

Overview

What is a Verification Method?

A verification method is used to confirm a user's identity and add a layer of security to protect Trinity Health data. A verification method is used for:

- **Multi-factor authentication (MFA)** – required to securely access Trinity Health resources while working off-site
- **Azure self-service password reset (SSPR)** – required to securely reset your Trinity Health password

Requirements

You need the following.

- Computer (personal or work)
- Old Smartphone*
- New Smartphone

* If you no longer have your old smartphone, disregard these instructions, and call the Service Desk for assistance.

Replace Microsoft Authenticator Device

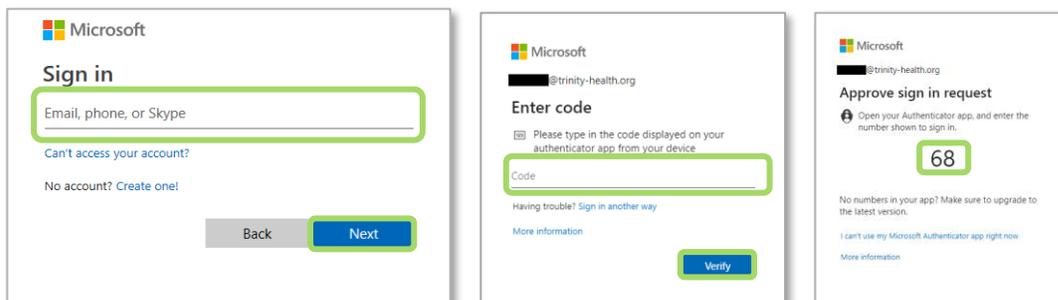
Please follow the instructions below carefully before reaching out to the **Service Desk**.

Make sure both your old and new smartphones can access the internet.

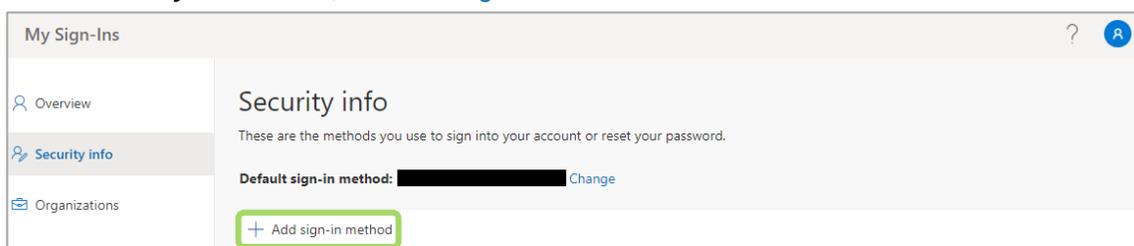
If you have a Trinity Health email address, your Azure login ID (also known as a **UPN**) will be the same as your Trinity Health email address. You can look up your UPN using the following link if you are on the Trinity Health network or VPN: <https://findmyupn.trinity-health.org/>

[Computer]

1. On the computer (laptop/desktop), go to: <https://aka.ms/mysecurityinfo>
2. On the **Sign in** screen, enter your Trinity Health email/UPN, and click **Next**.
3. On the **Enter password** screen, enter your network password, and click **Next**.
4. Enter the code in the Authenticator app if the **Enter code** screen comes up, and click **Verify**, or approve the notification in the Authenticator app if the **Approve sign in request** screen comes up.

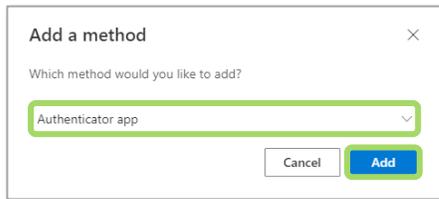


5. On the **Security info** screen, click **Add sign-in method**.



Replace Microsoft Authenticator Device (continued)

6. On the **Add a method** screen, click the drop-down arrow, choose **Authenticator app**, and then click **Add**.



[New Smartphone]

7. On your smartphone, complete one of the following options:
- **Option 1:** Scan the following QR code that matches your smartphone type



Apple App Store

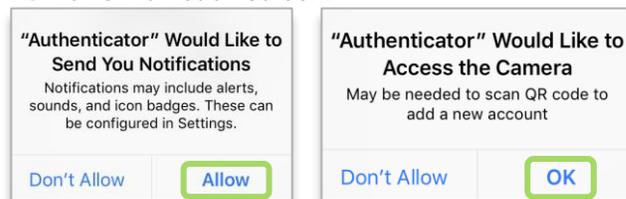


Google Play Store

- **Option 2:** Search for the **Microsoft Authenticator**  app in the **Apple App Store**  or **Google Play Store** 
8. Install the free **Microsoft Authenticator** app.

