



## Job Aid – Registering Microsoft (MS) Authenticator before Location Launch

These instructions are for registering MS Authenticator as an IU Health team member.

### Registration Requirements

- Ensure you have an IU Health workstation **and** the mobile device you wish to use for multi-factor authentication.
  - o An IU Health workstation is an IU Health-issued computer, Badge Tap, Virtual Desktop (VDI), etc.
- Set aside 5-10 minutes to complete the entire registration process in one sitting.
- Do not uninstall DUO from your mobile device.

### Instructions

1. On an IU Health workstation, go to <https://myaccount.microsoft.com/> and sign in with your IU Health credentials (IU Health email address and password).

Verify that you are not experiencing either of the below before continuing to Step 2.

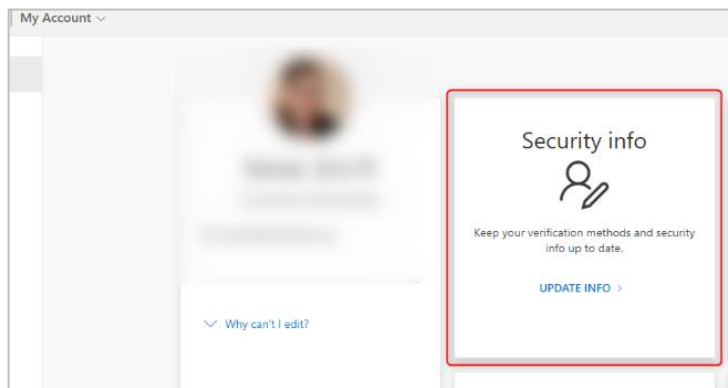
**If you see the *Approve sign in request* notification and cannot get to the next step**

OR

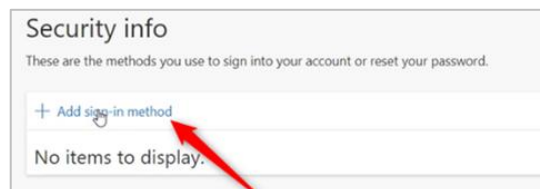
**If you cannot get to the next step for another reason**

call the Service Desk at 888.760.0035.

2. Select “Update Info” on the Security Info block on the “My Account” page.



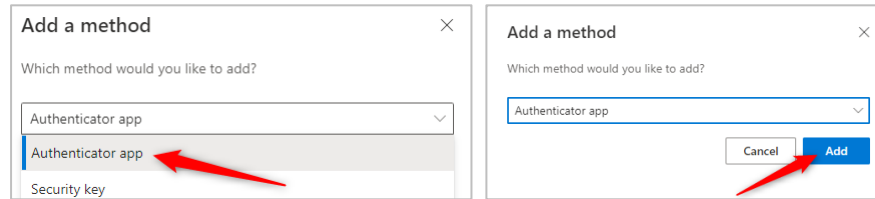
3. Select the blue “+ Add sign-in method” under Security Info.



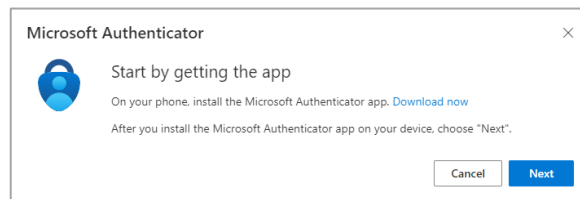


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4. Select “Authenticator app” from the dropdown list and select “Add.”



5. When you see the *Start by getting the app* screen, go to your mobile device.



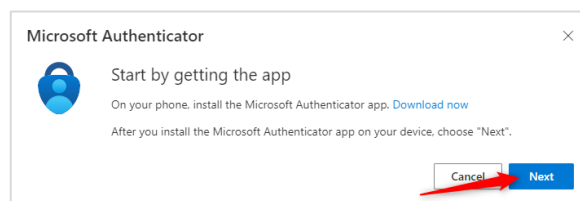
6. **On your mobile device**, open your mobile device's app store (Apple or Google Play) and search for “Authenticator.”

7. Install and open the Microsoft Authenticator app on your mobile device (the icon will be a person inside a blue lock).

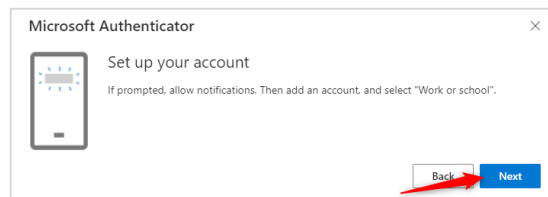


- a. On first time set-up, Microsoft may request access to basic application data and may request to send notifications. It is recommended to press “Agree” or “Accept” to these requests.

8. **On your IU Health workstation**, select “Next.”



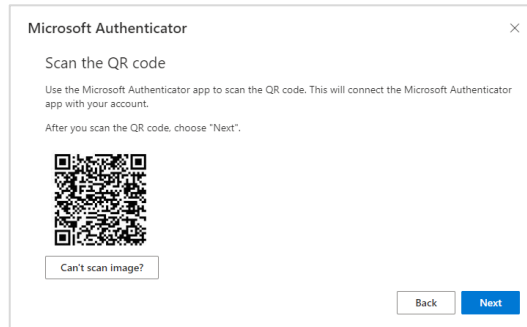
9. Select “Next” again.





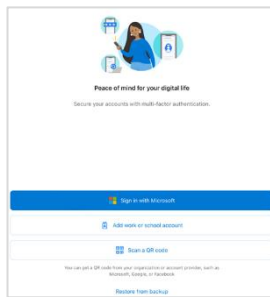
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10. When you see the *Scan the QR code* screen, go back to the Authenticator app on your mobile device.

