

Multi-Factor Authentication

Step-by-Step Guide
Current as of: 4/12/2022

What is Multi-Factor Authentication (MFA)

Why do I need MFA?

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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 Set Up MFA?](#)

The steps below will guide you through the process of setting up multi-factor authentication (MFA) for your PeaceHealth account. In summary, you will:

1. Enable MFA for your PeaceHealth Account
2. Download and install the “Microsoft Authenticator” App onto your mobile device
3. Change your default MFA method from “Phone” to the “Authenticator”

Make sure you have your mobile device running Apple iOS or Google Android with you before getting started, then continue with **Step 1) Enable Multi-Factor Authentication** on the next page.



Step 1) Enable Multi-Factor Authentication


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*

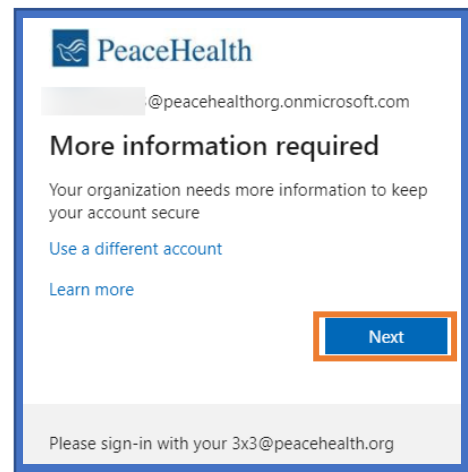
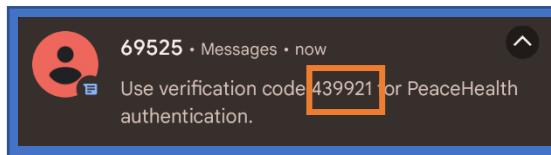
*What is a 3x3?

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**

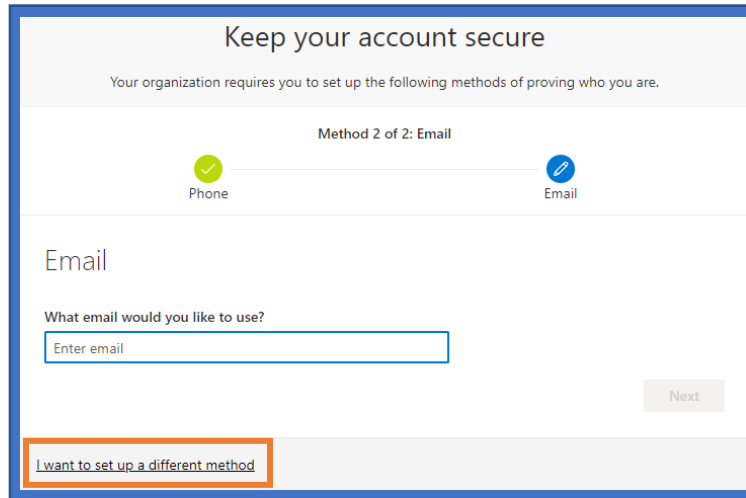
You have successfully registered your phone!
Press **Next** and continue to the instructions on the next page titled:
Step 2) Install the Microsoft Authenticator app



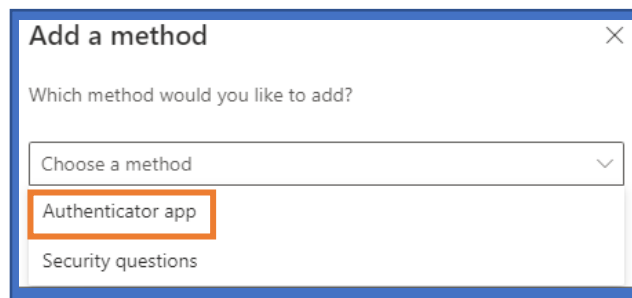
Step 2) Install the Microsoft Authenticator App

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:

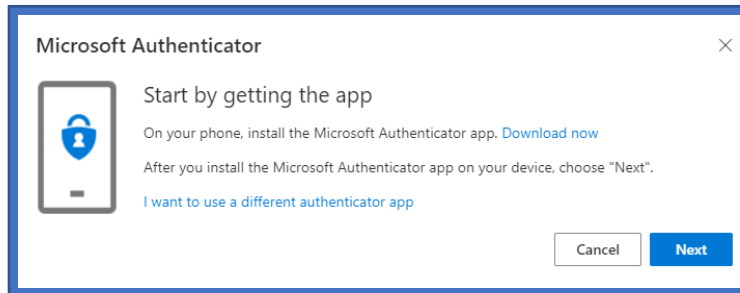
Step 3) Connect your PeaceHealth Account to the Authenticator App



