# Multi-Factor Authentication (MFA) & Self-Service Password Reset (SSPR)
# ENROLLMENT GUIDE
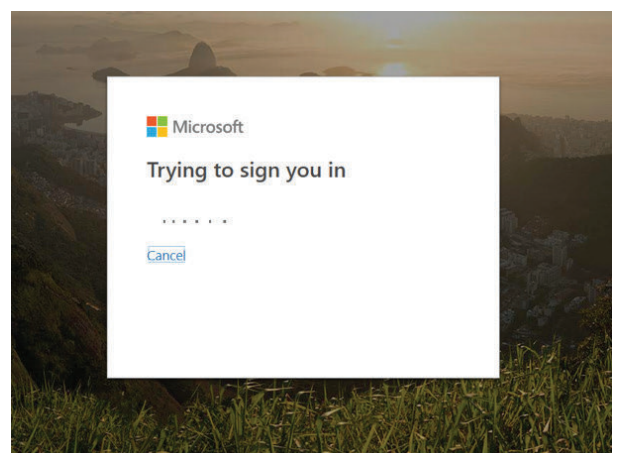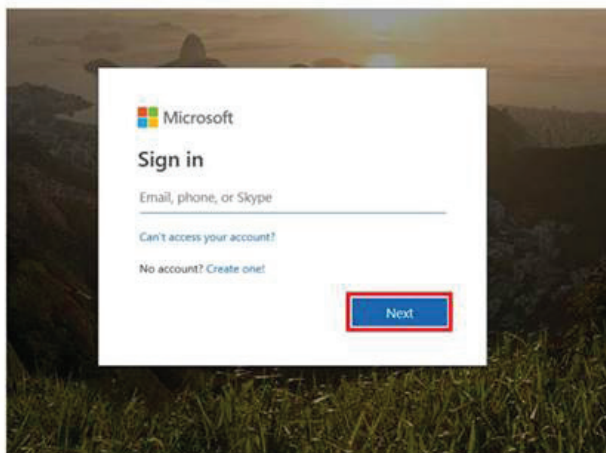
**Step 1**

Visit **Microsoft MyApps portal** (https://aka.ms/setupsecurityinfo) to login.
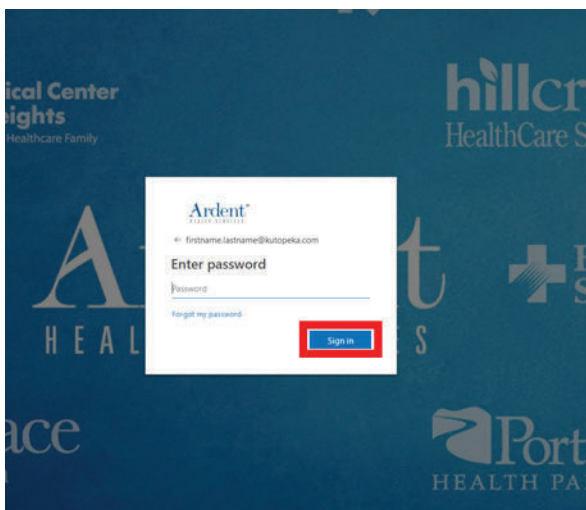
Enter your primary email address into the Office 365 prompt and click **"Next"**. You will then see **"Trying to sign you in"**.

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**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"**.
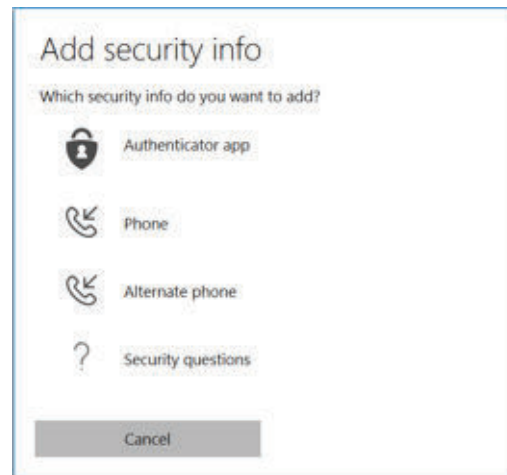
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**Step 3**

