

Multi-Factor Authentication (MFA) & Self-Service Password Reset (SSPR) ENROLLMENT GUIDE

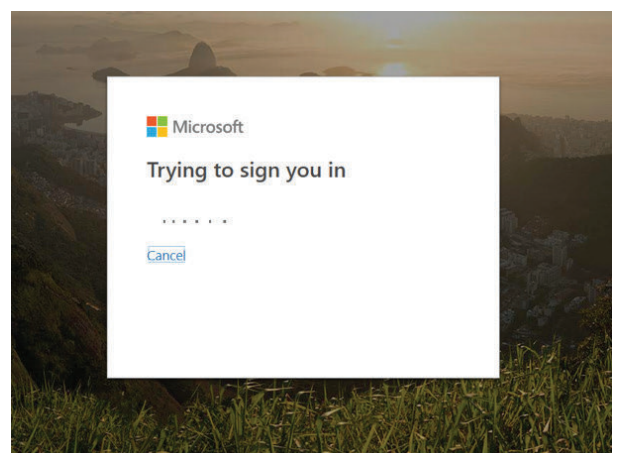
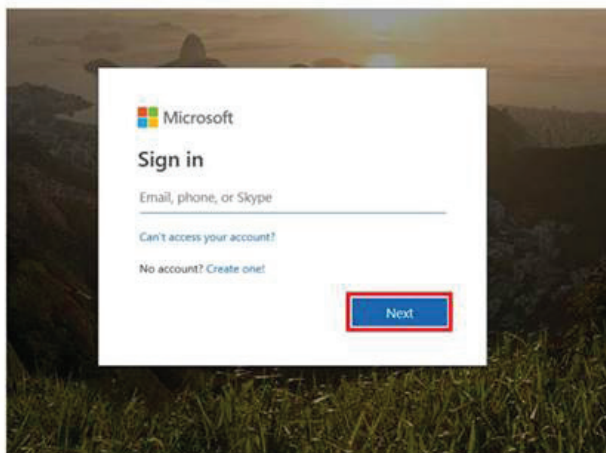


Step 1

Visit **Microsoft MyApps portal** (<https://aka.ms/setupsecurityinfo>) to login.



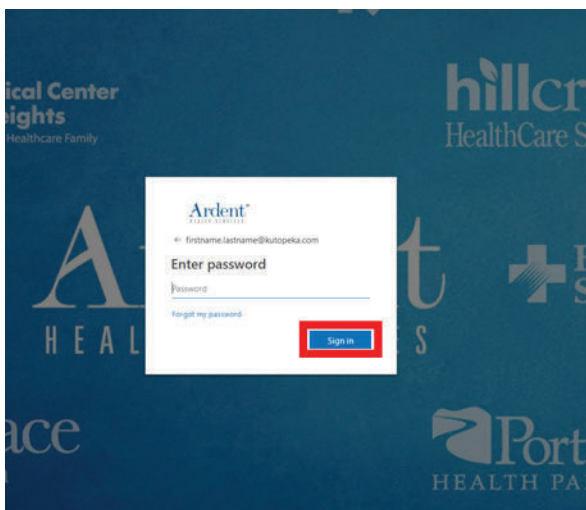
Enter your primary email address into the Office 365 prompt and click **“Next”**. You will then see **“Trying to sign you in”**.



MFA / SSPR Enrollment Guide

Step 2

On the next page, you will see the Ardent Health Services logo and background. Enter the password you use to log onto your computer into the **“Password”** prompt and click **“Sign in”**.



