



Froedtert

APPLE IOS MFA SETUP

Instructions for install and registration on mobile

Introduction

The following is a set of instructions on installing the Microsoft Authenticator and registering it for use with Multi Factor Authentication (MFA) within the Froedtert MFA registration portal. **These instructions will ask the reader to scan two QR codes. The first is done with the camera or QR code reader app on the mobile device. The second is done with the Microsoft Authenticator app.** These instructions will indicate which to use at which time. In order to better prepare for the process, the following steps will be performed:

Quick Install / Contents

- Introduction 1
- Step 1: Microsoft Authenticator App Installation..... 1
- Step 2: Switch to the PC, and browse to <https://aka.ms/mfasetup>..... 2
- Step 3: Follow the Instructions up to the QR Code..... 2
- Step 4: In the Mobile App, select “Add Account” or “Scan QR Code” 3
- Step 5: Scan the QR Code with the Authenticator App 4
- Step 6: Allow Notifications..... 4
- Step 7: Click “Next” to Test the Registration 5
- Step 8: Switch back to the app and enter the number on the screen..... 5
- Step 9: Finishing up the Install 6
- Addendum: How to Use the App 7



Step 1: Microsoft Authenticator App Installation

First, install the Microsoft Authenticator app. If the app is already installed, move to Step 2. The QR code for the app has been provided (Figure 1, left). **This QR code should be scanned by a QR code reader app or the mobile device camera app.** Otherwise, search for “Microsoft Authenticator” on the Apple Store.

Figure 1 – QR code for Microsoft Authenticator in Apple Store

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Step 2: Switch to the PC, and browse to <https://aka.ms/mfasetup>

Open a web browser in “Incognito” or “InPrivate” mode and go to <https://aka.ms/mfasetup>. At the prompt (Figure 2, right), log in with a Froedtert Health account. If the reader does not have a Froedtert email address, this will be formatted as “**firstname.lastname@froedtert.com**”.

Step 3: Follow the Instructions up to the QR Code

Click “Next” through the windows (Figures 3, 4, and 5 below).

