Lifespan Guide for using your Lifespan Network Account

Summary Instructions for setting up a new Lifespan network and Microsoft cloud account

When setting up a new account, your password must be set to something only you know; the self-service password application must be setup so that you can unlock your account and reset your password if it expires or if you forget your password; and you must enroll in multi-factor authentication if you will use any Lifespan systems when not connected to the Lifespan network.

Set password

1. If on-campus at Lifespan then use a Lifespan computer
    If not on-campus then go to https://connect.lifespan.org
2. Enter your new Lifespan Network Login ID
3. Enter your first time password, which you should have been given or call the Lifespan Service Desk at 401-444-6381 for a password reset.
4. *Change your account password as prompted, to a complex password longer than 8 characters.*
    *NOTE: You will get a message "Incorrect credentials. Try again." **THIS IS OK**.*
    Any other error indicates that your password
    was not correctly changed.
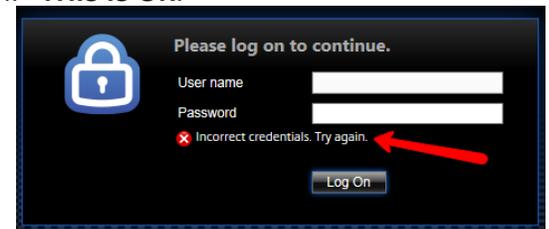
Register for Self-Service Password Reset

5. *Continue with registering for SELF-SERVICE PASSWORD RESET by going to http://aka.ms/ssprsetup (it may be helpful if you right-click on this link and choose open in new tab)*
6. Enter your new Lifespan Network Login ID with "@lifespan.org" (ie LoginID@lifespan.org)
7. Enter you NEW password which you set in step 4 above
8. Complete registration for Self Service Password Reset (SSPR). When registering, enroll an authentication phone number (land line or text capable) that you will have access to if/when you need to change or recover your password or unlock your account.

Enroll in Multi-Factor Authentication (MFA) (see MFA section below for more details)

9. Continue with enrolling in MULTI-FACTOR AUTHENTICATION (MFA) by going to
    https://aka.ms/MFAsetup (it may be helpful if you right-click on this link and choose open in new tab)
10. If prompted, enter your new Lifespan Network Login ID with "@lifespan.org" (ie LoginID@lifespan.org)
11. If prompted, enter your NEW password which you set in step 4 above.
12. When prompted with "More Information Required", click "Next"
13. Complete enrollment for MFA - You will be prompted for additional security information.
14. Choose a "How should we contact you" Option. You can choose "Mobile App" or "Authentication phone".
    o   Lifespan recommends the "Mobile App" (aka Authenticator App) with "Receive Notifications for verification" for the easiest on-going authentication experience. Note that this requires installing and configuring the Authenticator app on your phone - follow the on-screen instructions to complete this.
    o   You will be able to configure additional methods after the primary verification method is setup.

- o You will not be able to setup the "Office Phone" method. Do not try to choose that as your primary method.

15. Option: MOBILE APP, you must choose "Receive notification for verification" or "Use verification code" then click Setup and follow the instructions to install and configure the Authenticator App on your phone.

    1. Install the Microsoft Authenticator app from your phone's app store
    2. Open the Authenticator App on your phone
    3. Click the + to add a new account, even if your account is listed
    4. Select Work or school account
    5. Allow the Authenticator app to access your camera
    6. Point phone at bar code
    7. Click Next on your computer
    8. Click Save on your computer
    9. You can close or leave open the Authenticator app

15. Option: AUTHENTICATION PHONE, you must select a country code and fill in a telephone number, plus select a "Method" – text message or phone call. Click Next and follow the instructions.

