

Instructions: Microsoft Authenticator for Multi-Factor Authentication (MFA)

The Basics

Multi-factor authentication is a two-step verification method that adds an extra layer of protection by making sure that **you, and only you**, are the person signing into your work account.

Microsoft Self-Service Password Reset (SSPR) is a feature that allows you to reset your password or unlock your account without contacting the HelpDesk.

To use MFA/SSPR, you need to register at least one authentication method that can verify your identity. This document will show you how to register for the Microsoft Authenticator App and update/validate your Microsoft security profile.

Why This Is Important

Instructions: Getting Started

Please read *all* the instructions before you start so that you are familiar with the process.

Microsoft Authenticator has set a time limit. If you take too long to complete the steps, the Microsoft Authenticator setup screen on your computer will time out, and you will have to start over again.

Important notes to read before you start:


You will only need to use Microsoft Authenticator on one cell phone (state-owned or personal). When you log in remotely to the Stony Brook Medicine Citrix/VDI [Citrix Gateway \(apps.stonybrookmedicine.edu\)](https://apps.stonybrookmedicine.edu), you will be prompted to enter a code from the Authenticator app on your device. Go to your cell phone, make note of the code presented and enter it to continue logging in. These instructions and screenshots are for iOS devices, and the process is very similar for Android devices.

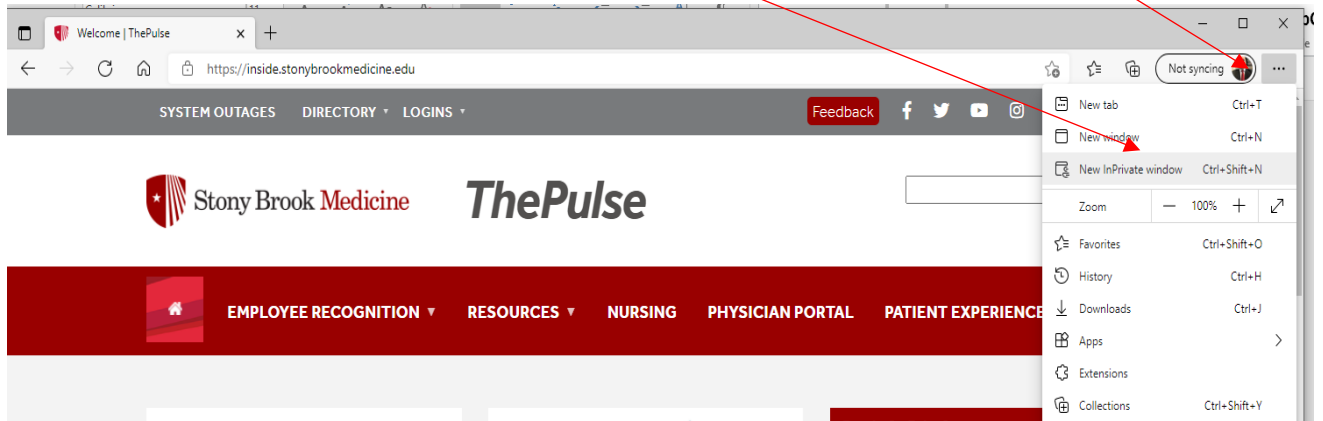
1. Login to <https://aka.ms/mfasetup> with your Stony Brook Medicine email address Click **Next** at the following screen:




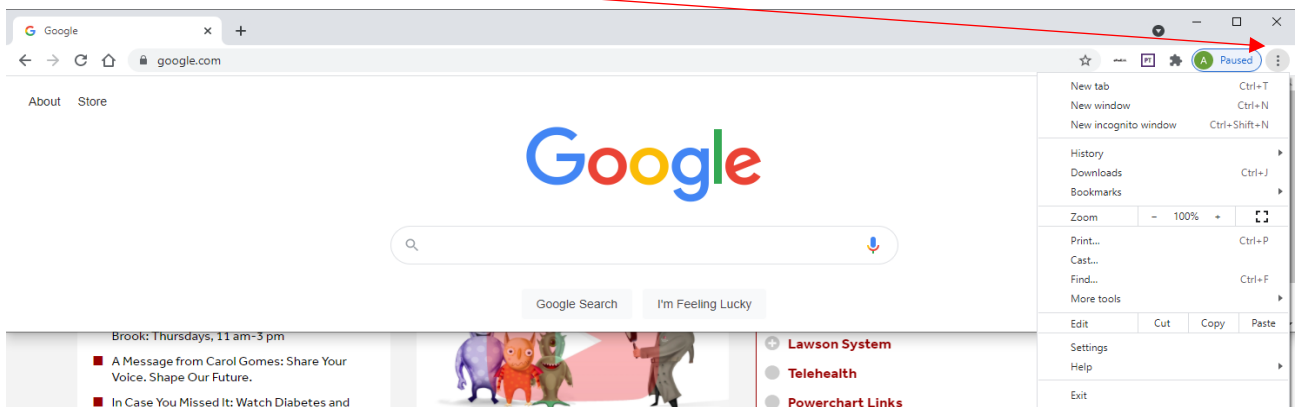
Step 2

On your computer: To protect you while you are completing this setup, open an **InPrivate** or **Incognito** browser session (see pictures below).

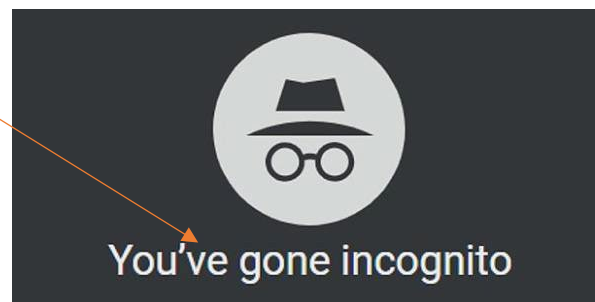
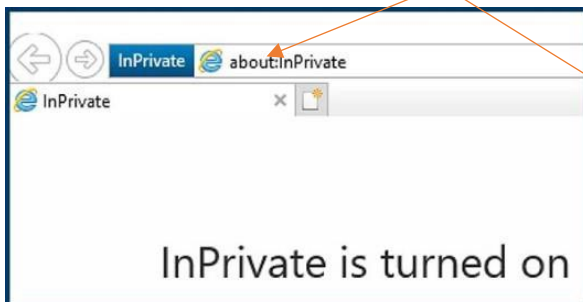
- **Microsoft Edge, Google Chrome:** Select the Ctrl + Shift + P keys or click the  symbol, which shows the option for the InPrivate window.



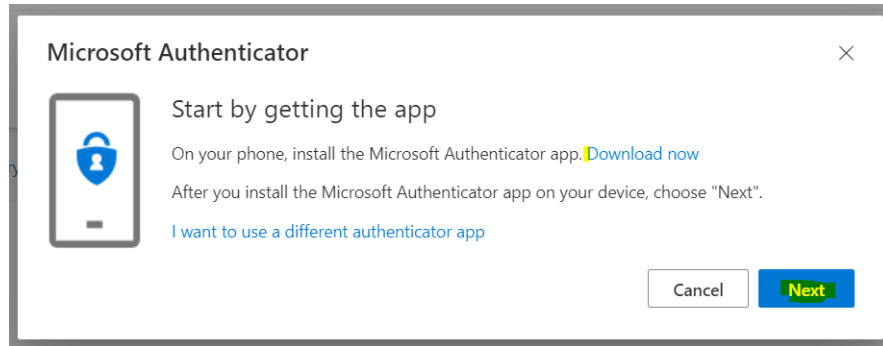
- **Chrome:** Select Ctrl + Shift + N keys or click the  symbol, which shows the option for the Incognito window.




