



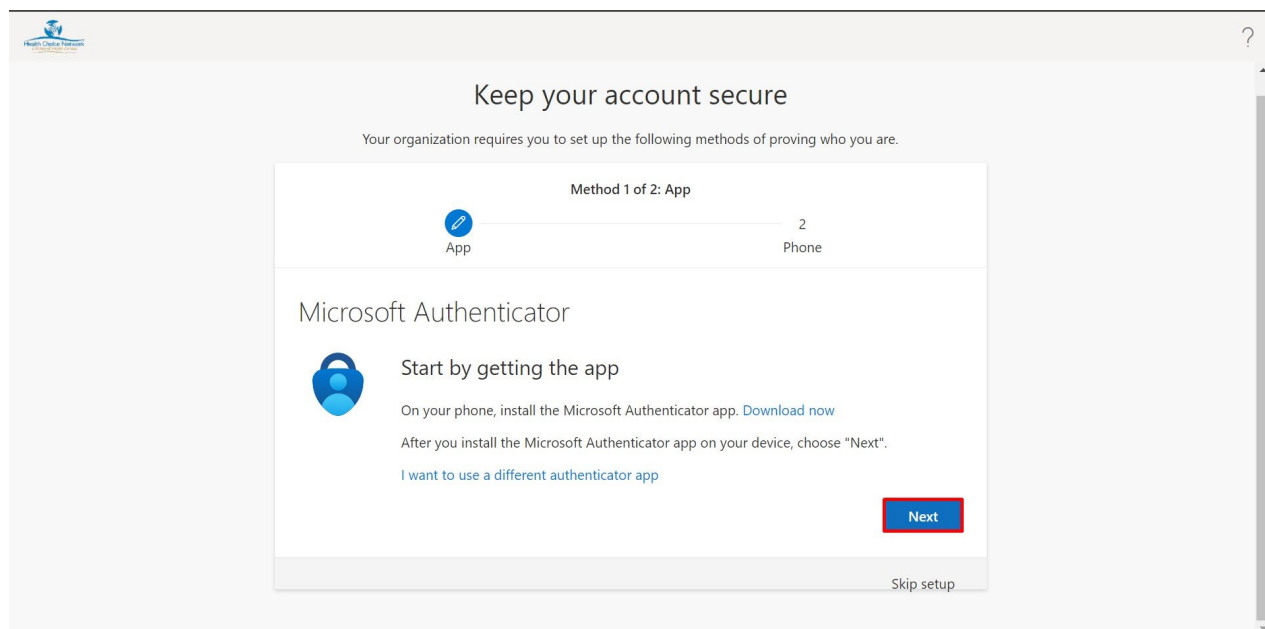
## Table of Contents

Two ways to register on the Microsoft MFA (MS MFA) using the Microsoft Authenticator App.....	2
1- How to register your account in MS MFA using the MFA Wizard .....	2
2- How to register your account in MS MFA using Office 365 portal .....	7
Using MS MFA to authenticate .....	13
- Send notification to my mobile app (Microsoft Authenticator App Push) .....	14
- Use verification code from mobile app or hardware token (Microsoft Authenticator App Code).....	15
- Text me at +x xxxxxx8775 (Phone Text) .....	16
- Call me at +x xxxxxx8775 (Phone Call) .....	16
How to change/reset your password using Self Service Password Reset (SSPR).....	17

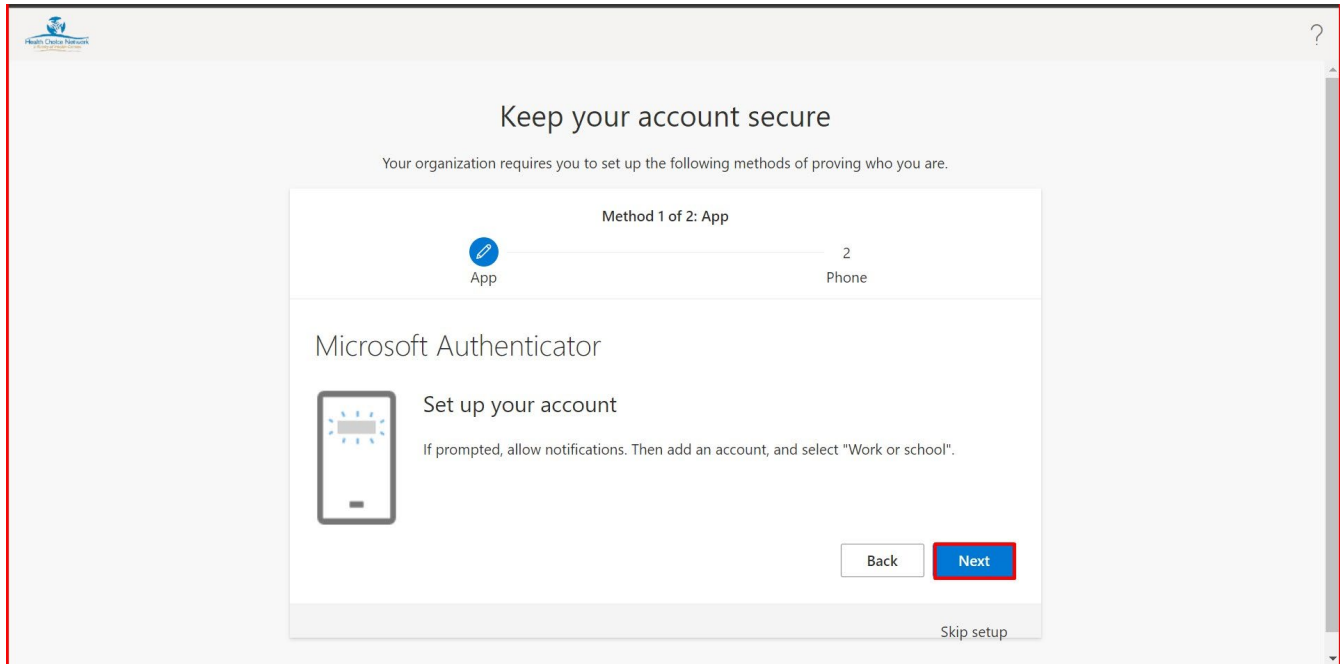
## Two ways to register on the Microsoft MFA (MS MFA) using the Microsoft Authenticator App

### 1- How to register your account in MS MFA using the MFA Wizard

1. Go to the following link: <https://aka.ms/MFASetup> to start the registration process.
2. On your phone, install the Microsoft authenticator app. You can download the app from the Google Play Store or Apple Store depending on your device. After you install the Microsoft Authenticator app on your device choose *Next*.



- Next, scan the QR code provided by the wizard with the Microsoft authenticator app so you can register your personal phone device with your corporate account. Once you complete this step, a new window asking for set up your account will appear.



## Microsoft Authenticator



### Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

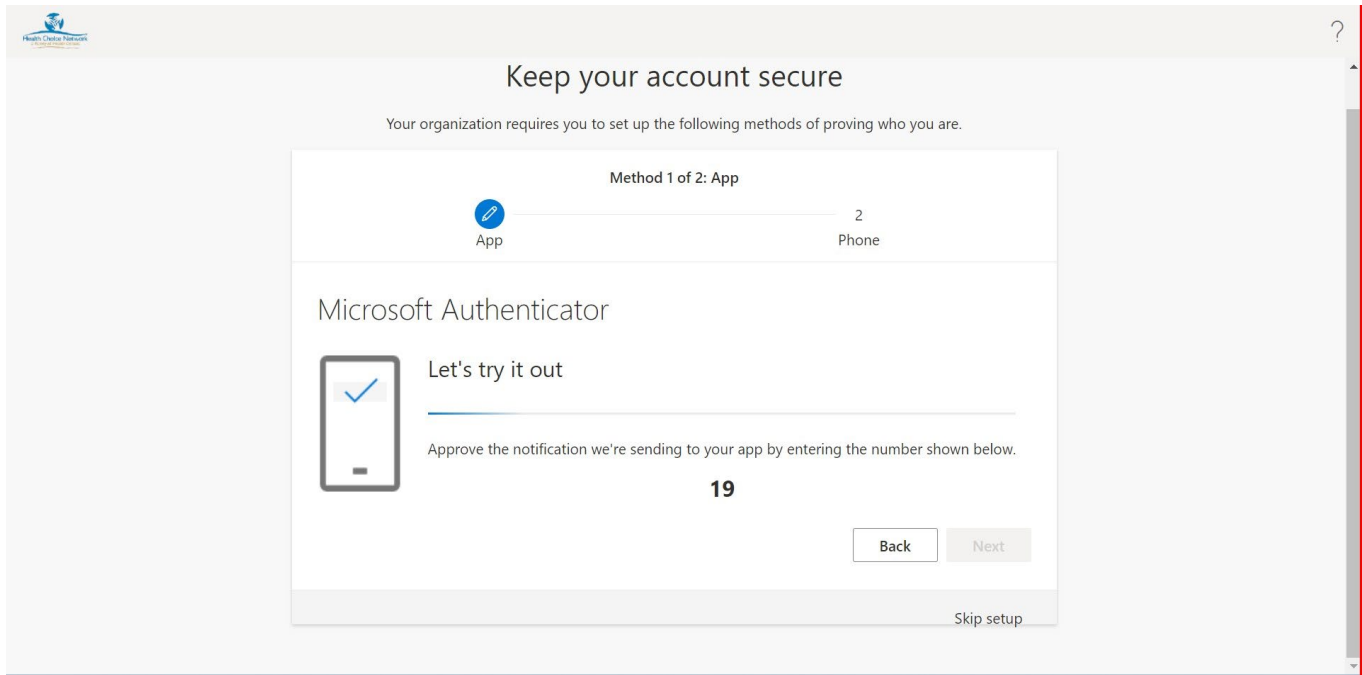


Can't scan image?

