# IT Department
Quick Start Guide

Setting Up Multi-Factor Authentication

North Memorial requires a secondary authentication method for accessing IT resources. You will need to enroll a personal mobile device or phone number. This allows you to receive an authentication code using the app, receive a text message, or a direct call back for confirmation when team members are not onsite. North Memorial telephone numbers cannot be enrolled. Never enroll a work phone number or any phone number that is shared by others.

NOTE #1: If you have set up Outlook on your mobile device for North Memorial email you have already enrolled in MFA.

NOTE #2: MFA is required for accessing North Memorial remote iRAS applications. For any concerns or issues registering your personal device, please contact your manager.

The recommended method is the Microsoft Authenticator application which can be downloaded for Android and iOS devices.
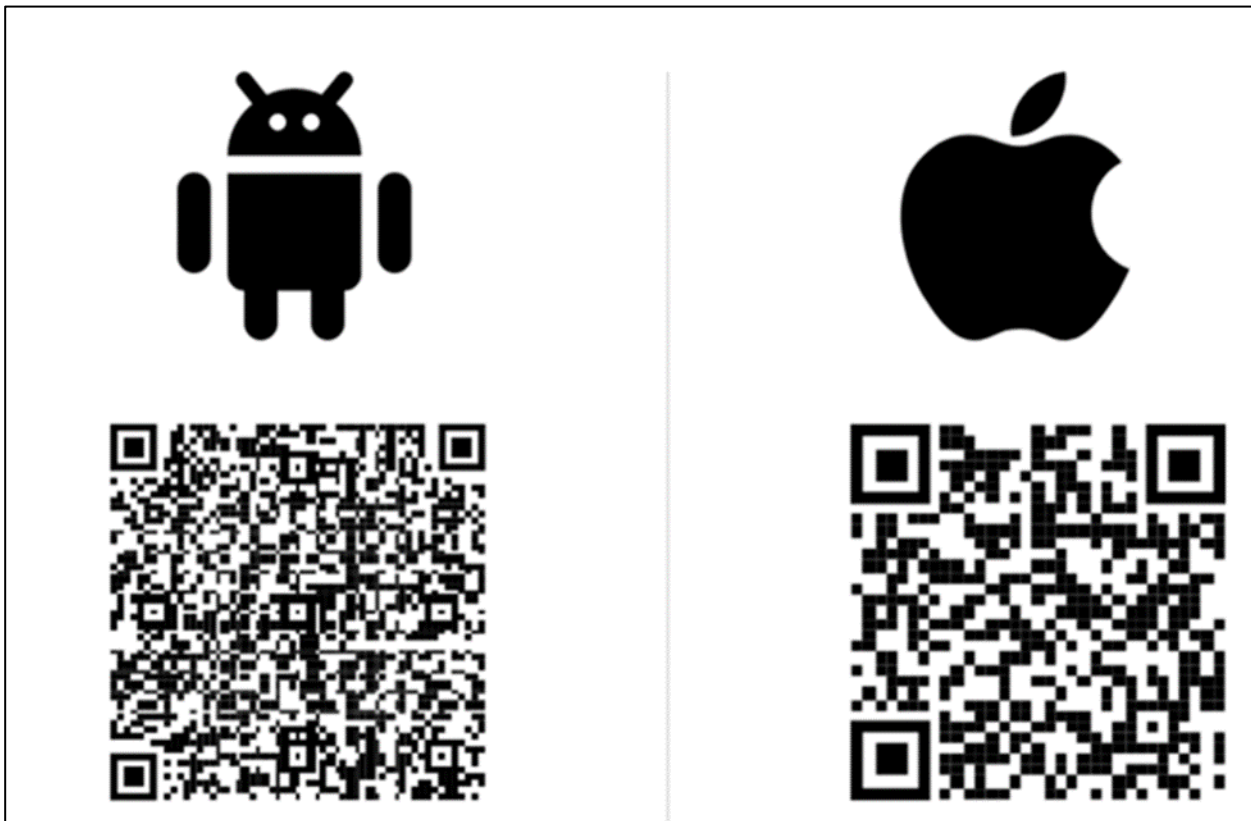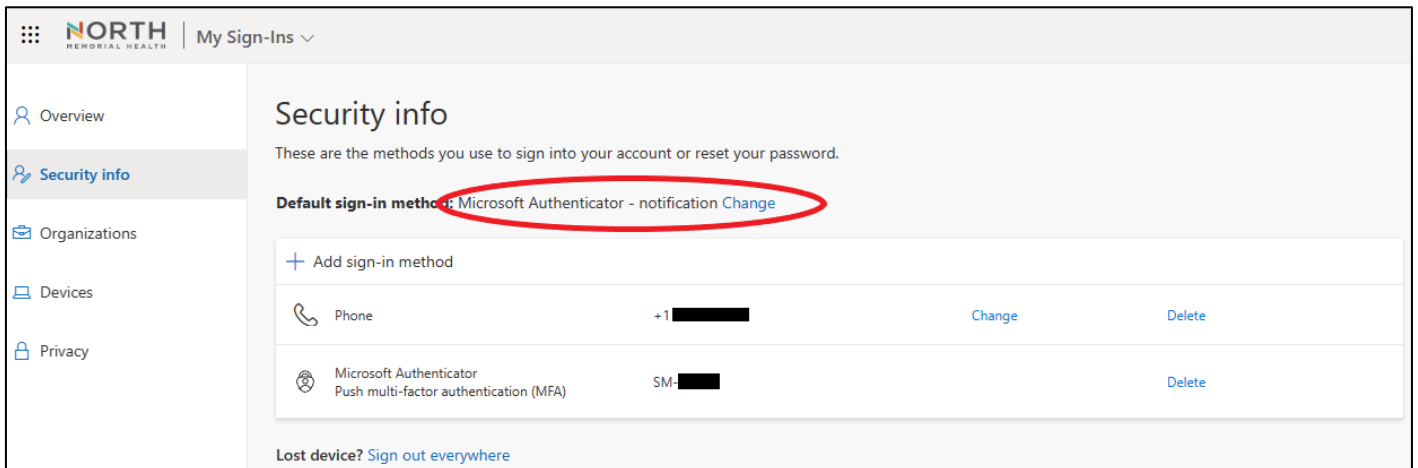
Manage Authentication Methods

