Setup Multifactor Authentication (MFA)

THE
University of Vermont
HEALTH NETWORK

These instructions are for the employees of UVMHN while on-site. All other users or employees attempting to register off-site should contact support for assistance.

Get the app: Microsoft Authenticator

1. **Establish a reliable data connection** before proceeding with the following steps.
2. **Download Microsoft Authenticator** on your mobile device from the App Store (Apple devices) or the Play Store (Android devices). You may be asked for your Apple ID or Play Store password.
   If you have forgotten it, follow the link below to attempt to recover it.

   a. Apple App Store Password Recovery
   b. Android Play Store password recovery

3. After you install the Microsoft Authenticator app on your device, choose **Next.**
4. Remain on the **Set up your account page** while you set up the app on your mobile device.

Set up your account

5. **From a company workstation**, browse to https://aka.ms/mfasetup *(you must be on premises)*.
6. **Sign in** with your **work email** (first.last@uvmhealth.org, for example) **address** and **password**.
7. Select **Next** when you see that more information is required.
8. **Launch** the **Microsoft Authenticator** app from your **mobile device**.
9. **Enter** your **work email address** and **password**.
10. **Tap Allow to Allow notifications from the app.**
11. Choose **Work or school** account to add yours and select **Next**.
12. Tap **Allow** to allow Authenticator to take pictures and record video.
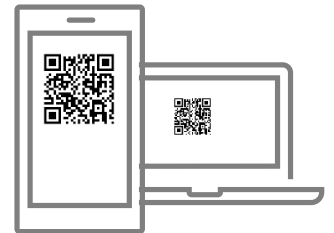
Scan the QR code

13. **Hold** your **mobile device camera** up to the computer monitor **to scan the QR code.**
14. Select **Next** on the Configure Mobile App window on the computer.
15. You will receive a notification pop up on your mobile device to approve sign-in, **Tap Approve.**
16. You have successfully set up and registered the Microsoft Authenticator app!
17. Select Done.

Do not uninstall the app. You will need to use the Microsoft Authenticator App on your mobile device in the future when accessing Office 365 tools and applications to verify your identity.

Help and Support

Contact us if you have any questions or experience any issues.

servicenow	Submit an incident via ServiceNow
Immediate Support	IT Support Center / Help Desk - Contact Information: Central Vermont Medical Center - IT Help Desk • (802) 371-4176 Champlain Valley Physicians Hospital - ISS Help Desk • (518) 562-7444 Porter Medical Center - IT Help Desk • (802) 382-3457 UVM Medical Center - IT Support Center • (802) 847-1414