16. Click "Done" after successful verification.
17. **After configuring primary verification method,** setup "Alternate Authentication Phone" with a country code and fill in a telephone number. **You will need this in case you lose or break your primary phone.**
18. Click Save when done and close browser tab

Making changes later

To make changes to any of these settings anytime, including phone number changes, go to *https://www.lifespan.org/lifespan-remote-access-links* for the links. Please contact the Lifespan Service Desk at 401-444-6381 with questions or problems using the new account**.**

Details for Using Multi-Factor Authentication (MFA)

Registering for MFA for the First Time:

1. Before you start:

    a   Enrollment in Multifactor Authentication (MFA) is ONLY needed for remote access to Lifespan network or applications; MFA is NOT needed for workstations or devices connected to the Lifespan network.

    b   MFA enrollment is best done from a computer, not from a mobile phone or tablet.

    c   Use of the Authenticator mobile app is recommended, and will require you to install the app on your iOS or Android phone or tablet.

    d   MFA requires newer versions of Microsoft Office applications (Outlook, Word, Excel, PowerPoint, etc.). Remote access will be blocked for versions of Microsoft Office prior to Office 2013.

2. Click link in email to register for the MFA.
   https://aka.ms/MFAsetup

3. Enter your Lifespan login ID with @lifespan.org (ie **jdoe@lifespan.org** or **345678@lifespan.org** but not your email address like John.Doe@lifespan.org) and click **Next** or press the **Enter** key.
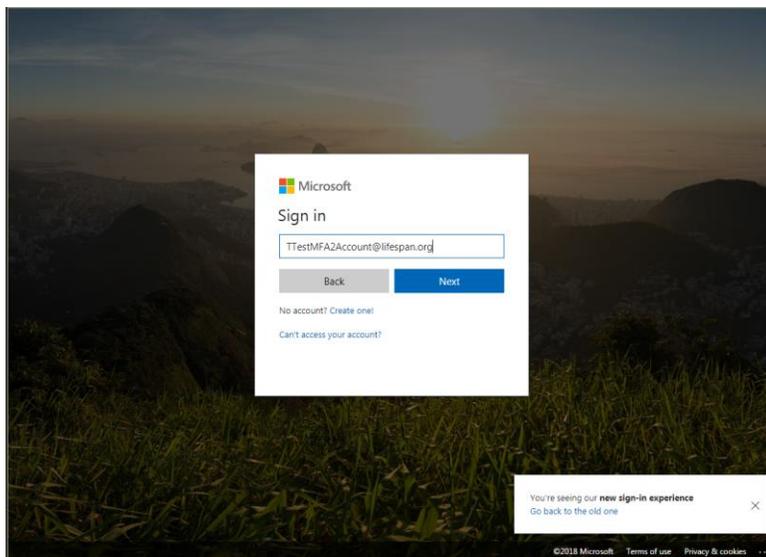
4. Enter your Lifespan login ID and password ("@lifespan.org" is not needed on this screen, though it can be included).

