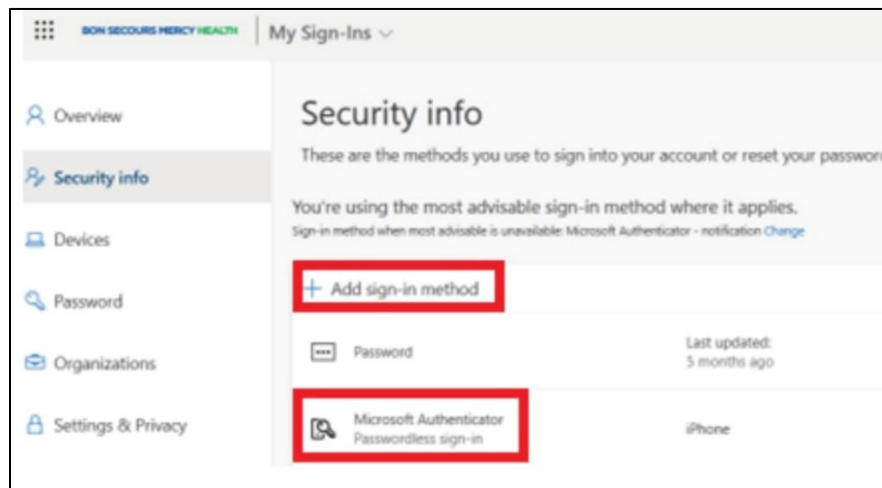# BON SECOURS MERCY HEALTH

Microsoft Authenticator Self Enrollment: BSMH

Note: FOR CITRIX LOGIN: If you have already registered your BSMH account for MFA, proceed to step 12 of this document.

Setting Up Your Microsoft Authenticator

1. Open a web browser and navigate to the following website: https://aka.ms/mfasetup

- Click the **+** Add sign-in method.

- Select Microsoft Authenticator.

- Click next until a QR code is displayed.

Note: (If you are adding a new mobile device, follow the steps below. You may remove the old device by clicking on delete next to that device)

2. To download the Microsoft Authenticator App, using your mobile device camera app, scan the QR Code for IOS or Android.
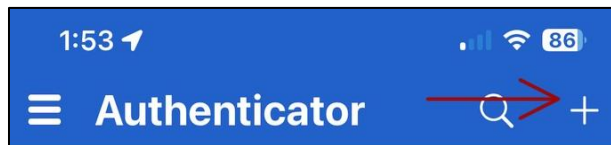
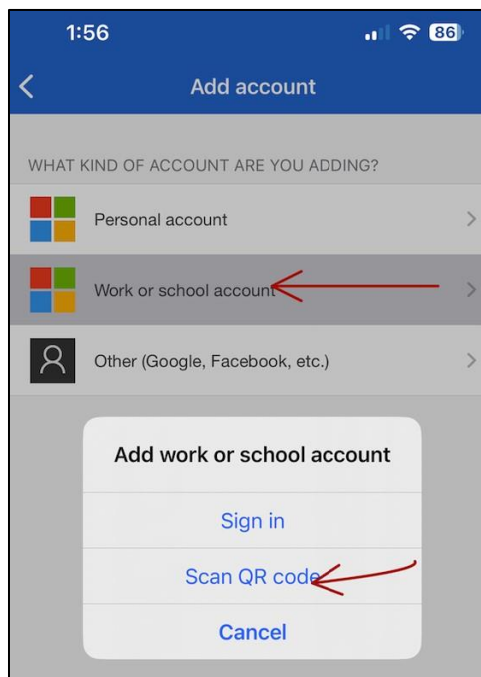- **iPhone**

