



# Lifespan

*Delivering health with care.®*

## Lifespan Guide for using your Lifespan Network Account

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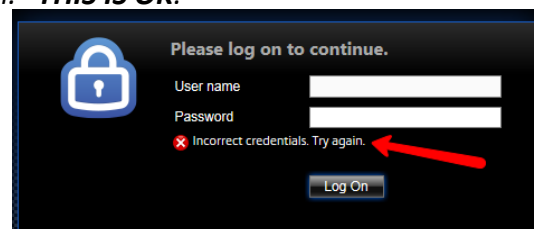
# Summary Instructions for setting up a new Lifespan network and Microsoft cloud account

When setting up a new account, your password must be set to something only you know; you also need to complete an additional security registration to allow access to the following applications:

- Self-Service Password Application - you can unlock your account and reset your password if it expires or if you forget your password
- Multi-factor Authentication System – this is required for accessing any Lifespan systems when not connected to the Lifespan network.

## Set password

1. If on-campus at Lifespan then use a Lifespan computer  
If not on-campus then go to <https://connect.lifespan.org>
2. Enter your new Lifespan Network Login ID
3. Enter your first time password, which you should have been given or call the Lifespan Service Desk at 401-444-6381 for a password reset.
4. Change your account password as prompted, to a complex password longer than 8 characters.  
*NOTE: You will get a message "Incorrect credentials. Try again." **THIS IS OK.***  
*Any other error indicates that your password was not correctly changed.*



## Security Registration

5. Continue the Security Registration by going to <https://aka.ms/mysecurityinfo>  
*Note: After 30 days of employment, MFA registration can only be completed when on the Lifespan Network. If you are not able to go onsite to complete the process, please contact the service desk for external registration details.*
6. Enter your new Lifespan Network Login ID with "@lifespan.org" (ie LoginID@lifespan.org)
7. Enter you NEW password which you set in step 4 above
8. Complete Security Registration. When registering, enroll an authentication phone number (land line or text capable) that you will have access to if/when you need to change or recover your password or unlock your account.
9. You must choose from the options under "Add a method" drop down list. You can choose "Authenticator App" or "Phone" or "Alternate Phone".
  - Lifespan recommends the "Authenticator App" with "Receive Notifications for verification" for the easiest on-going authentication experience. Note that this requires installing and configuring the Authenticator app on your phone - follow the on-screen instructions to complete this.
  - You will be able to configure additional methods after the primary verification method is setup.
10. **Option: Authenticator App**, the instructions to install and configure the Authenticator App on your phone.
  1. Install the Microsoft Authenticator app from your phone's app store
  2. Open the Authenticator App on your phone

3. Click the + to add a new account, even if your account is listed
  4. Select Work or school account
  5. Allow the Authenticator app to access your camera
  6. Point phone at bar code
  7. Click Next on your computer
  8. Click Save on your computer
  9. You can close or leave open the Authenticator app
- 
15. **Option: Phone**, you must select a country code and fill in a telephone number, plus select a “Method” – text message or phone call. Click **Next** and follow the instructions.
  16. Click "Done" after successful verification.
  17. **After configuring primary verification method**, setup “Alternate Phone” with a country code and fill in a telephone number. **You will need this in case you lose or break your primary phone.**
  18. Click Save when done and close browser tab

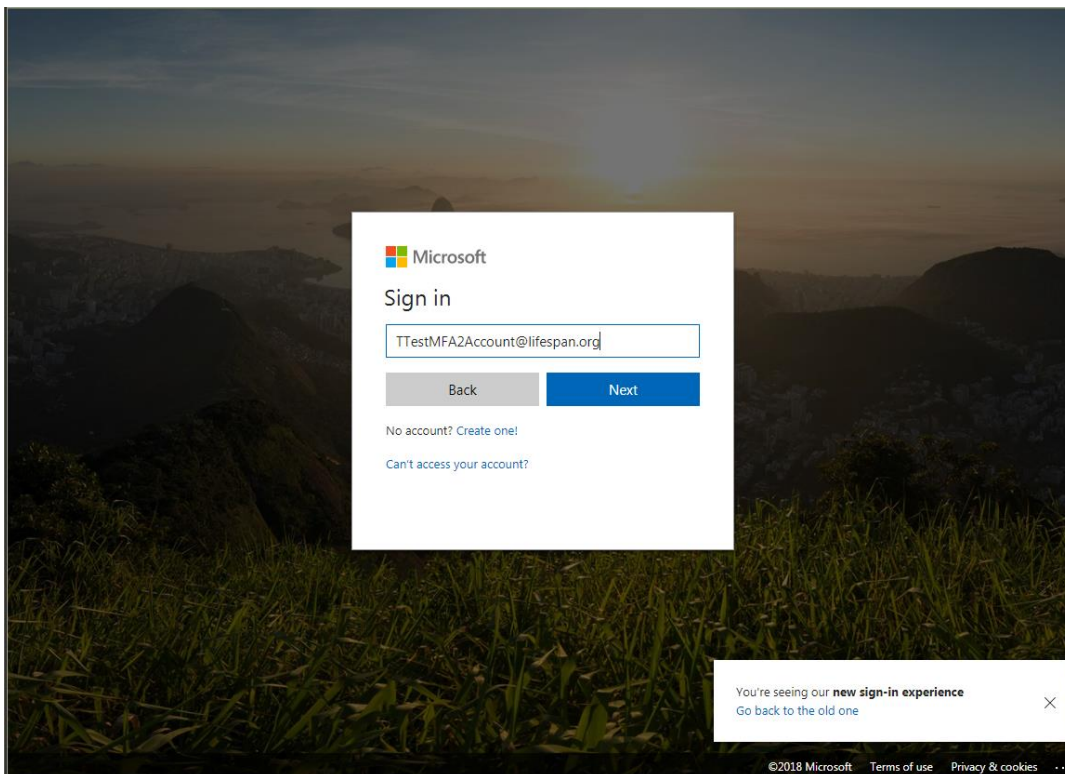
## Making changes later

To make changes to any of these settings anytime, including phone number changes, go to <https://www.lifespan.org/lifespan-remote-access-links> for the links. Please contact the Lifespan Service Desk at 401-444-6381 with questions or problems using the new account.

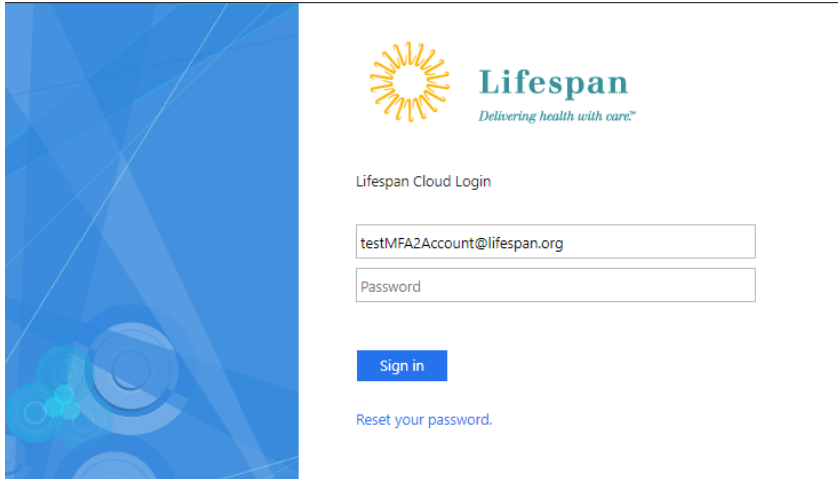
# Details for Using Multi-Factor Authentication (MFA)

