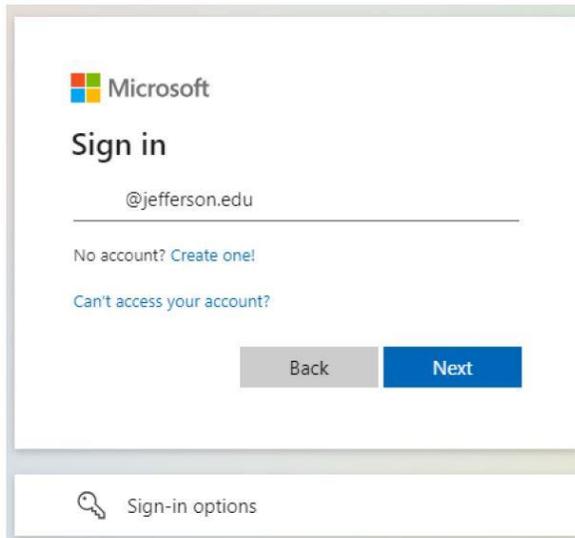


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## How to Set Up Microsoft Authenticator

1. Microsoft Authenticator app should be pre-installed on Jefferson mobile devices. For all other devices first install the Microsoft Authenticator app from the [App Store](#) or [Jefferson App Store](#).
2. From a computer, open the browser and go to <https://login.microsoft.com> to login.
3. You will be prompted to Sign in.



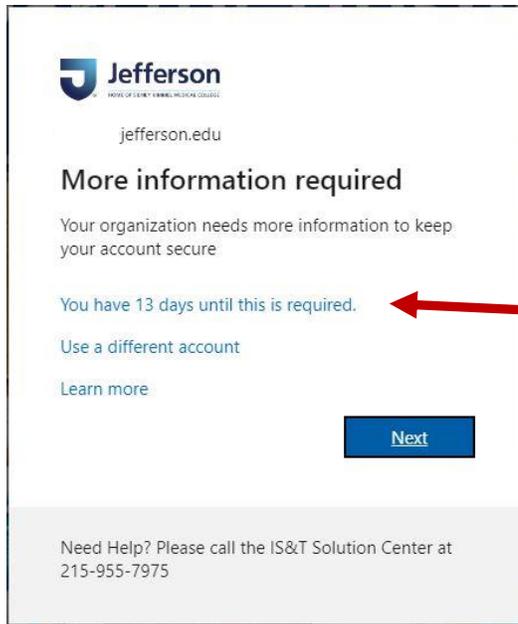
4. Please enter your **Jefferson** email address for example campuskey@jefferson.edu
5. Click **Next**

The screenshot shows the Jefferson login interface. At the top is the Jefferson logo (a blue 'J' with a shield) and the text "Jefferson" above "OFFICE OF THOMAS JEFFERSON UNIVERSITY MEDICAL COLLEGE". Below the logo is a text input field labeled "Enter your Campus Key". Underneath the input field is a checkbox labeled "Remember this setting". A blue "Next" button is positioned below the checkbox. At the bottom of the page is the VMware logo.

6. Now enter just your campuskey and click **Next**

The screenshot shows the Jefferson login interface. At the top is the Jefferson logo (a blue 'J' with a shield) and the text "Jefferson" above "OFFICE OF THOMAS JEFFERSON UNIVERSITY MEDICAL COLLEGE". Below the logo is the text "itst2p". Underneath is a text input field labeled "password" with a small eye icon to its right. Below the password field is the text "yourjeffcommunity.net". A blue "Sign In" button is positioned below the text. Below the button are two links: "Forgot password?" and "Sign in as a different user". At the bottom of the page is the VMware logo.

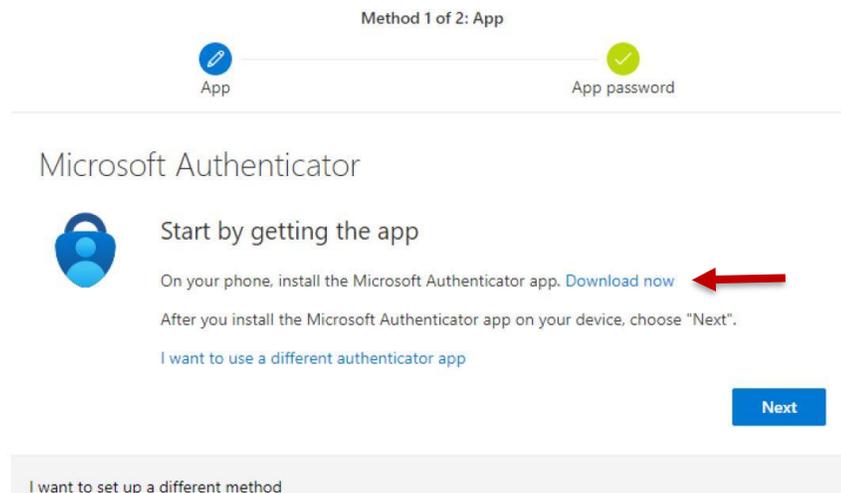
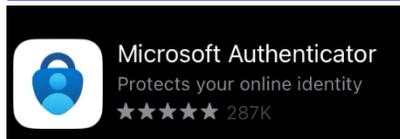
7. Enter your password
8. Click **Sign in**
9. If you are **not** on the Jefferson network, you will get a DUO MFA prompt.
10. A screen will appear saying **More information required**