Browse to North Memorial's MFA site http://mfaenrollment.northmemorial.com and sign in with your network ID and password. If you have an MFA method enrolled, you will be prompted to authenticate.
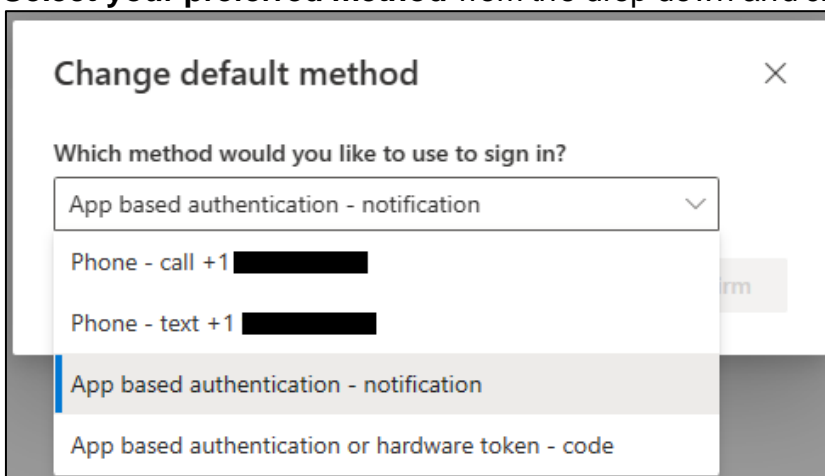

Contact the IT service desk (763-581-2684) if you are unable to successfully authenticate.

Enrolled methods can be reviewed on the Security info page. See highlighted line for your default authentication method.

If you want to change your default authentication method, select **change**.

Select your preferred method from the drop down and click **confirm**.


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Microsoft Authenticator App Set Up

North Memorial IT recommends using the Authenticator app as the preferred method of authentication.

1. Browse to North Memorial's MFA site http://mfaenrollment.northmemorial.com and sign in with your network ID and password.

