

Lifespan Guide for installing and using Multi-Factor Authentication (MFA)

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Registering for MFA for the First Time:

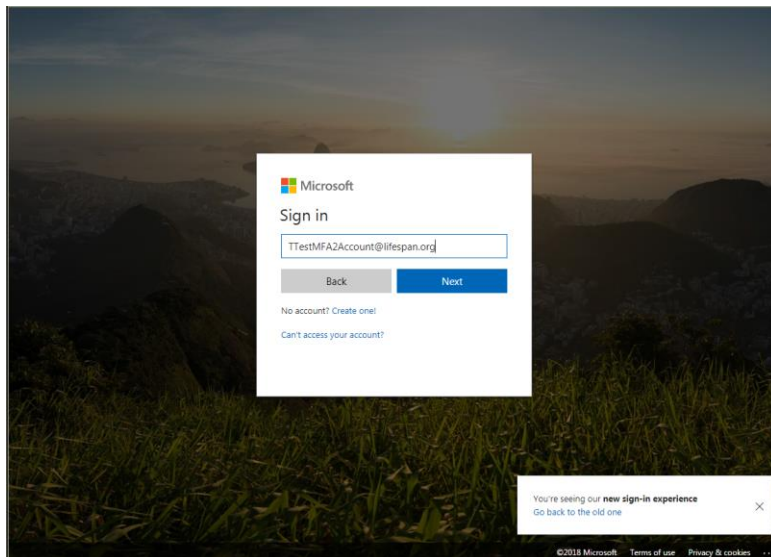
1. Before you start:

- a Enrollment in Multifactor Authentication (MFA) is **ONLY** needed for remote access to Lifespan network or applications; MFA is **NOT** needed for workstations or devices connected to the Lifespan network.
- b MFA enrollment is best done from a computer, not from a mobile phone or tablet.
- c Use of the Authenticator mobile app is recommended, and will require you to install the app on your iOS or Android phone or tablet.
- d MFA requires newer versions of Microsoft Office applications (Outlook, Word, Excel, PowerPoint, etc.). Remote access will be blocked for versions of Microsoft Office prior to Office 2013.

2. Click link in email to register for the MFA.

<https://aka.ms/MFAsetup>

3. Enter your Lifespan login ID with @lifespan.org (ie **jdoe@lifespan.org** or **345678@lifespan.org** but not your email address like John.Doe@lifespan.org) and click **Next** or press the **Enter** key.



4. Enter your Lifespan login ID and password (“@lifespan.org” is not needed on this screen, though it can be included).



Lifespan Cloud Login.

Type your user name and password.

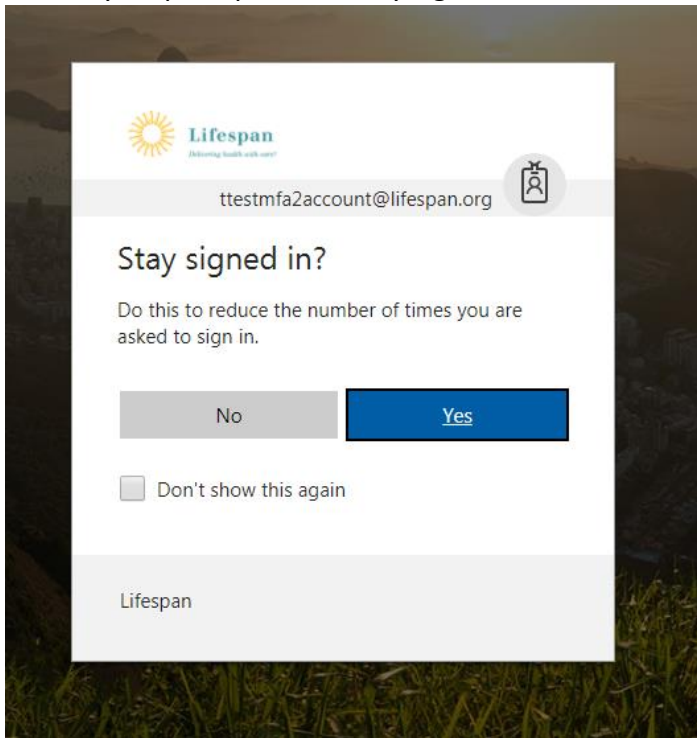
User name:

Password:

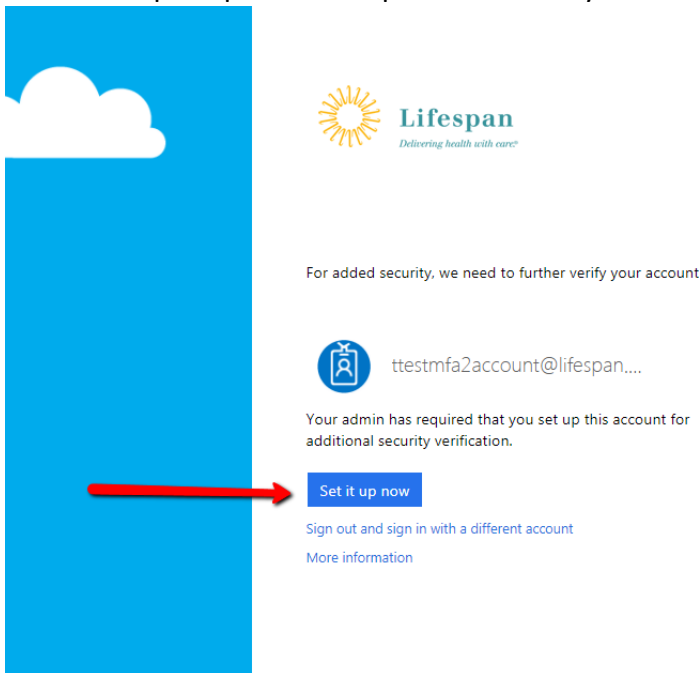
[Reset your password.](#)

5. Click **Sign In**.

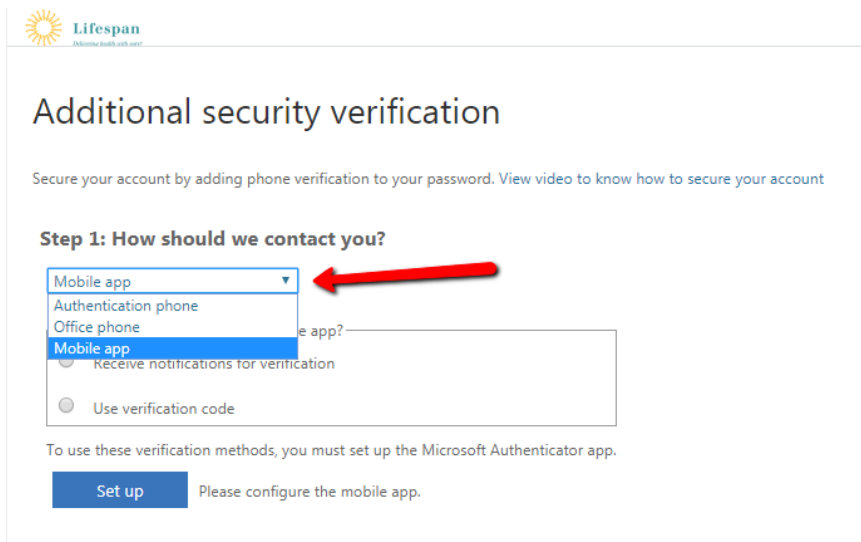
6. You may be prompted to “Stay signed in”. Click “no” unless you are on a computer that you only use.




7. You will be prompted to setup added security. Click “Set it up now”



8. You must choose “How should we contact you”. You can choose “**Mobile App**” or “**Authentication phone**”.
- Lifespan recommends the “Mobile App” (aka Authenticator App) with Notification option for the easiest on-going authentication experience. Note that this requires installing and configuring the Authenticator app on your phone – follow the on-screen instructions to complete this.
 - You will be able to configure additional methods after the primary verification method is setup.
 - You will not be able to setup the “Office Phone” method. Do not try to choose that as your primary method.



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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
Authentication phone
Office phone
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.

9. **Option: Mobile app**, you must choose “Receive notification for verification” or “Use verification code” then click **Setup** and follow the instructions to install and configure the Authenticator App on your phone.
- Lifespan recommends “Receive notification for verification” for the easiest on-going authentication experience.

