

# Setting up Multi-Factor Authentication using Microsoft Authenticator

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Click the Apple icon below for iOS instructions.



Click the Android icon below for Android instructions.



## Multifactor Authentication -Microsoft Authenticator -iPhone

### Update to Multifactor Authentication (MFA) Using Microsoft Authenticator App

Compromised passwords are one of the most common ways that bad actors can gain access to your organizations sensitive data, financials, and you're your colleagues' personal identity. Using multifactor authentication is one of the easiest ways to make it a lot harder for them.

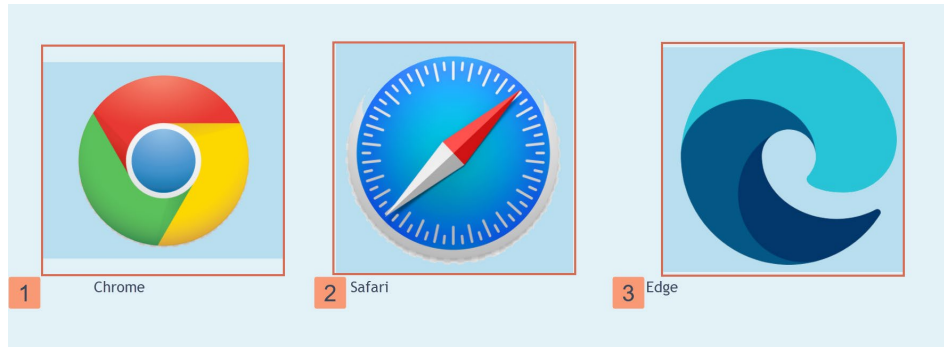
So, what is multifactor authentication? A factor in authentication is a way of confirming your identity when you try to sign into an account on a new device. Multifactor authentication (MFA) encompasses authentication methods that require users to present two or more factors to the authentication mechanism making your account more secure.

This document will provide you with instructions on how to setup the authentication mechanisms using Microsoft's Authenticator app.

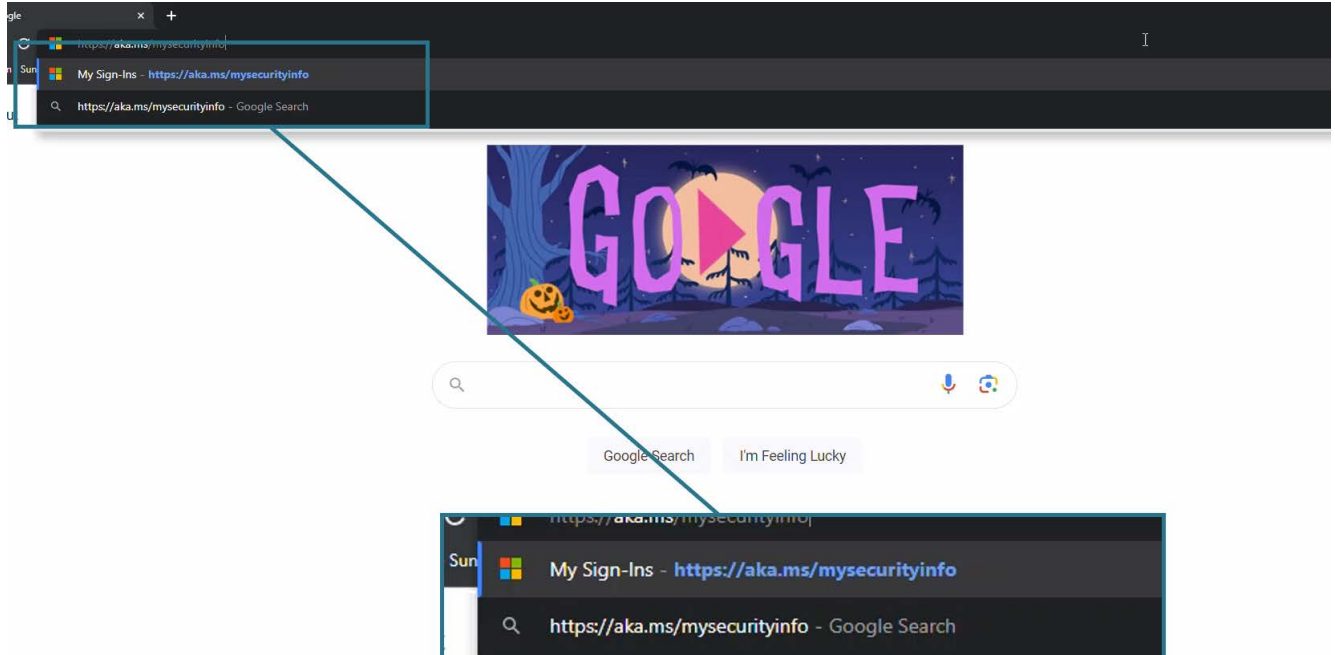
***\*\* Important: If you do not currently have the Microsoft Authenticator app installed, please click [here](#) for instructions to download.***

## Multifactor Authentication -Microsoft Authenticator -iPhone

1. From a computer open a web browser like Chrome, Safari, or Edge.

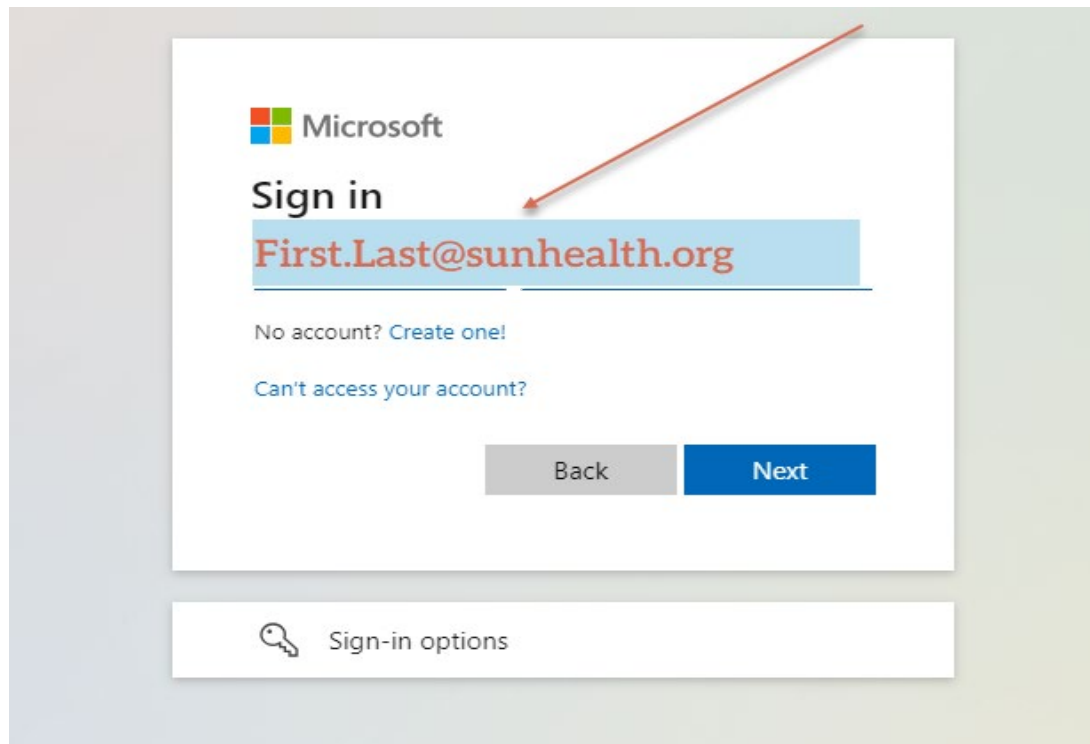


2. In the address bar input the following URL:  
<https://aka.ms/mysecurityinfo>.



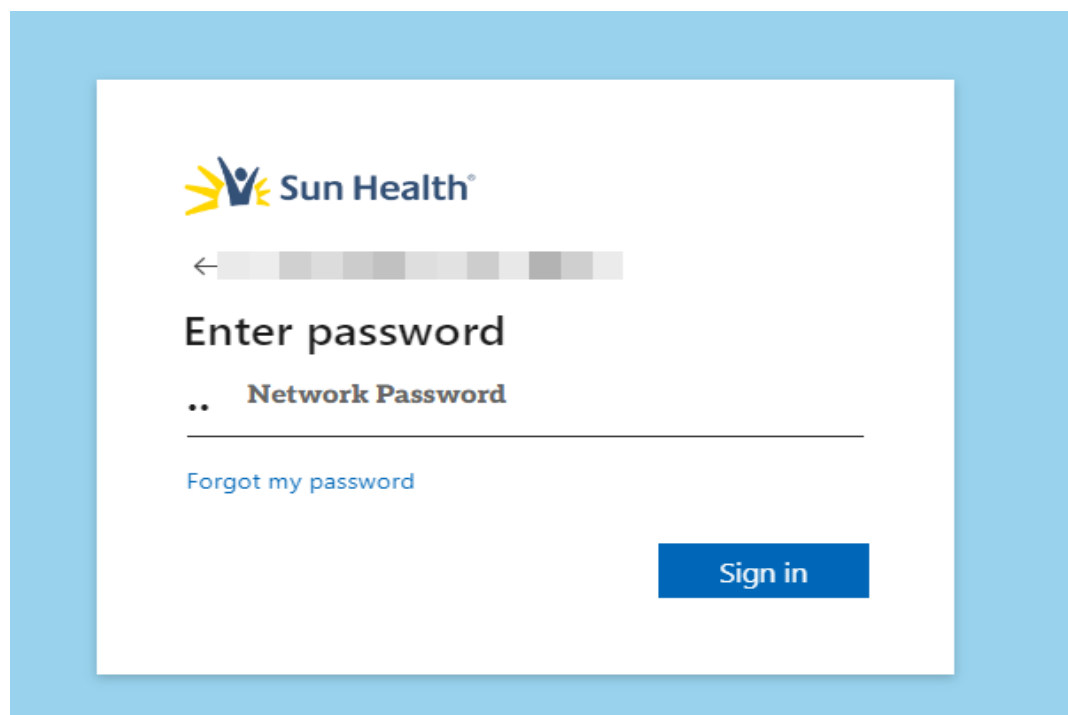
## Multifactor Authentication -Microsoft Authenticator -iPhone

4. On the Sign in screen input your *email address* and select **Next**.



The image shows a Microsoft sign-in screen. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "First.Last@sunhealth.org". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the sign-in area are two buttons: "Back" (grey) and "Next" (blue). Below the sign-in area is a "Sign-in options" section with a key icon.

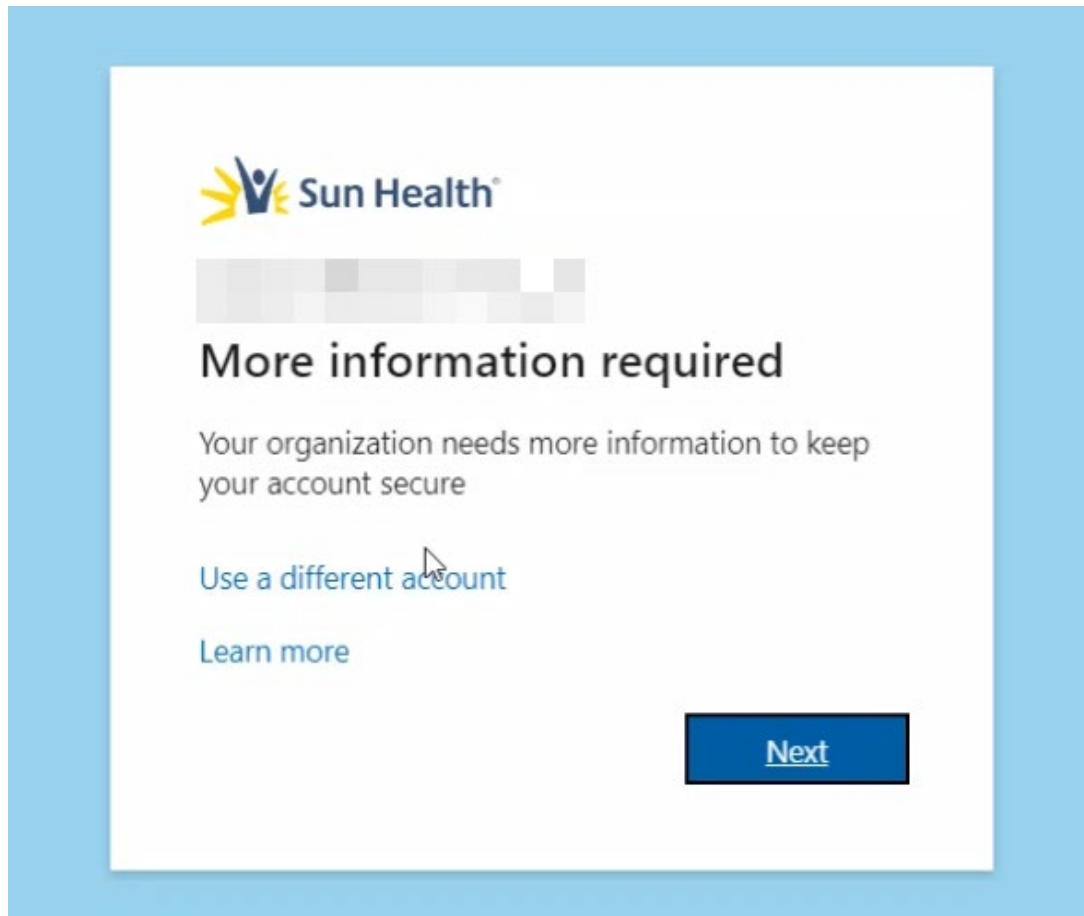
5. When prompted enter your **network Password**.



The image shows a Sun Health password entry screen. At the top left is the Sun Health logo. Below it is a back arrow and a password input field. The text "Enter password" is displayed. Below the input field is the label "Network Password". At the bottom left is a link "Forgot my password". At the bottom right is a blue "Sign in" button.

**Multifactor Authentication -Microsoft Authenticator -iPhone**

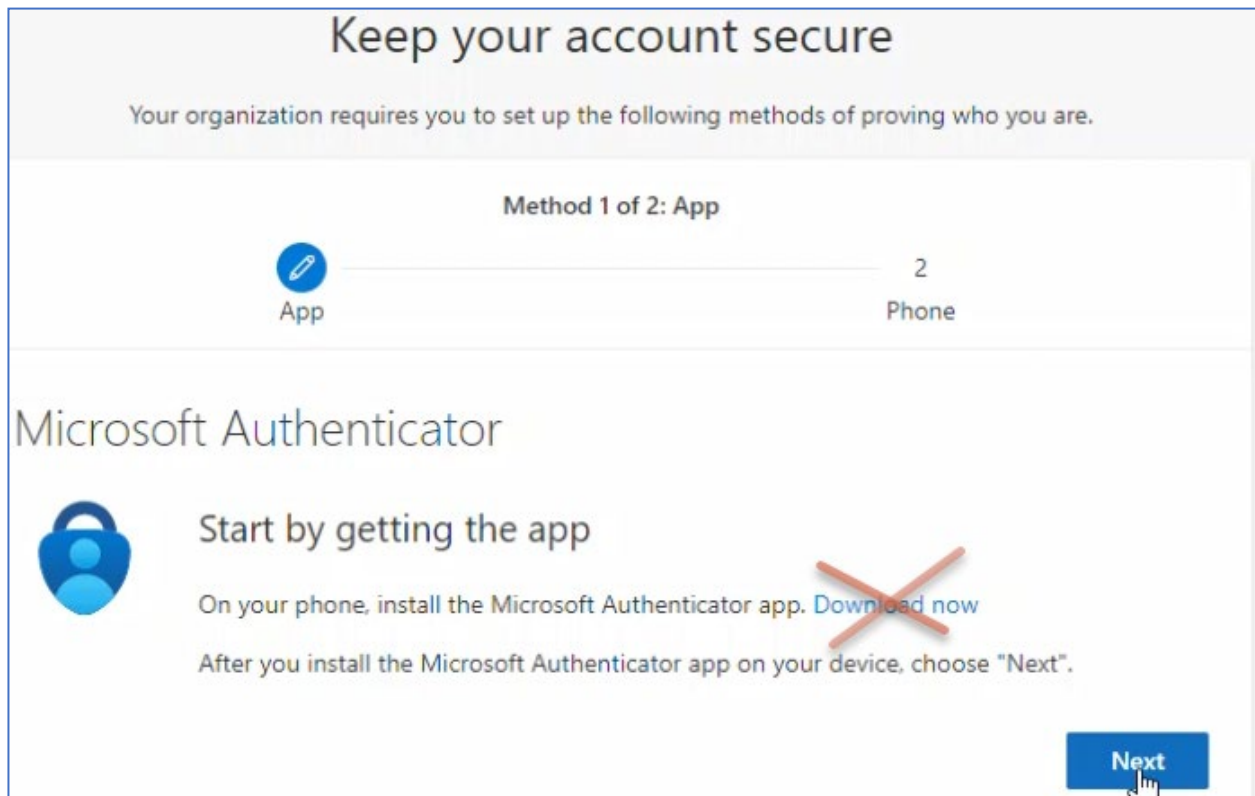
6. You will receive a prompt like the one shown below, requesting more information. When received select Next.



## Multifactor Authentication -Microsoft Authenticator -iPhone

7. When you see the *Keep your account secure...* Start by getting the Microsoft Authenticator app page select the **Next** button.

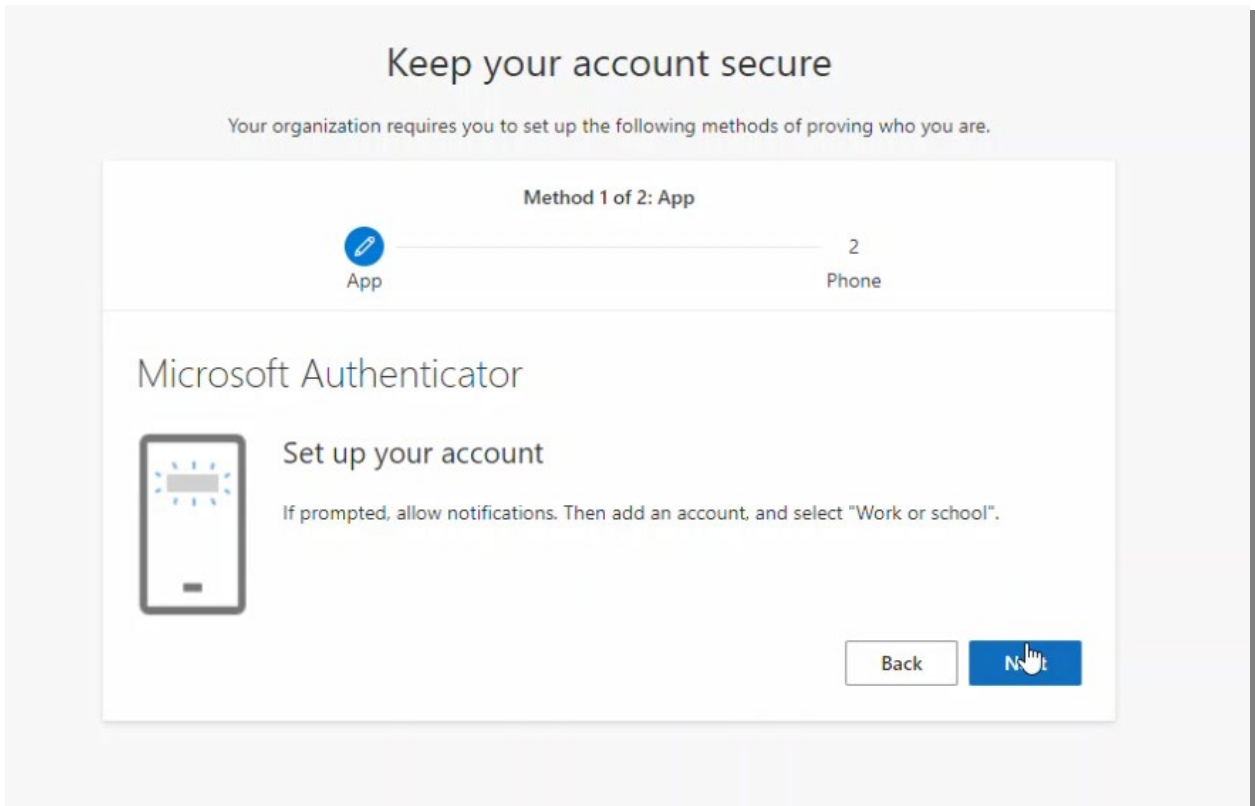
Do not click on the download now hyperlink shown below.



*\*\*If you receive any errors at this stage in the setup, please click [here](#).\*\**

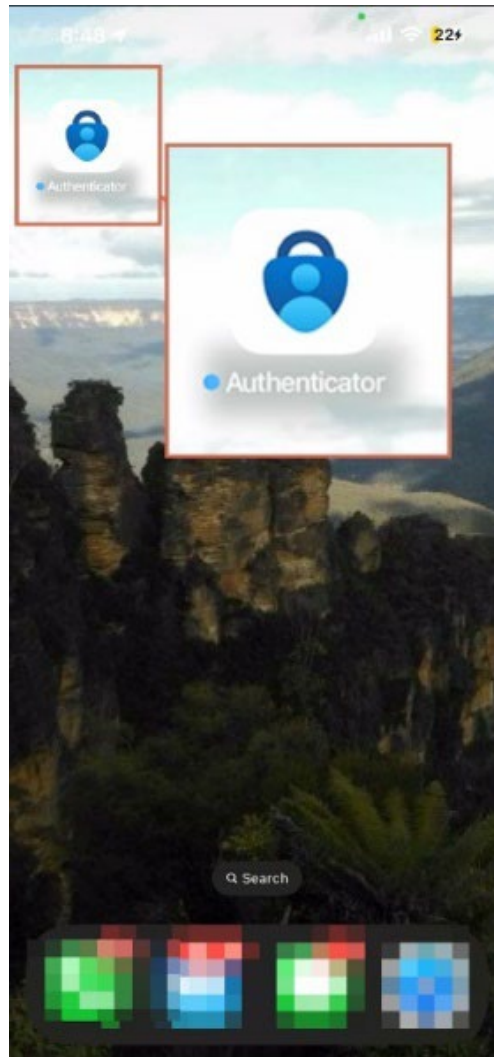
## Multifactor Authentication -Microsoft Authenticator -iPhone

8. Select **Next** at the *Setup your account* screen on your browser.



## Multifactor Authentication -Microsoft Authenticator -iPhone

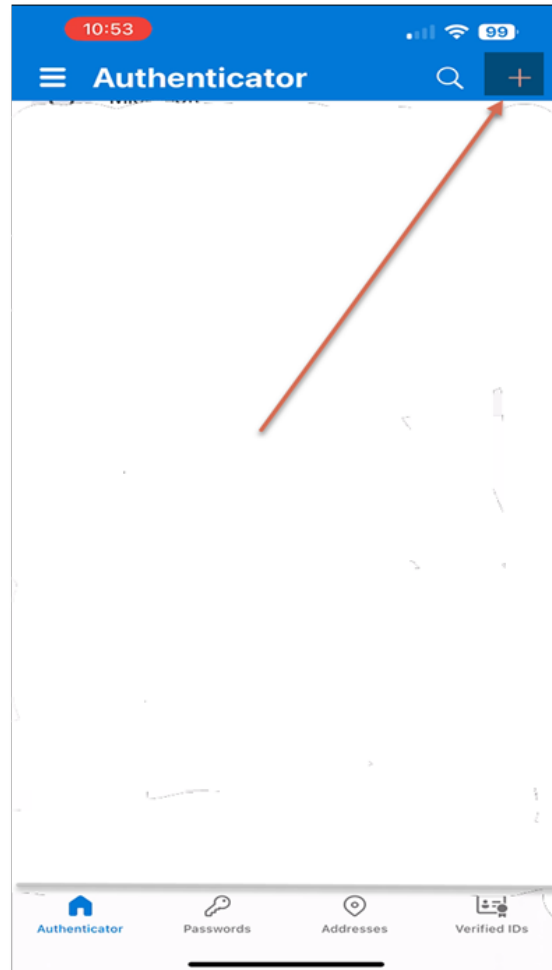
9. Next open the Microsoft Authenticator app on your iOS device.