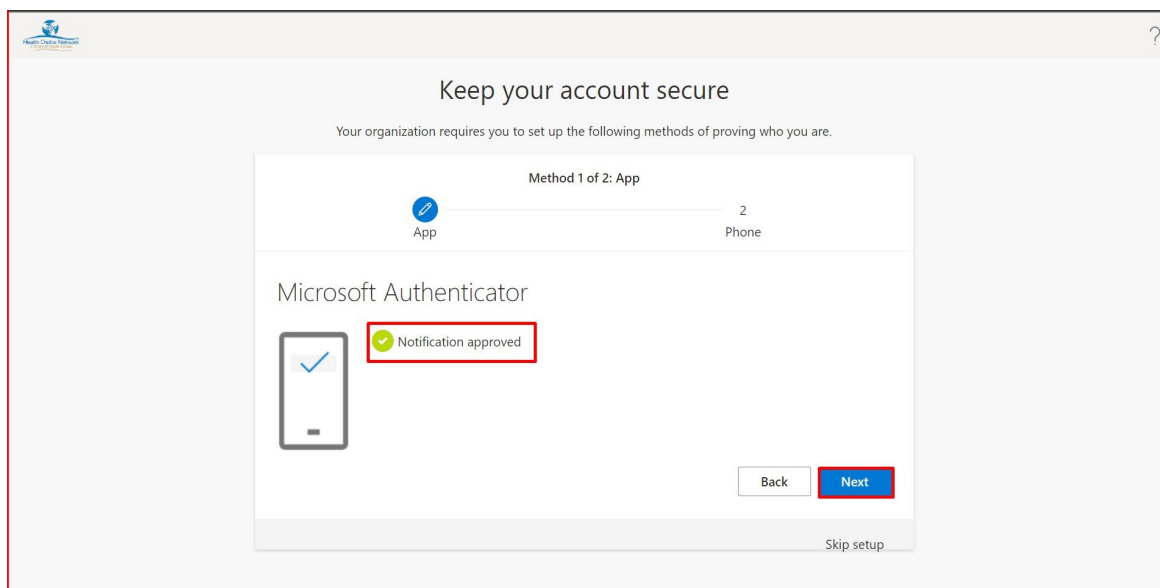
Back

Next

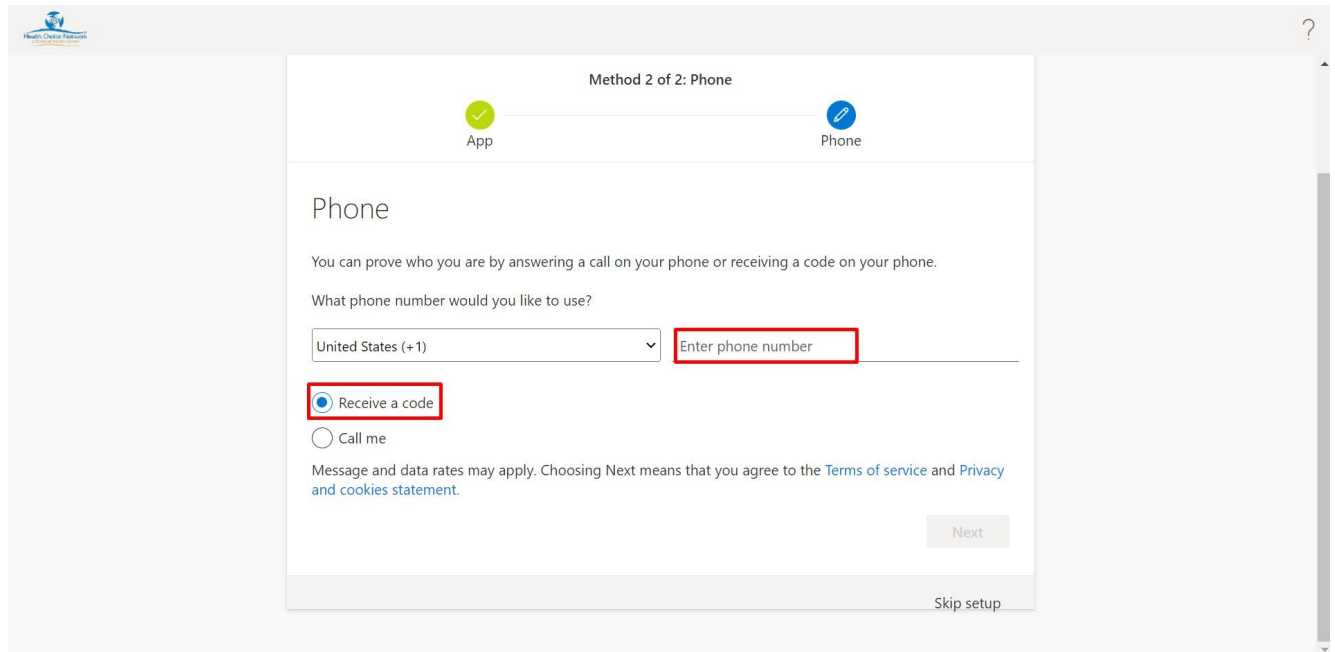
4. Approve the notification sent to your app by entering the number you are currently seeing in the screen.



5. If the validation is correct, you will see a notification approved message on the screen. Click on *Next*.



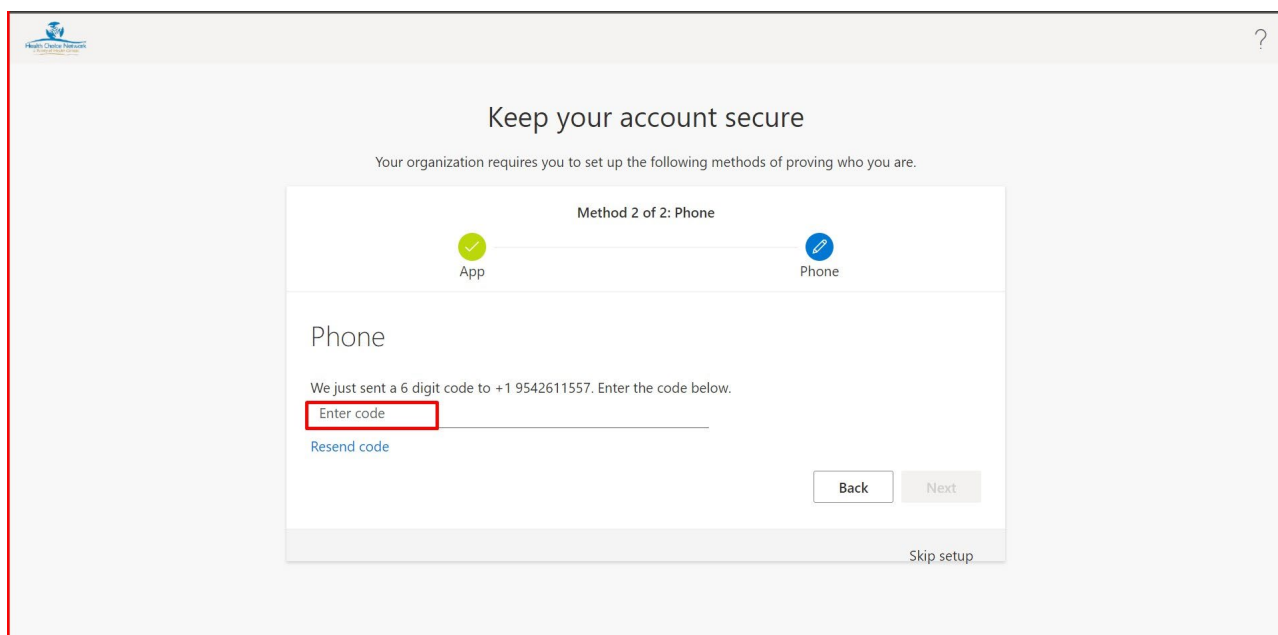
- For the second part you will need to register a second identity confirmation method. In this case by phone. It means that you will need to confirm your identity by receiving a code by message or a call in your phone. We will use a code message.



