

Multi-Factor Authentication

Step-by-Step Guide

What is Multi-Factor Authentication (MFA)?

Using a username and password to access something online is the most common way to confirm your identity using a “single-factor”. The “factor” is your username and password.

“Multi-factor” is when you confirm your identity with another method *in addition* to your password. A common method of multi-factor authentication is to have a code texted to your mobile device or emailed to you.

Why do I need MFA?

You already have a password, why would you need any other protection? Consider: what if your password is leaked online or simply guessed?

Passwords are a great initial defense, but due the amount of sensitive data PeaceHealth has access to—such as patient PHI—we require an additional layer of account protection to support your password.

To enable MFA on your PeaceHealth account, please read the following step-by-step instructions:

How do I enable MFA?

In summary, you will be required to complete the following steps to enable MFA:

1. Log in to the MFA portal at www.peacehealth.org/mfa
 - a. If you have both a 3x3 and 3x3! (such as a previous student 3x3! account) you must complete this process for **both**.
2. Register your cell phone number to receive a one-time SMS text message code
3. Enter the code from the text message on the MFA portal website to complete the process
4. **OPTIONAL**: Download and install the “Microsoft Authenticator” App onto your mobile device
 - a. Change your default MFA method from “Phone” to the “Authenticator”

Am I required to use the Microsoft Authenticator app?

Use of the Microsoft Authenticator app is **optional** for caregivers who do not use the PeaceHealth VPN.

Successfully enabling MFA only requires that you receive a one-time SMS (text) message on your phone. Once you have completed the process to enable MFA, we encourage all caregivers to consider the Microsoft Authenticator app for an improved experience, even if you do not use the PeaceHealth VPN.

Please note that neither the process to enable MFA nor the Microsoft Authenticator grant access to your phone or any data stored on it.

Enable Multi-Factor Authentication: Step-by-Step


1. Open your Internet browser on your computer (e.g., Google Chrome, Internet Explorer, etc.)
 - a. Navigate to www.peacehealth.org/mfa
2. You will be asked to sign in with your 3x3@peacehealth.org
 - a. If you have a 3x3 *and* 3x3! (such as a student 3x3! account), you must ensure you enable MFA by following this process for **both** accounts
 - b. **Reminder: If you no longer need your second/student 3x3! account you must** submit a Service Desk ticket to have it deactivated

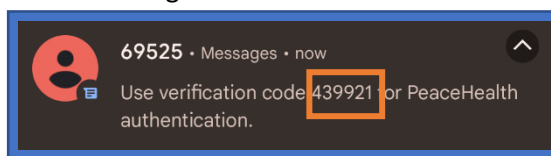
*What is a 3x3?

Your 3x3 is the first 3 letters of your first name followed by the 3 first letters of your last name (and a number if the initial 3x3 is already taken).

Example: John Smith's 3x3 becomes johsmi@peacehealth.org

Example: If John wasn't the first johsmi, he may be johsmi2 instead

3. A window stating “**More information required**” will appear, as seen here: 
4. Press **Next**
5. You will be asked to enter your phone number
 - a. Confirm your country code (+1 for the United States)
 - b. Enter your phone number including your area code (e.g., 123-456-7890)
6. Press **Next**
7. You will receive a text with a **6-digit code** that should look like the image seen here:



8. Enter the code in the appropriate box in the window on your computer screen
9. Press **Next**

You have successfully enabled MFA! If you do not wish to use the Microsoft Authenticator app, you may stop at this point.

OPTIONAL:

For instructions on how to install the optional MS authenticator app, please see the companion document:

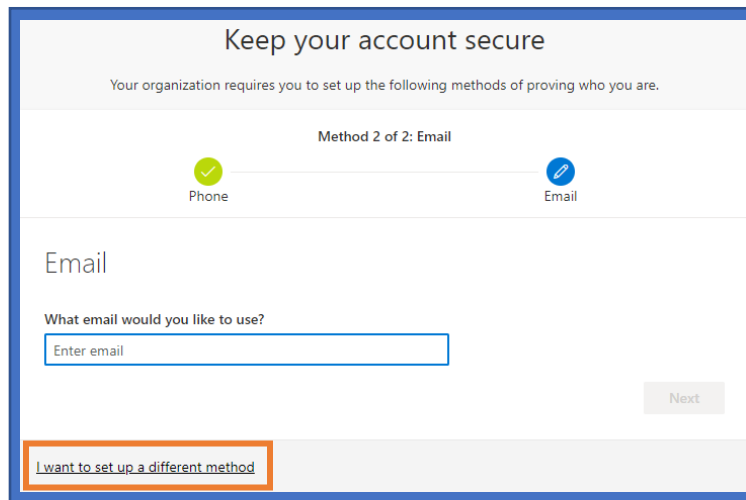
MFA Part 2: Installing the Microsoft Authenticator app