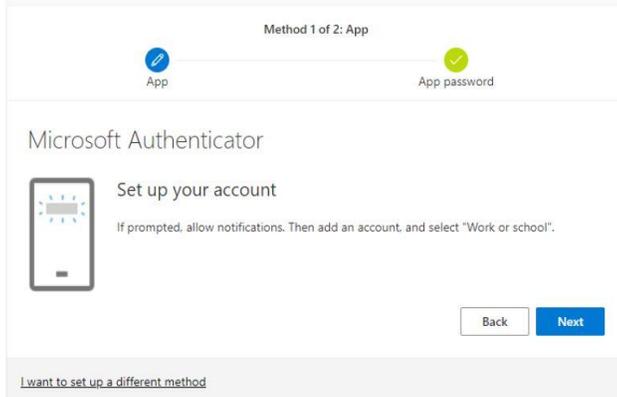
Click the “You have xx days until this is required” to snooze this message. It will prompt you in the next 24 hours. You only have as many days as it says to snooze before it’s required and you won’t be able to proceed without setting it up.

11. Click **Next**

12. You should have the **Microsoft Authenticator** app installed on your device. If not, please follow the prompts on the computer screen (see arrow below) or please see [How to install Microsoft Authenticator](#) or if you have a Jefferson issued Mobile Device [How to install Microsoft Authenticator from Jefferson App Store](#)



13. Once you have the app installed click **Next**



14. Now go to your **mobile device** and open the **Microsoft Authenticator** app. If you have already used Microsoft Authenticator with another company or account, skip to step 17.



15. Click **Accept**



16. Click **Continue**



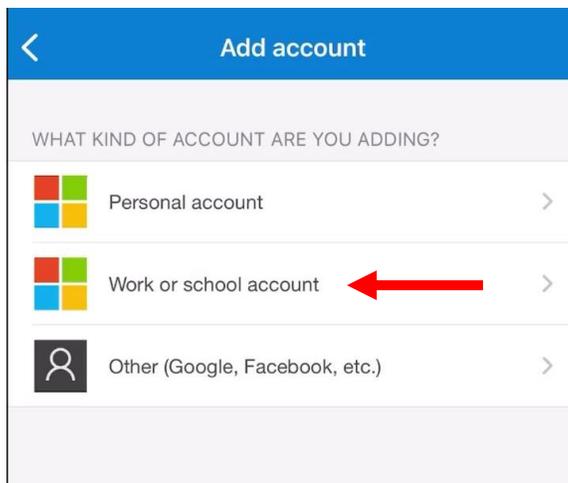
17. Click the **Skip** button in the upper right hand corner



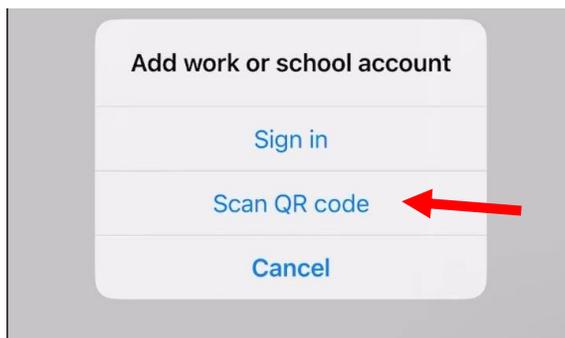
### Ready to add your first account?

Any Microsoft account or other type of account you add will appear here.

