

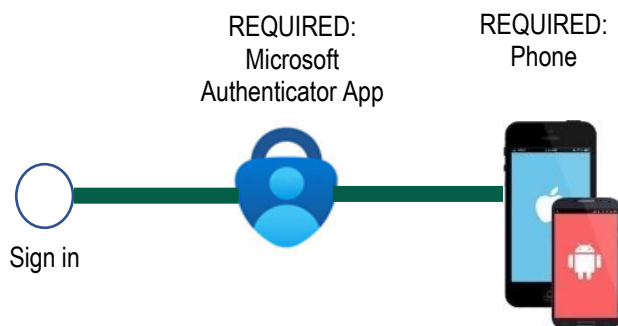


MFA and SSPR Enrollment Job Aid

Welcome to the steps to enroll in both Multi Factor Authentication (MFA) and Self-Service Password Reset (SSPR).

- MFA is a Microsoft required identity verification process that supplements your password.
- SSPR allows you to reset your own password without a call to the help desk.




The 10-minute process is completed in the following stages:



For assistance completing this process, contact the help desk at **833-894-2473**

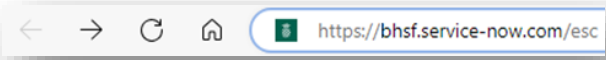

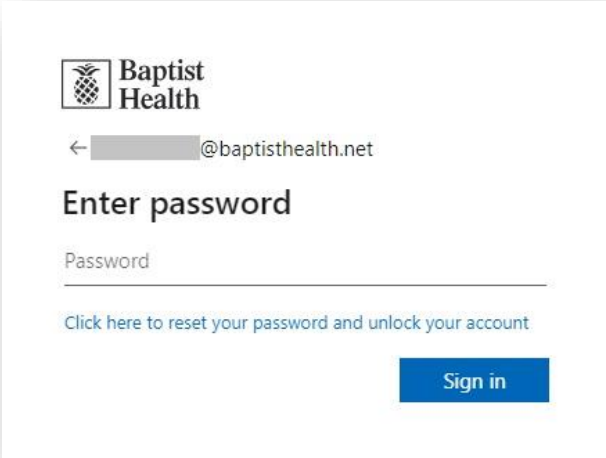
Install the Microsoft Authenticator App

The first step is to download the required Microsoft Authenticator App on to your mobile device to receive identity confirmation messages.

Instructions	Description
1. If you already have the Microsoft Authenticator App on your mobile device, skip to Step 4 and Sign In	
2. Use your mobile device to scan the QR code on the right, based on your device type: iOS or Android. 3. On your mobile device, click Install to download and install the Microsoft Authenticator App	 Google Play  App Store

Sign in

For the best experience, complete these steps using a computer.

Instructions	Description
4. Open a browser and type https://bhsf.service-now.com/esc	
5. Enter your username in the form of <yourUsername>@baptisthealth.net Where <yourUsername> is the username you use to sign into your computer	
6. Enter your Baptist Health password NOTE: If you do not know your password, STOP and follow the Self Service Password Reset Job Aid	

7. If you are enrolling a new mobile device, you will see the prompt:

More information required

Click **Next**

OR

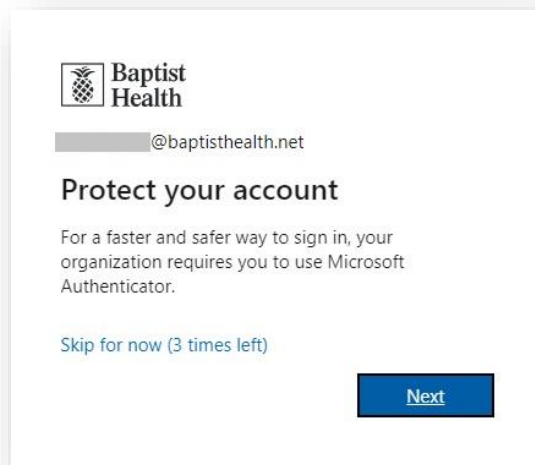
If you already have enrolled methods other than the Authenticator App, you will see the prompt:

Protect your account.

