Enable MFA using Phone Call

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 Phone Calls. **NOTE: Providers who use e-Prescribe will continue to use DUO for two-factor authentication.**

Instructions:

If you have taken the MFA training on HealthStream and are not part of the DUO community, you must choose to use Phone Call option on mobile device. *The option for Office Phone is **NOT** recommended because MFA is initially being implemented only for accessing Baptist environments remotely.*

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

Here are just the steps without screenshots:

1. With your selected phone close by, use a browser to log into https://aka.ms/mfasetup
2. Log in with your Baptist email address and hit "Next" button
3. Enter your network password and hit "Sign In" button
4. If prompted, "Never" save the password
5. Click "Next" button to provide More Information Required
6. Choose "Authentication Phone" and set Country and the phone number you use for validation when logging into GoBaptist remotely
7. Click "Call Me" and hit the "Next" button
8. You'll receive a call to that phone number; answer it and hit the # button on the phone to authenticate
9. Click "Done" on the validation message

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 the phone call and # key. 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.

Here are the steps with screenshots:

https://aka.ms/mfasetup

In the initial screen, enter your Baptist email address and click the **"Next"** button.
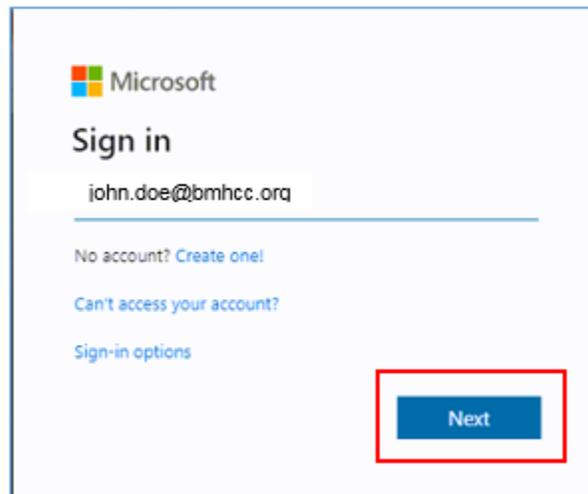
You will be prompted for a password. Enter the network password associated with your @bmhcc.org address and click the **"Sign In"** button.
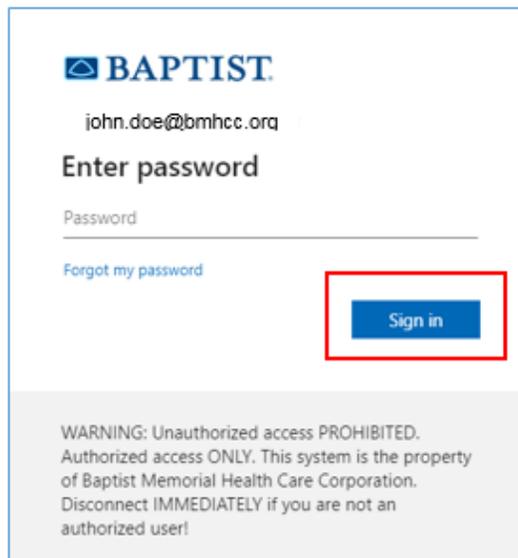
If you receive a message to save password, please click the **"Never"** button.
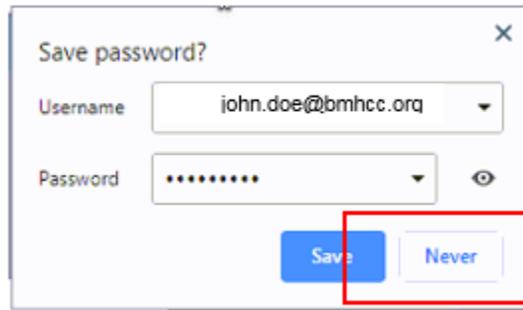
A prompt will appear indicating that more information is required. Please click the **"Next"** button.

Choose the **"Authentication Phone"** option, set your Country and mobile number, and click the **"Call Me"** option before clicking **"Next"** button.

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)   999-555-5555

Method
- ○ Send me a code by text message
- ⦿ Call me

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

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> Authentication phone = cell phone

> **How it works during login to gobaptist:**
>
> **Phone Call – When you log into gobaptist, MFA will call your cell phone and you hit # key on the phone to complete login.**

Next

You will receive a phone call to that number. Hit the **#** key on the mobile device to authenticate.

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

Step 2: We're calling your phone at   999-555-5555

Answer it to continue...

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Once you have received the call and hit **#** for verification, the page will indicate successful validation. Click **"Done"** and close the browser.
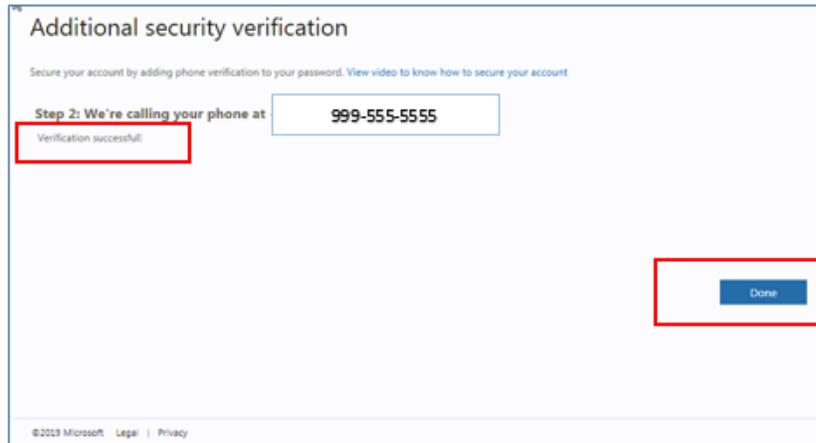
After completing MFA registration, allow a day for the securities to created that allows you to access gobaptist.bmhcc.org. After that, when you log in to gobaptist.bmhcc.org, you will use bmhcc\USER ID to log in. At that time, you will be prompted to complete the 2-factor security validation step using the phone call and # key. 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 and change the method to Authenticator App or Phone.

Important: DO NOT use the change password feature in the Profile window; the password reset functionality has not been configured in this tool.

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 persists after 30 minutes, contact the Help Desk.

Version History

Date	Author	Version	Changes
10/16/2019	Jeremy Stump	1.0	Initial Draft
10/22/2019	Jeremy Stump	1.1	Removed last section
10/25/2019	Cath Knabb	1.2	Added red boxes