## Registering for MFA for the First Time

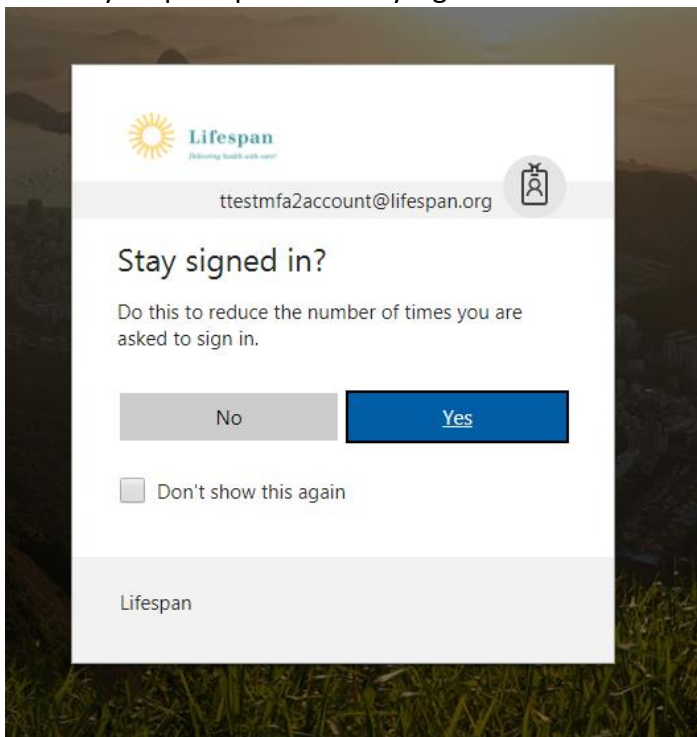
1. Before you start:
  - a Enrollment in Multifactor Authentication (MFA) is **ONLY** needed for remote access to Lifespan network or applications; MFA is **NOT** needed for workstations or devices connected to the Lifespan network.
  - b MFA enrollment is best done from a computer, not from a mobile phone or tablet.
  - c Use of the Authenticator mobile app is recommended, and will require you to install the app on your iOS or Android phone or tablet.
  - d MFA requires newer versions of Microsoft Office applications (Outlook, Word, Excel, PowerPoint, etc.). Remote access will be blocked for versions of Microsoft Office prior to Office 2013.
2. Click link in email to register for the MFA.  
<https://aka.ms/mysecurityinfo>
3. Enter your Lifespan login ID with @lifespan.org (ie **jdoe@lifespan.org** or **345678@lifespan.org** but not your email address like John.Doe@lifespan.org) and click **Next** or press the **Enter** key.



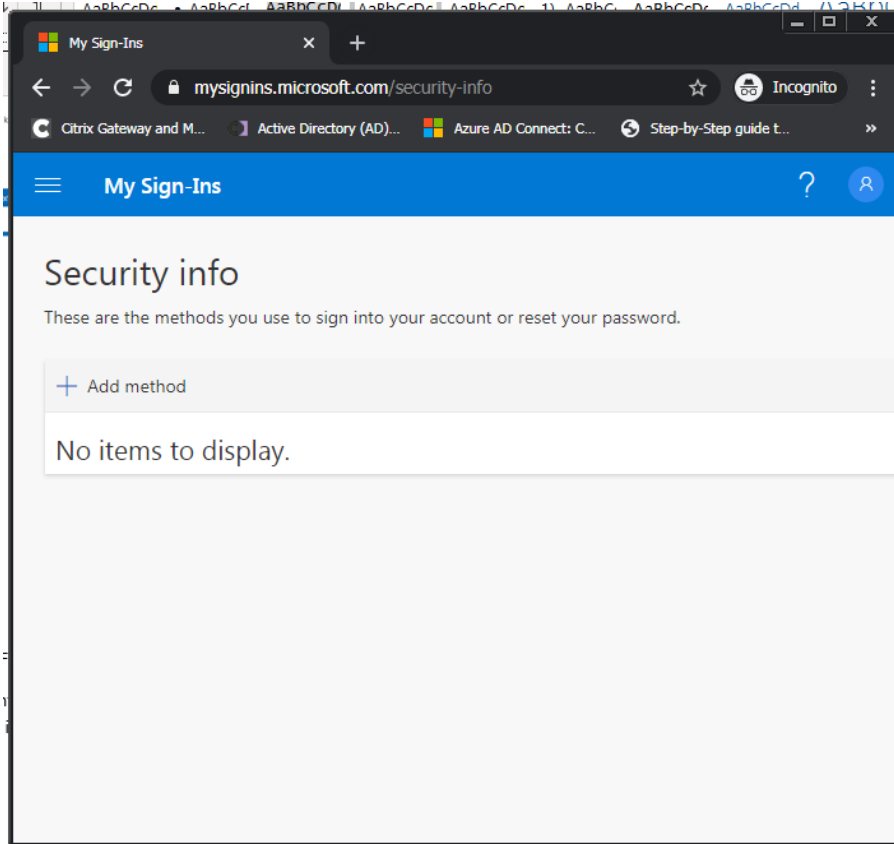
4. Enter your Lifespan login ID and password (“@lifespan.org” is not needed on this screen, though it can be included).

The image shows the Lifespan Cloud Login interface. On the left is a blue abstract graphic with geometric shapes. On the right, the Lifespan logo (a yellow sunburst) and tagline "Delivering health with care" are at the top. Below the logo, the text "Lifespan Cloud Login" is displayed. There are two input fields: the first contains the email "testMFA2Account@lifespan.org" and the second is labeled "Password". A blue "Sign in" button is positioned below the password field. At the bottom, there is a link that says "Reset your password." data-bbox="86 58 600 285"/>

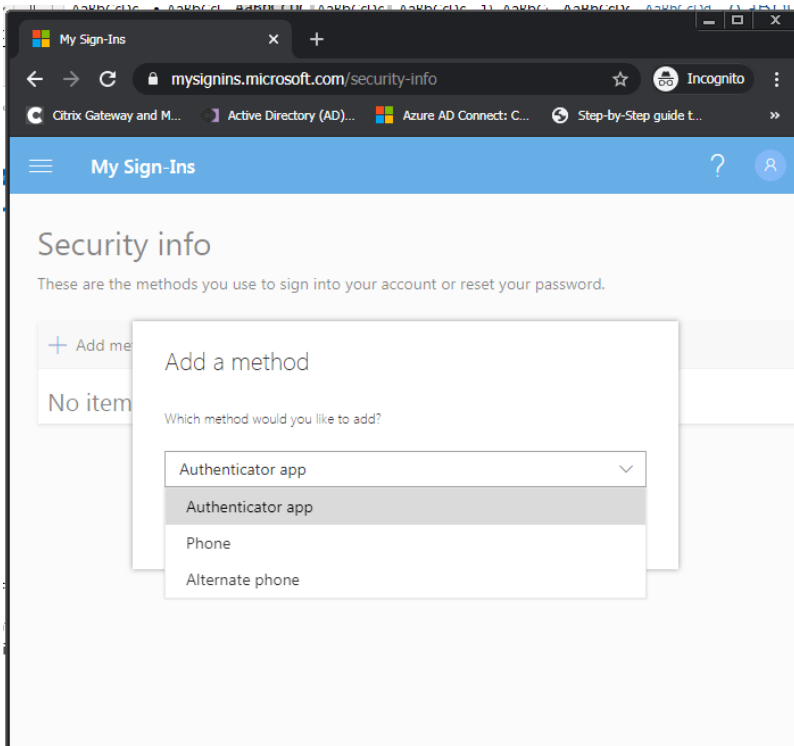
5. Click **Sign In**.
6. You may be prompted to “Stay signed in”. Click “no” unless you are on a computer that you only use.

The image shows a "Stay signed in?" dialog box overlaid on a background image of a field. The dialog box has the Lifespan logo and tagline at the top left. To the right of the logo is a circular icon containing a user profile picture. Below the logo, the email "ttestmfa2account@lifespan.org" is displayed. The main heading is "Stay signed in?". Below this is the text "Do this to reduce the number of times you are asked to sign in." There are two buttons: a grey "No" button and a blue "Yes" button. Below the buttons is a checkbox labeled "Don't show this again". At the bottom of the dialog box, the word "Lifespan" is displayed. data-bbox="86 332 513 681"/>

7. If you have not enrolled in MFA before, you will be prompted to add a method for security verification. Click “Add Method”, otherwise skip to the next step.