MFA / SSPR Enrollment Guide

Step 3

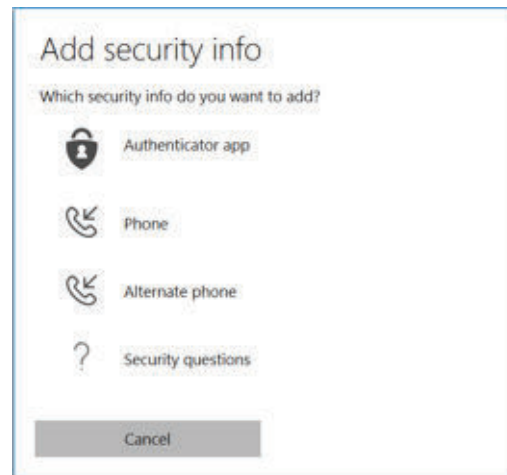
On the next screen, click on **“Add security info”**.



Step 4

This will bring up a screen that shows the different security measures you can add to set-up your second password.

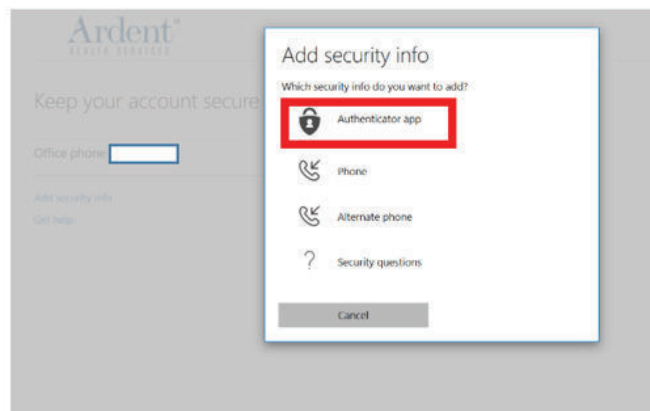
You can use the Authenticator app (Step #5), or the Phone Call/Text Message to verify your identity (Step #14)



Step 5

Authenticator app Verification Method

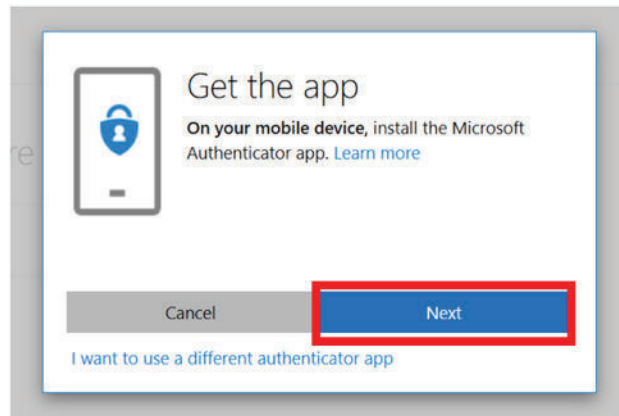
To set up the **Authenticator app**, select that option.



MFA / SSPR Enrollment Guide

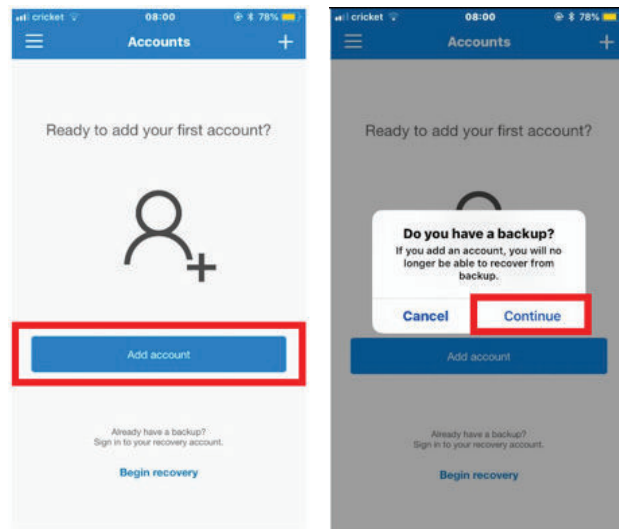
Step 6

Start by installing the **Microsoft Authenticator app** and clicking **“Next”**.



