# Setting up personal mobile device for Microsoft Authenticator

Purpose: To be able to access TriHealth resources such as Epic Hyperspace and office email in a safe, secure way we have implemented a Two-Factor Authentication system. This requires that you have a personal mobile device such as an iPhone or Android. The following will step you through how to configure the Microsoft Authenticator app on your device.

1. On your mobile device, install the Microsoft Authenticator application. The app is available for Android or IOS devices. Be sure to have notifications turned on for this app or it will not properly function.
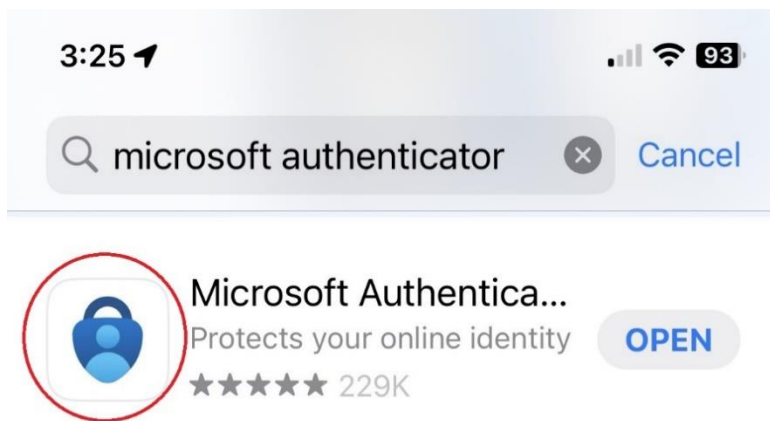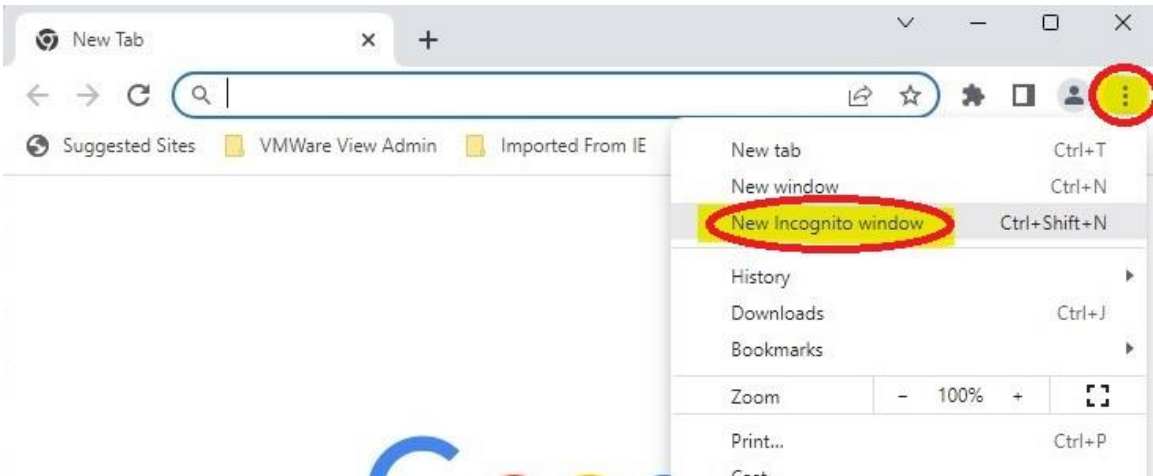