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- **Android**

3. Once the application has finished downloading, open the app. Click the **+** icon located on the right side of the top ribbon.
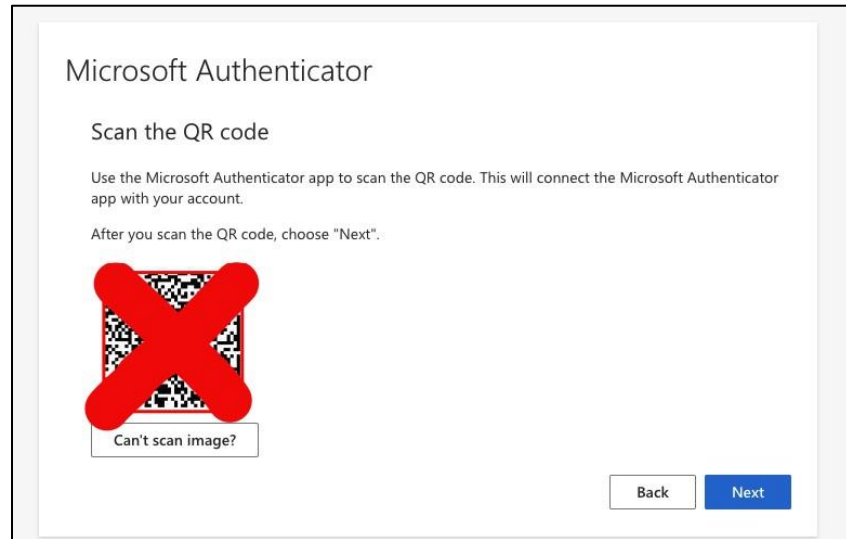

4. When prompted, choose the **Work or School Account** option, then click **Scan QR Code**.

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5. On your BSMH computer a QR code will appear. Scan the code with your mobile device.

6. On your computer, Click **Next**. A Microsoft Authentication confirmation will be sent to your device in the app recently downloaded. Enter the number as prompted to confirm set up. This will complete the initial set up of Microsoft Authenticator.

NOTE: Depending on the applications that are being signed into, a second form of authentication may be asked to set up as a backup.

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Signing in securely with Passwordless sign-in requests

Note: This step is optional but highly recommended. If you chose not to use this method, please proceed to step 10.

7. After you have successfully completed the Microsoft Authenticator enrollment, open the Authenticator app, and select your account.
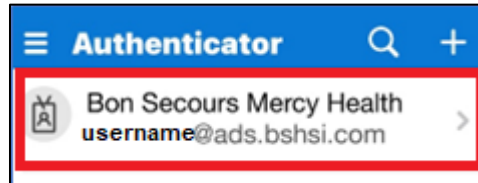
8. Under Other Ways to Sign in, select **Set up Passwordless sign-in requests**.

9. Select **Continue.**
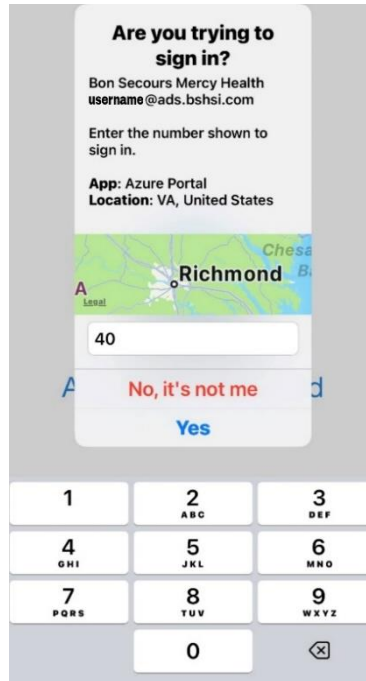
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Signing in with your Microsoft Authenticator

10. Approve sign-in request.

a. When approving a sign-in request, a randomly generated number will be displayed on your device screen.

b. You will then receive a popup notification within the app on your mobile device. Enter the number displayed on your computer and select **Yes**. (**illustration below**)
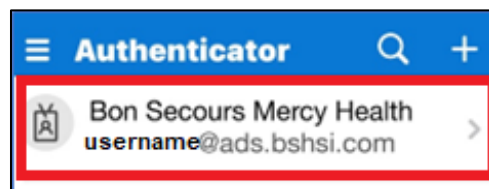
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11. The authentication has been confirmed. At this point your setup is complete.
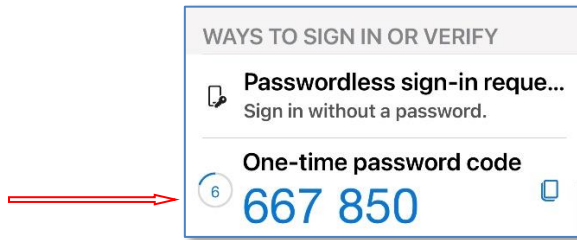
<mark>Signing in to CITRIX</mark>

12. Open the Microsoft Authenticator app on your mobile device.

13. Select your Bon Secours Mercy Health Account.

14. Enter the One-time 6-digit password code displayed.

WAYS TO SIGN IN OR VERIFY

Passwordless sign-in reque...
Sign in without a password.

One-time password code
6   667 850

Microsoft Authenticator FAQ

1. **Q:** What if I use Outlook on my personal device where I authenticate with Symantec. Will I now use MS Authenticator?

