Stony Brook Medicine

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.
- This may already be familiar to you as many banking and financial institutions require both a password and one of the following to log in: a call, email or text containing a code.

Why This Is Important

As an additional security measure, **multi-factor authentication is now required** to access Citrix and other State data and systems that you can access remotely for work.

Microsoft Authenticator is a free multi-factor authentication app,that you will be **required to use in order to access Citrix/VDI** when you are working remotely.

See the instructions below. You will need your computer and your mobile device to:

- **Download and install Microsoft Authenticator** **on one mobile device.**
- **Set up your device** for multi-factor authentication.

After you complete the setup, you will be able to access Citrix remotely using the Microsoft Authenticator app on your mobile device.

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:

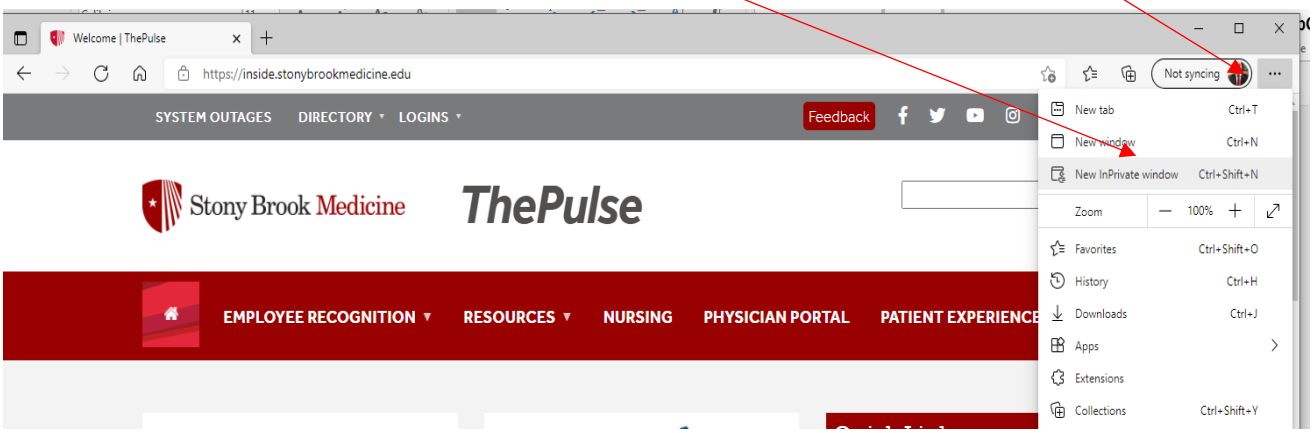
You will only need to use Microsoft Authenticator on one cell phone (state-owned or personal). When you log in remotely to the Stony Brook Medicine Citrix/VDI Citrix Gateway (stonybrookmedicine.edu), you will be prompted to enter a code from the Authenticator app on your device. Go to your cell phone, 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.

