

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

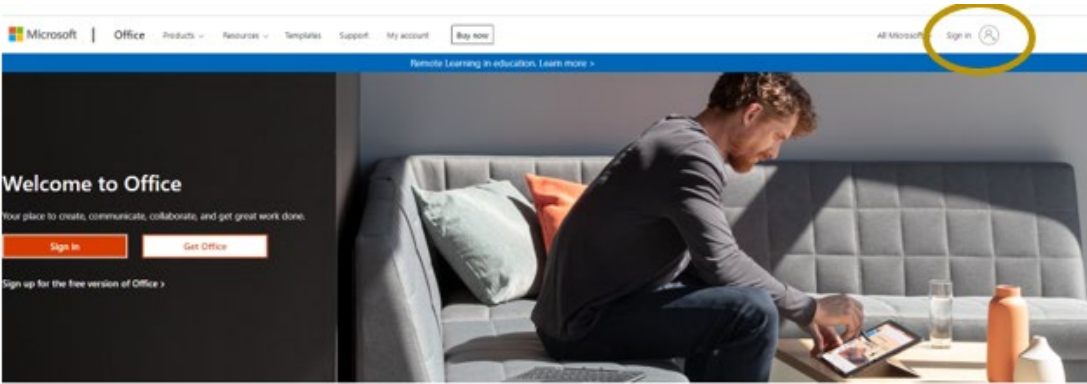
Sun Health Multi-Factor Authentication Instructions:

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)

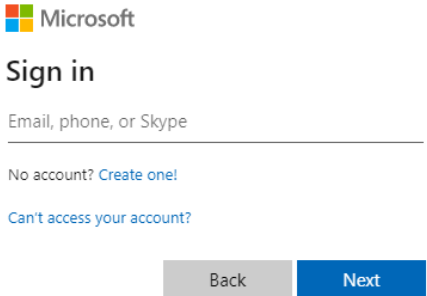
If visiting the Microsoft 365 webpage navigate to sign in



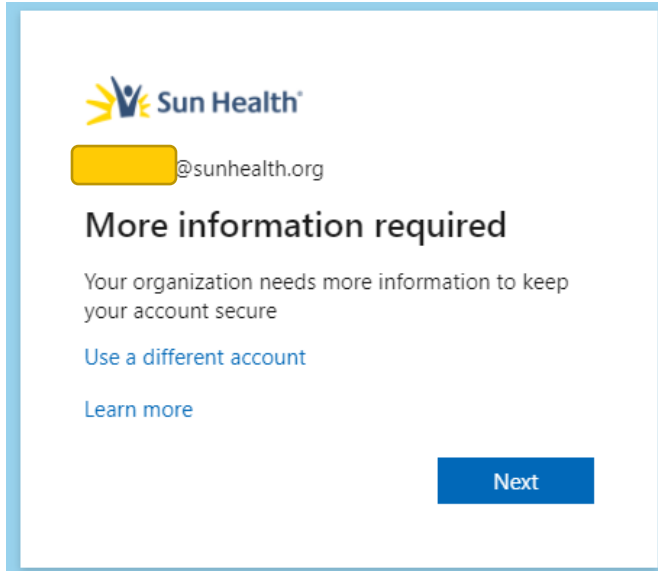
Sign in to use your favorite productivity apps from any device

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.