Verification of a Private Browser



Step 3



To get set up, you will need:

- **A computer *and* your mobile device to install and register for this multi-factor authentication.**
- You **must** be connected to the internet on both devices.
 - If you have **multiple mobile devices**, you only need to install Microsoft Authenticator  on **one** of them.
- **iPhone users:** You may need to have your **Apple ID and password** to access the App Store, so be sure you know those ahead of time.

Get the app on your phone

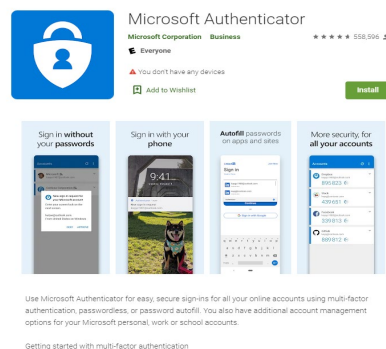
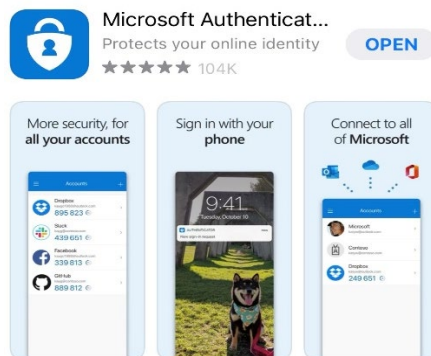
Scan the QR code with your Android or iOS mobile device.



Google Play

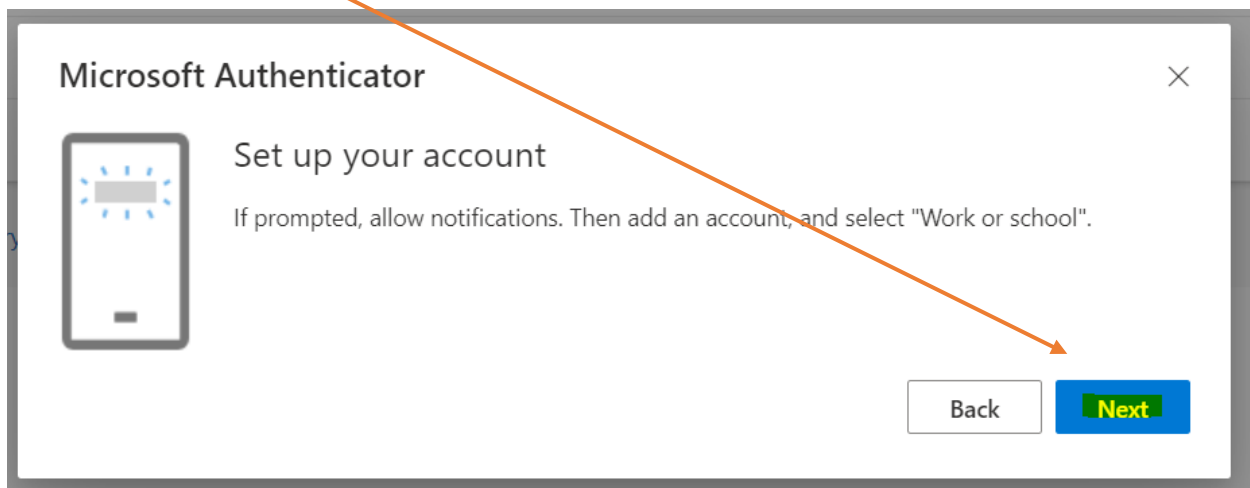


App Store



Step 3. Continued

- Forgot your Apple ID? Select **Settings**, then select **your name**, then select **Name, Phone Numbers, Email**. Your **Apple ID** is clearly labeled. If you need more help, check [Apple support online](#).
- Forgot your Apple ID password? Go to **Settings**, tap **your name**, tap **Password & Security**, then select **Change Password**. Visit [Apple support online](#) for more information.
- If you forgot the **passcode** to unlock your phone, visit [Apple support](#) for instructions.
- **Android users:** You must have an active Google account to download the app from the Google Play Store.
(https://play.google.com/store/apps/details?id=com.azure.authenticator&hl=en_US&gl=US)
- Select **Next** once the downloaded of Microsoft Authenticator app is completed.