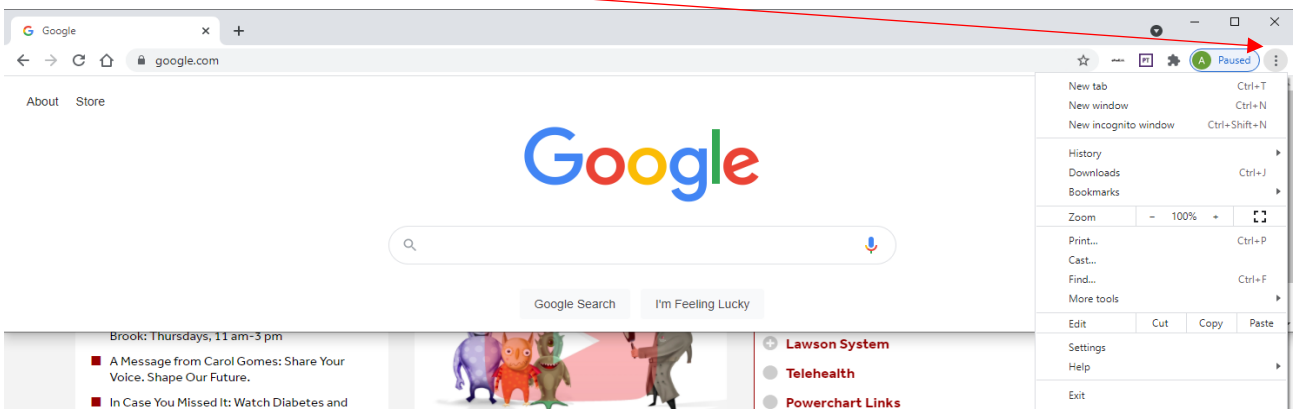
Step 1

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

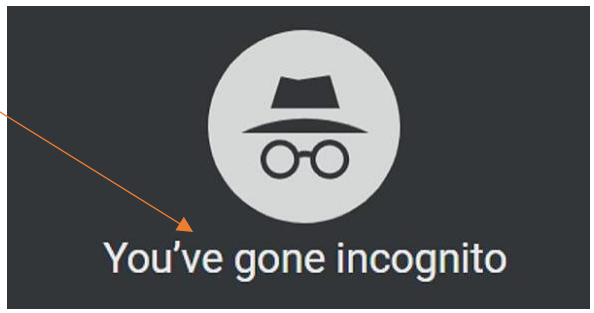
- **Internet Explorer, Microsoft Edge, or Firefox:** Select the Ctrl + Shift + P keys or click the ··· symbol, which shows the option for the InPrivate window.