Click **Next**

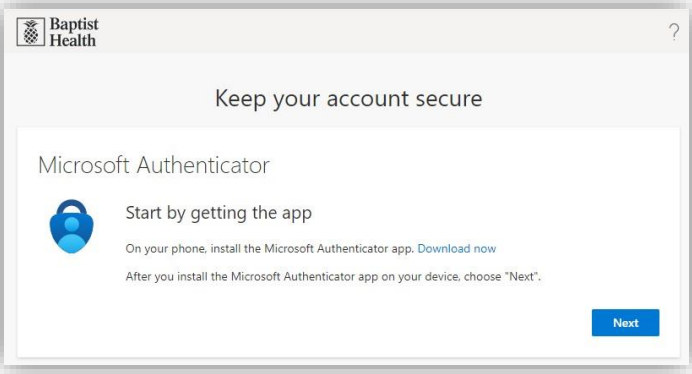
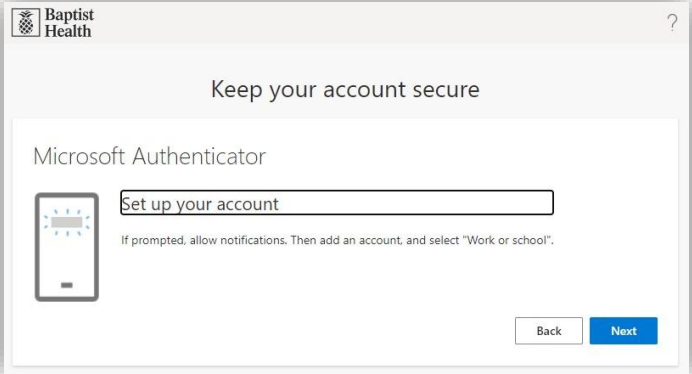
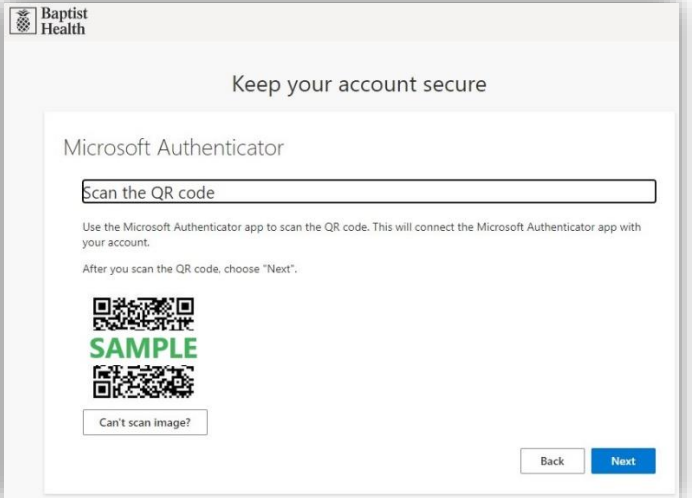





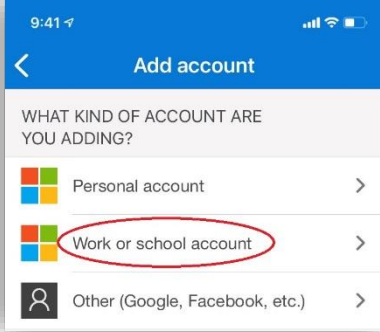
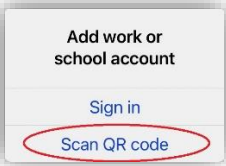
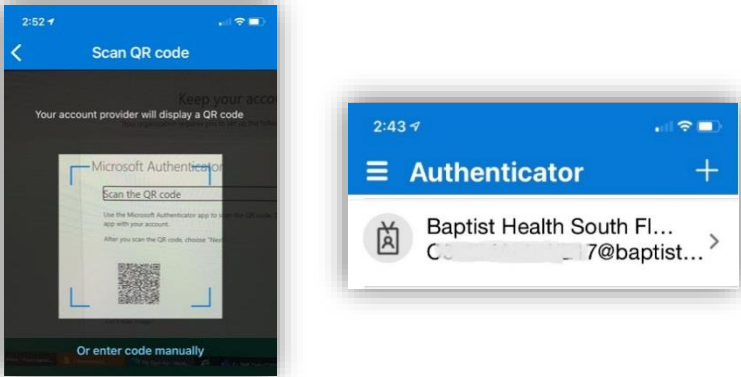
OR



Setup notifications on the Microsoft Authenticator App

For the best experience, complete these steps using a computer.