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)**



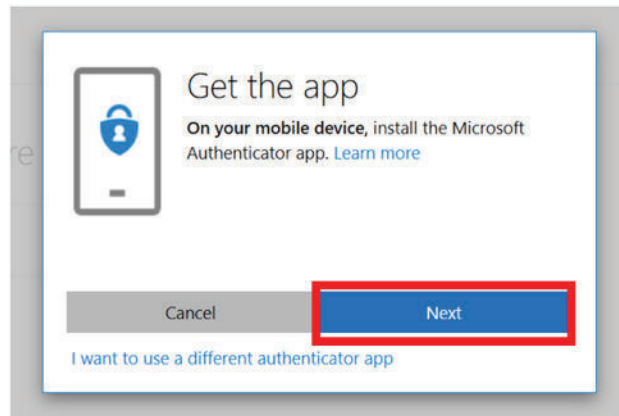**Step 5**

## Authenticator app Verification Method

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

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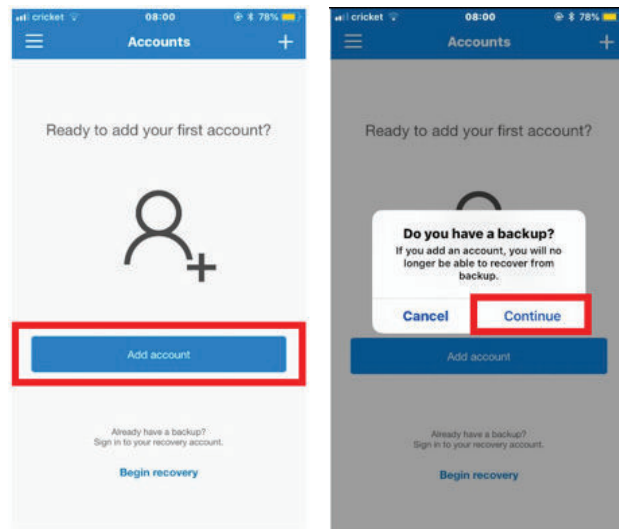
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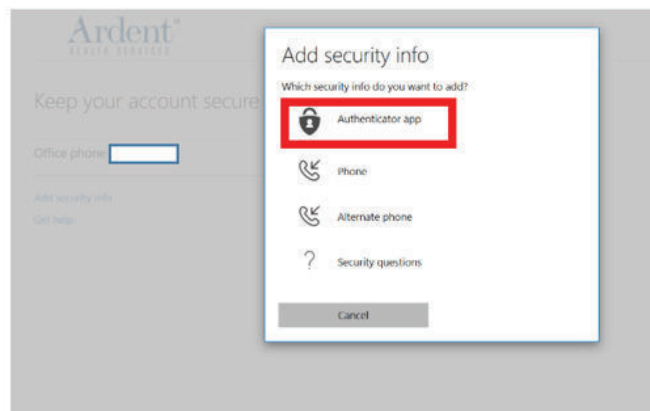
**Step 6**

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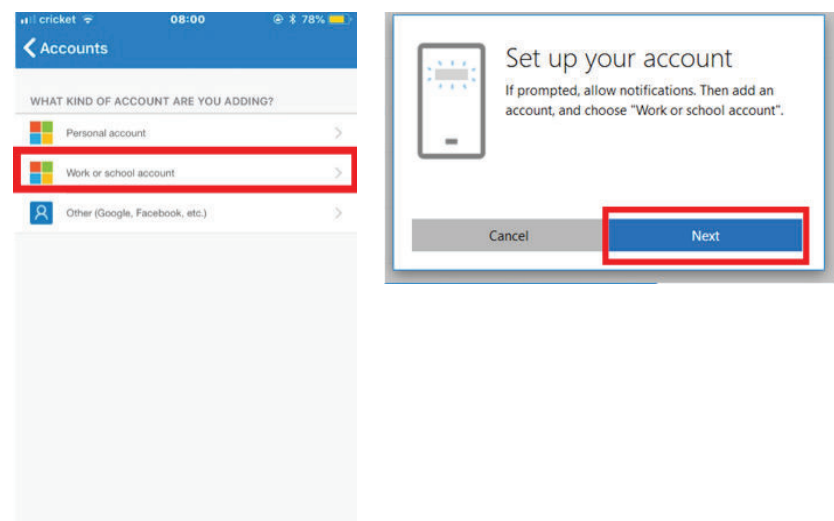


**Step 7**

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.

