



# Lifespan

*Delivering health with care.®*

## Lifespan Guide for using MFA with Lifespan Connect

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# Registering for MFA for the First Time:

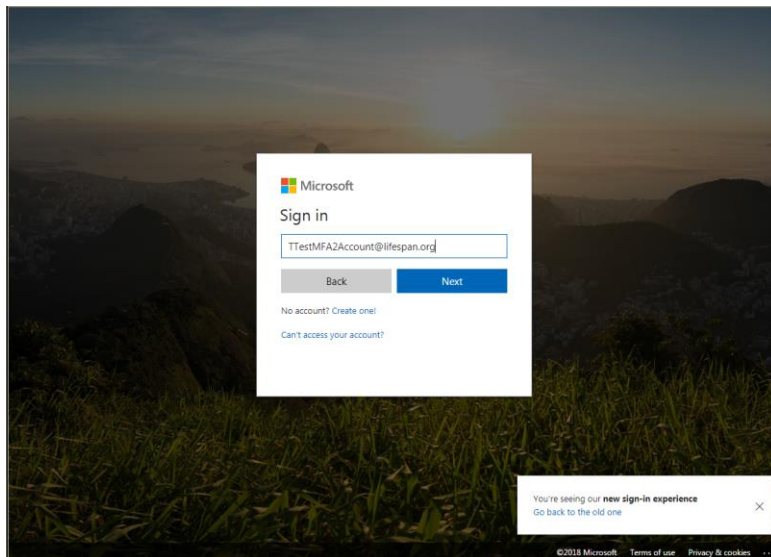
## 1. Before you start:

- 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.

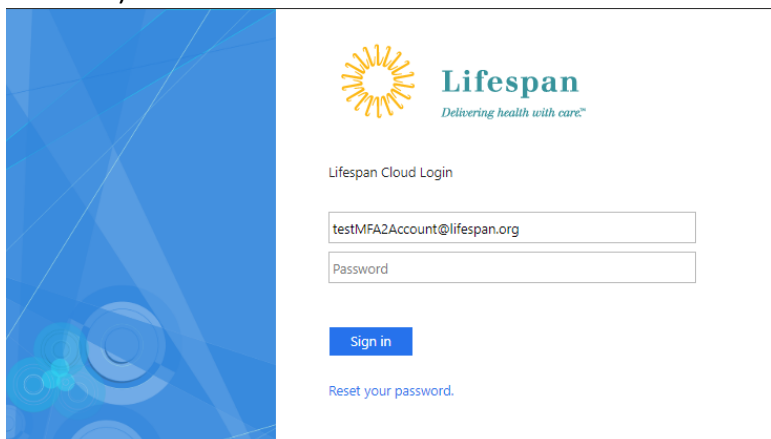
## 2. Click link in email to register for the MFA.

<https://aka.ms/MFAsetup>

## 3. 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.

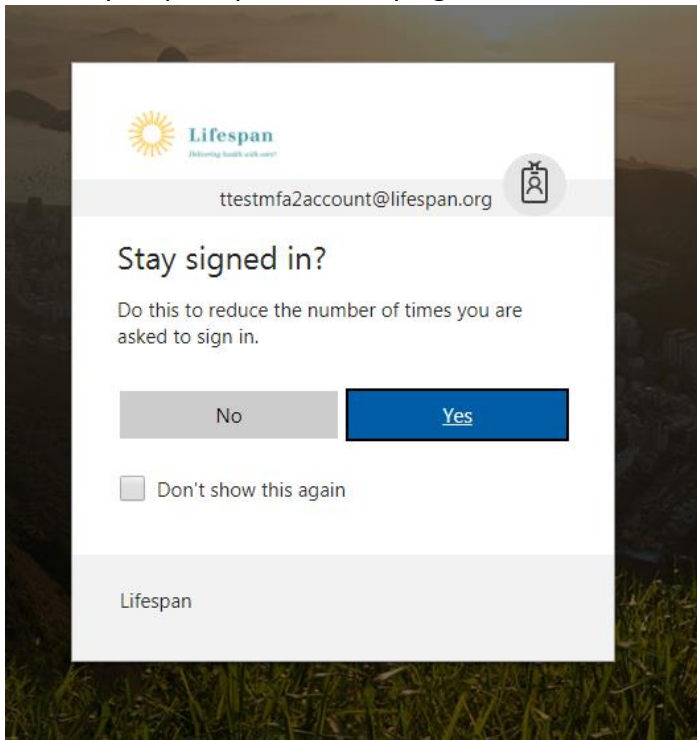


## 4. Enter your Lifespan login ID and password (“@lifespan.org” is not needed on this screen, though it can be included).