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



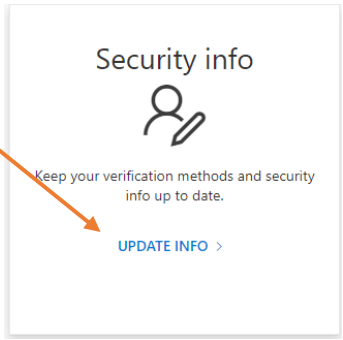
Verification of a Private Browser



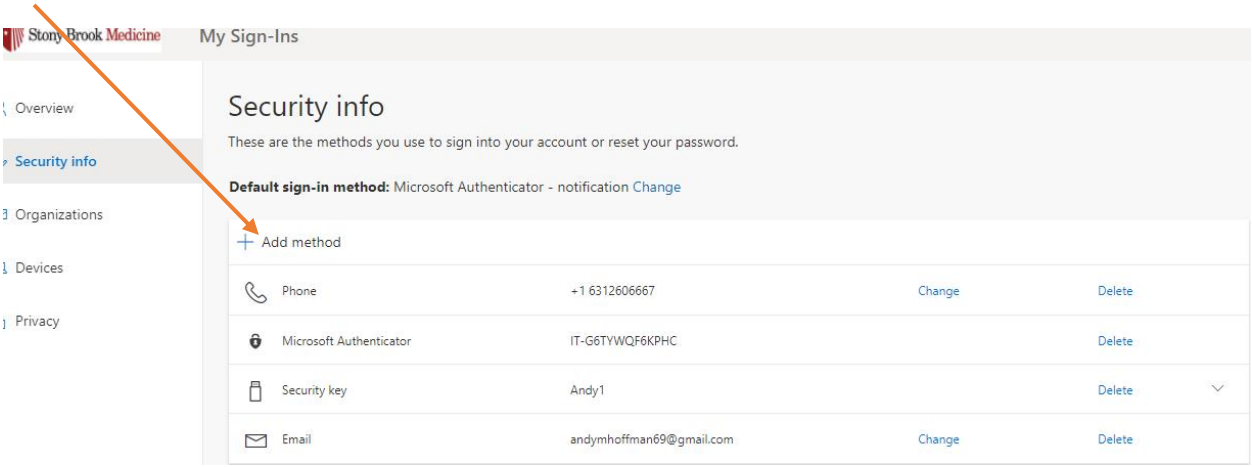
Step 2

On your computer: Log in to **https://myaccount.microsoft.com/**

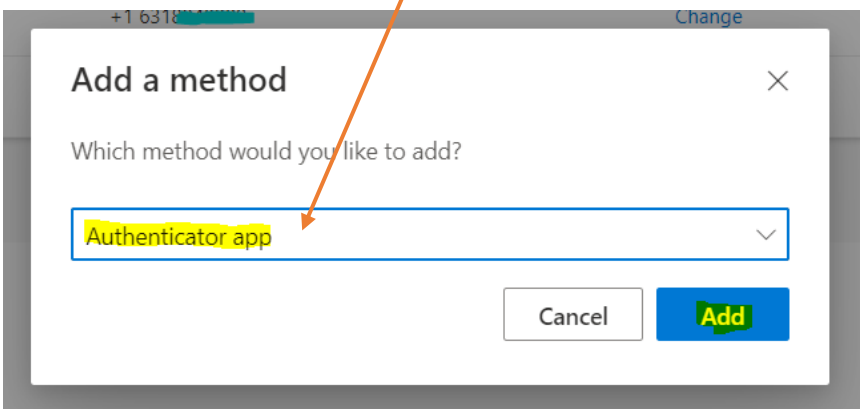
1. Select **Update Info.**
    a. Sign in using your stonybrookmedicine.edu work address and password.



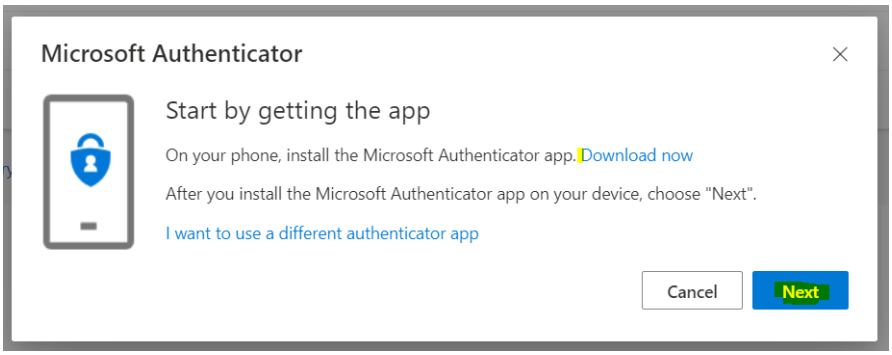
- Select **Add Method.**



- Select **Authenticator app** from drop down then Select **Add**

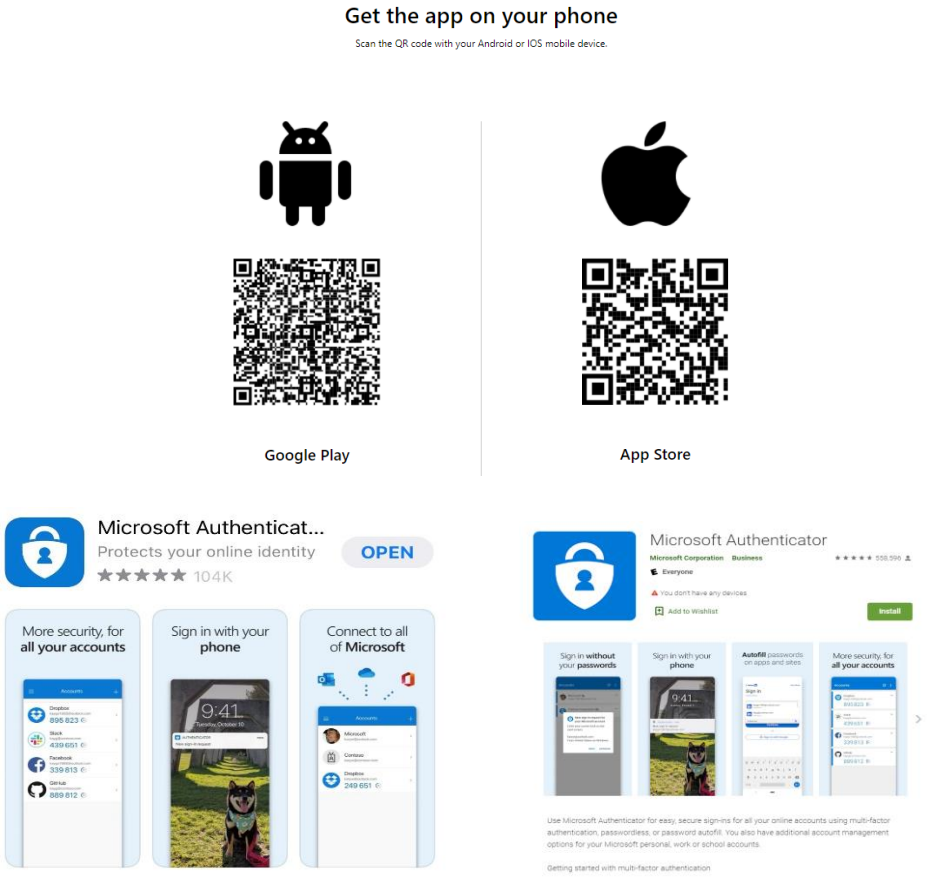


Step 3



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.



