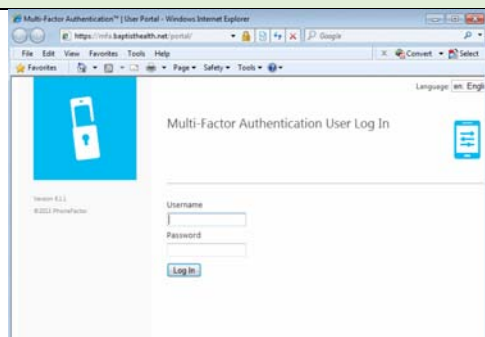


Guide for Setting Up Your Multi-Factor Authentication Account and Using Multi-Factor Authentication

On Your Computer

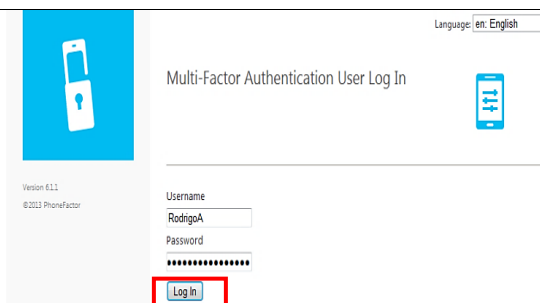


Open your browser and navigate to:

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

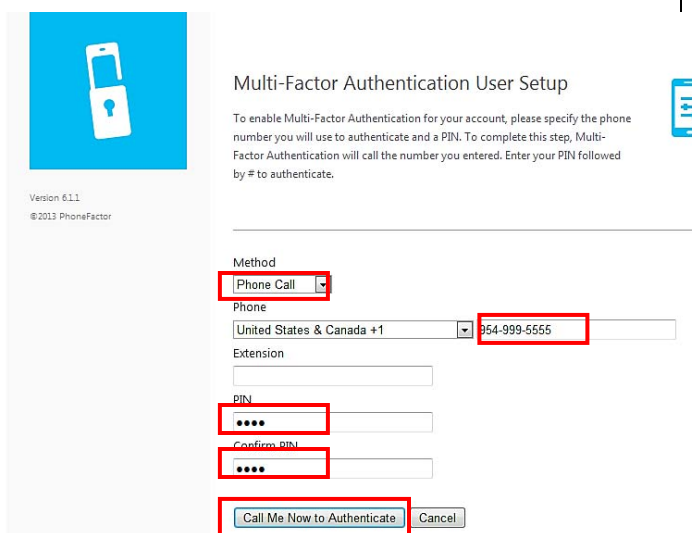
Note: A great reference tool is:

<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.

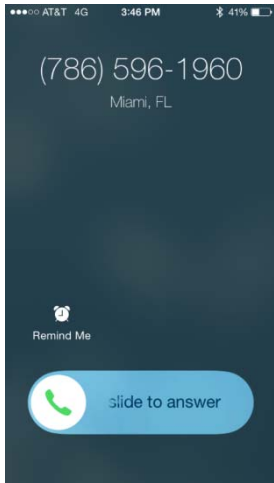


3. Click the dropdown arrow under **Method**.

1. Select **Phone Call**
2. Enter a phone number (area code and phone number)
3. Enter a 4-digit **PIN**.
4. Confirm your PIN by entering it again.
5. Click the **Call Me Now to Authenticate** button.

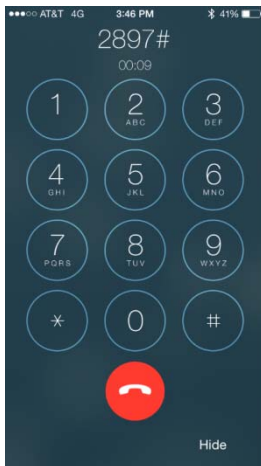
Note: your PIN must meet the following criteria:

- 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)



Shortly after clicking the **Call Me Now to Authenticate** button, you will receive a phone call.

1. Answer the phone call.



2. When prompted, enter your 4 digit **PIN** followed by the **#** key.
3. Hang up to complete the authentication setup process.

3: Setting Security Questions

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.