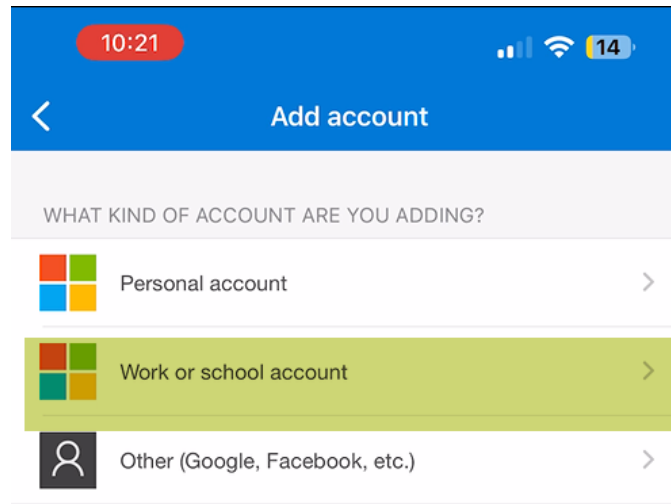
## Multifactor Authentication -Microsoft Authenticator -iPhone

10. Select the + sign in the upper right corner of the app.

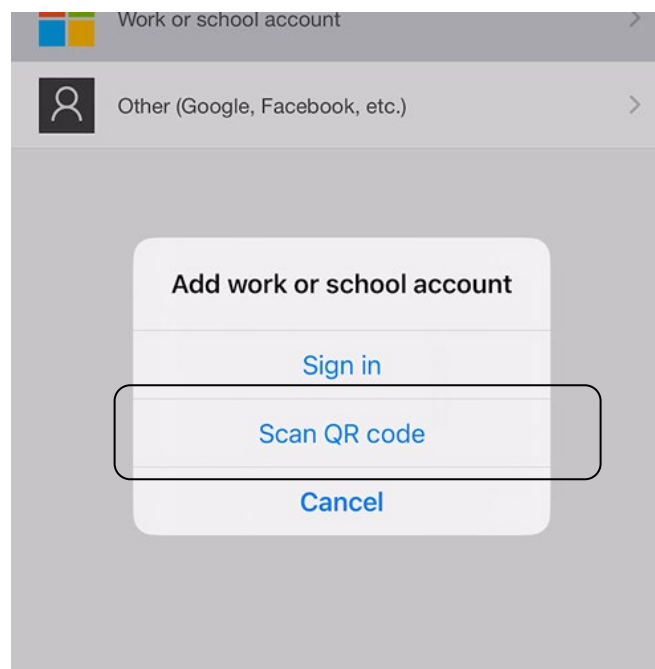


## Multifactor Authentication -Microsoft Authenticator -iPhone

### 11. Select **Work or School Account**.



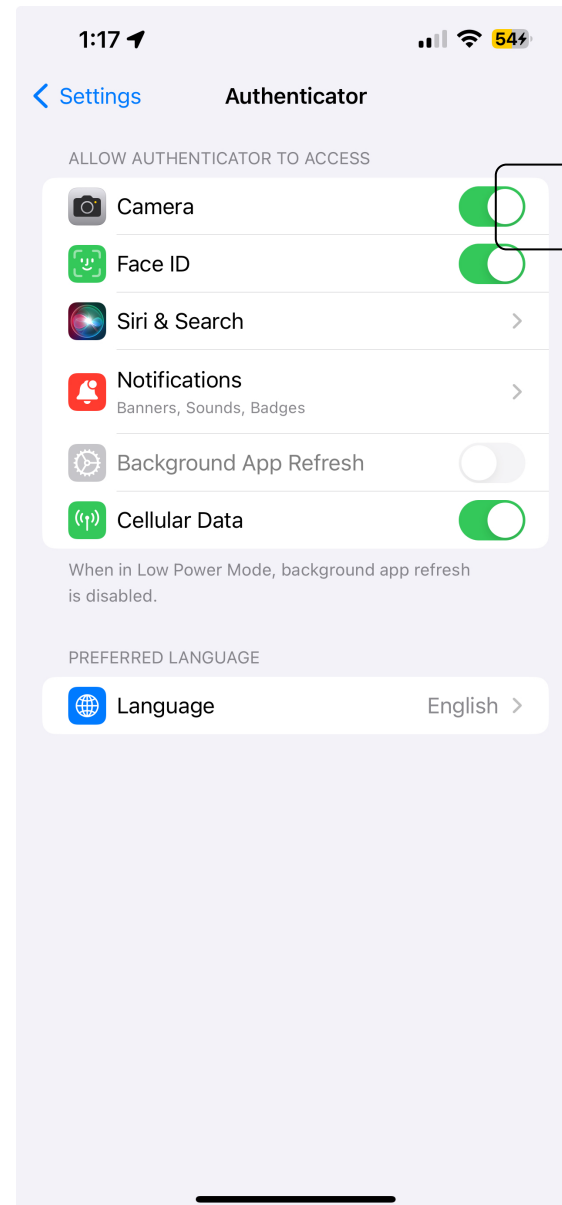
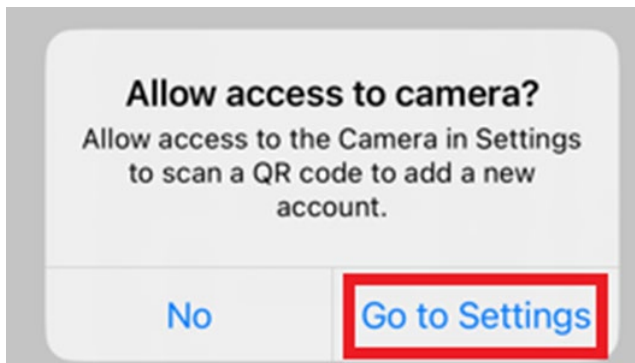
### 12. Select **Scan a QR Code**



## Multifactor Authentication -Microsoft Authenticator -iPhone

13. You may receive a prompt to allow access to your iOS camera.

a. If received select, **Go to Settings** and toggle on camera access.



## Multifactor Authentication -Microsoft Authenticator -iPhone

14. A Scan the QR Code page will load with a QR Code.

### Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: App


App 2  
Phone

## Microsoft Authenticator

### Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

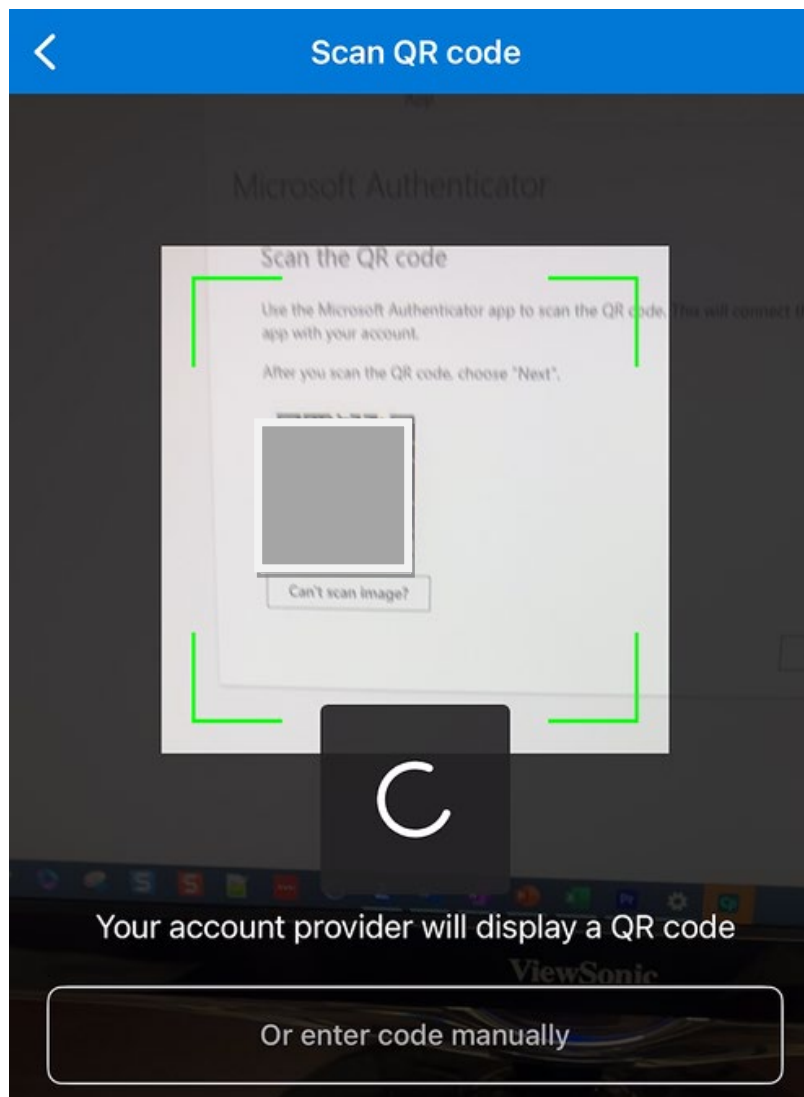


[Can't scan image?](#)

[Back](#) [Next](#)

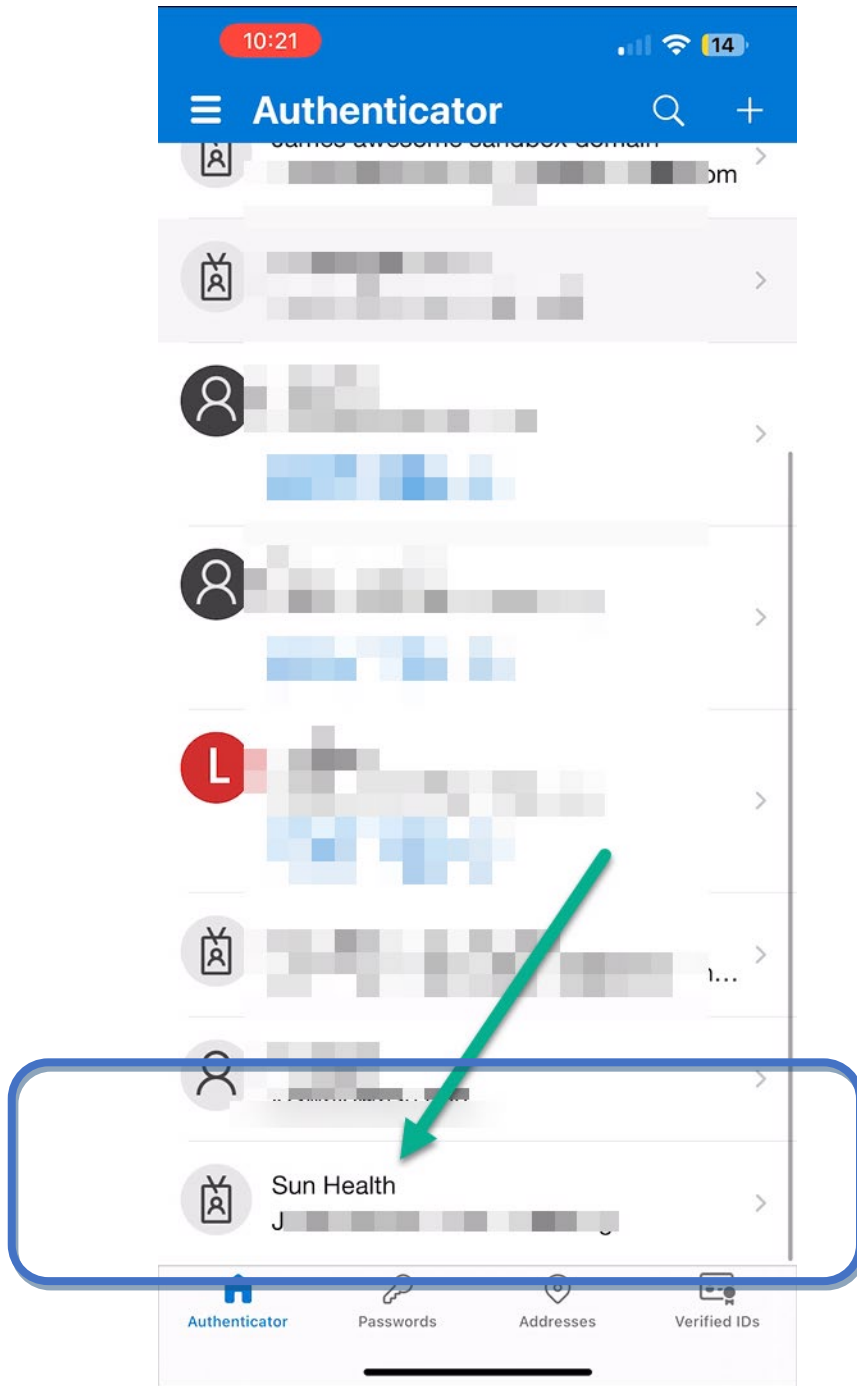
## Multifactor Authentication -Microsoft Authenticator -iPhone

15. Point your iPhone or iPad's camera at and align with the QR code in the web browser window.



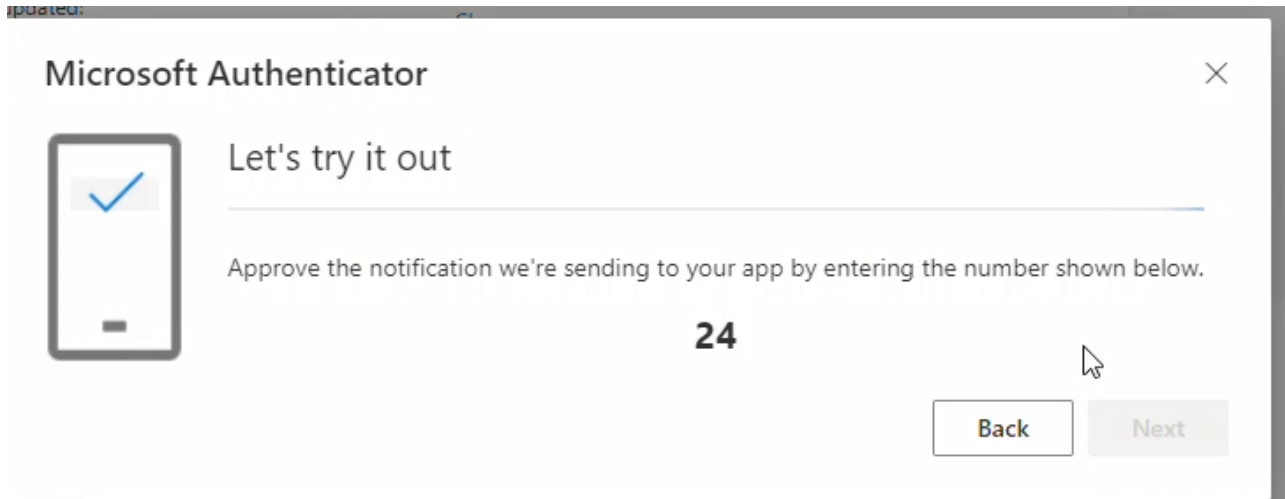
### Multifactor Authentication -Microsoft Authenticator -iPhone

14. Your Sun Health account will now show in the app.

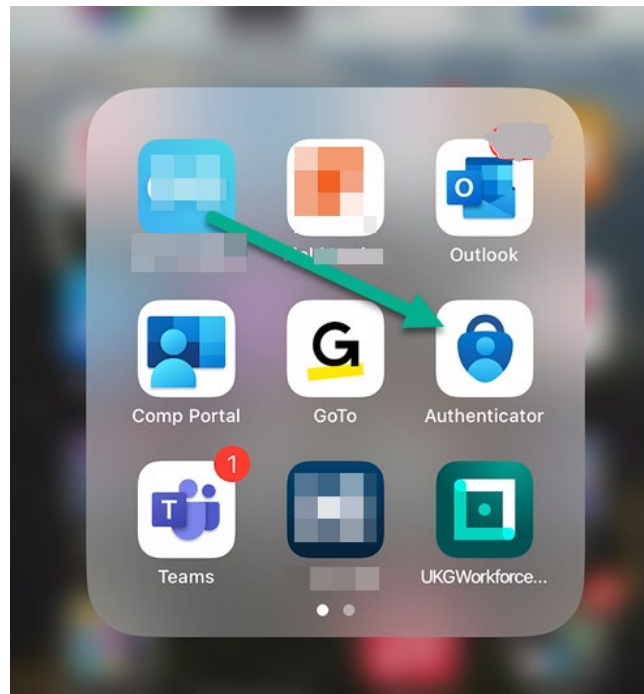


## Multifactor Authentication -Microsoft Authenticator -iPhone

15. Now return to the brow= and you will see a prompt  
*Let's try it out.*

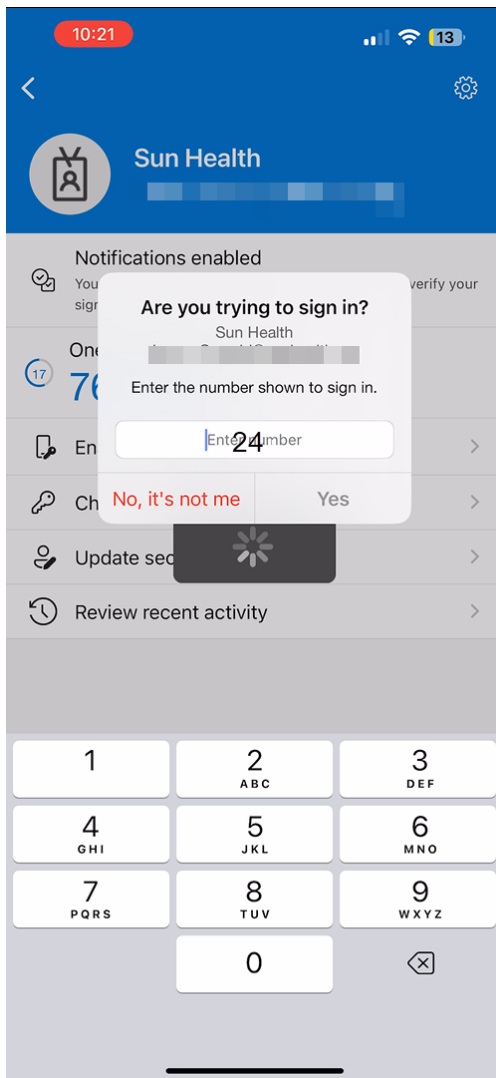


16. Make note of the number in that prompt and go back to the Authenticator app on your iPhone or iPad.

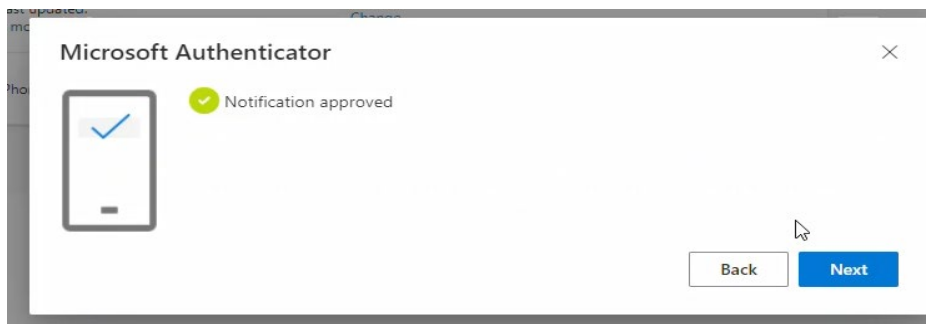


## Multifactor Authentication -Microsoft Authenticator -iPhone

17. Open the app, and you will receive a prompt asking if you trying to sign in? Input the number from the browser window in step 16 and select **Yes**.



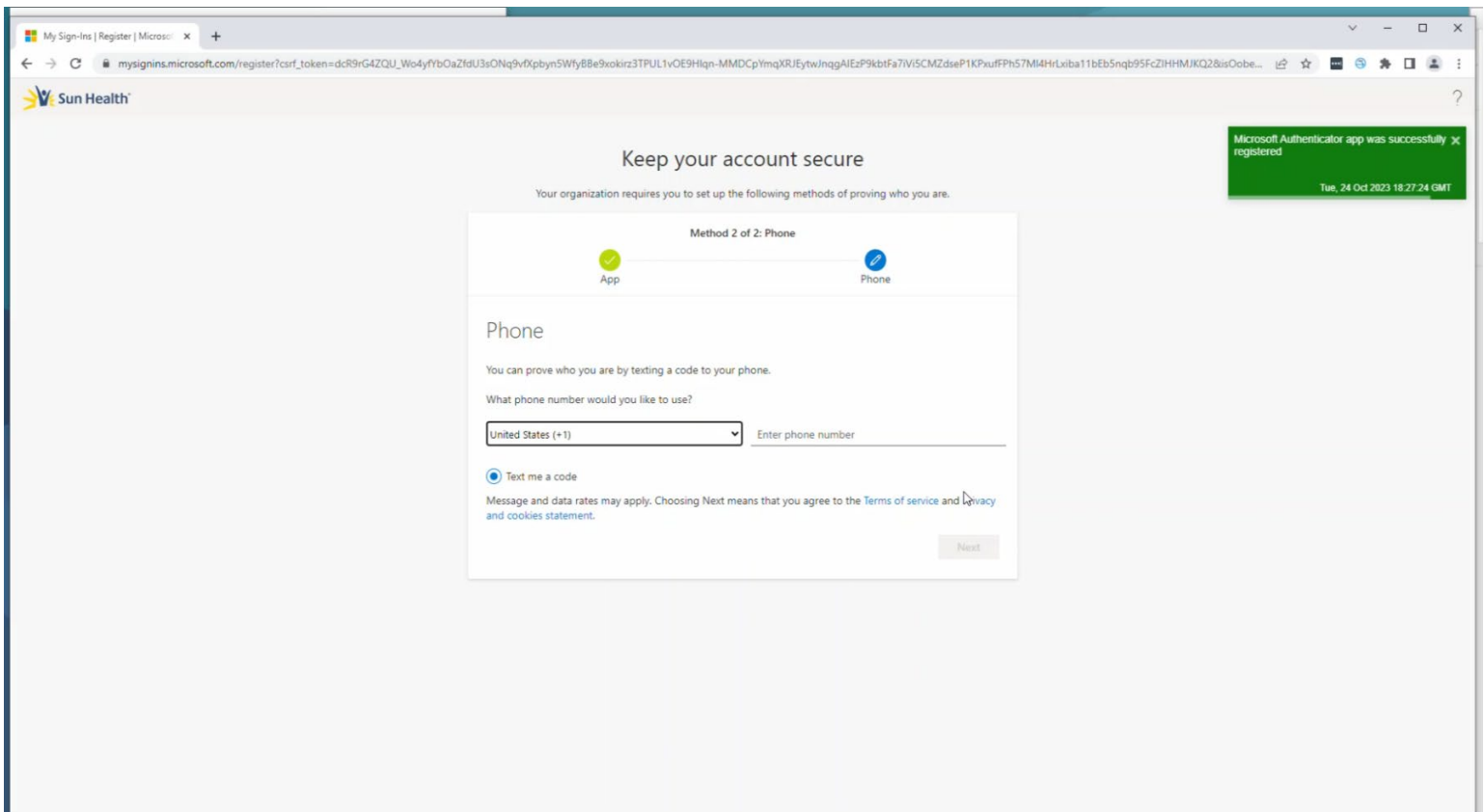
18. In the browser window you will see a notification approved status. Select **Next**.





