Set Up Microsoft Authenticator

Self-enrollment 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.

This guide will help you set up Microsoft Authenticator.

You need two devices

To set up the Microsoft Authenticator app, you will need both your computer and your mobile device on which you are installing Microsoft Authenticator. Please have both devices handy before you start.

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. Install Microsoft Authenticator

Do this step on your PHONE or Mobile Device

If you already have the Microsoft Authenticator app installed, proceed to next step (Start registration).

1. 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

2. Install the app and allow notifications when prompted.

Corporate-owned device

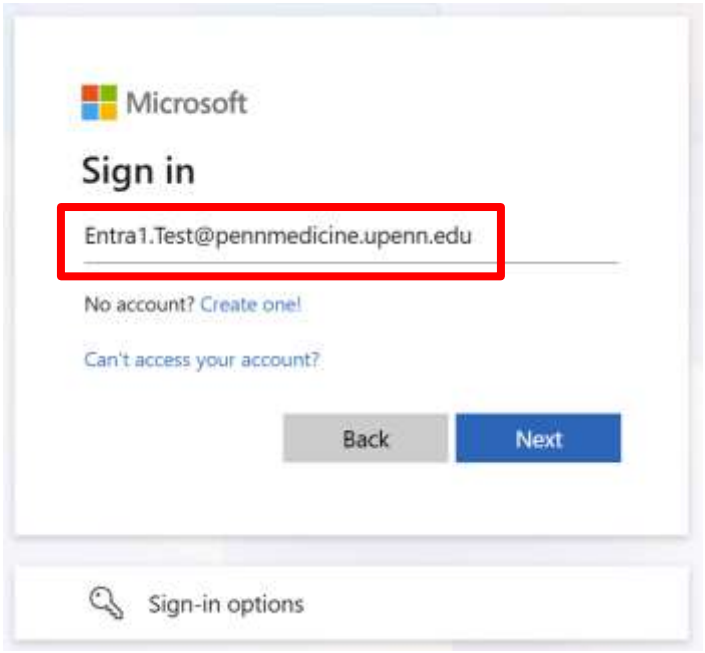
Microsoft Authenticator may also be available from the Company Portal app. Typically Microsoft Authenticator is pre-installed in Company-issued devices.

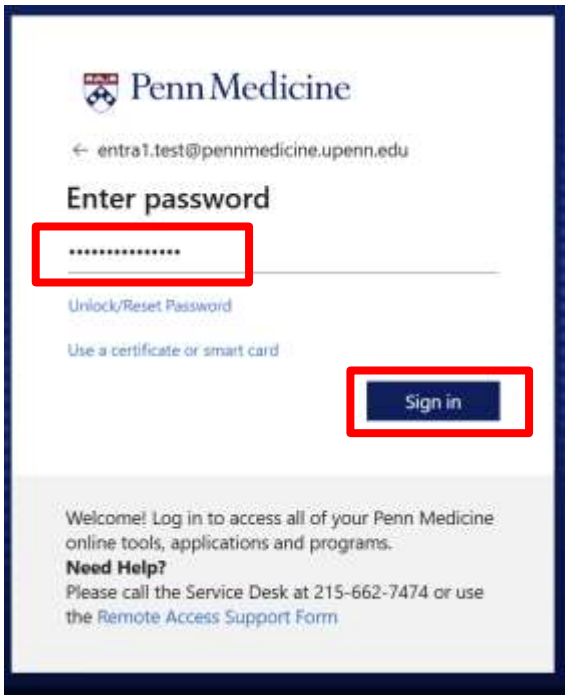
2. Start registration

Do this step on your COMPUTER or Second Device

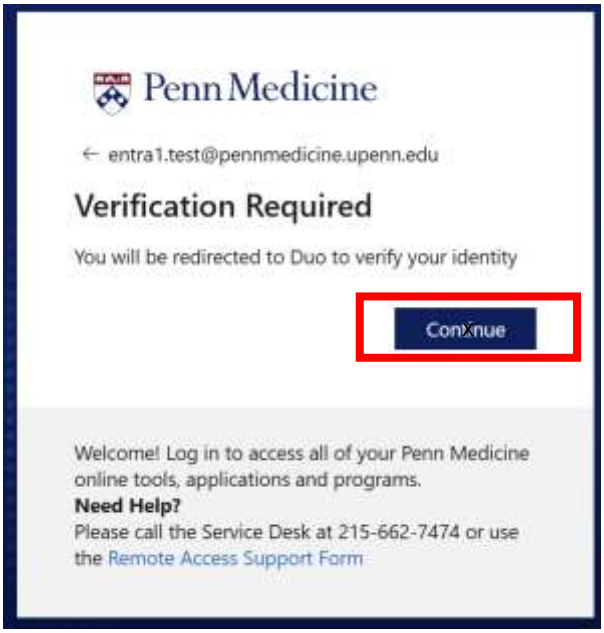
3. Open a browser and go to **https://aka.ms/mfasetup**