Version 6.1.1
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Question 1
What was your high school mascot?
Answer
Wildcat

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

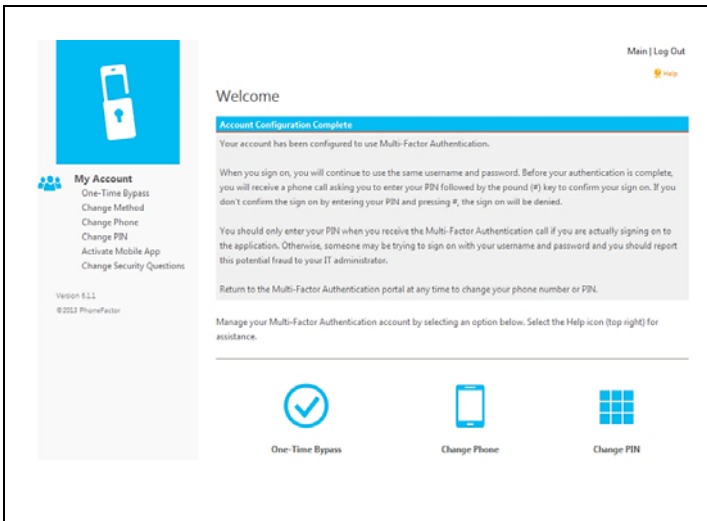
Question 3
What is your favorite movie?
Answer
Finding Nemo

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

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.

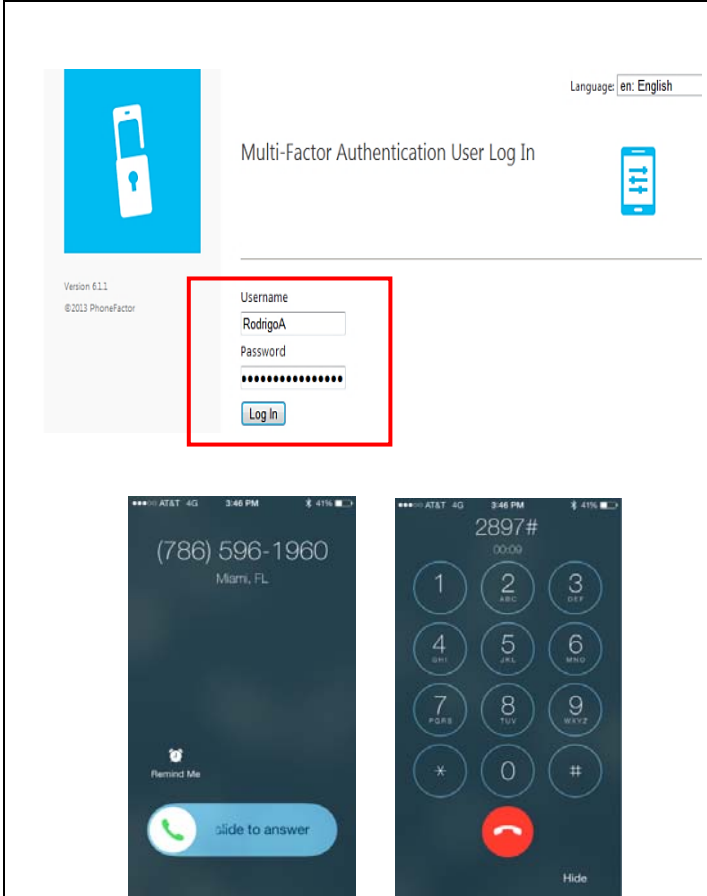
Note: Each question must be unique and contain 4 or more characters.



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

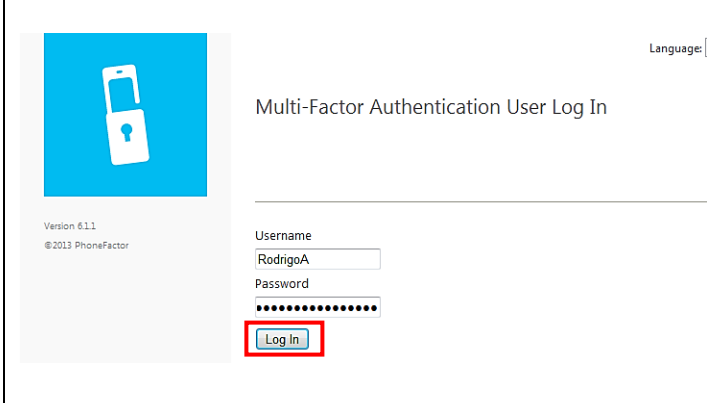


Once your MFA access has been set up you can now log into the portal to access your applications

1. Go to the website: (make it a Favorite)
Portal.baptisthealth.net
2. Enter your AD Credentials
Username –
Password –
3. You will receive a phone call
 - Answer the phone call
 - When prompted, enter your **PIN** followed by the **#** key.
 - Hang up to complete the authentication setup process.

