

# PLEASE read through all instructions before setting up Multi-Factor Authentication

## Sun Health Multi-Factor Authentication Instructions:

The Instructions below will assist in walking you through setting up Multi-Factor Authentication for your Sun Health Office 365 Account.

1. To set up please go to the Office 365 browser page from Google Chrome or Edge, or you can simply click the link below directly.

https://www.office.com/login (If using link please move to Step 2)

If visiting the Microsoft 365 webpage navigate to sign in

Sign in to use your favorite productivity apps from any device

2. From the "Sign on" page, you will be able to sign in with your Sun Health PC log in credentials

PLEASE NOTE: If you have previously logged into Microsoft on this device, your information will be automatically inputted moving you to step 3.

Microsoft		
Sign in		
Email, phone, or Skype		
No account? Create one!		
Can't access your account?		
	Back	Next
Sign-in options		

3. Since Multi-Factor Authentication is enabled, you will receive a "More information Required" message.

Click <u>next</u> to begin Multi-Factor Authentication set up.

Y Sun Health <sup>™</sup>	
@sunhealth.org	
More information required	
Your organization needs more information to keep your account secure	
Use a different account	
Learn more	
Next	

- 4. You will then be prompted to follow the steps to set-up Microsoft Authenticator.
  - a. For Microsoft Authenticator you will need to download the application on your smart phone or follow the download link if setting up from a cell phone directly.
     <u>PLEASE NOTE: Set up is time sensitive and app should be downloaded before pressing next on "Start by getting the app" Screen.</u>
  - b. If you prefer to use SMS/Text messages sent to your phone, select "I want to set up a different method". Microsoft 365 will ask for your mobile number, then send you an SMS message containing a 6-digit code to verify your device. And move to step 6

For Microsoft Authenticator follow next Icons until you reach the QR Code

Keep your account secure Your organization requires you to set up the following methods of proving who you are.	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 on your device, choose "Next". b I want to use a different authenticator app	Microsoft Authenticator Set up your account If prompted, allow notifications. Then add an account, and select "Work or school".  Back Next
Least to set so, a different method	Liwant to set us a different method

- 5. For Microsoft Authenticator App ONLY: Once you see the QR code you will need to open the Microsoft Authenticator app and follow the steps to add a new account by using your smart phone to scan the QR code on your PC Screen
  - a. PLEASE NOTE: Use your personal QR code and <u>Do Not</u> share with others to set up your account

ticator ator app to scan the QR code. This will connect the Microsoft Authenticat choose "Next".
choose "Next".
Back

b. Once you have set up the Microsoft Authentication App you will receive push notification from your device when needed



For Microsoft Authenticator Go to Step 7



6. For SMS Authentication select Text and input code that will be sent to your phone Click verify

- 7. Once App notification has been accepted or text code has been submitted you will see confirmation on your screen.
  - a. Please look for Sun Health logo in the top left corner to verify authentic request

	Keep your account secure Your organization requires you to set up the following methods of proving who you are.
	Microsoft Authenticator
	Verification sported
	Back Not
	Loant is set up a different method
Sun Health	Keep your account secure New organization requires you take up the following webboard proving web you are.
	Success! Grant pill two have successfully set up your adverty into. Choose "Done" to centime asymp in: Performing on invertiged.
	Microsoft Authenticator

8. That's it! You are now good to use all your Microsoft products **on this device** uninterrupted for **90 days** or until you change your PC login password.

# Frequently Asked Questions:

#### What is Multi-Factor Authentication (MFA):

This is the process of verifying a logon to an account or service by requiring a one-time code provided via text message or secondary authentication application.

#### How does MFA help security:

The authentication code provides YOU the opportunity to say "Yes! This is me logging on to my account!", or "NO! I am currently NOT trying to logon. Deny this request!".

#### What systems will this affect:

Currently MFA will only apply to Microsoft Office 365 accounts. Namely Teams, Outlook, OneDrive, etc.

#### Will I have to use MFA every time I logon to my computer:

No! You will only need to use MFA one time on each device every 90 days or if you change your PC Log in Password. IT may enable more frequent authentication requirements down the road. Should more frequent MFA requirements be deemed necessary, we will notify you well in advance.

## What if I forget my mobile device at home?

If you forget your mobile device at home, you can use your backup authentication method. If that doesn't solve the problem, please contact the Service Desk at (623) 975-8007.

## How do I change or update my authentication method?

You can make changes to your authentication settings by visiting <u>Microsoft's Security</u> <u>Verification page</u> or from the Microsoft Authenticator App.

## Who should I contact if I run into issues:

If MFA is not working as expected, please contact the Service Desk at 623-975-8007 or email ITServiceDesk@SunHealth.org.