The Microsoft Authenticator app is free, and it does not have any in-app purchases.

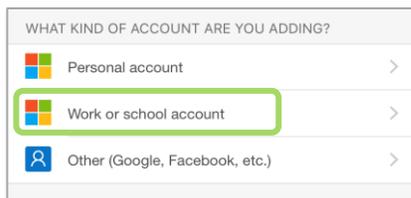
9. Open the **Microsoft Authenticator** app.
 10. If prompted to allow the Microsoft Authenticator app to send notifications and access the camera, choose **Allow** or **OK** on each screen.



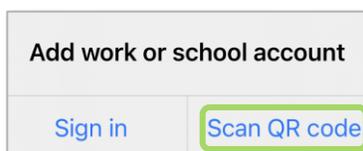
11. In the **Microsoft Authenticator** app, choose the **+** in the upper right corner to add a new Account.



12. On the **What kind of account are you adding** screen, choose **Work or school account**.



13. On the **Add work or school account** screen, choose **Scan QR code**.

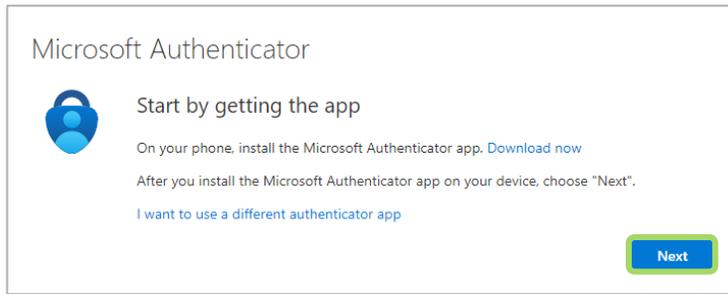


14. The app on your smartphone or tablet will be using its camera to find/scan QR codes, and soon the web page will display a QR code to scan.

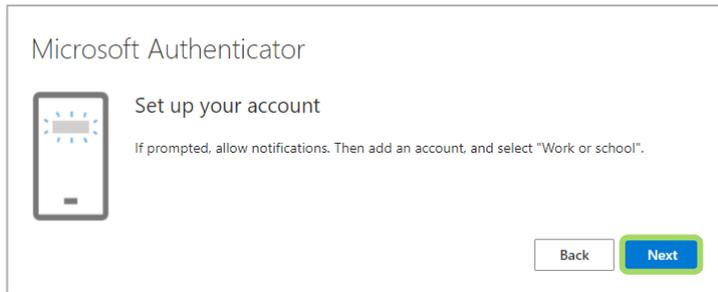
Replace Microsoft Authenticator Device (continued)

[Computer]

15. On the **Start by getting the app** screen on the computer, click [Next](#).



16. On the **Set up your account** screen, click [Next](#).



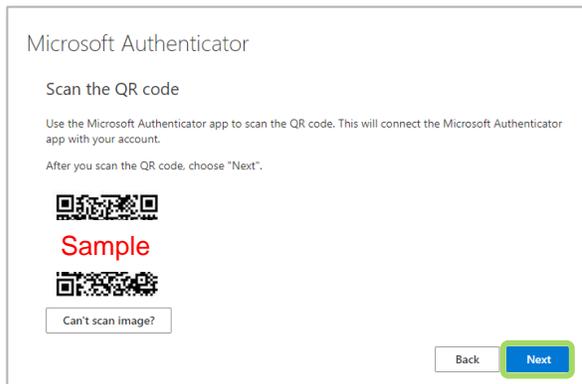
[New Smartphone]