## Multifactor Authentication -Microsoft Authenticator -iPhone

19. Next the page to setup the second authentication method will load.



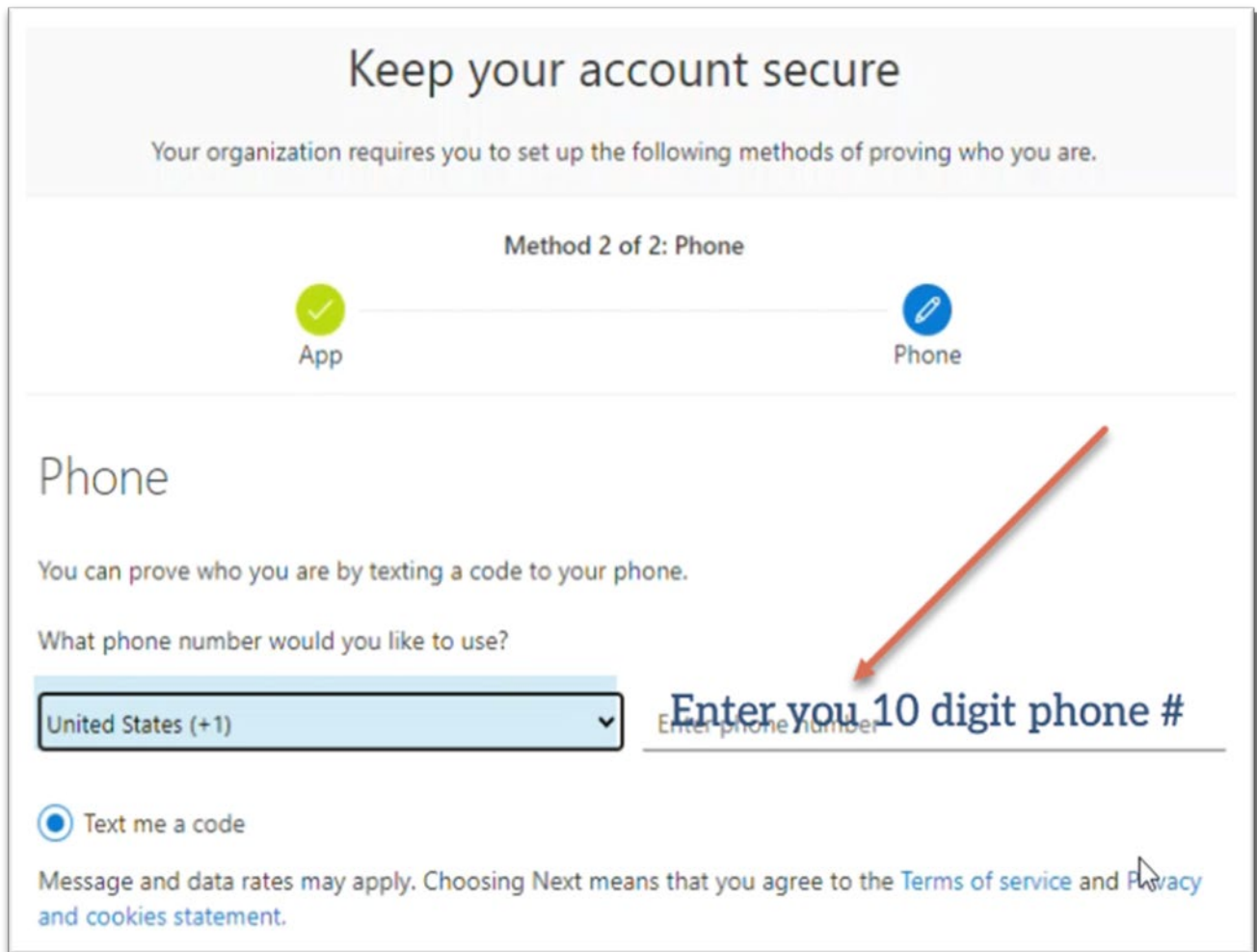
a. You will also see a green confirmation popup in the right-hand corner that the app was successfully registered.



## Multifactor Authentication -Microsoft Authenticator -iPhone

20. The second verification method is via phone/text message:

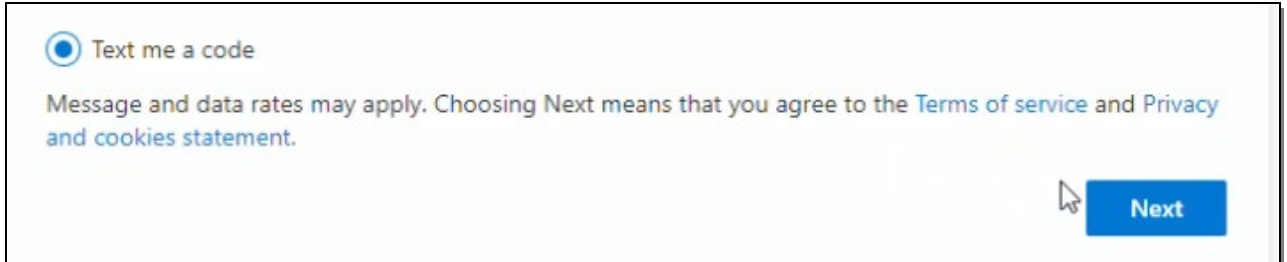
- a. Ensure the correct country code shows in the first drop down box.
- b. Once you have verified or corrected the country code enter your **10-digit phone number** in the *Enter phone number* field.



The screenshot shows a mobile application interface for setting up a second verification method. At the top, it says "Keep your account secure" and "Your organization requires you to set up the following methods of proving who you are." Below this, it indicates "Method 2 of 2: Phone". There are two options: "App" (marked with a green checkmark) and "Phone" (marked with a blue pencil icon). The "Phone" option is selected. The screen then asks "What phone number would you like to use?". There is a dropdown menu for the country code, currently set to "United States (+1)". To the right of the dropdown is a text input field with the placeholder "Enter phone number" and a red arrow pointing to it with the text "Enter you 10 digit phone #". Below the input field, there is a radio button for "Text me a code". At the bottom, there is a disclaimer: "Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement."

## Multifactor Authentication -Microsoft Authenticator -iPhone

21. The text me a code option will be automatically selected. Click **Next**.

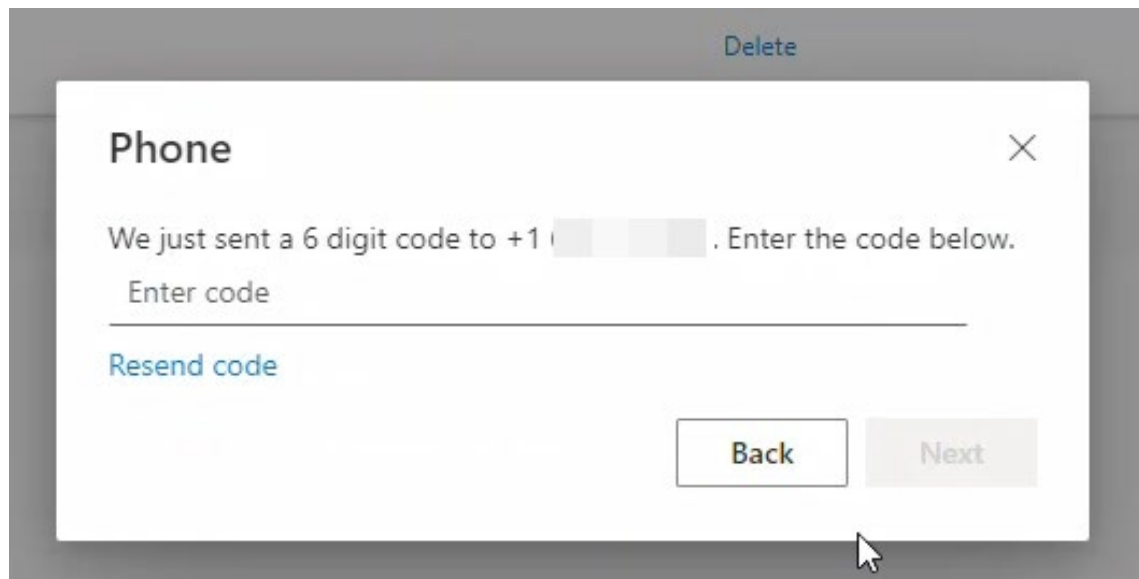


Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

22. In the browser window you will receive a notice that 6-digit verification code was sent to the mobile number you input.



Delete

Phone

We just sent a 6 digit code to +1 ( ) . Enter the code below.

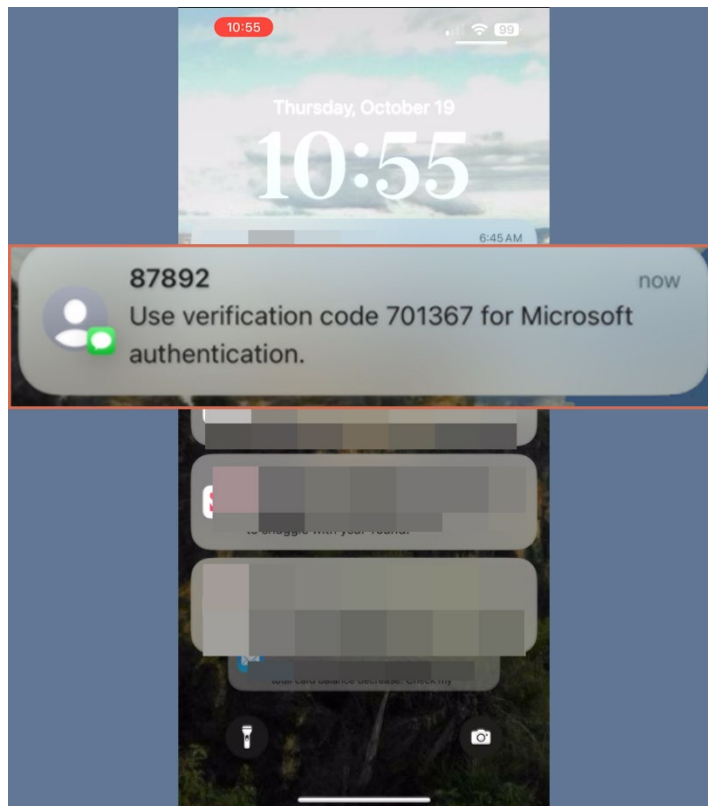
Enter code

[Resend code](#)

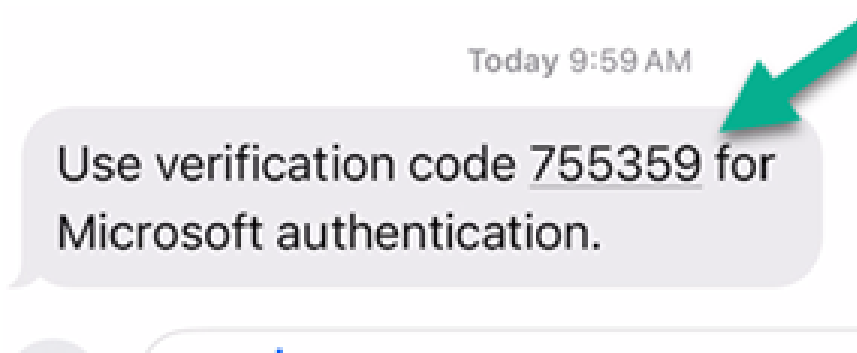
Back Next

**Multifactor Authentication -Microsoft Authenticator -iPhone**

23. You will receive a SMS message on your iOS device.

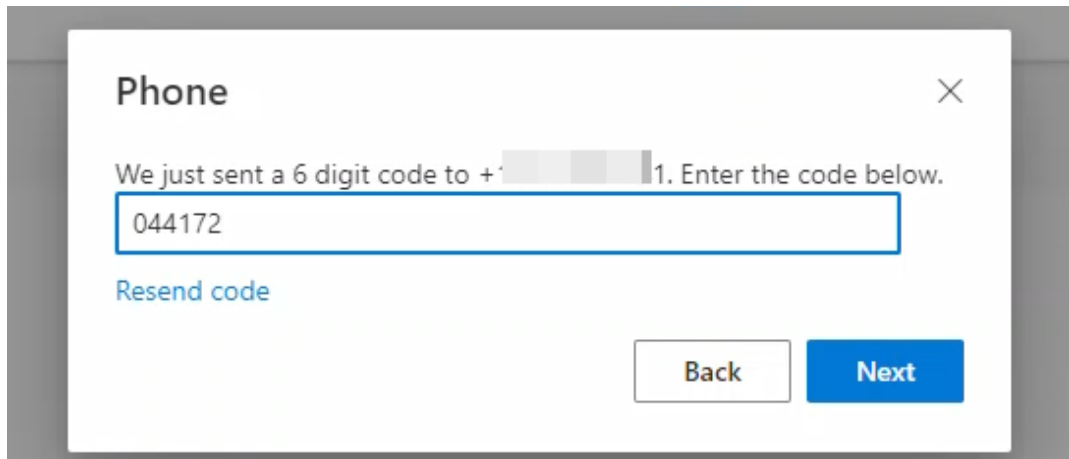


24. Take note of the code received in the SMS text.



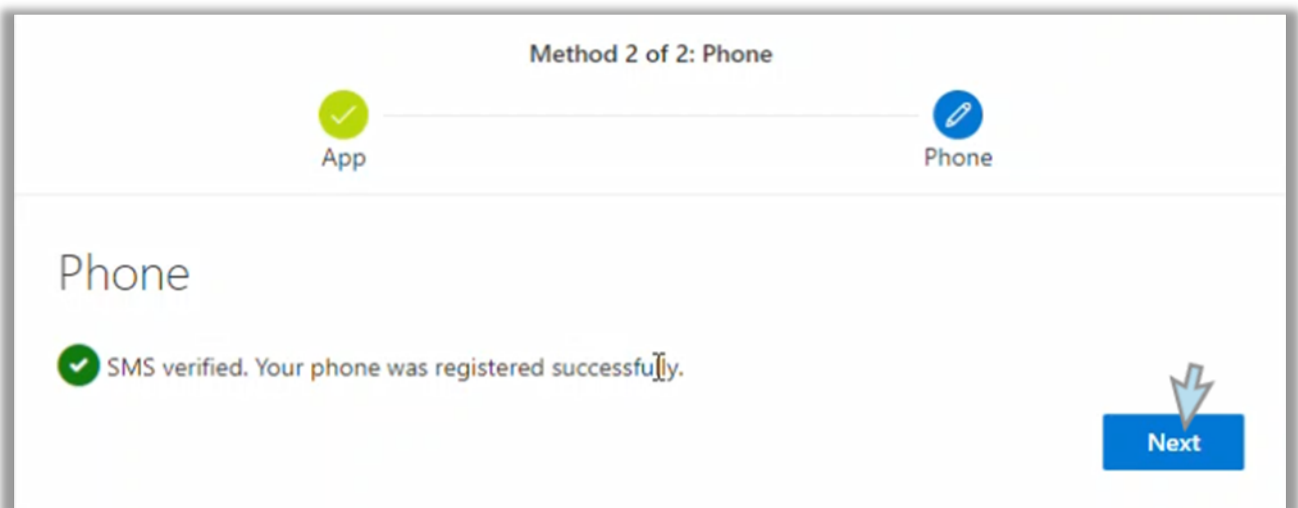
## Multifactor Authentication -Microsoft Authenticator -iPhone

25. Head back to your browser window and enter the code you received via text and select **Next**.



A screenshot of a mobile application dialog box titled "Phone" with a close button (X) in the top right corner. The text inside reads: "We just sent a 6 digit code to +[redacted]1. Enter the code below." Below this text is a text input field containing the code "044172". Underneath the input field is a link that says "Resend code". At the bottom right of the dialog are two buttons: "Back" and "Next".

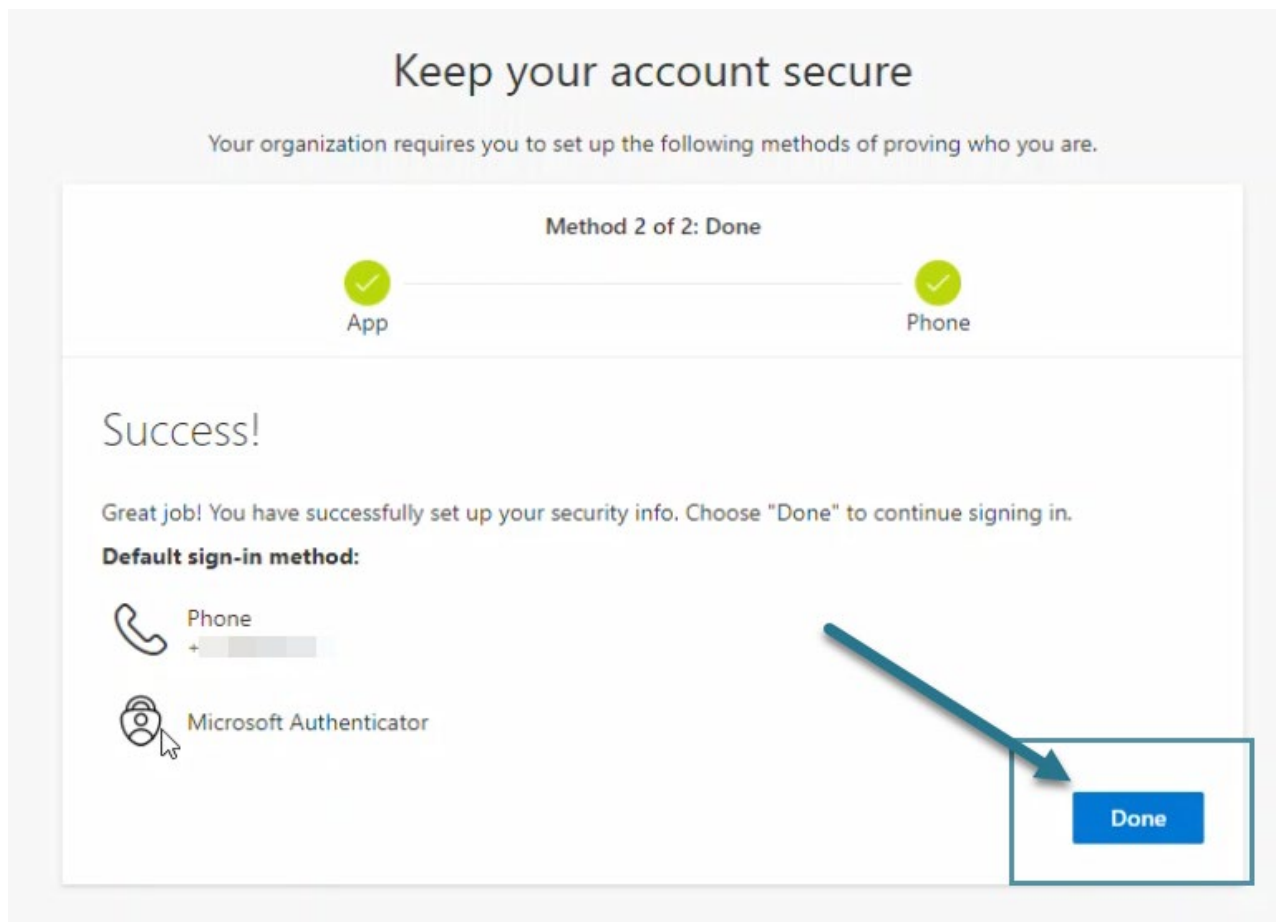
26. You will receive a verification message that your phone was registered successfully. Select **Next** at this screen.



A screenshot of a mobile application screen titled "Method 2 of 2: Phone". At the top, there are two options: "App" with a green checkmark icon and "Phone" with a blue pencil icon. Below this, the word "Phone" is displayed. A green checkmark icon is followed by the text "SMS verified. Your phone was registered successfully." In the bottom right corner, there is a blue button labeled "Next" with a white arrow pointing down towards it.