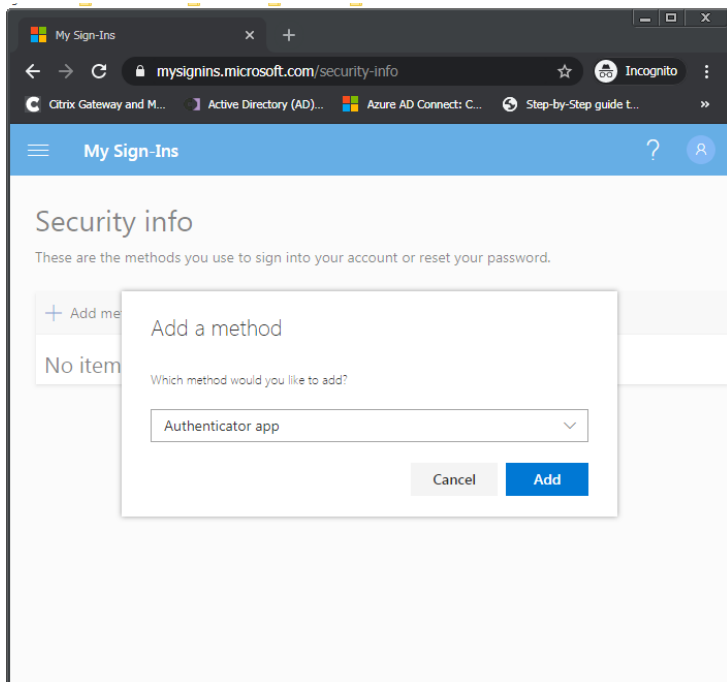


8. You must choose from the options under “Add a method” drop down list. You can choose “**Authenticator App**” or “**Phone**” or “**Alternate Phone**”.



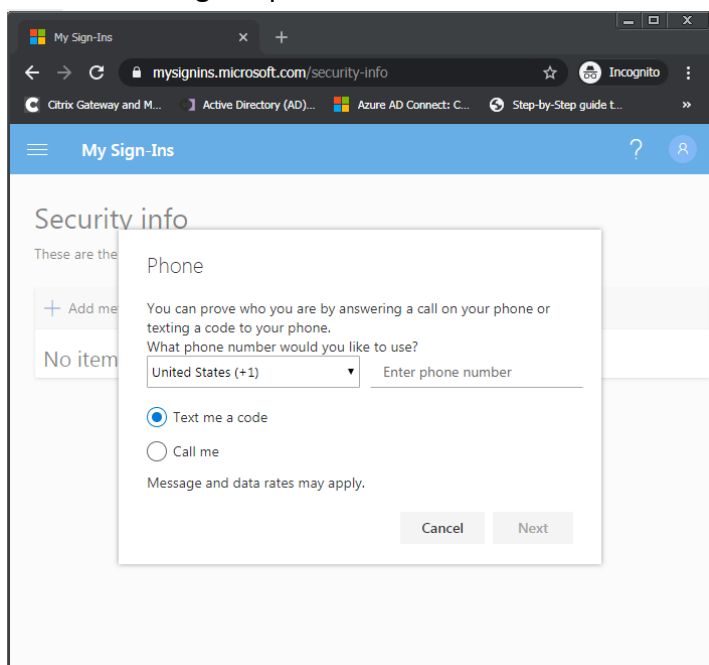
- Lifespan recommends the “Authenticator App” with Notification option for the easiest on-going authentication experience. Note that this requires installing and configuring the Authenticator app on your phone – follow the on-screen instructions to complete this.
  - You will be able to configure additional methods after the primary verification method is setup.
- You SHOULD configure the “Alternate phone” in case you lose or change your primary phone**
- Depending on the option you choose, pick the step below to continue with

9. **Option: Authenticator app**, you must choose “Receive notification for verification” or “Use verification code” then click **Setup** and follow the instructions to install and configure the Authenticator App on your phone.



1. Install the Microsoft Authenticator app from your phone’s app store
2. Open the Authenticator App on your phone
3. Click the + to add a new account, even if your account is listed
4. Select Work or school account
5. Allow the Authenticator app to access your camera
6. Point phone at bar code
7. Click Next on your computer
8. Click Save on your computer
9. You can close or leave open the Authenticator app

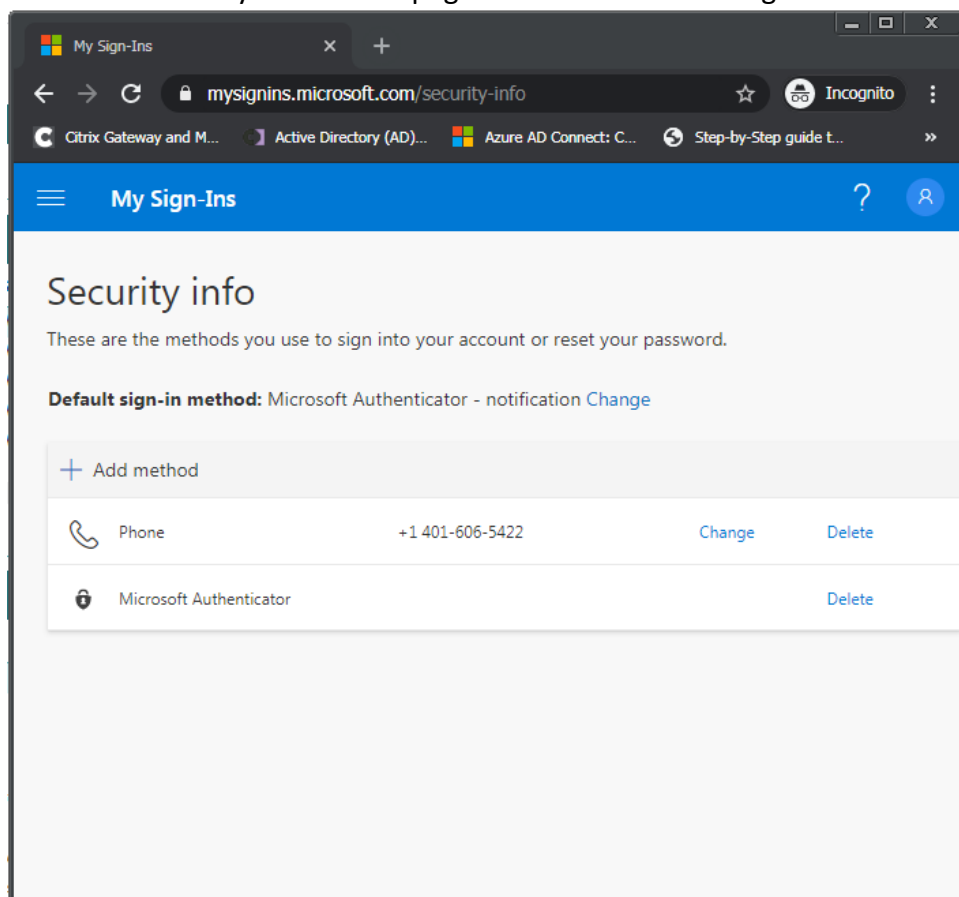
10. **Option: Phone**, you must select a country code and fill in a telephone number, plus select a “Method” – text message or phone call. Click **Next** and follow the instructions.



11. Click “Done” after successful verification.

12. You will be prompted to again confirm, via MFA, your login

After configuring your primary verification method, you must setup at least one additional method. Your Additional security verification page should look something like this when complete.



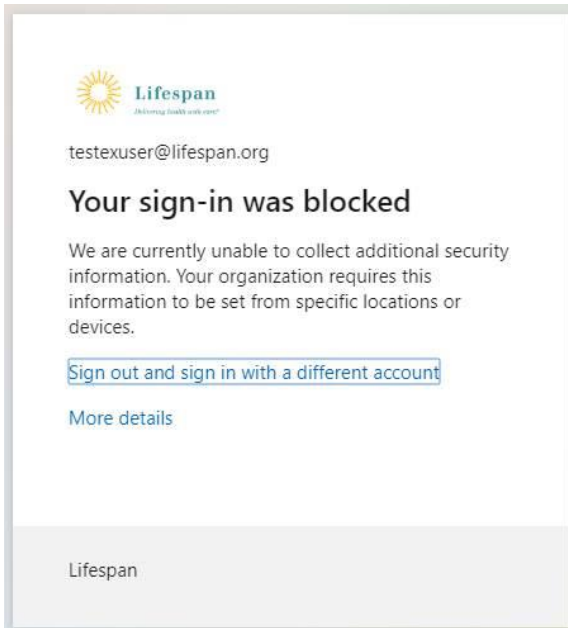


13. You can close your browser tab when setup is complete.

Note that you can return to this page (<https://aka.ms/mysecurityinfo>) at any time to modify your setup and to change your primary verification option. You may find that you would like to try the different verification methods to identify the one that you prefer.