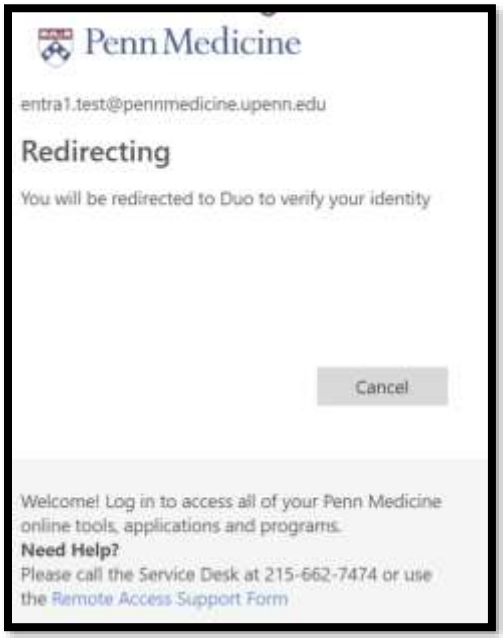
4. Sign in with your Penn Medicine email address and password.

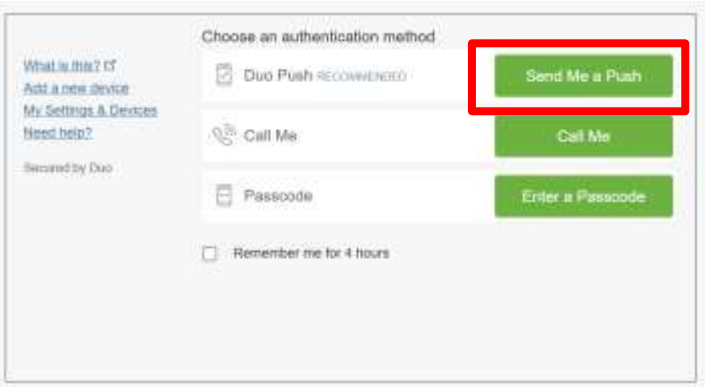




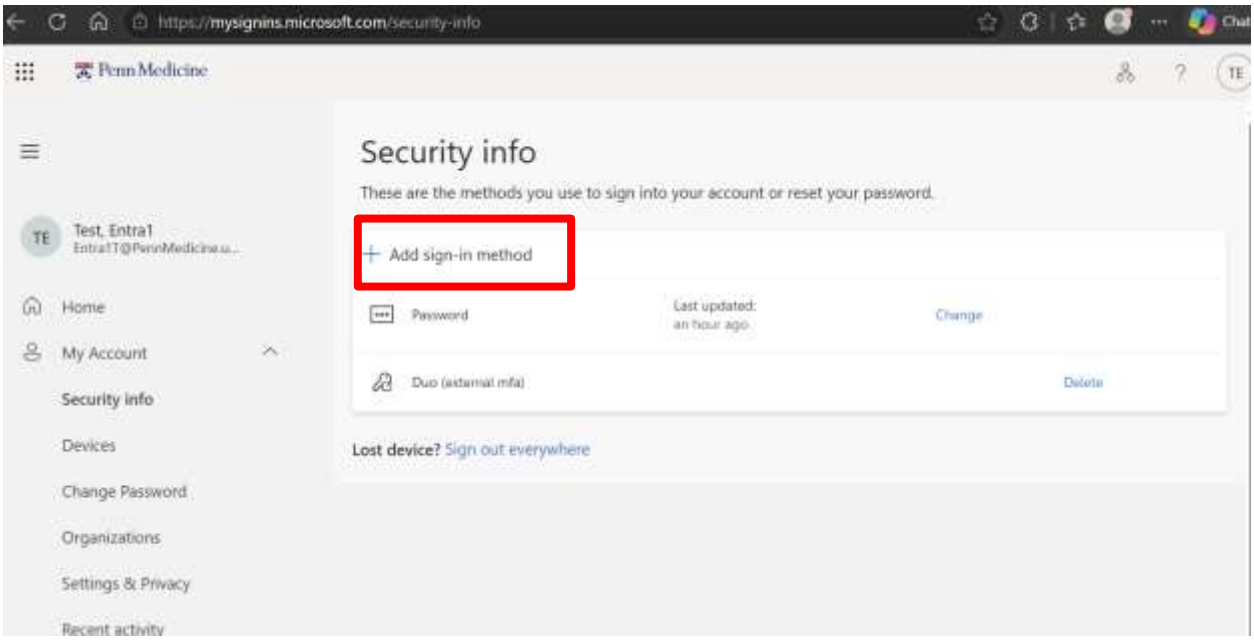
Complete the current MFA request, such as Duo, if prompted. If you no longer have Duo, or if Authenticator was only installed on an old device that has been erased, submit a support ticket to request a Temporary Access Pass (TAP). A TAP is a short-term code that allows you to sign in and add a new authentication method.





