

Guide for Setting Up Your Multi-Factor Authentication Account and Using Multi-Factor Authentication

Mobile App Activation

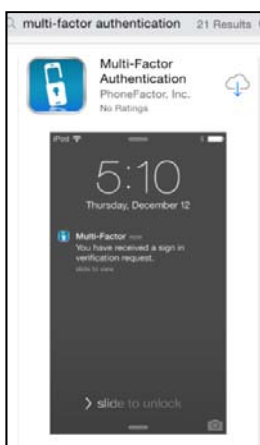
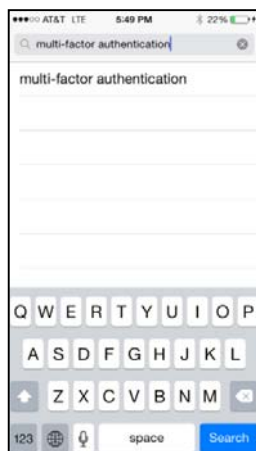


Before you can activate the mobile app you must download it. You can have up to two (2) mobile devices activated at any given time.

To download the mobile app to your phone, please open your device's application store.

The MFA Mobile App is available for the following mobile operating systems:

- **Apple iOS**
- **Google Android**
- **Microsoft Windows Phone**



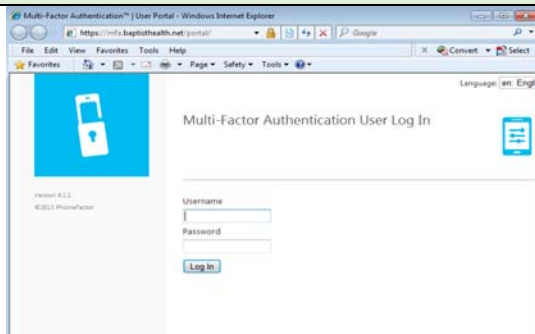
Type **“multi-factor authentication”** and tap the **Search** button to search for the mobile app.

You can also use **“PhoneFactor”** in your search criteria.

Install the app.

Once it is downloaded to your phone, open the application.

On Your Computer

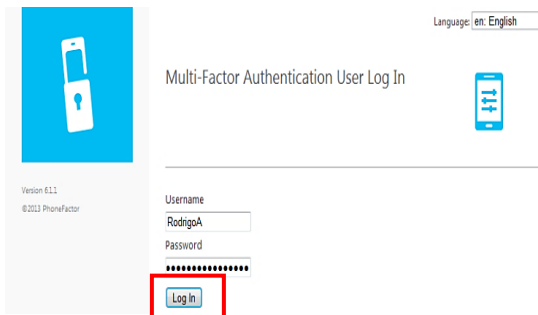


Open your browser and navigate to:

<https://mfa.baptisthealth.net/portal>.

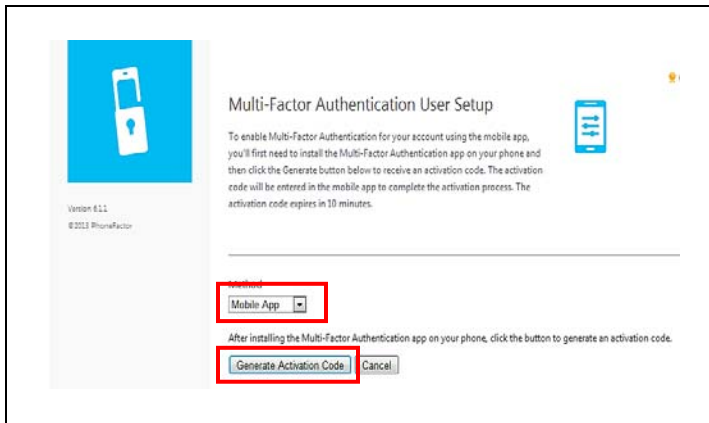
Note: A great reference tool is:

<https://baptisthealth.net/en/ps/pages/mfa.aspx>



1. Enter your Active Directory Username and Password. (also referred to as your AD credentials)
2. Click the **Log In** button.

If you are a new user and have not changed your default password, or if your password is expired, you may be prompted to change your password.



