



Microsoft Authenticator - Multi-Factor Authentication

Frequently Asked Questions (FAQs)

Q1. What is Microsoft (MS) Authenticator?

A1. MS Authenticator is the Microsoft multi-factor authentication (MFA) solution that will be required to use IU Health applications starting in 2023. MFA tools allow secure sign-in to help keep IU Health's information secure. Team members will need to install MS Authenticator on any device where they currently use DUO.

Q2. Do I still need to use DUO?

A2. Yes, you will continue to use MS Authenticator and DUO depending on the application that you are trying to access. On May 1, 2023, MS Authenticator will be used for all IU Health applications, however you may wish to keep the DUO app, as some of our partner organizations (e.g., Indiana University, ESKANAZI) will continue to use DUO to log into their systems.

Q3. Can I install MS Authenticator on my device without installing Intune?

A3. Yes, you can install the MS Authenticator application from the app store (GooglePlay or Apple) on your personal mobile device and follow the instructions to register found on duodocs.iuhealth.org. Like DUO, MS Authenticator works as a stand-alone MFA solution.

Q4. I already have MS Authenticator app on my device. Do I still need to register?

A4. Yes. Please register for MS Authenticator using your IU Health account to make sure your IU Health account has updated mobile device information. This will not interfere with any personal uses of MS Authenticator or give IU Health access to your personal apps using MS Authenticator.

Q5. I can't see the numbers to answer the number matching prompt (e.g., the pop-up is covering the numbers.)

A5. This often happens if you have enlarged the text on your phone. There is an invisible scroll bar on the Authenticator pop-up box. Scroll down in the message and select the text "I can't see the number."

Q6. I am not receiving the MS Authenticator prompt to my mobile device, but I've already completed the steps to register with MS Authenticator.

A6. If you have previously registered your IU Health account with a different mobile device, you may be unable to complete registration. Please call the Service Desk at 888.760.0035 and request re-registration.

Q7. Can I have the MS Authenticator app installed on multiple devices?

A7. Yes, you may install the MS Authenticator app on more than one personal mobile device (e.g., phone, tablet).

Q8. I don't want to install MS Authenticator on my device. Can I authenticate a different way?

A8. No. For increased security, in late 2023, Microsoft will be enforcing number matching prompts for all MS Authenticator users, and the application will be required at that time. Other authentication methods (e.g., phone calls) will be disabled by Microsoft as of that date. Please call the Service Desk at 888.760.0035 with any questions.



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Q9. I don't have my device with me to authenticate with MS Authenticator. Can I still sign in?

A9. Contact the IU Health Service Desk at 888.760.0035 to get authentication assistance.

Q10. MS Authenticator won't authenticate to my phone.

A10. It is recommended that you attempt up to five times in 5 minutes to get authentication as sometimes it gets "stuck" and takes a moment to process. Contact the IU Health Service Desk at 888.760.0035 for authentication assistance.

Q11. I'm stuck in a continuous registration loop on my phone.

A11. You must use an IU Health workstation to complete registration. If you attempt to complete registration in the browser on your mobile device, it will not allow you to complete the authentication steps. Please go to <https://mysignins.microsoft.com/security-info/> on an IU Health workstation to stop the registration loop. Call the Service Desk at 888.760.0035 if you need additional assistance.

Q12. Why can't I respond to authentication pushes on my Apple Watch from MS Authenticator?

A12. Due to ongoing MFA phishing attacks, Microsoft does not support MFA requests on Apple watches. Please use your phone to approve MFA requests.

Questions? Please contact the Service Desk 888.760.0035.