MFA directions LAPTOP: MORE DETAILED (by Chris Jones)

1. Download the correct **(Microsoft) Authenticator App** on the Play store for Android or Apple App Store. There is another that looks identical, but it is a fake.

2. If you do not have a smartphone, please reach out to me: ChrisJones@broadreachhealth.org phone is 508-945-4611 ext 211 or 508 728 0062, or come to my office, just on the other side of the double doors near the breakroom (OP side). I am the first office after the glass table.

3. Once you download it, **LEAVE IT BE**. DO NOT ENTER YOUR EMAIL ADDRESS OR ANY OTHER INFO…..YET.

4. Go to the **BROAD REACH INTRANET HOME PAGE**. There should be a link for it on the desktop of your laptop. If you cannot find this, type in or go to: https://portal.office.com
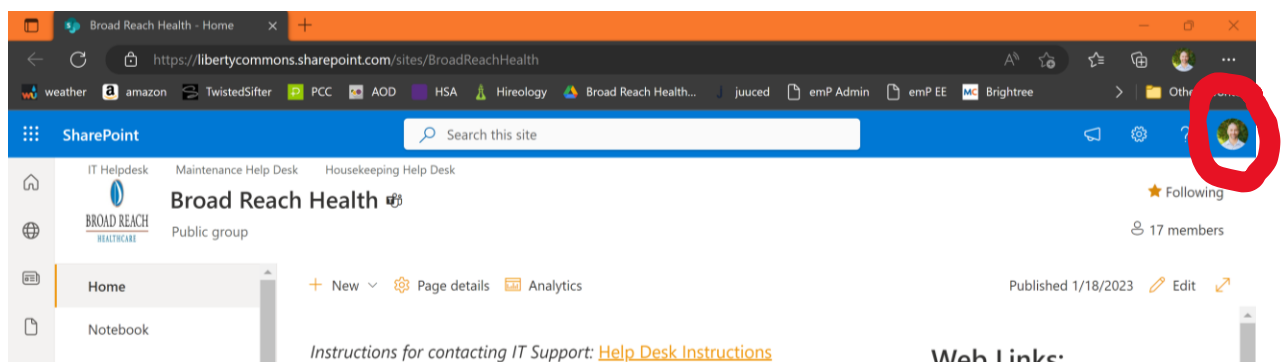
5. You may or may not need to sign in. If you do, sign in. Once signed in, **click on your initials or image** (RED CIRCLE ABOVE) in the upper right hand side of the page → on the pop up that appears, click **"view account".**

6. At this time, it **SHOULD** state that it needs more information from you (there will be info about 14 days, skip, etc.). **The only thing you should do here is click NEXT.**

7. It **MAY** prompt you to get the app. **You should already have it** so click **NEXT** and another window with a **bar code** should pop up…now pause here and go to the phone.

8. **Go back to the phone: Open the app. If you see there is already a Broad Reach account or an AZURE AD account,** you MUST delete it!

   a. Do this by clicking on it and then on the next screen, click on the settings cog (upper right). **DELETE/REMOVE** the account but only for the app, DO NOT CHOOSE remove from the entire phone.

9. A new window will pop up on the phone. Choose "add account" →choose " work or school" → YOU MUST ALLOW: access to camera and for push notifications. **Some phones will allow you to adjust this setting on the fly, other require you to go to settings**→ Notifications → Navigate to the authenticator app and turn on notifications. This has been a spot where some have gotten stuck.

10. **Now scan the CODE** on the computer screen with your phone.

11. **It should automatically populate your email address into the app automatically ON YOUR PHONE.**

12. Click **NEXT on the computer screen** and it will state that it is now going to "test it out".

13. **Look to your phone** and you should see a pop up asking you to approve ofr deny access. **CLICK APPROVE.**

14. Click next on computer and you are finished!

Reach out to your supervisor if you need help and if they are unable to help or are not around, seek me out chrisjones@broadreachhealth.org or come hunt me down!