

# Multi-Factor Authentication (MFA)



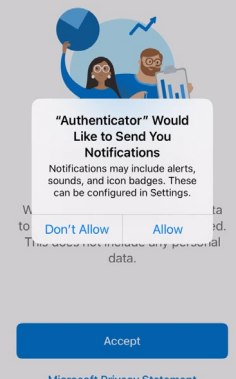
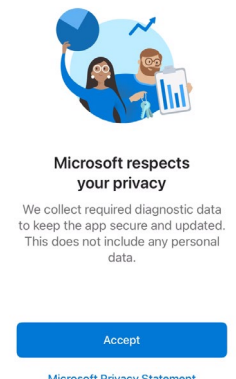
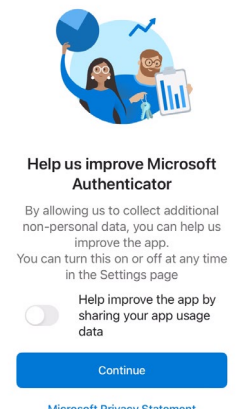
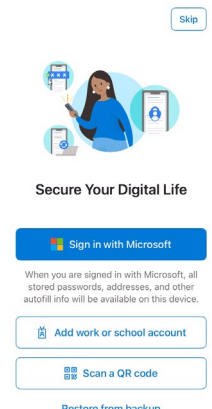
## Tip Sheet


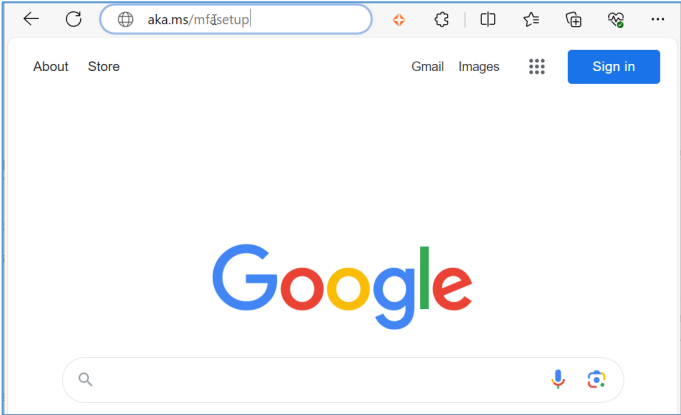
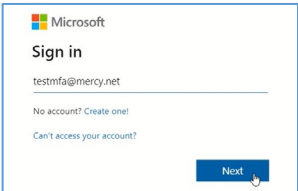
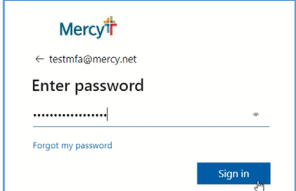
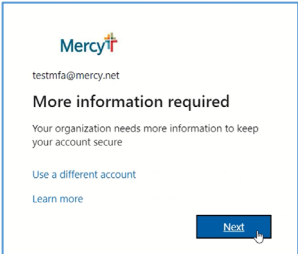
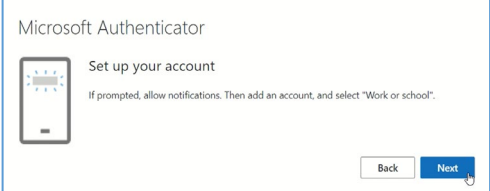
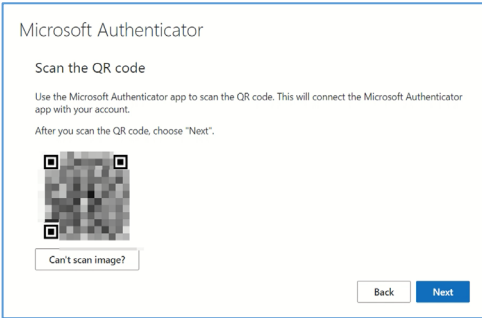
### How do I set up MFA?