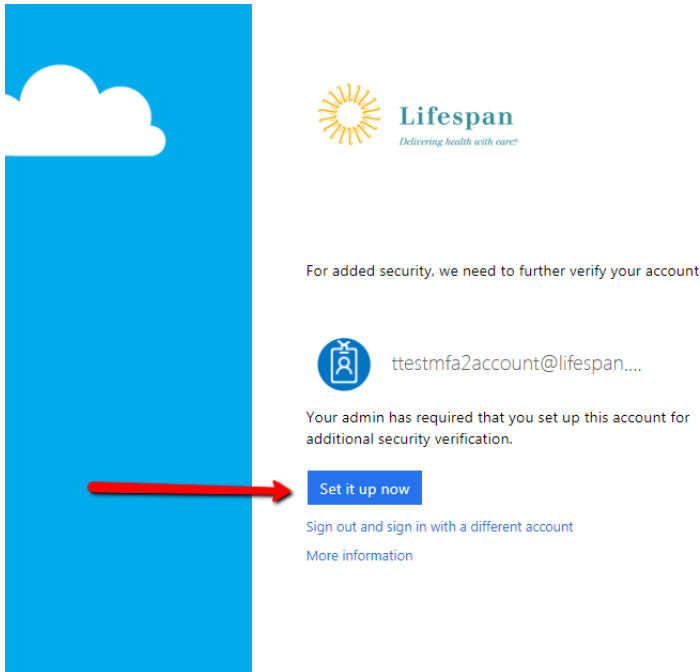


## 5. Click **Sign In**.

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



7. If you have not enrolled in MFA before, you will be prompted to setup added security. Click “Set it up now”, otherwise skip to the next step.



8. You must choose “How should we contact you”. You can choose “**Mobile App**” or “**Authentication phone**”.
- Lifespan recommends the “Mobile App” (aka 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 authentication phone” in case you lose or change your primary phone
  - You will not be able to setup the “Office Phone” method. Do not try to choose that as your primary method.

Lifespan  
Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Mobile app  
Authentication phone  
Office phone  
Mobile app

Receive notifications for verification  
 Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

**Set up** Please configure the mobile app.

- Depending on the option you choose, pick the step below to continue with

9. **Option: Mobile 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.
- Lifespan recommends “Receive notification for verification” for the easiest on-going authentication experience.

### Step 1: How should we contact you?

Mobile app ▼

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

**Set up** Please configure the mobile app.

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: Authentication 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.

### Step 1: How should we contact you?

Authentication phone ▼

United States (+1) ▼ 4012557519

Method

Send me a code by text message

Call me

**Next**

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

11. Click “Done” after successful verification.
12. You will be prompted to again confirm, via MFA, your login

13. 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. Click **Save** when done.

Lifespan  
TTestMFA1Account@lifespan.org | ?

## Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.  
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Notify me through app

Choose the primary/default verification method you prefer. Lifespan recommends the "Notify me through app" method.

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone United States (+1) 4015551111

Office phone Select your country or region Extension

Alternate authentication phone United States (+1) 4015552222

Authenticator app [Configure](#) Mobile app has been configured for notifications and verification codes.

restore multi-factor authentication on previously trusted devices

[Restore](#)