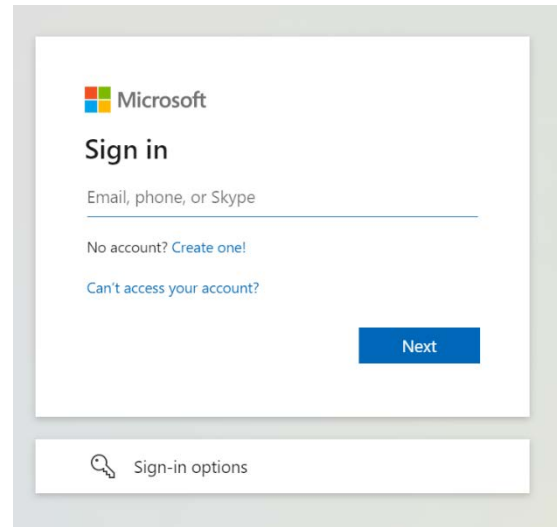


Figure 2 - `firstname.lastname@froedtert.com`

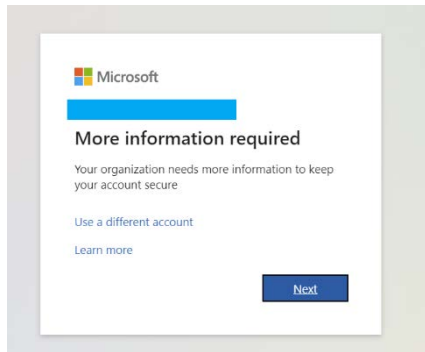


Figure 3 - Click Next

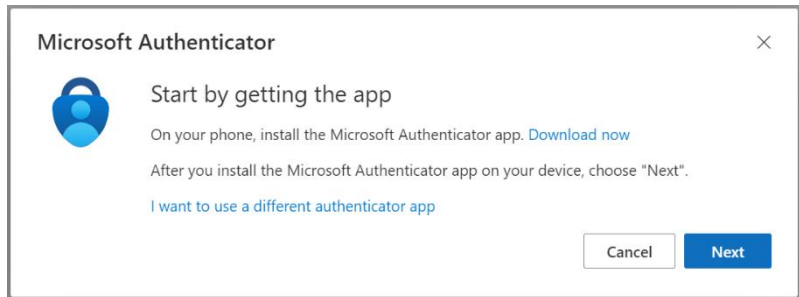


Figure 4 - Click Next

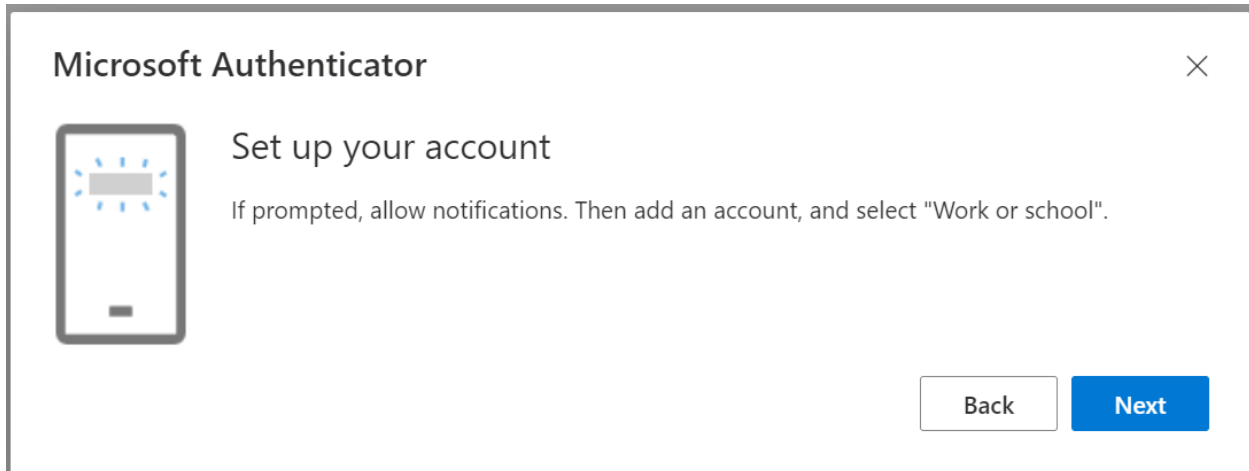


Figure 5 - Click Next

Step 4: In the Mobile App, select “Add Account” or “Scan QR Code”

After installing the app, locate it on the mobile device and open it. If this is a fresh install, click “Add account” as in Figure 6 below. If this is not the first time using authenticator, click the “+” symbol in the upper right as shown in Figure 7. Select “Work or school account”, then “Scan QR code” as in Figure 8. If prompted for camera permissions (Figure 9, below), click “Ok” to allow access. **This is necessary to scan the QR code.**

