

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

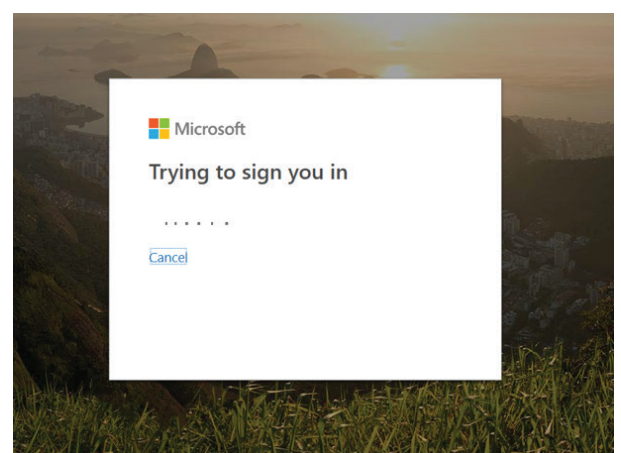
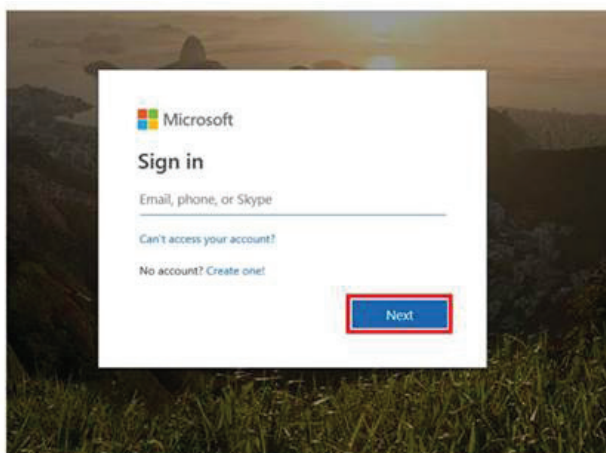


**Step
1**

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



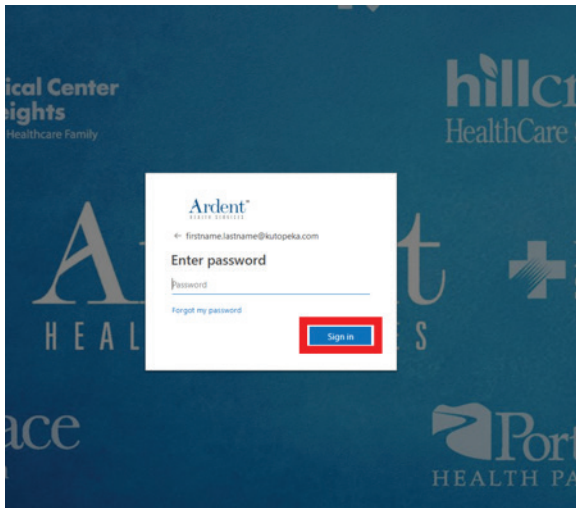
Enter your primary email address into the Office 365 prompt and click **“Next”**. You will then see **“Trying to sign you in”**.



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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

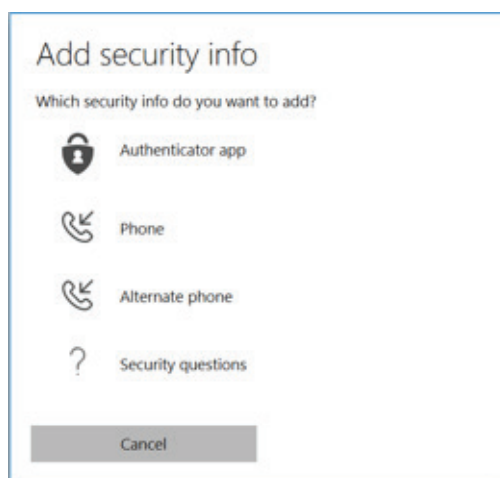
On the next screen, click on **“Add security info”**.



