

Lifespan

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Lifespan Guide for using your Lifespan Network Account

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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 <u>https://connect.lifespan.org</u>
- 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.

User name

Log On

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 <u>http://aka.ms/ssprsetup</u> (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 <u>https://aka.ms/MFAsetup (</u>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".
 - 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.
 - You will be able to configure additional methods after the primary verification method is setup.

- 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 <u>https://www.lifespan.org/lifespan-remote-access-links</u> 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.

Stay signed in? Do this to reduce the nu asked to sign in.	nber of times you are
No Don't show this aga	Yes n
Lifespan	

7. You will be prompted to setup added security. Click "Set it up now"

Lifespan Delivering health with care
For added security, we need to further verify your account
ttestmfa2account@lifespan
Your admin has required that you set up this account for additional security verification.
 Set it up now
Sign out and sign in with a different account More information

- 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?

Mob	ile app	•
-Ho	w do you want to use	the mobil
۲	Receive notifications	for verific
	Use verification code	
	Use verification code	

To use these verification methods, you must set up the Microsoft Authenticator 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. <u>Option: Authentication Phone</u>, 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.

Authentication phone	v			
United States (+1)	▼ 4012557519			
-Method	xt message			
Call me				
(our phone numbers will on	who used for account recur	ty. Standard telephone an	d SMS charges will appl	v

- 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.

Lifespan Deteroise bestift with were				TTestMFA1Account@lifespan.org
Additional securi	ty verification			
When you sign in with your password, y View video to know how to secure you	you are also required to respond r account	from	a registered device. This makes it har	der for a hacker to sign in with just a stolen password.
what's your preferred optior	ı?			
We'll use this verification option by def	fault.	Ch	oose the primary/default verifica	tion method you prefer.
Notify me through app		LIIE	span recomends the Notity me	through app method.
how would you like to respo Set up one or more of these options. La	and?			
 Authentication phone 	United States (+1)	٣	4015551111]
Office phone	Select your country or region]
 Alternate authentication phone 	United States (+1)	٣	Extension 4015552222]
 Authenticator app 	Configure Mobi	le app	has been configured for notification	is and verification codes.
restore multi-factor authenti	ication on previously tru:	sted	devices	
	1 3			
Restore				
Save cancel				
Your phone numbers will only be used	for account security. Standard tel	epho	ne and SMS charges will apply.	
	· · · · · · · · · · · · · · · · · · ·			

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

Note that you can return to this page (<u>https://aka.ms/MFAsetup</u>) 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

Lifespan		TTestMFA1Account@lifespan.org ?
Additional security	verification	
When you sign in with your password, you View video to know how to secure your ac	are also required to respond count	from a registered device. This makes it harder for a hacker to sign in with just a stolen password.
what's your preferred option?		
We'll use this verification option by default	t.	Choose the primary/default verification method you prefer.
Notify me through app		Lifespan recomends the "Notify me through app" method.
how would you like to respond Set up one or more of these options. Learn	l? n more	
 Authentication phone 	Inited States (+1)	▼ 4015551111
Office phone Si	elect your country or region	
Alternate authentication phone	Inited States (+1)	• 4015552222
 Authenticator app 	Configure Mobi	ile app has been configured for notifications and verification codes.
restore multi-factor authenticat	tion on previously tru	isted devices
Restore		
Save cancel		
Your phone numbers will only be used for	account security. Standard te	elephone and SMS charges will apply.
©2018 Microsoft Legal L Privacy		

4. Click Save

- 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"

Store credentials for automatic logon	
Jse Credential Manager to store credentials, such as user names and on to computers or websites.	d passwords, in vaults so you can easily log
Windows Vault Default vault location	
Back up vault Restore vault	
Windows Credentials	Add a Windows credential
autodiscover.Lifespan.org	Modified: 2/20/2018
Internet or network address: autodiscover.Lifespan.org	
User name: weeks a liter participation of g	
Password: ••••••	
Persistence: Logon Session	
Edit Remove from vault	
mimportal.lifespan.org	Modified: Today 🖌
Certificate-Based credentials	Add a certificate-based credential
No certificates.	
Generic Credentials	Add a generic credential
MicrosoftOffice16_Data:SSPI:tpaul2@lifespan.org	Modified: 2/20/2018 😽
outlook.office365.com	Modified: 2/20/2018 🖌
MicrosoftOffice16 Data:ADAL:17ed4c30-e00c-4978-92	Modified: Today 🕟

- 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.

3		Skype for Business	- = >
Skyp	e for	Business	
Sign	in		گ ا
Sign-in ac	dress:		
tpaul2@life	espan.org		
Use the sign Microsoft ac	-in address f count	for your organization - r	not a Skype Name or
Learn More			
Delete my si	gn-in info		-
Sign in as	:		
📀 Availab	le 👻		
<u>S</u> ign 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

	nters & Services Lifespan Living	Find a Doctor	News & Events	Popular Links
Shar	e 🎓 Follow 🕥			Retweet
.ifespan, Rhode Island's first heal Aedical School of Brown Univers About Us	th system, is a comprehensive, integrated, acad ity. Patients & Families	demic health system affil Physicie	ated with The Warren Aipert ns	Lifespan Corporate Offices 167 Point Street Providence, RI 02903 401-444-3500
About Lifespan	Patients & Visitors	Refer a P	atient	
Careers	Find a Doctor	Lifespan	link	+ • •
Quality & Safety	Maps & Directions	Medical E	ducation	.
CEO Blog	Pay a Bill	Medical S	taff Services	
lowe & Evonte	Financial Assistance	Research	Administration	BROWN
News & Lvents	Sign Up for MyLifespan	Lifespan	lbrarles	Alpert Medical School
Vays to Give	Request Medical Records	LifeNotes	Newsletter	
Vays to Give Contact Us		Update Y	our Online Profile	
Vays to Give Contact Us	Sign Up for Lifespan Living			
Ways to Give Contact Us	Sign Up for Lifespan Living			

- 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!)

