

## Instructions for when you are prompted for registration of Multifactor Authentication and Self-service Password Reset.

1. *Beginning on 10/4/2021 we will begin requiring registration of MFA and Self-Service Password recovery when you access email, OneDrive, Teams, SharePoint, OneNote, etc. You will be prompted with the following screen. Please follow the instructions below.*



migrate10\_test@trihealth.com

### More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)


Next

2. *Download and install the Microsoft Authenticator application on your mobile device. You may download directly for Android or IOS devices, or you can click the **Download now** link and follow the on-screen prompts to complete the install.*

Method 1 of 2: App

App 2  
Phone

### Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Next

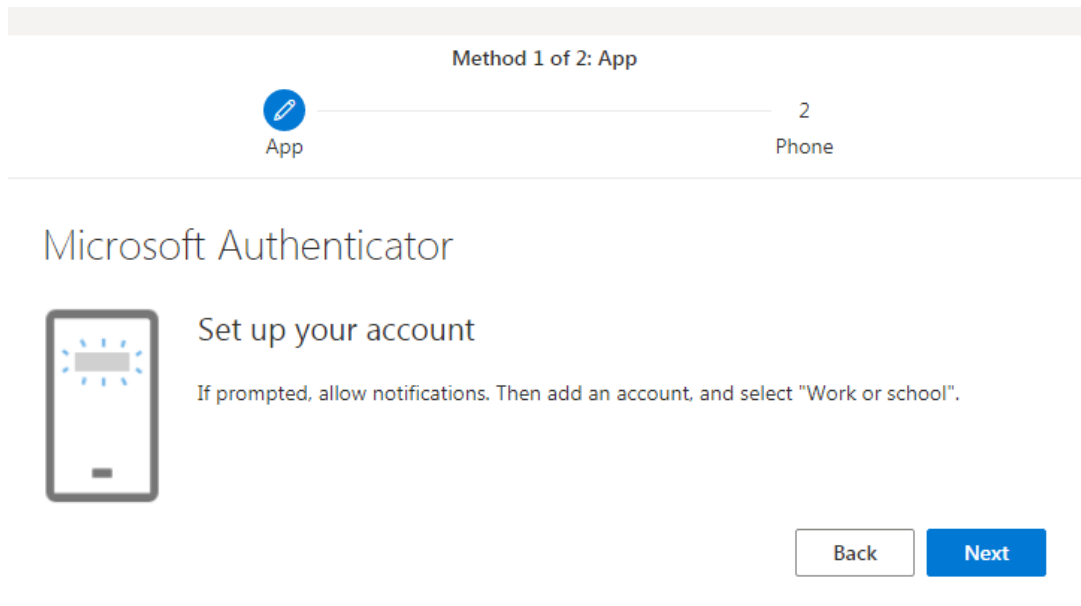
**NOTE: IF YOU DO NOT HAVE A SMARTPHONE, YOU WILL NOT BE ABLE TO ACCESS SERVICES SUCH AS EMAIL OR TEAMS OUTSIDE OF THE CORPORATE NETWORK. YOU CAN STILL CONTINUE BY SELECTING the link "I want to set up a different method".**

You can also use the links below to download the app on your mobile device.

- **Google Android.** On your Android device, go to Google Play to [download and install the Microsoft Authenticator app](#).
- **Apple iOS.** On your Apple iOS device, go to the App Store to [download and install the Microsoft Authenticator app](#).

3. Click **Next** after you have installed the Microsoft Authenticator application on your mobile device.

4. Click **Next** to continue registration of MFA.



5. Open the Microsoft Authenticator App on your mobile device and select **Scan a QR Code**.

Follow the prompts on your mobile device.

◀ App Store 📶 8:06 PM 🔋 20%



#### Your privacy matters

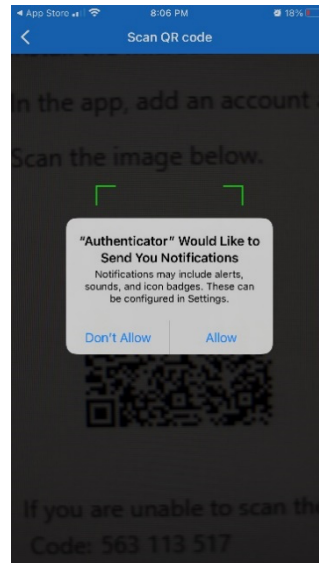
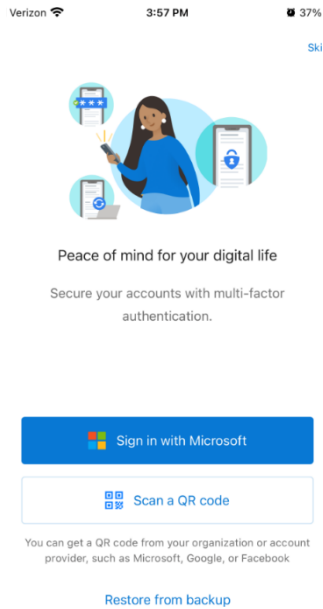
We collect required diagnostics to keep the app secure and updated. This does not include your name or any sensitive data.

We also collect optional usage data to improve your app experience. You can opt out of sharing optional usage data anytime from app settings.