## Multifactor Authentication -Microsoft Authenticator -iPhone

27. Finally, you will receive a Success page. This completes the multifactor setup. Select **Done**.

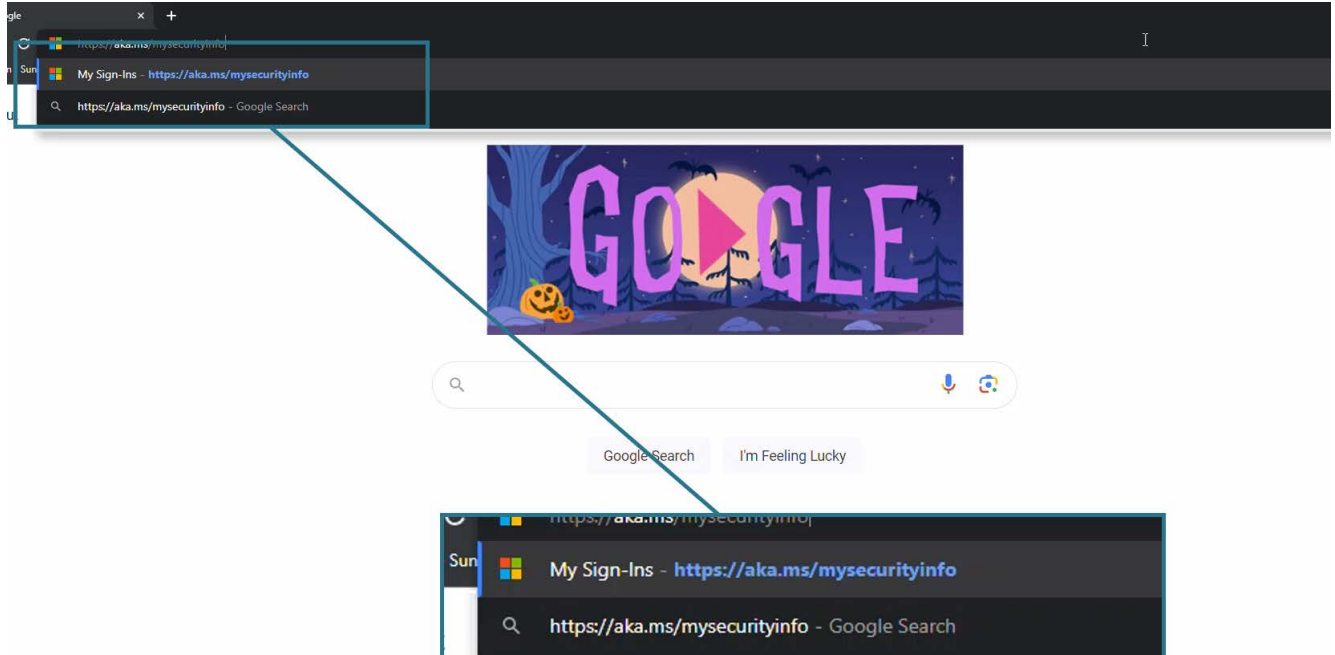


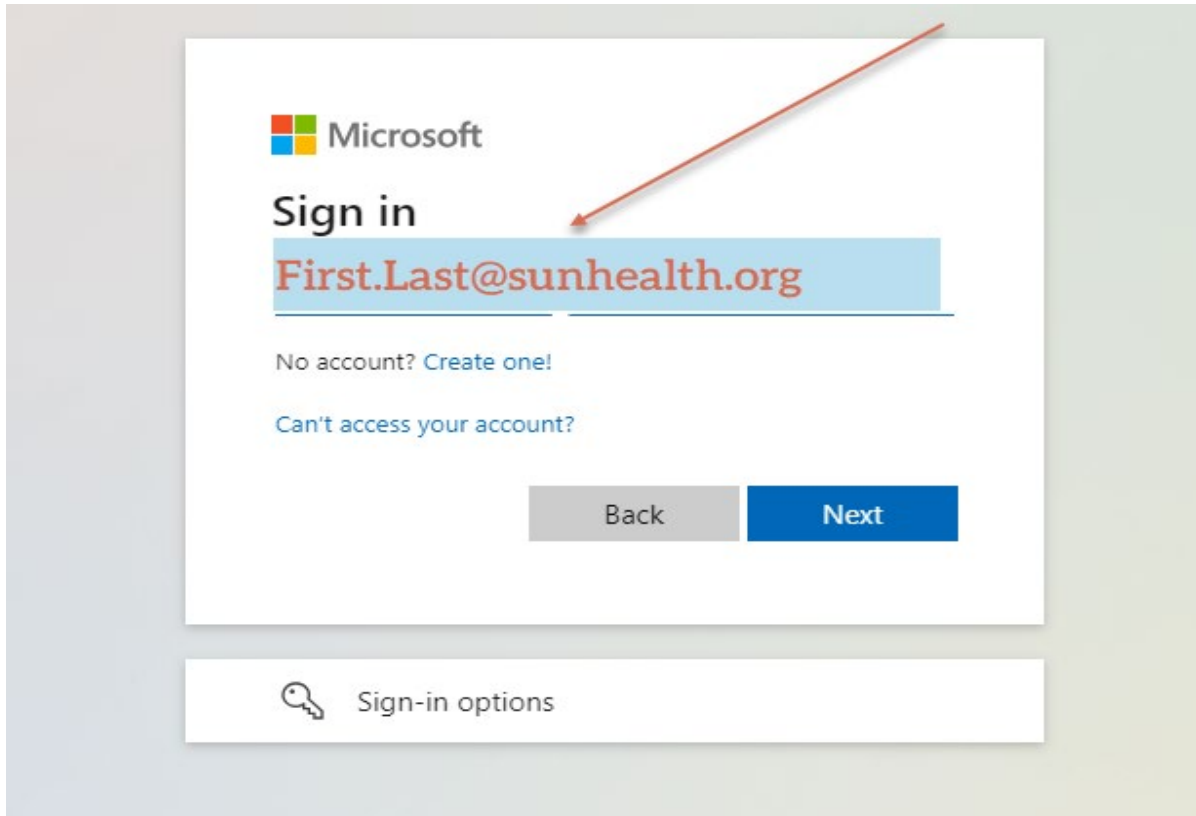
## Multifactor Authentication -Microsoft Authenticator -Android

1. From a computer open a web browser like Chrome, Safari, or Edge.



2. In the address bar input the following URL:  
<https://aka.ms/mysecurityinfo>.



**Multifactor Authentication -Microsoft Authenticator -Android****3. On the Sign in screen input your email address and select Next.**

Microsoft

Sign in

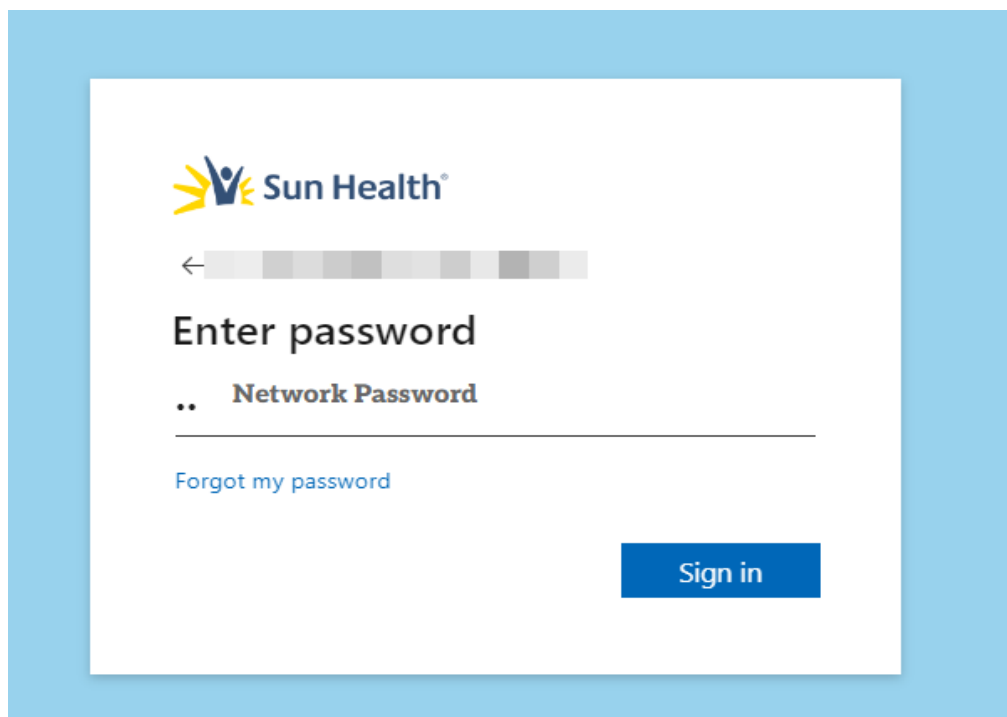
First.Last@sunhealth.org

No account? [Create one!](#)

[Can't access your account?](#)

Back Next

Sign-in options

**4. When prompted enter your network Password.**

Sun Health®

←

Enter password

.. Network Password

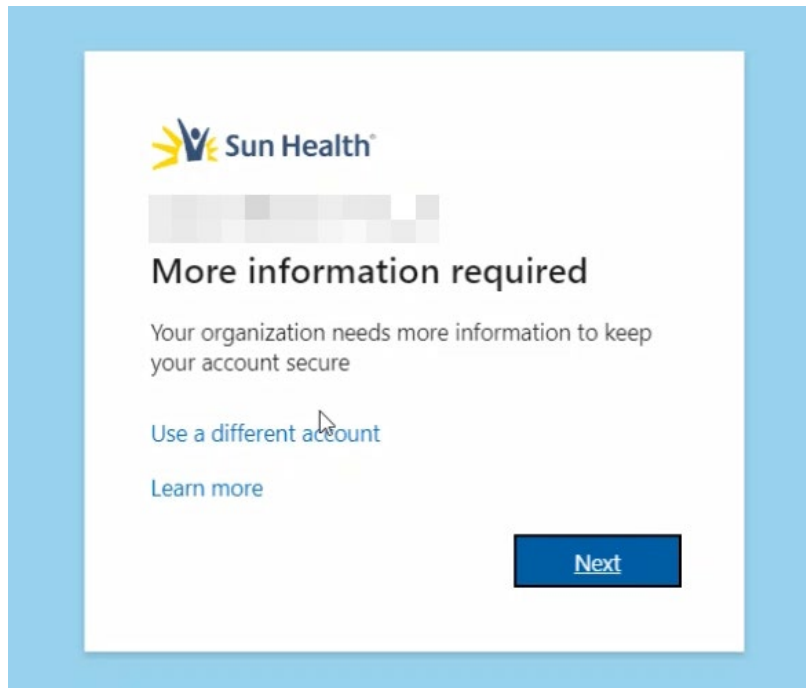
[Forgot my password](#)

Sign in

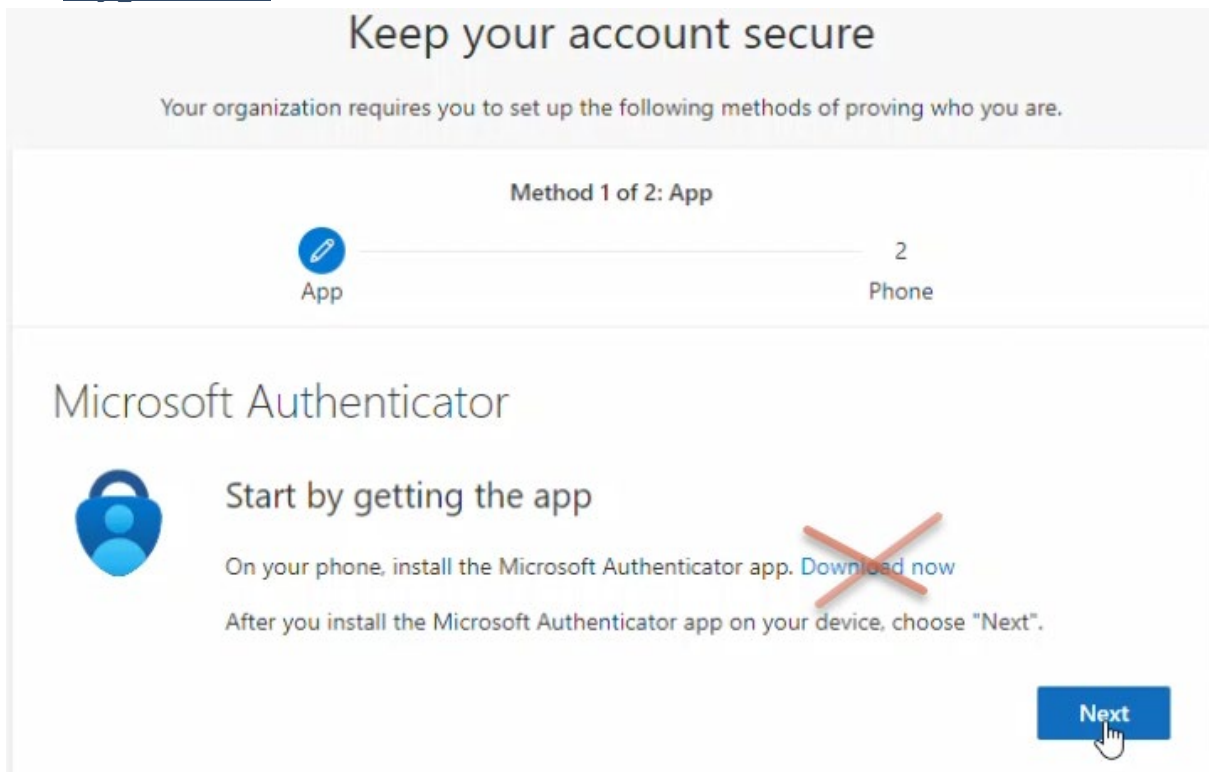


**Multifactor Authentication -Microsoft Authenticator -Android**

5. You will receive a prompt like the one shown below, requesting more information. When received select **Next**.

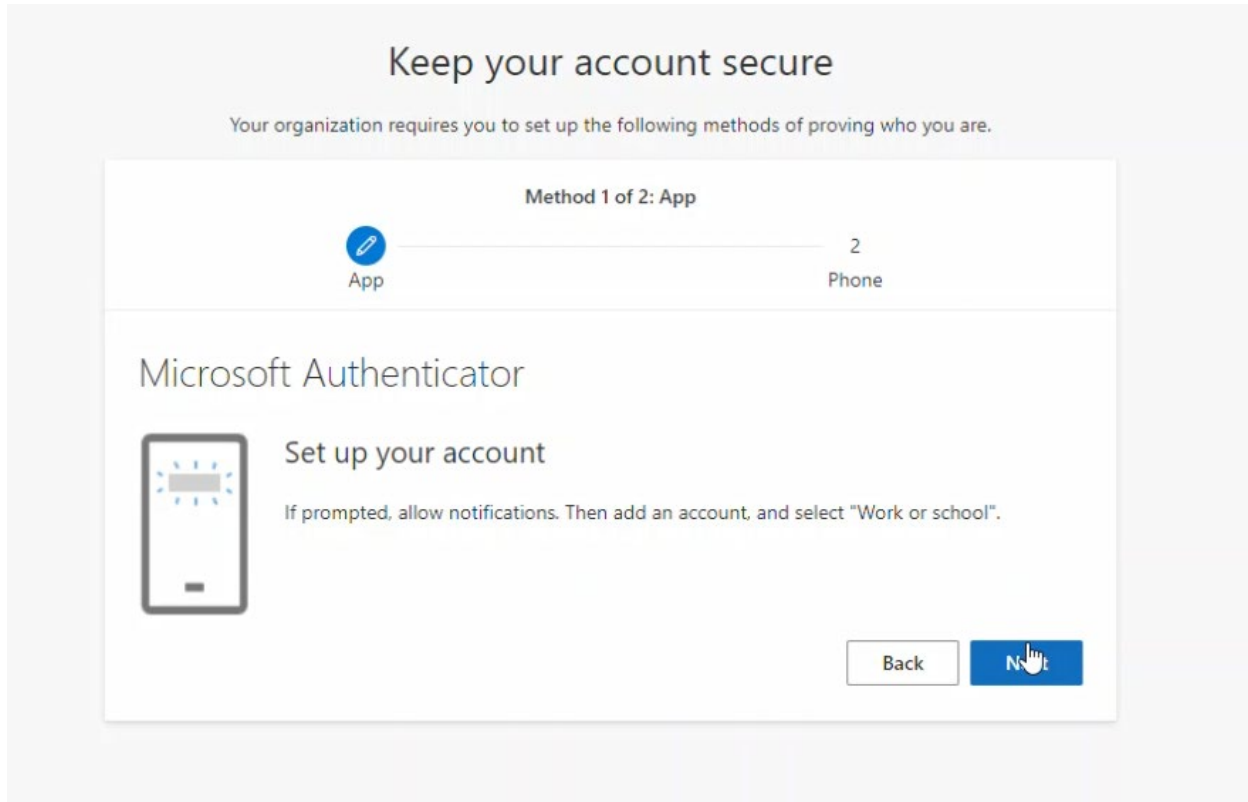


6. When you see the **Keep your account secure...** Start by getting the **Microsoft Authenticator** app page select the **Next** button. **Do not click on the download now hyperlink.**

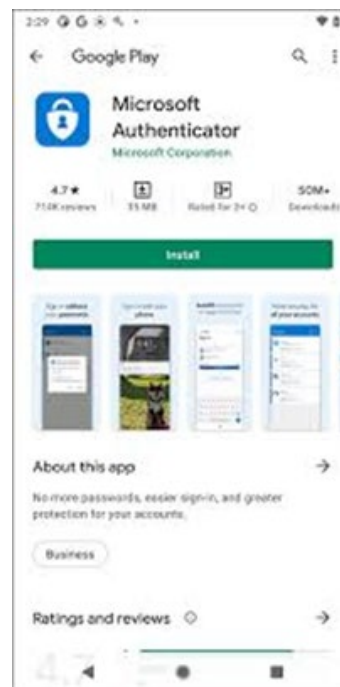
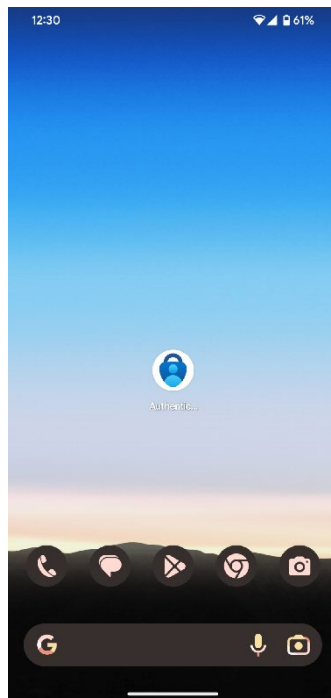


## Multifactor Authentication -Microsoft Authenticator -Android

### 7. Select Next at the Setup your account screen on your browser and then switch to your android Device.

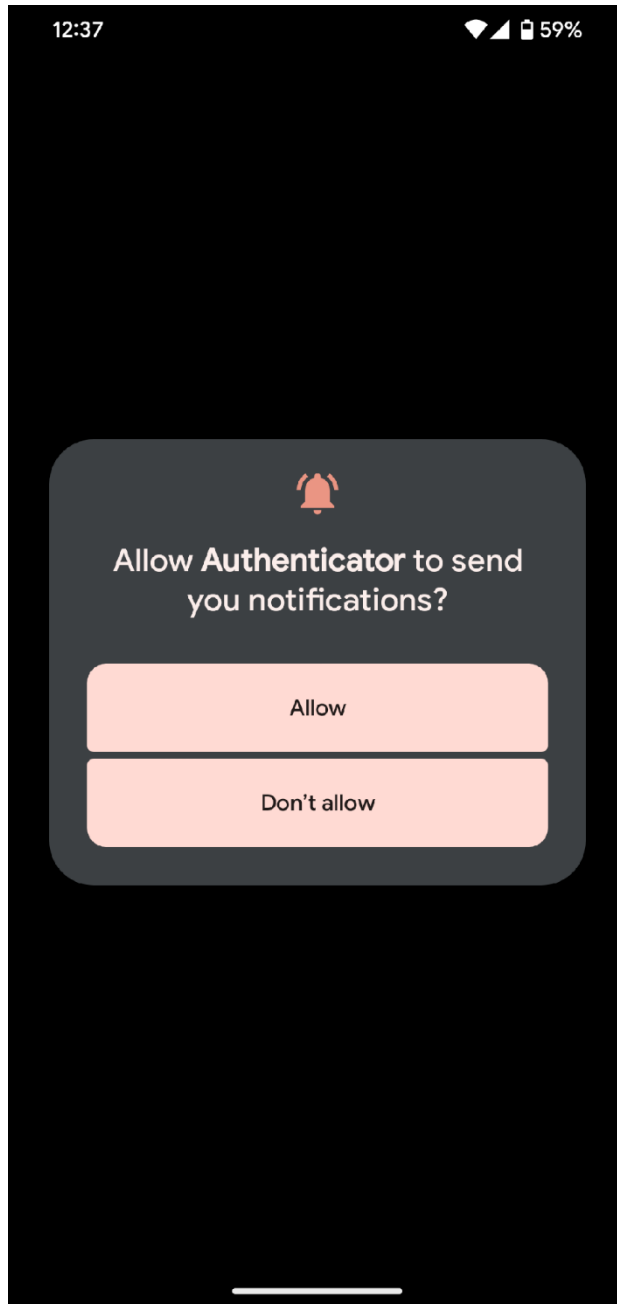


### 8. On your android device download or open the Microsoft Authenticator app.



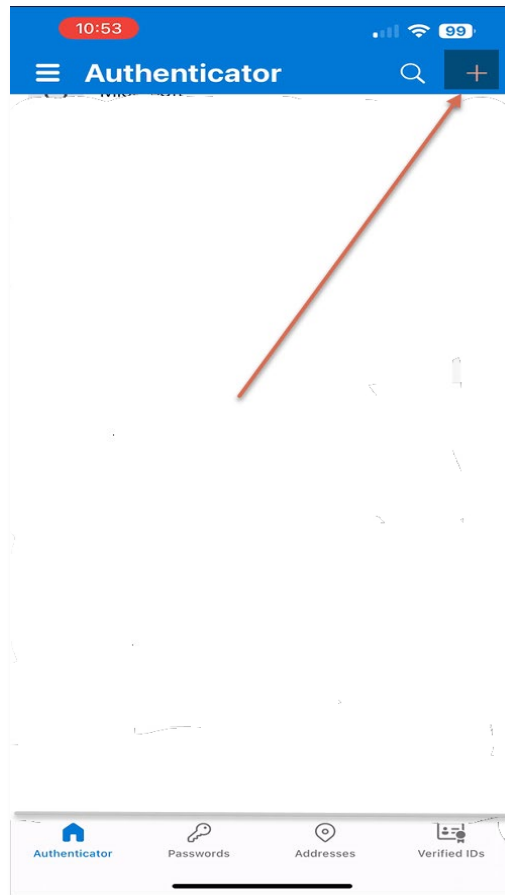
**Multifactor Authentication -Microsoft Authenticator -Android**

- 9. If you are installing the app for the first time you may receive a pop-up regarding notifications for the Authenticator app. If received, please choose Allow.**

