

# Microsoft Authenticator App

## Installation / MFA Setup Instructions

As you follow these instructions, please keep the following in mind:

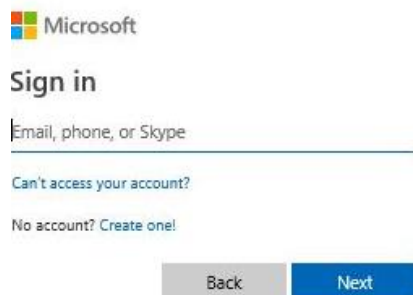
- This is a Microsoft process which gets updated regularly; screenshots may vary depending on when you begin setup.
- To complete these instructions, you will need both your computer and your mobile device.
- If you have multiple devices, please set up The MFA Authenticator app on your preferred device. It is recommended you install the app on the device you always have with you. You will only need to do this one time, on one device.

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1. Open a browser on your computer and go to <https://mfa.ah.org>.

\*Your current Microsoft login status will determine which of the following steps you will see. If you are not seeing a screenshot that is listed below, skip to the next step.

2. Sign in to the O365 portal using your full work email address (username@ah.org) and click “Next”.

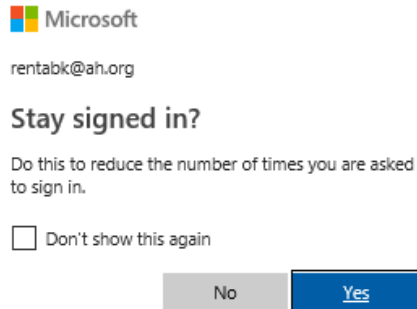


3. Enter your password and click “Sign in”.

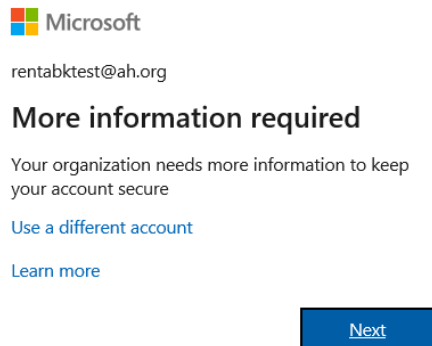


4. If the following screen displays, make your preferred selection by choosing “Yes” or “No”.

**\*\*\*\* Note: if you are using a shared clinical device, Tap-n-Go workstation, or a WOW, click “no” and proceed with the setup. \*\*\*\***



5. To begin the MFA set-up process, click “Next”.

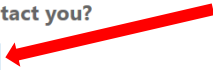


6. Under how you should be contacted click the drop down and select Mobile app

## Additional security verification

Secure your account by adding phone verification to your password. [View video](#) to know how to secure your account

### Step 1: How should we contact you?

Authentication phone 

United States (+1) 9162231086

Method

Send me a code by text message

Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

7. Select the Receive notifications for verification option.

Microsoft

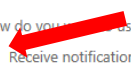
## Additional security verification

Secure your account by adding phone verification to your password. [View video](#) to know how to secure your account

### Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification 

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

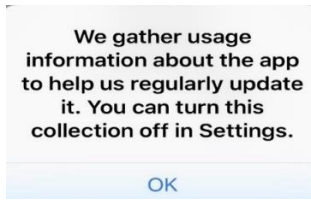
Set up

Please configure the mobile app.

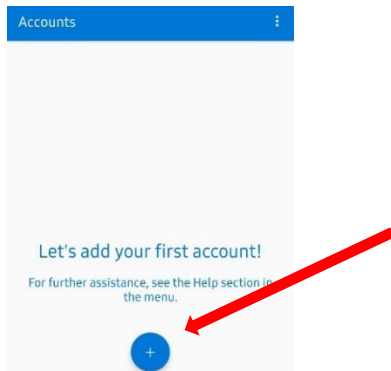
\*If you have not previously downloaded the Microsoft Authenticator application, do so now from the app store on your mobile device, and click Setup on the screen.