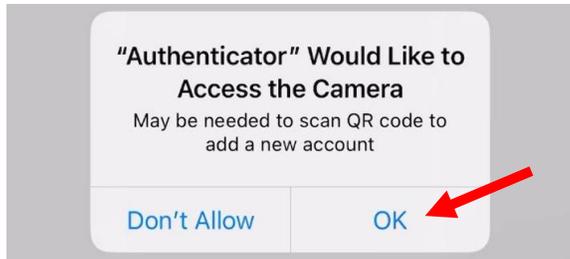
18. Locate the + **(Plus)** symbol in the upper right and click on it



19. Now select **Work or School account**



20. Select **Scan QR code**

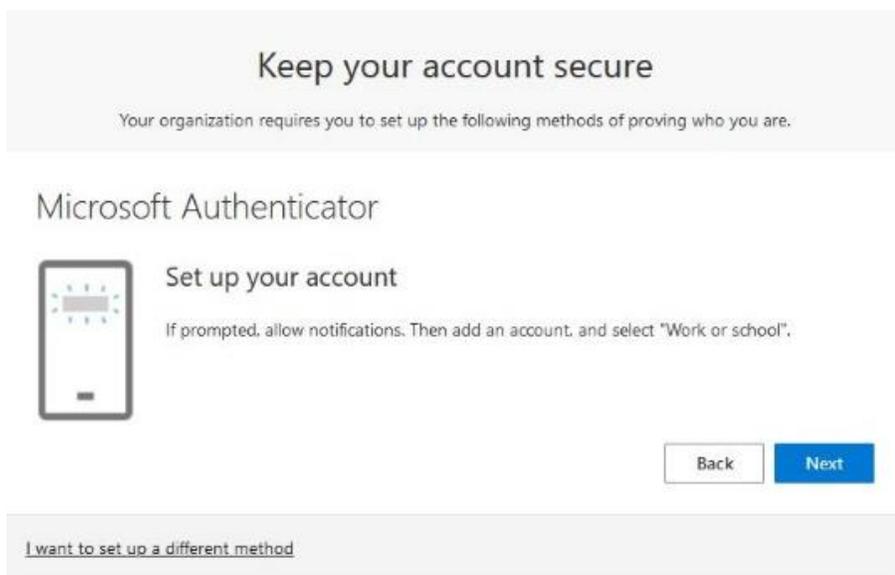


21. Press **Ok** button to allow Authenticator permission to use the devices camera

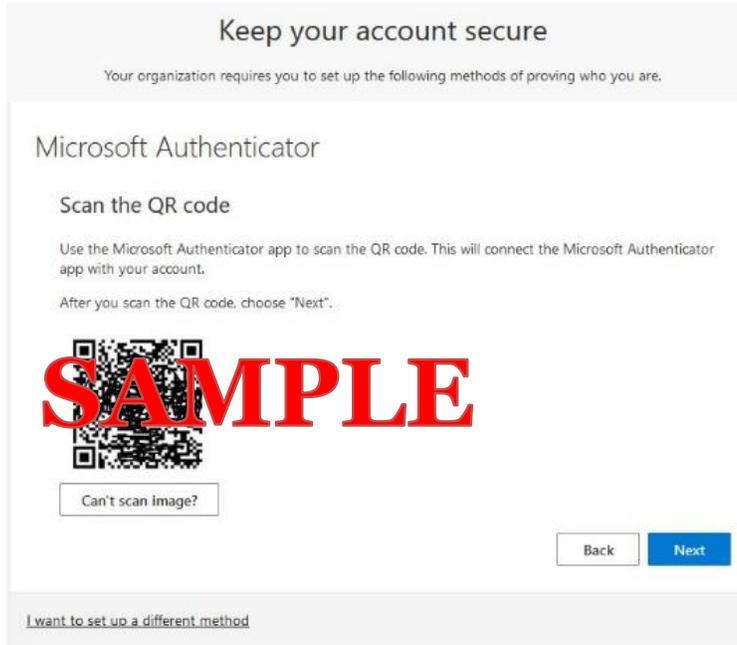


22. The mobile device camera should be ready to scan the QR code on the computer screen

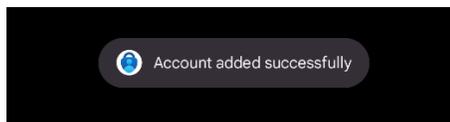
23. Go back to your **computer** screen



24. Click **Next**

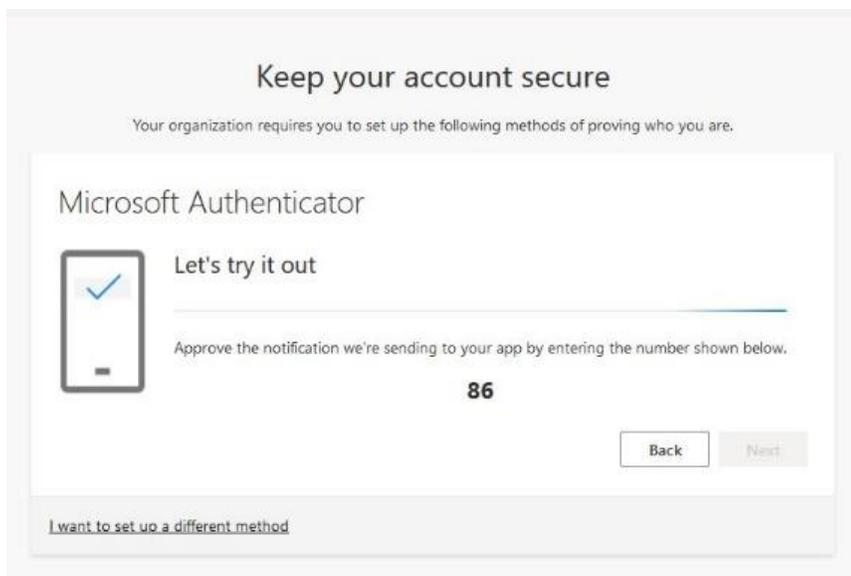


25. Now point your mobile device's camera at the QR code on your computer screen like shown above. Each QR code is unique to the person setting this up.

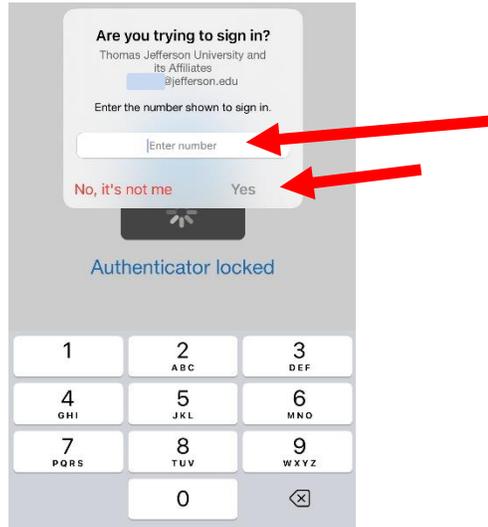