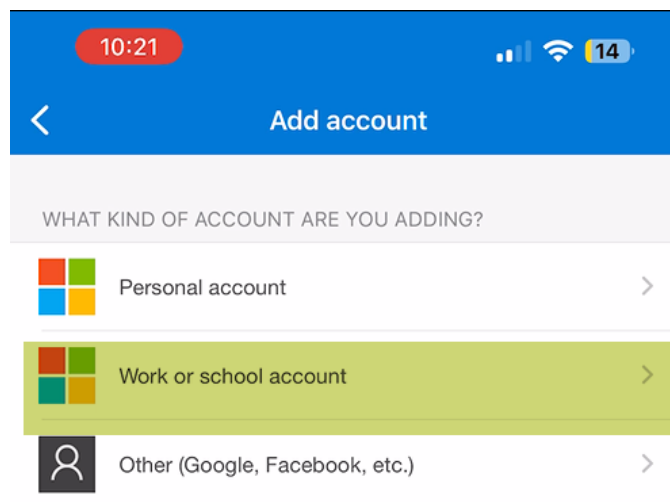


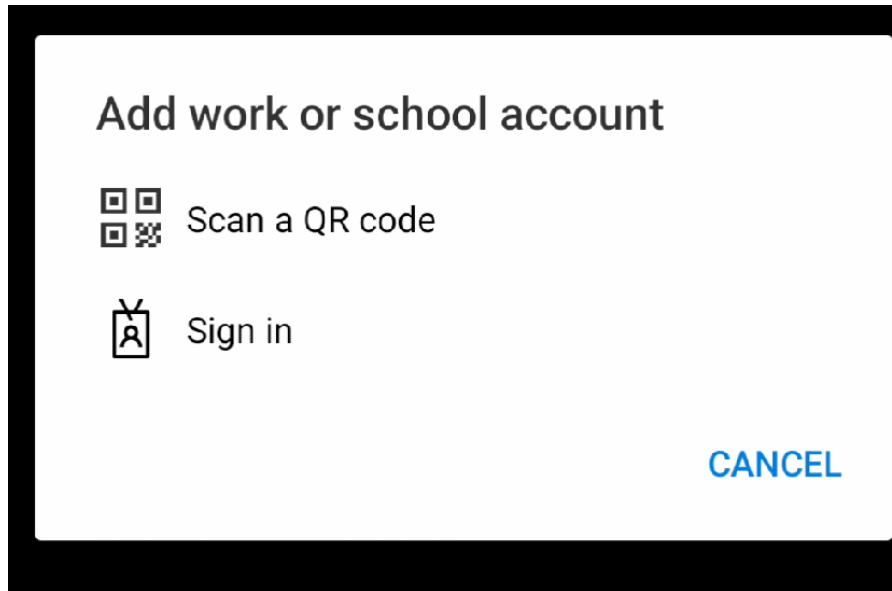
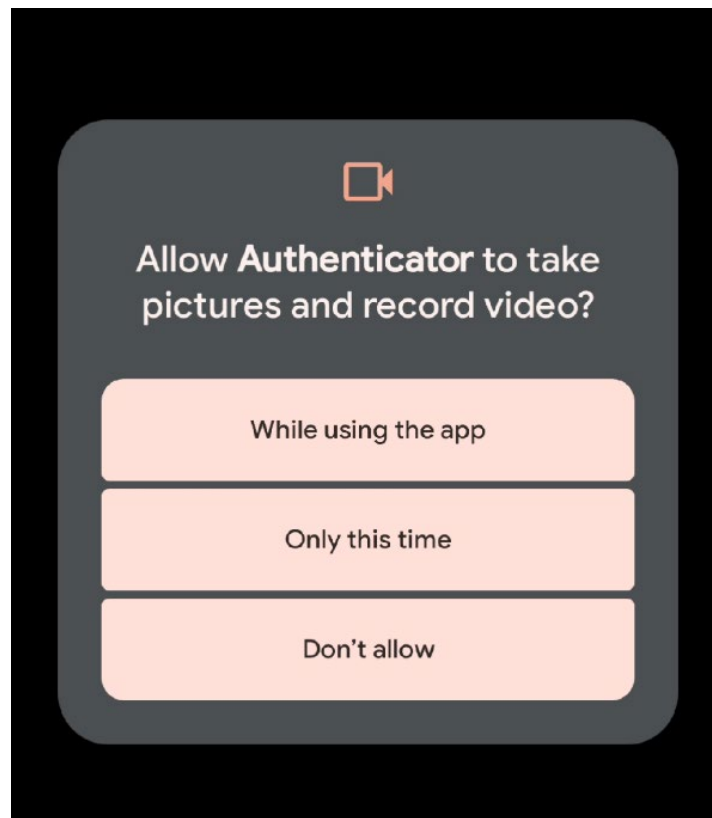
**Multifactor Authentication -Microsoft Authenticator -Android**

**10. Select the + sign in the upper right corner of the app.**



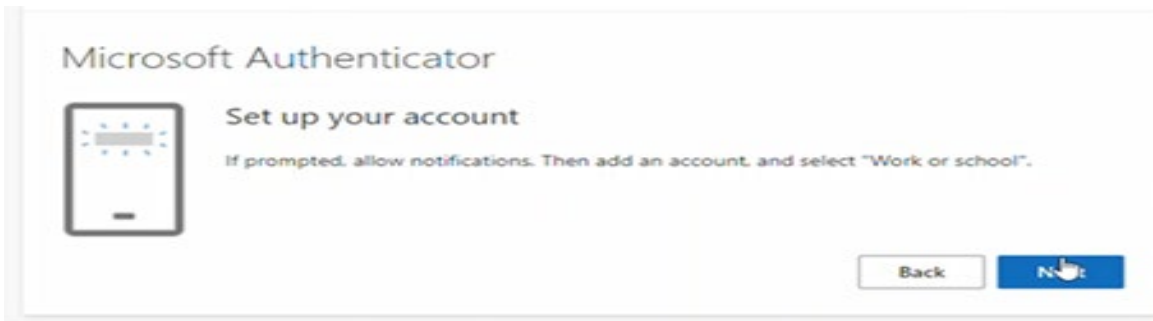
**11. Select Work or School Account**



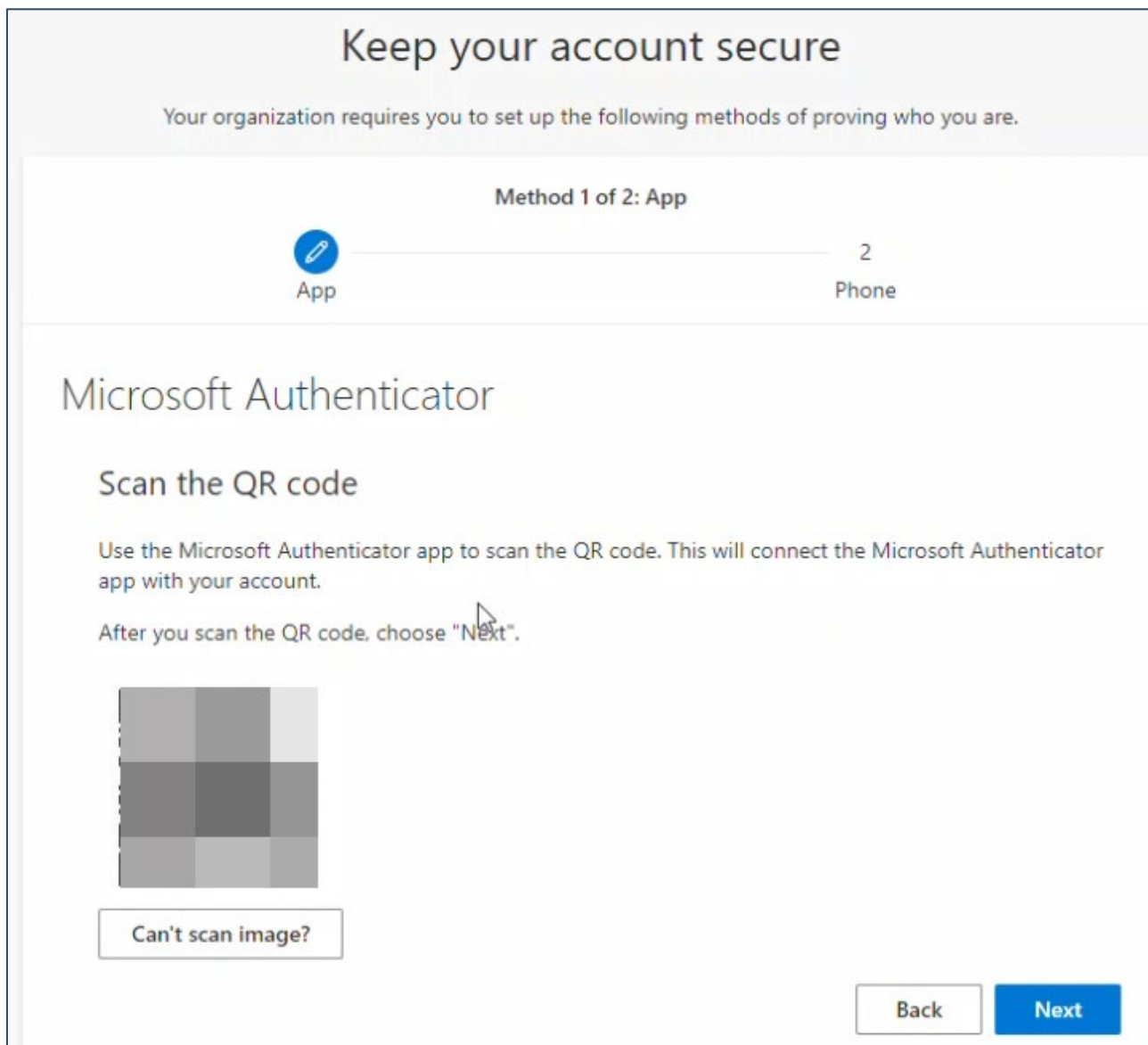
**Multifactor Authentication -Microsoft Authenticator -Android****12. Select Scan a QR Code.****13. You may receive a prompt to allow access to your android camera. Select Allow.**

## Multifactor Authentication -Microsoft Authenticator -Android

### 14. Return to your browser and click Next on the last screen open.

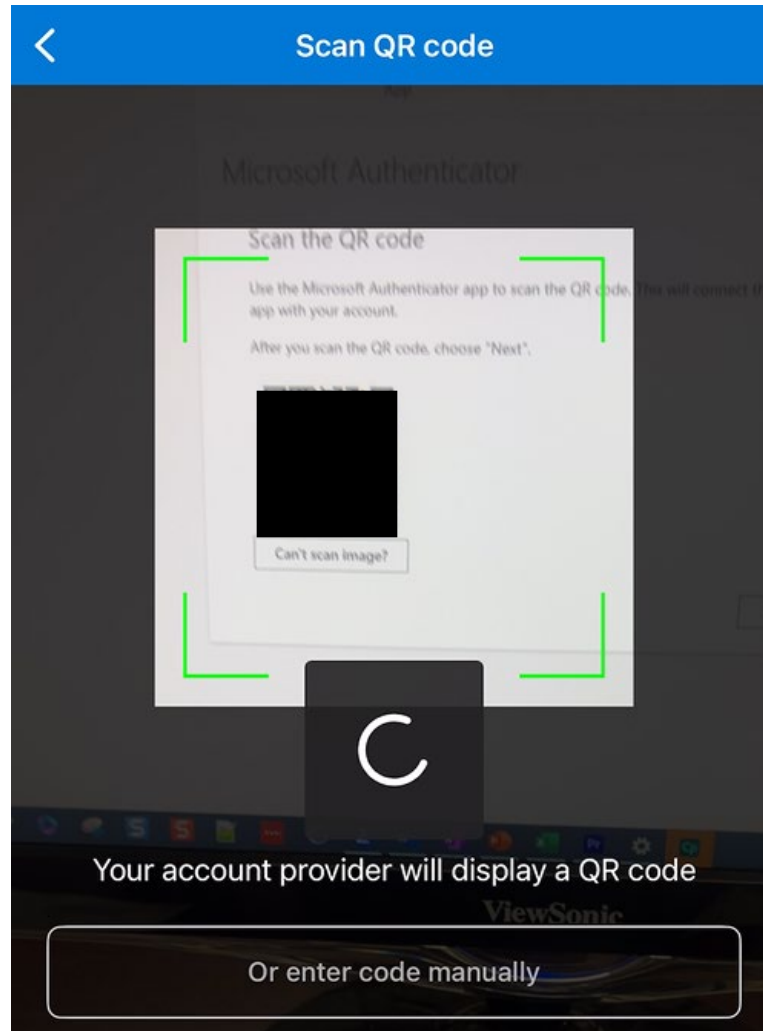


### 15. A Scan the QR Code page will load with a QR Code.



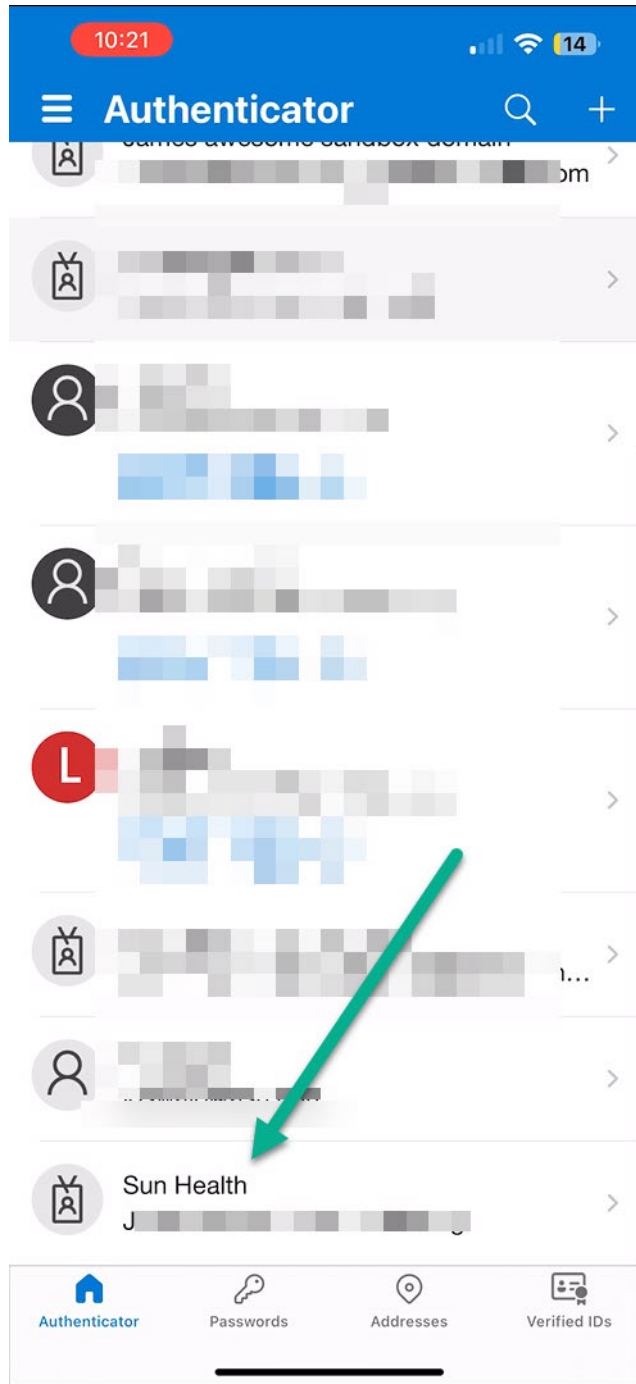
**Multifactor Authentication -Microsoft Authenticator -Android**

**16. Point your phone's camera at and align with the QR code in the web browser window.**



## Multifactor Authentication -Microsoft Authenticator -Android

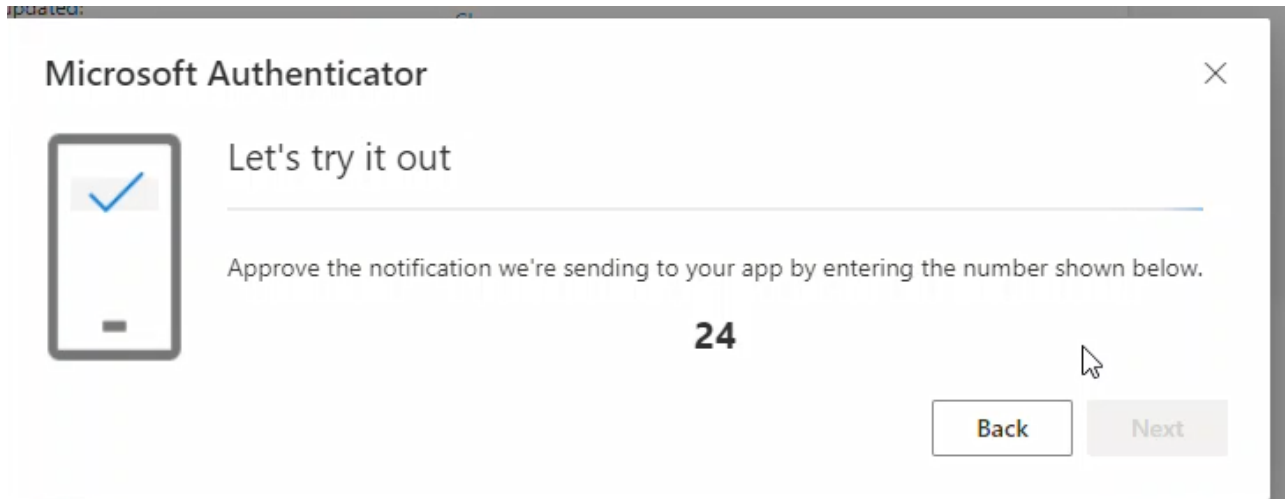
### 18. Your Sun Health account will now show in the app.



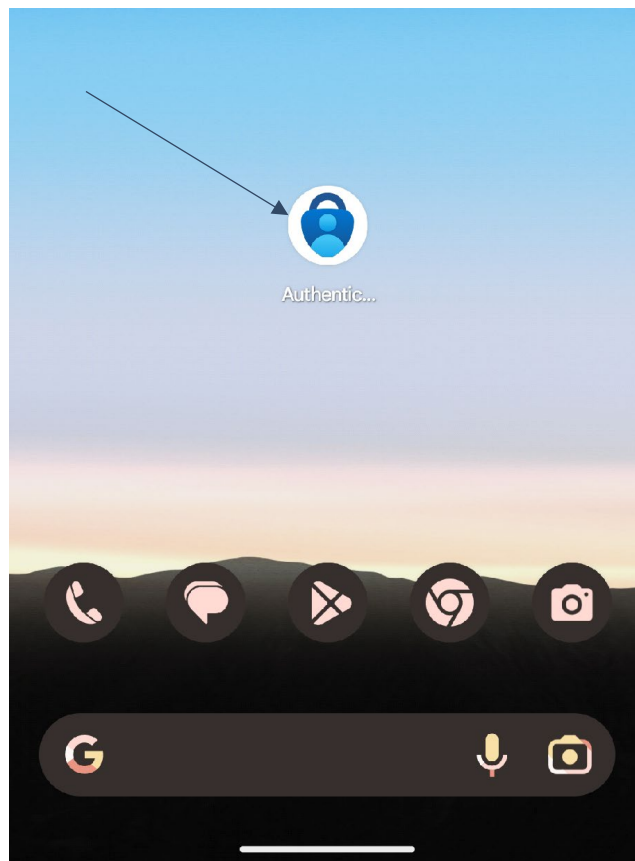


**Multifactor Authentication -Microsoft Authenticator -Android**

**19. Now return to the browser and you will see a prompt Let's try it out.**

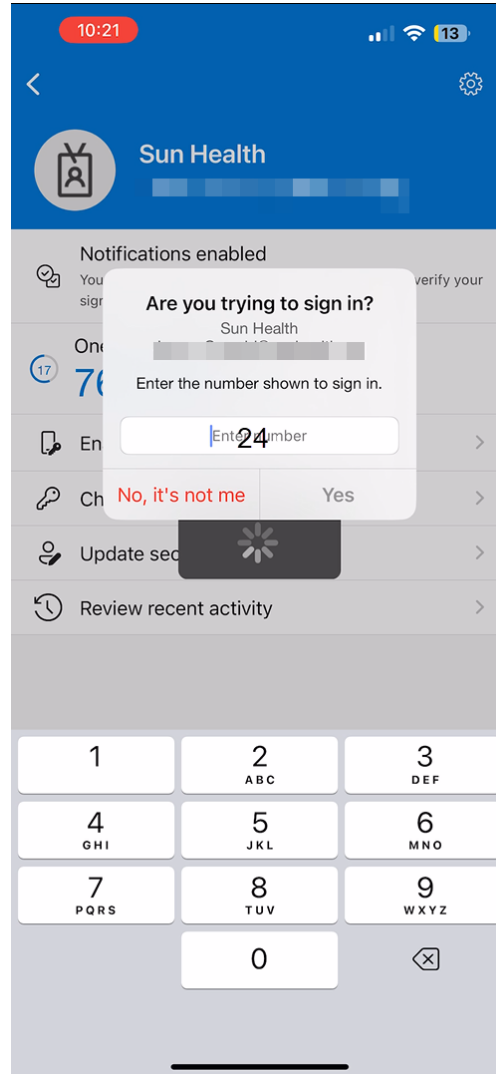


**20. Make note of the number in that prompt and go back to the Authenticator app.**

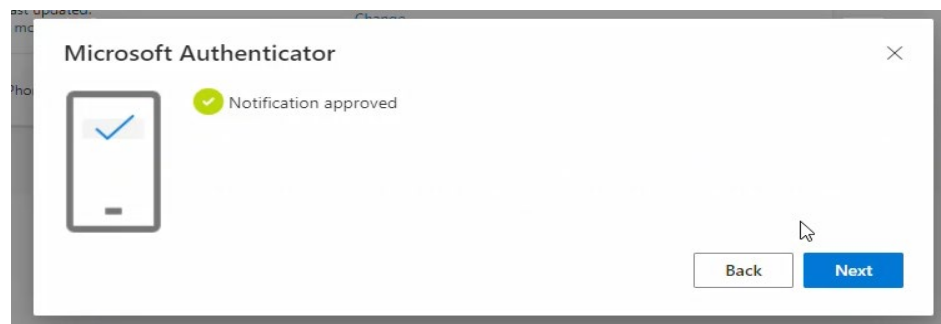


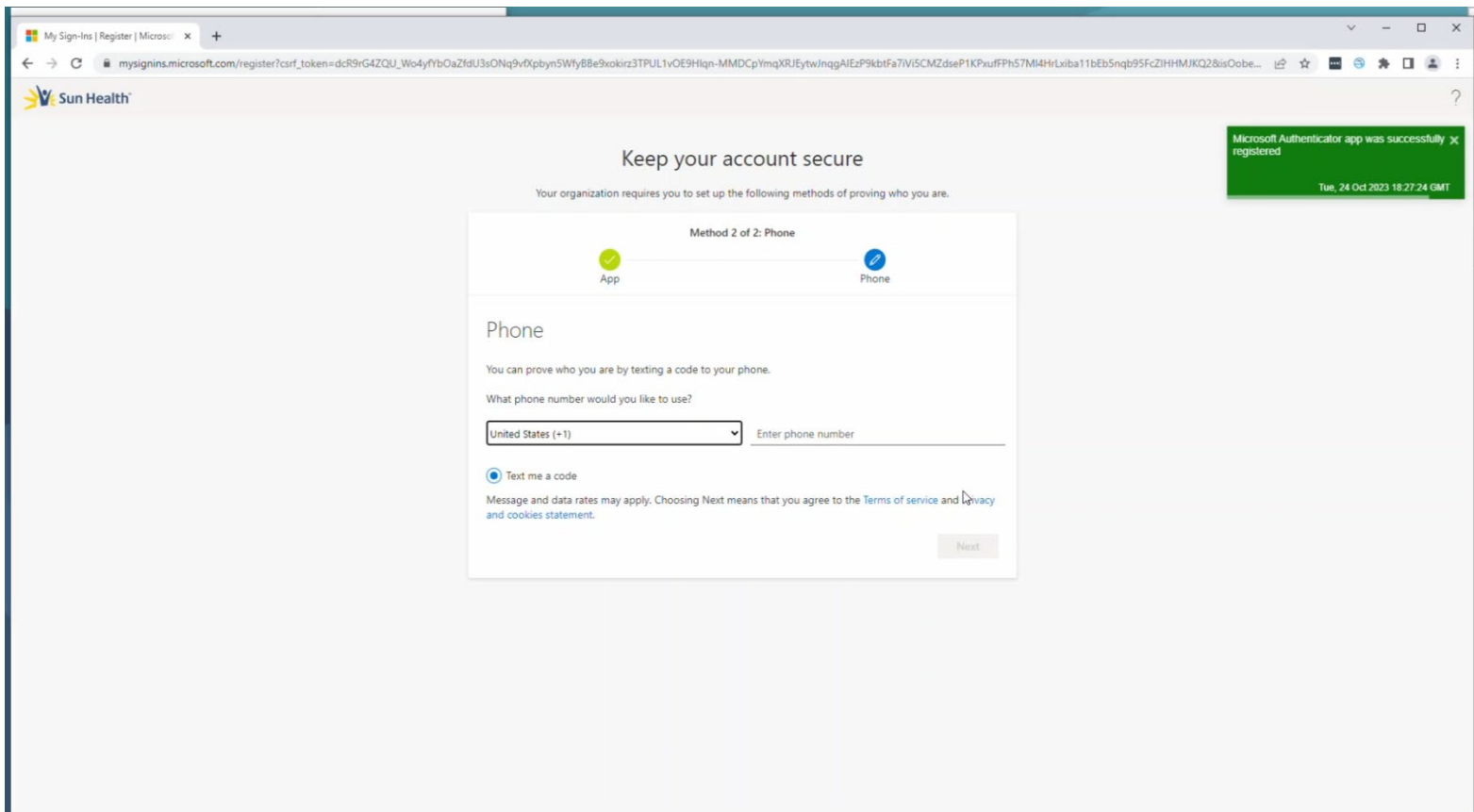
**Multifactor Authentication -Microsoft Authenticator -Android**

**21. When you open the app, you will receive a prompt asking if you trying to sign in? Input the number from the browser and select Yes.**

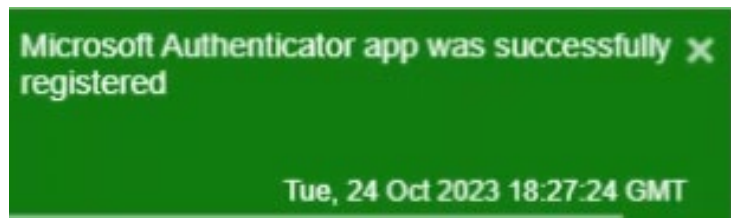


**22. In the browser window you will see a notification approved status. Select Next.**



**Multifactor Authentication -Microsoft Authenticator -Android****23. Next the page to setup the second authentication method will load.**

- a. You will also see a green confirmation popup in the right-hand corner that the app was successfully registered.