The screenshot shows a registration window titled "Method 2 of 2: Phone". At the top, there are two options: "App" (with a green checkmark) and "Phone" (with a blue pencil icon). Below this, the "Phone" section is active. It contains the text: "You can prove who you are by answering a call on your phone or receiving a code on your phone." followed by "What phone number would you like to use?". There is a dropdown menu for "United States (+1)" and a text input field labeled "Enter phone number". Below the input field are two radio buttons: "Receive a code" (which is selected and highlighted with a red box) and "Call me". A note below the radio buttons states: "Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#)." At the bottom right of the form is a "Next" button, and at the very bottom right is a "Skip setup" link.

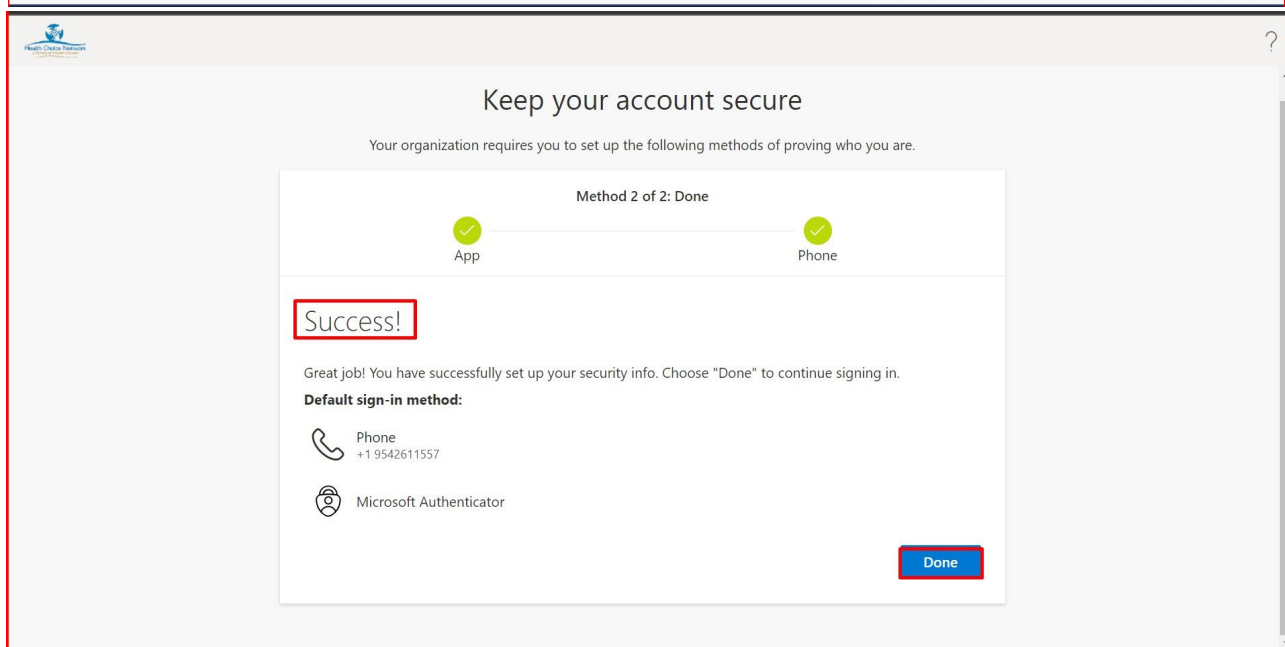
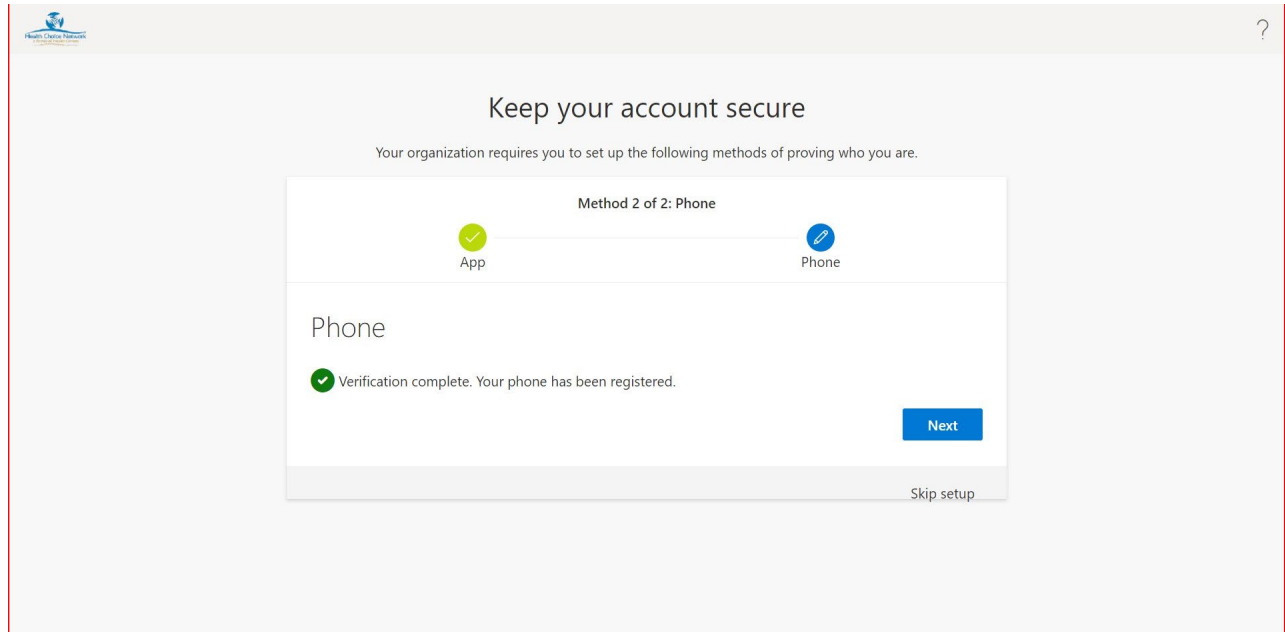
Provide your personal and valid phone number.

Enter the code you received by message.