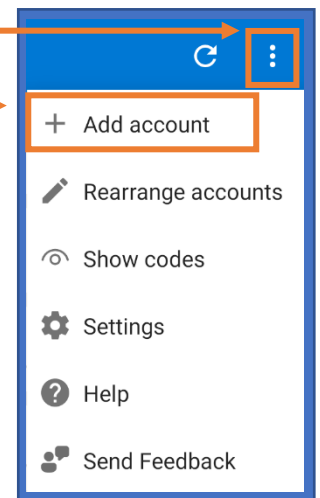
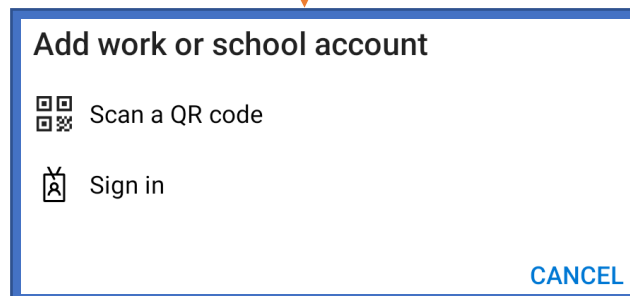
Step 3) Connect Your PeaceHealth Account to the Authenticator App


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**

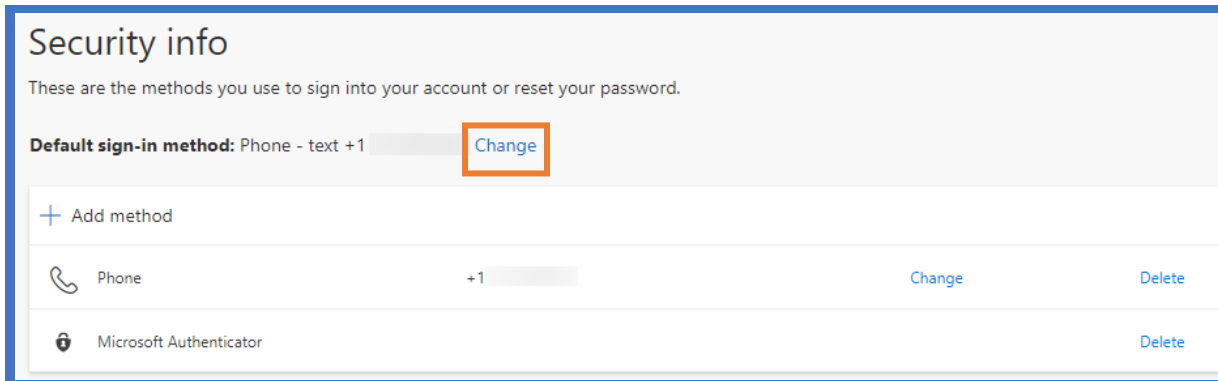
You should now be on the "**Security info**" page and may continue to:
Step 4) Update Your Default Sign-in Method



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

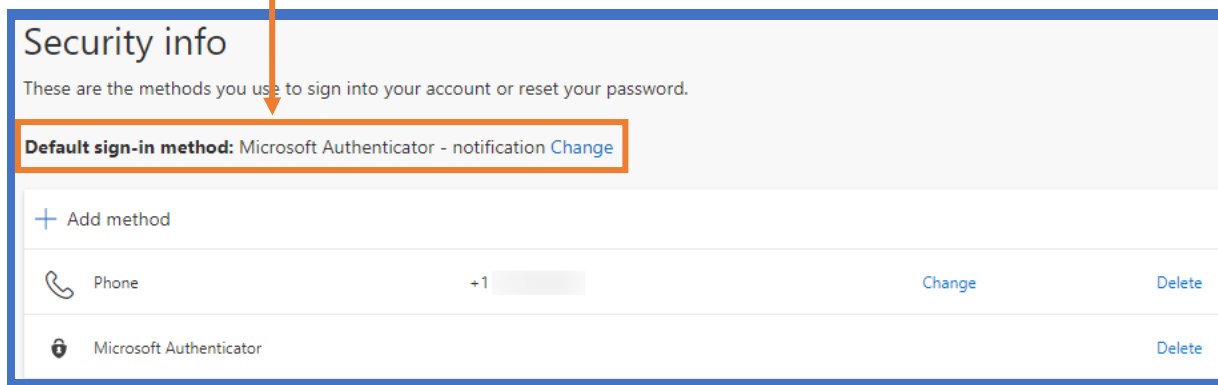
These are the methods you use to sign into your account or reset your password.

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 completed the process of enrolling in MFA!