26. On your mobile device a message might flash by and say Account added successfully. (The messages flashes by very quickly so don't be alarmed if you do not see this)

27. Now back on your **computer** screen with the QR code above, click **Next**



28. Microsoft will now send you a test number match notification to your mobile device

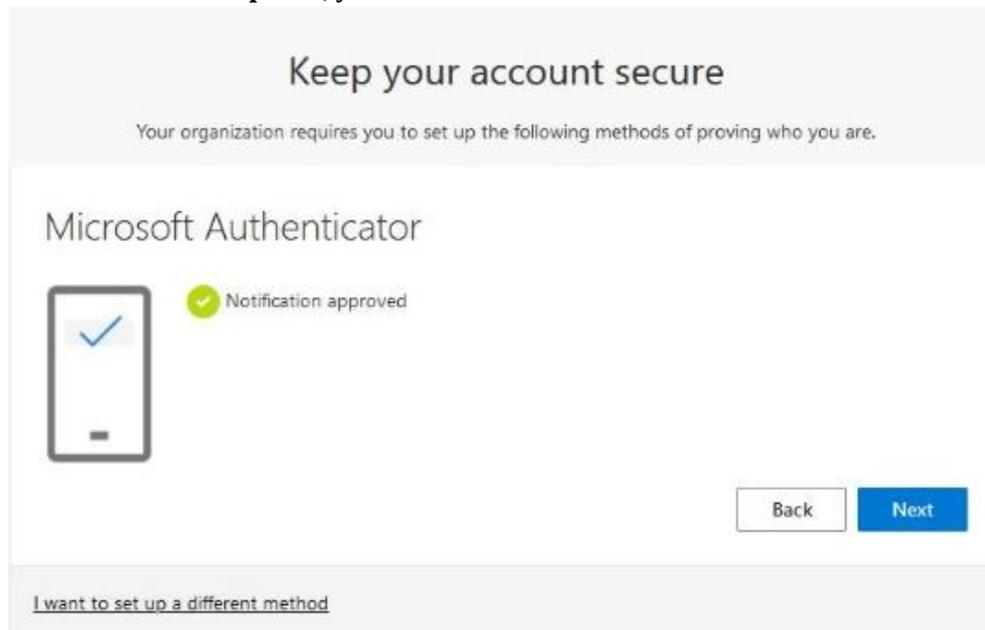


29. Go to your **mobile** device and find the notification and type in the number shown on the screen, in my example above, the number is 86. Your number will be unique to you and different each time. Note: If you don't see the notification, close Microsoft Authenticator app and reopen the app and it should appear. If you still don't see it, wait some time and it will time out and ask to send it again.