## Initial Registration After 30 days of Employment

After 30 days of employment, you are only allowed to complete 1<sup>st</sup> time registration while on the Lifespan network. This will not work from home or any outside networks. If you attempt to complete 1<sup>st</sup> time registration from outside the office, you will receive the following error:

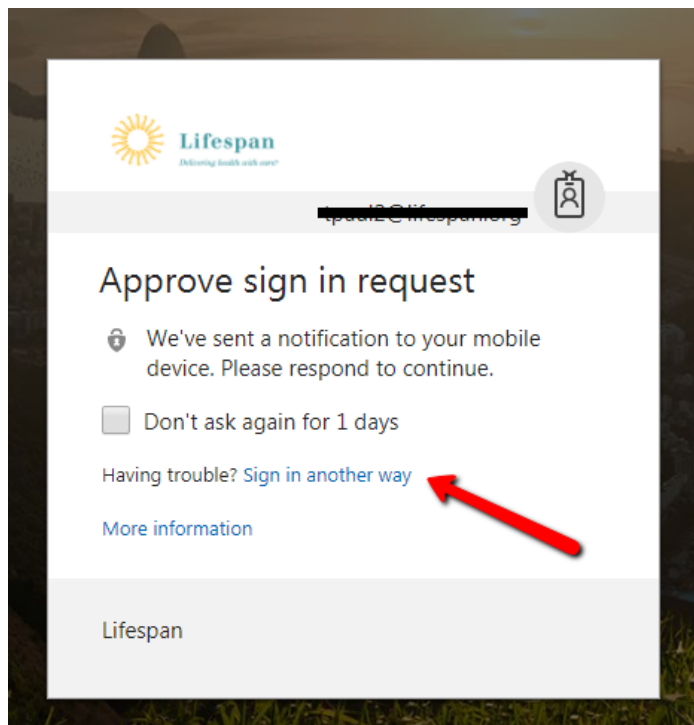


When receiving this error and are not able to go onsite, please contact the Service Desk for alternate registration options.

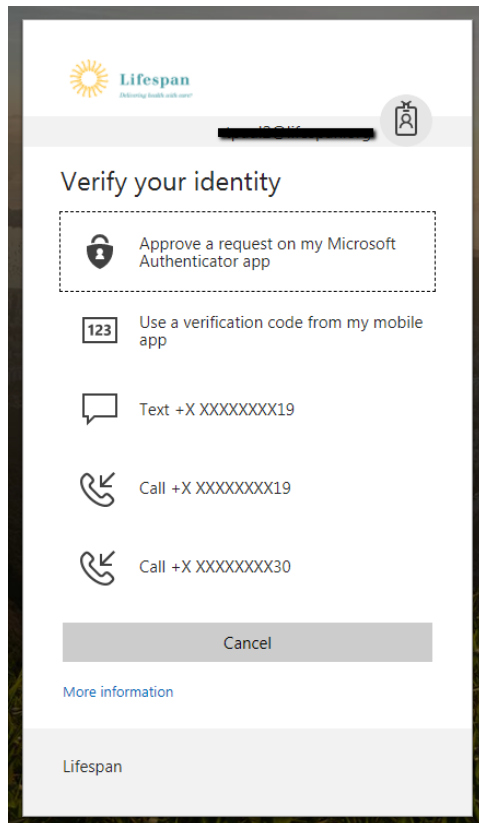
## Using MFA

### Using one of your alternate MFA Methods

Your default MFA method is your selected primary method. If at any time you need to use one of your alternate methods, you can often select that from the cloud login screen by click on "Sign in another way".



Then you will be prompted with a list of your other options



## Making an MFA response easy

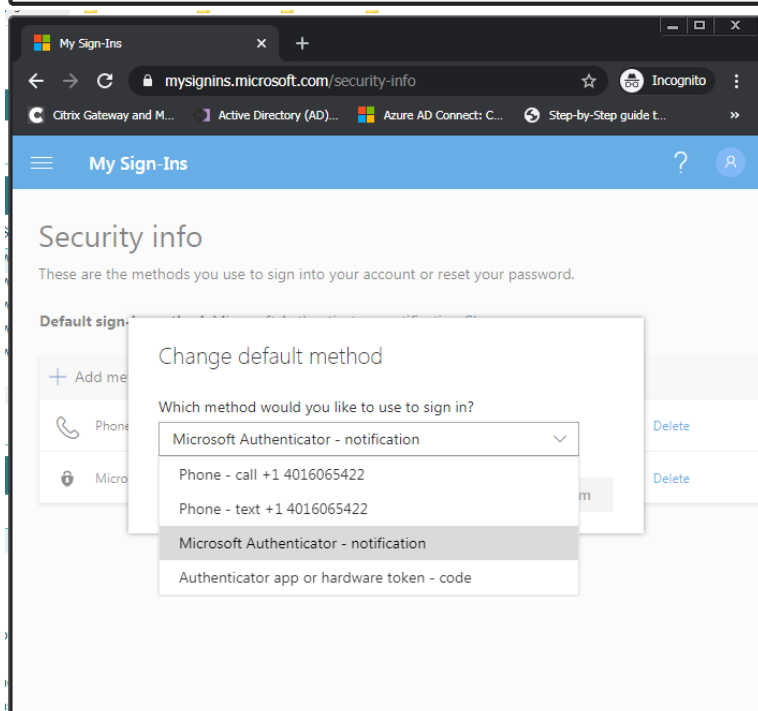
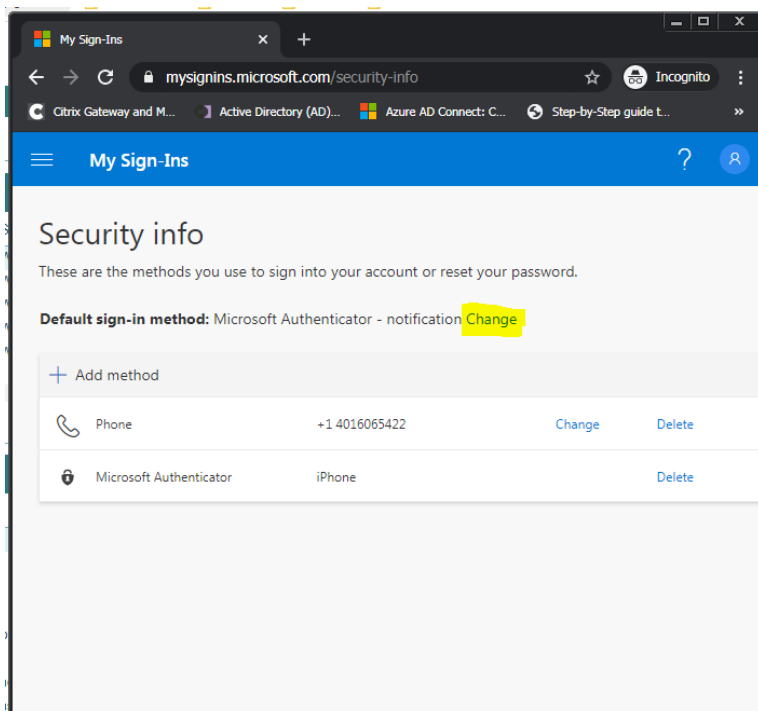
You don't need to unlock your phone to approve an MFA request.

- From an iPhone, when the notice comes to your lock screen, slide the notice left then click Approve

## Confirming or Changing MFA Settings

If at any time you need to confirm/view your MFA settings or change your MFA settings, you can do so. Also, you may find that you would like to try the different verification methods to identify the one that you prefer.