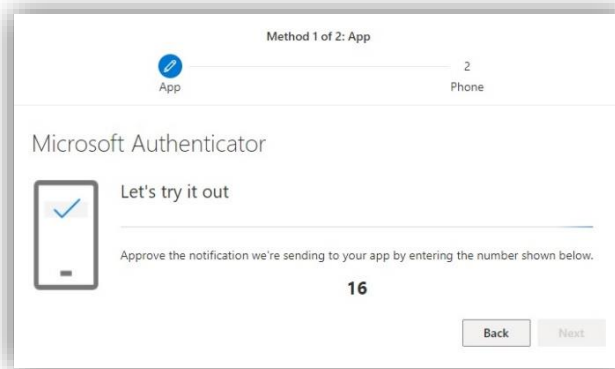
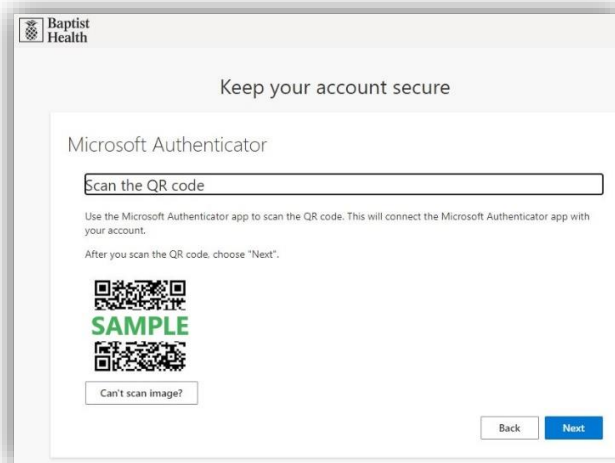
Instructions	Description
<p>8. After you install the Microsoft Authenticator App on your mobile device,</p> <p><i>from your computer</i> on this screen, click Next</p>	
<p>9. On the <i>Set up your account</i> prompt, click Next</p>	
<p>10. Keep this screen visible on your computer.</p> <p>Complete the next step <i>on your mobile device</i></p>	

<p>11. On your mobile device, open the Microsoft Authenticator App</p>		
<p>12. On your mobile device in the Microsoft Authenticator App</p>	<p>If you have a iOS device Click + (plus) sign in upper corner</p> 	<p>If you have an Android device, Click something like the three vertical dots</p> 
<p>13. On your mobile device in the Microsoft Authenticator App, select Work or School Account</p>		
<p>14. Click Scan QR Code NOTE: Do not click Sign in</p>		
<p>15. Raise your mobile device so you see the QR code on your computer screen inside the Microsoft Authenticator App frame</p> <p>Once accepted, you will see a new entry in the Microsoft Authenticator App.</p>		

16. Now that the Microsoft Authenticator App is installed, let's test it.

17. *On your computer* click **Next**

18. Your computer will send a number to the Microsoft Authenticator App on your mobile device



19. On your mobile device, a map displays your geographic location.

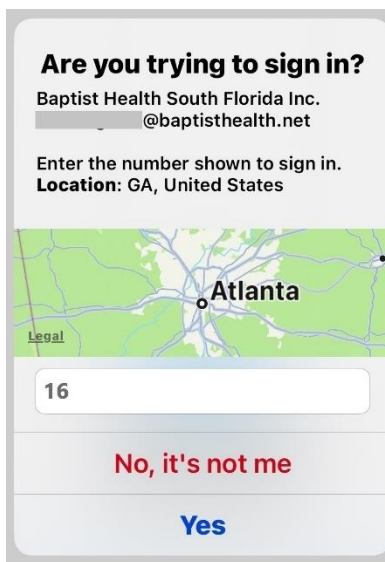
Enter the number from your computer *into the Microsoft Authenticator App*

NOTE: if you are on VPN, you will correctly see Miami as your location.

