

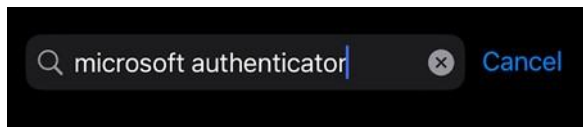
How to Install and Configure Microsoft Authenticator App for MFA

Audience: Anyone Accessing the HM Network

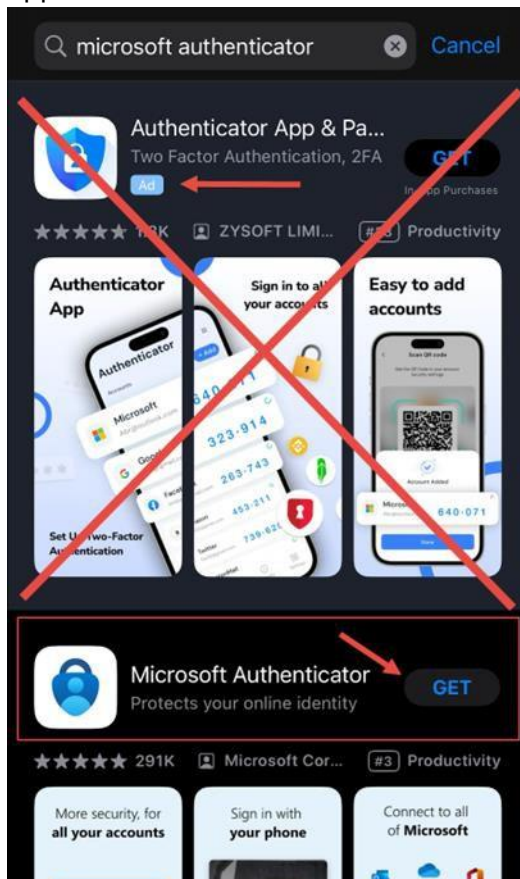
Houston Methodist requires multifactor authentication (MFA) — an extra security layer requiring inputting a code — to access our systems. You can receive this code via your work or personal mobile devices. Another secure way to receive the code is to download the **Microsoft Authenticator** app. This allows you to receive the code on multiple devices and can be helpful if you lose your mobile device or need to access the network from an airplane.

Downloading and Setting Up the Microsoft Authenticator App

1. On your mobile device, go to the **Apple App Store** (iPhone) or **Google Play Store** (Android) and search for **Microsoft Authenticator**.



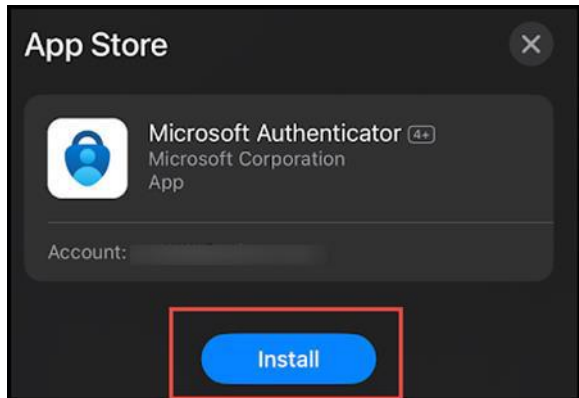
2. Don't select the first option, which is typically an ad. You must select the **Microsoft Authenticator** app. The icon looks like the one in the image below.



How to Install and Configure Microsoft Authenticator App for MFA



3. Select the **Install** button to install Microsoft Authenticator.



4. Once installed, select **Open**.

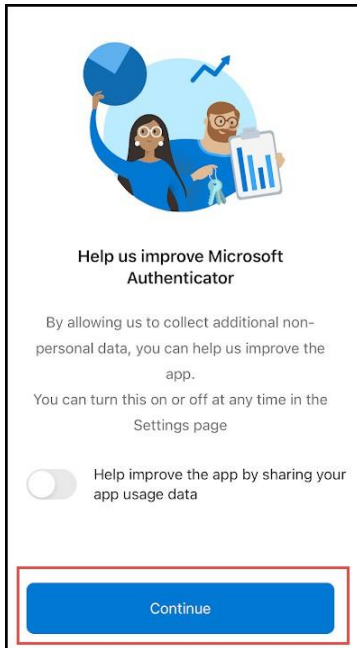


5. Select **Accept**.



How to Install and Configure Microsoft Authenticator App for MFA

6. Select **Continue**.



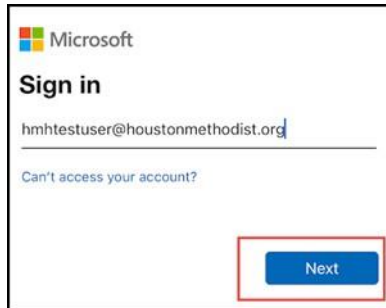
7. Select **Add work or school account**.



How to Install and Configure Microsoft Authenticator App for MFA

8. Enter your HM email address, then select **Next**.

Providers: If you don't have an HM email address, you can use your HM username in this format: username@houstonmethodist.org.



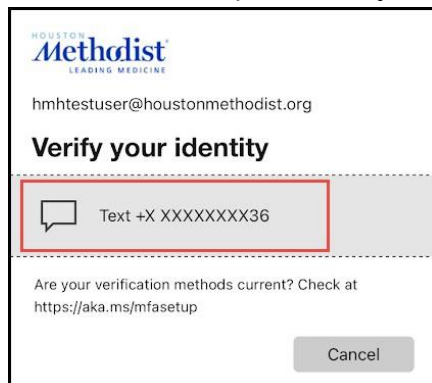
A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "hmhtestuser@houstonmethodist.org". Below the input field is a link that says "Can't access your account?". At the bottom right, there is a blue button labeled "Next" which is highlighted with a red rectangular box.