1. Go to <https://aka.ms/mysecurityinfo>
2. Login – you will be prompted to MFA
3. Click the “Change” button to edit your Default sign-in method



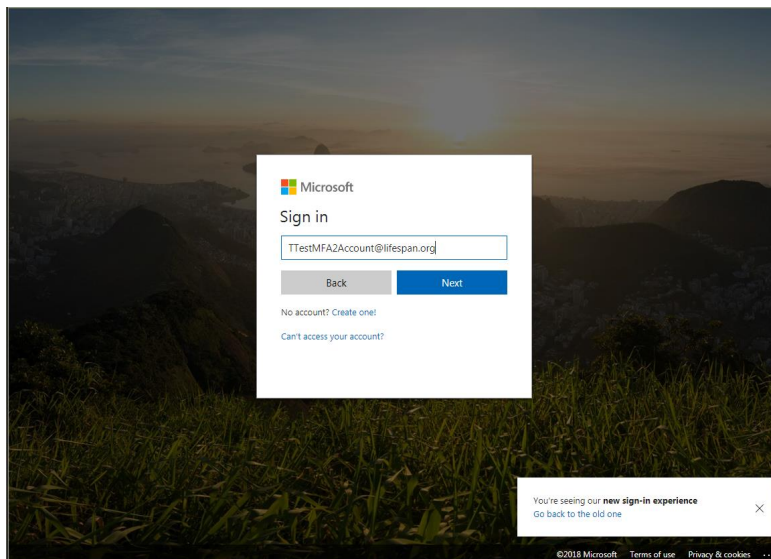
# Registering a new Phone

1. Go to <https://aka.ms/mysecurityinfo>
2. Login using one of the MFA options that will still work. Use the Sign in another way option if needed
3. Click on the Configure button to setup the Authenticator App
4. Follow the same steps as for a new enrollment (step 9 above)

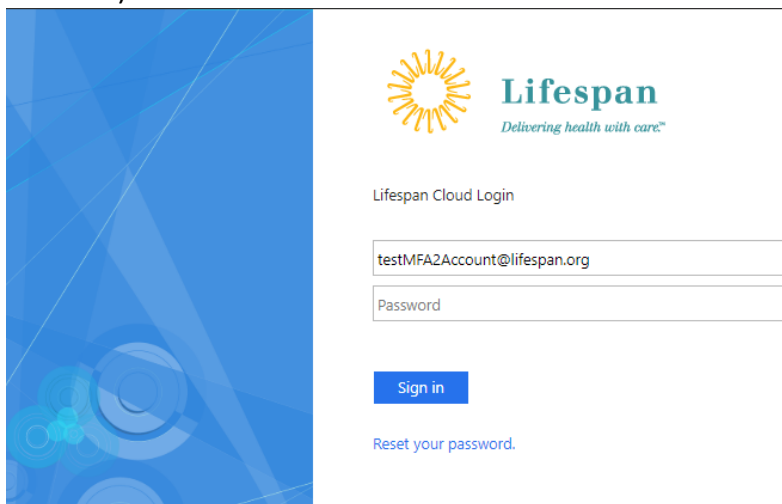
## Troubleshooting MFA

### Problem with MFA on Connect.lifespan.org

1. Go to <https://aka.ms/mysecurityinfo>
2. Enter your Lifespan login ID with @lifespan.org (ie **jdoue@lifespan.org** or **345678@lifespan.org** but not your email address like John.Doe@lifespan.org) and click **Next** or press the **Enter** key.

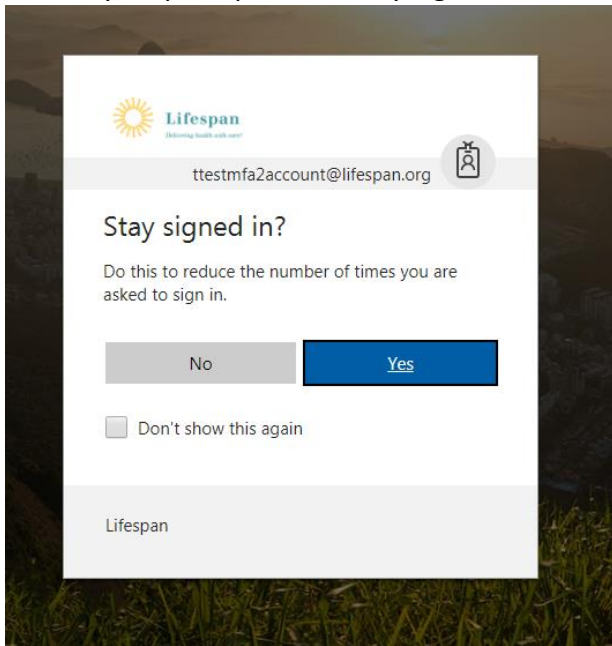


3. Enter your Lifespan login ID and password (“@lifespan.org” is not needed on this screen, though it can be included).

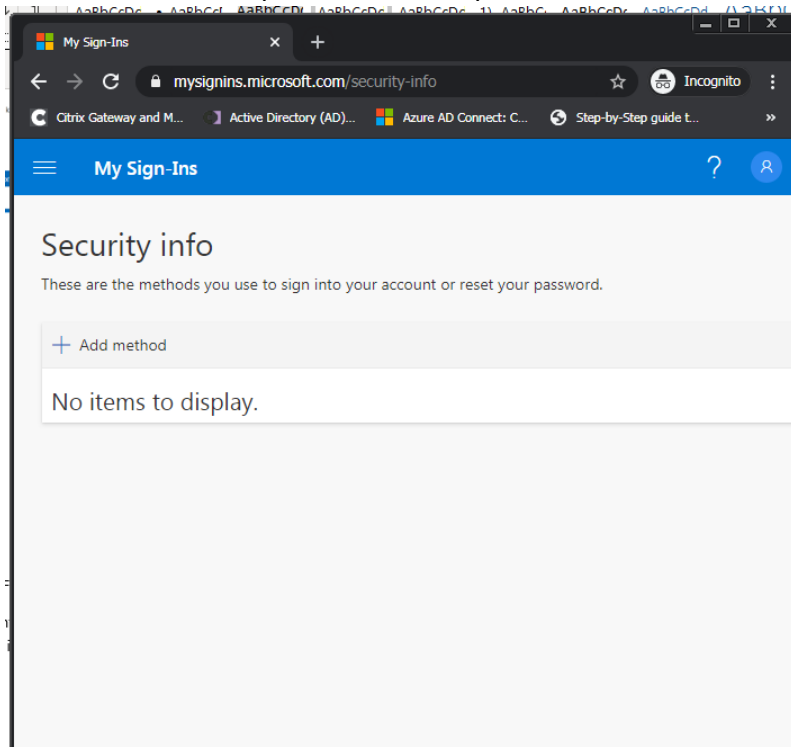


4. Click **Sign In**.

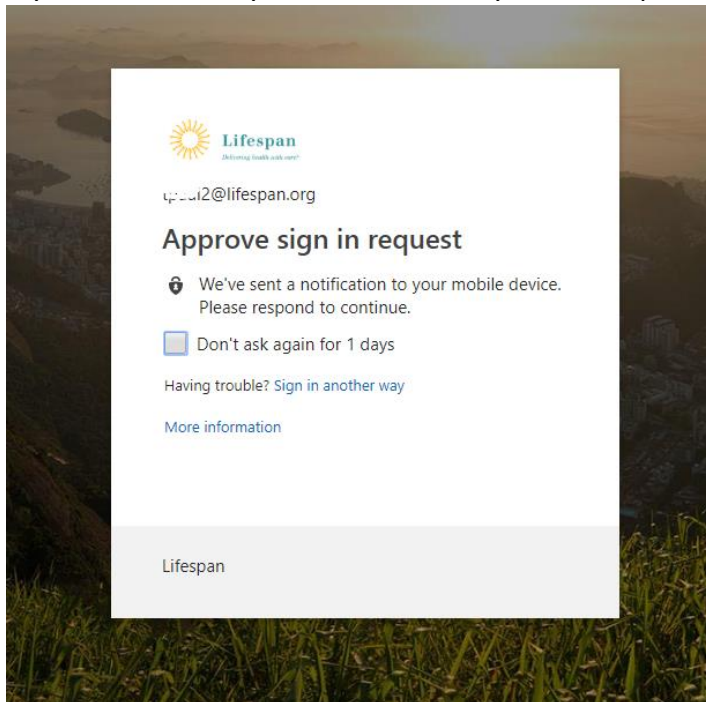
5. You may be prompted to “Stay signed in”. Click “no” unless you are on a computer that you only use.



6. If you HAVE NOT already enrolled in Lifespan’s MFA, you will be prompted to setup added security. Click “Set it up now” and continue with Step 8 above, under the section [Registering for MFA for the First Time](#), otherwise skip to the next step.