2. From the Security Info page, select **Add sign-in method**.
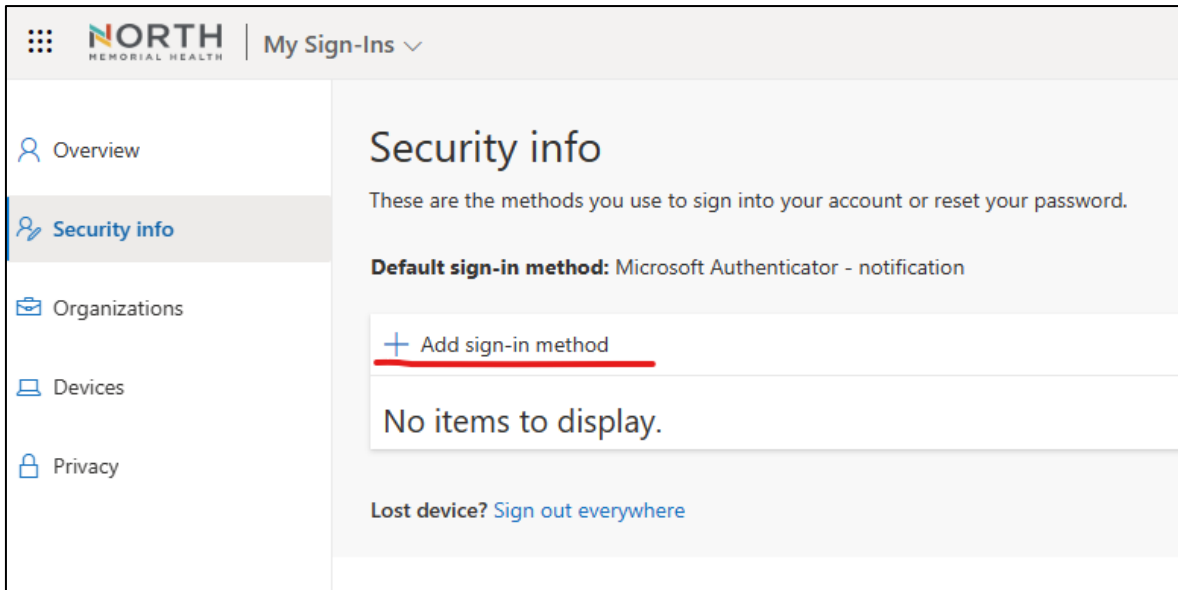
3. From the drop-down list, select **Authenticator app**.
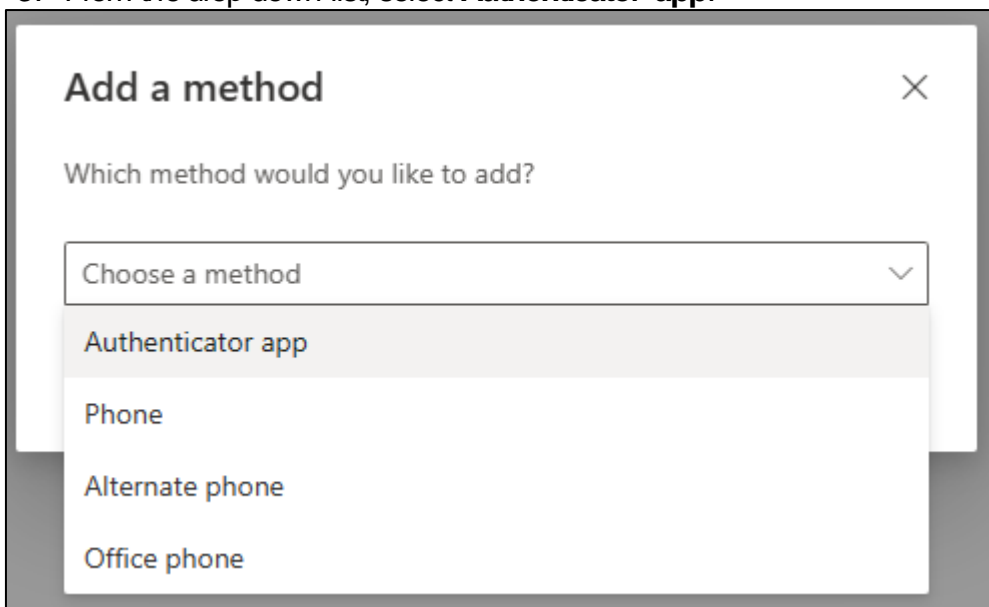
4. You will be prompted to download **Microsoft Authenticator**. **Install the app** from your phone's app store. **Open the app** once it is installed and click **Next** on the browser.

5. In the app: If prompted, allow notifications. Then **add an account**, and select "**Work or**

school". In the browser, click next.