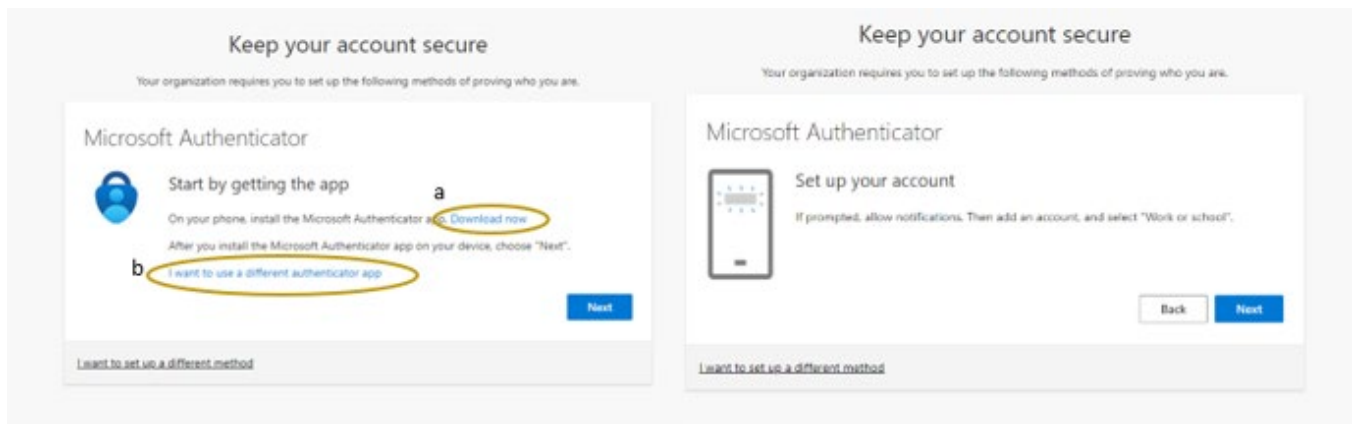


3. Since Multi-Factor Authentication is enabled, you will receive a “More information Required” message.
Click next to begin Multi-Factor Authentication set up.

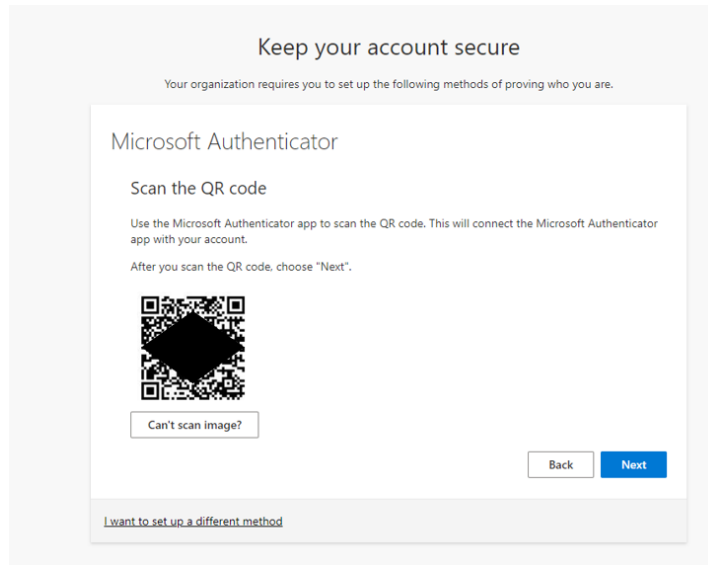


4. You will then be prompted to follow the steps to set-up Microsoft Authenticator.
 - a. For Microsoft Authenticator you will need to download the application on your smart phone or follow the download link if setting up from a cell phone directly.
PLEASE NOTE: Set up is time sensitive and app should be downloaded before pressing next on “Start by getting the app” Screen.
 - 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

