

## Self-Enrollment with Azure MFA via Phone Call Back

These instructions will guide you through setting up the authenticator call back from your office desk or mobile phone option (no software or smart phone required) and enrolling in Azure Multifactor Authentication (MFA). You can add multiple methods with self-enrollment, but whatever method you choose **first** will be the default option for confirming your identity.

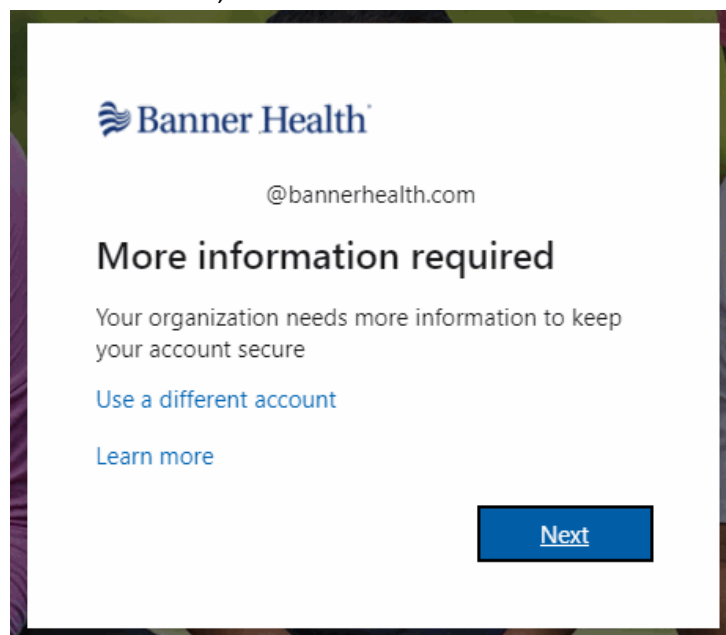
For help with the Azure MFA enrollment process please contact the Banner Service Desk at 602-747-4444.

### New Enrollment Using Call Back Authentication

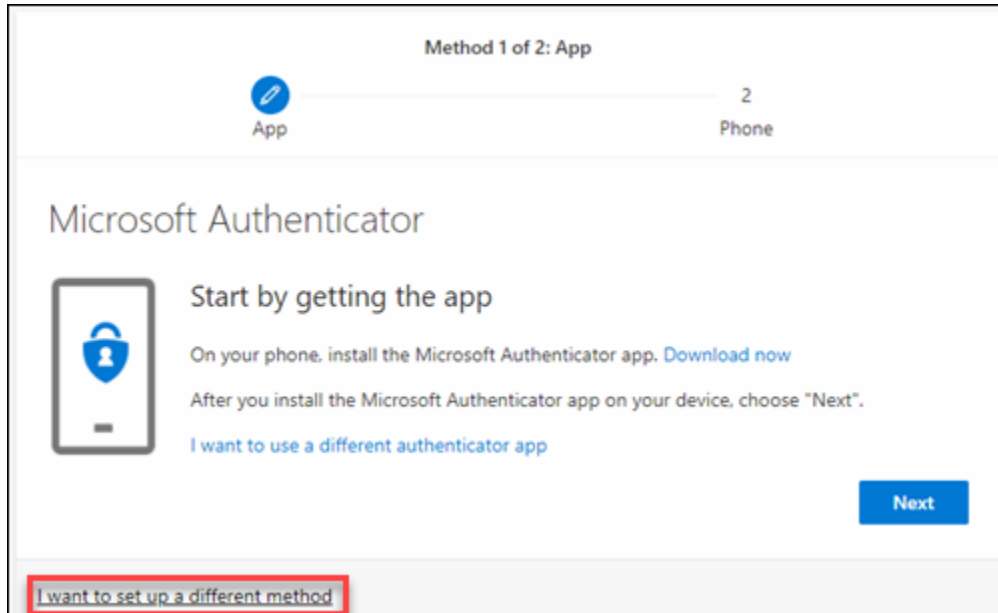
1. Go to <https://mysignins.microsoft.com/security-info> on your computer.