6. In the app, select **Scan a QR code**. Scan the QR code shown in the browser. Once you have scanned the QR code, click next.
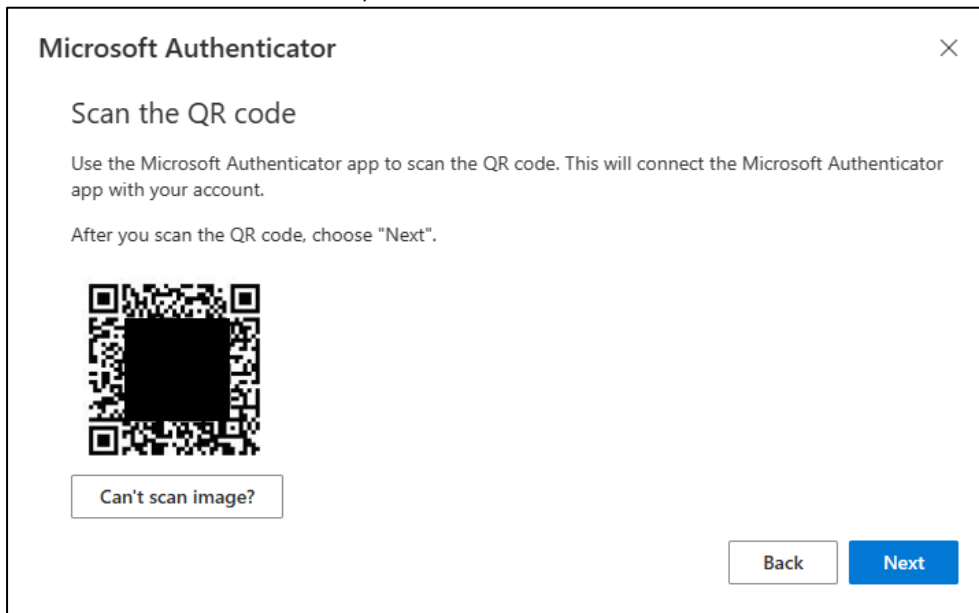
7. You should receive a test authentication prompt on your phone. **Approve the notification** to complete enrollment.

Congratulations! You now have set up multi-factor authentication. Close your browser sessions.

Reminder that Team members **will be** prompted for MFA when they are off site using public or home networks and **will not** be prompted while onsite using North Memorial network resources.

Mobile Number Set Up
A personal mobile number can be enrolled as an alternative authentication method.

***Important Reminder: North Memorial telephone numbers cannot be enrolled. Never enroll a work phone number or any phone number that is shared by others.
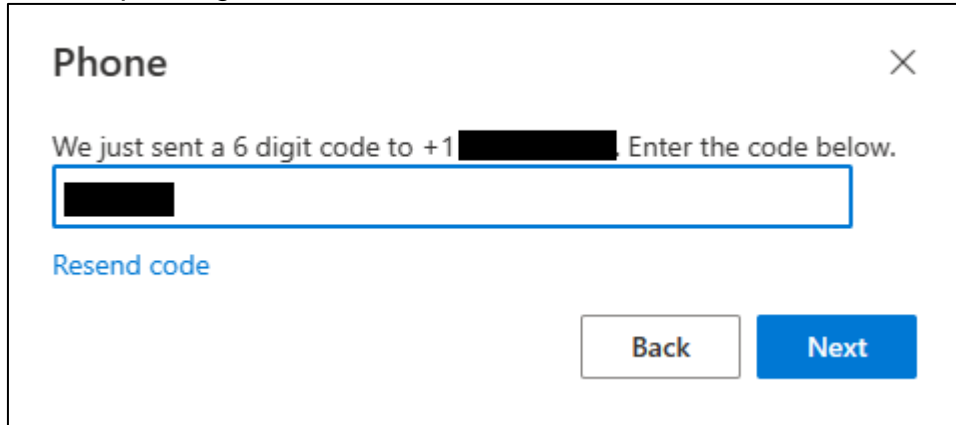
1. Browse to North Memorial's MFA site http://mfaenrollment.northmemorial.com and sign in with your network ID and password.