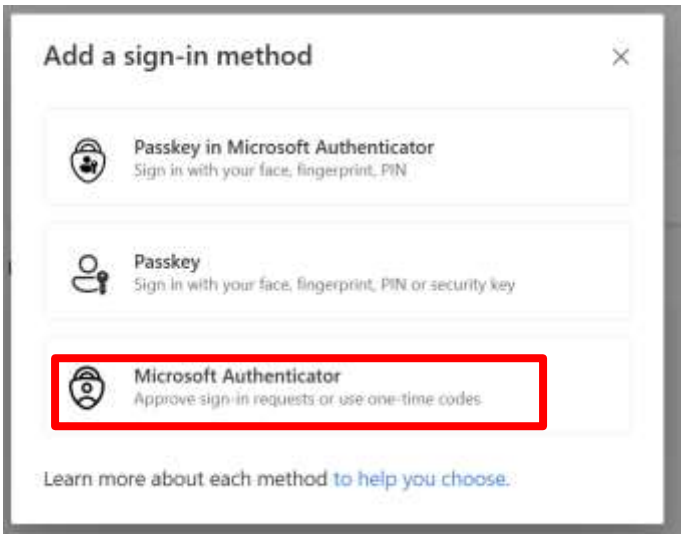


5. Your Security info page displays. Click the icon for **+Add sign-in method**.



On Security info, select Add sign-in method.

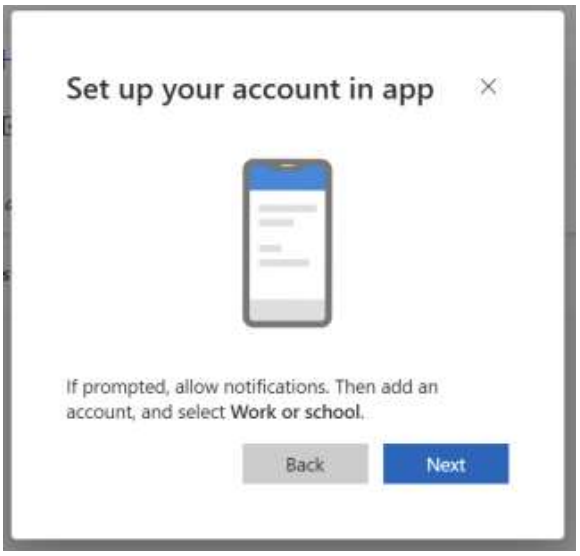
6. Select **Microsoft Authenticator**, Microsoft displays the **Install Microsoft Authenticator** screen, Click **Next** will displays "**Setup your account in app**" screen.



Select Microsoft Authenticator.



Select Next



Keep this page open in computer.

SWITCH DEVICES: Keep the "Setup your account in app" page open on your computer and switch to your mobile device.

