Install/Set Up Microsoft Authenticator App

Audience: Everyone

Houston Methodist requires multifactor authentication (MFA) – an extra security layer requiring additional identity verification – for access to system networks and applications to keep HM data safe. Part of this process includes registering a work or personal mobile device to receive MFA text messages or downloading the **Microsoft Authenticator** app.
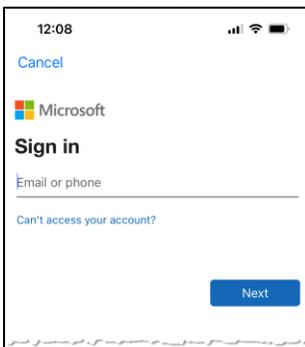
Installing the Authenticator App

1. Go to the Apple App or Google Play store. Locate and install the **Microsoft Authenticator** app.

2. Select **Add work or school account.**

3. If you're prompted to either scan a QR code or sign in, select the sign-in option.
4. Enter your HM email address. Providers: If you don't have an HM email address, you can use your HM username in this format: username@houstonmethodist.org.
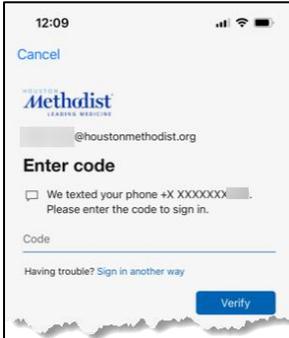

5. Enter your password.
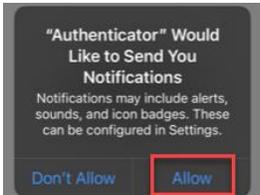6. Select to have a code sent to you via text or phone call.
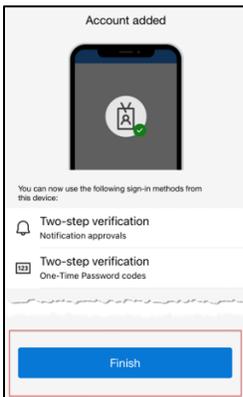
HOUSTON
Methodist®
LEADING MEDICINE

7. Enter the code and click **Verify.**

8. Select **Allow.**

9. Your account has been added. Click **Finish.**

Using the Authenticator App for MFA

1. Log in to your HM account using your HM email address (or username@houstonmethodist.org), then enter your password.
2. You'll have two options listed to obtain your MFA code through the **Authenticator** app.
   a. If you select to approve the request via your **Authenticator** app, follow the instructions to enter the code you receive into the **Authenticator** app.
   b. If you select **Use a verification code**, you'll be instructed to go to your **Authenticator** app and retrieve a **One-time password code**, then go back to your HM login and enter the code.