BAPTIST.

Enable MFA using Microsoft Authenticator Application

Baptist is implementing Multi-Factor Authentication ("MFA") verification, meaning that accessing the *GoBaptist* environment remotely will require a combination of your username, your password, and a mobile device or phone. Having this extra verification is more secure than simply requiring a password, relying on two forms of authentication: something you know and something you have with you. Two-factor verification can help to prevent malicious hackers from pretending to be you, because even if they have your password, odds are that they don't have your device, too.

This document is for Baptist team members choosing to use the Microsoft Authenticator application. ***NOTE: Providers who use e-Prescribe will continue to use DUO for two-factor authentication.***

Instructions:

1. If you have taken the MFA training on HealthStream and are not part of the DUO community, you will download the Microsoft Authenticator app from the Apple or Android store.
   IMPORTANT: Only download the application. <u>Configuring the application is dependent on the ALL the steps outlined here.</u>

Next Step – Use a computer or 2nd device

2. **From your Computer** - Please access the following website from a device other than your mobile device, such as Baptist computer or home computer:

   https://aka.ms/mfasetup

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In the initial screen, enter your Baptist @bmhcc.org email address and click the **"Next"** button.

You will be prompted for a password. Enter the network password associated with your @bmhcc.org address and click the **"Sign In"** button.
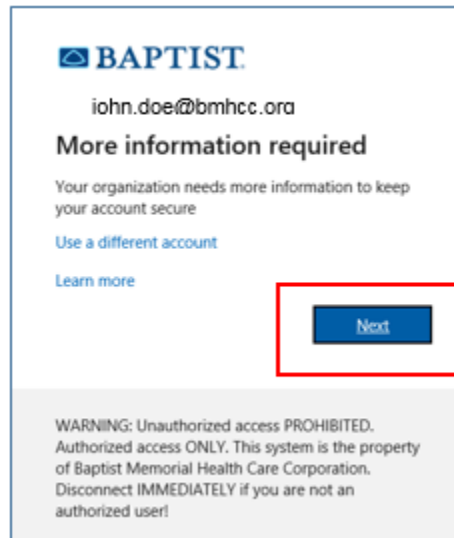

If you receive a message to save password, please click the **"Never"** button.

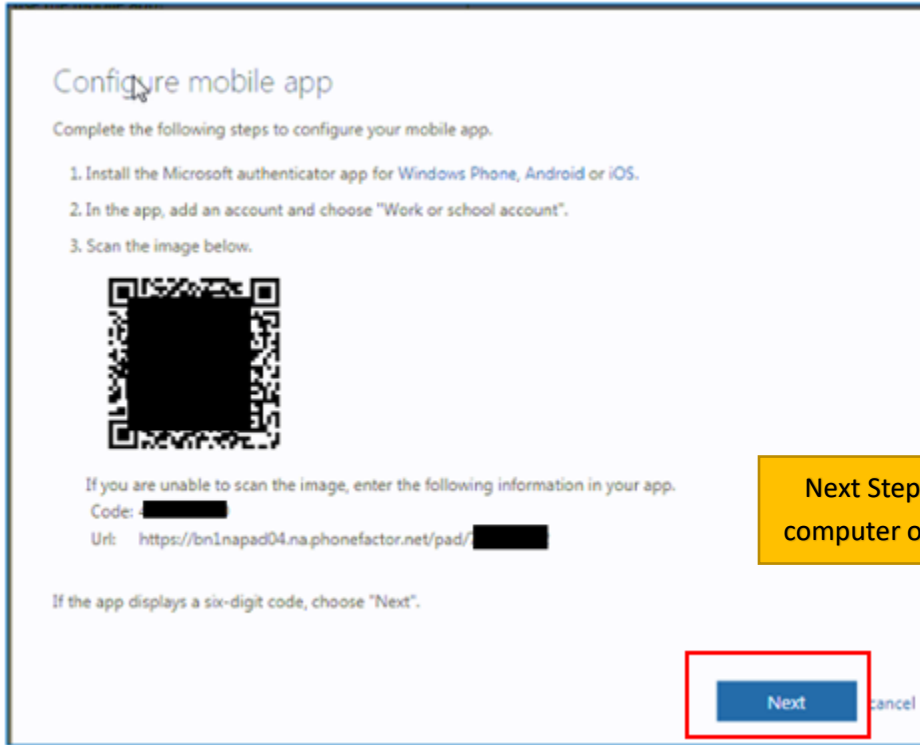A prompt will appear indicating that more information is required. Please click the **"Next"** button.