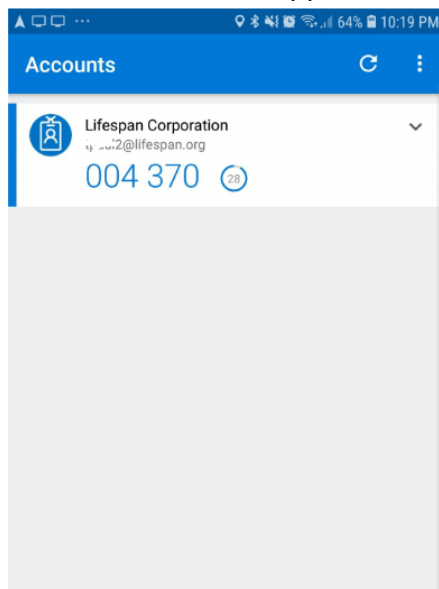
7. If you HAVE already enrolled in MFA, you will be prompted to approve your sign in ...



8. Get the phone you enrolled for MFA

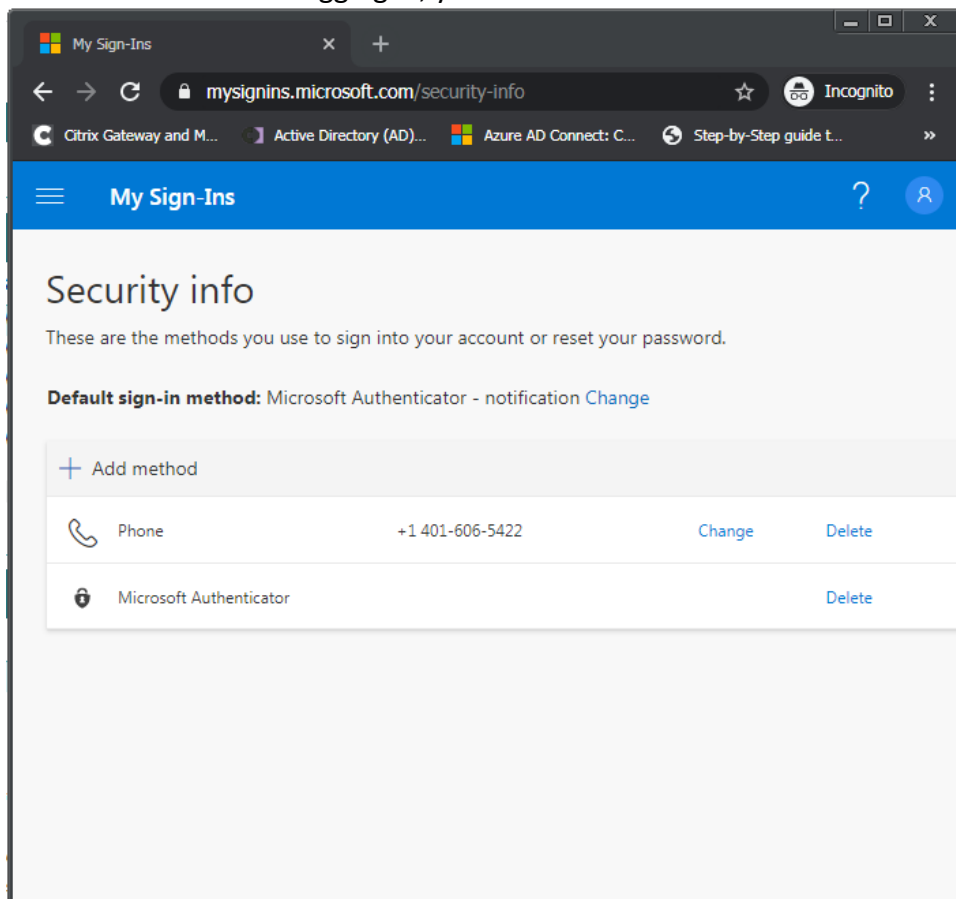
9. You will need to reply with one of 4 possible MFA responses

- Press “Approve” on your phone’s notification or open the Authenticator App and press Approve
- Open the Microsoft Authenticator App and read the 6 digit “Code” from the app and key that Code into the form on your computer.
  - i Note that you must key the code into your computer and click the Verify button on your computer BEFORE the small countdown timer gets to 5. If you do not get the Verify button clicked in time, read the new/next code from your phone into your computer.
  - ii If the Authenticator App does not show the code, press on the down arrow to “Show code”



- Answer the phone call to your phone and press the # key wait 5 seconds and hang up the call.
- Read the code in the Text message received on your phone and key that code into the form on your computer.

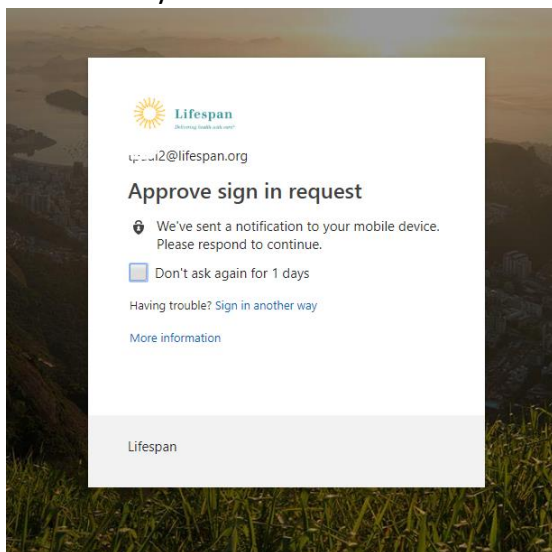
10. When successful with logging in, you will see a screen like this



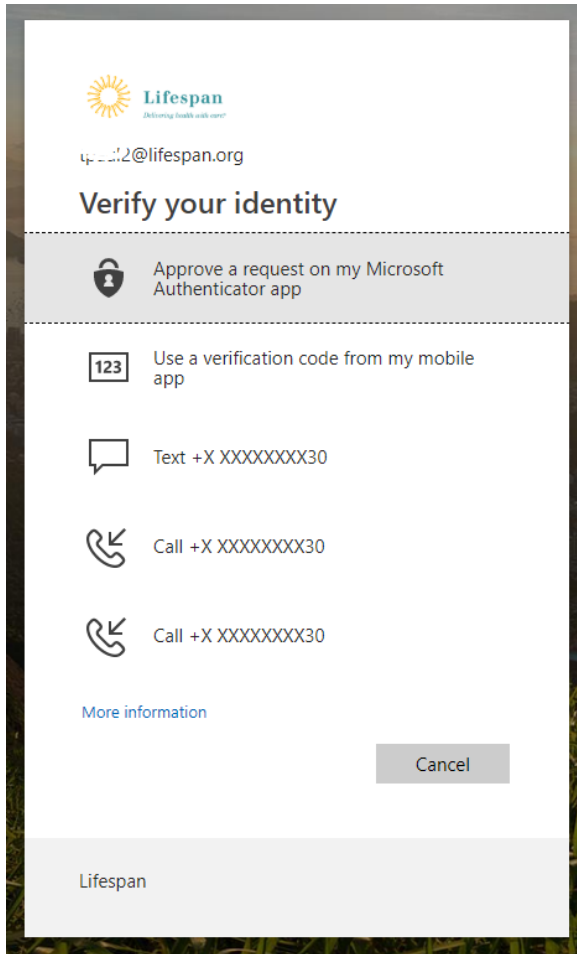
Note the primary/default verification method. You will use this method when logging into connect.lifespan.org. You can change this at this time, if you wish and click the Save button.

REMEMBER YOUR SELECTED DEFAULT METHOD

11. If your phone does not get the message that you expect, try a different method by clicking on “Sign in another way”



12. Choose one of the other methods available to you and sign in as described for the other methods and go back to step 9

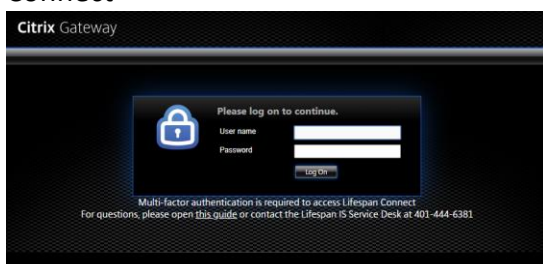


13. If you attempt all available options without success, then the Service Desk will need to clear your MFA enrollment so you can enroll your current phone for MFA.