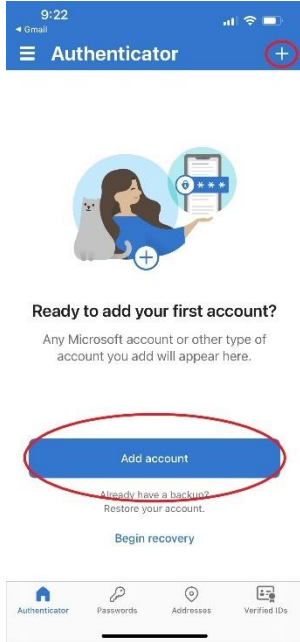


Figure 6 - Scan a QR Code

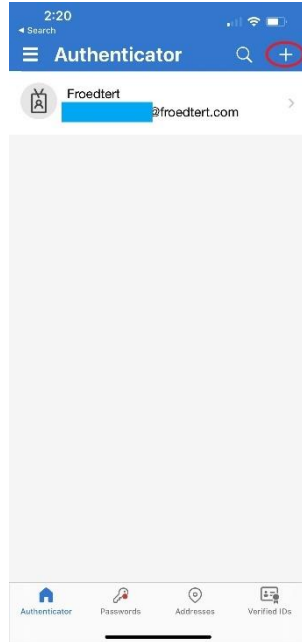


Figure 7 - Add Account

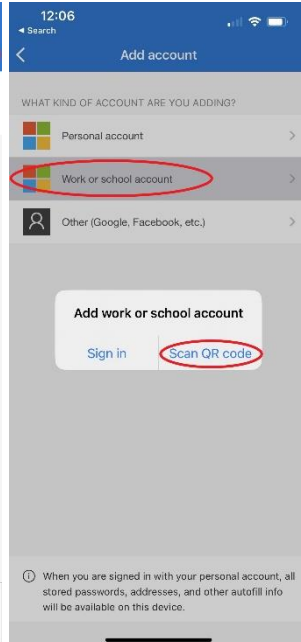


Figure 8 – Work or school account and Scan QR code

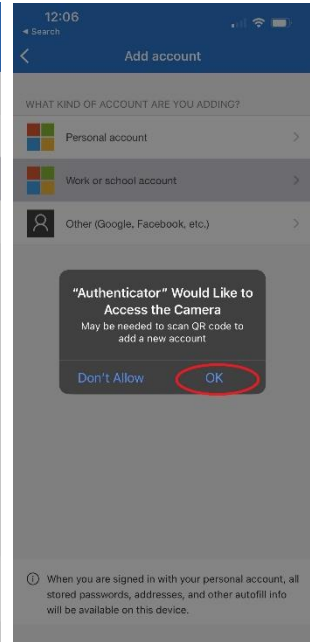


Figure 9 – Camera permissions

Step 5: Scan the QR Code with the Authenticator App

The app will have opened a camera view and the webpage will be displaying a QR code. **Scan the QR code on the webpage NOT the QR code below** (example in Figure 10, below) with the app (Example in Figure 11, right).

