

Microsoft Authenticator For Employees

These instructions are for the employees of UVMHN.

Microsoft Authenticator is replacing Symantec VIP for multifactor authentication.

[Click here to view a Microsoft video about setting up Microsoft Authenticator](#)

Installing Microsoft Authenticator

1. **Establish a reliable data connection** before proceeding with the following steps.
2. **Download Microsoft Authenticator** on your mobile device from the App Store (Apple devices) or the Play Store (Android devices). You may be asked for your Apple ID or Play Store password. If you have forgotten it, follow the link below to attempt to recover it.
 - a. [Apple App Store Password Recovery](#)
 - b. [Android Play Store password recovery](#)
3. **From a company workstation at a UVMHN location**, browse to <https://aka.ms/mfasetup>. If you are remote, please call the IT Support Center.
4. **Sign in** with your **work email** (first.last@uvmhealth.org) address and **password**.
5. When asked for additional security verification, **select Mobile app** from the dropdown menu and **select Receive notifications for verification**.

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.

6. **Click Set up.**
7. **Launch the Microsoft Authenticator** app from your **mobile device**.
8. **Enter your work email address and password.**
9. **Tap Allow to Allow notifications from the app.**
 - a. **The notifications received will be replacing the need to type in a 6-digit code.**
10. SKIP personal account.
11. SKIP Microsoft account.
12. Choose to add a **WORK account**.

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13. **Tap Allow to allow Authenticator to take pictures and record video.**
14. **Hold your mobile device camera up to scan the QR code on the work computer monitor.**
15. Select **Next** on the Configure Mobile App window on the computer.
16. You will receive a notification pop up on your mobile device to approve sign-in, **Tap Approve.**
17. **Select Next**
18. Confirm **Country code** and **9 digit cell number** is entered on the computer and select **Done.**
19. There is a 15 minute delay before settings are synced.
20. Do not uninstall this app. It is replacing Symantec VIP and you will need it for all future authentications.



Example of what a QR code looks like

Help and Support

Contact us if you have any questions or experience any issues.

servicenow	Submit an incident via ServiceNow
Immediate Support	IT Support Center / Help Desk - Contact Information: Central Vermont Medical Center - IT Help Desk <ul style="list-style-type: none"> • (802)-371-4176 Champlain Valley Physicians Hospital - ISS Help Desk <ul style="list-style-type: none"> • (518)-562-7444 Porter Medical Center - IT Help Desk <ul style="list-style-type: none"> • (802)-382-3457 UVM Medical Center - IT Support Center <ul style="list-style-type: none"> • (802)-847-1414