2. On your PC/Mac, open Microsoft Edge (or Google Chrome) and launch an "InPrivate" browser. If using Google Chrome, launch an "Incognito" browser.
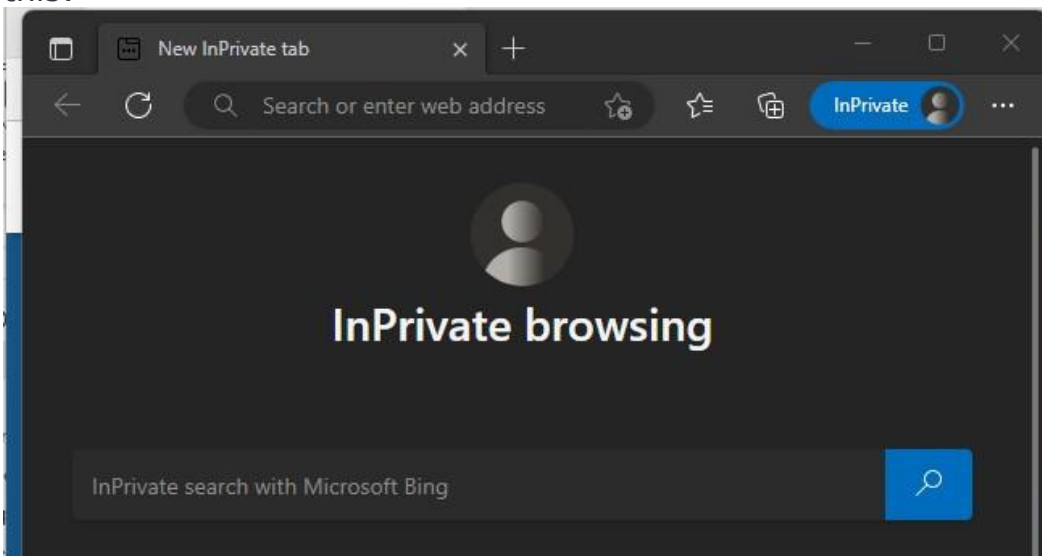
Edge:
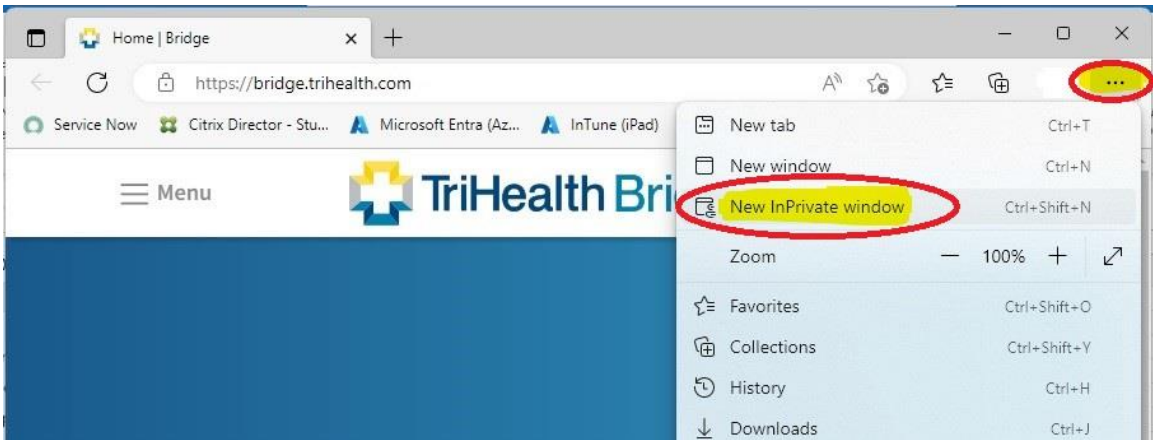
Chrome:

The InPrivate/Incognito browser screen will look like something like this:

3. From the private browser window, browse
   to https://trihealth.com/mylogin

Enter in your username in the format *firstname_lastname@trihealth.com* and
click Next. NOTE: Please contact the IS Service Center at 513-569-5100 to
retrieve the correct username if the above format does not work for you.
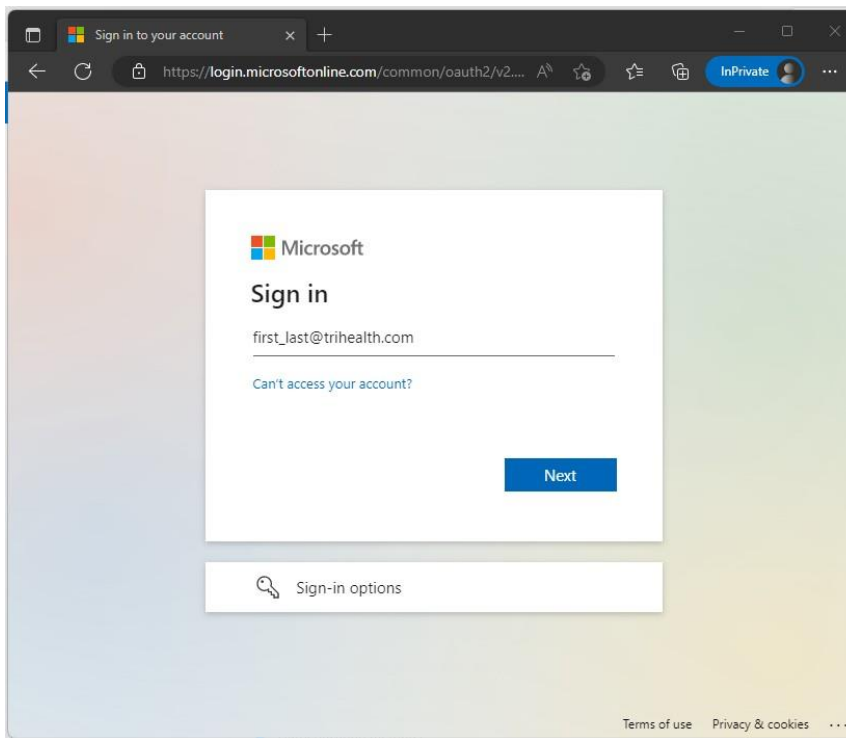

4. At this point the browser will redirect you to a TriHealth-branded login
   page. Log in with either your TriHealth email address or your TriHealth
   AD credentials. If using your AD credentials, be sure to format your
   username with the TriHealth domain. NT_Trihealth\username
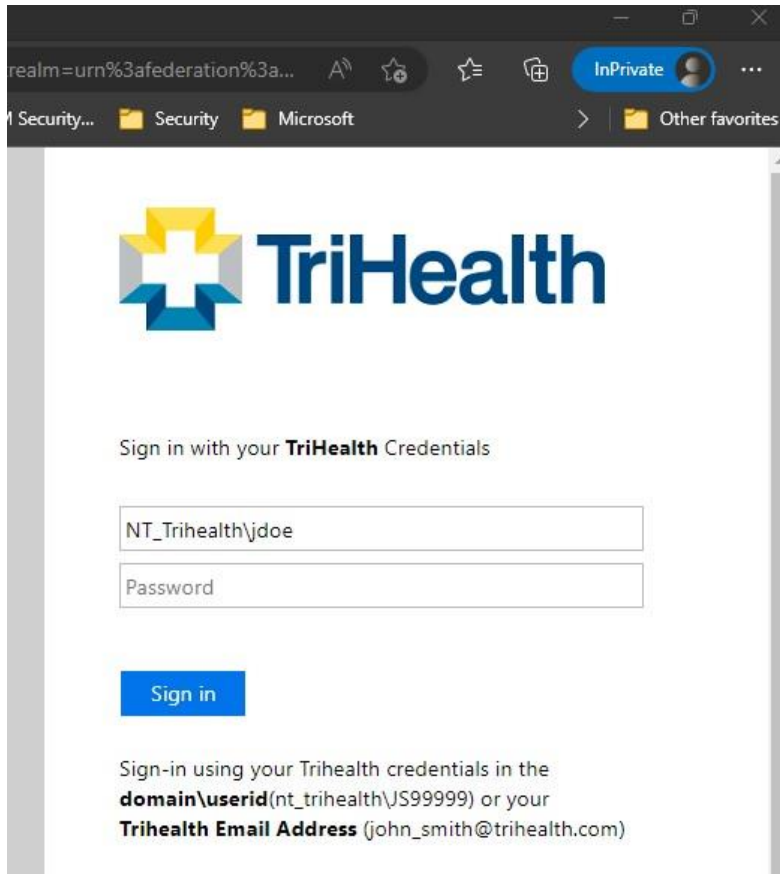
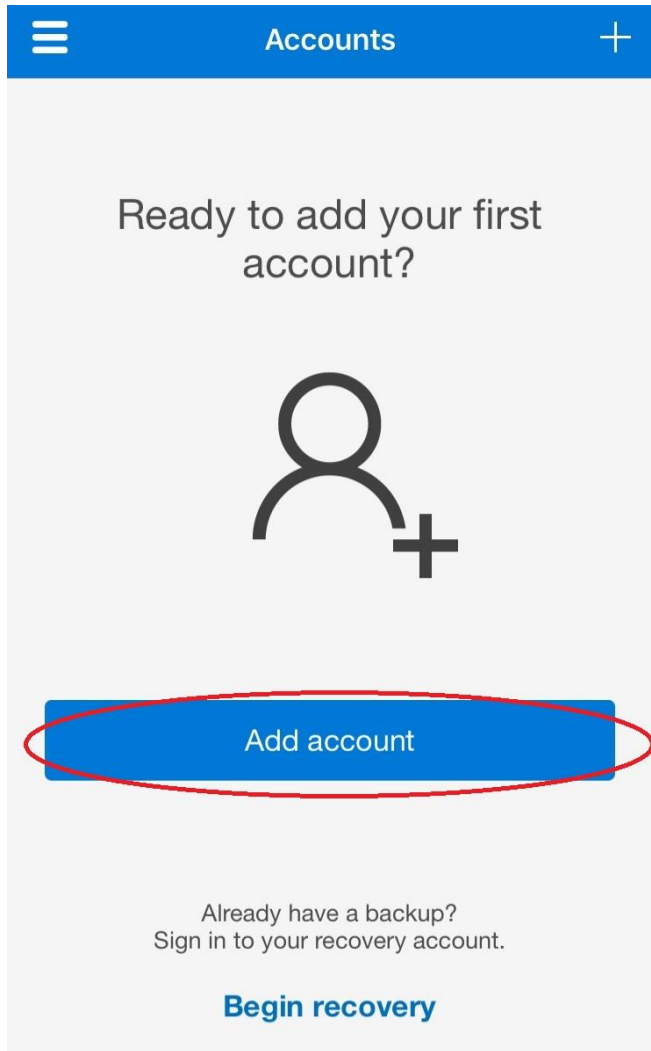5. The browser should direct you to a set up page:

If it does not automatically take you to the setup page like what appears above, click "Security Info", "Add sign-in method", "Authenticator app" then "Add":
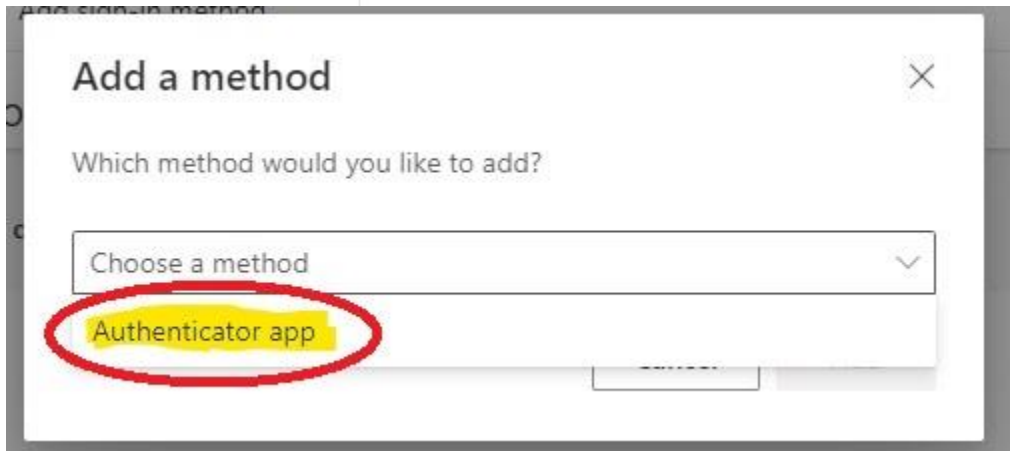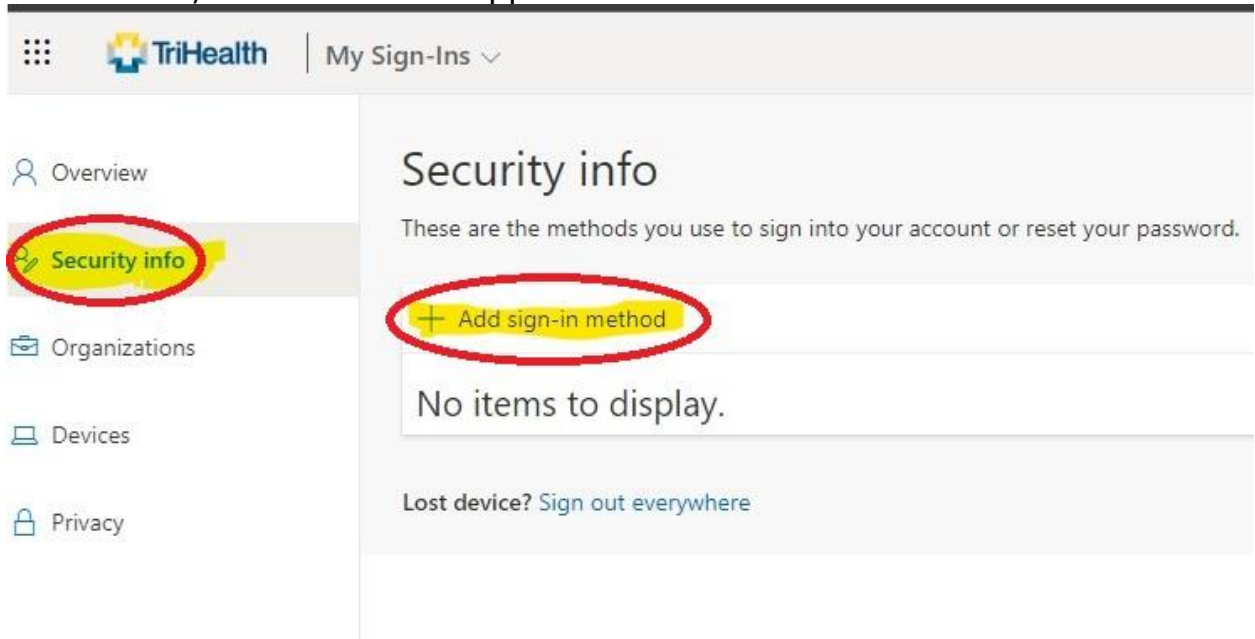
6. Click Next to continue with registration of Multi-Factor Authentication (MFA).