Choose the **"Mobile App"** option as the method for Additional security verification and click the **"Receive Notifications for verification"** option before clicking **"Set Up"** button.

How it works during login to gobaptist:

Notification – Your MFA app asks you to ACCEPT the connection at login.

Verification Code – Your MFA app gives you a code to enter to complete login.

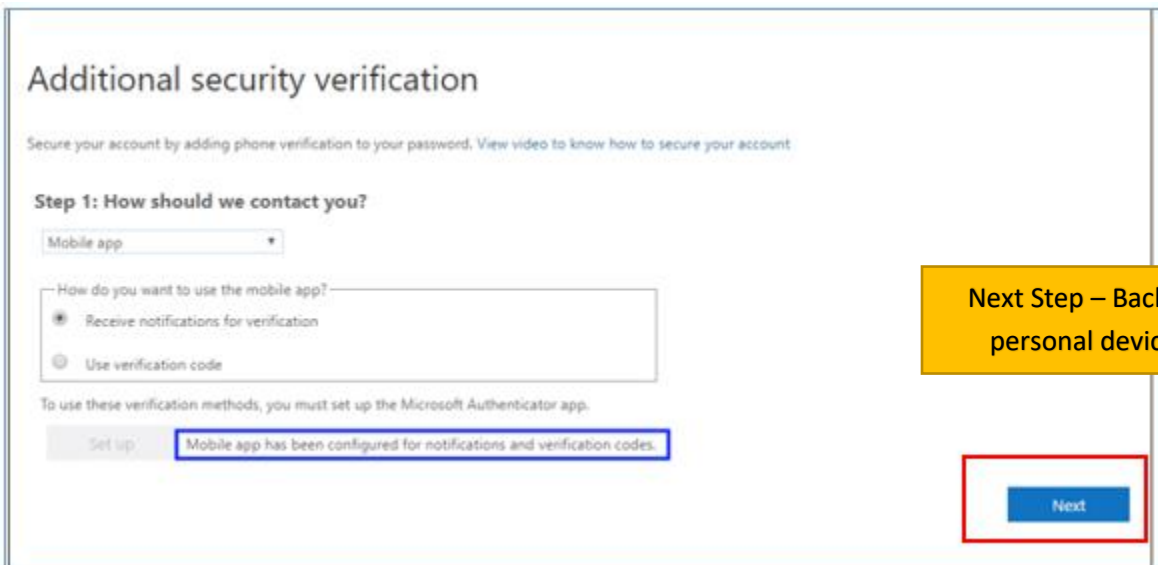Next Step – Switch back to personal device

![BAPTIST logo]
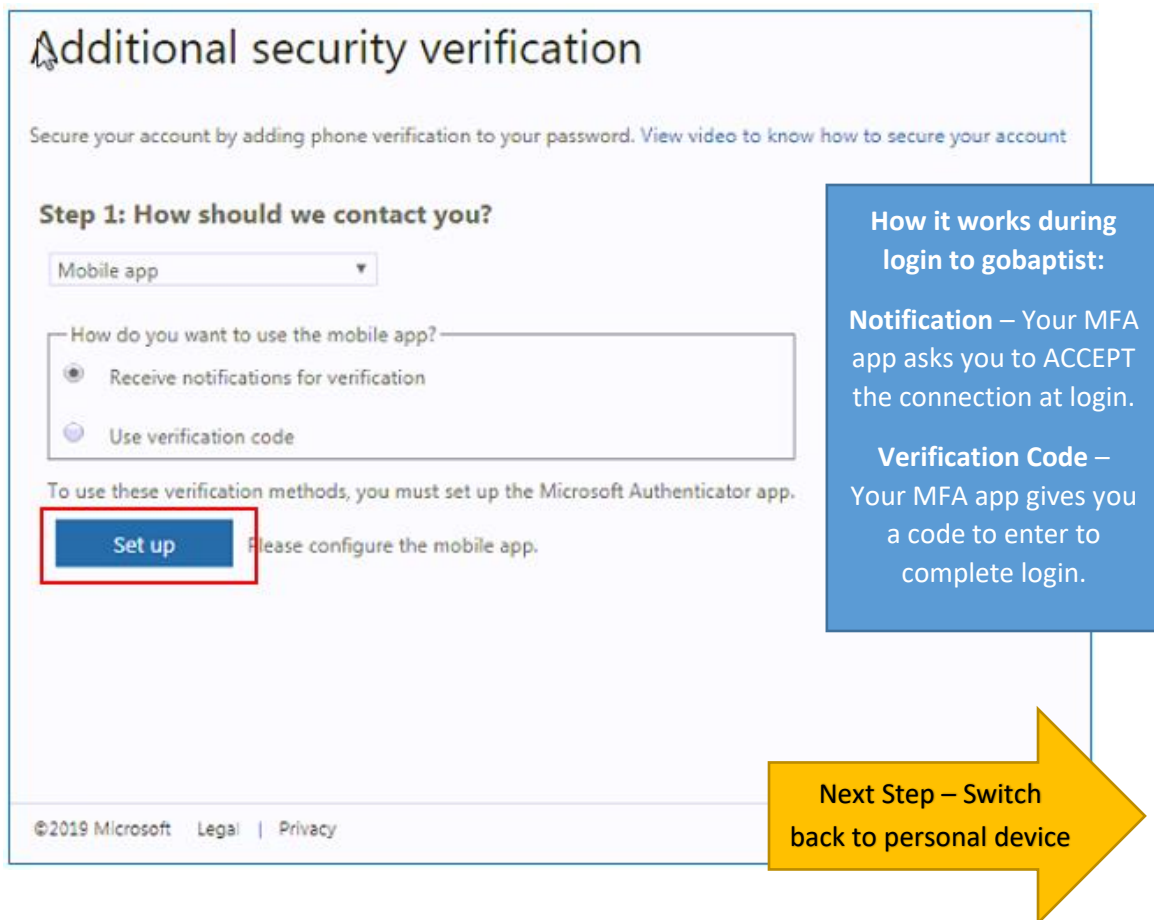
3. **From the Microsoft Authenticator app on your phone:** You will be prompted to open your mobile phone authenticator app and scan the image code provided. Once the code is scanned, click the **"Next"** button. *(DO NOT SCAN THE QR CODE ON THIS PAGE.)*