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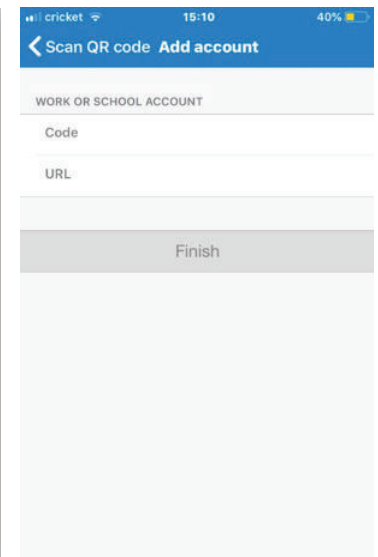
If you successfully configured your camera, you can skip to Step #11.
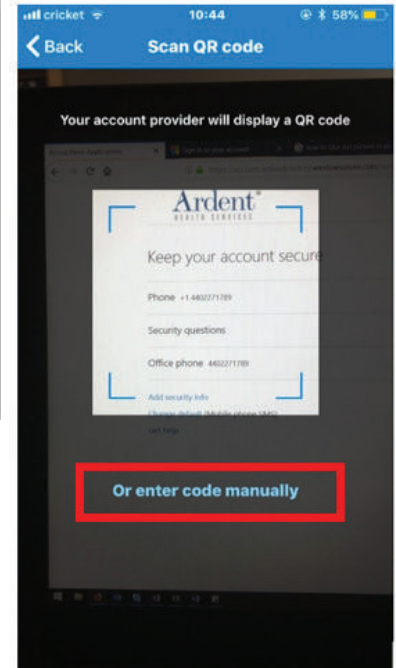


**Step 10**

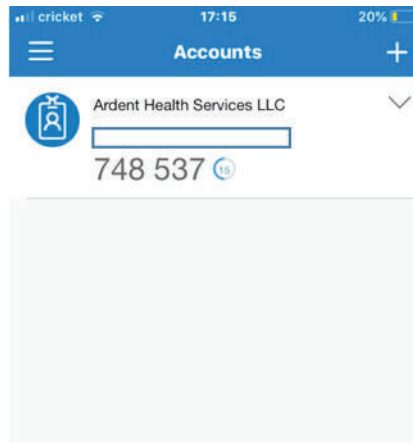If you couldn't use your phone's camera for the QR code, the following screen will pop-up.

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

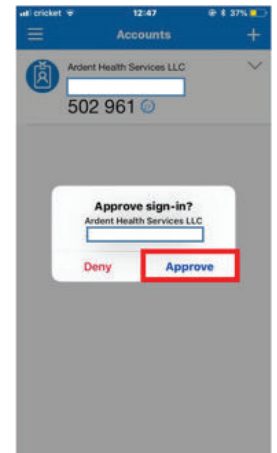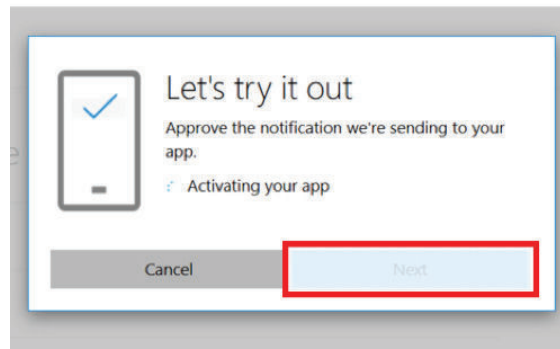# MFA / SSPR Enrollment Guide

**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.
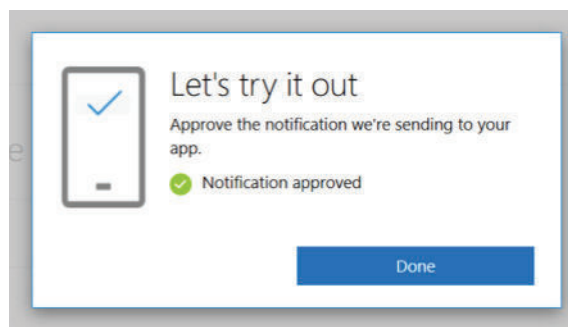
**Step 12**

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.

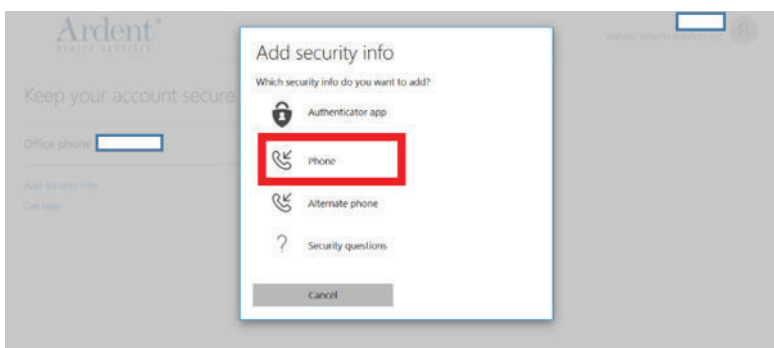# MFA / SSPR
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**Step 14**