30. After entering the unique number, push **YES** (second **arrow** in above photo)

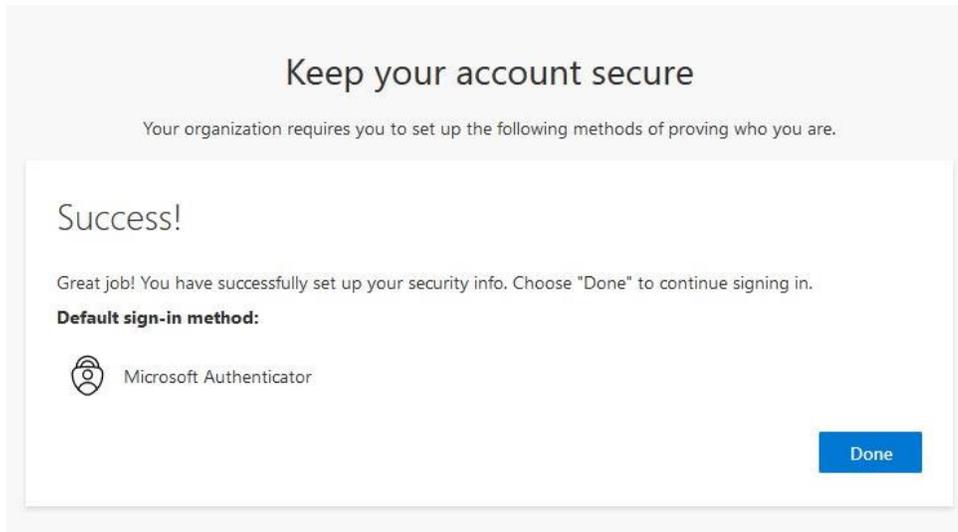
31. Then it might say "Notification Approved"

32. Go back to the **computer**, your screen will look like this below



33. Click **Next**

34. You should see a Success! message appear

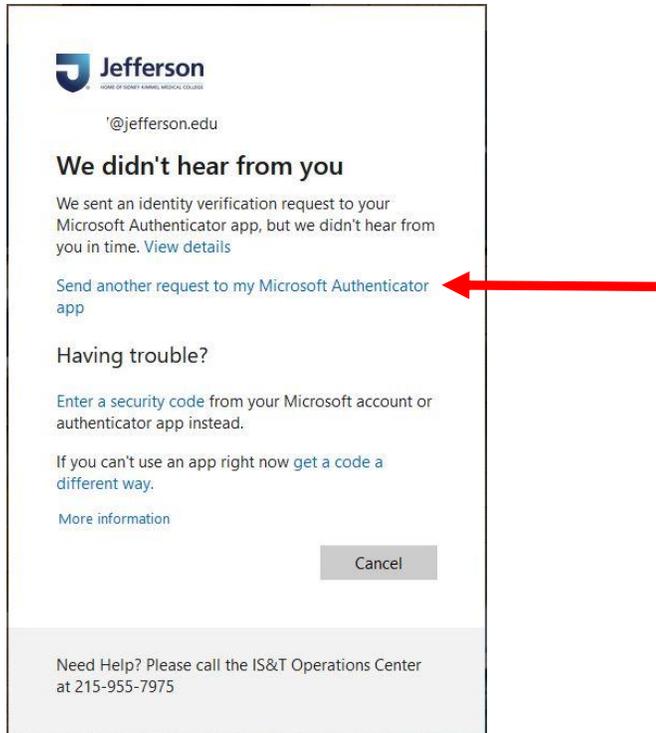


35. Click **Done**
36. It will finish signing you in. **NOTE:** If the session timed out, please enter your password again. If that doesn't work close the browser and try logging in again.
37. You have completed setting up Microsoft Authenticator App.

## Appendix - Trouble Shooting Tips

### TIP #1

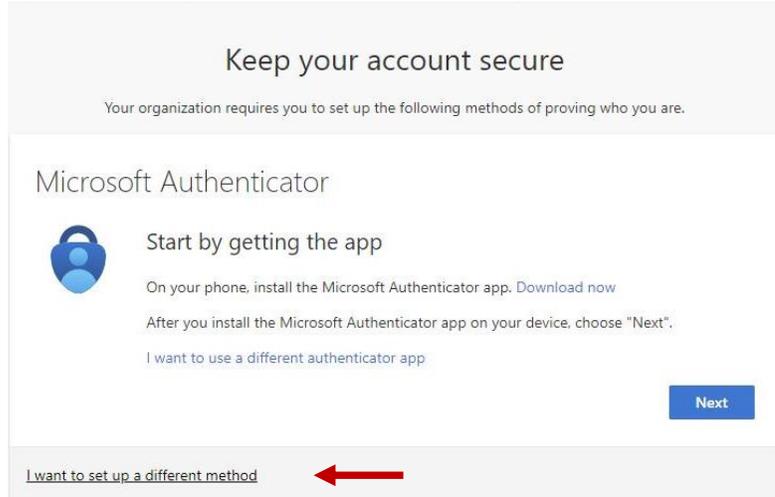
If you see a screen that says **“We didn't hear from you”**



Click **“Send another request to my Microsoft Authenticator app”** and it will give you a new number to enter into the Microsoft Authenticator app prompt on your mobile device.