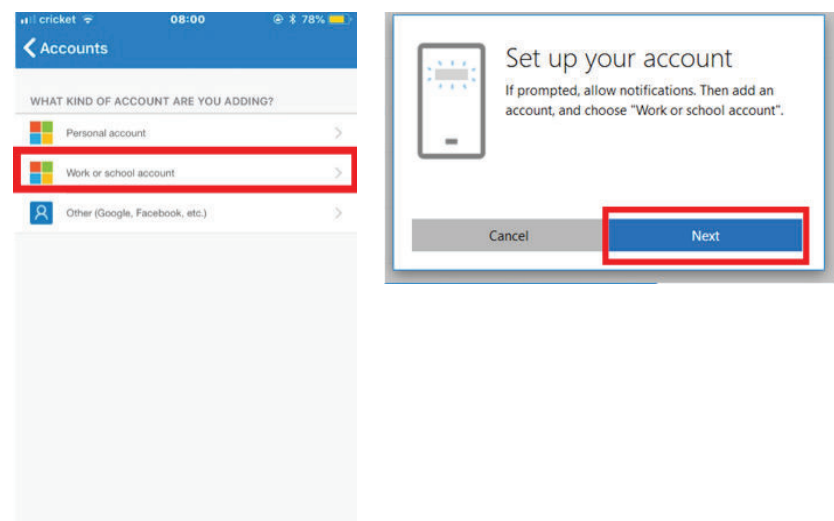
Step 7

After installing the Microsoft Authenticator app, you will see these screens to the right. Click on **“Add Account”**, followed by **“Continue”** on the pop-up.



Step 8

On the next screen, choose **“Work or School account”** on your mobile device. Then click **“Next”** on your computer.



MFA / SSPR Enrollment Guide

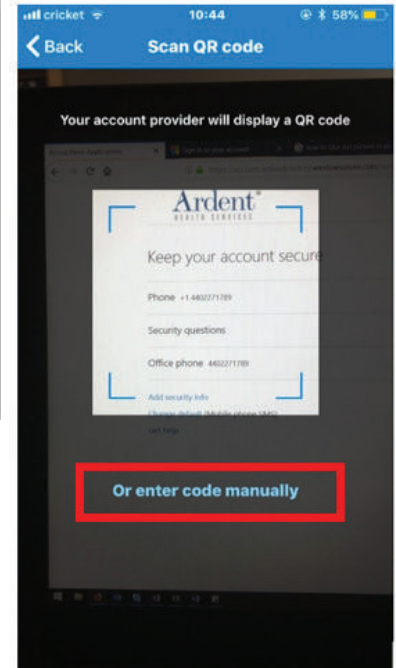
Step 9

Use the phone's camera and the authenticator app to scan the QR code on the computer screen, then click **"Next"**.

Note: You may have to enable the camera in Settings in order to scan.

If you can't use your phone's camera, click on **"Can't scan the QR code?"** on your computer, and **"Or enter code manually"** on your device and then continue to Step #10.

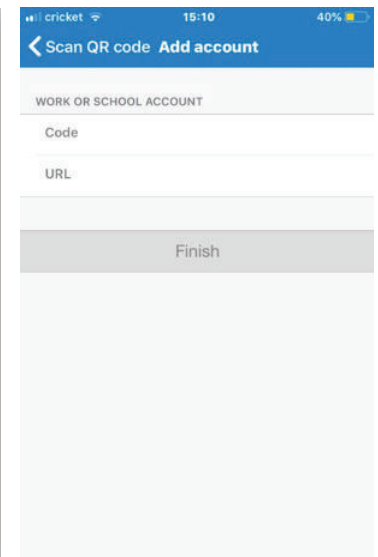
If you successfully configured your camera, you can skip to Step #11.



Step 10

If you couldn't use your phone's camera for the QR code, the following screen will pop-up.