Step 4

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

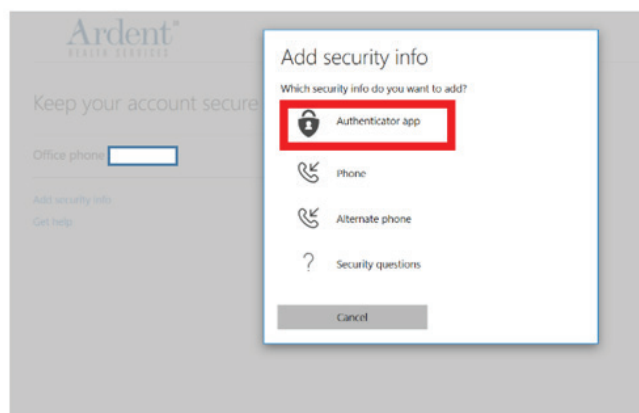
You can use the Authenticator app (Step #5), or the Phone Call/Text Message to verify your identity (Step #14)



Step 5

Authenticator app Verification Method

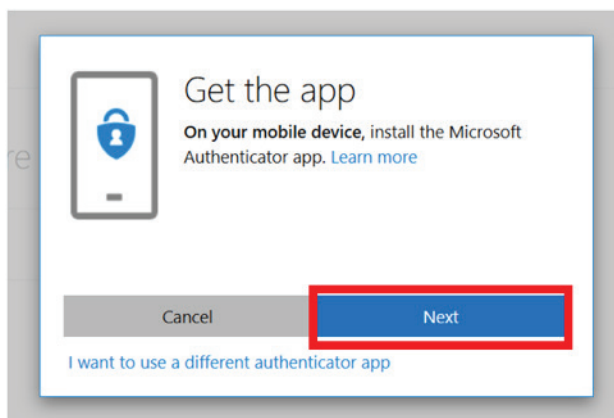
To set up the **Authenticator app**, select that option.



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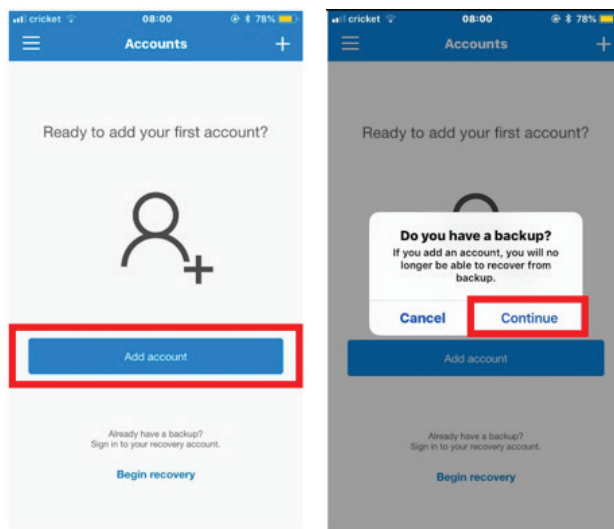
Step 6