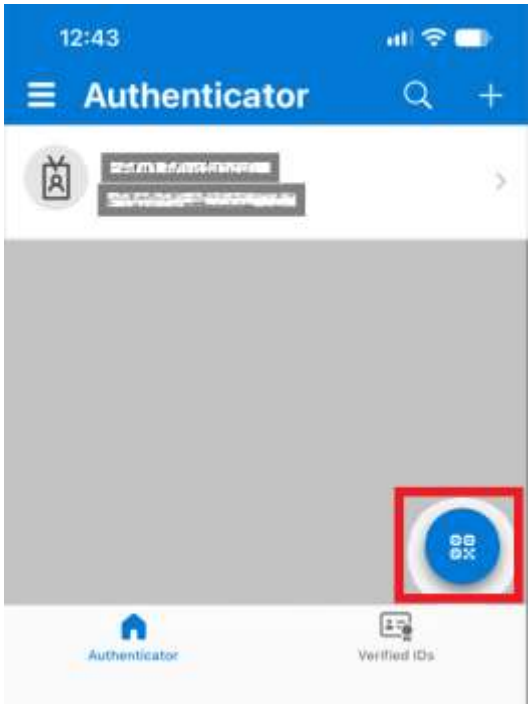
3. Prepare the app

Do this step on your PHONE or Mobile Device

7. On your phone, open Microsoft Authenticator.

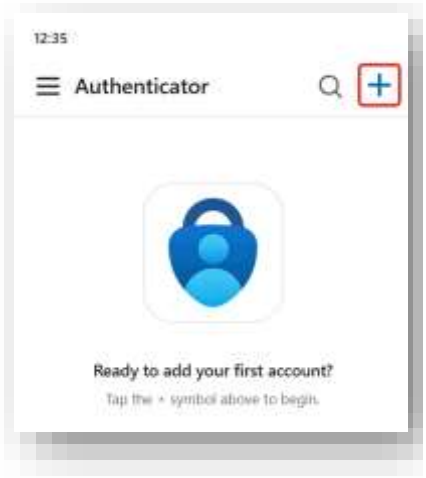
8. Accept the privacy notice and allow notifications if prompted.

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

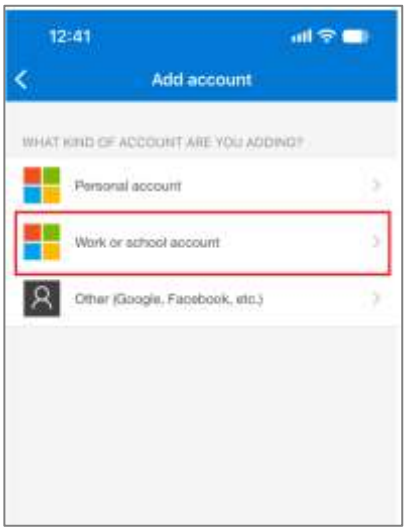


Note: If your QR code scanner is already open, skip the next three steps. Otherwise, follow the three steps below to open it.

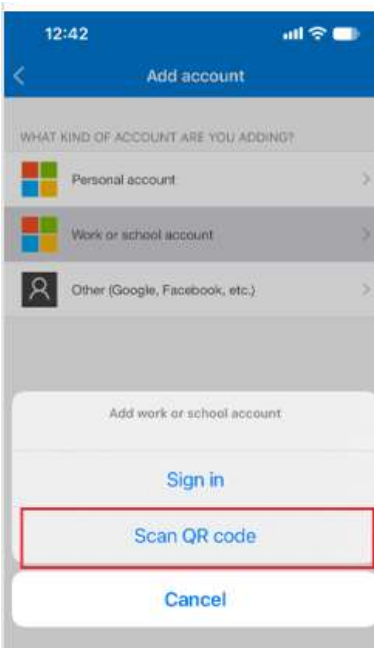
Step 1 - Select the + button.



Step 2 - Select Work or School account.



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

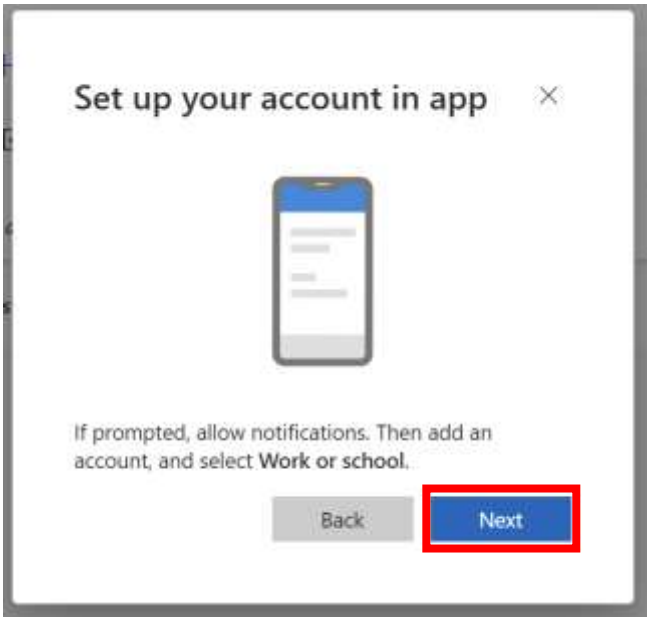


SWITCH DEVICES. Leave the scanner open on your phone and return to your computer.