You will now receive a test mobile app verification to approve.

4. **From Your Computer:** Choose how you want to be notified and hit "**Next**".

5. **In your Microsoft Authenticator App on your phone**: Your enrolled mobile device should now receive a notification. If not check your phones notification settings or refresh the app.

You might receive an error message 'You've already used this QR code to add an account. Generate a new QR code and try again'. This is because the QR capture was incomplete or partial. Alignment of the scanner lines to the entire QR code is critical. If you receive this error, begin again at Step 2 at the bottom of page 1 above.

Next Step – Back to computer or 2ⁿᵈ device
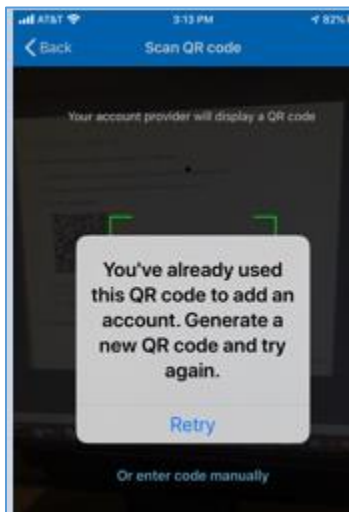
6. **On your computer:** In the Additional Security Verification screen, select your country name in the drop down, enter your mobile device number, and then click **"Done".**

At this screen, you may close it unless you need to make any changes. If you are satisfied with the setups, simply close the page.

After completing MFA registration, allow a day for the securities to created that allows you to access gobaptist.bmhcc.org. After that, when you log in to gobaptist.bmhcc.org, you will use bmhcc\USER ID to log in. At that time, you will be prompted to complete the 2-factor security validation step using Authenticator app. NOTE: the most common issue with the gobaptist login process is that someone uses bmhcc/ in front of his user ID instead of the correct bmhcc\ in front of his user ID.

NOTE: If you later want to change your MFA method, go back to the original link using a personal or work computer: https://aka.ms/mfasetup with your Baptist email address and network password and change the method to Text or Phone.

If you have recently been designated (via BTS Identity Management setups) that MFA is required and are trying to login to set up MFA, you could potentially receive an error. This usually means Microsoft sync has not completed yet. Wait 30 minutes and try again. If the issues persist after 30 minutes, contact the Help Desk.

Version History

Date	Author	Version	Changes
10/16/2019	Jeremy Stump	1.0	Initial Draft
10/18/2019	Jeremy Stump	1.1	Added screen shot page 5 for QR
10/18/2019	Jeremy Stump	1.2	Removed gotest steps at the end.
10/24/2019	Cath Knabb	1.4	Clarified phone steps vs computer steps