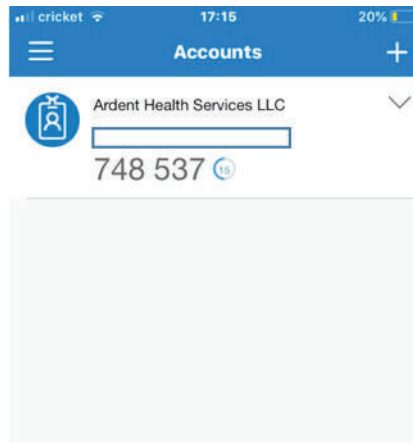
Copy the code and the URL from the computer and into your device.



MFA / SSPR Enrollment Guide

Step 11

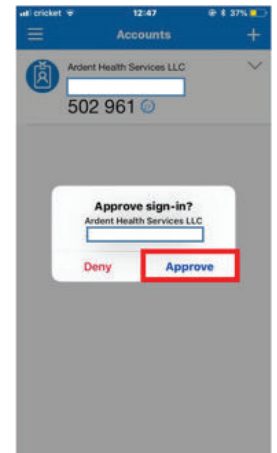
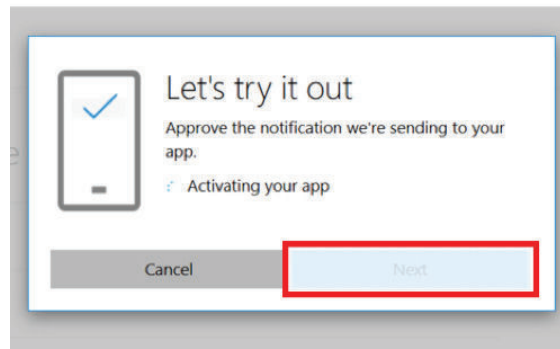
After activating your account with the QR square or with the QR Code/ URL code, the Microsoft Authenticator will bring you back to this home page.



Step 12

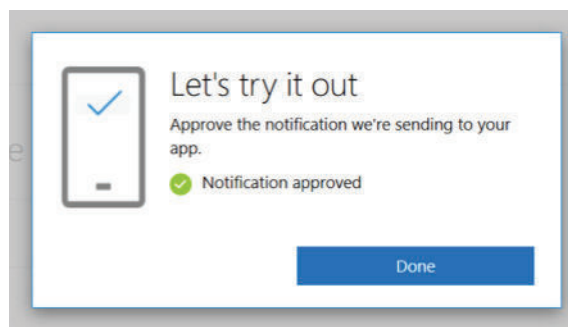
After clicking **“Next”** on your computer, Microsoft will send a notification to your phone to complete the activation. When the notification comes through, press **“Approve”**.

This is how you will see your future verification requests.



Step 13

When the website has received the approval, you will have finished setting up the **“Authenticator App”** option. Click **“Done”** to return to the Profile screen.



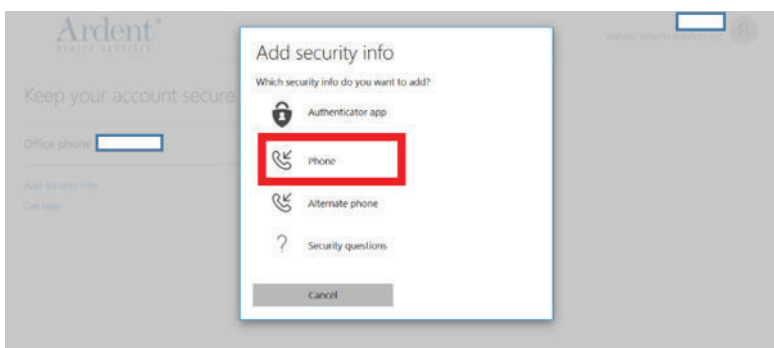
MFA / SSPR Enrollment Guide

Step
14

Phone Call or Text Verification Method

Step
15

Click on the **“Phone”** option.