9. Enter your password then select **Sign in**.



A screenshot of the Houston Methodist login page. At the top left is the Houston Methodist logo with the tagline "LEADING MEDICINE". Below the logo, there is a back arrow and the email address "hmhtestuser@houstonmethodist.org". The main heading is "Enter password". Below this is a password input field filled with dots. At the bottom left, there is a link that says "Forgot my password". At the bottom right, there is a blue button labeled "Sign in" which is highlighted with a red rectangular box.

10. Select the **Text** option, and you'll be sent a text to your phone to verify.



A screenshot of the Houston Methodist "Verify your identity" screen. At the top left is the Houston Methodist logo with the tagline "LEADING MEDICINE". Below the logo, the email address "hmhtestuser@houstonmethodist.org" is displayed. The main heading is "Verify your identity". Below this is a selection area with a red dashed border containing a speech bubble icon and the text "Text +X XXXXXXXX36". Below the selection area, there is a link that says "Are your verification methods current? Check at <https://aka.ms/mfasetup>". At the bottom right, there is a grey button labeled "Cancel".

How to Install and Configure Microsoft Authenticator App for MFA



11. Enter the code sent to your phone then select **Verify**.



12. On the next screen, select **Skip**.

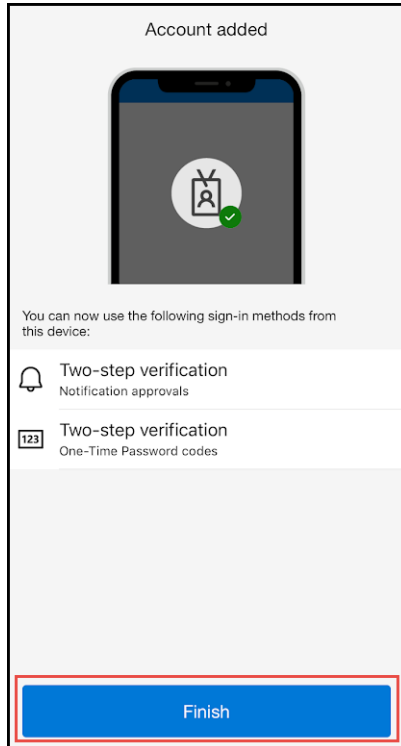


13. Next, you'll be prompted to allow notifications. This **MUST** be allowed.



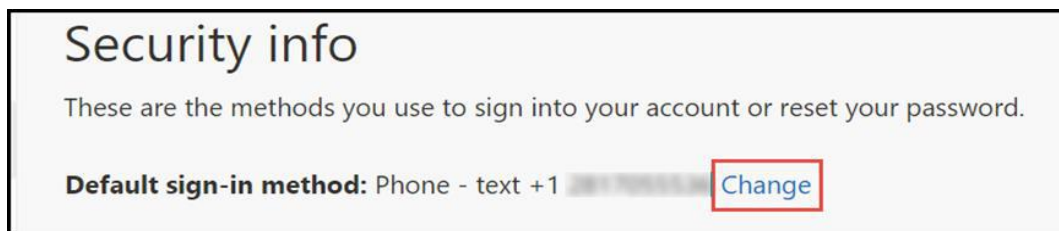
How to Install and Configure Microsoft Authenticator App for MFA

14. You should see a screen indicating that your account has been added. **Microsoft Authenticator** is now installed successfully and configured on your phone. Select **Finish**.

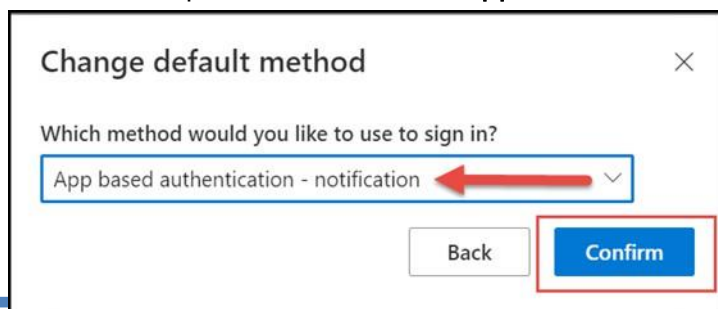


15. On a desktop or laptop computer, open a browser, go to <https://aka.ms/mfasetup> and sign in to your account.

16. Under **Default sign-in method**, it should list your phone number. Select the **Change** link.



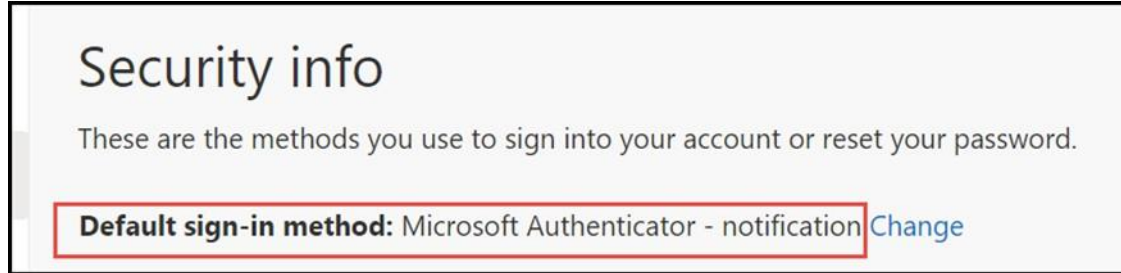
17. From the dropdown menu, select **App based authentication - notification**, then select **Confirm**.



How to Install and Configure Microsoft Authenticator App for MFA



18. The **Default sign-in method** should be changed to **Microsoft Authenticator - notification**.



The **Authenticator** app will now be used for multifactor authentication whenever you sign into any **Azure** application.