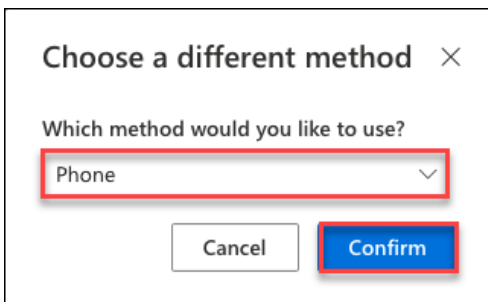
2. Sign in using your @bannerhealth.com account and password. Your @bannerhealth.com account name is required for this process. This is not a Banner email address.
  - Sign in using your Clinical Connectivity portal username and adding @bannerhealth.com to the end of it. **Example: ccTUser@bannerhealth.com**. The password will be the same password as for your Clinical Connectivity portal login.
3. You will be prompted for more information, click **Next**.



4. Click “I want to setup a different method”



5. Choose **Phone** in the drop down list and click **Confirm**.



6. Enter your office desk or mobile phone number and select **Call me**.

**Note:** Phones requiring an extension or international number dialing cannot be used for callback at this time.

7. Click **Next** to initiate the validation call and enter the phone number when prompted.

Method 1 of 2: Phone

Phone 2 App

### Phone

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

What phone number would you like to use?

United States (+1) Enter phone number

Text me a code

Call me

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

Next

8. Once the call is verified, click **Next** to setup a backup method using your email address.

Method 1 of 2: Phone

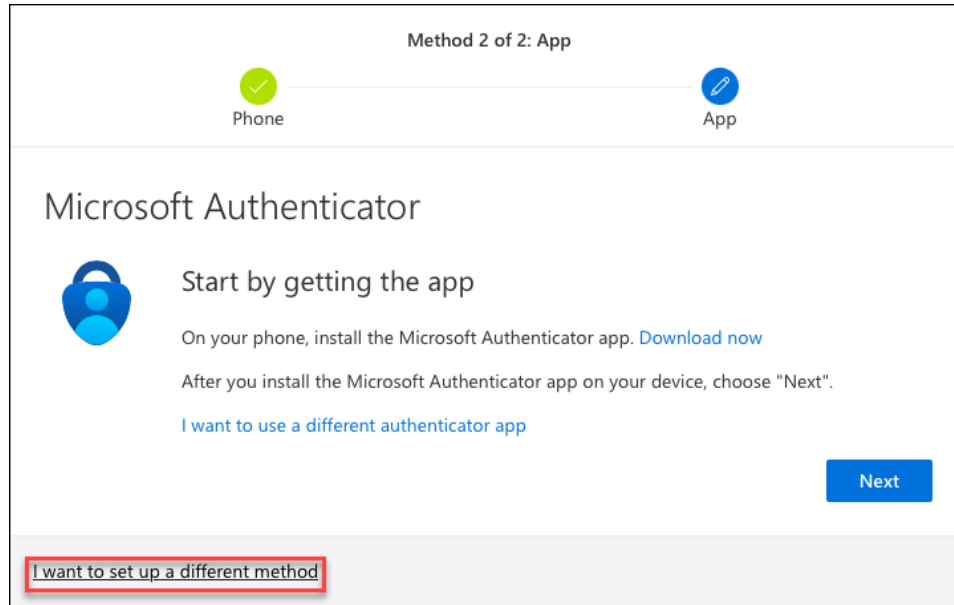
Phone 2 App

### Phone

✓ Call answered. Your phone was registered successfully.