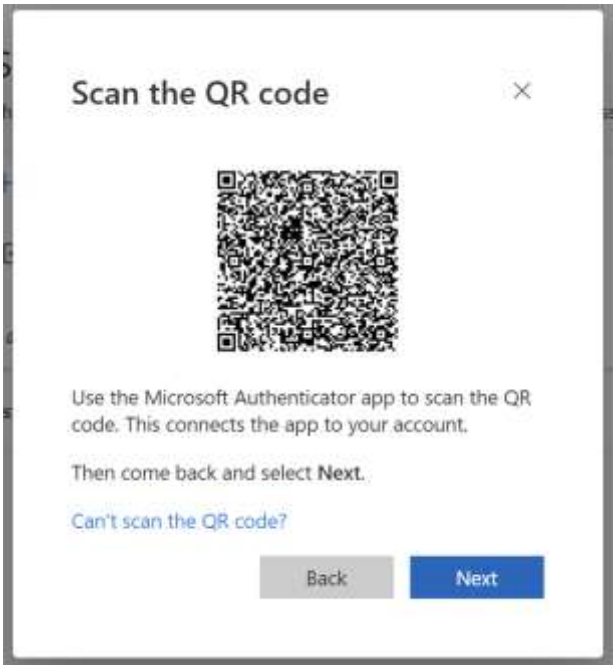
4. Display and scan the QR code

Do this step on your COMPUTER or Second Device

10. Select Next until the QR code screen 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

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



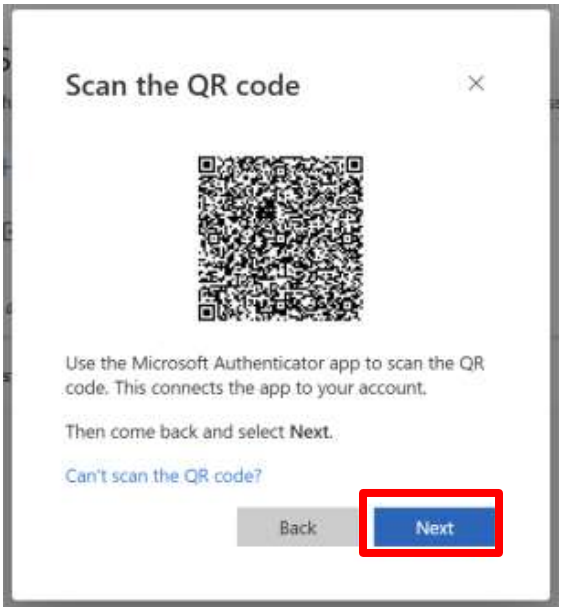
Scan the QR code using Microsoft Authenticator.

12. 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

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

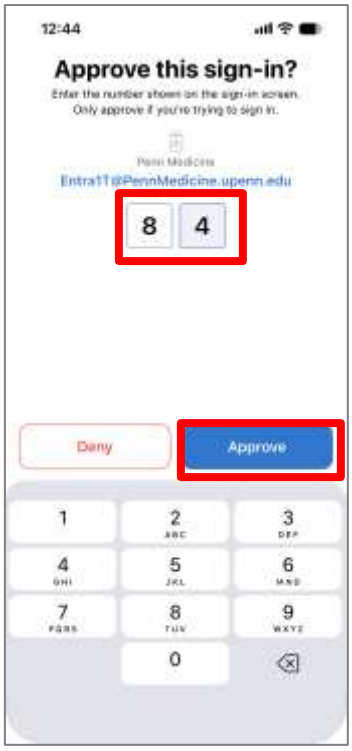


COMPUTER: Click Next on QR code screen

14. 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.

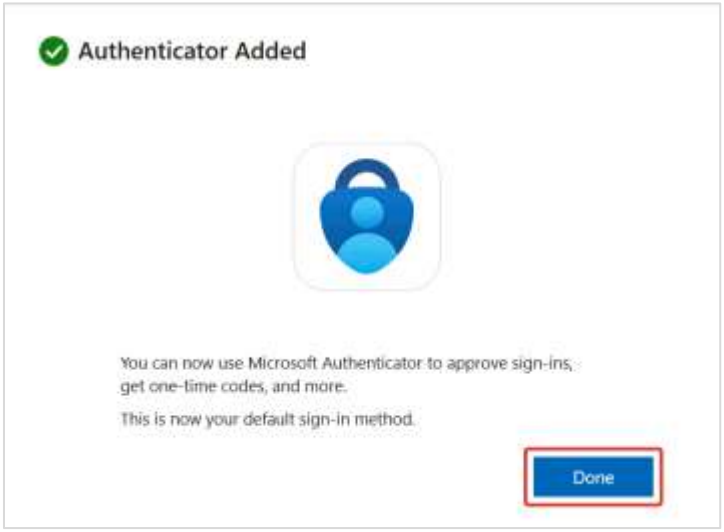


MOBILE DEVICE: Enter the number and Approve.

Do this step on your COMPUTER or Second Device

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

16. When **Authenticator Added** screen appears, click **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 Campaign Enrollment Guide**