## How to add Phone call or SMS if unable to install Microsoft Authenticator

- 1) Follow steps 1-11 above until it asks you to install Microsoft Authenticator



- 2) Click on **“I want to set up a different method”**

Choose a different method ×

Which method would you like to use?

Choose a method ▾ 

3) Click the drop down menu and select **Phone**

Choose a different method ×

Which method would you like to use?

Phone ▾

4) Click **Confirm**

Keep your account secure

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

## Phone

You can prove who you are by answering a call on your phone or receiving a code on your phone.

What phone number would you like to use?

▾   **A**

**B**   Receive a code

**C**   Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[I want to set up a different method](#)

5) Enter your phone number in section A  
Option B **Receive a code** is to receive an SMS text MFA code

Option C **Call me** is to receive a phone call to accept MFA

- 6) After entering A and choosing B or C click **Next**
- 7) If you chose option B, it will send you an SMS text message. Go to Step 9
- 8) If you chose option C, you will receive a phone call. Follow the voice instructions
- 9) Enter the SMS code in the box

Keep your account secure

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

Phone

We just sent a 6 digit code to +1 [redacted] . Enter the code below.

Sample

Resend code

Back Next

[I want to set up a different method](#)

- 10) Click **Next**

Keep your account secure

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

Phone

✓ Verification complete. Your phone has been registered.

Next

- 11) Click **Next**

Keep your account secure

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

Success!

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

**Default sign-in method:**

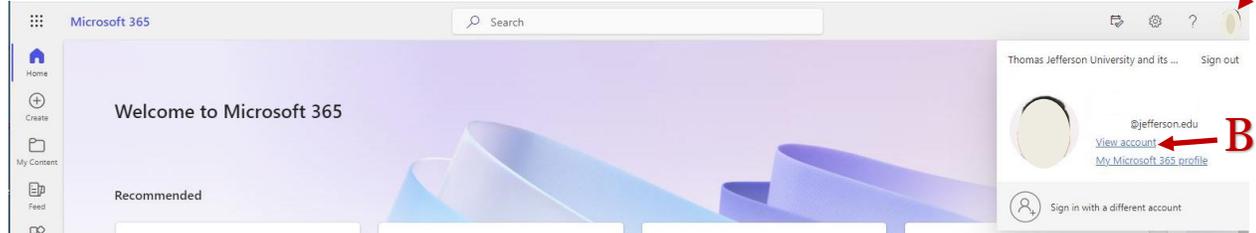
Phone +1 484- [redacted]

Done

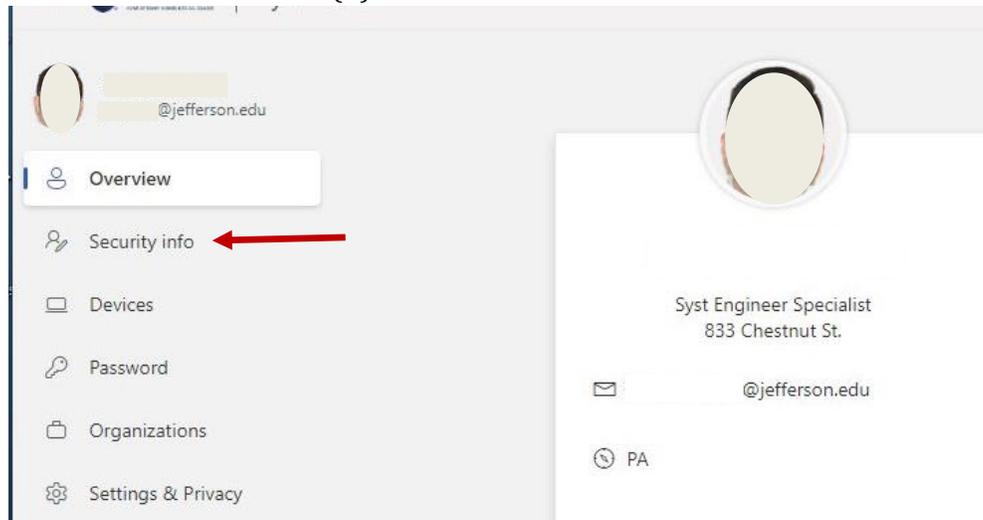
- 12) Success! And click **Done**
- 13) You have completed the setup