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



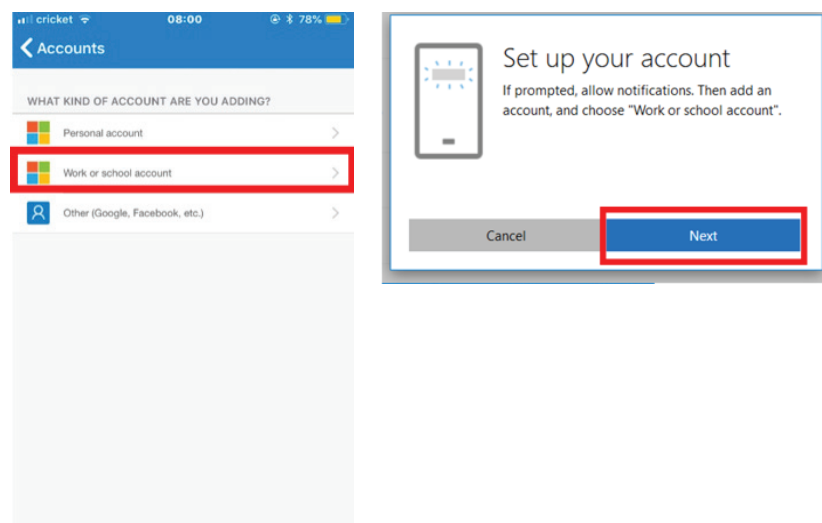
Step 7

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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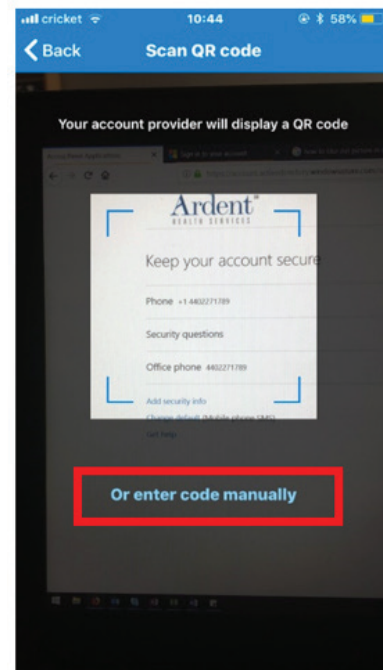
Step 9

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.

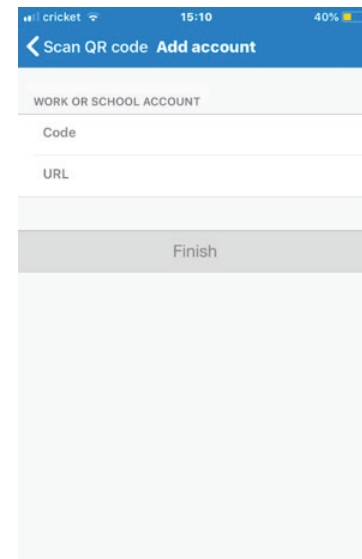
If you successfully configured your camera, you can skip to Step #11.



Step 10

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

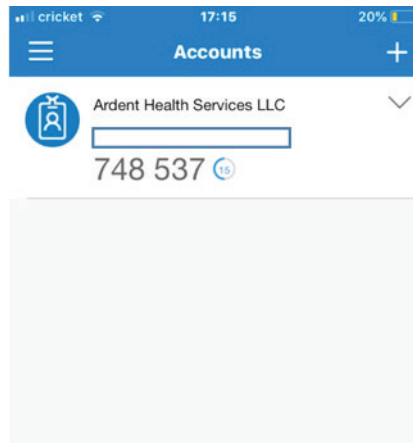
Copy the code and the URL from the computer and into your device.



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Step 11

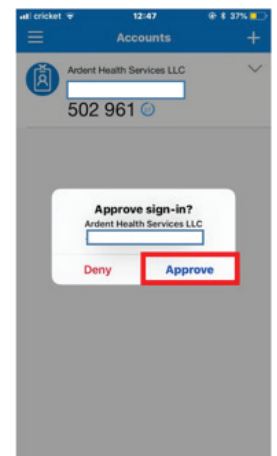
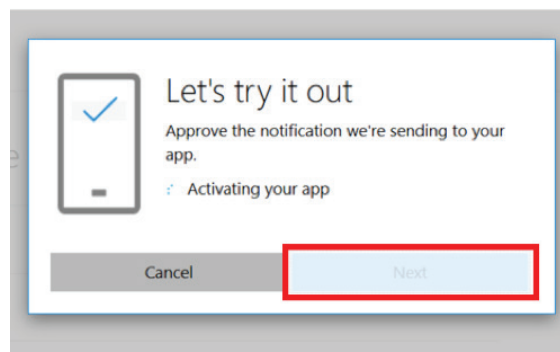
After activating your account with the QR square or with the QR Code/ URL code, the Microsoft Authenticator will bring you back to this home page.



Step 12

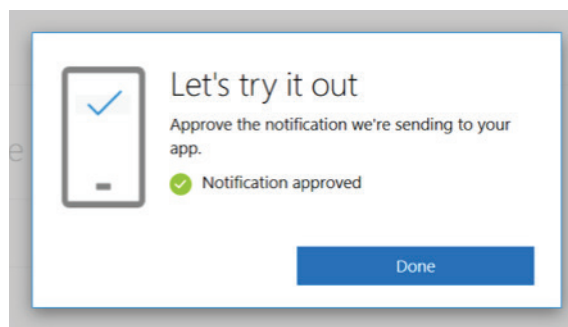
After clicking **“Next”** on your computer, Microsoft will send a notification to your phone to complete the activation. When the notification comes through, press **“Approve”**.

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.