## Multifactor Authentication -Microsoft Authenticator -Android


**24. The second verification method is via phone/text message:**

- a. Ensure the correct country code shows in the first drop down box.**
- b. Once you have verified or corrected the country code enter your 10-digit phone number in the Enter phone number field.**


Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone



App



Phone

### Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

United States (+1)

**Enter your 10 digit phone #**

Enter phone number

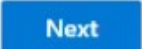
Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

**25. The text me a code option will be automatically selected. Click Next.**

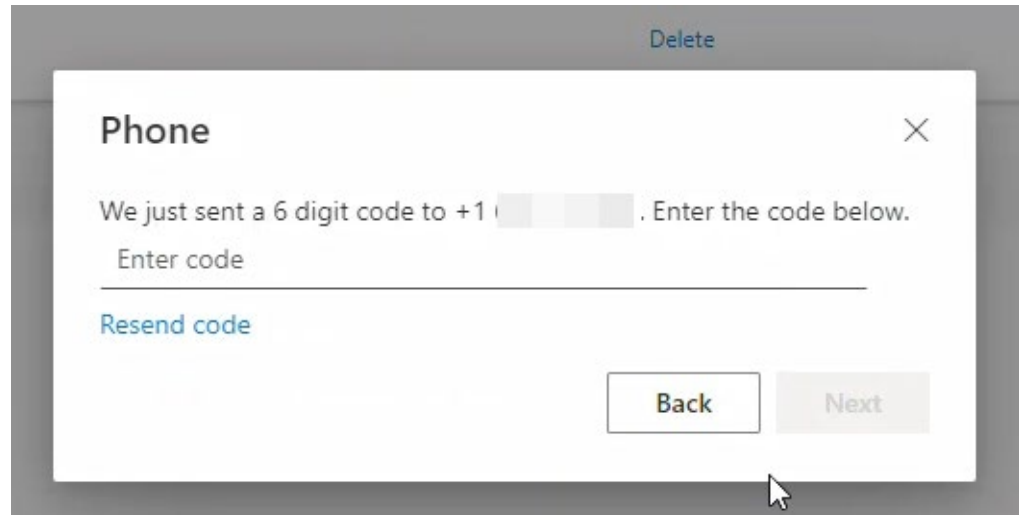
Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).



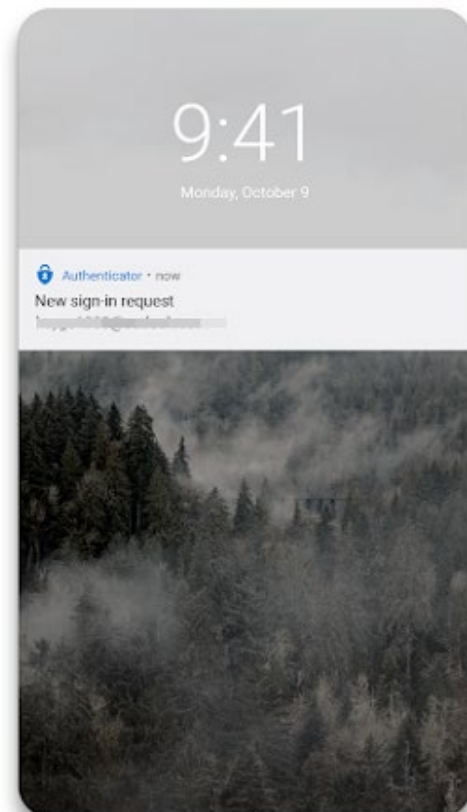
**Multifactor Authentication -Microsoft Authenticator -Android**

**26. In the browser window you will receive a notice that 6-digit verification code was sent to the mobile number you input.**



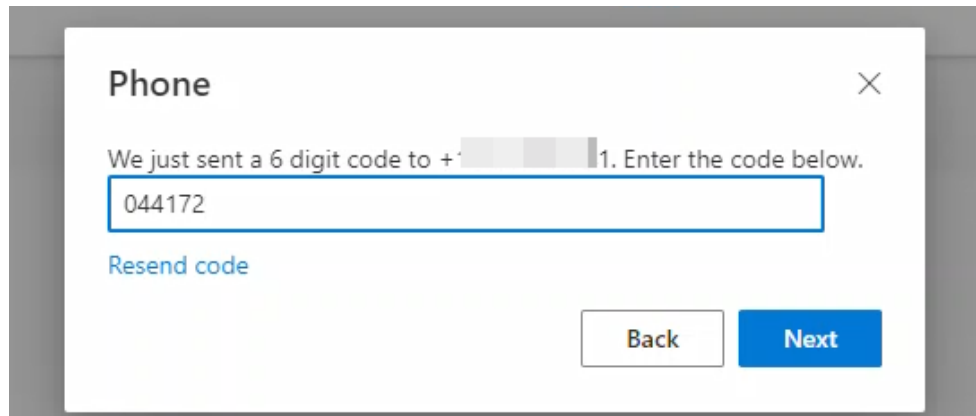
A screenshot of a mobile phone verification dialog box. The dialog is titled "Phone" and has a "Delete" link in the top right corner. The main text reads: "We just sent a 6 digit code to +1 ( ) . Enter the code below." Below this is an input field labeled "Enter code". A "Resend code" link is positioned below the input field. At the bottom right, there are two buttons: "Back" and "Next". A mouse cursor is pointing at the "Next" button.

**27. You will receive a text message on your mobile device with a verification code.**



**Multifactor Authentication -Microsoft Authenticator -Android**

**28. Head back to your computer's browser window and enter the code you received and select Next.**



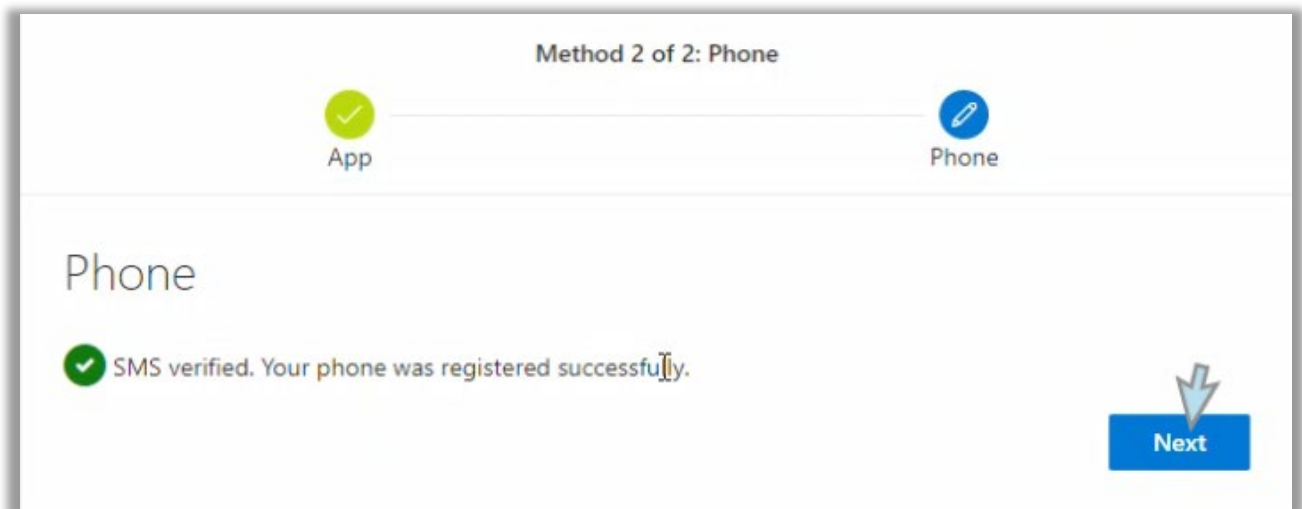
Phone

We just sent a 6 digit code to + [redacted] 1. Enter the code below.

[Resend code](#)

Back Next

**29. You will receive a verification message that your phone was registered successfully. Select Next at this screen.**



Method 2 of 2: Phone

App Phone

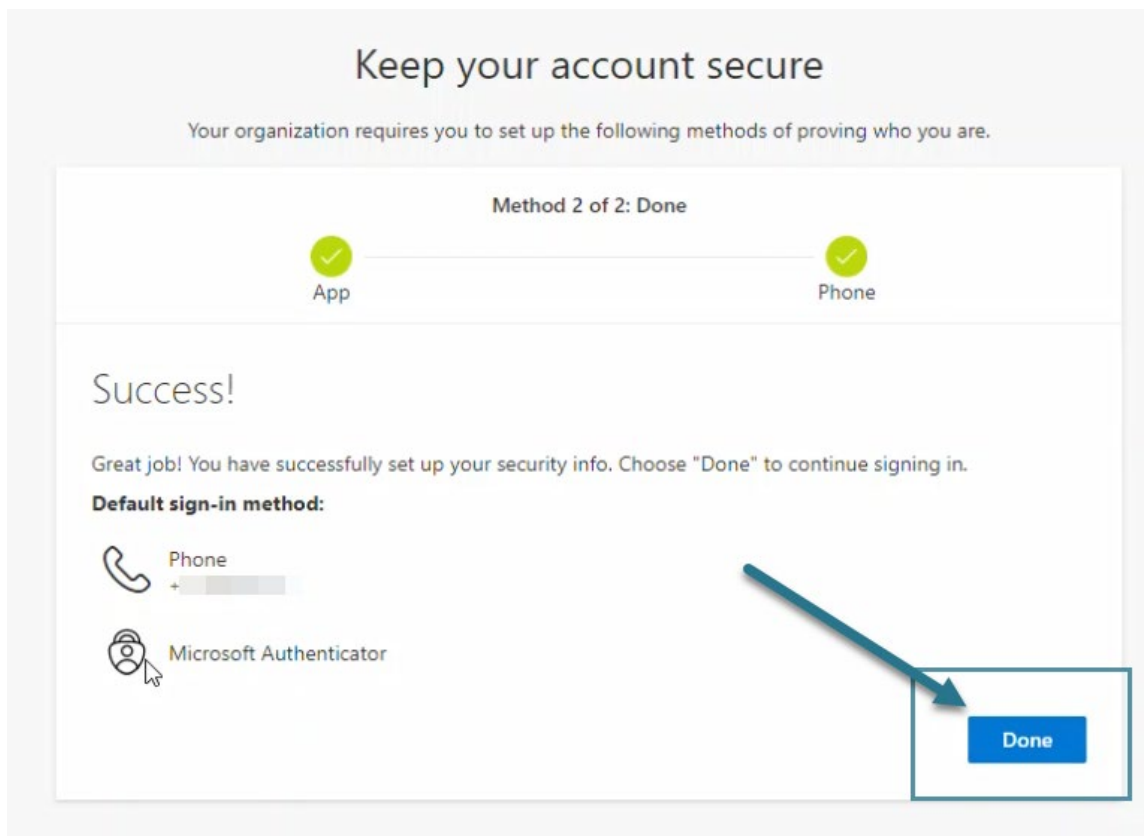
Phone

✓ SMS verified. Your phone was registered successfully.

Next

**Multifactor Authentication -Microsoft Authenticator -Android**

**30. Finally, you will receive a Success page. This completes the multifactor setup. Select Done.**



# Downloading the Microsoft Authenticator App

[Document subtitle]



## Downloading the Microsoft Authenticator App

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### Download and install the app

Install the latest version of the Authenticator app, based on your operating system:

Google Android. On your Android device, go to Google Play to [download and install the Authenticator app](#).

Apple iOS. On your Apple iOS device, go to the App Store to [download and install the Authenticator app](#).

**Important:** If you're not currently on your mobile device, you can still get the Authenticator app if you [send yourself a download link](#) from the Authenticator app page.

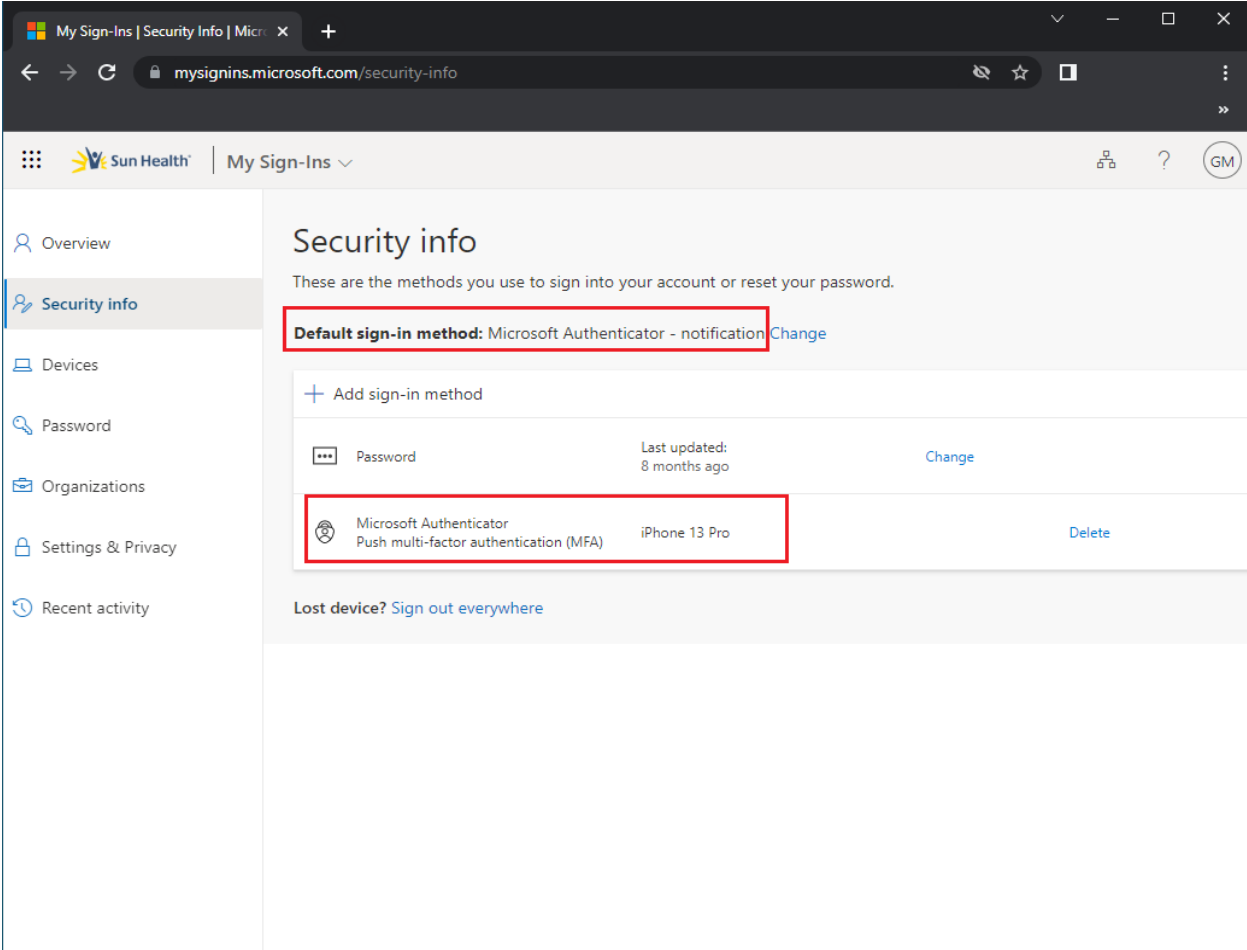


## INDEX

1. **Changing Default Authentication Method**
2. **Testing**
3. **Removing an Account**
4. **Removing a Method using the web portal**

## Additional Tips - Change Default Method

### 1. Verify Default sign-in method is set to Microsoft Authenticator

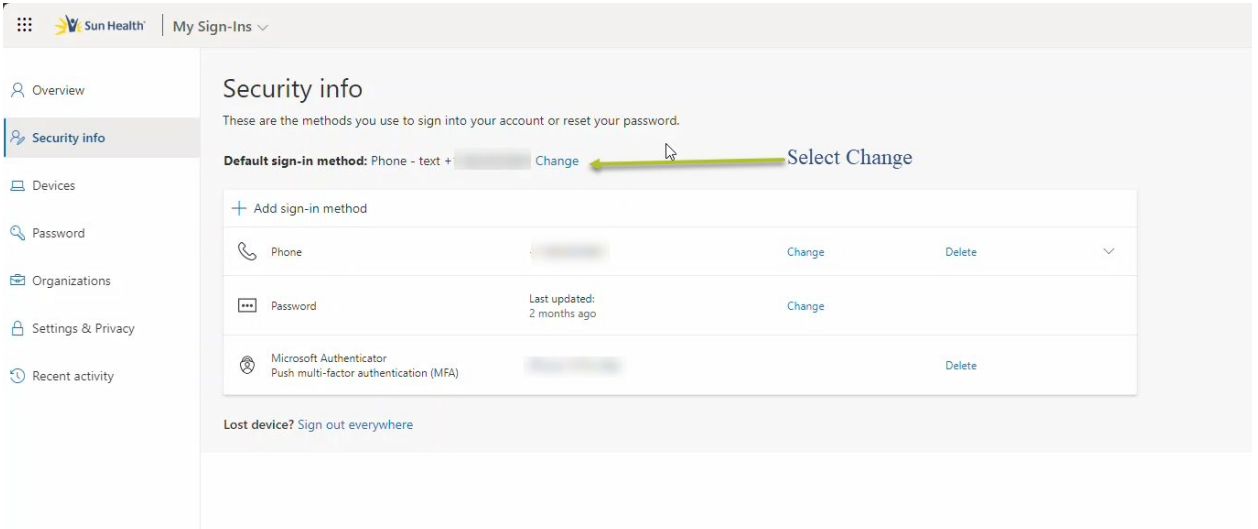


The screenshot shows the Microsoft Security Info page for a user. The browser address bar displays "mysignins.microsoft.com/security-info". The page title is "Security info" and the subtitle is "These are the methods you use to sign into your account or reset your password." The "Default sign-in method" is listed as "Microsoft Authenticator - notification" with a "Change" link next to it. Below this, there is a table of sign-in methods:

Sign-in method	Last updated	Action
Password	8 months ago	Change
Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 13 Pro	Delete

The "Default sign-in method" and the Microsoft Authenticator row are highlighted with red boxes. A "Lost device? Sign out everywhere" link is also visible.

### 2. Select Change



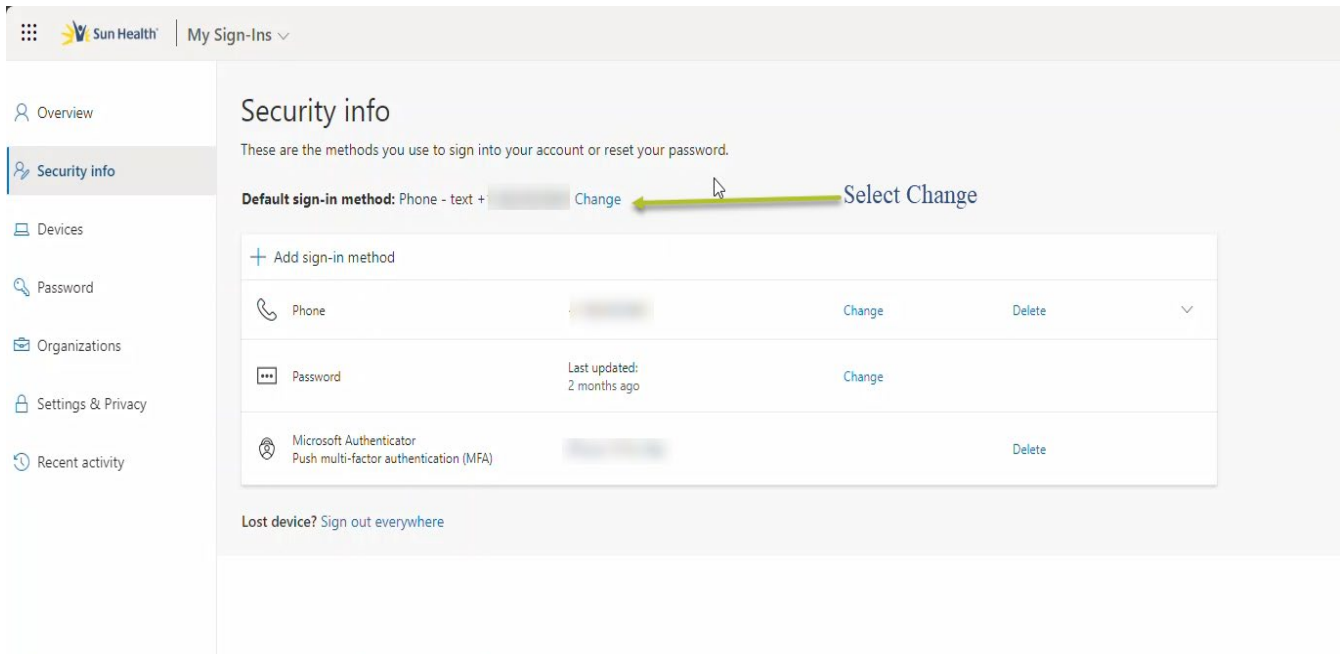
The screenshot shows the Microsoft Security Info page with the "Default sign-in method" set to "Phone - text + [redacted]". A green arrow points to the "Change" link next to the default method, with the text "Select Change" written next to it. Below this, there is a table of sign-in methods:

Sign-in method	Last updated	Action
Phone	[redacted]	Change Delete
Password	2 months ago	Change
Microsoft Authenticator Push multi-factor authentication (MFA)	[redacted]	Delete

A "Lost device? Sign out everywhere" link is also visible.