## How to add additional MFA methods (Phone Extension Example)

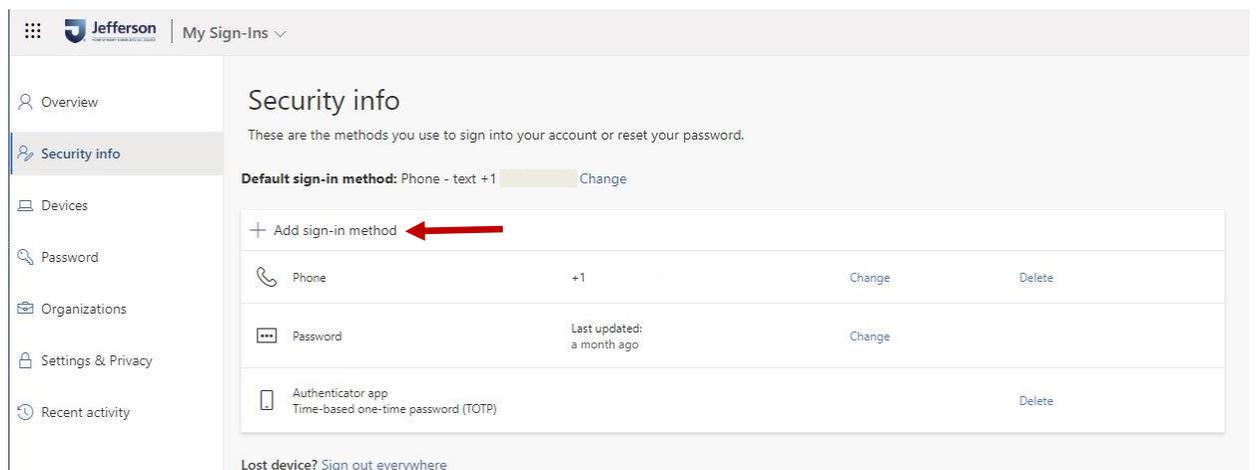
- 1) Go to login.microsoft.com
- 2) Login with your Jefferson account (campuskey@jefferson.edu)



- 3) Click your face in the upper right hand corner (A) (Please note: that it might be greyed out if your photo hasn't uploaded yet)
- 4) Then click **View Account** (B)



- 5) Click **Security info**



- 6) Click **+ Add sign-in Method**

**Add a method** ✕

Which method would you like to add?

Choose a method ▾

7) Choose **Office Phone** in the **Choose a method** drop down

**Add a method** ✕

Which method would you like to add?

Office phone ▾

8) Click **Add**

**Phone** ✕

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

▾

Extension:

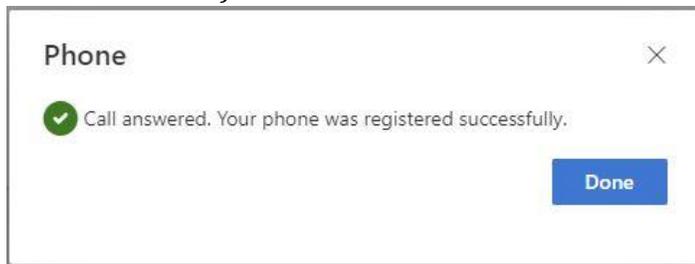
Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

9) Enter the phone number and extension and hit **Next**



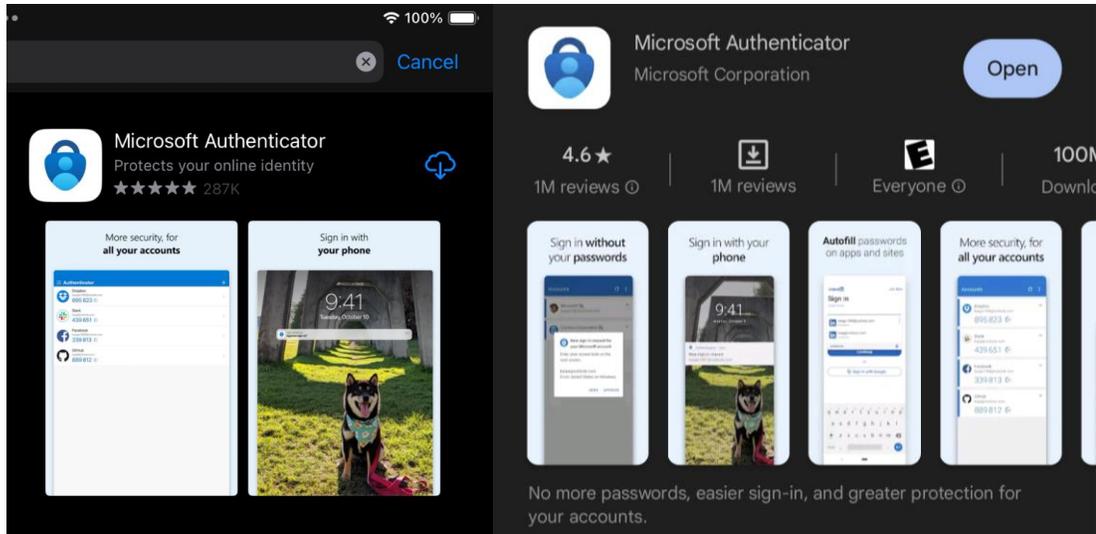
- 10) Microsoft will call the number you entered to verify it works. Answer the phone call and follow the voice prompts. (If you do not receive a phone call, unfortunately this option will not work with your phone system and you will need to add a direct line as in the section "How to add Phone call or SMS if unable to install Microsoft Authenticator" in this document above.)