3. Click the dropdown arrow under **Method**.

Select:

- Mobile App

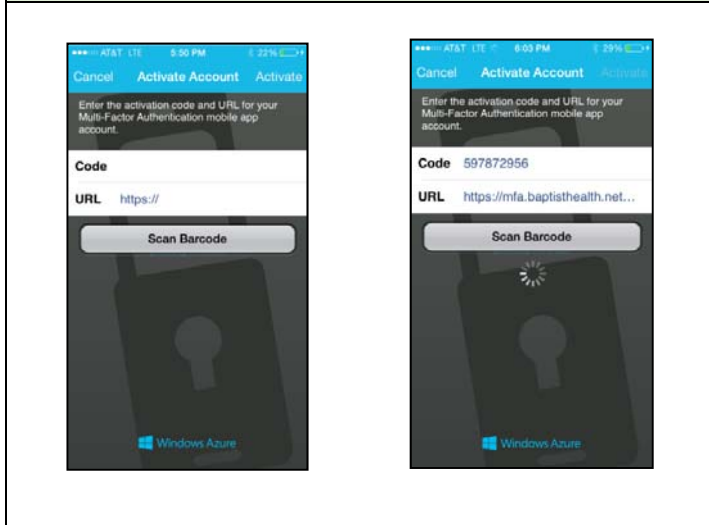
Click the **Generate Activation Code** button.



The system generates an Activation Code, URL, and scan barcode.

Note: the code expires after 10 minutes and you may generate a new code at any time.

On Your Mobile Device



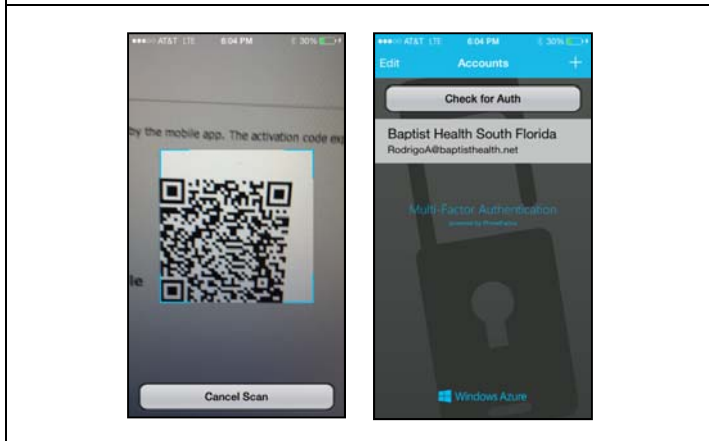
On your mobile device, do **one** of the following:

- Enter the **Activation Code** and **URL**.
The Activation Code expires after 10 minutes. If needed, you can generate another Activation code

or

- Tap the **Scan Barcode** button and scan the barcode image.

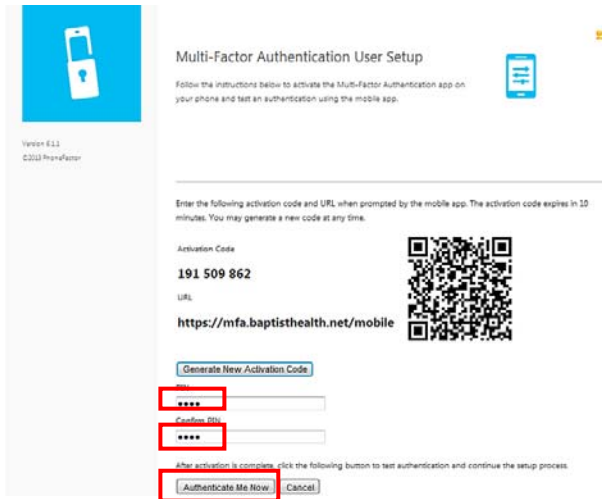
Use your phone's camera to capture the barcode from the Multi-Factor Authentication User Setup screen. Your phone captures the barcode automatically.



Once you have entered the Activation Code and URL **or** scanned the barcode, activation will start automatically and may take a minute or two. Please be patient.

You should see your BHSF account on your computer when activation is completed.

On Your Computer



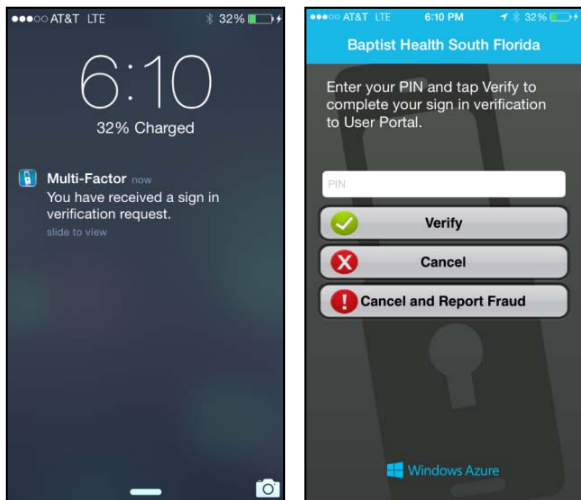
On the Multi-Factor Authentication User Setup page

1. Enter a 4-digit **PIN**.
2. Confirm your PIN by entering it again.
3. Click the **Authenticate Me Now** button.

Note: your PIN must meet the following criteria:

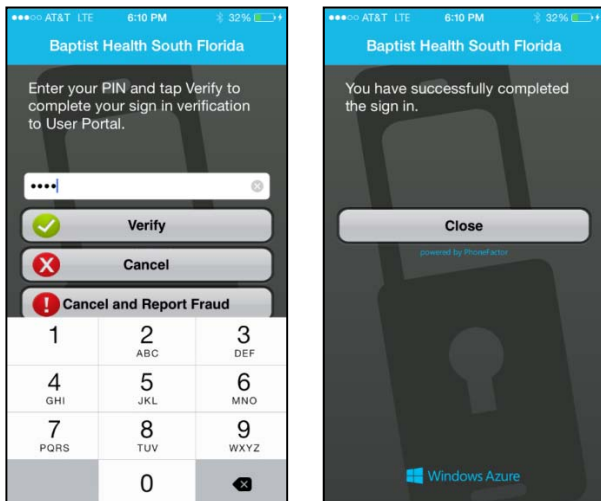
- Must be numeric.
- Cannot contain 3 sequential digits. (i.e.: 12384)
- Cannot contain 3 repeating digits. (i.e.: 33384)
- Cannot contain any 4 digit subset from your phone number (i.e.: If phone number is 305-372-6658, PIN cannot contain 3053, 5372 or 6658 or any other 4 digit subset of the number)

On Your Mobile Device



You receive a notification on your phone requiring you to verify the request.

4. To complete your sign in verification to the User Portal, tap the **PIN** field.



5. Enter your **PIN** using the mobile device keypad.
6. After entering your PIN, tap the **Verify** button.

You have successfully completed the app setup on your mobile device.

7. Tap the **Close** button.

3: Setting Security Questions

Version 6.1.1
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Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

Question 1
What was your high school mascot?
Answer
Wildcat

Question 2
What was your favorite pet's name?
Answer
Fido

Question 3
What is your favorite movie?
Answer
Finding Nemo

Question 4
What was your favorite teacher's name?
Answer
Ms. Stephens

Go back to your COMPUTER

After completing the verification step for your selected authentication method, you are prompted to setup your security questions.

1. Select four questions and enter the appropriate responses.
2. Click the **Continue** button.

Note: Each question must be unique and contain 4 or more characters.

Main | Log Out

Welcome

Account Configuration Complete
Your account has been configured to use Multi-Factor Authentication.

When you sign on, you will continue to use the same username and password. Before your authentication is complete, you will receive a phone call asking you to enter your PIN followed by the pound (#) key to confirm your sign on. If you don't confirm the sign on by entering your PIN and pressing #, the sign on will be denied.

You should only enter your PIN when you receive the Multi-Factor Authentication call if you are actually signing on to the application. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to your IT administrator.

Return to the Multi-Factor Authentication portal at any time to change your phone number or PIN.

Manage your Multi-Factor Authentication account by selecting an option below. Select the Help icon (top right) for assistance.

One-Time Bypass Change Phone Change PIN

The enrollment process is now complete.

You can now access any MFA-based resource, use the user portal to enable a one-time bypass for MFA authentication, change the notification method, update the contact number, change your PIN, activate the mobile app (one of the methods), or change your security questions.

Final Step: Log in to the Portal

Language: en: English

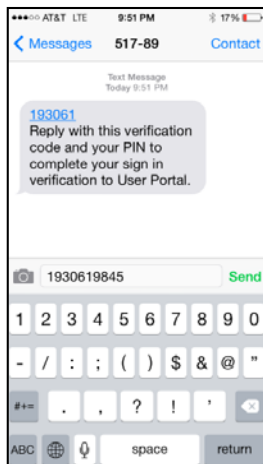
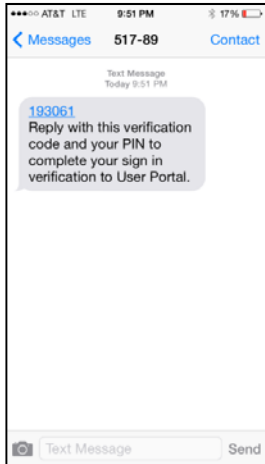
Multi-Factor Authentication User Log In

Version 6.1.1
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Username
RodrigoA

Password
●●●●●●●●

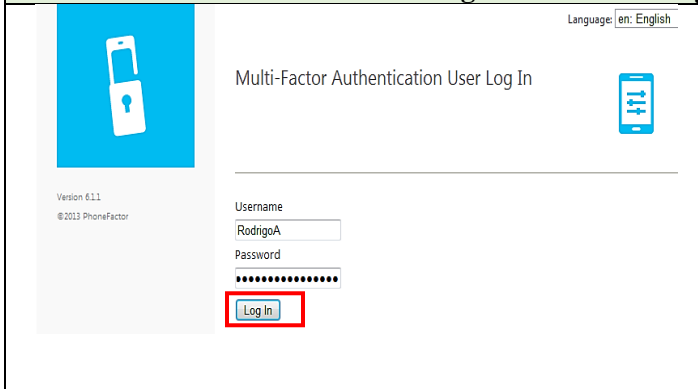
Log In



Once your MFA access has been set up you can now log into the portal to access your applications

1. Go to the website: (make it a Favorite)
Portal.baptisthealth.net
2. Enter your AD Credentials
Username –
Password –
3. On your Smartphone you will receive a TEXT MESSAGE
 - Enter verification code followed by your **PIN**.
 - In this example, the verification code is 193061 and the PIN is 9845.
 - Tap the **Send** button.
4. The screen on your computer should automatically change and you can now view your applications on the left side of the screen.