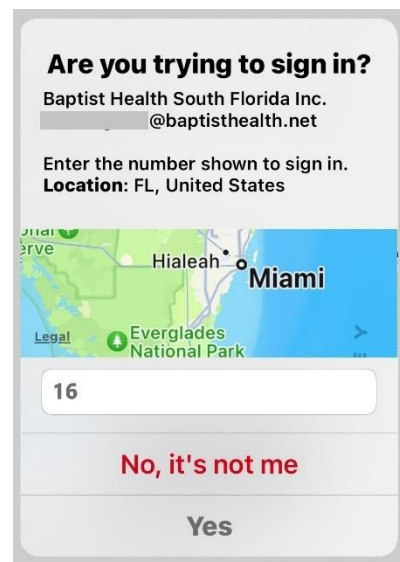
If the map does **NOT** correctly display your location, click **No, it's not me**



If the map displays your correct location, click **Yes**

Working remotely in Atlanta



Working anywhere on VPN

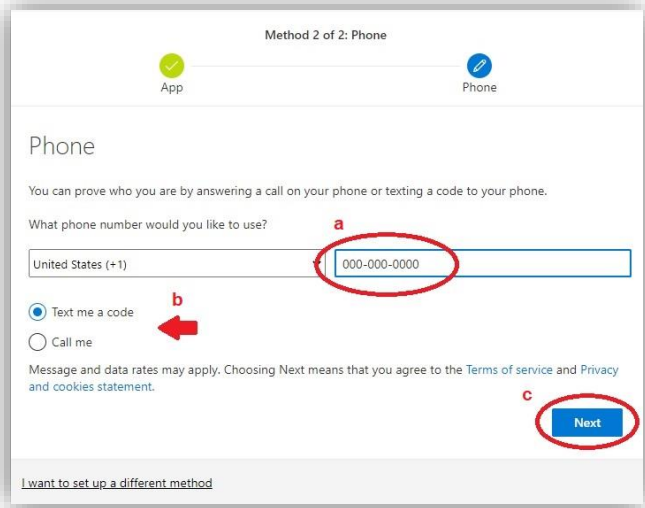


<p>You may see an Approved banner:</p>	
<p>20. <i>On your computer</i>, the Notification Approved message confirms you have completed setup the Microsoft Authenticator App</p> <p>Click Next</p>	

NOTE: if you have previously received a six-digit text or phone notification to press # from Baptist Health, your enrollment is complete.

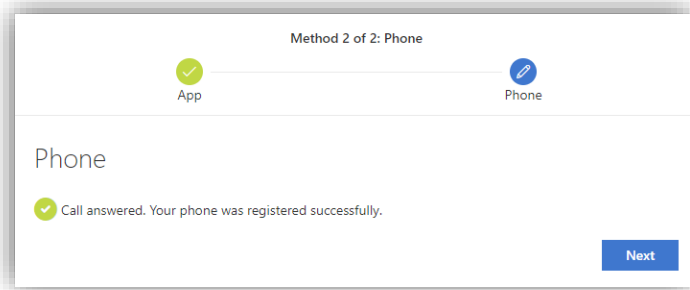
Setup Phone

Complete this section only if you have not previously added a phone to receive text or phone call notifications.

<p>1. To add the phone method</p> <ol style="list-style-type: none"> Enter your phone number (only numbers needed) Select to receive notifications via text or phone call Click Next <p>NOTE: The phone number must be a direct number without an extension and without a country code.</p>		
<p>2. Based on your selection in 18b above:</p>	<p>If you selected to receive a <i>text</i> notification:</p> <p>Enter the six-digit code from your mobile device onto your screen.</p>	<p>If you selected to receive a <i>phone call</i> notification:</p> <p>When your phone rings, listen to the instructions and press # (the pound key)</p>

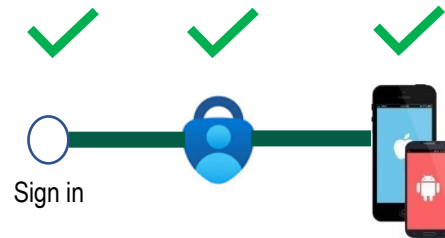
3. The Success screen confirms you setup the test (SMS) or phone authentication method

Click **Next**



Congratulations! You are fully enrolled.

You can now close this document.



Optional: if you would like to change your password using the Self Service Password Reset AND you have enrolled two methods in Azure MFA as described above, visit the [Self Service Password Reset Job Aid](#)