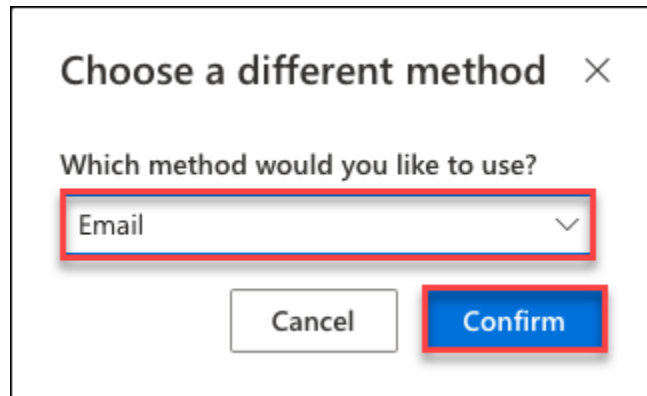
Next

9. Click **“I want to setup a different method.”**

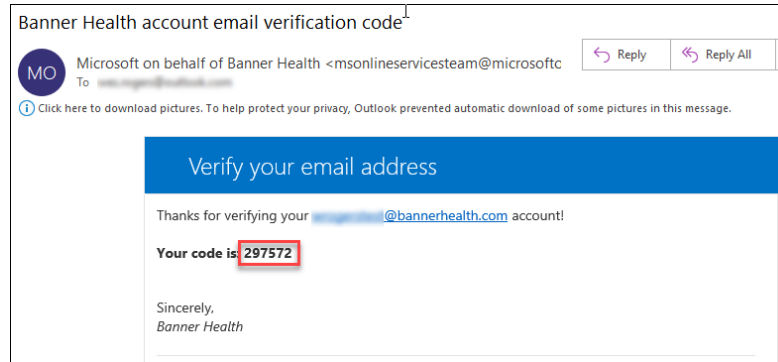


10. Select **Email** in the drop down list and click **Confirm**.

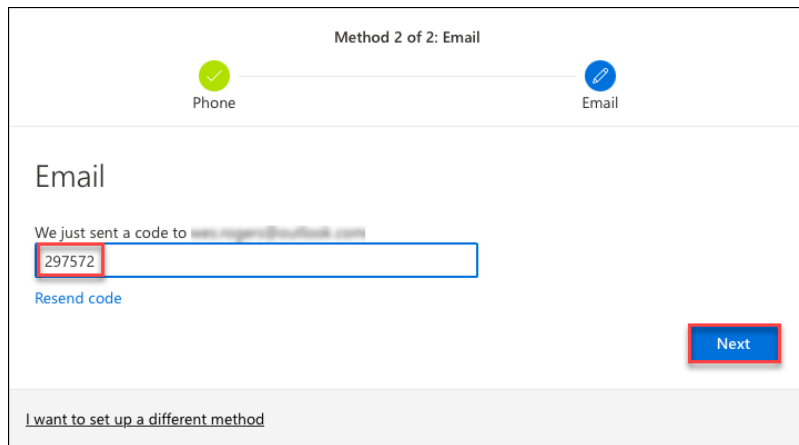
**Important:** Email can only be used as a backup method to change authenticator settings (such as adding and removing authenticator types at <https://mysignins.microsoft.com/security-info>). Email cannot be used as an alternative MFA method.



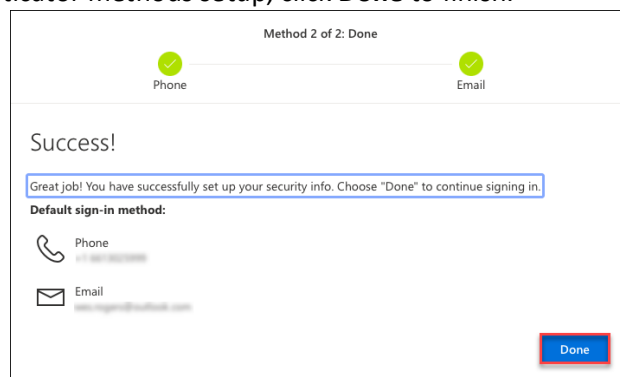
11. Enter your email address in the **Email** field and click **Next** to have a 6-digit verification code sent to that email.
12. You will receive an email from “Microsoft on behalf of Banner Health.” You may need to check your ‘Junk’ email folder if this is the first time you’ve received an email from Microsoft. Mark this type of email as ‘Safe’ to prevent login delays.