# Additional Tips - Manually Add/change an Authentication Method

## 2. Select Change.

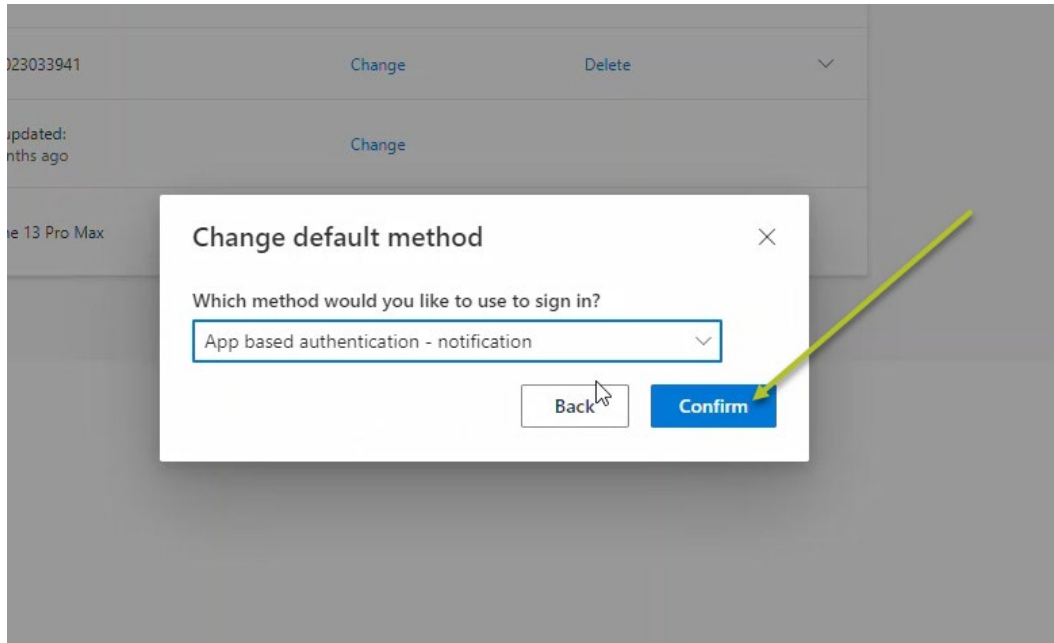


The screenshot shows the 'Security info' page in the Sun Health user interface. The page title is 'Security info' and it includes a sub-header: 'These are the methods you use to sign into your account or reset your password.' Below this, the 'Default sign-in method' is listed as 'Phone - text + [redacted]' with a 'Change' button next to it. A green arrow points from the text 'Select Change' to this 'Change' button. Below the default method, there is a table of other authentication methods:

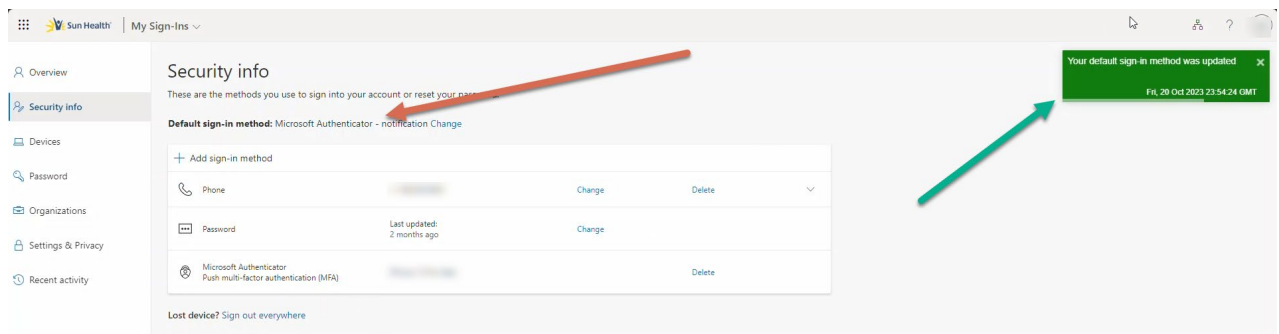
+ Add sign-in method			
Phone	[redacted]	Change	Delete
Password	Last updated: 2 months ago	Change	
Microsoft Authenticator Push multi-factor authentication (MFA)	[redacted]		Delete

At the bottom of the page, there is a link: 'Lost device? Sign out everywhere'.

3. Select **App based authentication-notification** in the drop down menu then click **Confirm**.

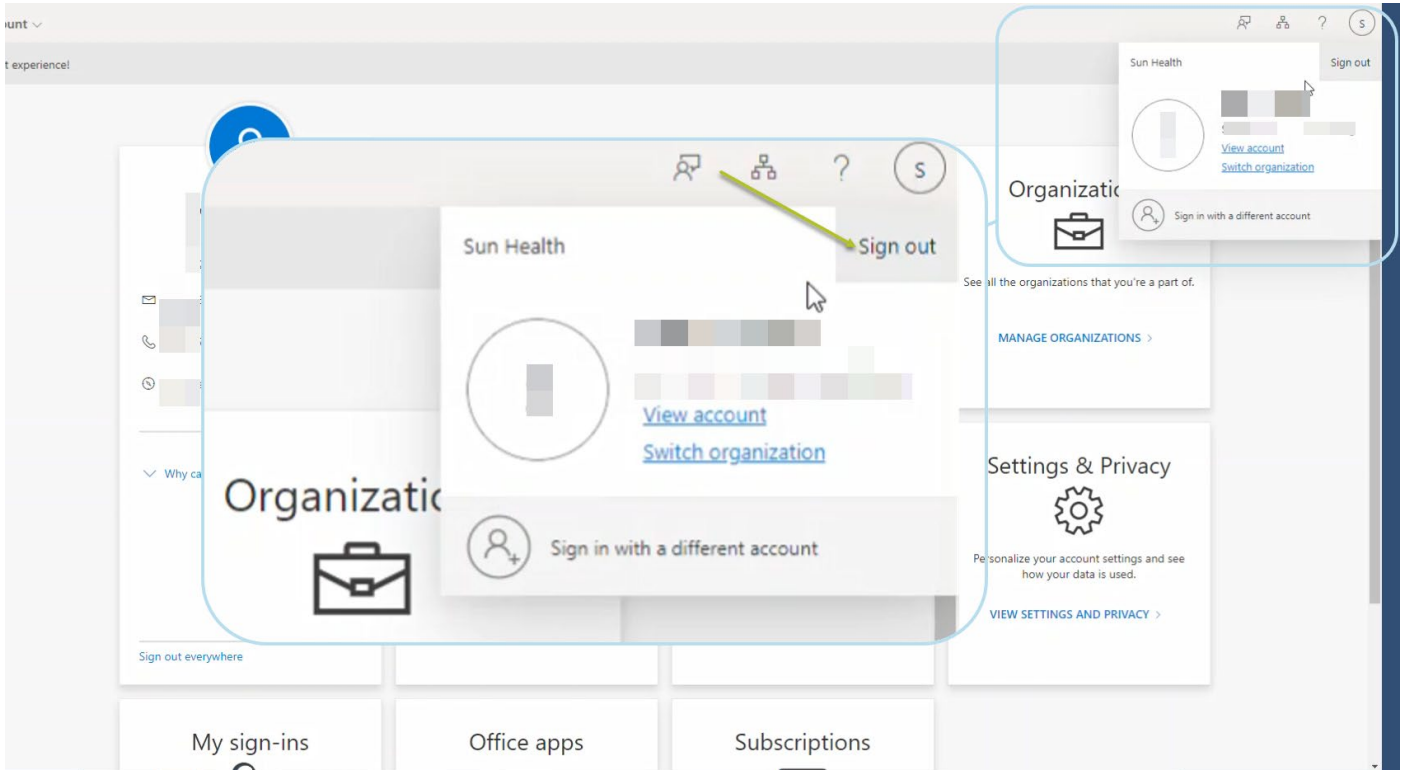


4. You will receive a green confirmation pop up that the default method was successfully updated.



## Change Default Method

5. Log out of your account when finished.

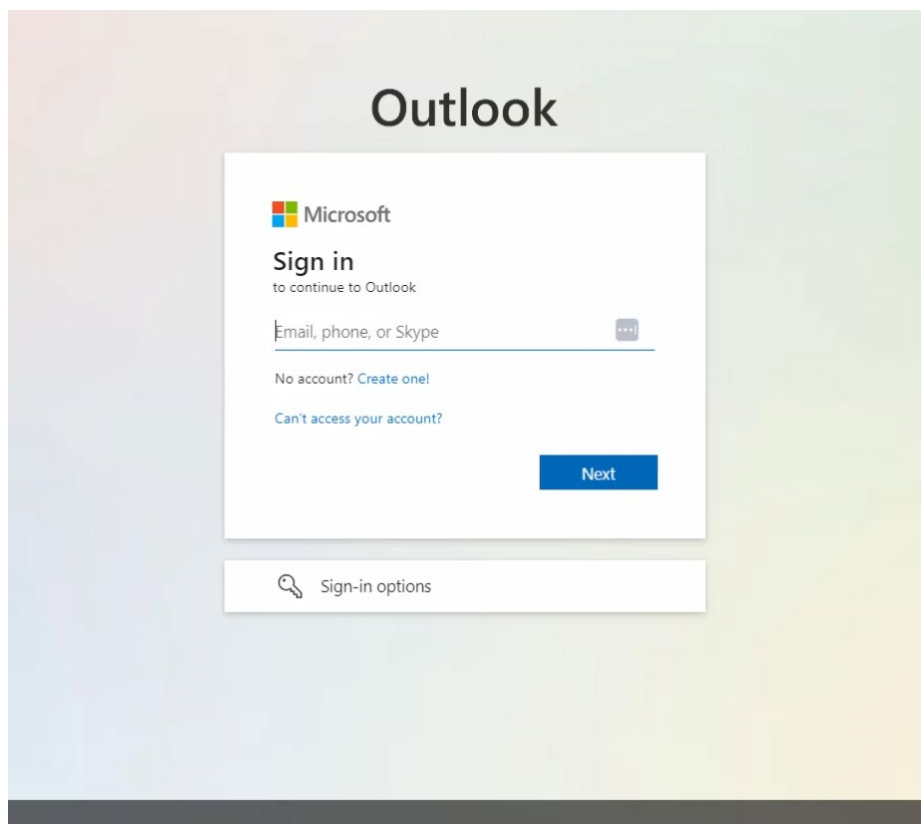


## Testing MFA /Password update

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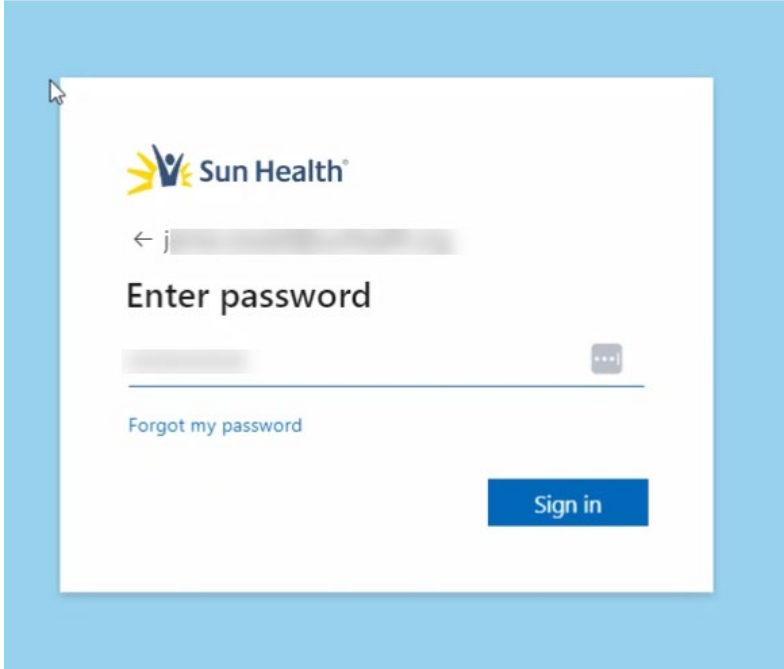
Your MFA Setup is now complete! To test please complete the following:

- a. After fully logging out of your account. Open an incognito browser window and navigate to Outlook.office365.com.



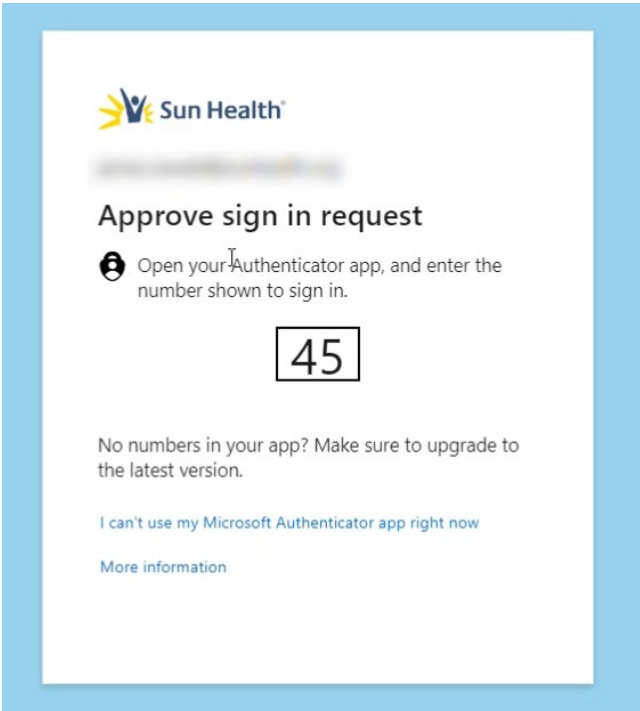
- b. Log in using your new credentials





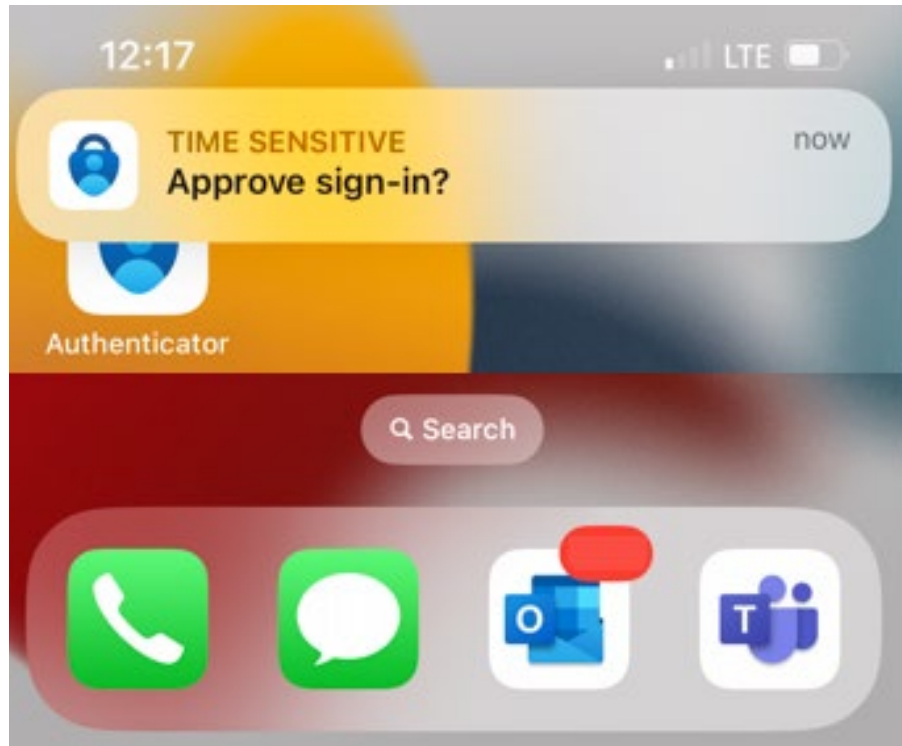
The image shows a login screen for Sun Health. At the top left is the Sun Health logo. Below it is a browser address bar with a back arrow and the letter 'j'. The main heading is "Enter password". There is a password input field with a toggle icon on the right. Below the field is a link that says "Forgot my password". At the bottom right is a blue "Sign in" button.

c. After entering password, you will receive a code.

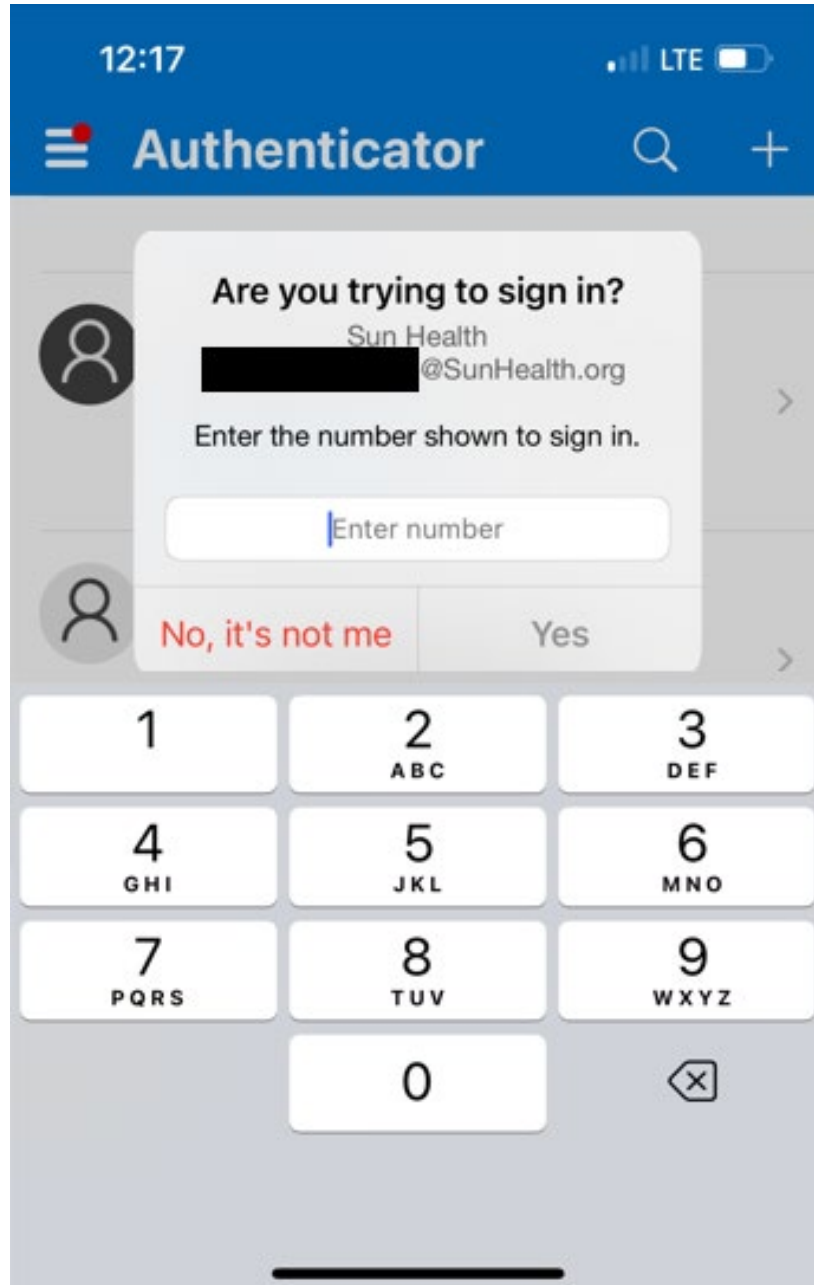


The image shows an "Approve sign in request" screen for Sun Health. At the top left is the Sun Health logo. Below it is a blurred browser address bar. The main heading is "Approve sign in request". Below that is an icon of a person and the text "Open your Authenticator app, and enter the number shown to sign in." In the center, the number "45" is displayed inside a square box. Below this is the text "No numbers in your app? Make sure to upgrade to the latest version." At the bottom, there is a link that says "I can't use my Microsoft Authenticator app right now" and another link that says "More information".

- d. You will receive a notification on your mobile device  
Open the notification or manually open the Microsoft  
Authentication app.



- e. Input the **two-digit** code then select **Yes** to validate.