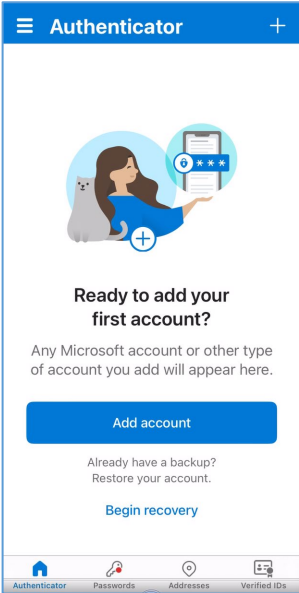
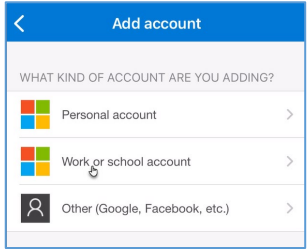
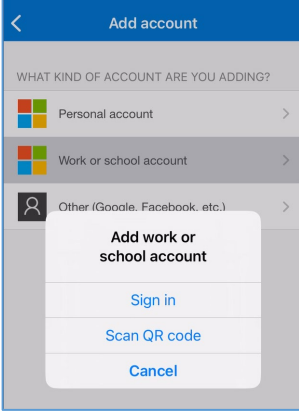
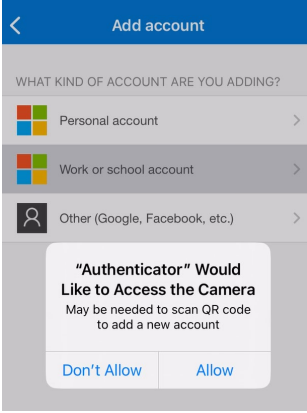
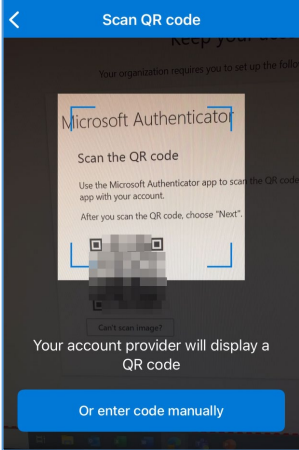
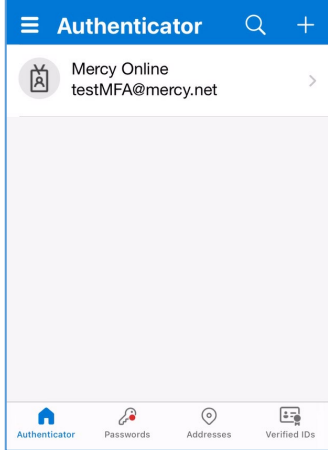
This tip sheet can be used to set up Multi-Factor Authentication (MFA).


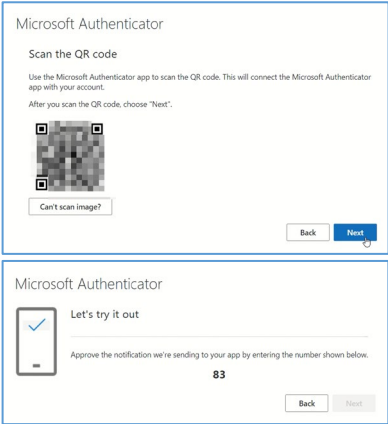

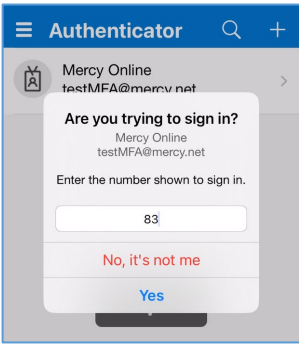

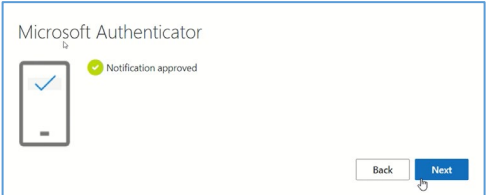
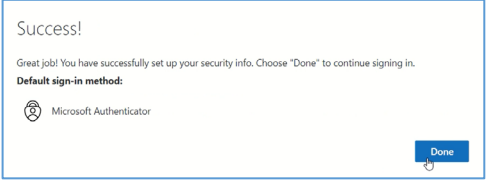
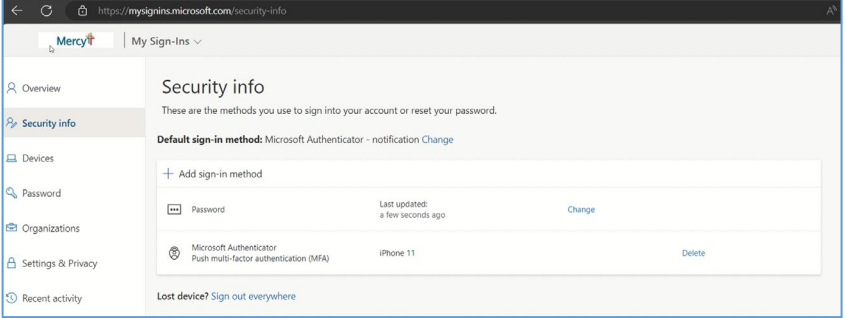
If you followed the below steps and are unable to setup MFA using this tip sheet, please enter or have your leader enter an access request in IdentityNow for *MFA Enrollment/Re-Enrollment Link Activation*. Please see [KB0032397 - How to Request MFA Enrollment/Re-Enrollment Link Activation](#) for instructions (only available from Mercy's internal network).