13. Enter the **6-digit code** into the confirmation window and click **Next**.



14. You will now see both authenticator methods setup, click **Done** to finish.

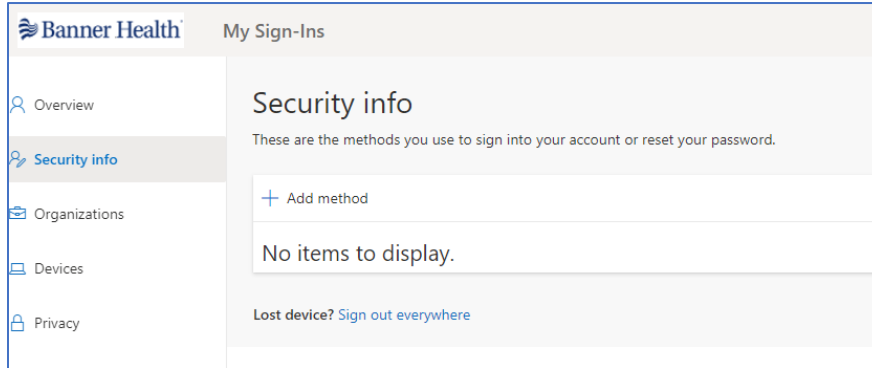


15. Note: When you log in, you will receive a call back to your office desk or mobile phone. You will need to answer the call and press # at the prompt to verify your access.

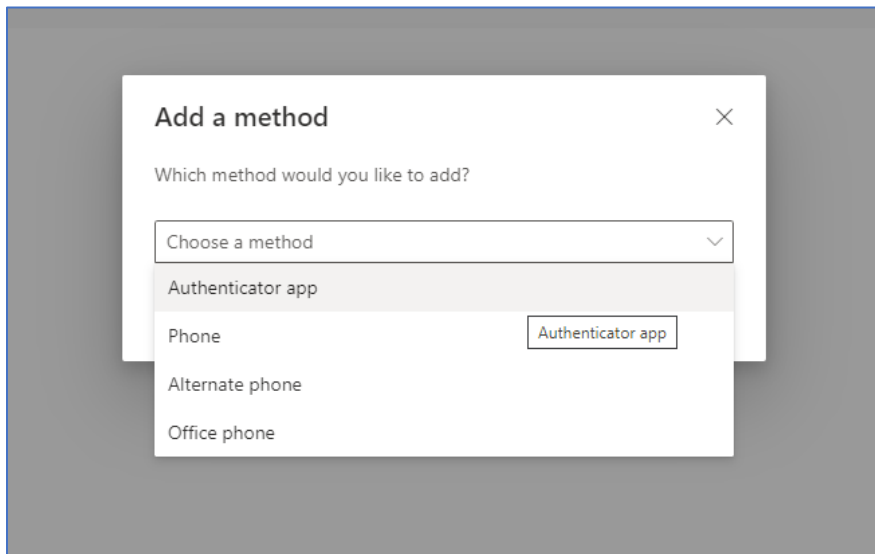
## Add Method to Existing Enrollment

If you already have the Microsoft Authenticator app downloaded on your personal device and have a registered Banner account that you can access the Security Info with:

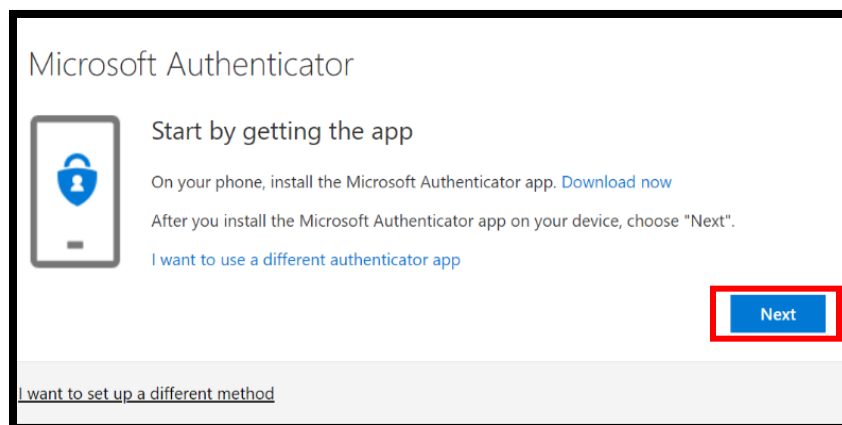
1. Go to <https://mysignins.microsoft.com/security-info>.
2. Sign in using your @bannerhealth.com account and password.
3. Select **+ Add method**.