## 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.
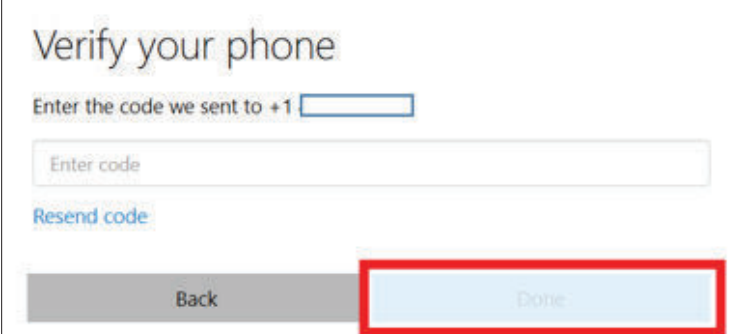
*Note: Standard text message and calling rates will apply.*

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.

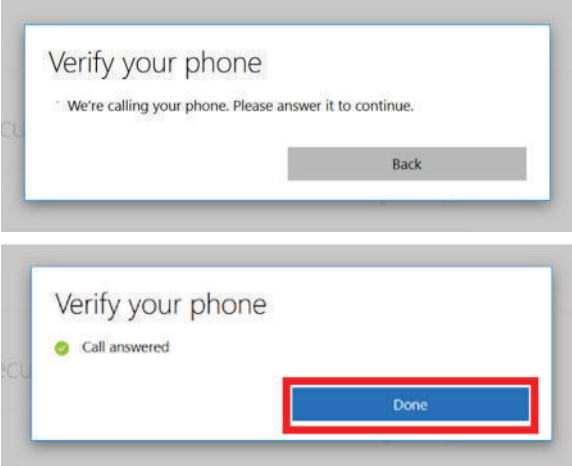**Ardent**<sup>SM</sup>

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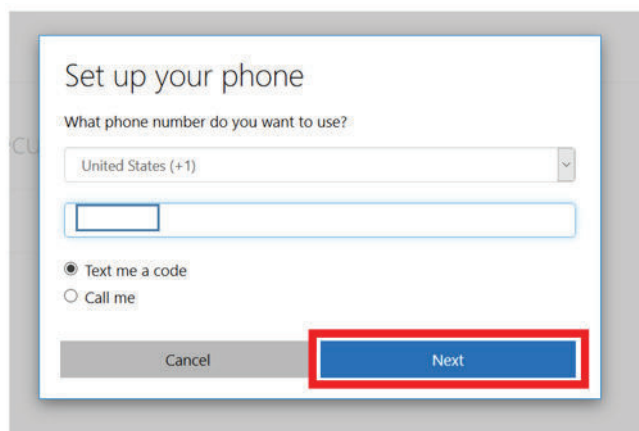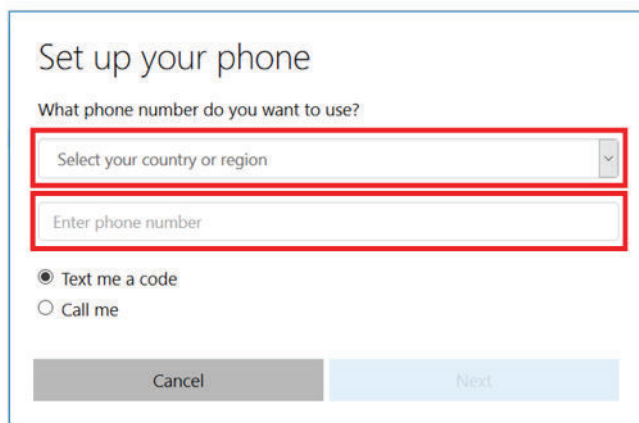
**Step 17** If you chose the text method, you will enter the corresponding 6-digit key, and then click **"Done"**. It will return to the security screen afterwards.



**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"**.
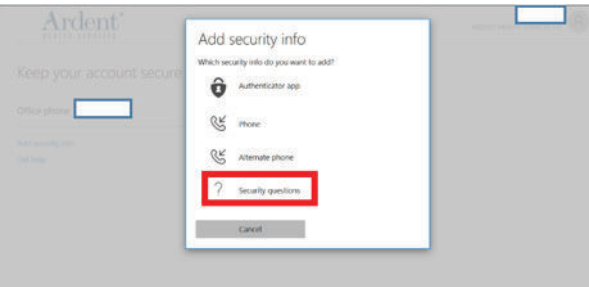


**Step 19** **Setting Up Self-Service Password Reset (Security Questions)**

**Step 20** The last step is to configure the **"Security questions"**.

**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.

**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.