If you or your leader can not submit the *MFA Enrollment/Re-Enrollment Link Activation* access request, please call the Mercy Service Desk (1-866-440-3399) for additional assistance.

Device	Steps	Images
	<p>If the Microsoft Authenticator app is already installed on your personal mobile phone, open the app and proceed to Step 7.</p> <ol style="list-style-type: none"> <li>1. Download the <b>Microsoft Authenticator</b> app onto your personal mobile phone using <b>Google Play</b> or the <b>Apple App Store</b>. Please make sure that the app developer is the <b>Microsoft Corporation</b>.</li> <li>2. Open the Authenticator app on your mobile phone.</li> <li>3. You will be asked to allow notifications. Click <b>Allow</b>. Sometimes, you might be asked to allow notifications further along in the process. Always be sure to click Allow.</li> <li>4. You will be asked to accept the Microsoft privacy statement, click <b>Accept</b>.</li> <li>5. You may choose to share your app usage data with Microsoft if you want to or leave it set to no. Proceed by clicking <b>Continue</b>.</li> <li>6. You will be asked if you want to sign in with Microsoft. Click <b>Skip</b> in the upper right corner. Leave the app open on your phone and continue to the next step.</li> </ol>	<div data-bbox="680 758 1127 938">  <p><b>Microsoft Authenticator</b> Microsoft Corporation</p> </div> <div data-bbox="680 1050 930 1446">  <p>"Authenticator" Would Like to Send You Notifications Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.</p> <p>Don't Allow Allow</p> <p>Accept Microsoft Privacy Statement</p> </div> <div data-bbox="964 1050 1213 1446">  <p>Microsoft respects your privacy We collect required diagnostic data to keep the app secure and updated. This does not include any personal data.</p> <p>Accept Microsoft Privacy Statement</p> </div> <div data-bbox="680 1457 930 1883">  <p>Help us improve Microsoft Authenticator By allowing us to collect additional non-personal data, you can help us improve the app. You can turn this on or off at any time in the Settings page.</p> <p>Help improve the app by sharing your app usage data</p> <p>Continue Microsoft Privacy Statement</p> </div> <div data-bbox="964 1457 1190 1883">  <p>Skip</p> <p>Secure Your Digital Life</p> <p>Sign in with Microsoft</p> <p>When you are signed in with Microsoft, all stored passwords, addresses, and other autofill info will be available on this device.</p> <p>Add work or school account</p> <p>Scan a QR code</p> <p>Restore from backup</p> </div>

Device	Steps	Images
	7. From your computer, open a new browser window and enter aka.ms/mfasetup.	
	8. Enter your username, which is your userID@mercy.net, and click <b>Next</b> .	
	9. Enter your password then click <b>Sign In</b> .	
	10. From the More information required screen, click <b>Next</b> .	
	11. Since you already downloaded the Authenticator app onto your personal mobile device, click <b>Next</b> .	
	12. Click <b>Next</b> .	
	13. A QR code is displayed. DO NOT click Next. Leave this screen open and proceed to the next step. <b>Please note:</b> the QR code is no longer valid after 5 minutes. After 5 minutes you will need to get a new code by clicking Back and clicking Next again (Step 12) to refresh the QR code.	

Device	Steps	Images
	<p>14. In the Authenticator app on your mobile phone, click <b>Add account</b>. Or, if you already use the app on your phone, click the <b>+</b> sign in the upper right corner.</p> <p>15. Select <b>Work or school account</b>.</p> <p>16. Select <b>Scan QR code</b>.</p> <p>17. To scan the QR code, Authenticator needs access to your camera. Click <b>Allow</b>. You may not receive this popup if you already use authenticator.</p> <p>18. Point your camera at the QR code displayed on your computer to scan the QR code.</p> <p>19. Notice your account now appears in the app. You should see a new entry for <b>"Mercy Online"</b> with your Mercy account username.</p>	     

Device	Steps	Images
	<p>20. On your computer, click <b>Next</b>.</p> <p>21. Notice the 2-digit number displayed.</p>	
	<p>22. The Authenticator app on your mobile phone should display a popup which states that Mercy Online is trying to sign-in from your account. Enter the 2-digit number from your browser, then click <b>Yes</b>. If your mobile phone is setup to prompt for a second form of security, please confirm your identity.</p>	
	<p>23. In your browser, you will see Notification approved. Click <b>Next</b>.</p> <p>24. Success! You've successfully set up MFA. Click <b>Done</b>. If you are asked to Update your password, please do and <b>Sign in</b>.</p> <p>25. You will be presented with the Security info page. You may now close your browser and the app on your mobile phone.</p>	  

**Congratulations! You have successfully set up MFA.**