Once the Service Desk completes clearing your MFA enrollment, then continue with enrolling your phone with the section [Registering for MFA for the First Time](#) then return to the next step of this section.

14. Once you have successfully confirmed your MFA enrollment, return to <https://connect.lifespan.org> in your internet browser.

15. Login with your Lifespan network ID and password, as you have done in the past when logging into Connect

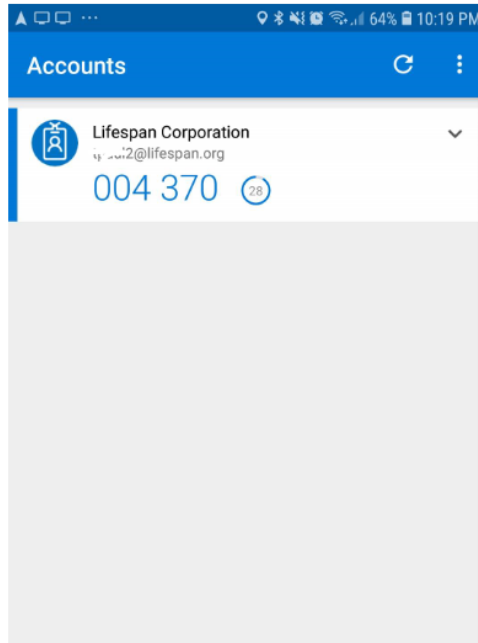


*After you click the Log On button, you will need to complete the MFA challenge*



16. You will need to reply with one of the **4 possible MFA responses** to complete the MFA challenge:

- Press “Approve” on your phone’s notification or open the Authenticator App and press Approve
  - i NOTE: There will be NO change on your computer screen until after you click Approve on your phone
- Open the Microsoft Authenticator App and read the 6 digit “Code” from the app and key that Code into the form that opened on your computer.
  - i Note that you must key the code into your computer and click the Verify button on your computer BEFORE the small countdown timer gets to 5. If you do not get the Verify button clicked in time, read the new/next code from your phone key that into your computer.
  - ii If the Authenticator App does not show the code, press on the down arrow to “Show code”



- Answer the phone call to your phone and press the # key, wait 5 seconds and hang up the call.
  - i NOTE: There will be NO change on your computer screen until after you press the # key on your phone
- Read the code in the Text message received on your phone and key that code into the form on your computer.

17. If you do not get to the [connect.lifespan.org](https://connect.lifespan.org) portal with your icons, then close your browser and try once more. Do not try again without FIRST closing your browser. SOMETIMES, the MFA “handshake” does not complete successfully. But you should not need to repeat this more than twice.

18. If you are still unable to login to Connect, the problem could be related to the Citrix Receiver application. Confirm that Connect worked successfully from this computer before MFA was turned on.

- If not, then work with the service desk to resolve the issue with Citrix Receiver.

19. If you are still unable to login to Connect, then you will need to be referred to a next level support analyst to look further into the details of your MFA setup. Provide the following for your Service Desk Incident:

- Computer Operating System and version (Windows 7, Windows 10, Mac, etc)
- Browser you are using, including version (Chrome, Internet Explorer, Edge, Firefox, Safari, etc)

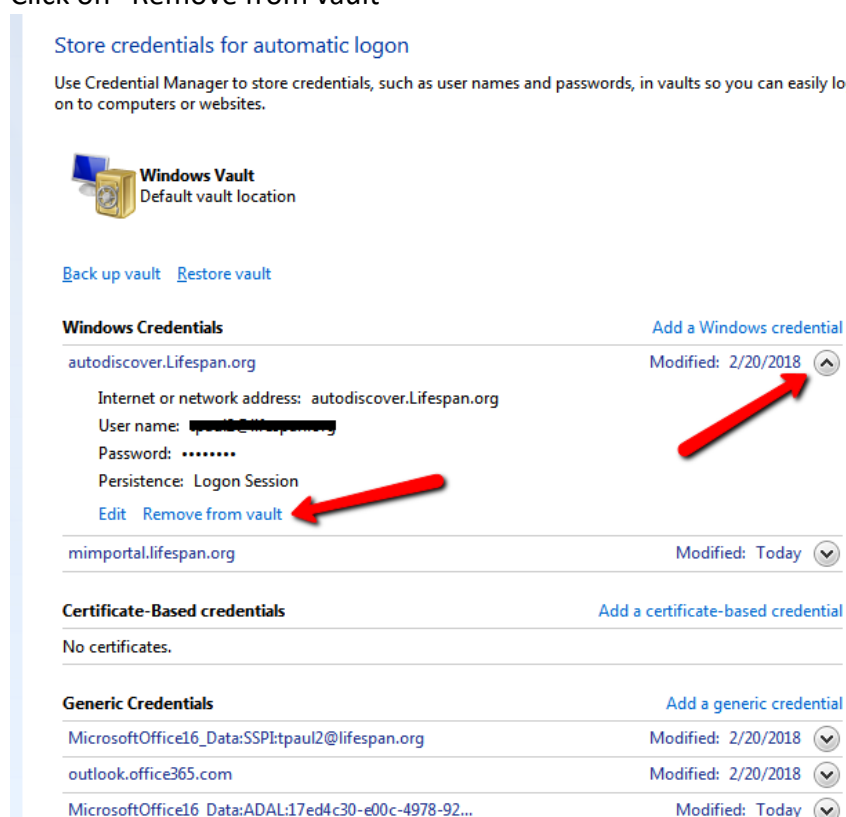
- Version of Citrix Receiver
- Type of phone you are using for MFA – Android or iPhone
- Default method selected for MFA

## Outlook is prompting to login multiple times

- Double check the login windows that open – it might not be Outlook prompting multiple times. It could be Outlook, OneDrive and Skype each prompting for authentication. Look for the Window titles on each pop-open window.
- Also confirm that a secondary login is not for a personal account that is also profiled in the Outlook app. Double check the domain for the e-mail address and ensure it is @lifespans.org

Once confirming that this is actually an issue with Outlook prompting multiple times ...

1. Close Outlook
2. Open the Windows Credential Manager
  - From Windows start menu, search for “Credential Manager” and select it
3. Delete any Lifespan credentials
  - a. Click the pull down arrow next to each credential that ends with “.lifespans.org”
  - b. Click on “Remove from vault”



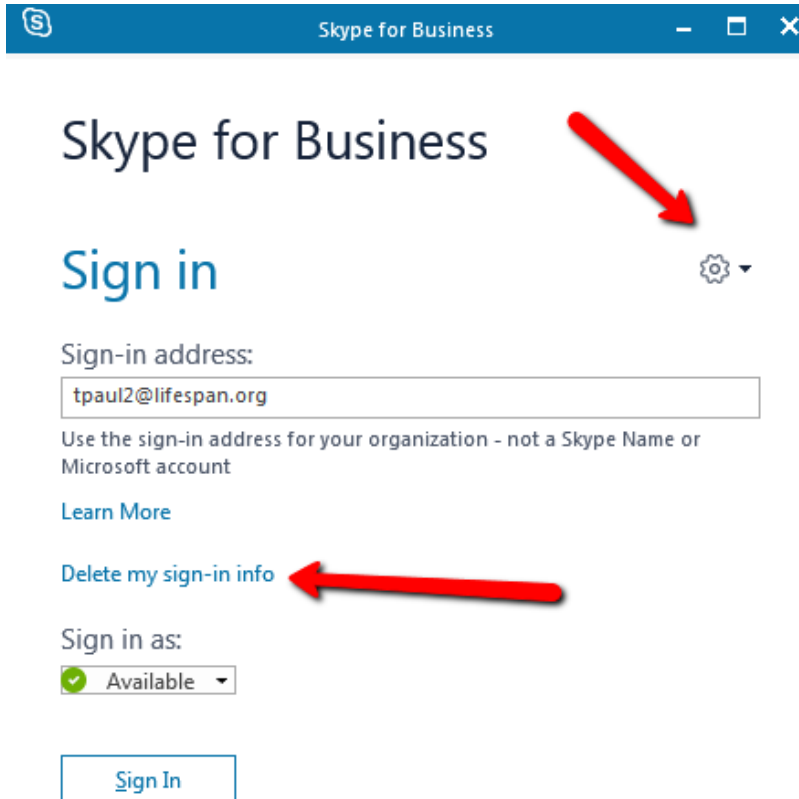
- c. Repeat for each Lifespan Credential

4. Restart Outlook

## Skype is prompting to login multiple times

To address this ...