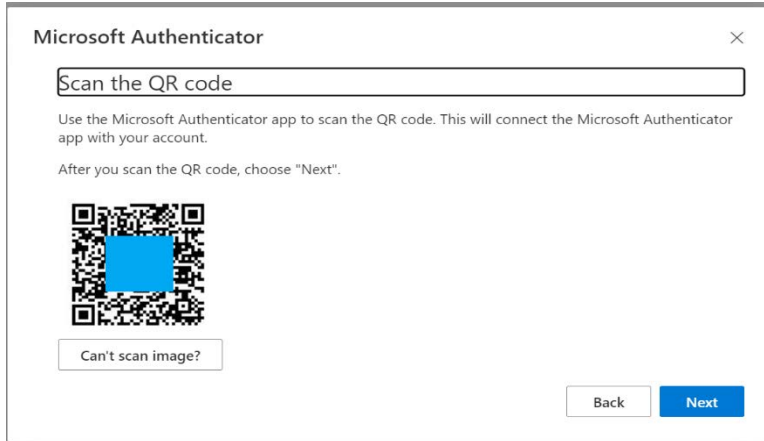


Figure 10 - EXAMPLE ONLY - QR Code

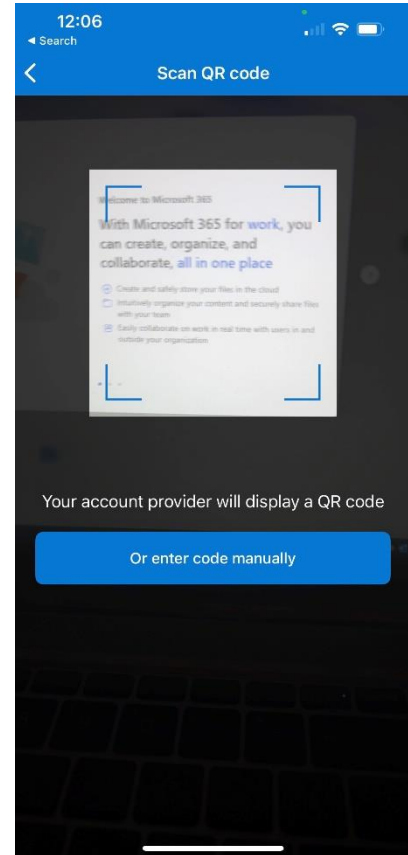


Figure 11 - Camera Example

Step 6: Allow Notifications

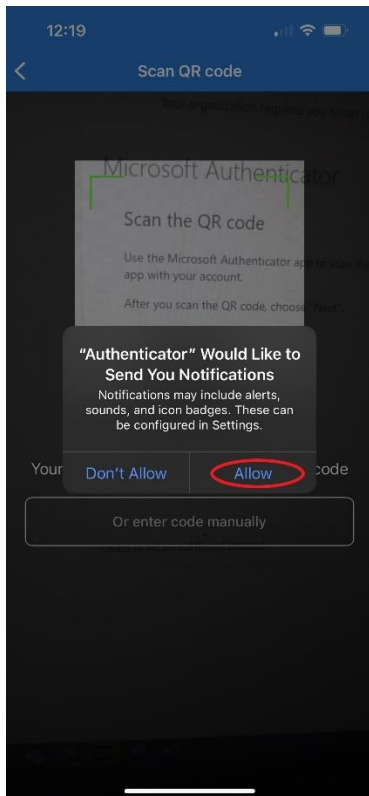


Figure 12 - Enable notifications

Make sure to allow notifications when prompted (Figure 12, left). If the app has already been installed, verify that notifications are enabled. **Failure to turn on notifications will cause registration to fail.**

Step 7: Click “Next” to Test the Registration

After scanning the QR code, click “Next” on the PC. This will send a prompt to the phone (Figure 13, left) and show a number on the screen (Figure 14, below). If you do not receive a prompt, try clicking “Check for Notifications” as shown in Figure 15.

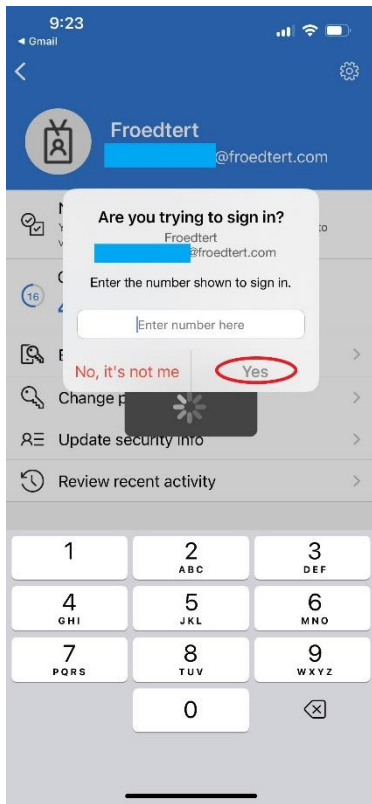


Figure 13 - Phone prompt

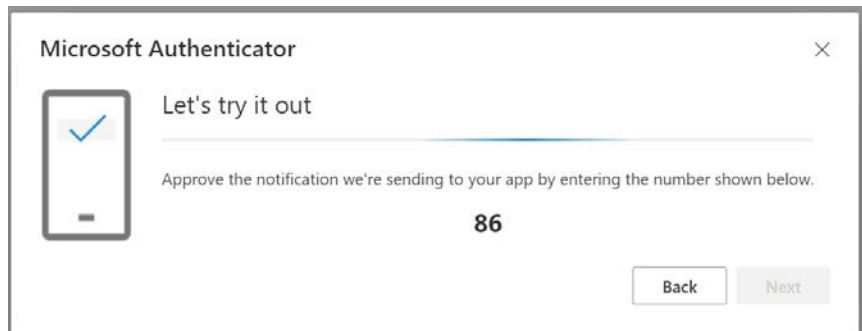


Figure 14 – EXAMPLE ONLY Number prompt

Step 8: Switch back to the app and enter the number on the screen

When the prompt appears, type the number shown on the PC screen (example Figure 14, above) into the phone (example Figure 13, left). **Do not type the example number shown in Figure 14.** Press “Yes”. The mobile device will then prompt for the security credentials the reader set up on their phone, whether that is a PIN, passcode, thumbprint, or faceprint. The Authenticator App will report a successful authentication.