5. Click **Sign In**.

6. You may be prompted to "Stay signed in". Click "no" unless you are on a computer that you only use.
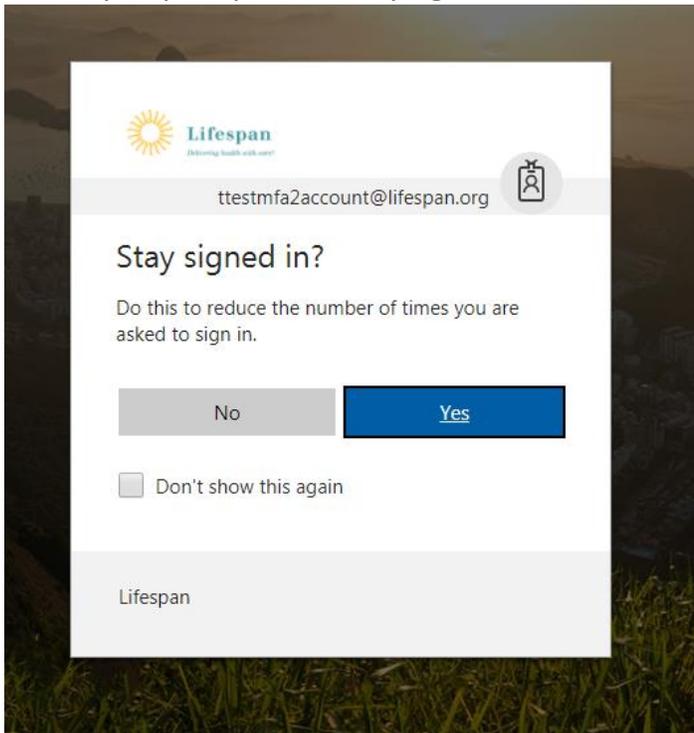
7. You will be prompted to setup added security. Click "Set it up now"
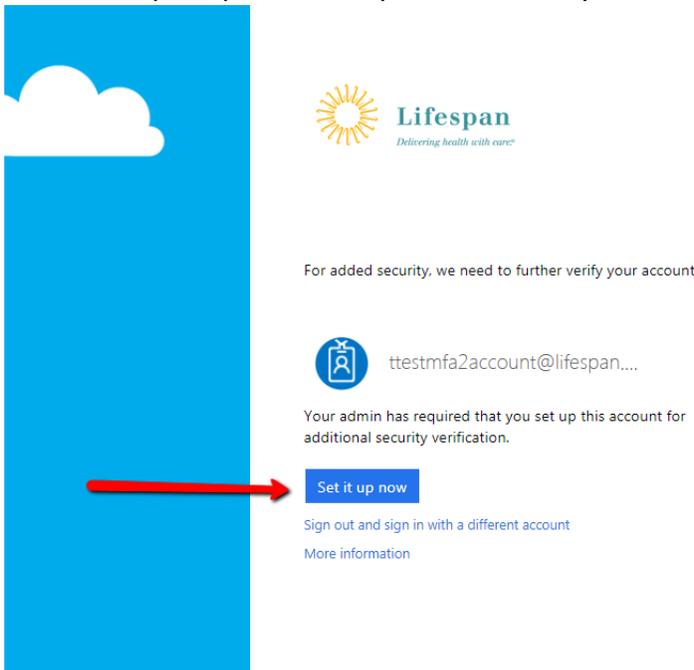
8. You must choose "How should we contact you". You can choose "**Mobile App**" or "**Authentication phone**".

    - Lifespan recommends the "Mobile App" (aka Authenticator App) with Notification option for the easiest on-going authentication experience. Note that this requires installing and configuring the Authenticator app on your phone – follow the on-screen instructions to complete this.
    - You will be able to configure additional methods after the primary verification method is setup.
    - You SHOULD configure the "alternate authentication phone" in case you lose or change your primary phone
    - You will not be able to setup the "Office Phone" method. Do not try to choose that as your primary method.

9. **Option: Mobile app**, you must choose "Receive notification for verification" or "Use verification code" then click **Setup** and follow the instructions to install and configure the Authenticator App on your phone.
   - Lifespan recommends "Receive notification for verification" for the easiest on-going authentication experience.

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.

1. Install the Microsoft Authenticator app from your phone's app store
2. Open the Authenticator App on your phone
3. Click the + to add a new account, even if your account is listed
4. Select Work or school account
5. Allow the Authenticator app to access your camera
6. Point phone at bar code
7. Click Next on your computer
8. Click Save on your computer
9. You can close or leave open the Authenticator app

10. **Option: Authentication Phone**, you must select a country code and fill in a telephone number, plus select a "Method" – text message or phone call. Click **Next** and follow the instructions.

Step 1: How should we contact you?

Authentication phone ▾

United States (+1) ▾   4012557519

Method
- ○ Send me a code by text message
- ⦿ Call me

Next

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

11. Click "Done" after successful verification.
12. You will be prompted to again confirm, via MFA, your login

13. After configuring your primary verification method, you should setup at least one additional method. Your Additional security verification page should look something like this when complete. Click **Save** when done.

