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.



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

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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.

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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

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5. The browser should direct you to a set up page:



Microsoft Authenticator

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Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app



I want to set up a different method

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).

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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":

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WHAT	KIND OF ACCOUNT ARE YOU ADD	ING?
	Personal account	>
	Work or school account	>
8	Other (Google, Facebook, etc.)	>

Tap "Scan QR code":



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".



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



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



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

Microsoft Authenticator





12. Microsoft Authenticator setup is complete.