Step 3. Continued

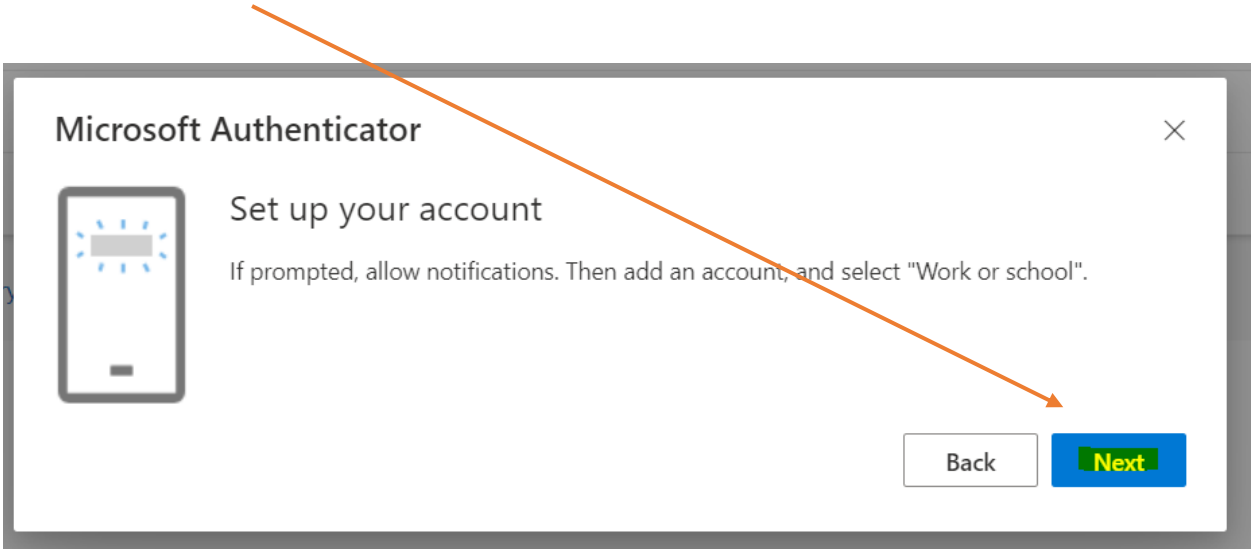
- Forgot your Apple ID? Select **Settings,** then select **your name,** then select **Name, Phone Numbers, Email.** Your **Apple ID** is clearly labeled. If you need more help, check Apple support online.

- 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.

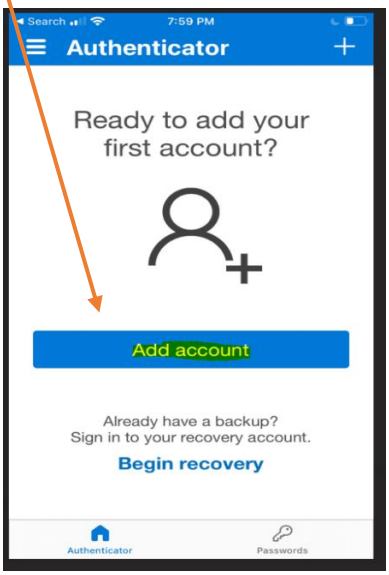


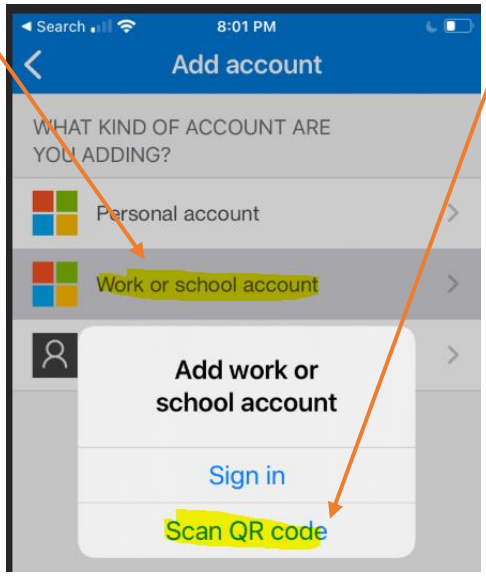
You may see a prompt to enter your **Work email address and password.**
Enter security code sent to your mobile device.