14. You can close your browser tab when setup is complete.

   Note that you can return to this page (https://aka.ms/MFAsetup) at any time to modify your setup and to change your primary verification option. You may find that you would like to try the different verification methods to identify the one that you prefer.

Using MFA

Using one of your alternate MFA Methods

Your default MFA method is your selected primary method. If at any time you need to use one of your alternate methods, you can often select that from the cloud login screen by click on "Sign in another way".
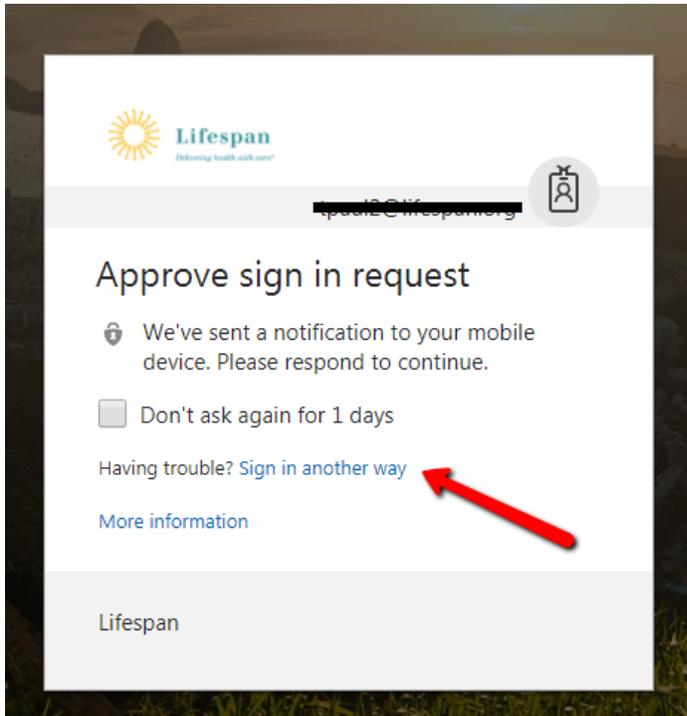
Then you will be prompted with a list of your other options
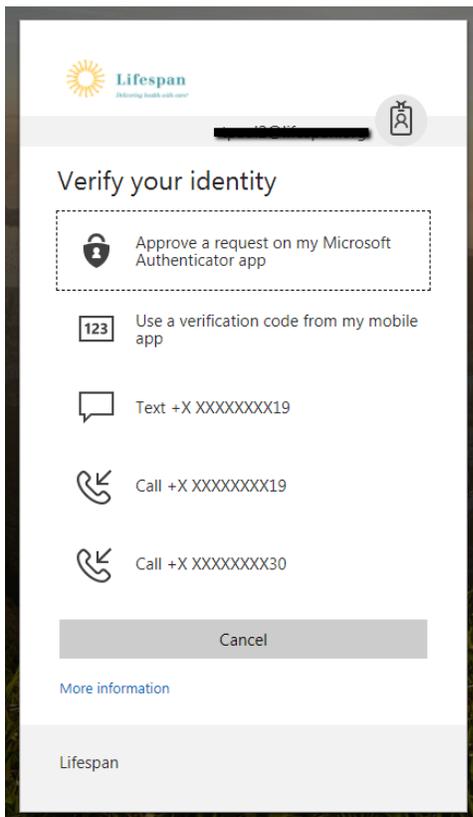
Making an MFA response easy

You don't need to unlock your phone to approve an MFA request.

- From an iPhone, when the notice comes to your lock screen, slide the notice left then click Approve

Confirming or Changing MFA Settings

If at any time you need to confirm/view your MFA settings or change your MFA settings, you can do so. Also, you may find that you would like to try the different verification methods to identify the one that you prefer.