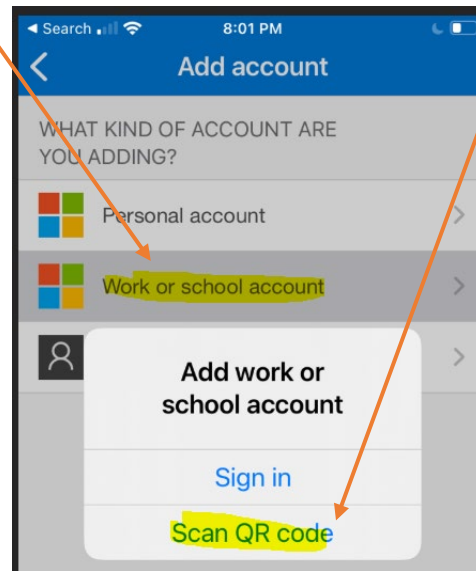
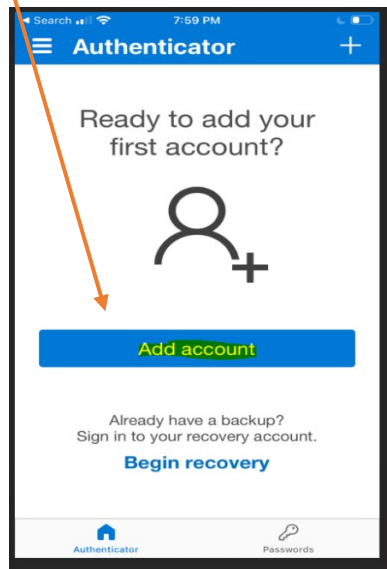


You may see a prompt to enter your **Work email address and password**.
Enter security code sent to your mobile device.

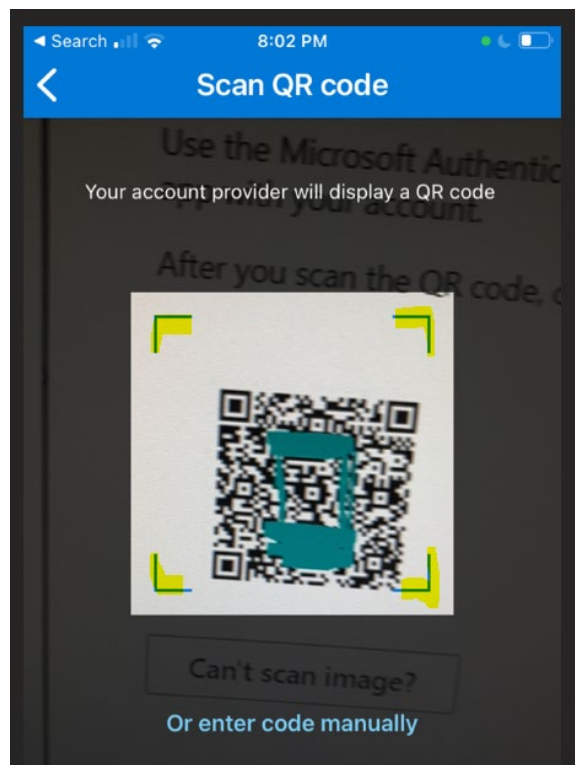
Leave the camera open and immediately return to your computer screen

Important! For this step, you will use your mobile device and your computer **at the same time**.
The next steps will occur rapidly.

- Select **Add Account**, then Select **Work or school account**, then Select **Scan QR code**



- Scan the **QR code** with your mobile device



Once the QR code has been scanned, the account will appear in the Authenticator app. Click the account and take note of the code listed. Enter this on the next screen to validate.