Step 1: How should we contact you?

1. Install the Microsoft Authenticator app from your phone’s app store
2. Open the Authenticator App on your phone
3. Click the + to add a new account, even if your account is listed
4. Select Work or school account
5. Allow the Authenticator app to access your camera
6. Point phone at bar code
7. Click Next on your computer
8. Click Save on your computer
9. You can close or leave open the Authenticator app

10. **Option: Authentication Phone**, you must select a country code and fill in a telephone number, plus select a “Method” – text message or phone call. Click **Next** and follow the instructions.

Step 1: How should we contact you?

11. Click “Done” after successful verification.
12. You will be prompted to again confirm, via MFA, your login

13. After configuring your primary verification method, you should setup at least one additional method. Your Additional security verification page should look something like this when complete. Click **Save** when done.

Lifespan
Additional security verification

TTestMFA1Account@lifespan.org | ?

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Notify me through app

Choose the primary/default verification method you prefer. Lifespan recommends the "Notify me through app" method.

how would you like to respond?

Set up one or more of these options. [Learn more](#)

- ☒ Authentication phone United States (+1) 4015551111
- ☐ Office phone Select your country or region Extension
- ☒ Alternate authentication phone United States (+1) 4015552222
- ☒ Authenticator app [Configure](#) Mobile app has been configured for notifications and verification codes.

restore multi-factor authentication on previously trusted devices

[Restore](#)

[Save](#) [cancel](#)

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

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14. You can close your browser tab when setup is complete.

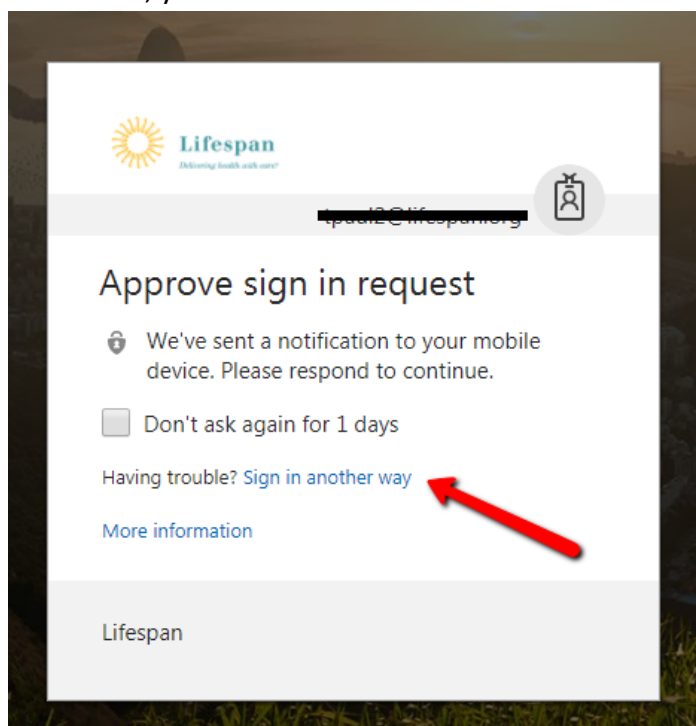
- Note that you can return to this page (<https://aka.ms/MFAsetup>) at any time to modify your setup and to change your primary verification option. You may find that you would like to try the different verification methods to identify the one that you prefer.
- Additional information is available on the Lifespan Intranet at the "Manage Your Password Security" link on the Employee Tools tab of the Intranet
<http://intra.lifespan.org/is/sso/> -> [Lifespan Specific Registration Instructions are here](#)

Thank you for your participation in protecting your identity and Lifespan patients' information!