OPTIONAL

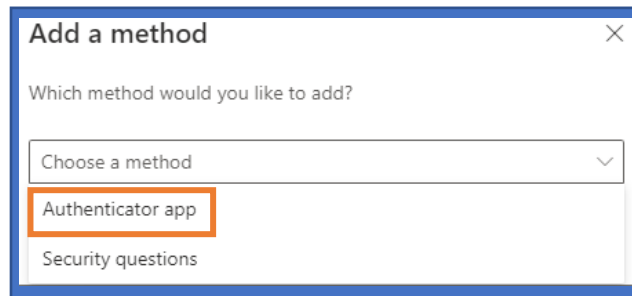
Step 2) Installing the Microsoft Authenticator App

Note: Please ensure you have your mobile device ready for this step

Before continuing with this step, you should currently be on the window here:



1. From this window, select “**I want to set up a different method**”
2. Select “**Authenticator App**” from the dropdown box that appears, as shown here:



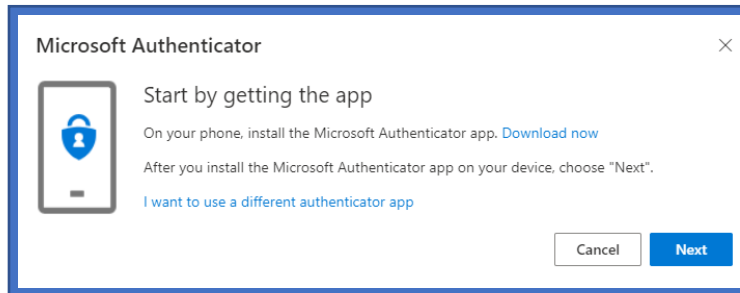
3. The next window states, “Start by getting the app”
 - a. You may now grab your mobile device
4. Install the Microsoft Authenticator app on your device using your device’s app store
 - a. **Android:** Google Play
 - b. **iOS:** Apple App Store
 - c. **Alternative:** Select “Download now” from the window on your screen and scan the QR Code that appears

Once you have downloaded and installed the Microsoft Authenticator app, continue to the instructions on the next page titled:
Step 3) Connect your PeaceHealth Account to the Authenticator App

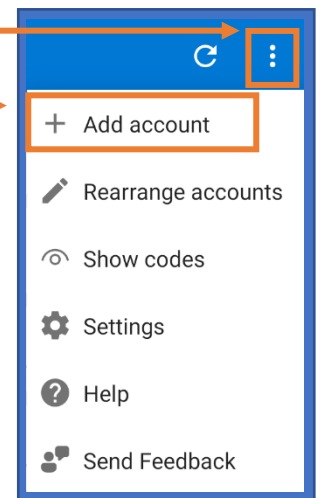
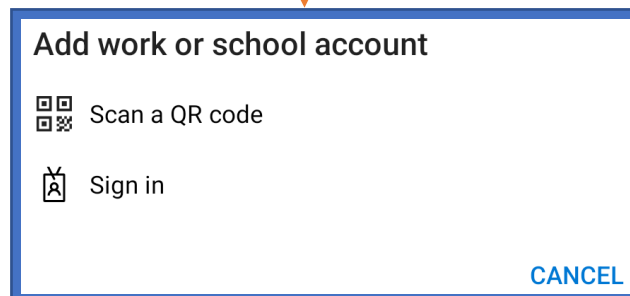
Step 3) Connect Your PeaceHealth Account to the Authenticator App


Note: Please ensure you have your mobile device ready for this step

You should now have the Microsoft Authenticator app installed on your mobile device, and your computer's browser should currently be on the window seen here:



1. If you have installed the Authenticator app, you may press **Next** on the screen shown above.
2. Another window will appear asking you to "Set up your account." Press **Next**
3. You should now see a window with a QR code on it. **Keep this window open for now**
4. Open the Authenticator App on your mobile device
5. To add an account, select the 3 dots (or cross) in the top-right of the app and select "**Add account**" as seen here:
6. Select "**Work or school account**"
7. Select "**Scan a QR code**" as seen here:



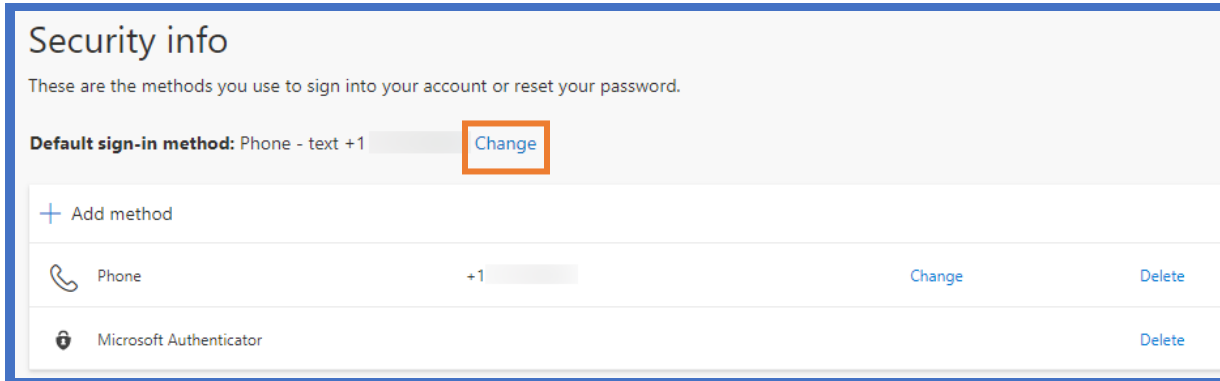
8. Your mobile device's camera should open. **Scan the QR code** on your computer screen using your mobile device's camera
9. A notification will appear on your mobile device to verify that you have connected the app
10. Select "**Approve**" on the notification
11. Return to your desktop window that should now state: "  Notification approved"
12. Press **Next**

You should now be on the "**Security info**" page and may continue to:
Step 4) Update Your Default Sign-in Method

Step 4) Update Your Default Sign-In Method

Note: Please ensure you have your smart phone or tablet ready for this step

Before continuing with this step, you should have completed all earlier steps and currently be on the page here:



Security info

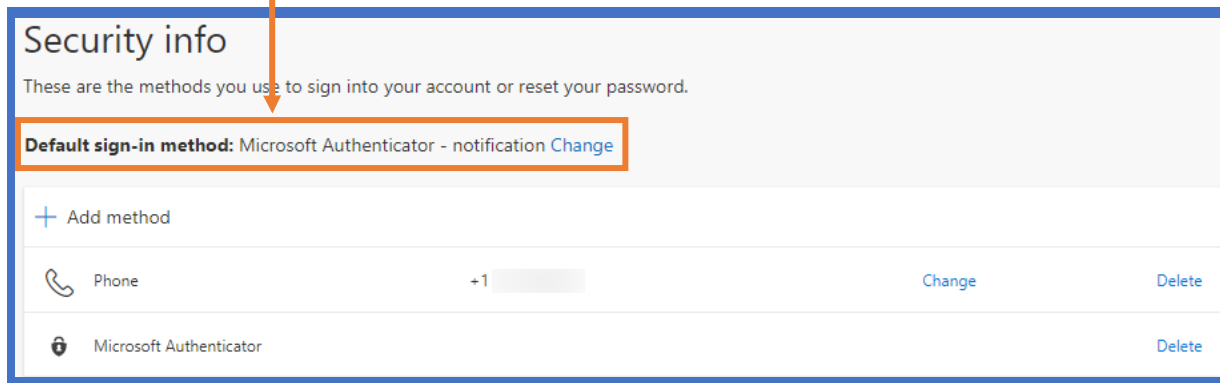
These are the methods you use to sign into your account or reset your password.

Default sign-in method: Phone - text +1 [Change](#)

+ Add method

Phone	+1	Change	Delete
Microsoft Authenticator			Delete

1. From the screen above, select **“Change”** next to Default sign-in method
2. Select **“Microsoft Authenticator – notification”** from the dropdown menu
3. Press **Confirm**
4. The **“Default sign-in method”** should now indicate **“Microsoft Authenticator – notification”** as shown here:



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification [Change](#)

+ Add method

Phone	+1	Change	Delete
Microsoft Authenticator			Delete

Congratulations! You have successfully enabled MFA through the Microsoft Authenticator!