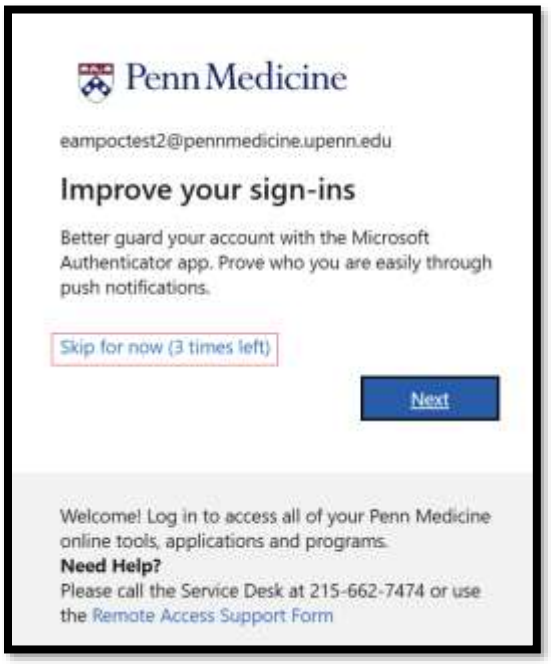
Set Up Microsoft Authenticator During Sign-In

Enrolling in Microsoft authenticator for your Penn Medicine account

Penn Medicine began transitioning to Microsoft Authenticator in phases across the health system. It is our new Multi Factor Authentication (MFA) method and will be replacing Duo.

- Duo and Microsoft Authenticator will both be supported during the transitionary period.
- Duo capabilities will be retired in phased waves as adoption progresses.

Use this guide to set up Microsoft Authenticator if you see a screen like the one below when accessing an application.



Why you are seeing this prompt

Your account is included in Penn Medicine's Microsoft Authenticator registration campaign. The prompt appears during sign-in so you can register Authenticator as your MFA method.

If you don't see the above screen, follow **our self-enrollment guide** instead. Otherwise proceed to next step.

What to expect

- You may be prompted to login and perform MFA when accessing some applications even from the office until you finish enrolling in Authenticator.
- You may be allowed to postpone enrollment up to three times.
- After the available postponements are used, registration is required before you can continue signing in.
- After successful enrollment, the additional in-office MFA prompts should stop.

Before you begin – What you need

- Your mobile device (Apple or Android phone)
- A computer, tablet, or second device
- Your Penn Medicine email address and password
- Your current MFA method, such as Duo, if prompted

Important if you are replacing a phone

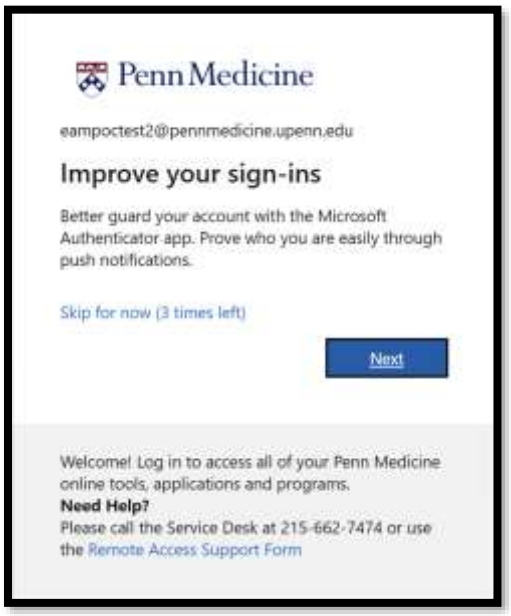
Set up Microsoft Authenticator on your new device before erasing, returning, or trading in your old device. Keep the old device until the new registration works.