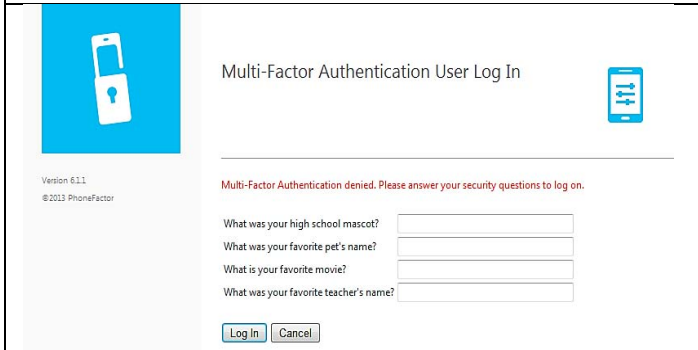
Login In with Security Questions/One-Time Bypass



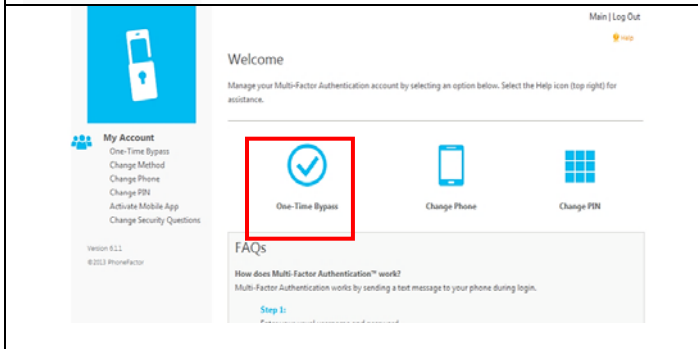
If your device is unavailable, you may initiate a one-time bypass to access MFA-enabled resources. To do this, use your security questions as your second level verification.

1. Enter your AD Username.
2. Enter your password.
3. Click the **Log In** button.

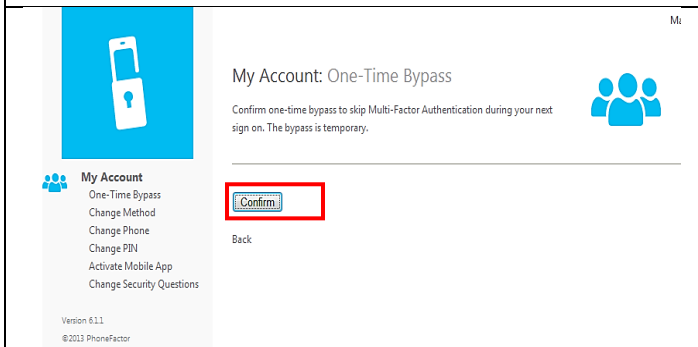
Since your device is unavailable, wait 60 seconds to be prompted for with your security questions.



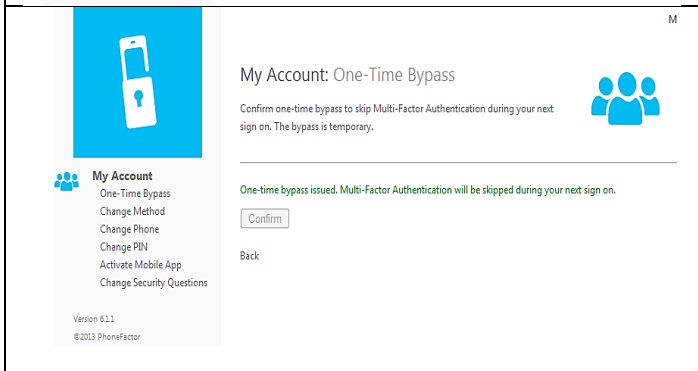
4. Answer the security questions.
5. Click the **Log In** button.



6. Click the **One-Time Bypass** icon.



7. Verify you want to continue by clicking the **Confirm** button.



A one-time bypass is issued and multi-factor authentication is be skipped during your next sign on.

You will be able to access a MFA-enabled resource using only your AD credentials for either 5 minutes or one successful authentication, whichever occurs first.