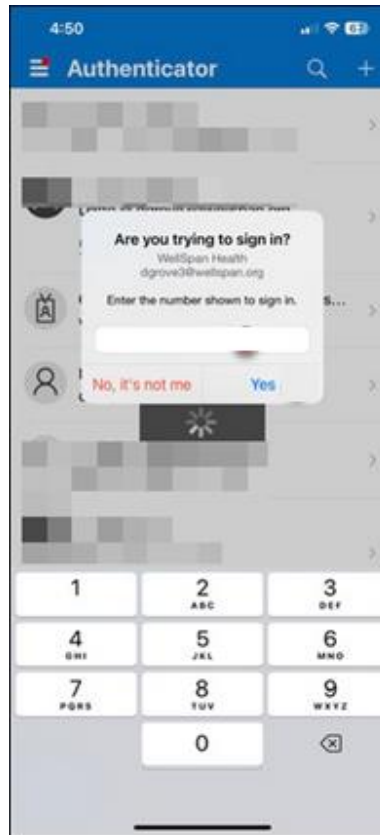


10. This will send a notification to your phone which may take a few moments to arrive.



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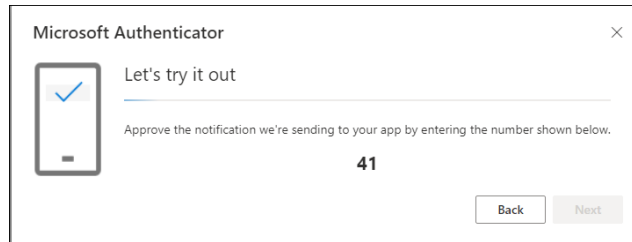


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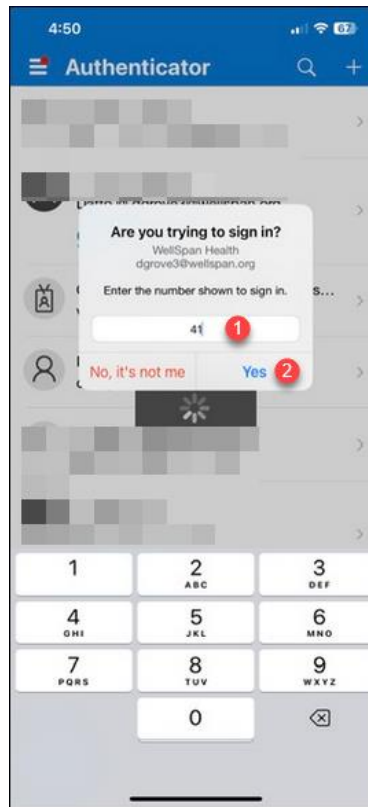
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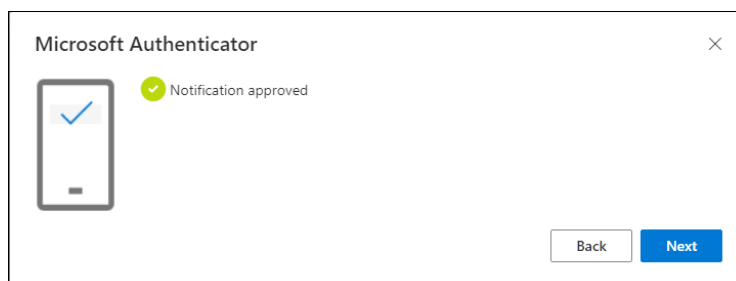
11. In the browser on the computer, a popup will show a number for authentication.



12. 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?".*



13. The popup in your browser will update to show the approval. When you see the screen below, tap Next to finish enrollment.

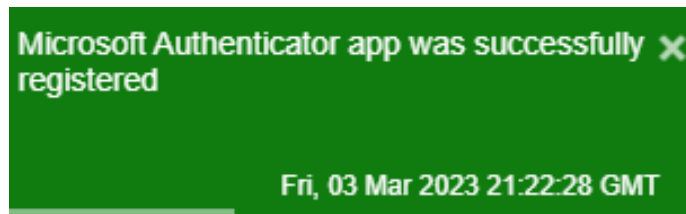
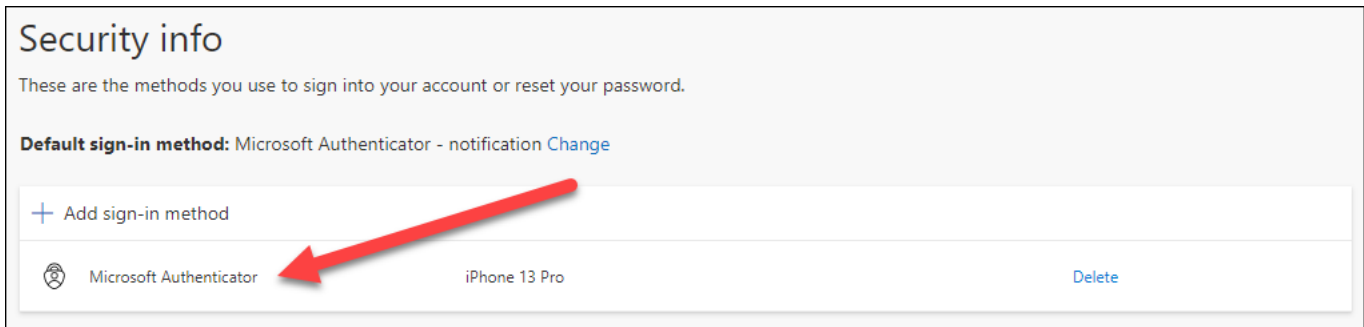


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14. You will be returned to the Security Info page and should now see Microsoft Authenticator listed. You may also notice a green box in the upper-right corner, but it will disappear after a few seconds.