Step
16

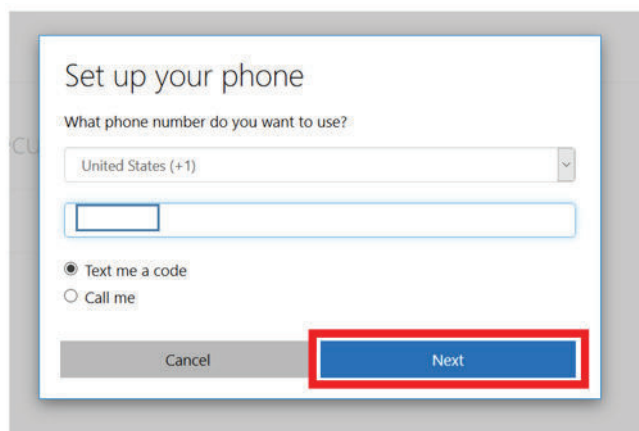
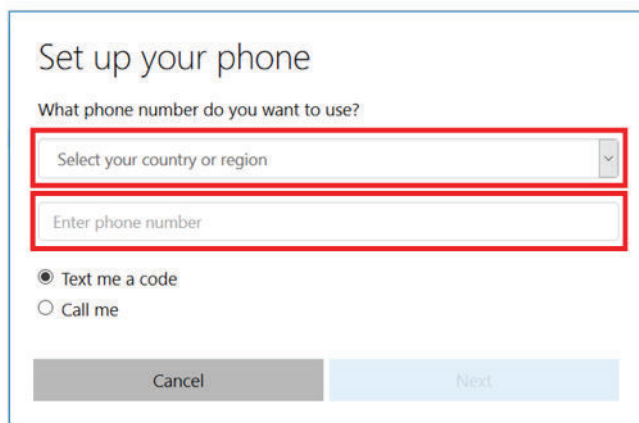
Select **“United States (+1)”** in the drop down and enter your phone number.

Select one of these methods:

“Text me a code” will send a text message with a 6-digit key. **“Call me”** will call the phone and prompt the user to hit **“#”** on the keypad.

Note: Standard text message and calling rates will apply.

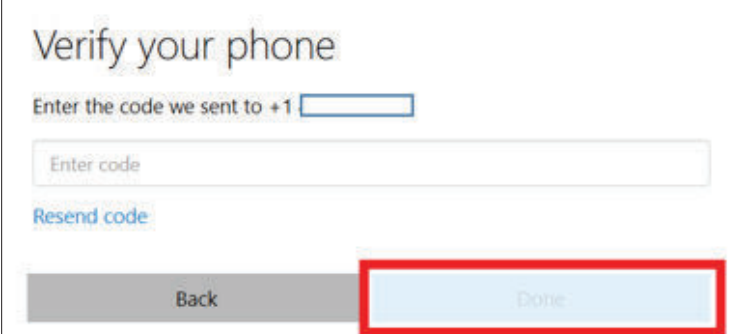
After choosing one of these methods, click on **“Next”**. Proceed to Step #17 for the Text Message option and Step #18 for the Call option.



MFA / SSPR Enrollment Guide

Step 17

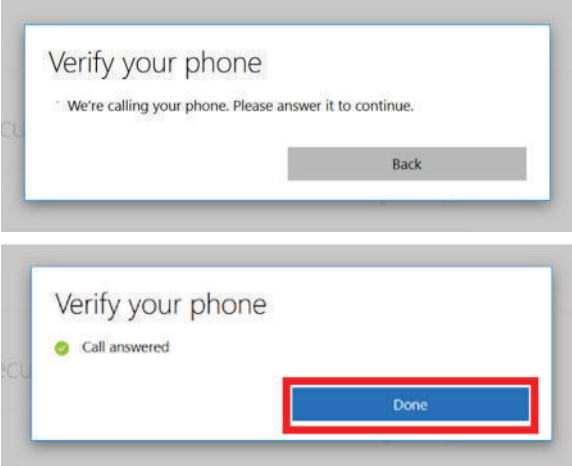
If you chose the text method, you will enter the corresponding 6-digit key, and then click **“Done”**. It will return to the security screen afterwards.