1. Go to https://aka.ms/MFAsetup
2. Login – you will be prompted to MFA
3. Review or modify settings on this screen

4. Click Save

Registering a new Phone

1. Go to https://aka.ms/MFAsetup
2. Login using one of the MFA options that will still work. Use the Sign in another way option if needed
3. Click on the Configure button to setup the Authenticator App
4. Follow the same steps as for a new enrollment (step 9 above)

Troubleshooting MFA

Outlook is prompting to login multiple times

- Double check the login windows that open – it might not be Outlook prompting multiple times. It could be Outlook, OneDrive and Skype each prompting for authentication. Look for the Window titles on each pop-open window.
- Also confirm that a secondary login is not for a personal account that is also profiled in the Outlook app. Double check the domain for the e-mail address and ensure it is @lifespan.org

Once confirming that this is actually an issue with Outlook prompting multiple times …

1. Close Outlook
2. Open the Windows Credential Manager
   - From Windows start menu, search for "Credential Manager" and select it
3. Delete any Lifespan credentials
   a. Click the pull down arrow next to each credential that ends with ".lifespan.org"
   b. Click on "Remove from vault"
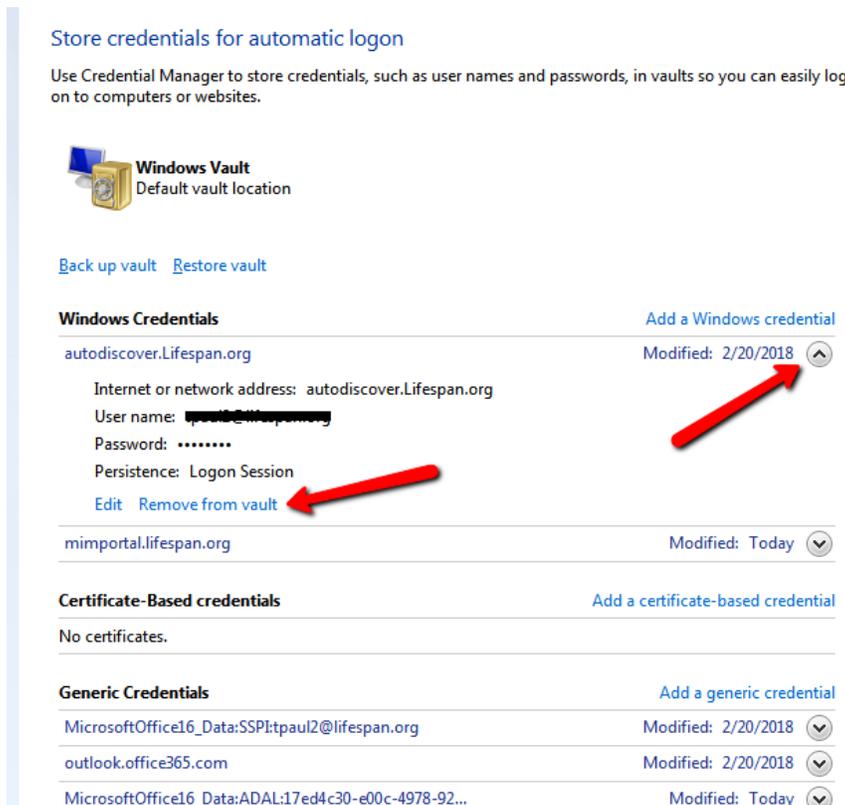
   c. Repeat for each Lifespan Credential

