

Setup Azure MFA: Phone Call Method

Cloud Version
Identity & Access Management



Overview

What is MFA?

Trinity Health uses a technology called multi-factor authentication (MFA) to verify your identity when you access certain applications when outside of the Trinity Health network such as when you're using your computer when you're not at work. This is done via one of the following two methods, and this job aid covers the phone call method.

- Phone Call
- Mobile App

Requirements

You need two separate devices.

- Computer (personal or work)
- Phone

Setup Azure MFA: Phone Call Method

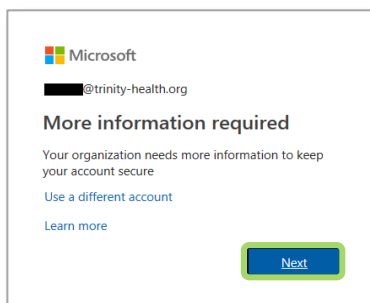
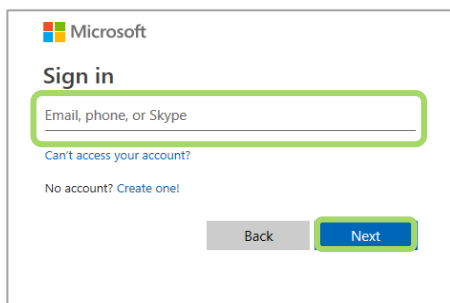
Please read and follow these instructions carefully before reaching out for assistance from the **Service Desk**.

If your phone is a cell phone, make sure it has adequate reception, and it can receive calls.

If you have a Trinity Health email address, your Azure login ID (also known as a **UPN**) will be the same as your Trinity Health email address.

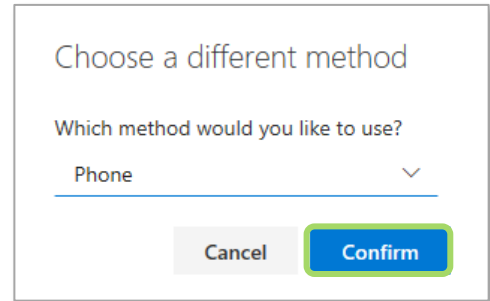
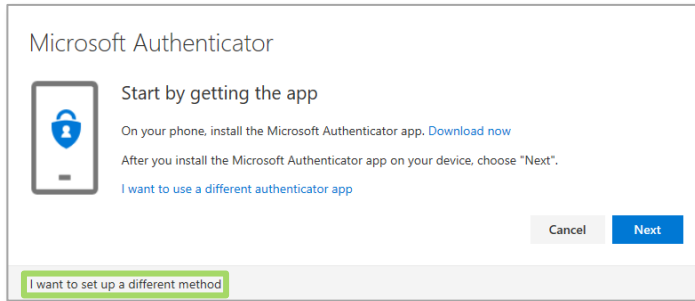
[Computer]

1. On the computer (laptop/desktop), go to: <https://aka.ms/mfasetup>
2. On the **Sign in** screen, enter your Azure login ID (UPN). Click **Next**.
3. On the next screen, enter your network password. Click **Next**.
4. You will then be prompted for more information. Click **Next** on each of these screens.

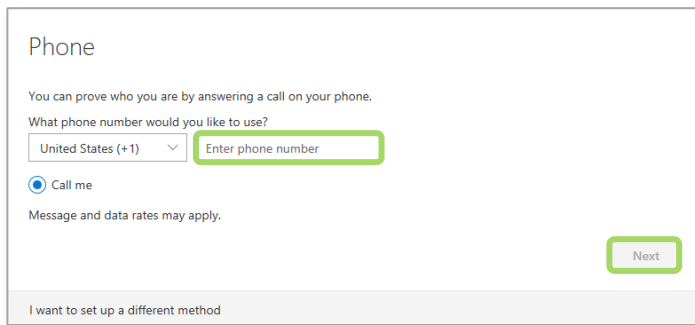


Setup Azure MFA: Phone Call Method (continued)

- On the **Start by getting the app** screen on the computer, click [I want to set up a different method](#).
- On the **Choose a different method** screen, click the drop-down arrow and choose [Phone](#), and then click [Confirm](#).



- On the **Phone** screen, enter the phone number (with area code) that you want the system to call to verify logins, and click [Next](#).



[Phone]

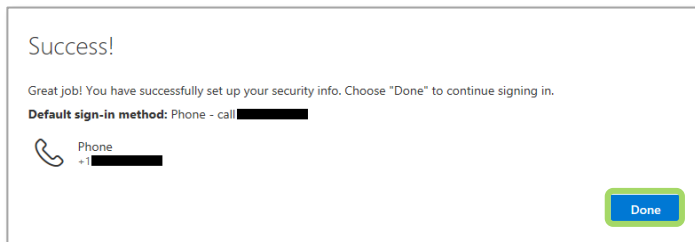
- Answer the phone call, listen to the automated prompt, and choose the <#> button to continue.

[Computer]

- On the **Phone** screen on the computer, click [Next](#).



- On the **Success** screen, click [Done](#).



You're done! Going forward, every time you access certain Trinity Health applications such as Workday outside of the Trinity Health network such as on your phone or your home computer, you will be prompted to use MFA when you log into your accounts.

Tip: Add 855-330-8653 to your contact list so that you recognize the number when Azure MFA calls for verification. This can also help prevent the calls from being suppressed by software designed to suppress spam calls.

Account Management

You can return to <https://aka.ms/mfasetup> at any time to manage your Azure MFA account.

More Information

MFA, sometimes called “2-factor authentication,” helps protect against unauthorized access to your accounts and the personal and Trinity Health data they contain. Once MFA is set up, each time you log into an application that requires MFA from outside the Trinity Health network, you will be required to respond to an MFA challenge to confirm your identity.