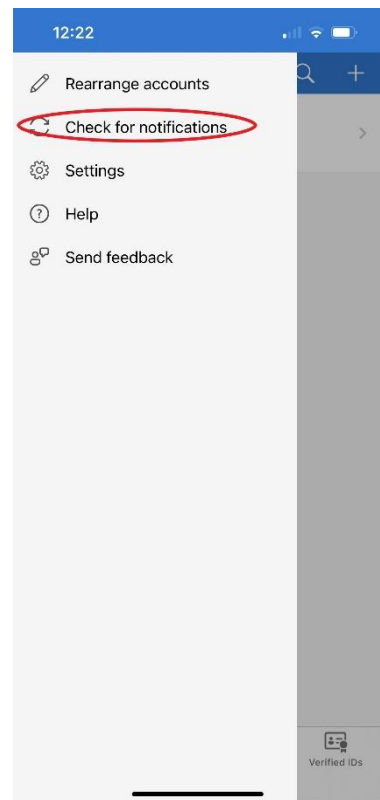


Figure 15 - Check for notifications

Step 9: Finishing up the Install

The phone is now complete, and the mobile device will display one or more authenticators on the main screen (Figure 16, below). Switch back to the PC which will show success (Figure, 17 below). Click

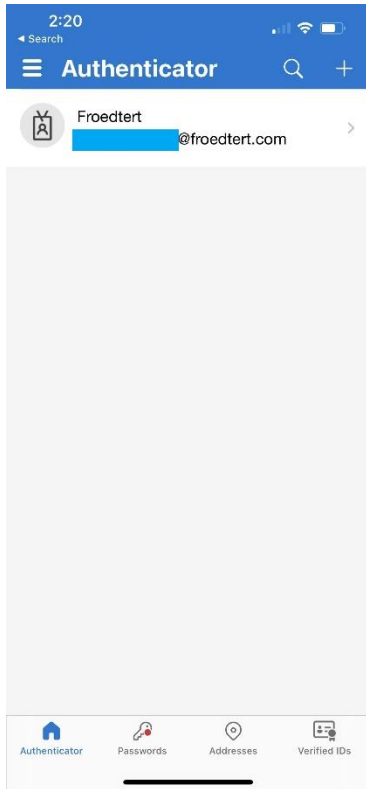


Figure 16 - Authenticator Main Screen

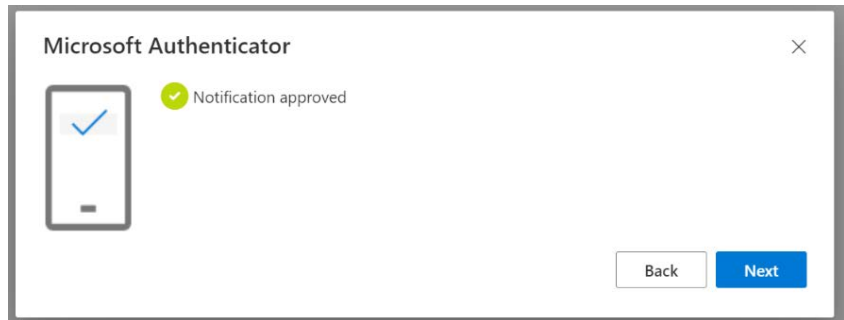


Figure 17 - Notification Approved

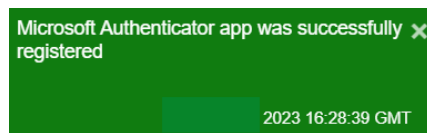


Figure 18 - Registration Successful

“Next”. The PC will show a green box indicating registration is successful (Figure 18, left). The screen will then show a final summary screen (Figure 19, below). Click “Done”, and registration is complete.