[Save](#) cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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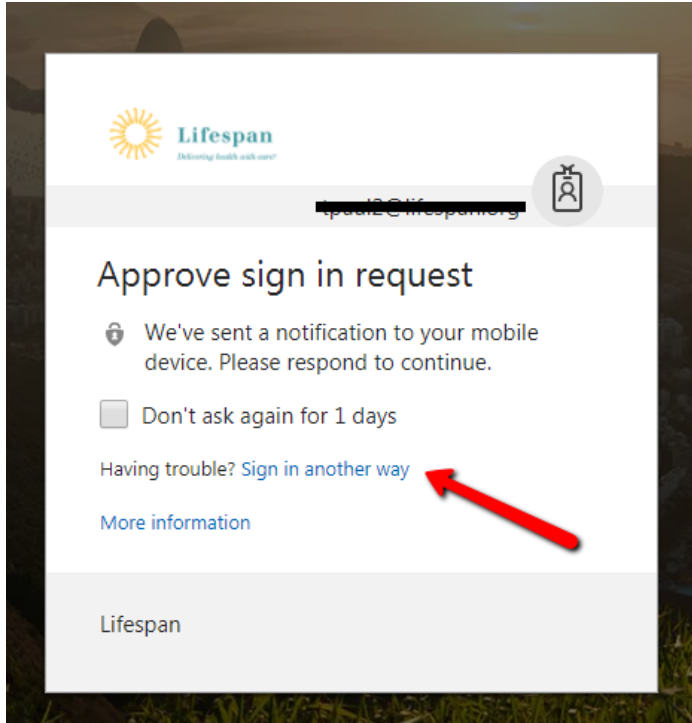
14. You can close your browser tab when setup is complete.

Note that you can return to this page (<https://aka.ms/MFAsetup>) 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.

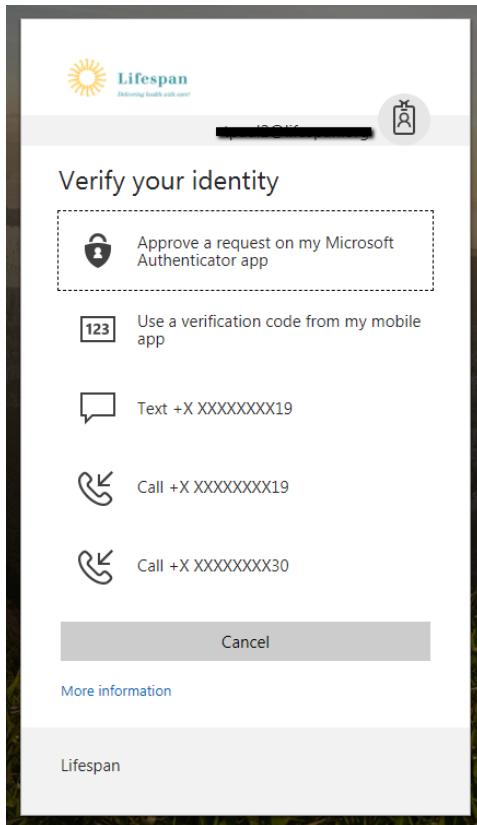
# Using MFA

## 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/MFAsetup>
2. Login – you will be prompted to MFA
3. Review or modify settings on this screen

**Lifespan** | TTestMFA1Account@lifespan.org | ?

### Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

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how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone United States (+1) 4015551111

Office phone Select your country or region Extension

Alternate authentication phone United States (+1) 4015552222

Authenticator app **Configure** Mobile app has been configured for notifications and verification codes.

restore multi-factor authentication on previously trusted devices

**Restore**

**Save** cancel

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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4. Click Save