1. Begin from the registration prompt

Do this step on your COMPUTER or Second Device

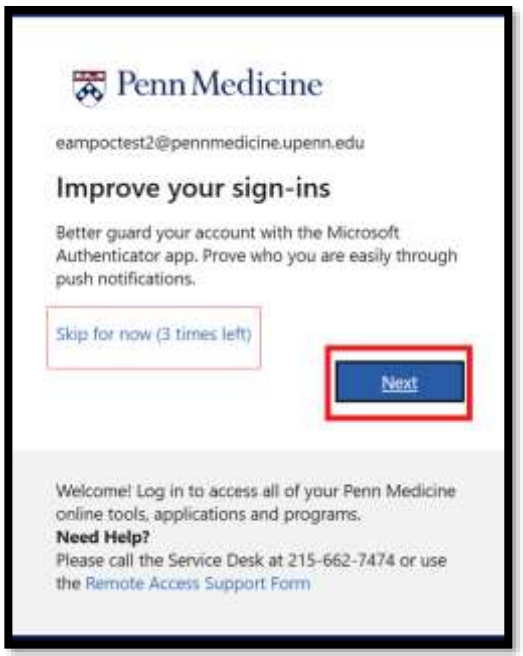
1. Sign in to the Penn Medicine application you were opening.

2. Complete your current MFA challenge, such as Duo, if prompted.
   You may see a screen titled "**Improve your sign-ins**" with options to "Skip for now (3 times left)"

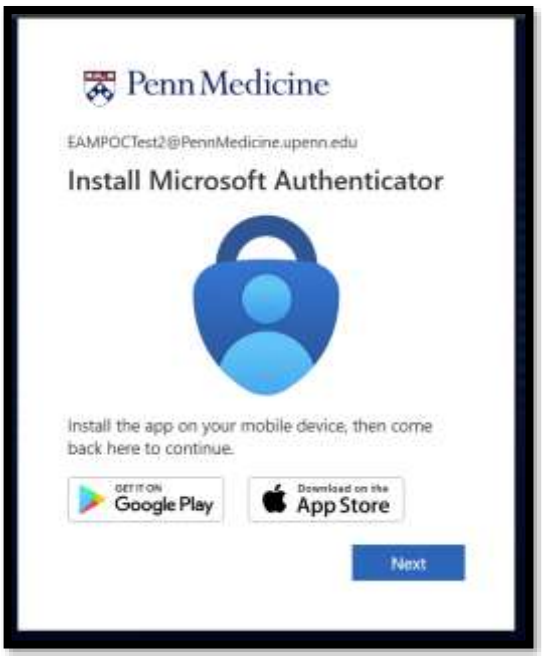


If you aren't ready to enroll right away, click "**Skip for now (3 times left)**" to proceed to your account. However, **after three skips, enrollment becomes mandatory. We strongly recommend completing the setup the first time you see this prompt.**

4. Click Next on your Improve your sign-in screen until the **Install Microsoft Authenticator** screen appears.



Select Next



Keep this page open in computer

SWITCH DEVICES: Keep the Install Microsoft Authenticator page open. Now use your mobile device.

2. Install and prepare Authenticator

Do this step on your PHONE or Mobile Device

If you already have the Microsoft Authenticator app installed, proceed to next step.

5. To download and install, open the Apple App Store or Google Play Store, Search for Microsoft Authenticator and confirm that the publisher is Microsoft Corporation.

   You may scan these QR codes to download

iPhone/iPad: Apple App Store

Android: Google Play Store

6. Install the app and allow notifications when prompted.

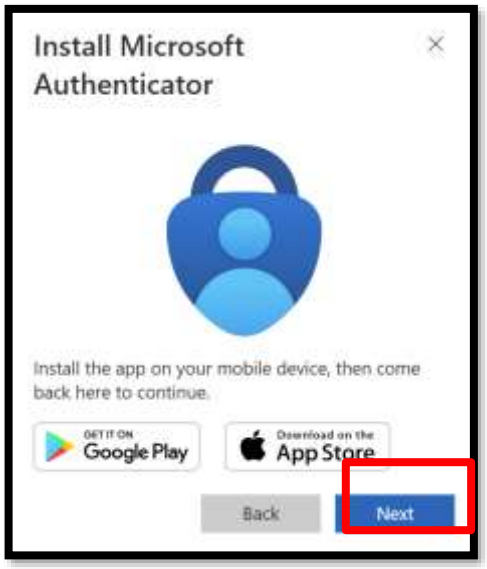
Corporate-owned device

Microsoft Authenticator may also be available from the Company Portal app. Typically Microsoft Authenticator is pre-installed in Company-issued devices.