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.

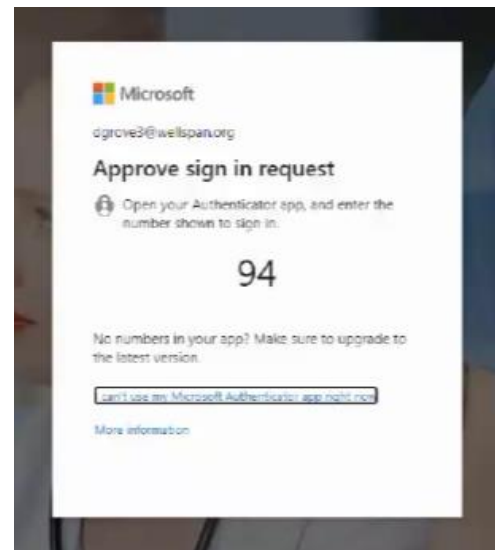
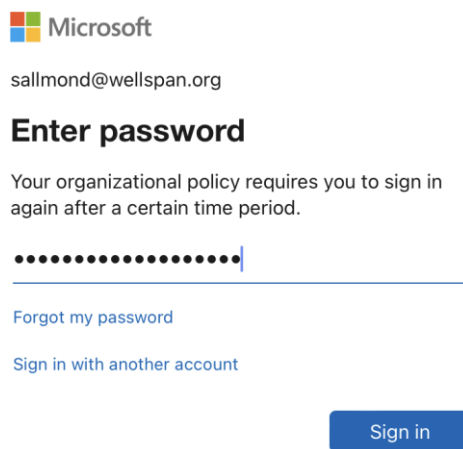
Testing Microsoft MFA enrollment:



1. Open the Microsoft Account Security Info page for your account by navigating to <https://aka.ms/mysecurityinfo>

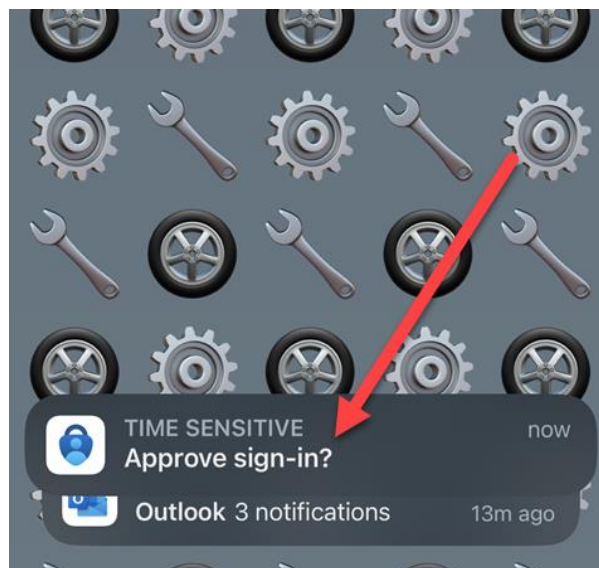
NOTE: Microsoft Edge is the preferred browser.

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.



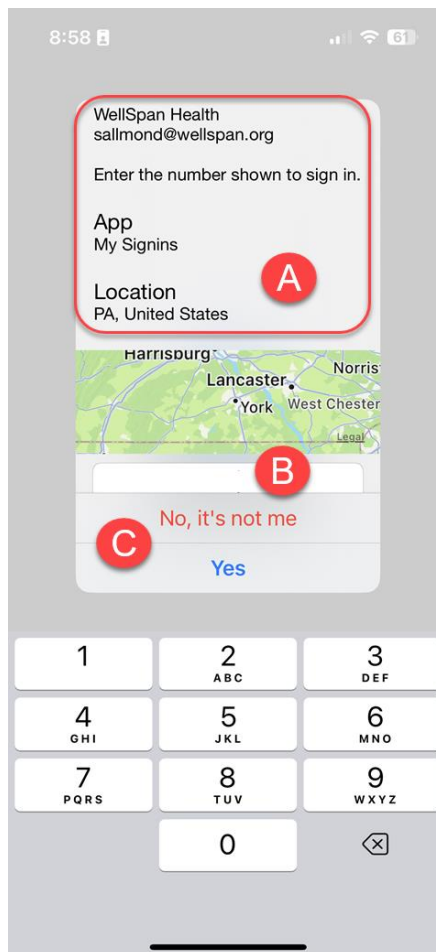
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4. Approving the sign-in consists of entering the 2-digit number from the computer screen into the app.
 - a. Detailed information at the top of the approval screen on the phone shows the account, the app that you are logging into and the location 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.



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-  5. After the correct number is entered and “Yes” is tapped, the computer will automatically continue the login and load the My Sign-Ins / Security info page.

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 | iPhone 13 Pro | Delete |
|---|---------------|------------------------|

Your Microsoft MFA enrollment is working as it should and you are ready for go-live!

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