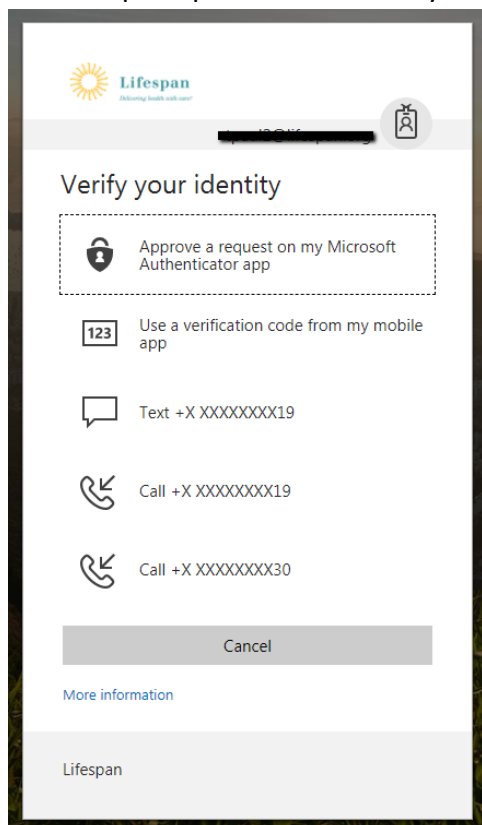
Using MFA

Using one of your alternate MFA Methods

Your default MFA method is your selected primary method. If at any time you need to use one of your alternate methods, you can often select that from the cloud login screen by click on “Sign in another way”.



Then you will be prompted with a list of your other options



Making an MFA response easy

You don't need to unlock your phone to approve an MFA request.

- From an iPhone, when the notice comes to your lock screen, slide the notice left then click Approve

Confirming or Changing MFA Settings

If at any time you need to confirm/view your MFA settings or change your MFA settings, you can do so. Also, you may find that you would like to try the different verification methods to identify the one that you prefer.

1. Go to <https://aka.ms/MFAsetup>
2. Login – you will be prompted to MFA
3. Review or modify settings on this screen


Lifespan Microsoft health and care TTestMFA1Account@lifespan.org | ?

Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.



Choose the primary/default verification method you prefer. Lifespan recommends the "Notify me through app" method.

how would you like to respond?

Set up one or more of these options. [Learn more](#)

<input checked="" type="checkbox"/> Authentication phone	<input type="text" value="United States (+1)"/>	<input type="text" value="4015551111"/>
<input type="checkbox"/> Office phone	<input type="text" value="Select your country or region"/>	<input type="text" value="Extension"/>
<input checked="" type="checkbox"/> Alternate authentication phone	<input type="text" value="United States (+1)"/>	<input type="text" value="4015552222"/>
<input checked="" type="checkbox"/> Authenticator app	<input type="button" value="Configure"/>	Mobile app has been configured for notifications and verification codes.

restore multi-factor authentication on previously trusted devices

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

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4. Click Save

Registering a new Phone

1. Go to <https://aka.ms/MFAsetup>
2. Login using one of the MFA options that will still work. Use the Sign in another way option if needed
3. Click on the Configure button to setup the Authenticator App
4. Follow the same steps as for a new enrollment (step 9 above)