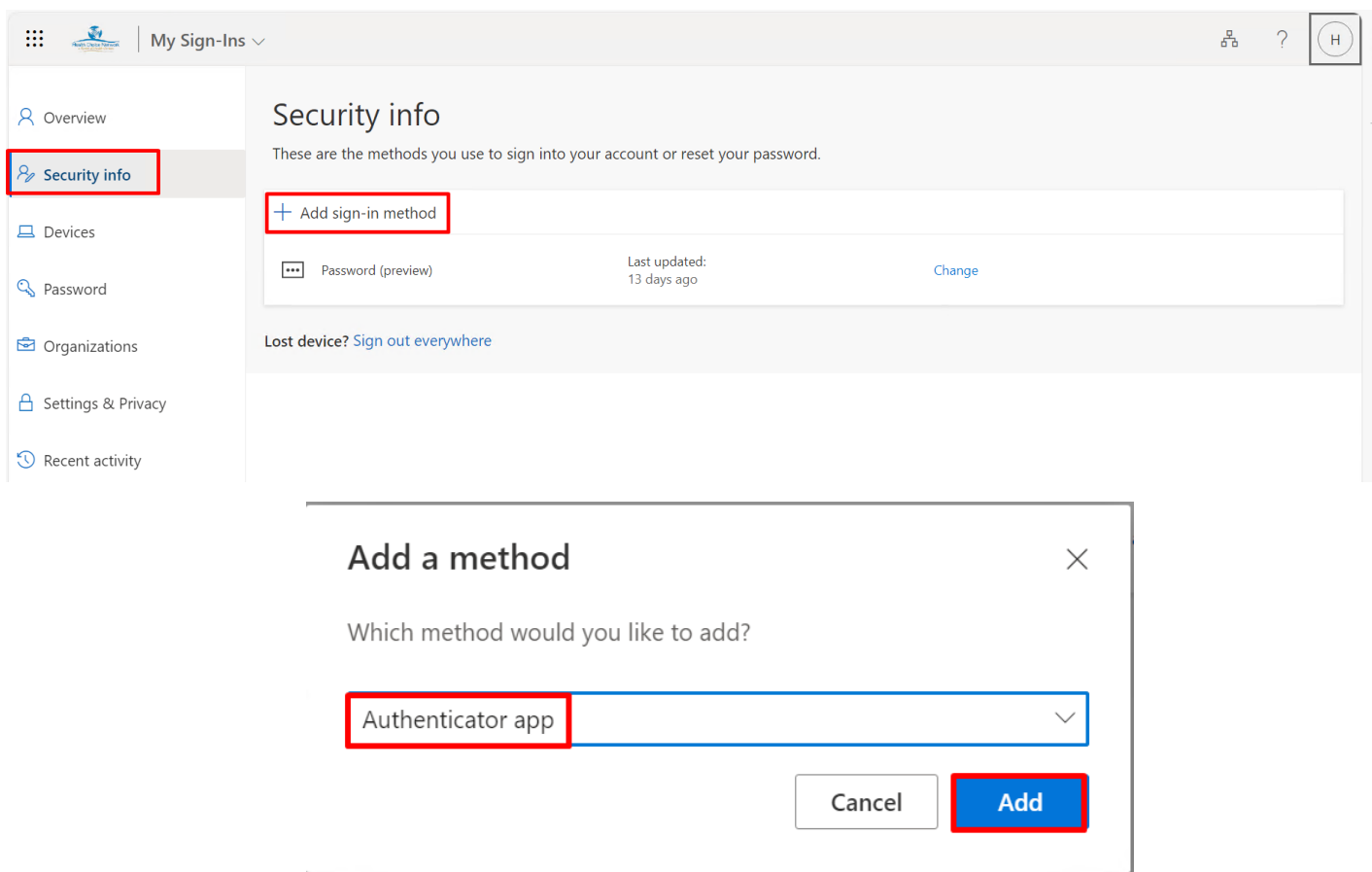
The screenshot shows a verification window titled "Keep your account secure". It states: "Your organization requires you to set up the following methods of proving who you are." Below this is a progress indicator with "App" (checked) and "Phone" (active). The "Phone" section is active and contains the text: "We just sent a 6 digit code to +1 9542611557. Enter the code below." There is a text input field labeled "Enter code" (highlighted with a red box) and a "Resend code" link below it. At the bottom right of the form are "Back" and "Next" buttons, and at the very bottom right is a "Skip setup" link.

You will see a notification saying your verification is now completed and your phone has been registered.



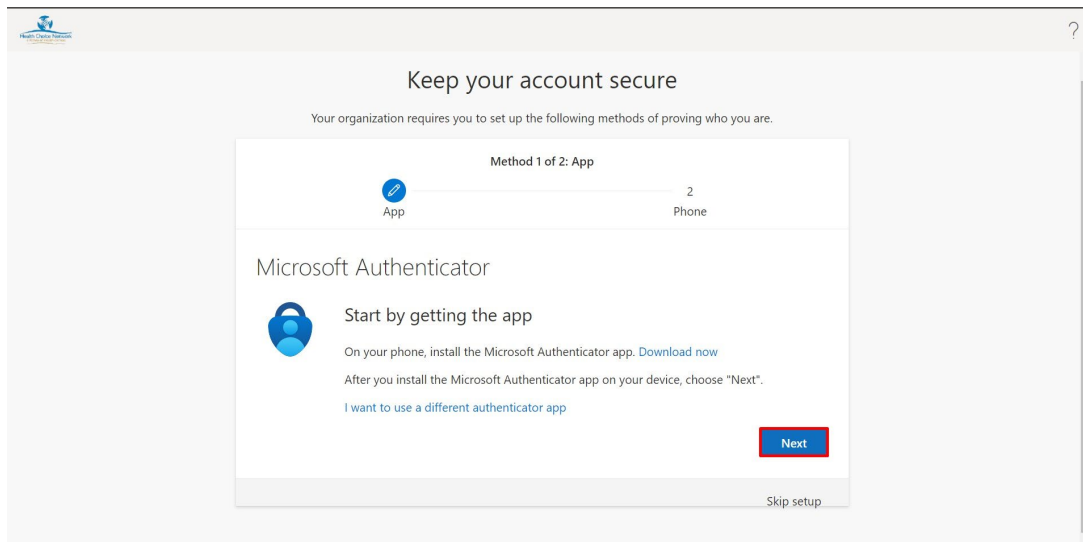
## 2- How to register your account in MS MFA using Office 365 portal

1. Go to the next link: <https://mysignins.microsoft.com/security-info> to start the registration process. It will redirect your security info page of your hcnetwork.org account. Then select the option “Add sign-in method” to add a new authentication method to your account. When you click on that it will ask you to choose what type of authentication method you would like to use. Select the authenticator app so you can use your Microsoft authenticator app that you will install on your phone.

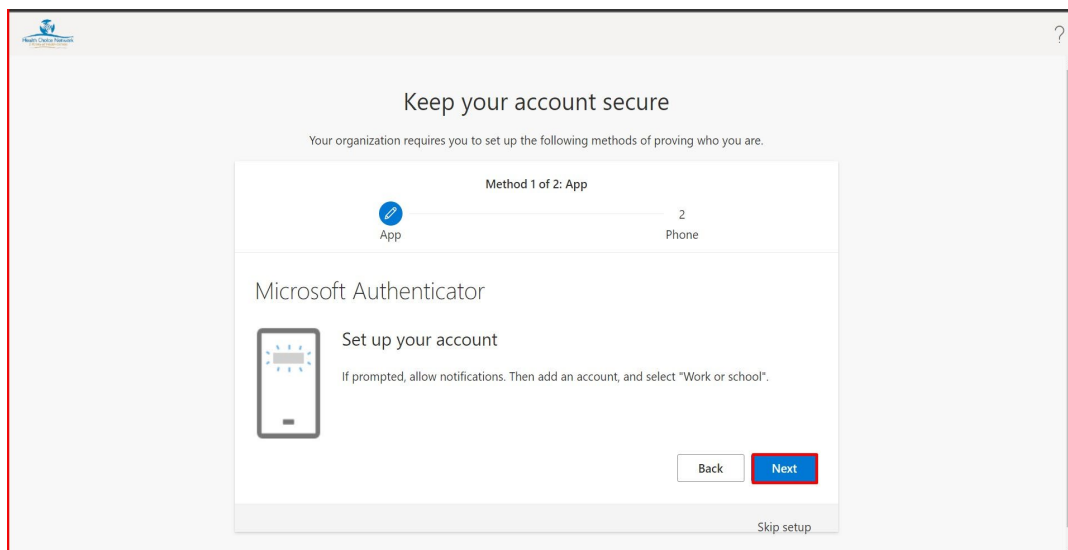


The screenshot shows the Microsoft Security Info page in a browser. The left sidebar contains navigation options: Overview, Security info (highlighted with a red box), Devices, Password, Organizations, Settings & Privacy, and Recent activity. The main content area is titled "Security info" and includes a sub-header "These are the methods you use to sign into your account or reset your password." Below this is a button labeled "+ Add sign-in method" (highlighted with a red box). A list of current methods is shown, including "Password (preview)" with a "Change" link and a "Last updated: 13 days ago" timestamp. A link for "Lost device? Sign out everywhere" is also visible. In the foreground, a dialog box titled "Add a method" is open, asking "Which method would you like to add?". A dropdown menu in the dialog shows "Authenticator app" (highlighted with a red box). At the bottom of the dialog are "Cancel" and "Add" buttons (the "Add" button is highlighted with a red box).

2. Follow the next instructions and install the Microsoft authenticator app on your phone.



3. Next, scan the QR code provided by the wizard with the Microsoft authenticator app so you can register your personal phone device with your corporate account. Once you complete this step, a new window asking for set up your account will appear.