17. Hold your smartphone up to the computer screen so that it can scan the **QR code**.



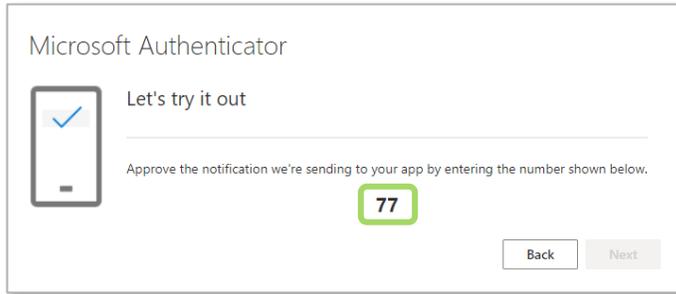
[Computer]

18. On the **Scan the QR code** screen on the computer, click [Next](#).



Replace Microsoft Authenticator Device (continued)

19. Read the number on the **Let's try it out** screen.



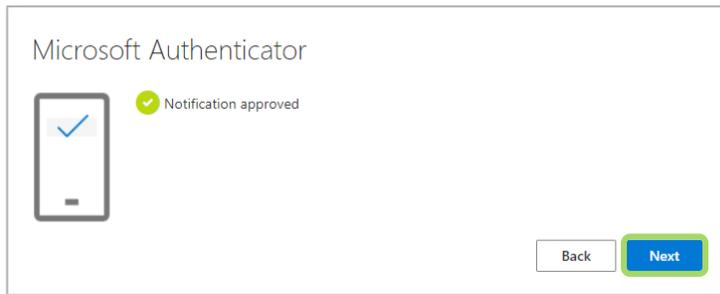
[New Smartphone]

20. Enter the number from the **Let's try it out** screen on the computer into the **Are you trying to sign in?** notification on the smartphone, and then choose **Yes** on the notification.

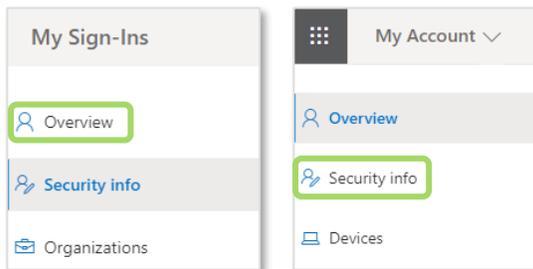


[Computer]

21. On the **Microsoft Authenticator** screen on the computer, click **Next**.



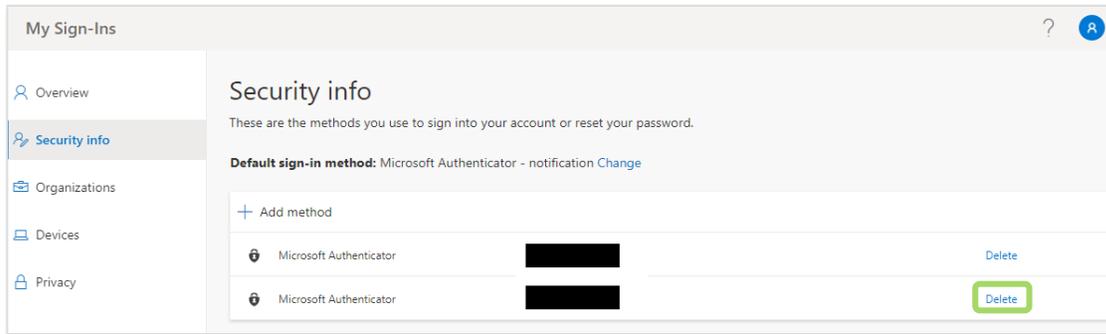
22. On the web page, click on **Overview**, and then click on **Security info**, to refresh the page.



Replace Microsoft Authenticator Device (continued)

23. On the **Security info** screen, click **Delete** at the end of the **Microsoft Authenticator** row containing the old smartphone.

The new device will be the one at the top of the list, and the old device will be the one at the bottom of the list.



You're done! Going forward, you may be prompted to use this new verification method when accessing Trinity Health applications from outside of a Trinity Health facility or on a personal device.

Account Management

You can return to <https://aka.ms/mysecurityinfo> at any time to manage your Azure verification method.