I agree

[Privacy statement](#)

\*\* Select Scan a QR code



**IF YOU GET PROMPTED TO ALLOW NOTIFICATIONS CLICK ALLOW.**

**6. Scan the QR code displayed on your computer screen.**

**Scan the QR code**

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

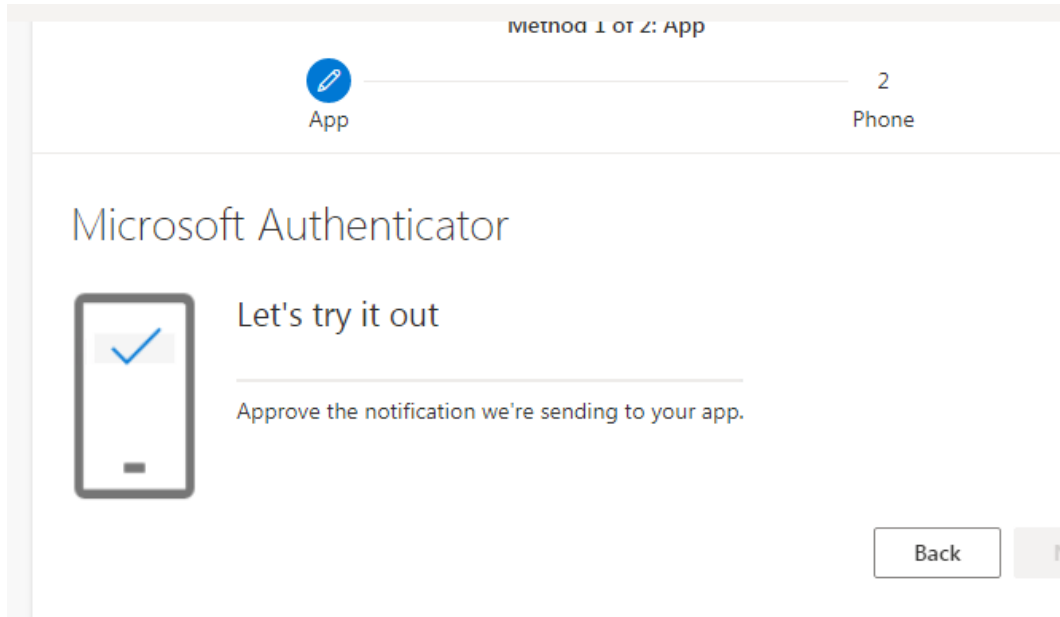
After you scan the QR code, choose "Next".



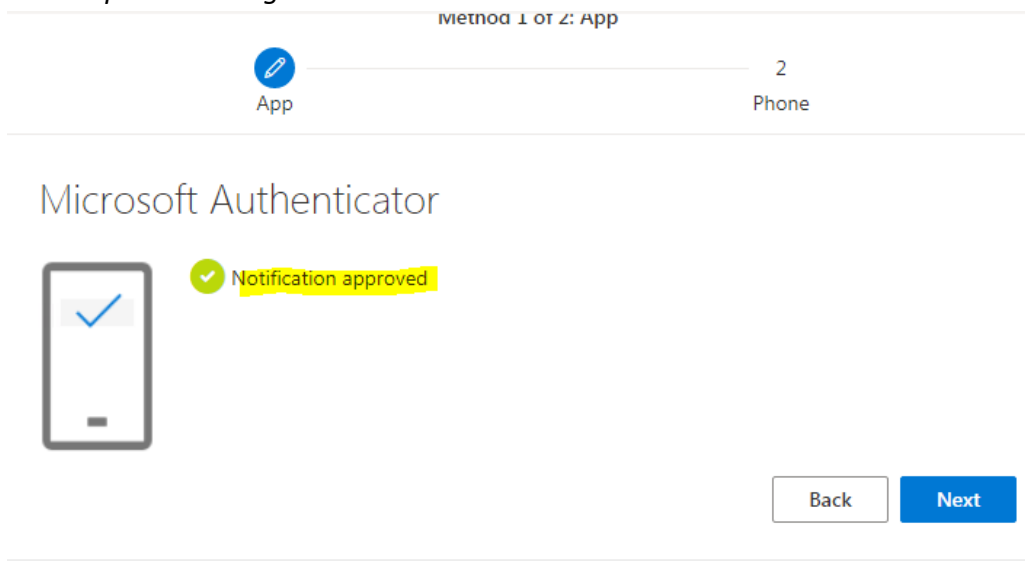
Can't scan image?

Back Next

**7. Click *Next* to send a Notification to your mobile device**



8. On your mobile device **approve the sign-in request** when prompted.
9. Verify on your screen the notification was approved and click **Next** to continue with Self-Service password registration.



## Self-Service Password Registration

10. The default authentication method selected for registration is a text message to your mobile device.
11. The other authentication methods are available by selecting "I want to setup a different method."

United States (+1)

Text me a code  
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [and cookies statement](#).

**I want to set up a different method**

12. You may choose one of the following: **Phone, Email, or Security Questions.**

Choose a different method

Which method would you like to use?

Phone  
Email  
Security questions

13. For the Phone option enter a 10-digit telephone number where you can receive a SMS text.

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)

Text me a code

Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

14. Enter in the code you received via text message on your mobile device and click **Next**

Method 1 of 2: Phone

Phone 2 App

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Phone

We just sent a 6 digit code to +[REDACTED] Enter the code below.

[Resend code](#)

Back Next

15. Verify on your computer screen that registration has completed successfully.

Method 2 of 2: Phone

App Phone

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Phone

SMS verified. Your phone was registered successfully.

Next

16. For all other methods please follow the on-screen instructions and verify successful registration.

17. You are complete with MFA and Self-Service Password Registration