## Microsoft Authenticator



### Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

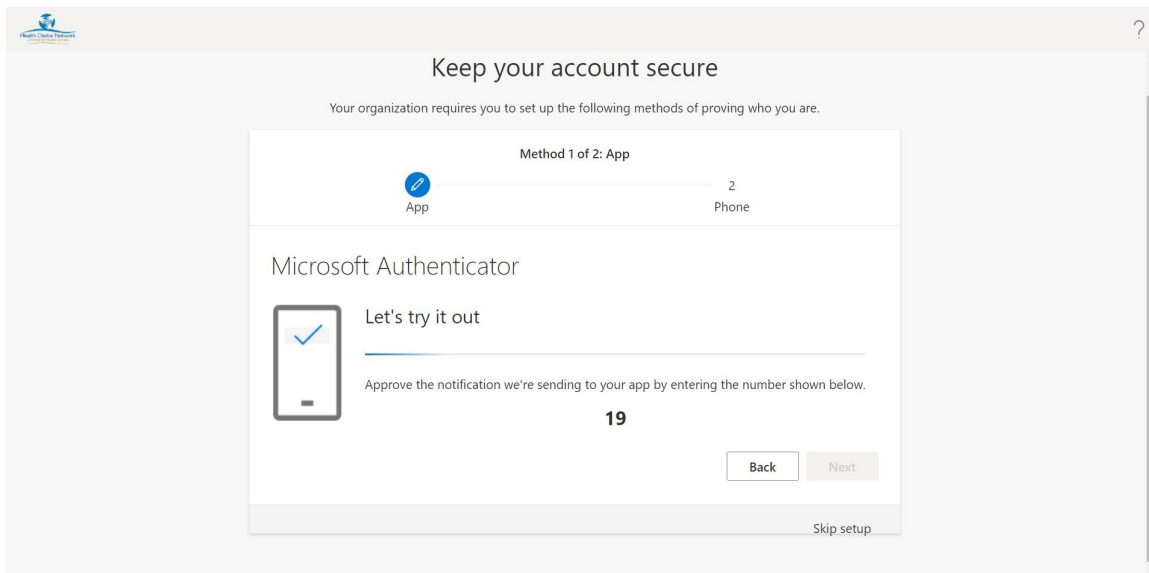


Can't scan image?

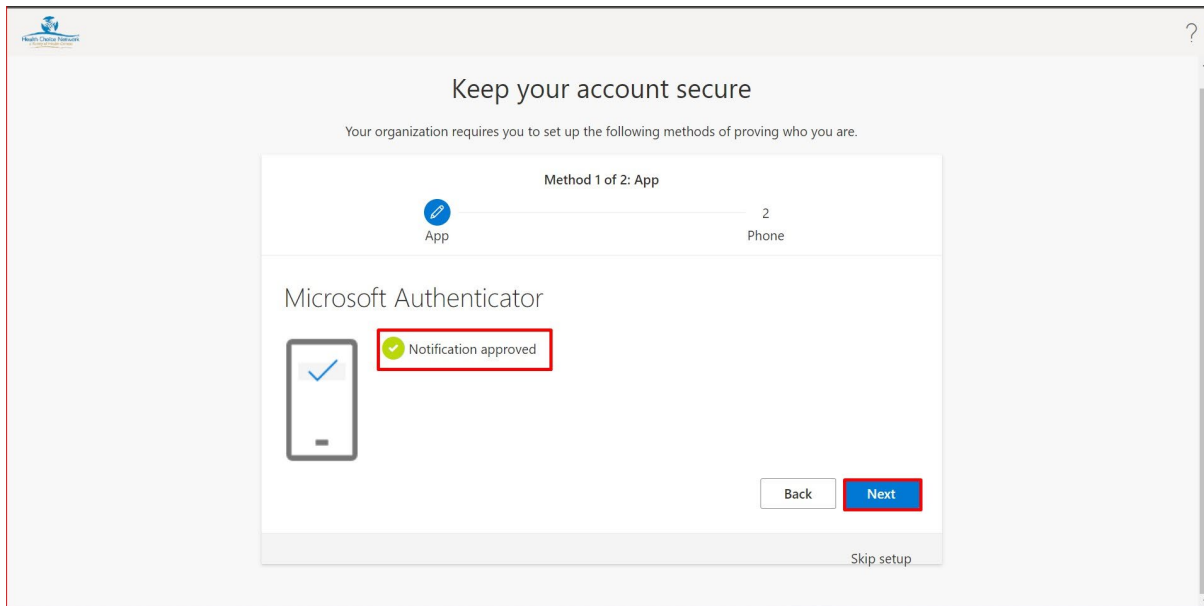
Back

Next

4. Approve the notification sent to your app by entering the number you are currently seeing in the screen.

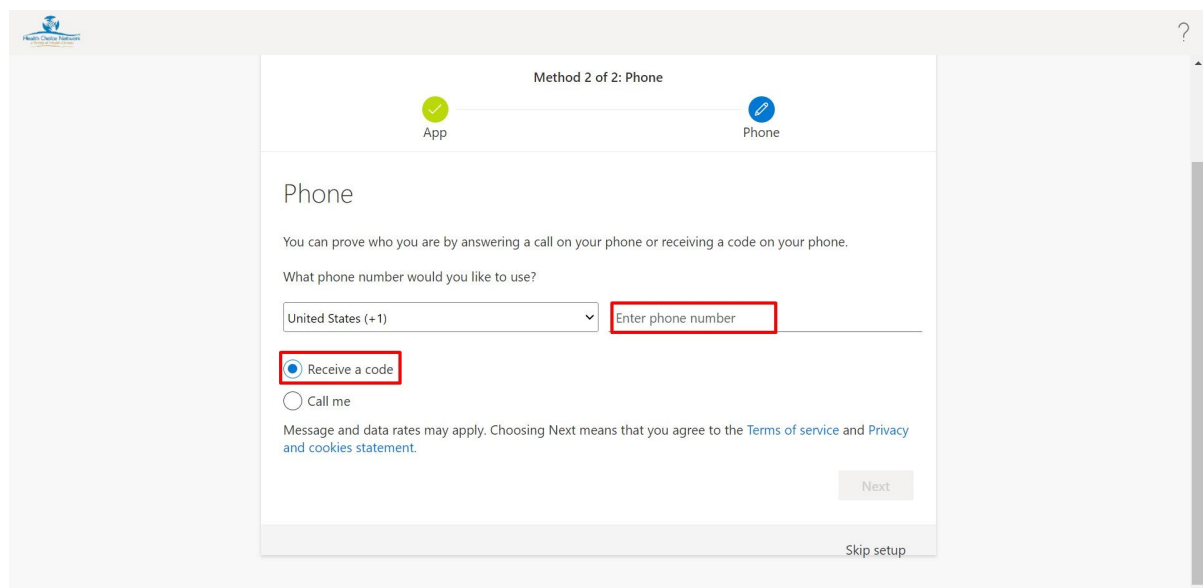


5. If the validation is correct, you will see a notification approved message on the screen. Click on *Next*.

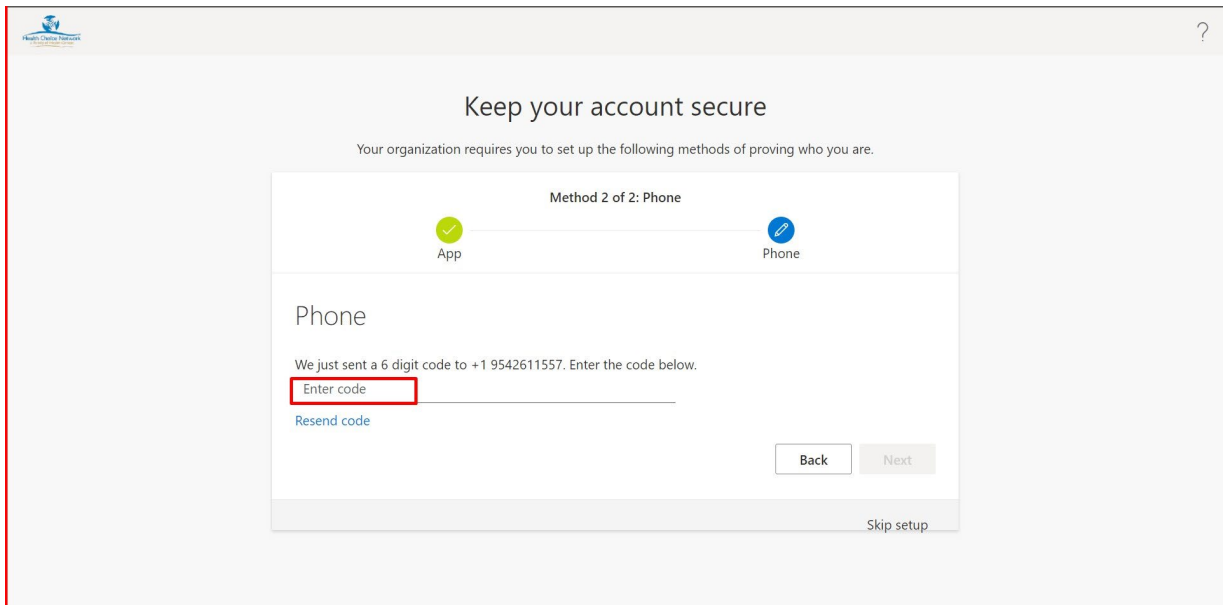


6. For the second part you will need to register a second identity confirmation method. In this case by phone. It means that you will need to confirm your identity by receiving a code by message or a call in your phone. We will use a code message.

