MFA and SSPR FAQs

Welcome to the Multi Factor Authentication (MFA) and Self-Service Password Reset (SSPR) Frequently Asked Questions (FAQ) job aid. This list is for end users and help desk personnel to quickly troubleshoot situations when using a second factor to verify identity and when changing a password.

Frequently Asked Questions List

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Can I use "One-time bypass" with Azure MFA?
When I try to download the Microsoft Authenticator App, why does Apple/Google ask for my password?

After reading the answer, click Back to FAQ Index to return to this list.For other assistance, please contact the help desk at **833-894-2473**

What is MFA and SSPR?

- Multi-factor authentication (MFA) is a process where a user is prompted during the sign-in process for an additional form of identification other than their password, such as to enter a code on their mobile device.
- Self-Service Password Reset (SSPR) is a process to change your password without having to contact the help desk.

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Why does Baptist Health use MFA and SSPR?

- Implementation of security best practices
- Align with overall BHSF cloud strategy
- Minimize costs by reducing support calls
- Empower users to do more self-service through the ability to change your password online from anywhere

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How do I enroll in MFA?

If you are a new hire, follow the New Hire Password Reset Job Aid to automatically enroll. Otherwise, follow the Azure MFA SSPR Enrollment Job Aid to enroll in MFA.

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How do I use SSPR to change my password?

If you are a new hire and logging in for the first time, please follow the New Hire Password Reset Job Aid
Otherwise, follow the Self Service Password Reset Job Aid

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What if I misplace or get a new mobile device?

If you have a new phone:
1. Contact the help desk at **833-894-2473** to remove your MFA enrollment methods from your old phone
2. Follow the Azure MFA SSPR Enrollment Job Aid to add MFA enrollment methods to your new phone

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Why does a map display when I am asked to enter my numeric code?

Working remotely in Atlanta

The geographic location feature will display your location to assure you the MFA request is from you.
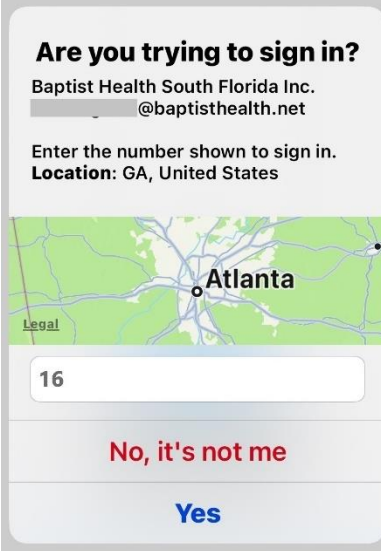
Enter the number from your computer *into the Microsoft Authenticator App*

NOTE: if you are on VPN, you will correctly see Miami as your location.

If the map does **NOT** correctly display your location, click **No, it's not me.** The connection will be denied, and an automatic alert will be sent to our Security Operations Center of the suspicious activity.

If the map displays your correct location, click **Yes**

What happens if the map is of Miami instead of my location?
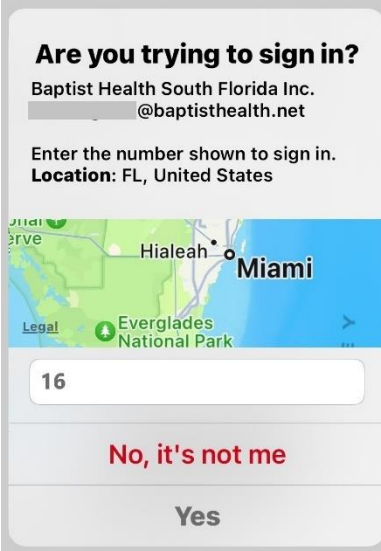
Working anywhere on VPN

if you are on VPN, you will correctly see Miami as your location.

Enter the number from your computer *into the Microsoft Authenticator App*

f the map does **NOT** correctly display your location, click **No, it's not me.** The connection will be denied, and an automatic alert will be sent to our Security Operations Center of the suspicious activity.

If the map displays your correct location, click **Yes**

What if my account does not end in @baptisthealth.net?

Personal accounts granted guest access to Baptist Health, such as those from gmail.com, Outlook.com, or other personal or vendor email addresses are not able to use Baptist Health MFA nor SSPR. To reset your personal account password, refer to the vendors procedures.
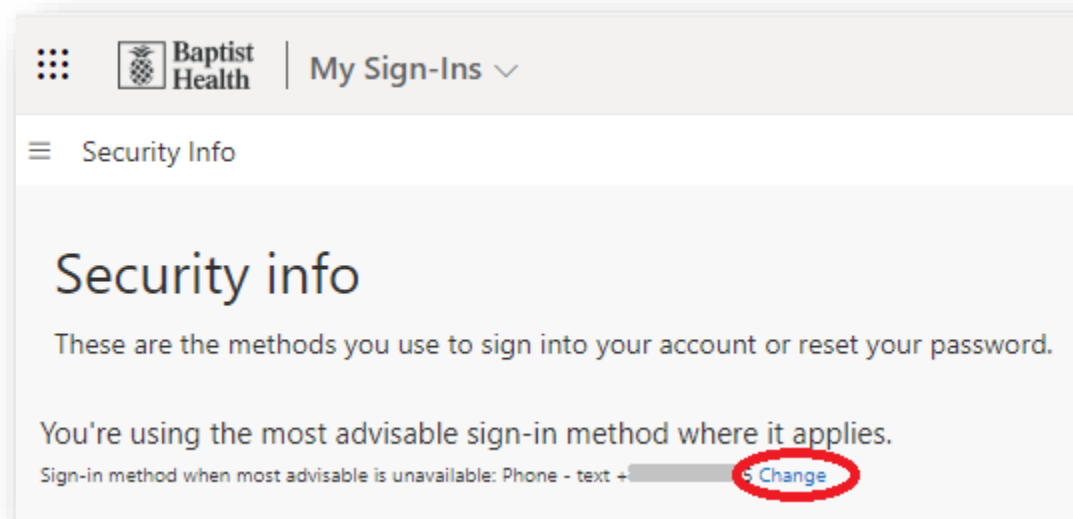
- For personal Microsoft accounts, click When you can't sign in to your Microsoft account
- For personal Google accounts, click Can't sign into your Google Account

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How do I change my default Azure MFA sign in method?

After you have enrolled with the Azure MFA and SSPR Enrollment Job Aid, visit: My Sign-Ins and to the right of Default sign in method: click **Change**

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Can I use "One-time bypass" with Azure MFA?

One-time bypass is not supported at Baptist Health for security reasons.

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When I try to download the Microsoft Authenticator App, why does Apple/Google ask for my password?

Installing the Microsoft Authenticator App or any app on your mobile device requires your Apple or Google account password depending on your mobile device.

If you do not know your Apple or Google password, you have two options to continue with enrollment:

1. For Apple devices: Recover Your Apple ID - Apple
   For Android devices: reset your Google password

   OR

2. Setup the phone call and security questions methods in Azure MFA and SSPR Enrollment Job Aid

NOTE: The Help desk will not be able to assist in recovering Apple or Google account passwords.

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