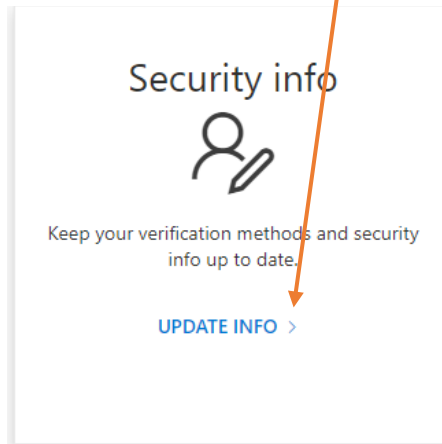
Enter the code from the Authenticator app to validate.



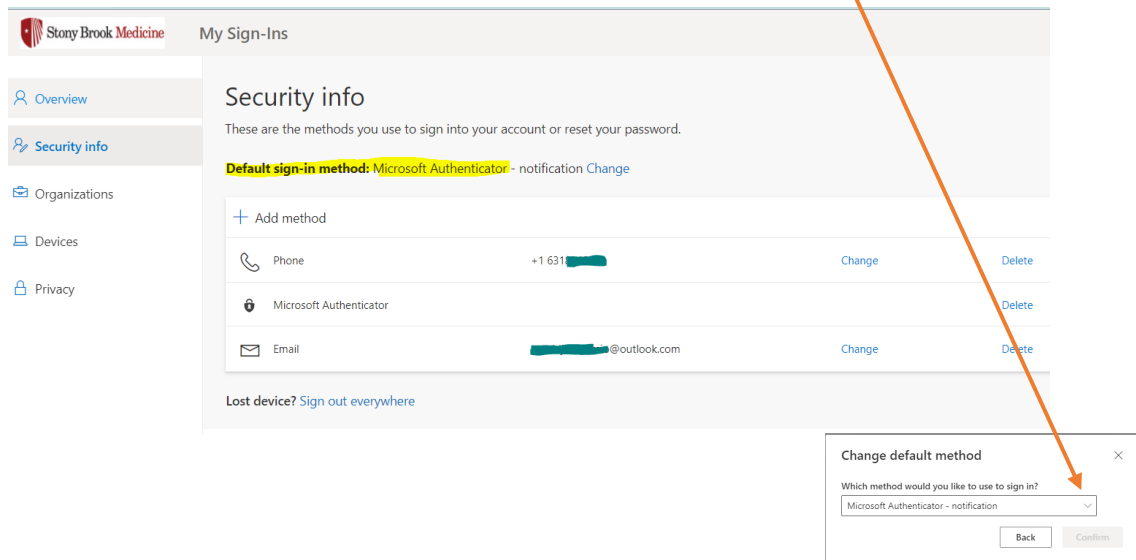
Click Done once finished.

Final Step

- Validate Security Information Select **Update Info**



- Enter code/approval from Microsoft Authenticator once prompted.
- Please Validate **Microsoft Authenticator' is Default sign-in method.**



The screenshot shows the 'My Sign-Ins' page for Stony Brook Medicine. The 'Security info' section is active, showing a list of verification methods. The 'Default sign-in method' is highlighted as 'Microsoft Authenticator - notification'. Below the list, there is a dialog box titled 'Change default method' with a dropdown menu set to 'Microsoft Authenticator - notification' and 'Back' and 'Confirm' buttons. An orange arrow points from the 'Change' link in the screenshot above to the 'Confirm' button in the dialog box.

Method	Details	Change	Delete
Phone	+1 631 [REDACTED]	Change	Delete
Microsoft Authenticator		Change	Delete
Email	[REDACTED]@outlook.com	Change	Delete

Contact Us

As always, if you have any questions or need additional support, you can open a service request at the SBMIT Self-Service Portal [[SBM IT Client Portal Home](#)] or by calling the Help Desk at **(631) 444-HELP (4357)**.