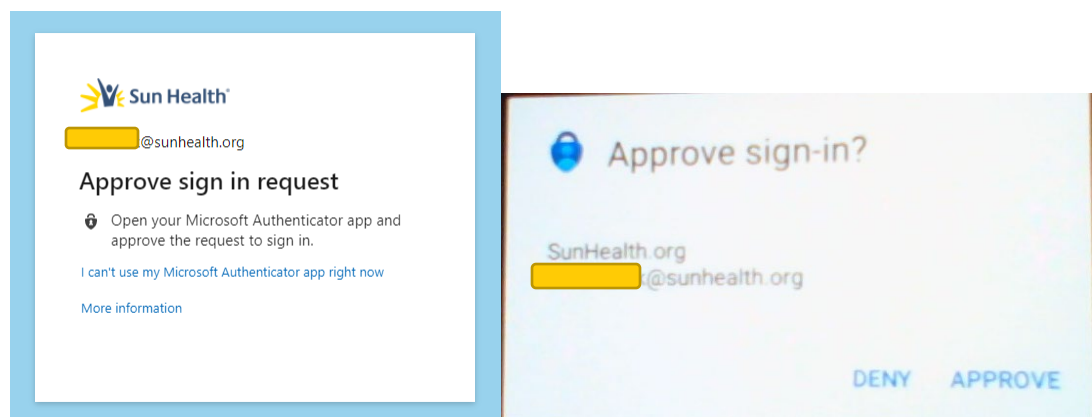
For Microsoft Authenticator follow next Icons until you reach the QR Code



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 Do Not share with others to set up your account

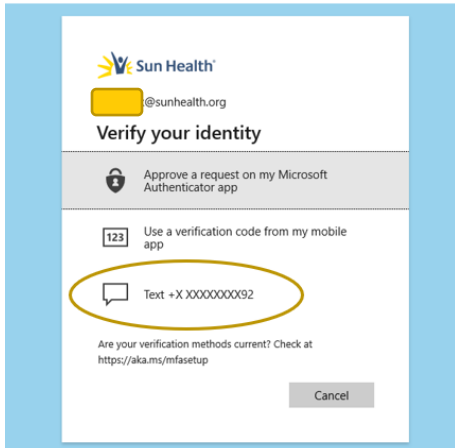


- b. Once you have set up the Microsoft Authentication App you will receive push notification from your device when needed

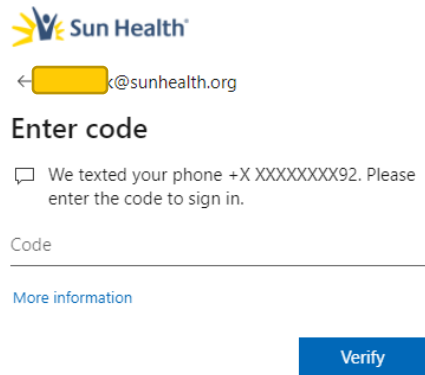


For Microsoft Authenticator Go to Step 7

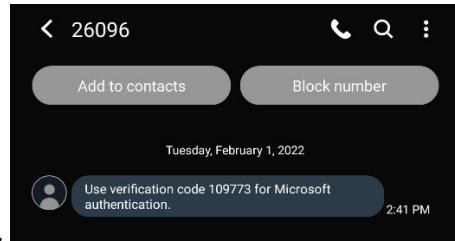
6. For SMS Authentication select Text and input code that will be sent to your phone Click verify



a.



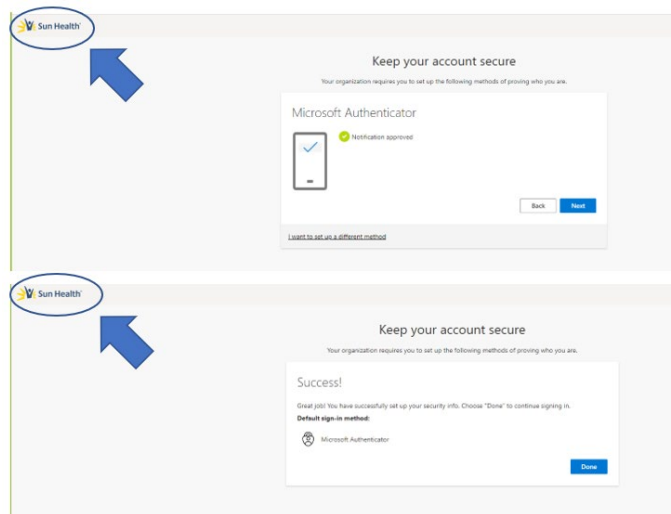
b.



c.

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



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 [Microsoft's Security Verification page](#) 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.