The screen on your computer should automatically change and you can now view your applications on the left side of the screen.

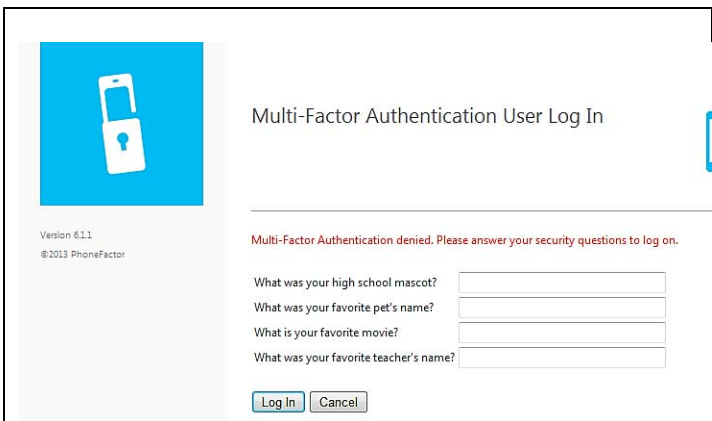
Login In with Security Questions/One-Time Bypass



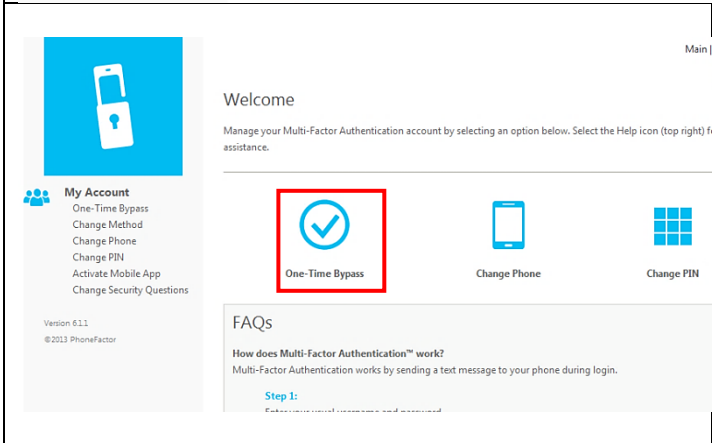
If your device is unavailable, you may initiate a one-time bypass to access MFA-enabled resources. To do this, use your security questions as your second level verification.

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

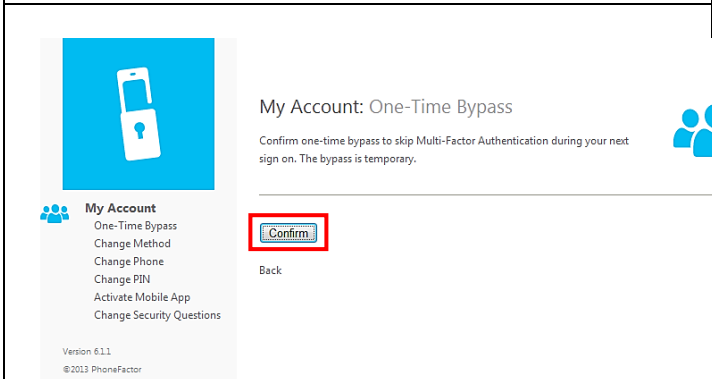
Since your device is unavailable, wait 60 seconds to be prompted for with your security questions.



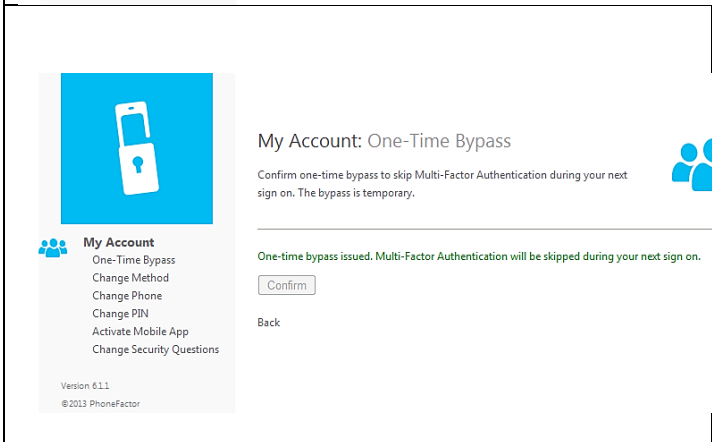
4. Answer the security questions.
5. Click the **Log In** button.




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.