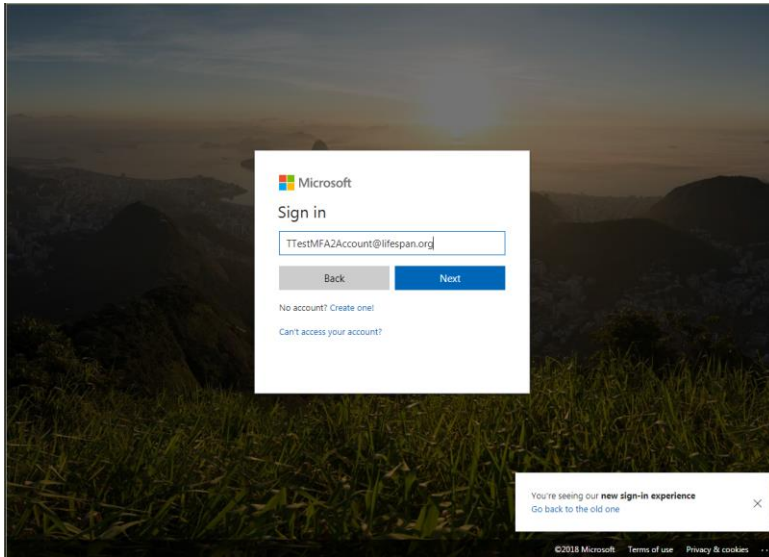
## Enrolling a NEW Phone

1. Go to <https://aka.ms/MFAsetup>
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)

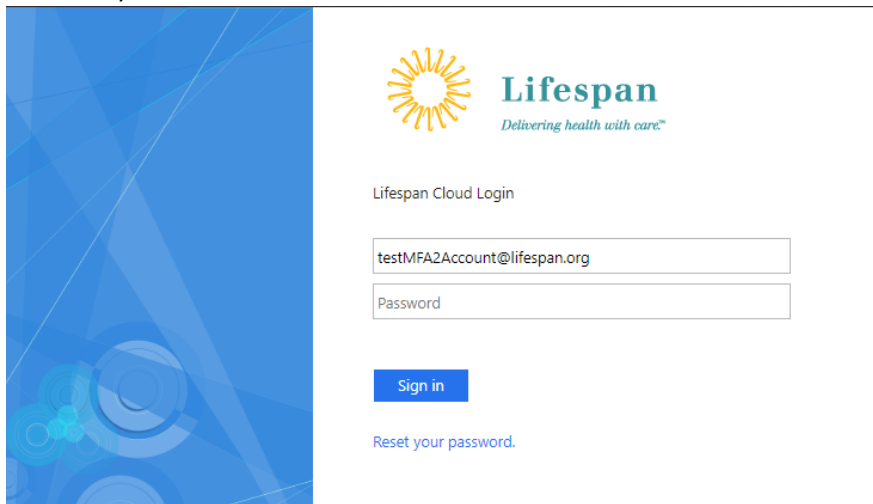
# Troubleshooting MFA

## Problem with MFA on Connect.lifespan.org

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

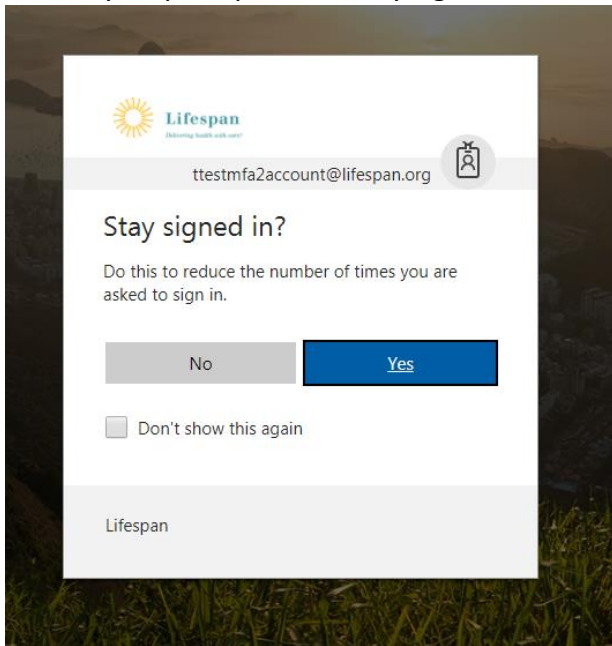


3. Enter your Lifespan login ID and password (“@lifespan.org” is not needed on this screen, though it can be included).

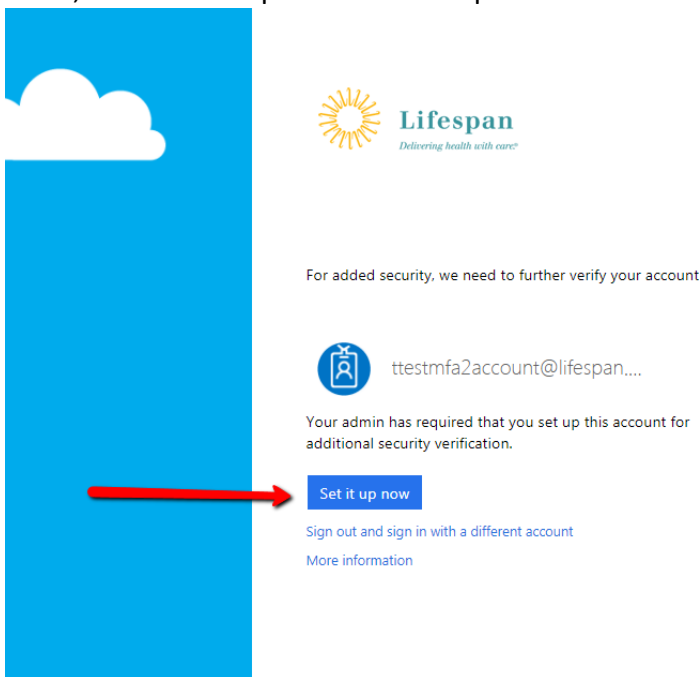


4. Click **Sign In**.

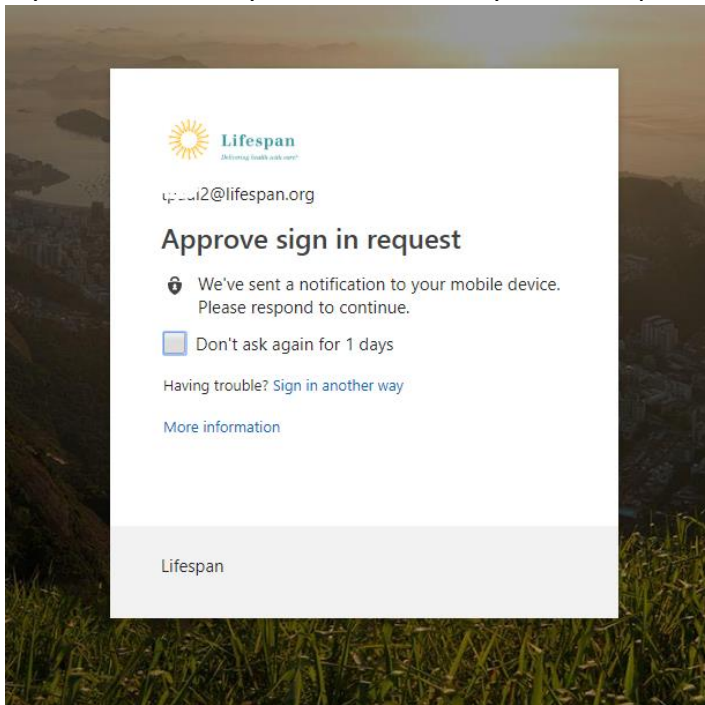
5. You may be prompted to “Stay signed in”. Click “no” unless you are on a computer that you only use.



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.



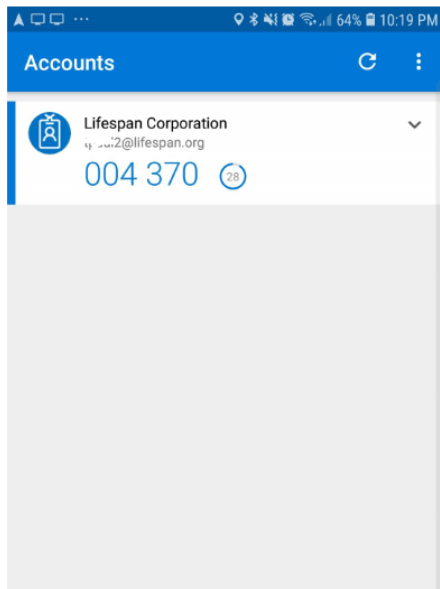
7. If you HAVE already enrolled in MFA, you will be prompted to approve your sign in ...



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

Lifespan  
@lifespan.health.usdhs.gov

TTestMFA1Account@lifespan.org | ?

### Additional security verification

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password.  
[View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Notify me through app

Choose the primary/default verification method you prefer. Lifespan recommends the "Notify me through app" method.

how would you like to respond?

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Authentication phone United States (+1) 4015551111

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Authenticator app [Configure](#) Mobile app has been configured for notifications and verification codes.

restore multi-factor authentication on previously trusted devices

[Restore](#)

[Save](#) [cancel](#)