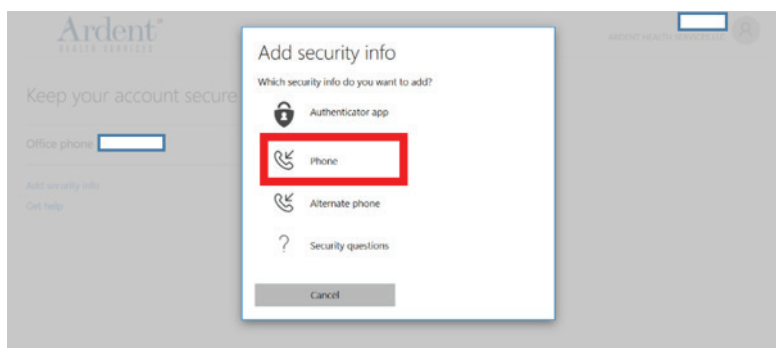
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Step 14

Phone Call or Text Verification Method

Step 15

Click on the **“Phone”** option.



Step 16

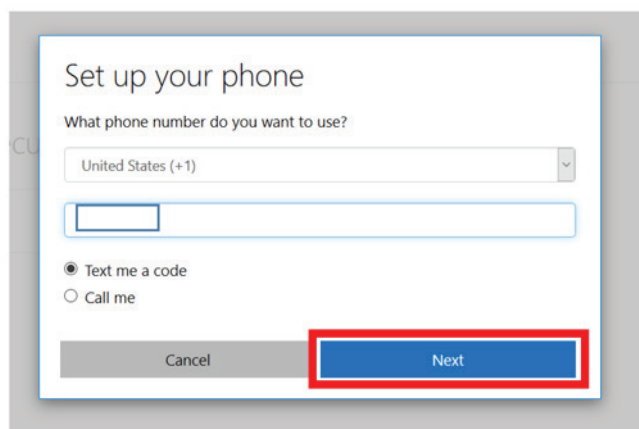
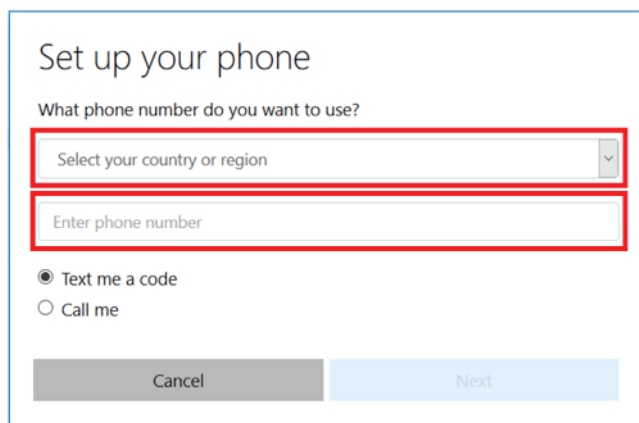
Select **“United States (+1)”** in the drop down and enter your phone number.

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.

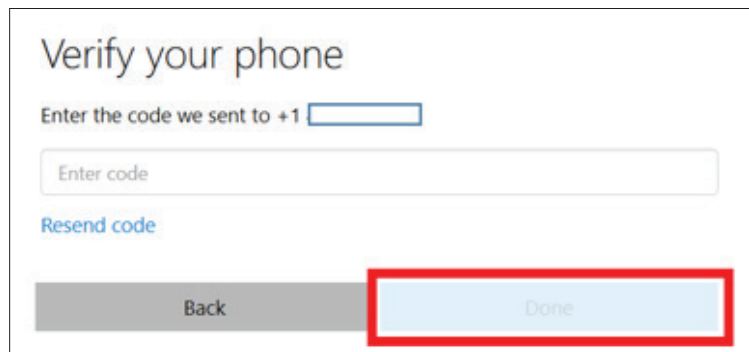
After choosing one of these methods, click on **“Next”**. Proceed to Step #17 for the Text Message option and Step #18 for the Call option.