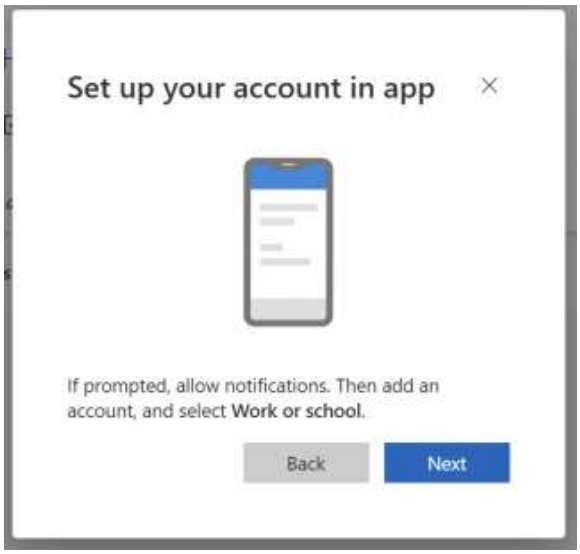
NOW SWITCH DEVICES

Do this step on your COMPUTER or Second Device

7. After installing the app on your phone, Click **Next**, on your **Install Microsoft Authenticator** screen in your computer screen which displays "**Setup your account in app**" screen.



Select Next



Keep this page open in computer.

SWITCH DEVICES: Keep the setup page open on your computer and switch to your mobile device.

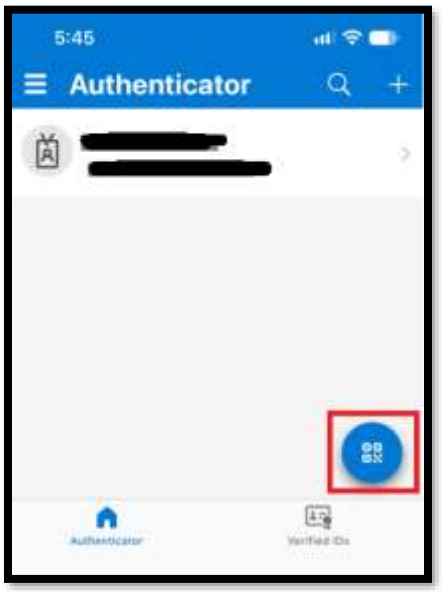
3. Prepare the app

Do this step on your PHONE or Mobile Device

8. On your phone, open Microsoft Authenticator.

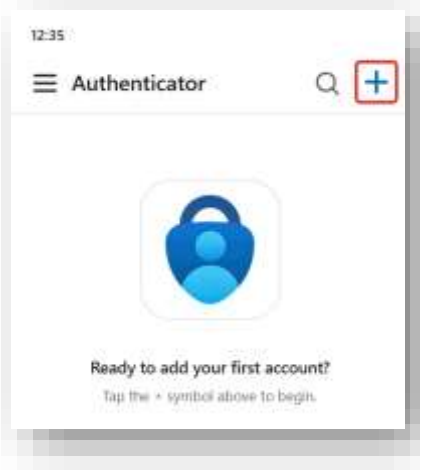
9. Accept the privacy notice and allow notifications if prompted.

10. Tap the circular QR code scanner (camera) icon in the bottom-right corner of the Authenticator app to open the scanner.