Provide your personal and valid phone number.



Enter the code you received by message.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

We just sent a 6 digit code to +1 9542611557. Enter the code below.

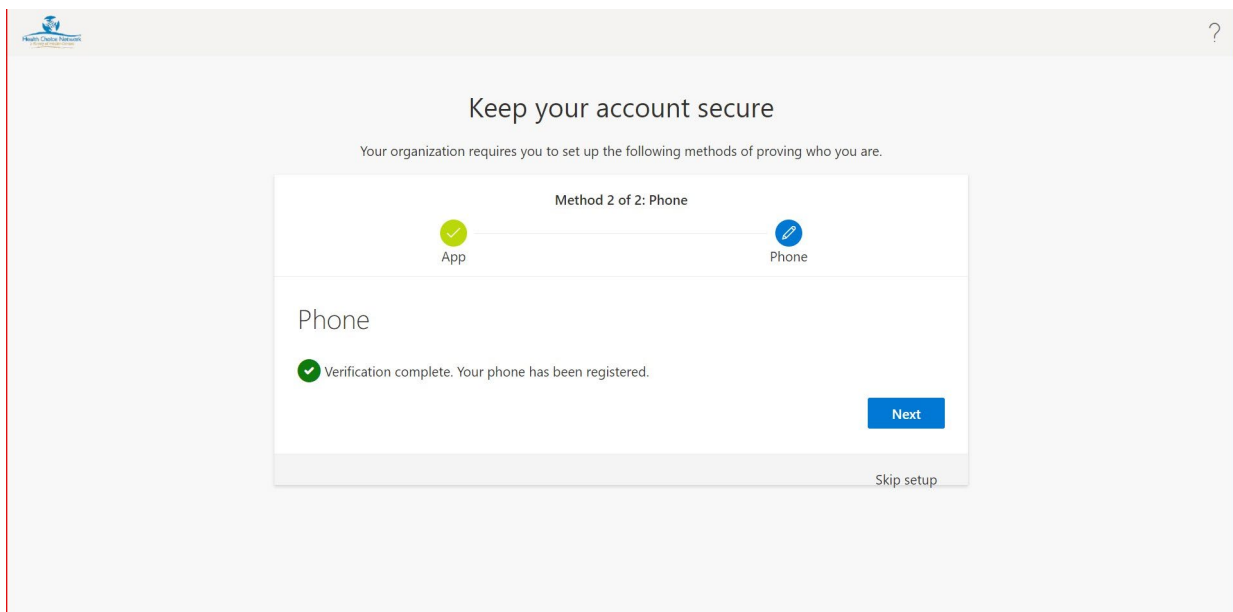
Enter code

Resend code

Back Next

Skip setup

You will see a notification saying your verification is now completed and your phone has been registered.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

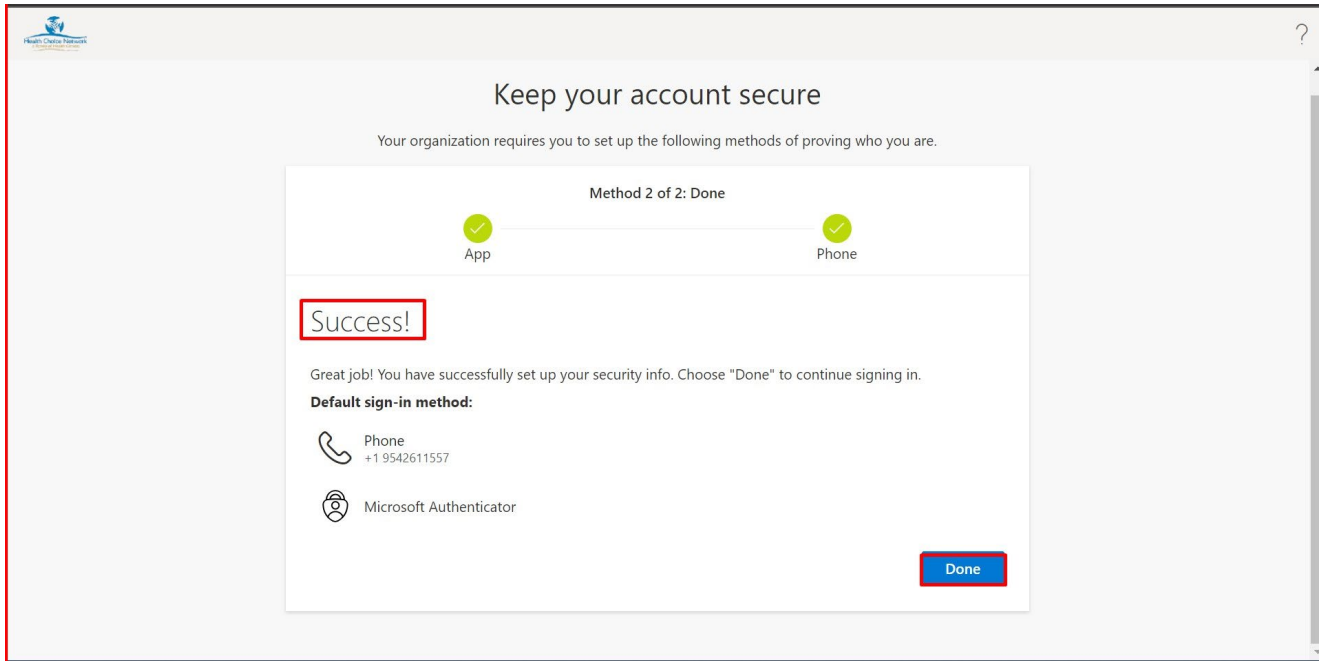
App Phone

Phone

Verification complete. Your phone has been registered.

Next

Skip setup



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Done

App ✓ Phone ✓

**Success!**

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

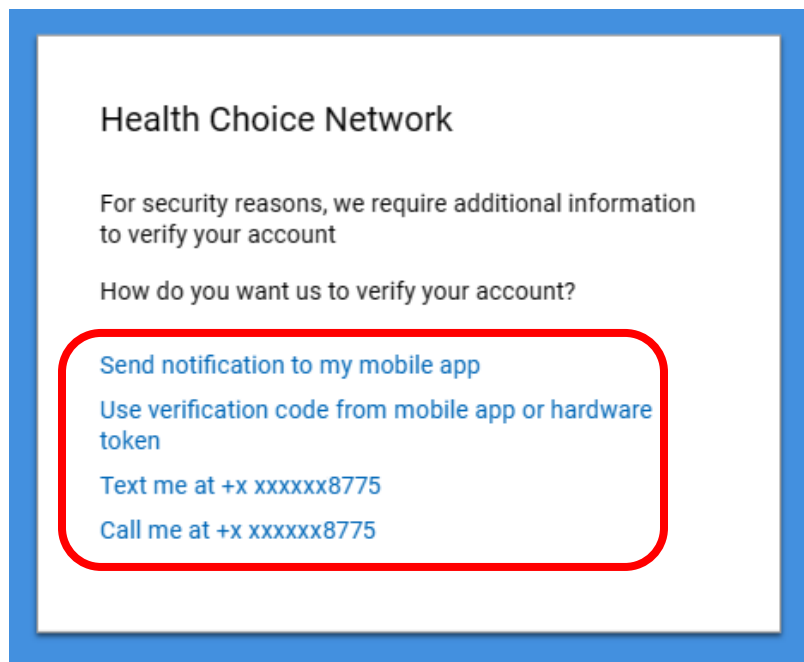
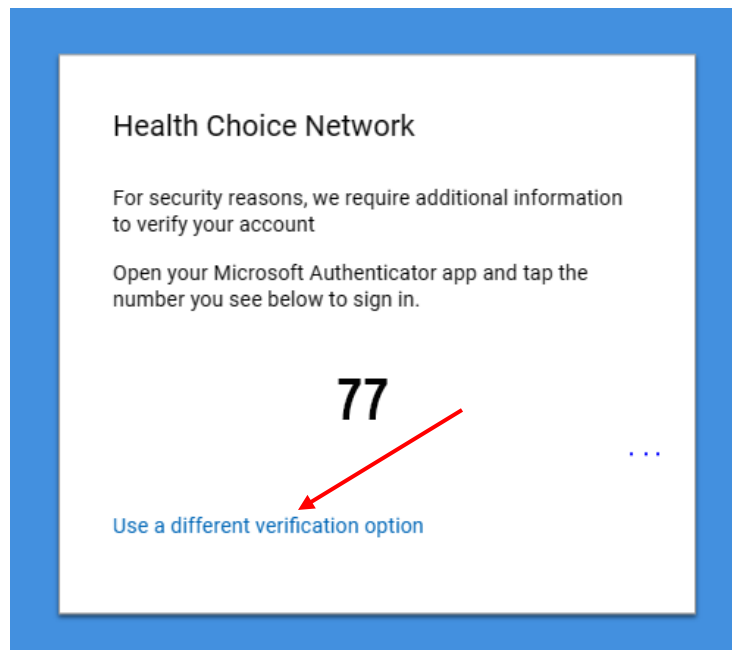
**Default sign-in method:**