App

2

Phone

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".
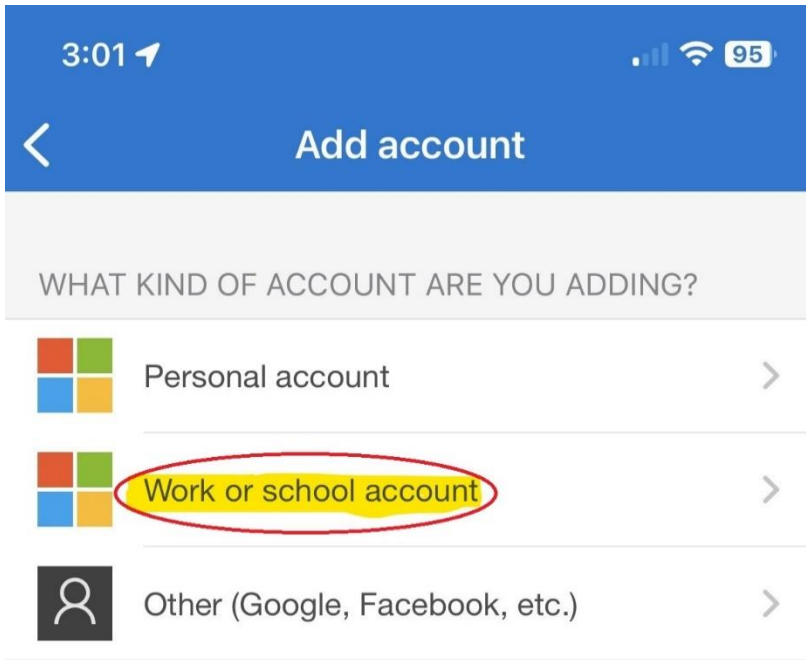
Back   Next