1. Log out of Skype
  - a. Pull down the menu by the gear
  - b. Select -> File -> Sign Out
2. Click "Delete my sign-in info".
3. Click Sign In again and complete signing in.



## OneNote needs password to sync this notebook

The issue is that OneNote needs to re-authenticate with MFA but cannot trigger that to happen.

To address this, close and re-open OneNote. Your changes will be saved and re-synced.

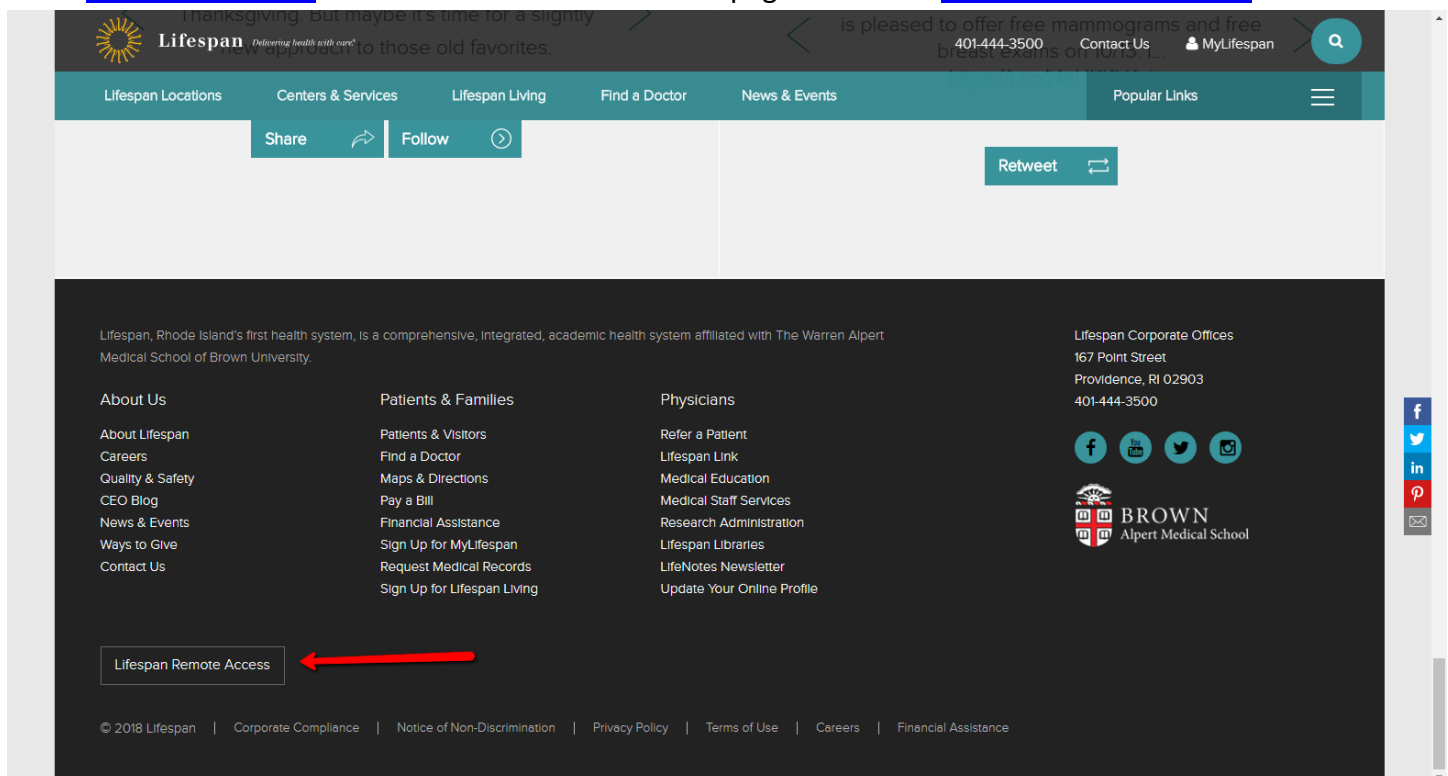
User needs to re-register (no longer has access to previously registered phone/phone number)

1. User should CALL the service desk (don't use the Heat Self-Service Portal) because the Service Desk will need to verify the user's identity.
2. Once the Service Desk has confirmed the user's identity, using the same standard procedure they follow for a password reset, the Service Desk will log a Heat ticket assigned to the O365 Team, requesting a forced reregister.
3. When reregistering, the user should setup BOTH a primary AND an "Alternate Authentication Phone" to avoid this problem in the future.

## Appendices

### Key Links for managing your Lifespan Network and Lifespan/Microsoft Cloud account

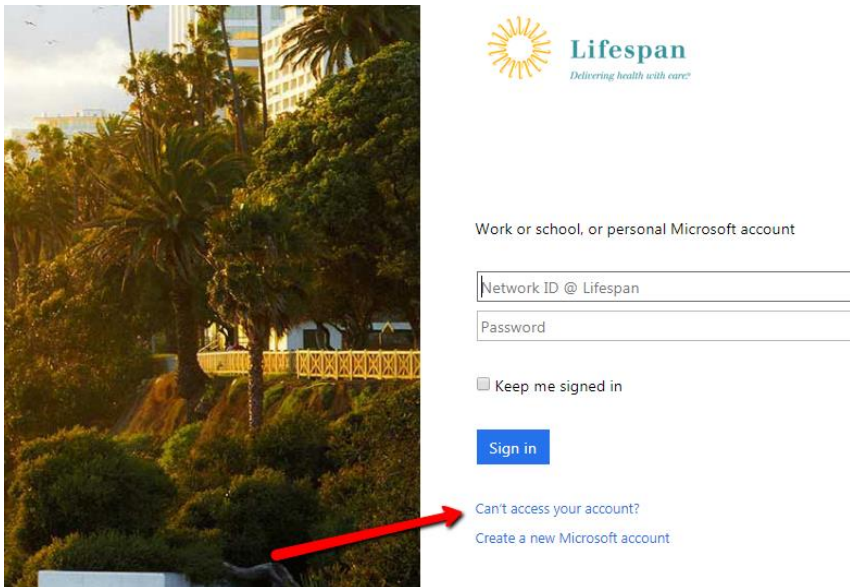
Go to [www.lifespan.org](http://www.lifespan.org) and scroll to the bottom of the page and select [Lifespan Remote Access](#)



## Tips

- Your Lifespan Network login ID sometimes must be entered like an e-mail address. That is, you would enter it like loginID@lifespan.org. Generally, logins on pages associated with the Lifespan Microsoft "Cloud" require the "@lifespan.org" after your login ID so that Microsoft can identify you are at Lifespan rather than at one of their many other cloud customers.
- We contract with Microsoft for "cloud" based services. Microsoft brands their "cloud" services as "Microsoft Azure" and "Office 365" (or O365). You will see Microsoft branding as well as Lifespan branding throughout the web pages.
- "Cloud" services just means that we are using someone else's computers. Microsoft is a valued technology partner and Lifespan has an enterprise agreement with them to use their "cloud/Azure" services for secure and powerful information services (like e-mail, collaborative computing and security)
- Logging in with your single Lifespan network account is sometimes known as "Single Signon" or "SSO" since you are using your Lifespan ID and password 'everywhere'. Imprivata OneSign (tap-in/tap-out) has also been known as "Single-Signon" and "SSO".

If you forget your password, you can reset it and restore access to your account by using the "Can't access your account" link on the Microsoft cloud login page without calling the Lifespan Service Desk (BUT ONLY IF YOU HAVE Registered for SSPR first!)



## Revision History

Author	Date	Changes
Jason Avila	5/2020	Updated to include info on 1 <sup>st</sup> time registration for the change to block external registration after 30 days of employment.
Jason Avila	03/2020	Updated to reflect the new combined registration process for MFA and SSPR.
Tim Paul	08/2019	Original Creation/Publishing