**\*\* The next steps will be performed from your mobile device via the Microsoft Authenticator app follow these instructions, and screen prompts below to continue your setup. \*\***

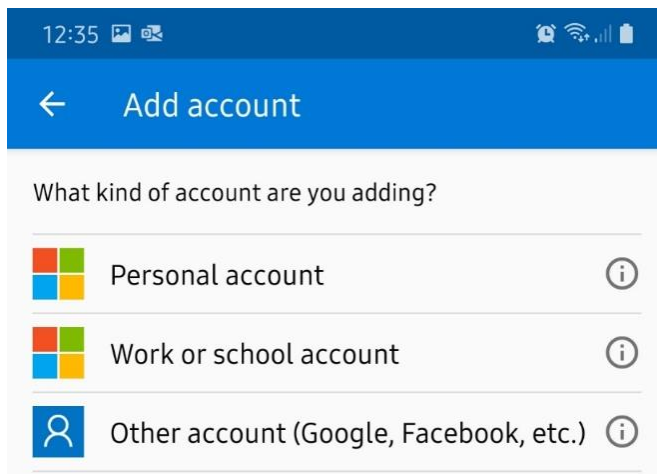
8. The Microsoft Authenticator app will default to gathering usage data about the app so you may see the below notification. This feature can be turned off in settings. To continue with setup, please click “ok”.



9. Let's add your account by pressing the plus sign on your device.



10. You may or may not receive this prompt, but if you do, choose “Work or school account”.



11. Depending on your phone's setting, you may or may not see the following screen. In order to approve sign-in notifications on your mobile device, it is important to allow access in this step. Click “Allow”.

## **"Authenticator" Would Like to Send You Notifications**

Notifications may include alerts,  
sounds, and icon badges. These can  
be configured in Settings.

Don't Allow

Allow



12. The Microsoft Authenticator app should automatically enable your mobile device camera to scan the QR code displayed on your computer screen. Scan the code, and then click “next” on your computer.

### Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.

Code: 451 084 754

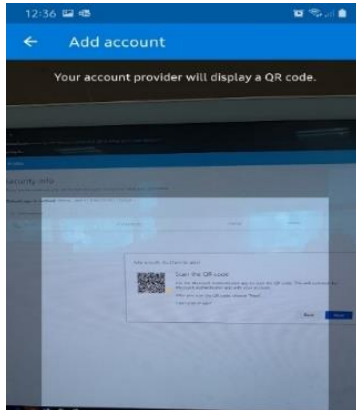
Url: <https://bn1napad05.na.phonefactor.net/pad/201405152>

If the app displays a six-digit code, choose "Next".

Next

cancel

13. Use your mobile device to scan the QR Code displayed on your screen like so.



14. Your computer will now quickly check the activation status.

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?


Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up  Checking activation status. ←

Once the activation has been verified you will see a new status “Mobile app has been configured for notifications and verification codes Click Next.

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 1: How should we contact you?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.


Set up Mobile app has been configured for notifications and verification codes. ←

Next

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 2: Let's make sure that we can reach you on your Mobile App device

 Please respond to the notification on your device.

15. You will receive a notification on your mobile device to approve or deny; to avoid the notification from timing out, promptly click “Approve”.

 Approve sign-in?

ADVENTIST HEALTH SYSTEM/WEST  
RentaBKTest@ah.org

DENY APPROVE

16. As a precautionary step Microsoft has added an additional security verification step in the case you no longer have access to your phone’s mobile application click “Done” to complete setup



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

### Step 3: In case you lose access to the mobile app

United States (+1)

Done

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Your MFA verification is now complete. The next time you access O365 from outside of the AH network, you will receive the notification to “Approve” or “Deny” on your mobile device (as seen in step 15).

If you need assistance with these instructions or need other technical assistance, please contact the IT Support Center from your site follow this link to find the list of extensions. For assistance when offsite dial 916-406-2222.

<https://connect.ah.org/site/support/support-center-phone-list.html>