7. On your mobile device, open the Microsoft Authenticator App. Tap "Add account":
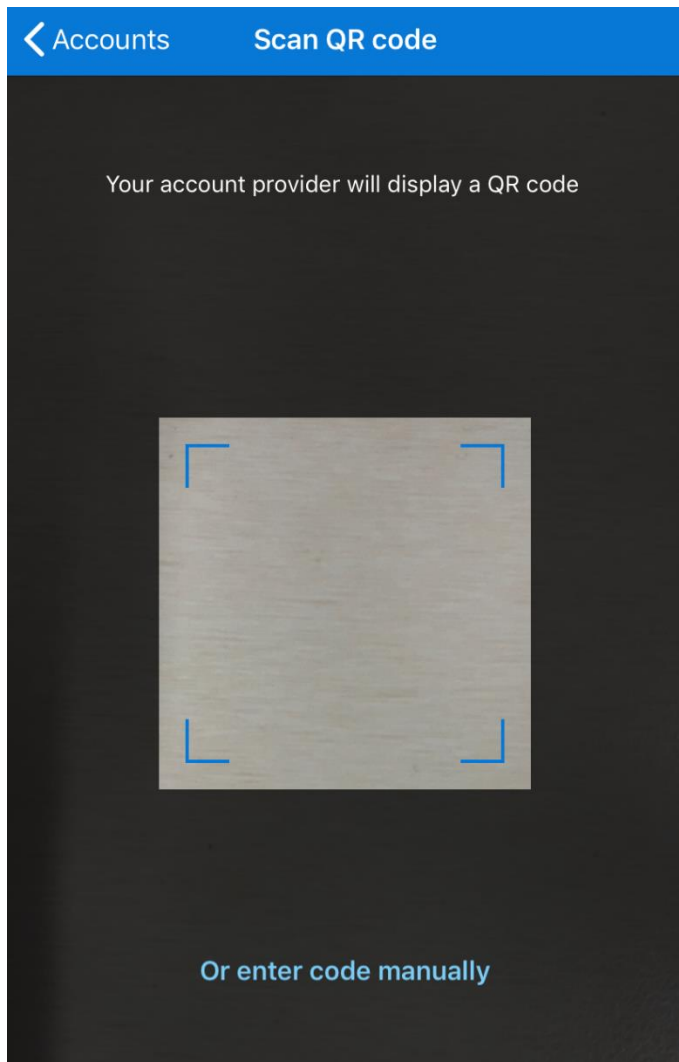
If the previous screen above does not appear on the app, tap the "+" icon the upper right-hand corner:

Tap "Work or School Account":

Tap "Scan QR code":

Your account provider will display a QR code

Or enter code manually

8. On your mobile device, scan the QR code displayed on your computer screen. On your computer, click Next to send a Notification to your mobile device:

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.
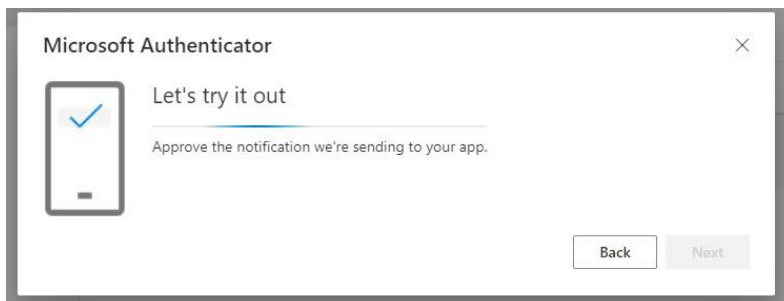
After you scan the QR code, choose "Next".

SAMPLE QR code

Can't scan image?

Back   Next

9. On your computer screen you'll receive a message to test the account:

Microsoft Authenticator   ✕

Let's try it out

Approve the notification we're sending to your app.

Back   Next

10.   On your mobile device, approve the sign-in request when prompted.

*As noted previously, be sure to have notifications turned on for the Microsoft Authenticator app or it will not properly function

🔵 Approve sign-in?

TriHealth

DENY   APPROVE

11.   On your computer screen, verify the notification was approved
        and click Next to continue.

Microsoft Authenticator

Notification approved

Back   Next

12.   Microsoft Authenticator setup is complete.