- Phone  
+1 9542611557
- Microsoft Authenticator

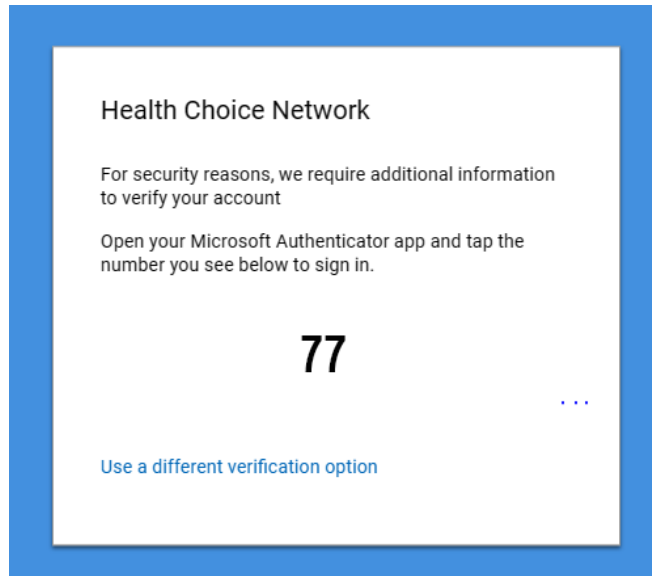
Done

## Using MS MFA to authenticate

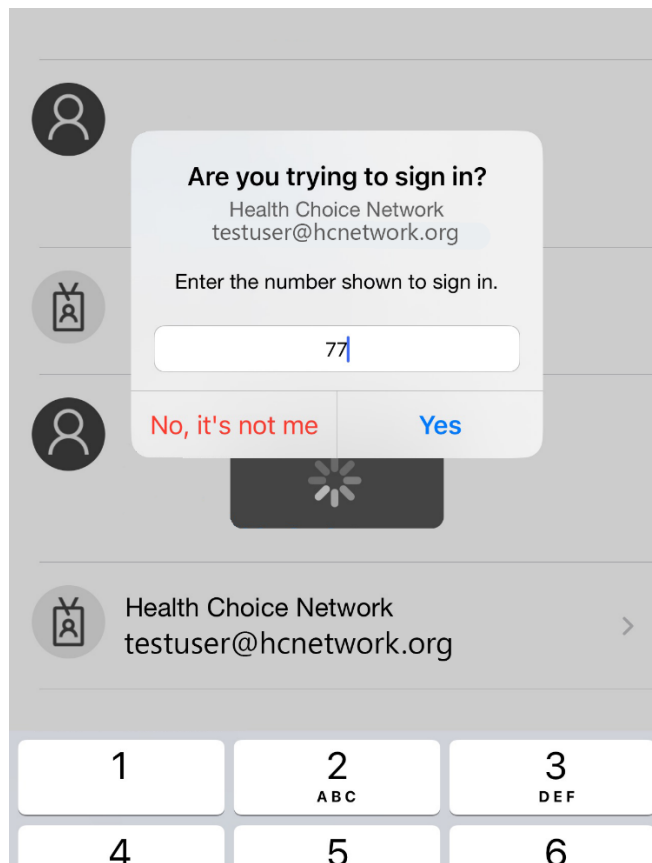
When logging in where MFA is required, depending on the options selected during the enrollment, MS MFA will show the default 2FA step. However, you can click on “Use a different verification option” to select other authentication options like shown below.



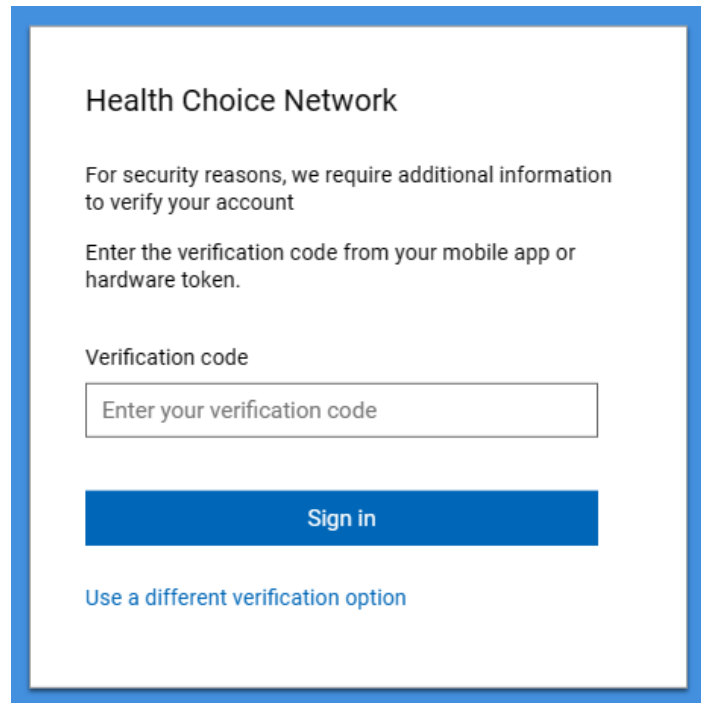
- Send notification to my mobile app (Microsoft Authenticator App Push)



Go to your Microsoft Authenticator App on your phone and enter the number shown above and select “Yes”



- Use verification code from mobile app or hardware token (Microsoft Authenticator App Code)



Health Choice Network

For security reasons, we require additional information to verify your account

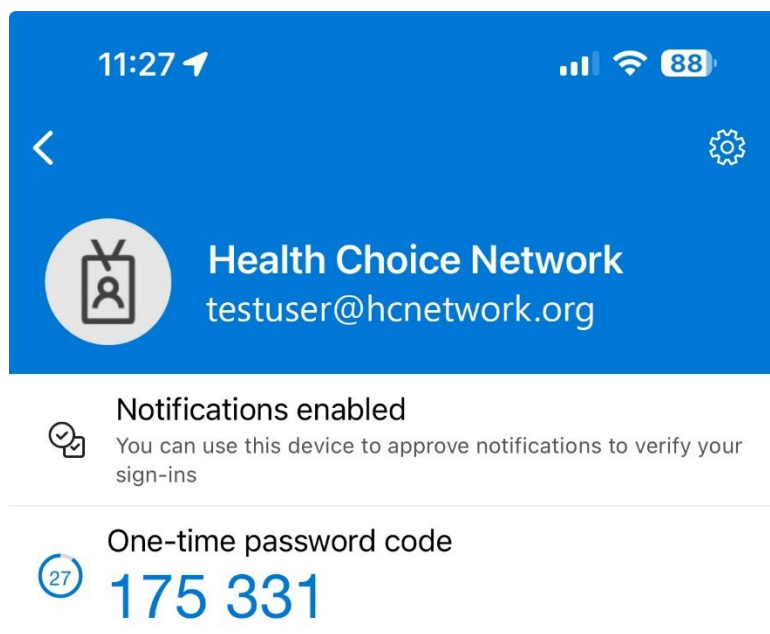
Enter the verification code from your mobile app or hardware token.