- 11) Click **Done**
- 12) You have completed the setup

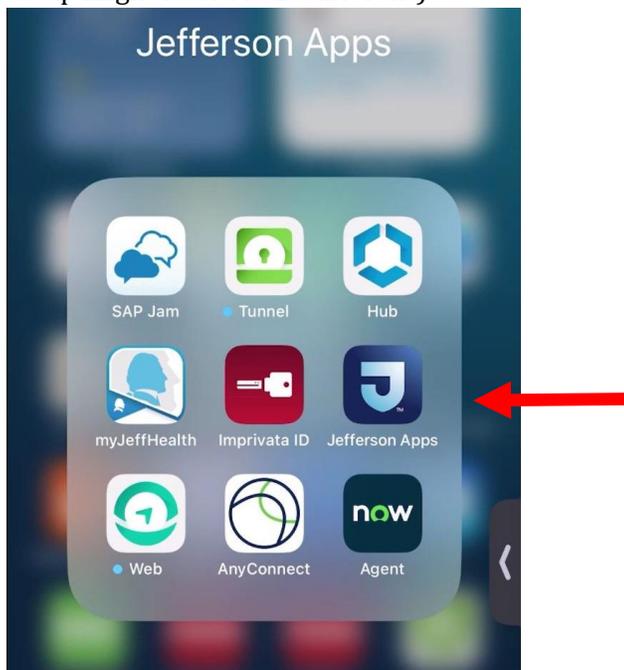
## How to install Microsoft Authenticator from App Store

1. Go to your mobile device
2. Open the Apple App store for iOS or the Google Play Store for Android Devices
3. Search for "**Microsoft Authenticator**" download and install the app
4. If you need a direct link for the application, please use the following: [Apple app store](#) or [Google play store on to your iPhone or Android Device.](#)
5. The app looks like this in the Apple Store and Google Play store

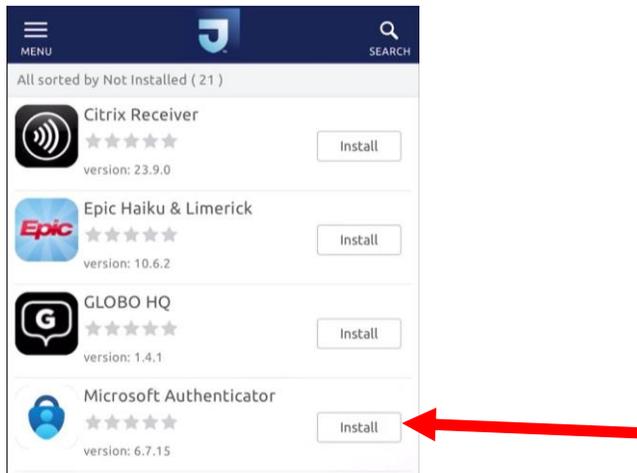


## How to install Microsoft Authenticator from Jefferson App Store

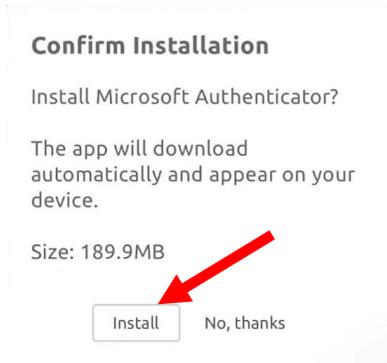
1. Open **Jefferson Apps** from your Jefferson issued Mobile Device (Your mobile screen setup might look a little different)



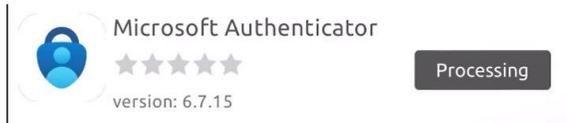
2. Locate or search for **Microsoft Authenticator**



3. Press **Install**



4. Press **Install** again on the confirm Installation Screen



5. The app will show Processing and will finish installing