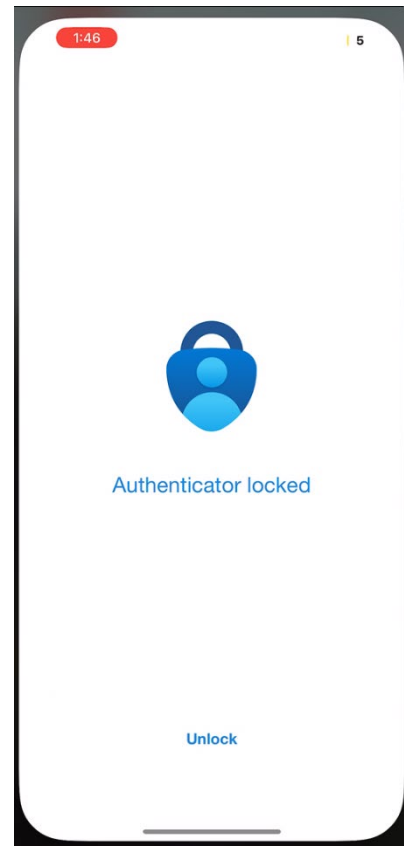
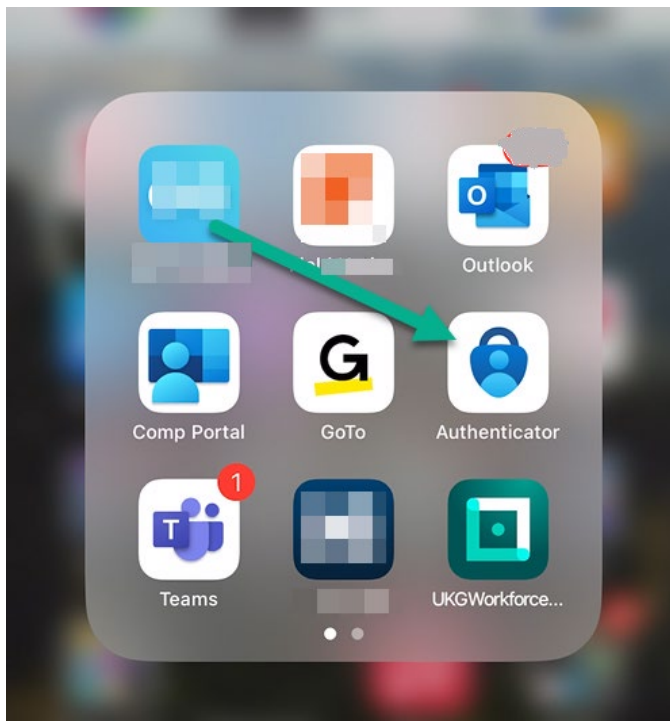
## Microsoft Security - Multifactor Authentication (MFA) Removing Account

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*If you currently have your Sun Health account added to Microsoft Authenticator, it will need to be removed prior to proceeding.*

### REMOVING ACCOUNT FROM MICROSOFT AUTHENTICATOR

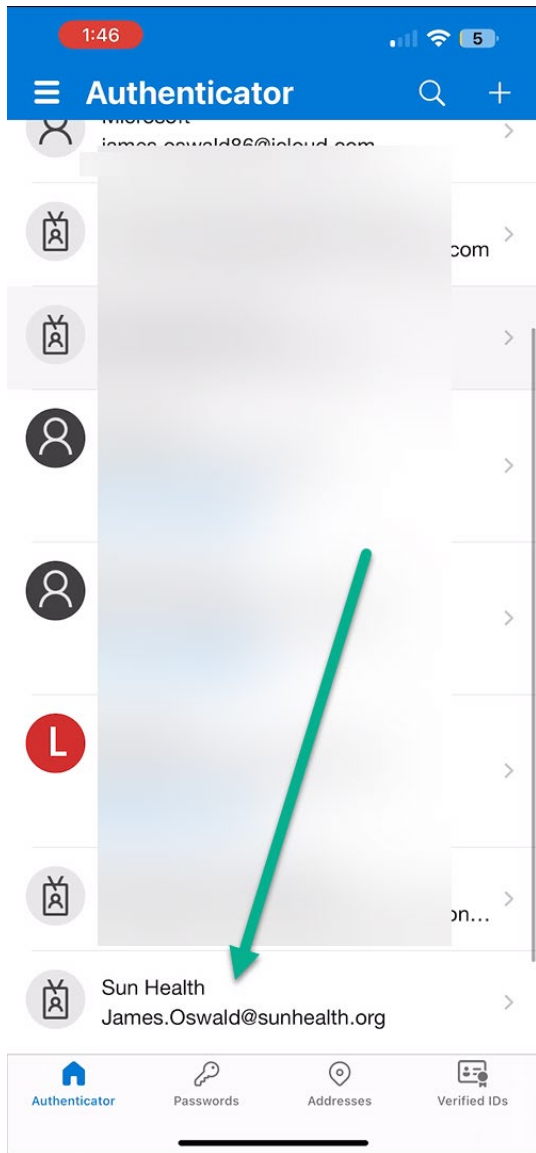
1. Open the Authenticator App



## Microsoft Security - Multifactor Authentication (MFA) Removing Account

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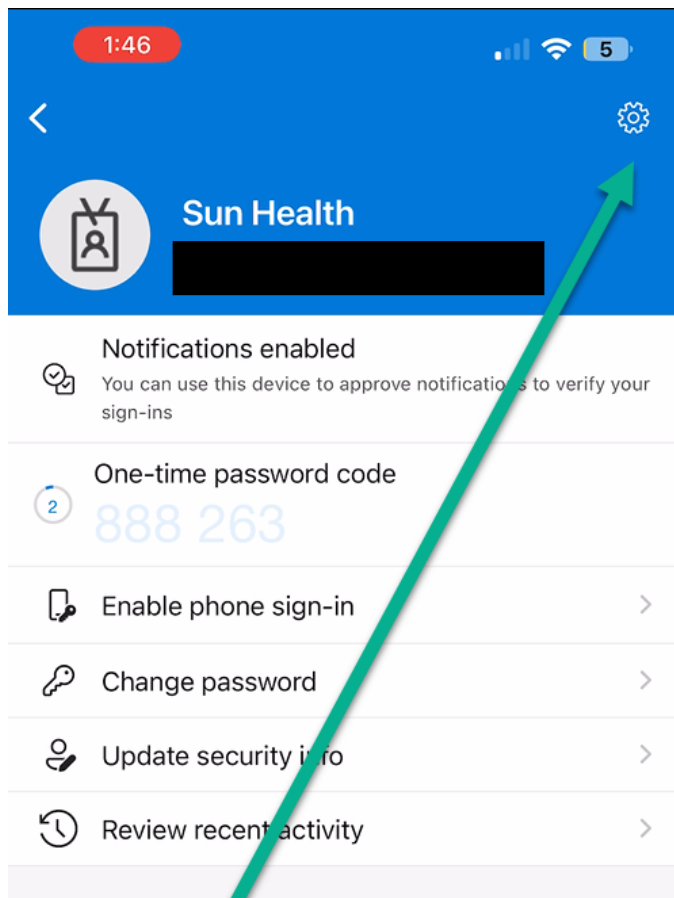
1. Once in the Authenticator App locate your Sun Health account:
  - a. Tap the Sun Health account.



## Microsoft Security - Multifactor Authentication (MFA) Removing Account

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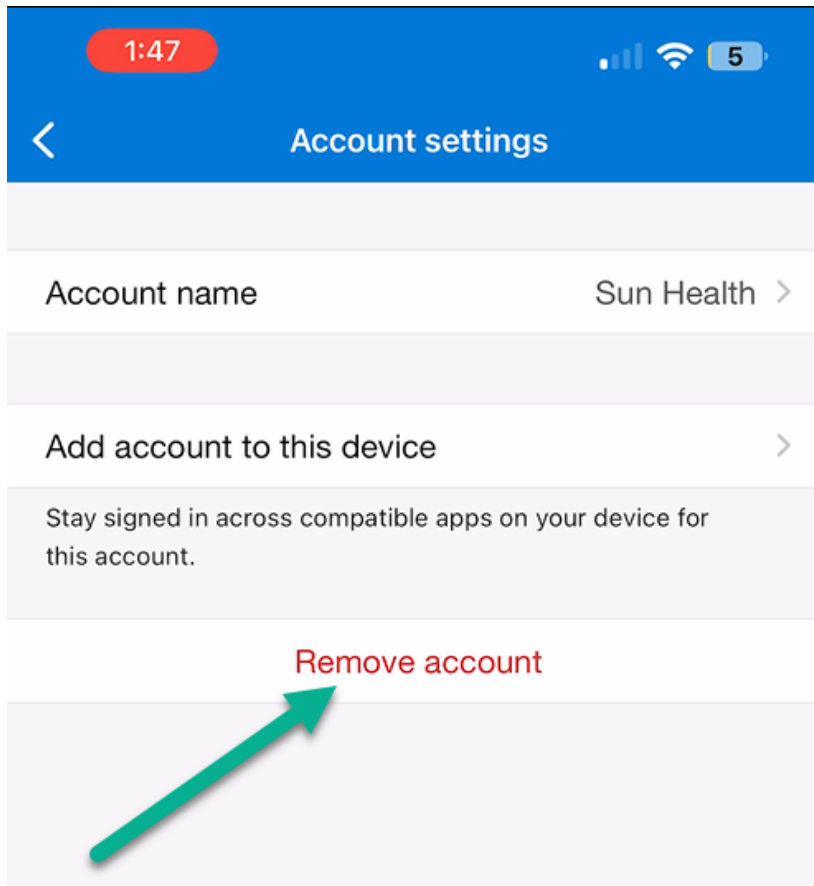
2. In the account profile window tap the Settings Cog Icon in the upper right.



## Microsoft Security - Multifactor Authentication (MFA) Removing Account

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3. When in Account Settings select **Remove Account**

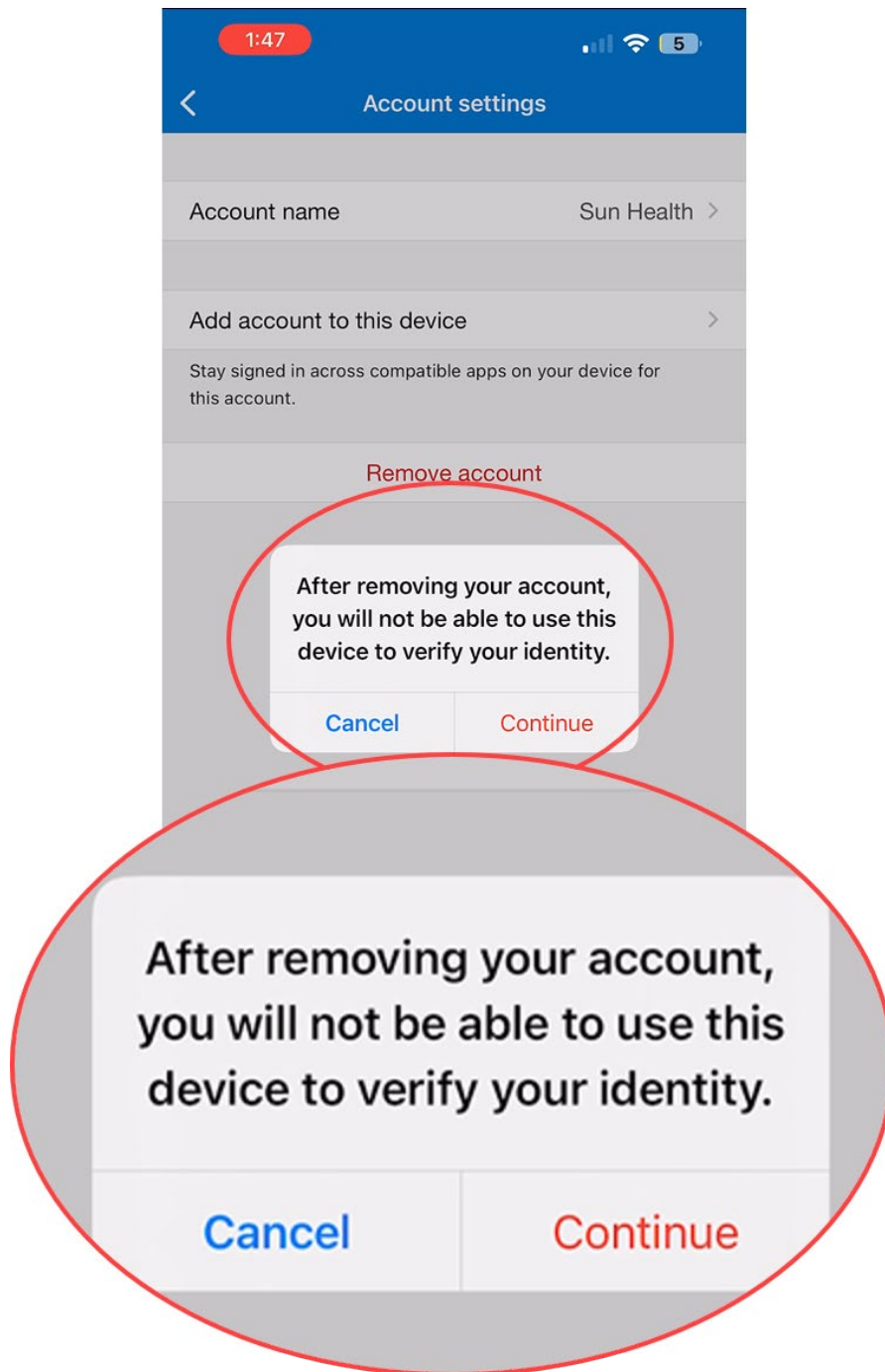




## Microsoft Security - Multifactor Authentication (MFA) Removing Account

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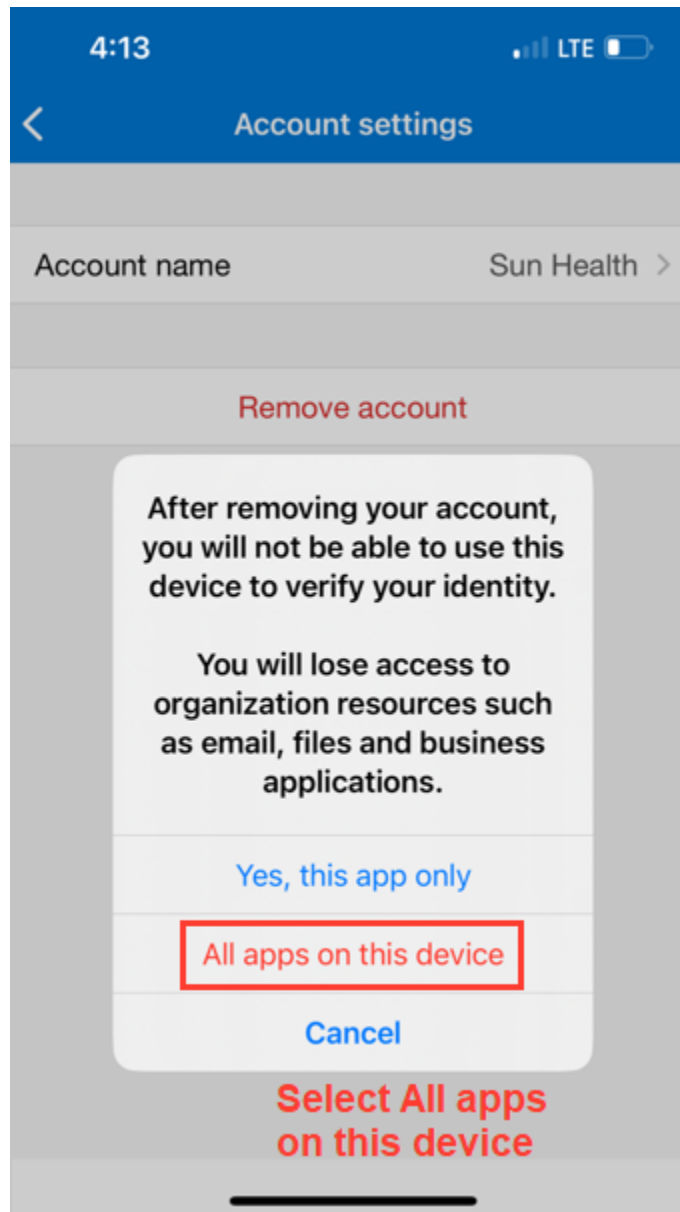
4. You will receive a prompt After removing your account you will be able to use this device to verify your identity. Select **Continue**



## Microsoft Security - Multifactor Authentication (MFA) Removing Account

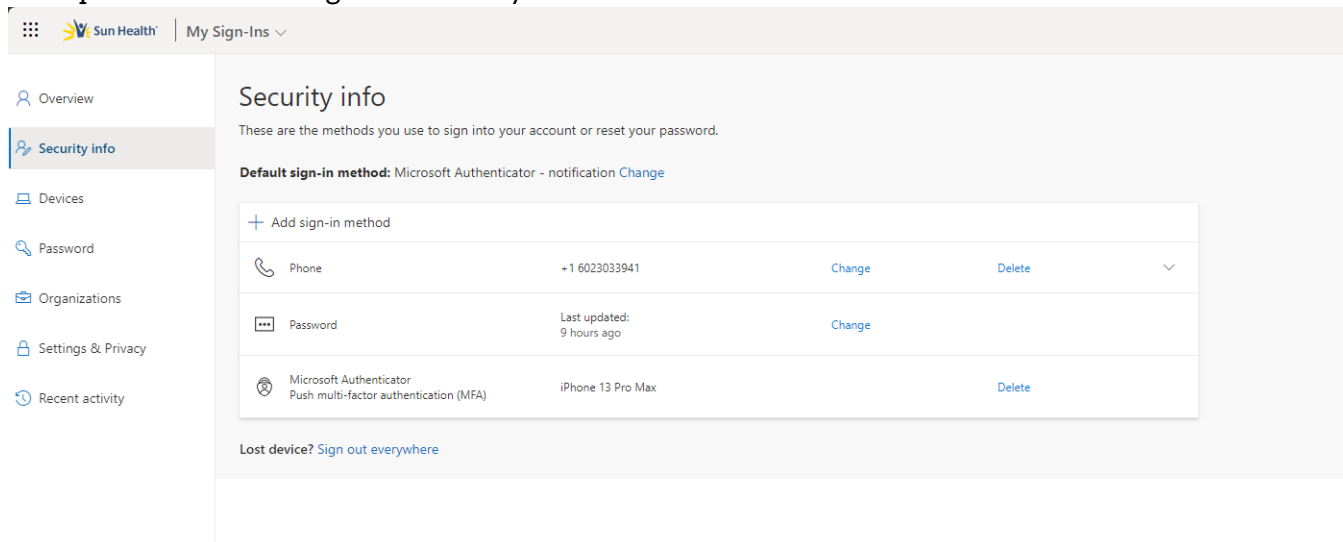
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5. Choose All apps on this device.

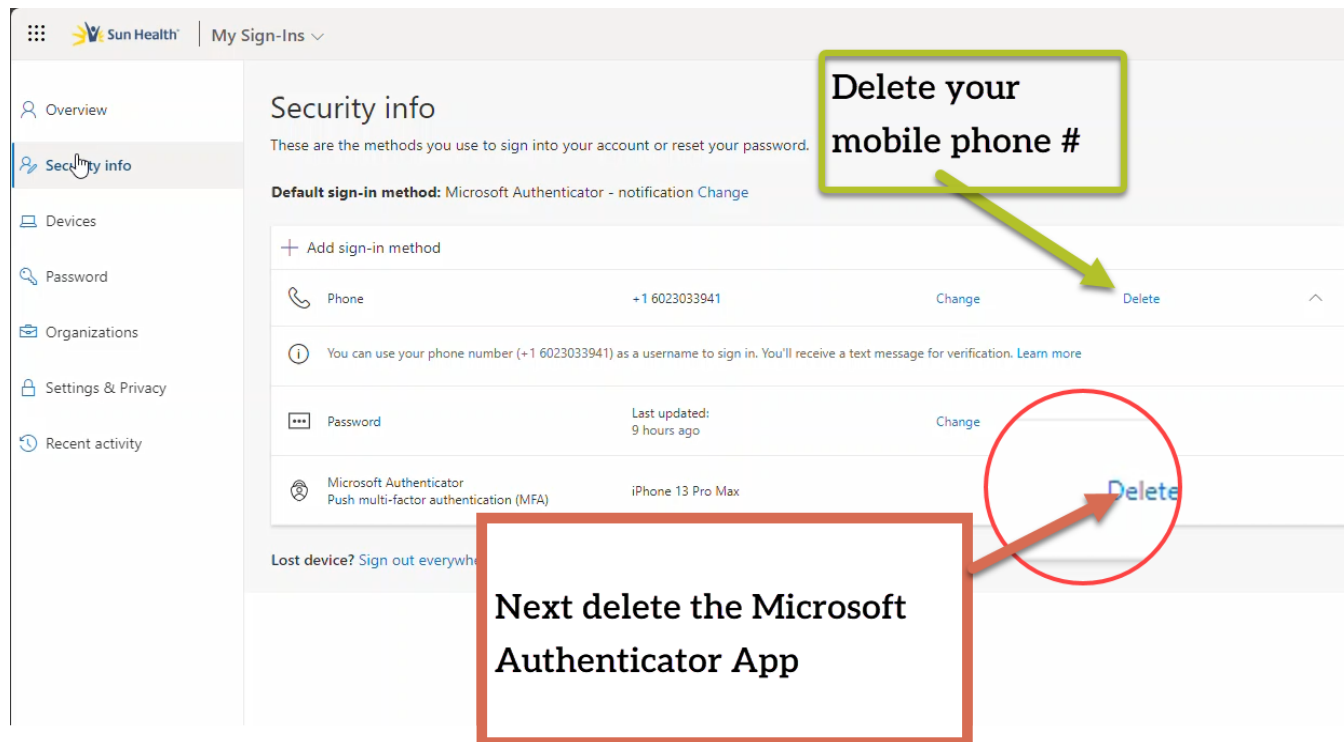


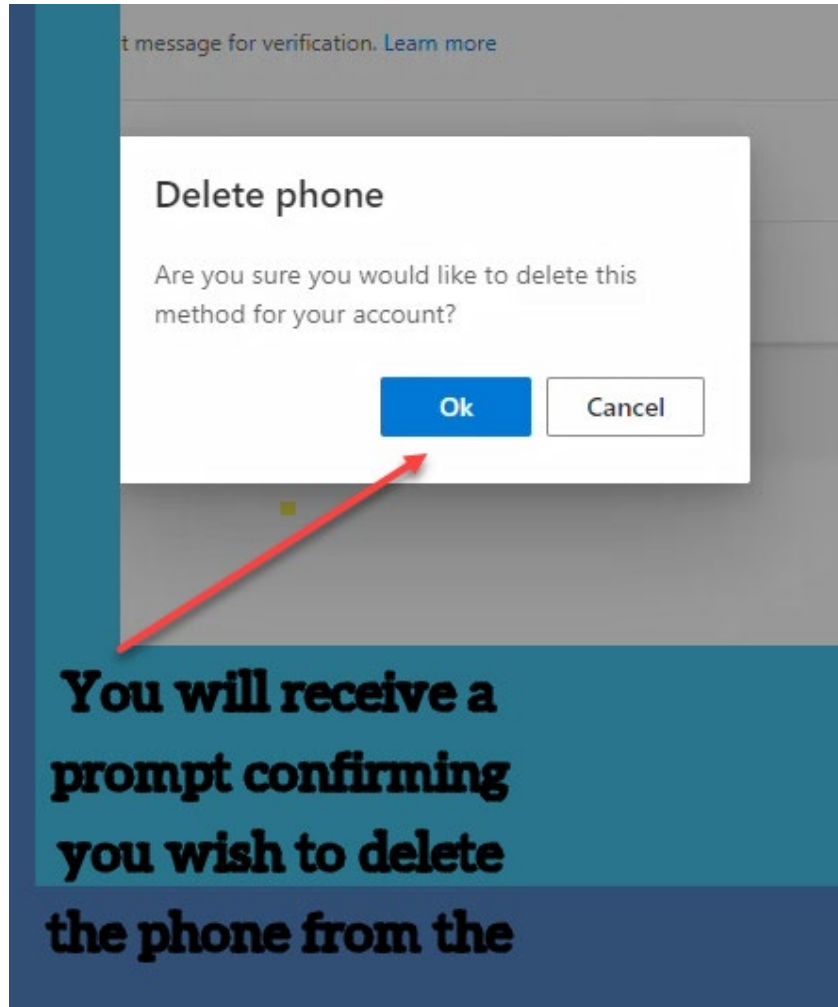
# Removing your authentication methods from the web portal.

1. Log back into the portal at the same URL <https://AKA.MS/Mysecurityinfo>
  - a. Enter your email address and password like you did in the earlier steps.
2. Upon a successful login the Security info screen will load.



3. You will need to Delete both Phone and the Authenticator authentication methods from this page by selected **Delete** next to either method and then **OK** on the confirmation pop up as shown below.





#### 4. Finally choose **sign out everywhere**.