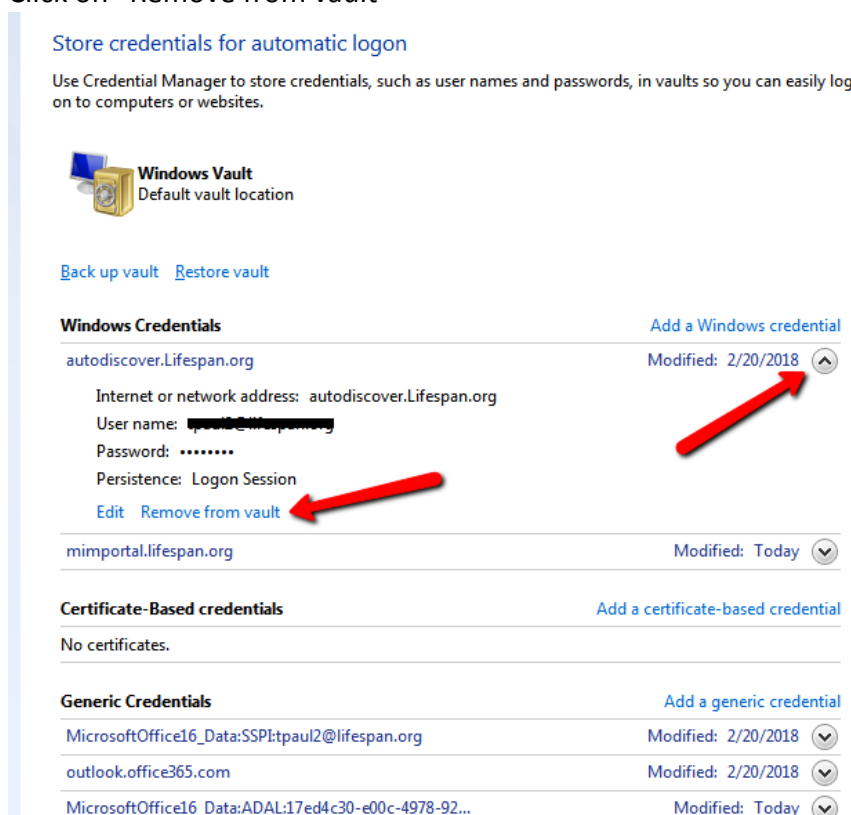
Troubleshooting

Outlook is prompting to login multiple times

- Double check the login windows that open – it might not be Outlook prompting multiple times. It could be Outlook, OneDrive and Skype each prompting for authentication. Look for the Window titles on each pop-open window.
- Also confirm that a secondary login is not for a personal account that is also profiled in the Outlook app. Double check the domain for the e-mail address and ensure it is @lifespans.org

Once confirming that this is actually an issue with Outlook prompting multiple times ...

1. Close Outlook
2. Open the Windows Credential Manager
 - From Windows start menu, search for “Credential Manager” and select it
3. Delete any Lifespan credentials
 - a. Click the pull down arrow next to each credential that ends with “.lifespans.org”
 - b. Click on “Remove from vault”



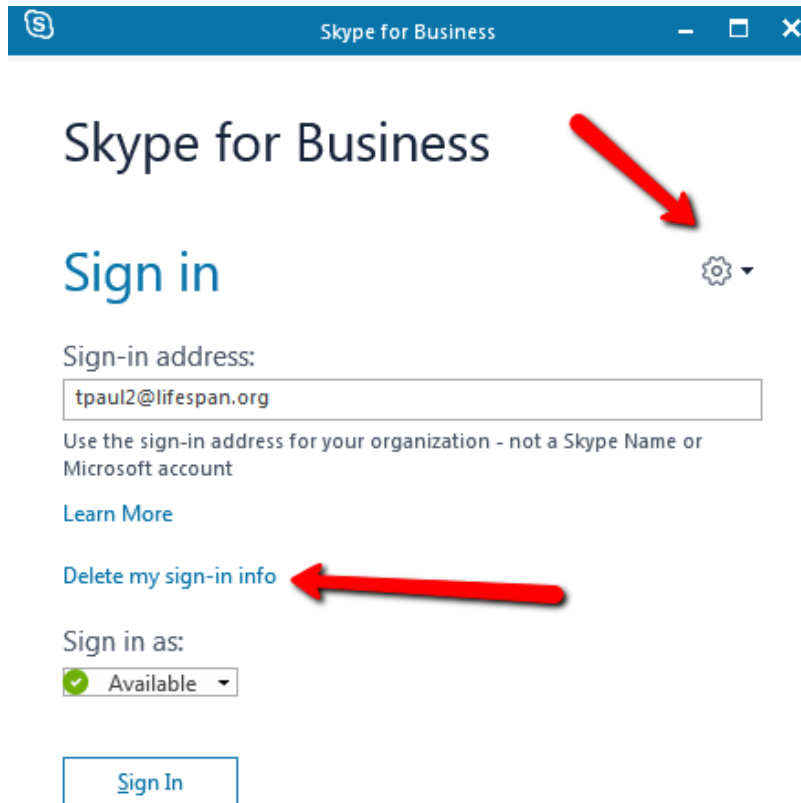
- c. Repeat for each Lifespan Credential

4. Restart Outlook

Skype is prompting to login multiple times

To address this ...

1. Log out of Skype
 - a. Pull down the menu by the gear
 - b. Select -> File -> Sign Out
2. Click "Delete my sign-in info".
3. Click Sign In again and complete signing in.



OneNote needs password to sync this notebook

The issue is that OneNote needs to re-authenticate with MFA but cannot trigger that to happen.

To address this, close and re-open OneNote. Your changes will be saved and re-synced.