4. Restart Outlook

Skype is prompting to login multiple times

To address this …

1. Log out of Skype
   a. Pull down the menu by the gear
   b. Select -> File -> Sign Out
2. Click "Delete my sign-in info".
3. Click Sign In again and complete signing in.
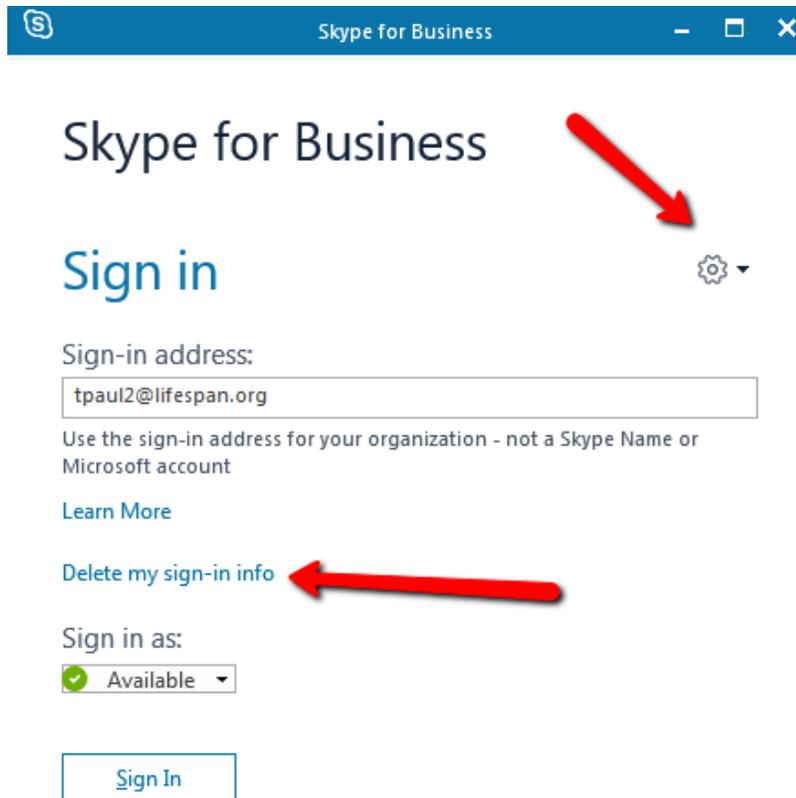
OneNote needs password to sync this notebook

The issue is that OneNote needs to re-authenticate with MFA but cannot trigger that to happen.

To address this, close and re-open OneNote. Your changes will be saved and re-synced.

User needs to reregister (no longer has access to previously registered phone/phone number)

1. User should CALL the service desk (don't use the Heat Self-Service Portal) because the Service Desk will need to verify the user's identity.
2. Once the Service Desk has confirmed the user's identity, using the same standard procedure they follow for a password reset, the Service Desk will log a Heat ticket assigned to the O365 Team, requesting a forced reregister.
3. When reregistering, the user should setup BOTH a primary AND an "Alternate Authentication Phone" to avoid this problem in the future.

Appendices

Key Links for managing your Lifespan Network and Lifespan/Microsoft Cloud account