Leave the camera open and immediately return to your computer screen

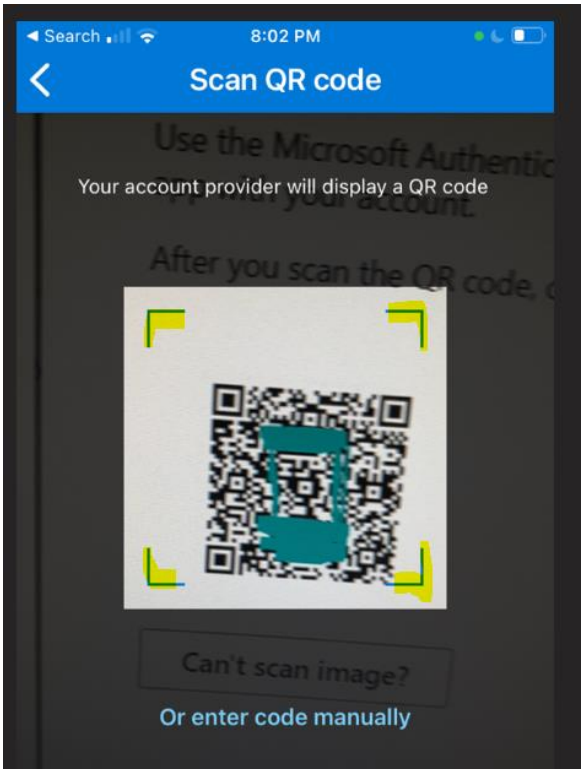
Important! For this step, you will use your mobile device and your computer **at the same time.** The next steps will occur rapidly.