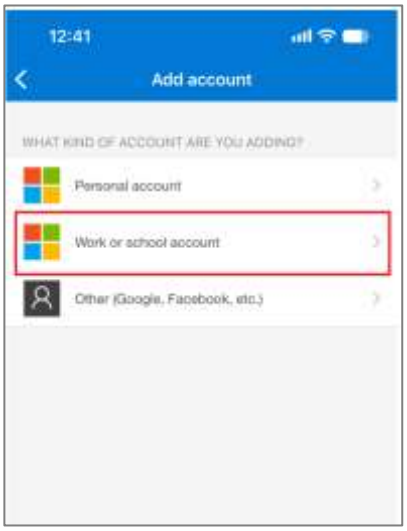


Note: If your QR code scanner is already open, skip the next three steps. Otherwise, follow the three steps below to open it.

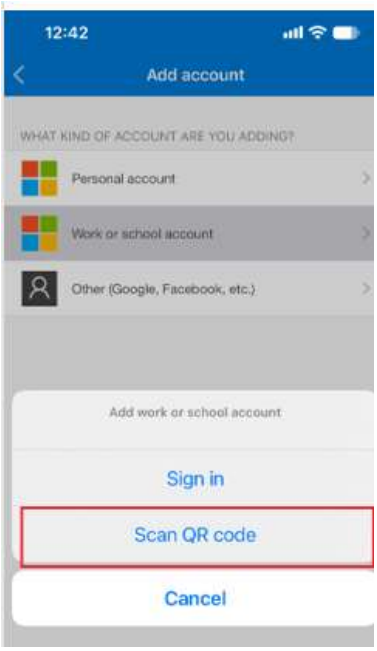
Step 1 - Select the + button.



Step 2 - Select Work or School account.



Step 3 - Select Scan QR code in your phone and allow camera access

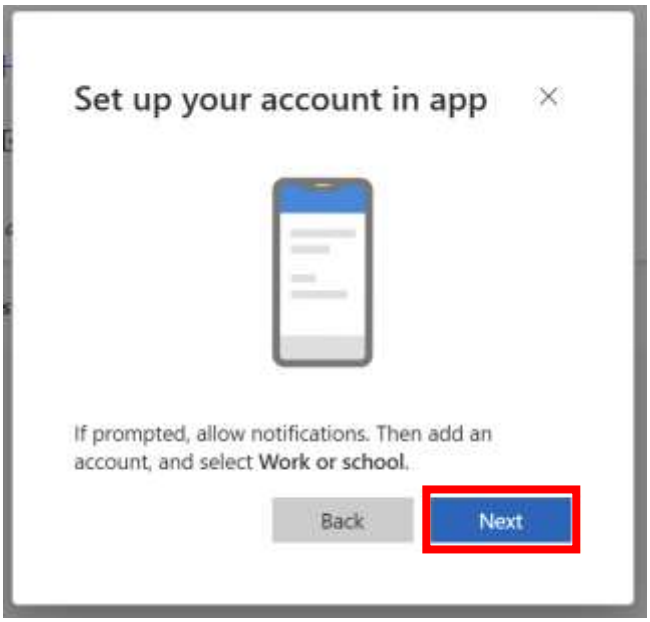


SWITCH DEVICES. Leave the scanner open on your phone and return to your computer.