Go to www.lifespan.org and scroll to the bottom of the page and select Lifespan Remote Access
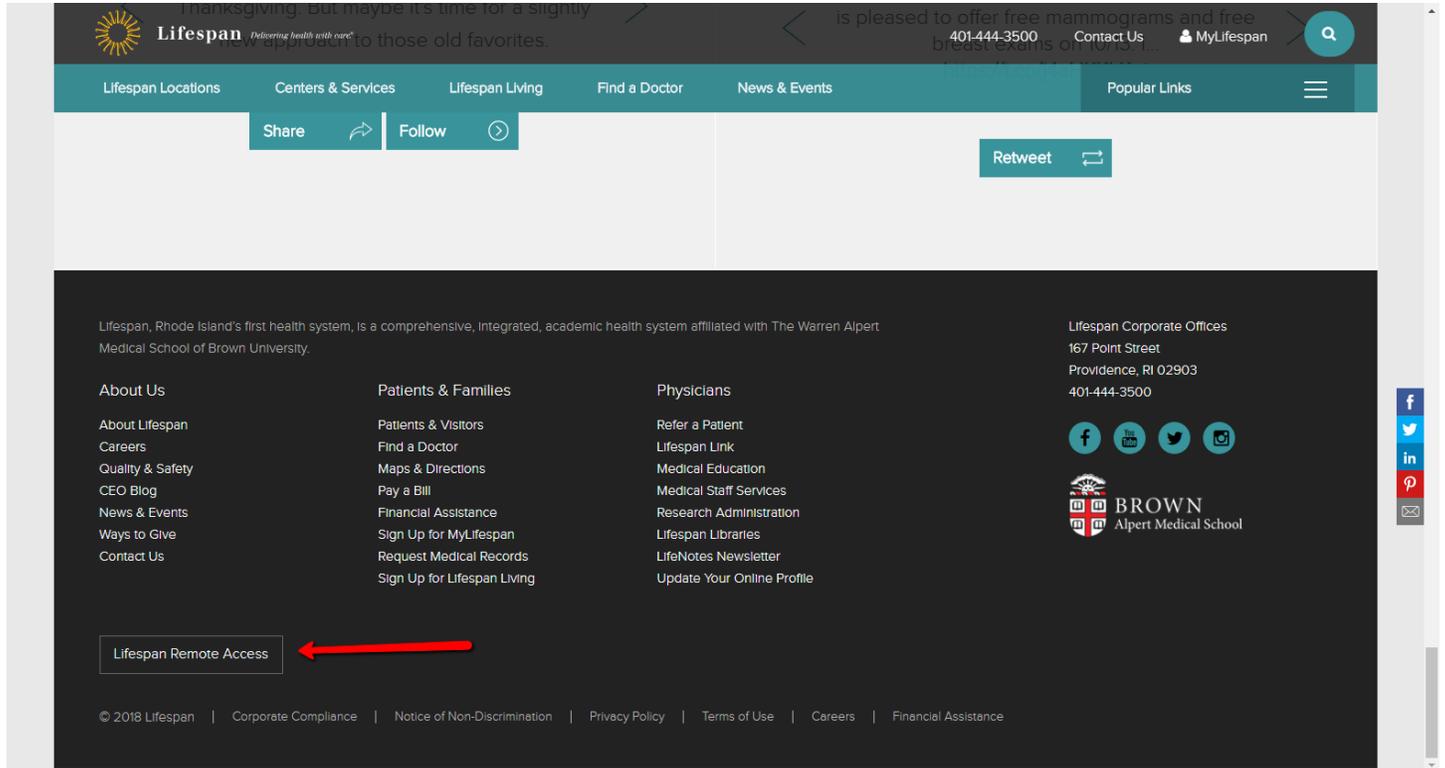
Tips

- Your Lifespan Network login ID sometimes must be entered like an e-mail address. That is, you would enter it like loginID@lifespan.org. Generally, logins on pages associated with the Lifespan Microsoft "Cloud" require the "@lifespan.org" after your login ID so that Microsoft can identify you are at Lifespan rather than at one of their many other cloud customers.

- We contract with Microsoft for "cloud" based services. Microsoft brands their "cloud" services as "Microsoft Azure" and "Office 365" (or O365). You will see Microsoft branding as well as Lifespan branding throughout the web pages.

- "Cloud" services just means that we are using someone else's computers. Microsoft is a valued technology partner and Lifespan has an enterprise agreement with them to use their "cloud/Azure" services for secure and powerful information services (like e-mail, collaborative computing and security)

- Logging in with your single Lifespan network account is sometimes known as "Single Signon" or "SSO" since you are using your Lifespan ID and password 'everywhere'. Imprivata OneSign (tap-in/tap-out) has also been known as "Single-Signon" and "SSO".

- If you forget your password, you can reset it and restore access to your account by using the "Can't access your account" link on the Microsoft cloud login page without calling the Lifespan Service Desk (BUT ONLY IF YOU HAVE Registered for SSPR first!)