Verification code

Sign in

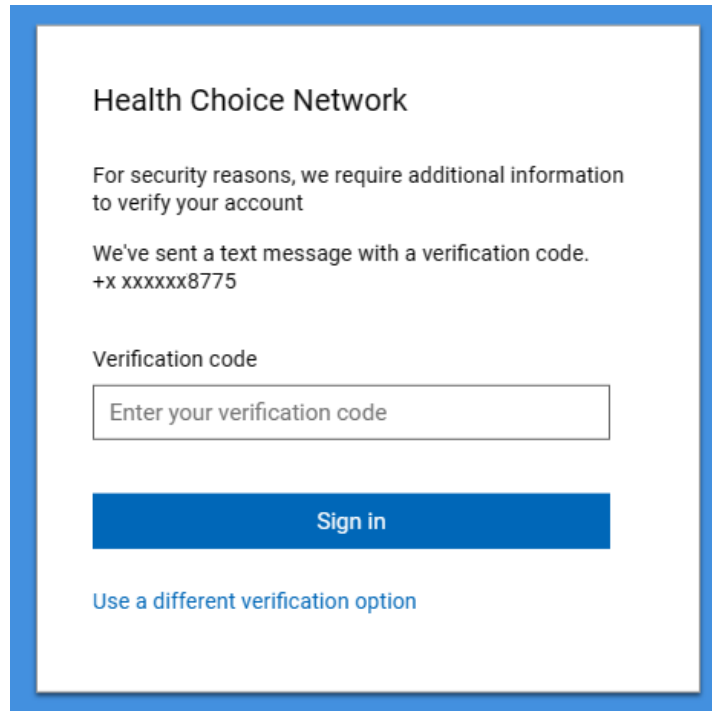
[Use a different verification option](#)

Go to your Microsoft Authenticator App on your phone and enter the number shown in the Verification code field in your workstation and click “Sign in”



- Text me at +x xxxxxx8775 (Phone Text)

Enter the verification code received on your registered phone below



**Health Choice Network**

For security reasons, we require additional information to verify your account

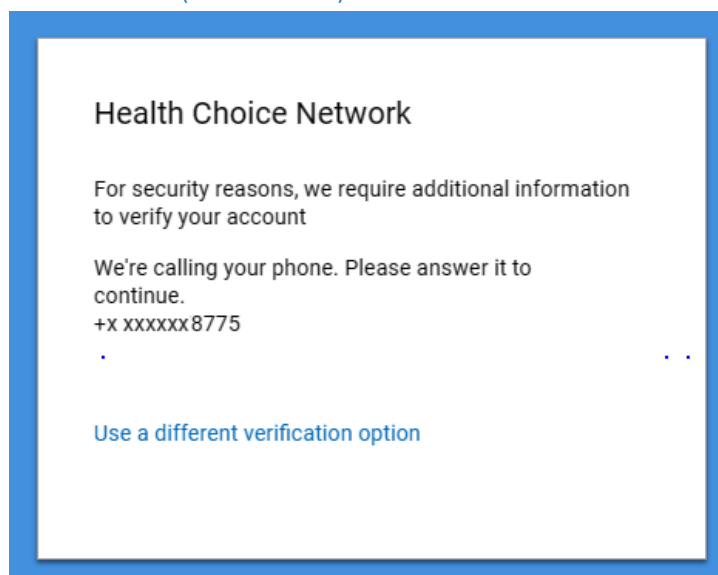
We've sent a text message with a verification code.  
+x xxxxxx8775

Verification code

**Sign in**

[Use a different verification option](#)

- Call me at +x xxxxxx8775 (Phone Call)



**Health Choice Network**

For security reasons, we require additional information to verify your account

We're calling your phone. Please answer it to continue.  
+x xxxxxx8775

[Use a different verification option](#)

Answer the phone and follow the instructions.



## How to change/reset your password using Self Service Password Reset (SSPR)

1. Go to the next link: <https://aka.ms/sspr> to change or recover your password. To recover your account, begin by entering your email or username and the characters you see in the picture on the screen.



### Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

[Next](#) [Cancel](#)

2. Confirm your identity by selecting the first verification method you previously configured on the self-service registration portal. It could be your Microsoft Authenticator app or your phone. In this case, we will use the Microsoft Authenticator app.



### Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Call my office phone

Approve a notification on my authenticator app

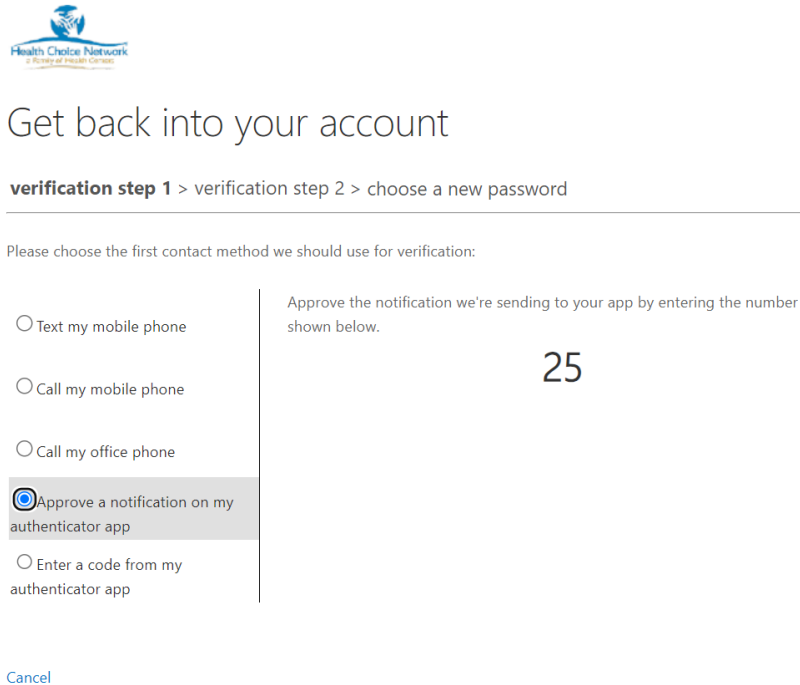
Enter a code from my authenticator app

Send a notification to your authenticator app on your mobile device.

[Send Notification](#)

[Cancel](#)

3. Approve the notification sent to your Microsoft authenticator app by entering the number shown on the screen. See the following example.



Health Choice Network  
a Family of Health Centers

## Get back into your account

verification step 1 > verification step 2 > choose a new password

---

Please choose the first contact method we should use for verification:

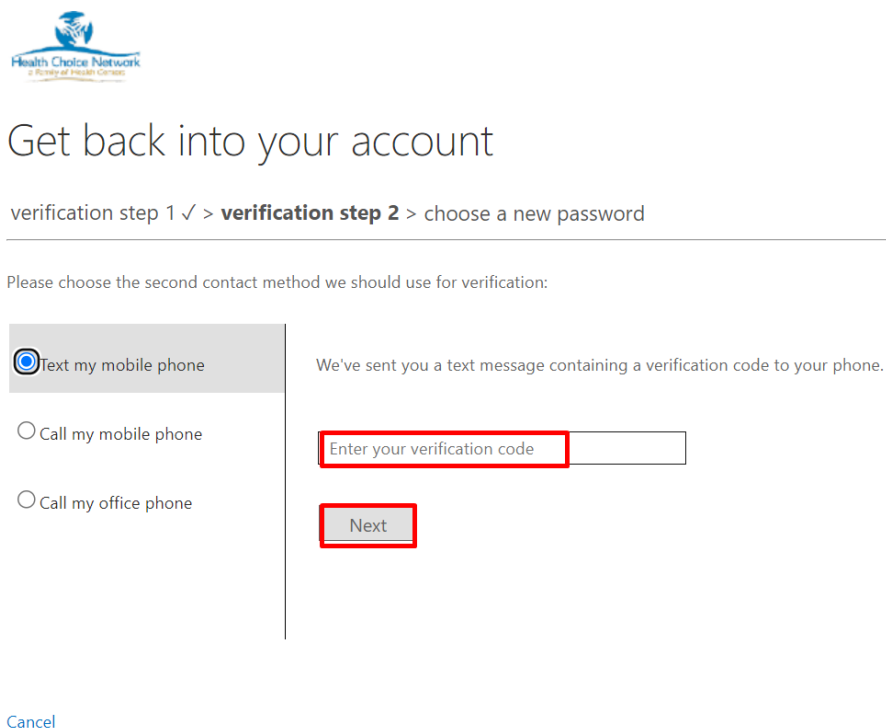
- Text my mobile phone
- Call my mobile phone
- Call my office phone
- Approve a notification on my authenticator app
- Enter a code from my authenticator app

Approve the notification we're sending to your app by entering the number shown below.

25

[Cancel](#)

4. Confirm your identity by selecting the second verification method you previously configured on the self-service registration portal. In this case, we will use the phone number and select the option to receive a text message.



Health Choice Network  
a Family of Health Centers

## Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

---

Please choose the second contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Call my office phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)

5. Finally, the password reset wizard will prompt you to the *Choose new password* option and once completed you will receive a message saying *Your password has been reset*.



## Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

---

\* Enter new password:

\* Confirm new password:

Finish

Cancel



## Get back into your account

✓ Your password has been reset