Microsoft Authenticator For Employees

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.

Microsoft Authenticator is replacing Symantec VIP for multifactor authentication.

Click here to view a Microsoft video about setting up Microsoft Authenticator

Installing Microsoft Authenticator

While you are on-site, use a company workstation to complete these steps:

1. Make sure you are connected to WiFi or have a strong cell signal 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. From a company workstation, browse to https://aka.ms/mfasetup (you must be on premise).

4. Sign in with your work email (first.last@uvmhealth.org) address and password.

5. When asked for additional security verification, select Mobile app from the dropdown menu and select Receive notifications for verification.

6. Click Set up.

7. Launch the Microsoft Authenticator app from your mobile device.

8. Enter your work email address and password.

9. Tap Allow to Allow notifications from the app.
   a. The notifications received will be replacing the need to type in a 6-digit code.

10. SKIP personal account.
11. SKIP Microsoft account.
12. Choose to add a WORK account.
13. Tap Allow to allow Authenticator to take pictures and record video.
14. Hold your mobile device camera up to scan the QR code on the work computer monitor.
15. Select Next on the Configure Mobile App window on the computer.
16. You will receive a notification pop up on your mobile device to approve sign-in, Tap Approve.
17. Select Next
18. Confirm **Country code** and **9 digit cell number** is entered on the computer and select **Done**.
19. There is a 15 minute delay before settings are synced.
20. Do not uninstall this app. It is replacing Symantec VIP and you will need it for all future authentications.

Help and Support
Contact us if you have any questions or experience any issues.

<table>
<thead>
<tr>
<th>Immediate Support</th>
<th>IT Support Center / Help Desk - Contact Information:</th>
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</thead>
<tbody>
<tr>
<td>servicenow</td>
<td>Submit an incident via ServiceNow</td>
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<tr>
<td></td>
<td>Central Vermont Medical Center - IT Help Desk</td>
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<tr>
<td></td>
<td>• (802)-371-4176</td>
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<td></td>
<td>Champlain Valley Physicians Hospital - ISS Help Desk</td>
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<td>• (518)-562-7444</td>
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<td>Porter Medical Center - IT Help Desk</td>
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<td></td>
<td>• (802)-382-3457</td>
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<td>UVM Medical Center - IT Support Center</td>
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<td>• (802)-847-1414</td>
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Example of what a QR code looks like