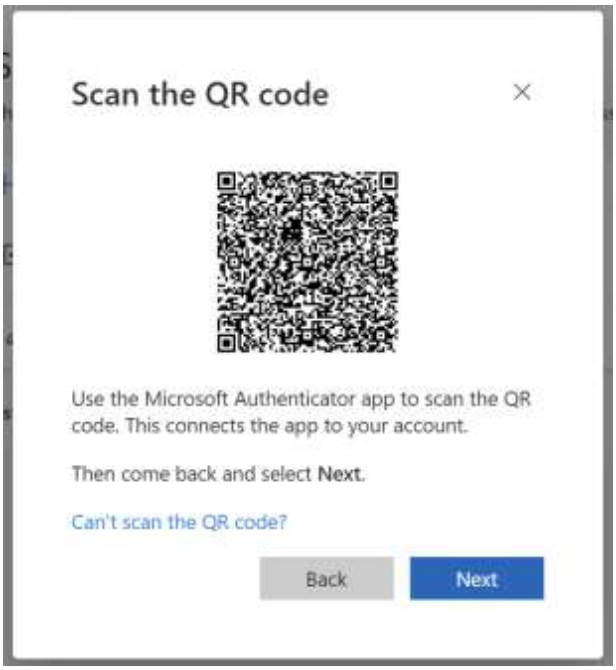
4. Display and scan the QR code

Do this step on your COMPUTER or Second Device

11. Select Next until the QR code appears. Leave the QR code displayed.



Click Next



Leave the QR code displayed on your computer and switch to your phone

A QR code appears on the computer. The QR code shown here is only an example.

Do this step on your PHONE or Mobile Device

12. On your phone, open Authenticator app and point the Authenticator scanner at the QR code on your computer.



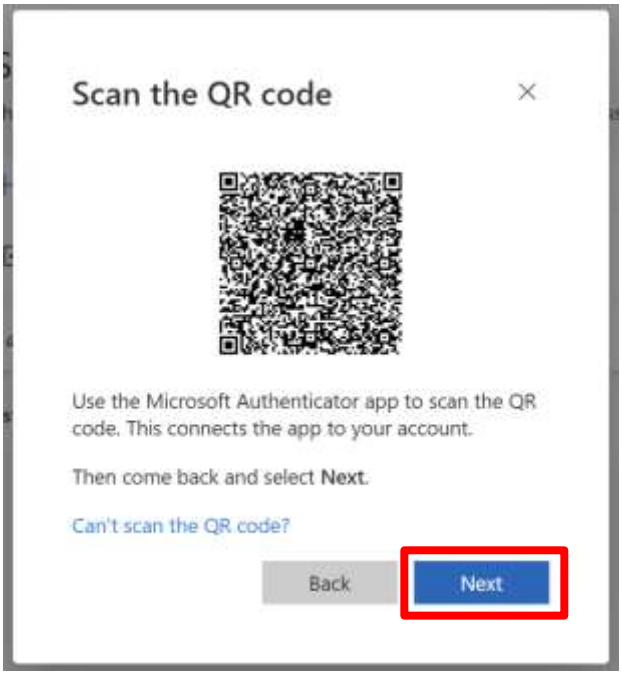
Scan the QR code using Microsoft Authenticator.

13. Wait for your Penn Medicine account to be added. Confirm you can see your work account added. If you already have other accounts, you may see all of them displayed.



5. Complete number matching

14. Click **Next** on your QR code screen in computer.



COMPUTER: Click Next on QR code screen

15. The computer displays a number. Enter that number in Microsoft Authenticator on your mobile device, then approve the request. Below is a sample. Your number may be different



COMPUTER: Note the number displayed.



MOBILE DEVICE: Enter the number and Approve.

Do this step on your COMPUTER or Second Device

16. After approval, return to the computer. You will see "**Authenticator Added**" screen.

17. When Authenticator Added appears, select **Done**.



Registration is complete when Authenticator Added appears.

6.Setup complete

Microsoft Authenticator is ready

It is now registered as a sign-in method for your Penn Medicine account. **Do not uninstall Duo until Penn Medicine notifies you that your applications no longer require it.**

Quick troubleshooting

- **QR code expired**: Select Back and then Next to generate a new QR code.
- **No notification**: Open Authenticator manually, confirm notifications are enabled, and request another notification.
- **Old phone unavailable or sign-in cannot be approved**: Contact the DTS Service Desk at 215-662-7474.
- **Unexpected approval request**: Do not approve a request you did not initiate.

Frequently Asked Questions

Authenticator Self enrollment Guide