4. Select **Authenticator App** from the drop down menu.

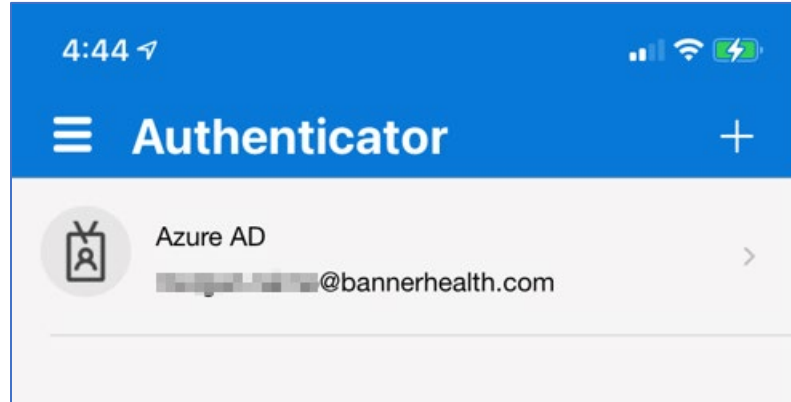


5. Click **Next** on your computer screen.

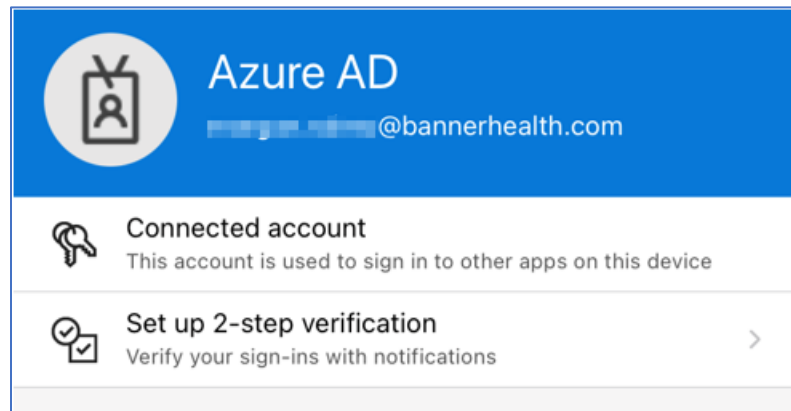


6. Open the Microsoft Authenticator app.

7. Select your registered Banner account that ends in @bannerhealth.com.

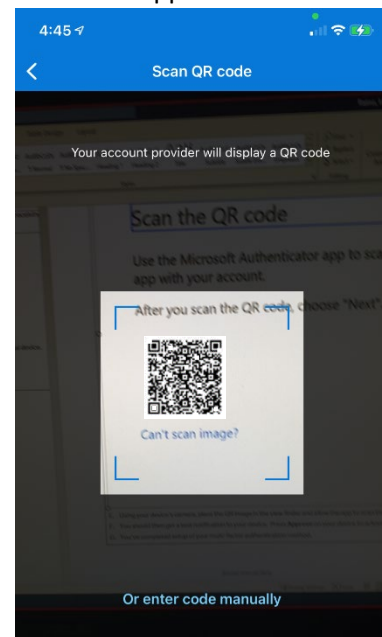
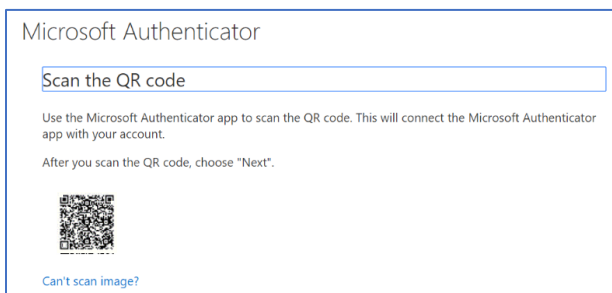


8. Select **Set up 2-step verification**.

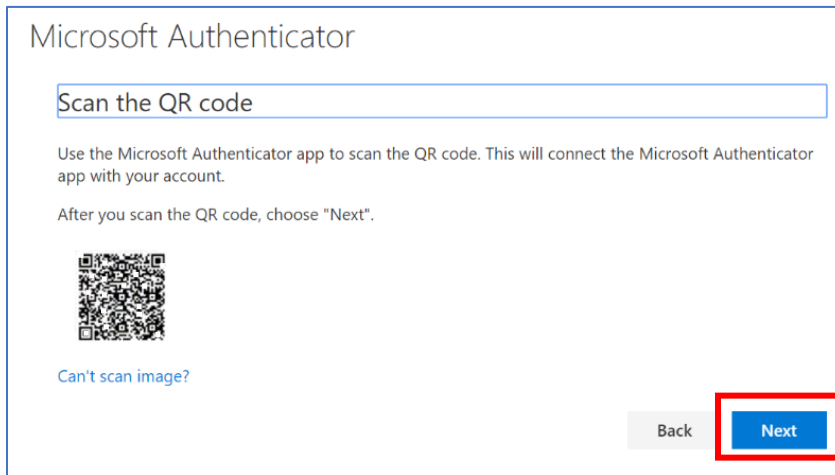


9. On your computer screen you will see the QR code unique to your registration.

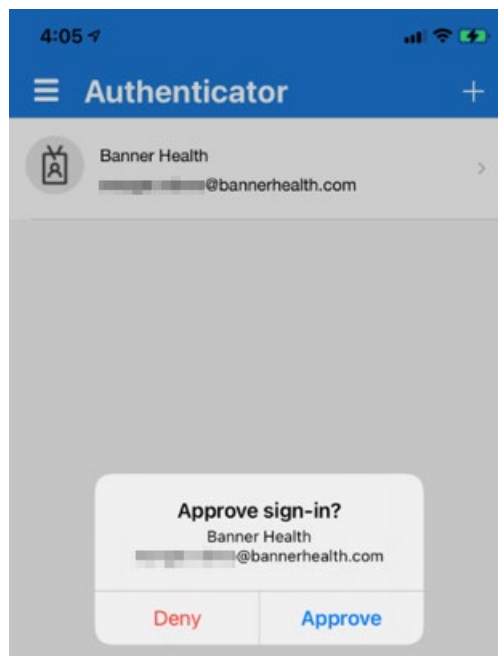
10. Using your device's camera, place the QR image in the view finder to allow the app to scan the code.



11. After you scan the QR code, click **Next** on your computer.



12. A test notification will be sent to your personal device. Press **Approve** on your device to acknowledge the authentication test request.



13. Click **Next** on your computer screen to complete the registration process.

14. The new Authenticator method has been added and you can close the app.