   A: You will be auto prompted with whichever authentication method is necessary.

2. **Q:** What if my exact geographic location is not what is displayed?

   A*:* It may just mean Authenticator is prompting based on BSMH network routing (e.g., Cincinnati or Richmond areas) or your cell phone carrier (e.g., another location in their region). However, if the location is **completely unknown**, you should disregard the prompt.

3. **Q:** What if I change my mobile device?

   A: Proceed to step 1 on page 1, follow the steps to enroll the device. If you experience an error, please log a ticket with the **Support Desk**. **(833 691-4357)** your MS Authenticator account will need to be re-set to allow enrollment on your new device.

4. **Q:** What if I get a notification to authenticate that I did not request?

   A: If you did not request the authentication **DO NOT** select **Yes**. Decline any unsolicited prompts by selecting **No, it's not me**.

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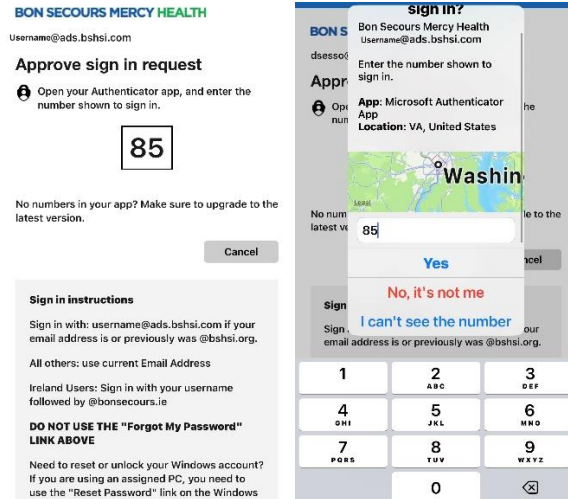
5. **Q:** Will my smart watch still work with MS Authenticator as it did with Symantec?

   A: No, it will not.

6. **Q:** What if I am not receiving a push notification prompting me to authenticate?

   A:

   - Check to see if push notifications are enabled for the app on your device.
     - IOS: Go to your **Settings** > **Apps** > select the **Authenticator** app, and make sure that **Allow Notifications** is enabled (**green).**
     - Android: Go to **Settings** > **Apps** > **Authenticator**, under notification make sure Allow notification is enabled (**blue**).
   - Ensure your device's date and time are set correctly.

   NOTE: If you prefer to not receive push notifications, you can manually open the app each time and enter the code as prompted with each request.

7. **Q:** When can I expect to start seeing prompts for Authenticator?

   A: Prompts should appear within a week of enrollment.

8. **Q:** What if I do not see the **Passwordless sign-in requests** option?

   A:

- Verify under **WAYS TO SIGN IN OR VERIFY** that this option is not there.

- Try re-registering your device.

- Contact the Support Desk @ 833-691-4357

9. **Q:** What if I get an error message that says "No Usable Data Found" while scanning the QR code?

   A: Make sure you are scanning the QR code within the Authenticator app by selecting **Scan QR Code** as shown in Step3 (not the camera app).

10. **Q**. How do I re- register my Microsoft Authenticator on my new phone?

    - 1. Open the Microsoft Authenticator app.

    - 2. Tap the "+" button to add a new account.
    - 3. Select "Scan a QR code" or use the method indicated in the previous step.
    - 4. Scan the QR code displayed on your old phone.

11. **Q.** What if I have already enrolled for Haiku/Canto, do I still have to enroll.

    A: Yes, end users must still follow these steps to enroll even if you have enrolled for Haiku/canto.

12. What if I refuse to add the Authenticator app on my personal device?

    A: Consult your manager, and if approved, have an exemption request submitted through the I T Support Desk.

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Document History

Revision	Doc Change Form #	Date	Description of Changes	Authored/Revised By	Requested By
1.0		03/13/2025	Initial Release	Dianne Sessoms	Dianne Sessoms
1.1		04/04/2025	Revision: Additional Instructions	Dianne Sessoms	Dianne Sessoms
1.2.		4/15/2025	Revision: Location Image	Dianne Sessoms	Dianne Sessoms
1.3.		5/15/2025	Revision: QR Codes for Authenticator App, Additional FAQs & Instructions	Dianne Sessoms	Dianne Sessoms
1.4		8/20/2025	Revision: Added steps for logging in to Citrix	Dianne Sessoms	Dianne Sessoms