2. From the Security Info page, select **Add sign-in method**.
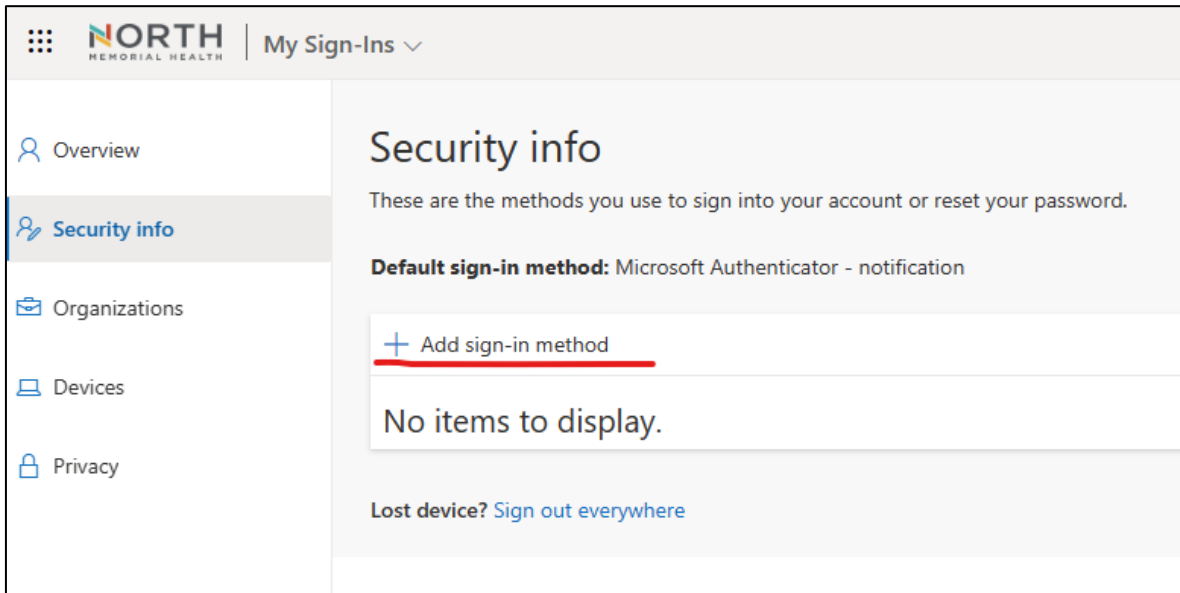
3. From the drop-down list, select **Phone**.

4. Enter **your mobile number** and select your preferred authentication method between **Text me a code** and **call me**. Click next.
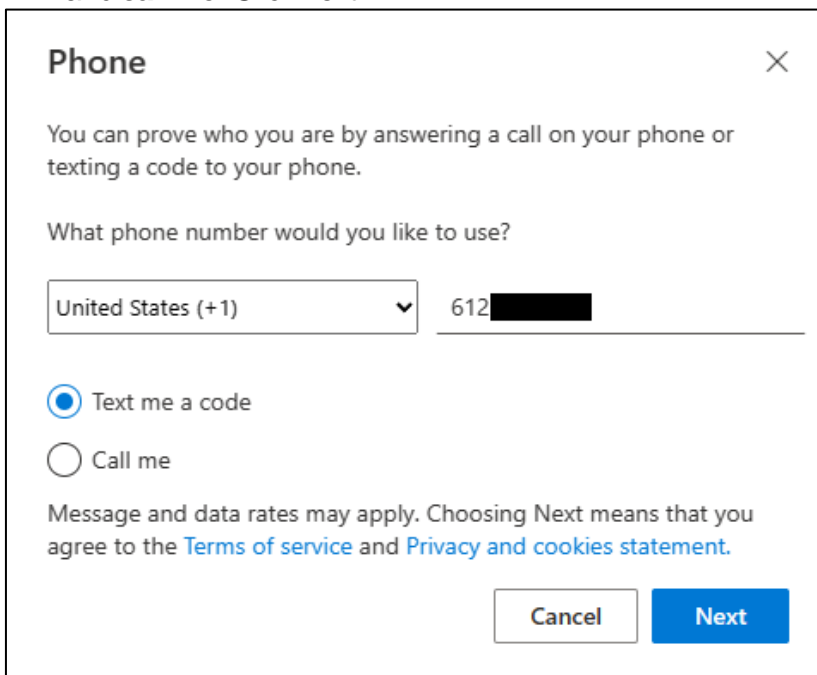
5. If you selected Text me a code, **you will receive a six digit code**. Enter the code then click next to complete registration.

Phone ✕

We just sent a 6 digit code to +1 ██████████. Enter the code below.

[██████]

Resend code

Back   **Next**

6. If you selected Call me, you will receive a call to authenticate. Answer the call and complete the prompt.

Congratulations! You now have set up multi-factor authentication. Close your browser sessions.

Reminder that Team members **will be** prompted for MFA when they are off site using public or home networks and **will not** be prompted while onsite using North Memorial network resources.