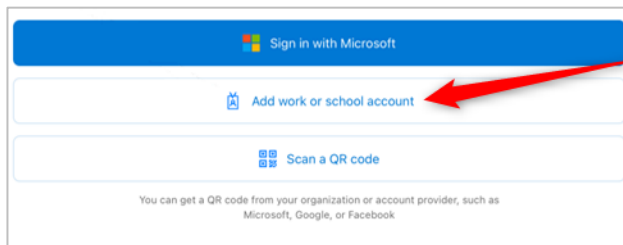


11. Follow the step below that most closely resembles the screen you see in the Authenticator app on your mobile device.

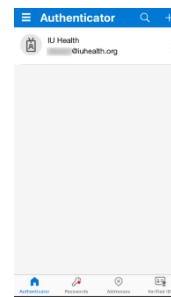
If you see the “Let’s get started” screen,



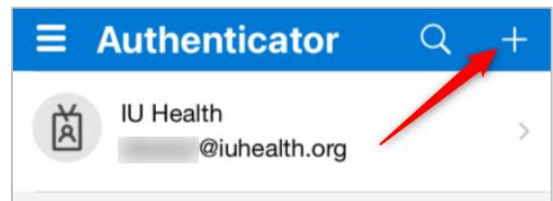
a. Press “Add work or school account”



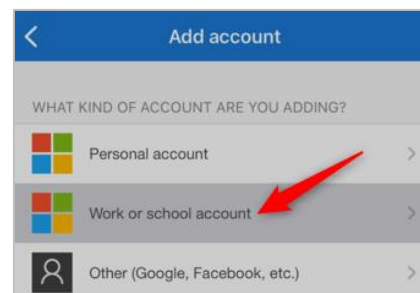
If you see a list of accounts under a blue bar,



a. Press the “+” on the top right.



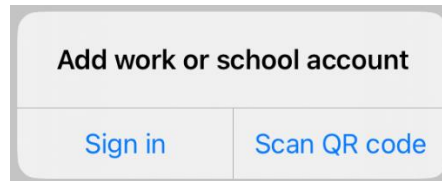
b. Then press “Work or School Account”



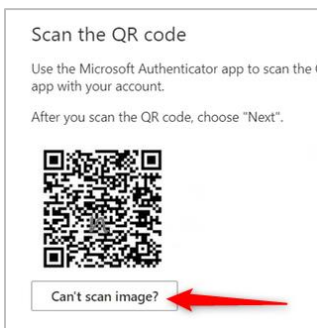


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12. In the “Add work or school account pop up, select “Scan QR code” and approve camera permissions if prompted.

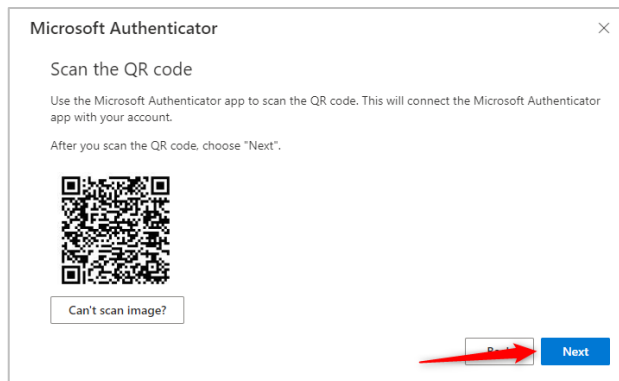


13. Using the camera that appears in the app, point your mobile device’s camera at the QR code in your browser window.

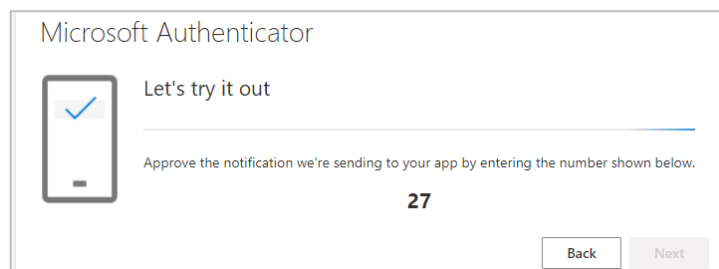


a. If you cannot scan the QR code, select the “Can’t scan image?” option below the QR code in your browser to populate a code and a URL for authentication.

14. On your IU Health workstation, select “Next.”



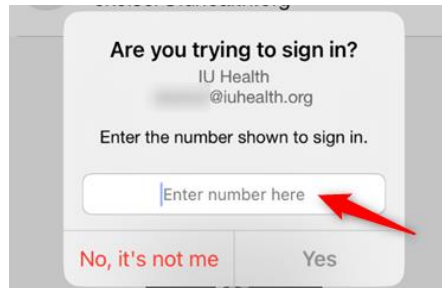
15. You will see the following screen in your browser with a number.





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16. On your mobile device, you should receive an “Are you trying to sign in?” notice through your Authenticator app. Enter the number displayed in your browser into the field shown and select “Yes.”



17. In your browser, select “Next” to finish sign-in.

**Congratulations! You have completed MS Authenticator Registration!**

### Important information

- Do not uninstall DUO from your device.
- You will receive either DUO or MS Authenticator notifications depending on the app you are using until all IU Health locations launch.
- You will now see the following notification when prompted for authentication through MS Authenticator.



**Questions?** Contact the Service Desk at 888.760.0035.