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

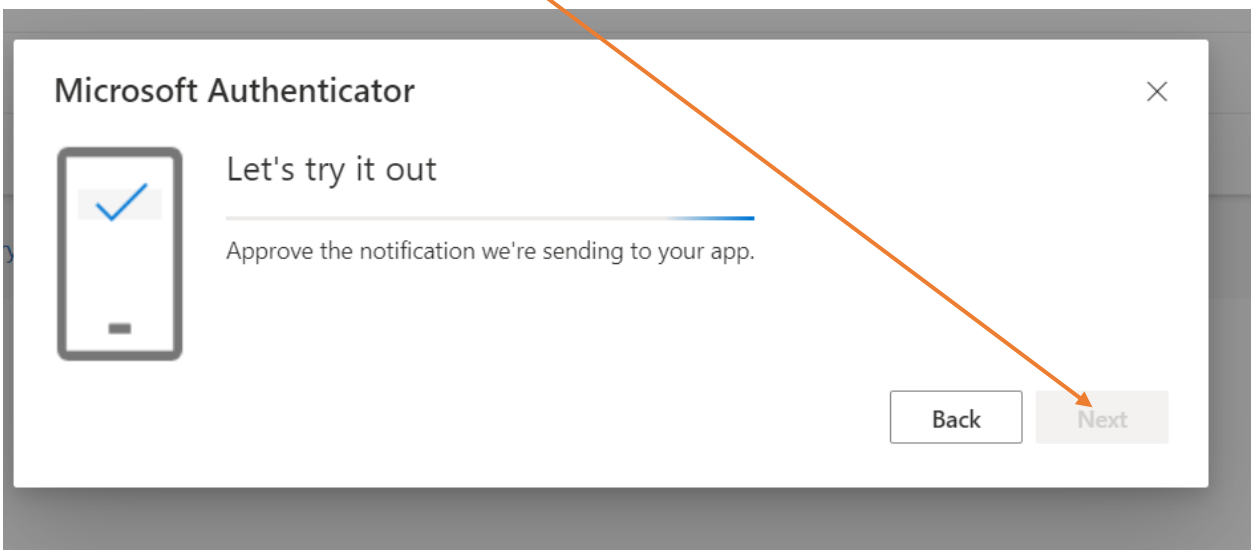




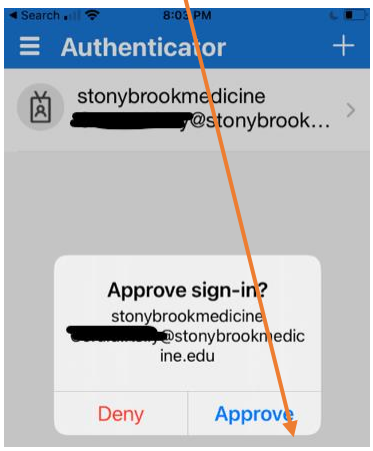
- Scan the **QR code** with your mobile device



- On your computer, Select **Next**



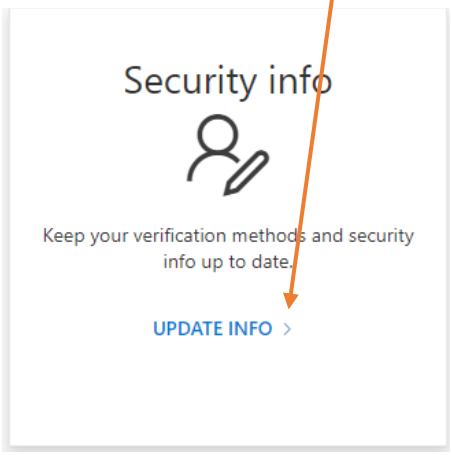
- On your mobile device Select **Approve**



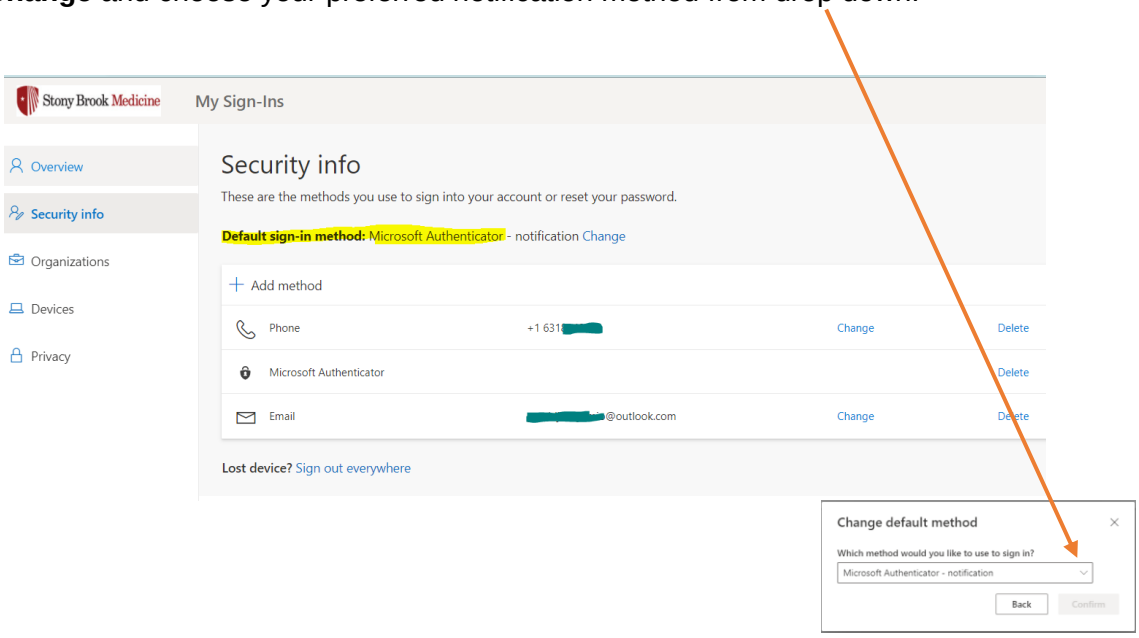
- On your Computer Select **Next**

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,** if not Select **Change** and choose your preferred notification method from drop down.



To test internally, please try by accessing the following URL:
https://appstest-mfa.stonybrookmedicine.edu

To test externally, please try by accessing the following URL:
https://appstest.stonybrookmedicine.edu/

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 [link to https://sbm.cherwellondemand.com] or by calling the Help Desk at **(631) 444-HELP (4357).**