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Step 17

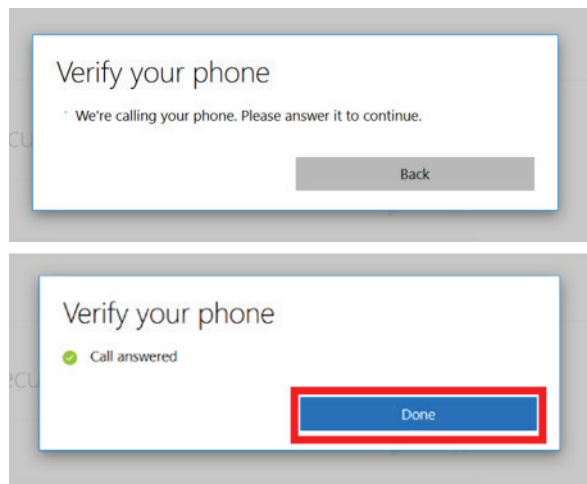
If you chose the text method, you will enter the corresponding 6-digit key, and then click **“Done”**. It will return to the security screen afterwards.



The screenshot shows a 'Verify your phone' screen. At the top, it says 'Verify your phone'. Below that, it says 'Enter the code we sent to +1' followed by a text input field. Underneath the input field is a 'Resend code' link. At the bottom, there are two buttons: a grey 'Back' button on the left and a blue 'Done' button on the right, 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”**.



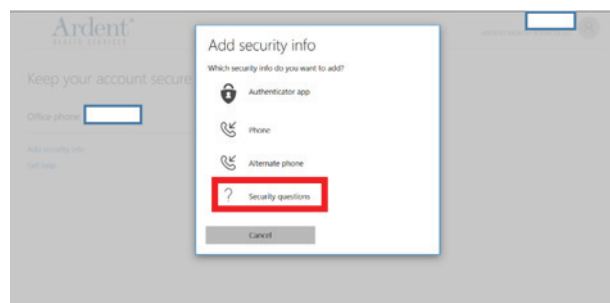
The first screenshot shows the 'Verify your phone' screen with the text 'We're calling your phone. Please answer it to continue.' and a grey 'Back' button. The second screenshot shows the same screen but with a green checkmark and the text 'Call answered' above the blue 'Done' button, which is highlighted 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 'Keep your account secure' screen with a background of the Ardent logo. In the foreground, there is a white box titled 'Add security info' with the question 'Which security info do you want to add?'. It lists four options: 'Authenticator app', 'Phone', 'Alternate phone', and 'Security questions'. The 'Security questions' option is highlighted with a red rectangular border. At the bottom of the box is a grey 'Cancel' button.

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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. The first five questions are expanded, showing an "Answer" field below each. The questions are: "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?", and "What is your oldest sibling's birthday month and year? (e.g. November 19)". At the bottom are two buttons: "Cancel" and "Done".

The screenshot shows the same "Set up your security questions" interface. The dropdown menu "Which security questions do you want to use?" is open, displaying a list of ten questions. The first question, "In what city did you meet your first spouse/partner?", is highlighted in blue. Below the list, the first five questions are expanded, showing their respective "Answer" fields. The questions are: "In what city did you meet your first spouse/partner?", "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?", "What is the name of a college you applied to but didn't attend?", "What is your favorite food?", and "What is your oldest sibling's birthday month and year? (e.g. November 19)". At the bottom are two buttons: "Cancel" and "Done".

MFA / SSPR Enrollment Guide

Step 22

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

The screenshot shows a form titled 'Set up your security questions'. It asks 'Which security questions do you want to use?' and lists five questions, each with a dropdown menu and a text input field: '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?', and 'What is your oldest sibling's birthday month and year? (e.g. November 15)'. At the bottom, there are two buttons: 'Cancel' and 'Done'. The 'Done' button is highlighted with a red rectangle.

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.

The screenshot shows the 'Keep your account secure' page. It has fields for 'Authenticator app', 'Phone +1', and 'Office phone'. Below these fields, there is a link 'Add security info' and a button 'Change default (Authenticator app notification)'. The 'Change default' button is highlighted with a red rectangle.

The screenshot shows a pop-up window titled 'Change default security info'. It asks 'How do you want to prove who you are when you sign in?' and lists four options: 'Approve a notification from my authenticator app' (selected), 'Enter a code from my authenticator app or token', 'Text a code to +1', and 'Call +1'. Below the options, it says 'Only the security info shown here can be set as default.' At the bottom, there are two buttons: 'Cancel' and 'Done'.