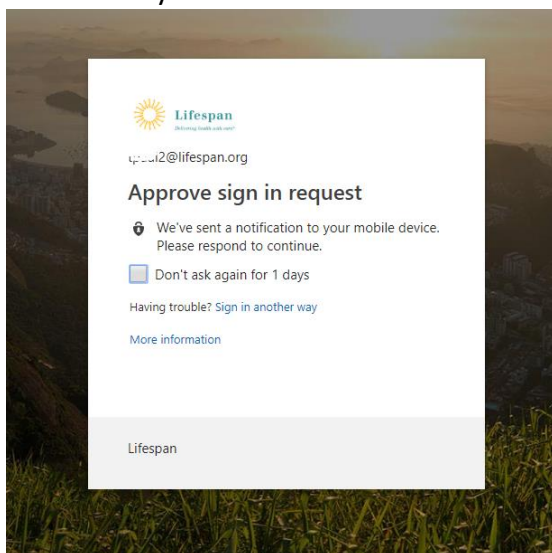
Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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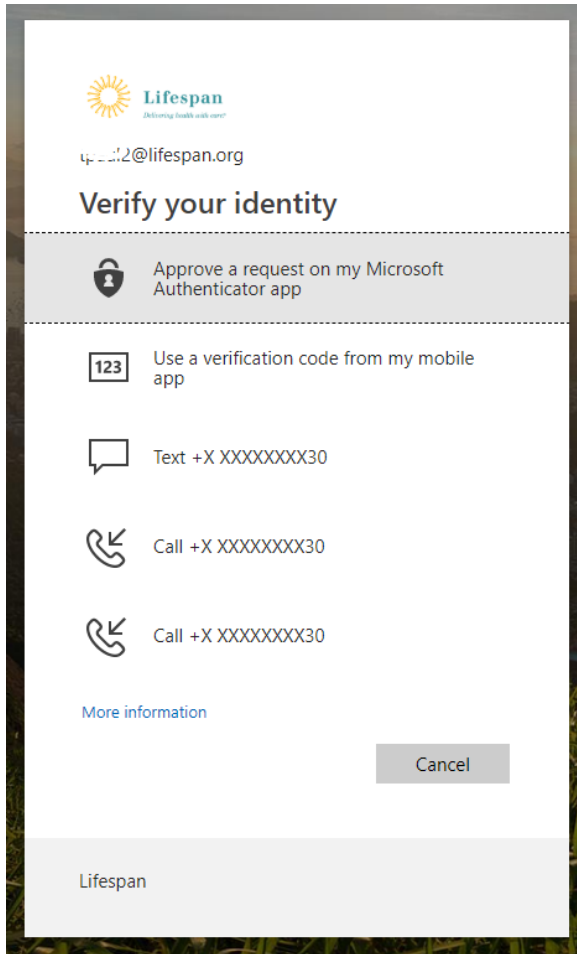
Note the primary/default verification method. You will use this method when logging into connect.lifespan.org. You can change this at this time, if you wish and click the Save button.

**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

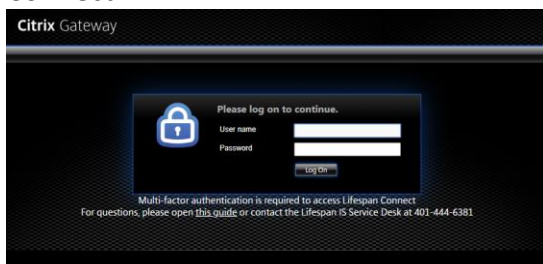


13. If you attempt all available options without success, then the Service Desk will need to clear your MFA enrollment so you can enroll your current phone for MFA.

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.

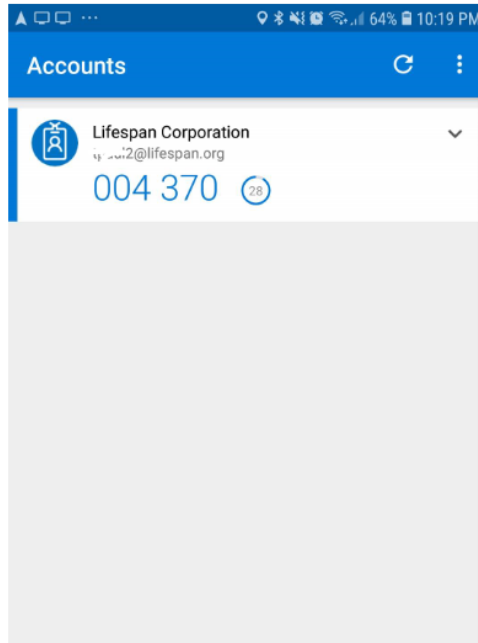
15. Login with your Lifespan network ID and password, as you have done in the past when logging into Connect



*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 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

## 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](#)