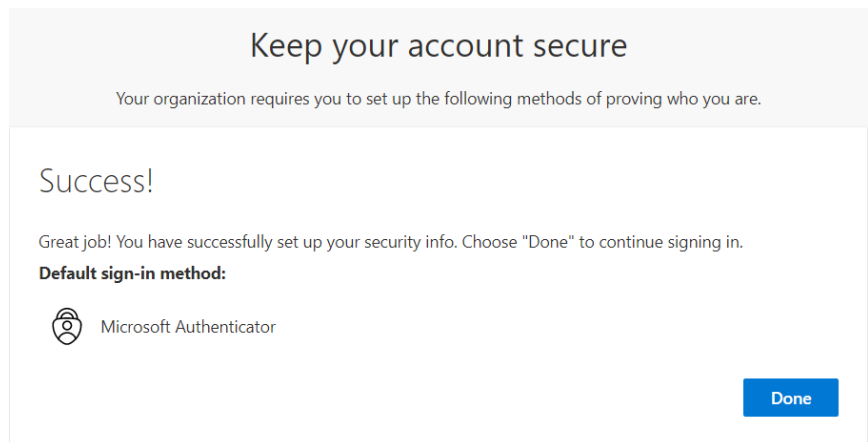


Figure 19 - Success!

Addendum: How to Use the App

The Microsoft Authenticator app is simple to use once registered. Open the app and a list of all accounts will be shown on the screen, as in Figure 21, below. Selecting the individual account will bring up the one-time password code, which has a lifetime of 30 seconds (Figure 22, right).

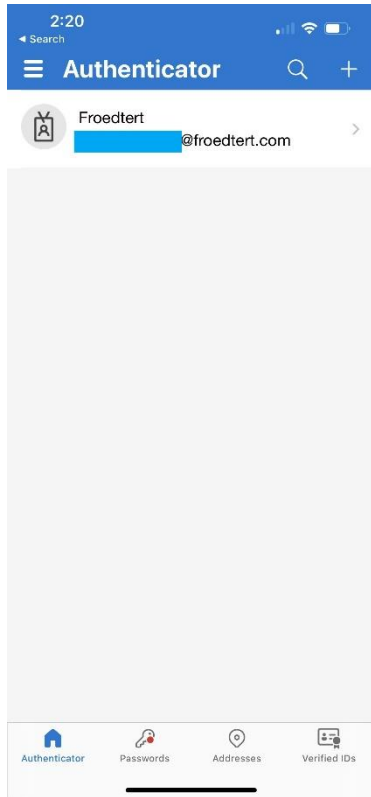


Figure 20 - Authenticator Accounts

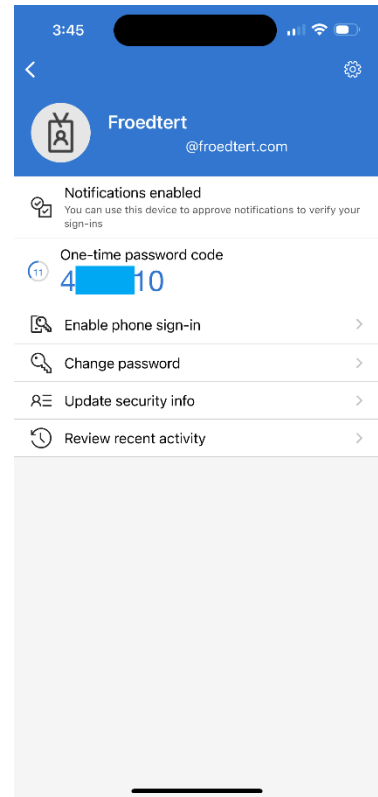


Figure 21 – One-time password