The screenshot shows a mobile interface titled "Verify your phone". At the top, it says "Enter the code we sent to +1" followed by a small input field. Below that is a larger input field labeled "Enter code". A link for "Resend code" is visible. At the bottom, there are two buttons: a grey "Back" button and a blue "Done" button, which is highlighted with a red rectangular border.

Step 18

If you chose the call method, after answering the call, you will be prompted to hit the **“#”** key on your keypad. When it has been verified, you will see the green check mark. Click **“Done”**.



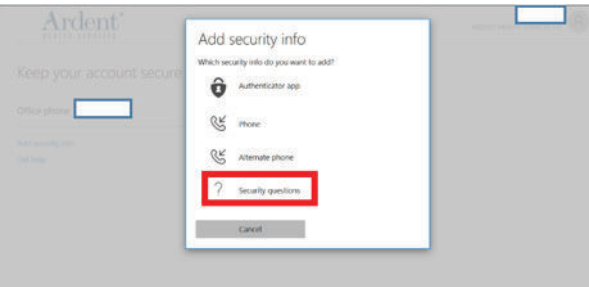
The first screenshot shows the "Verify your phone" screen with the instruction "We're calling your phone. Please answer it to continue." and a grey "Back" button. The second screenshot shows the same screen after verification, with a green checkmark and the text "Call answered". The blue "Done" button at the bottom is highlighted with a red rectangular border.

Step 19

Setting Up Self-Service Password Reset (Security Questions)

Step 20

The last step is to configure the **“Security questions”**.



The screenshot shows a mobile interface titled "Add security info". It asks "Which security info do you want to add?". There are four options listed: "Authenticator app", "iPhone", "Alternate phone", and "Security questions". The "Security questions" option is highlighted with a red rectangular border. A "Cancel" button is at the bottom.

MFA / SSPR Enrollment Guide

Step 21

After selecting “**Security Questions**”, you will be shown the following screen.

There are a total of ten (10) questions. Choose five (5) to answer.

Additional questions can be found in the drop down menu.

The screenshot shows a web interface titled "Set up your security questions". Below the title is a dropdown menu labeled "Which security questions do you want to use?". Five questions are listed, each with a dropdown arrow on the right and an "Answer" field below it:

- In what city did you meet your first spouse/partner?
- In what city was your father born?
- What is the name of a college you applied to but didn't attend?
- What is your favorite food?
- What is your oldest sibling's birthday month and year? (e.g. November 19)

At the bottom of the screen are two buttons: "Cancel" (grey) and "Done" (light blue).

The screenshot shows the same "Set up your security questions" screen. The dropdown menu "Which security questions do you want to use?" is expanded, showing a list of ten questions. The first question, "In what city did you meet your first spouse/partner?", is highlighted in blue. The other questions in the list are:

- What was the first and last name of your childhood best friend?
- What was the make and model of your first car or motorcycle?
- What was the name of your favorite stuffed animal?
- What was the name of your first pet?
- What were the last four digits of your childhood telephone number?
- In what city did you meet your first spouse/partner? (highlighted)
- What is the name of a college you applied to but didn't attend?
- What is your favorite food?
- What is your oldest sibling's birthday month and year? (e.g. November 19)

At the bottom of the screen are two buttons: "Cancel" (grey) and "Done" (light blue).

MFA / SSPR Enrollment Guide

Step 22

After selecting and answering the questions, click on **“Done”** to finish setting up the security questions.

Step 23

If you would like to change the default authentication method, click on **“Change Default”**. In the pop-up, select the desired authentication method and click **“Done”**.

The default method will be used every time you log-in externally.