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Multi-factor Authentication Help

A concise guide regarding how to enroll, use, and troubleshoot multi-factor authentication. If you would like to print a guide, please [reference this PDF](#).

About Multi-factor

[Multi-factor authentication](#) (MFA) is a method of computer access control in which a user is granted access only after successfully presenting several separate pieces of credentials -- often something you know (password) and something you have (mobile phone).

You probably already use MFA in other parts of your life. When you use an ATM to withdraw cash, you must have both your physical bankcard (something you have) and your PIN code (something you know).

Why are we adding MFA?

Enabling MFA is among the easiest and most powerful steps we can take to protect our accounts (and the patient data they access).

From any internet-connected computer, our employees are able to remotely logon to virtual desktops to access OneView or other sensitive data via [desktops.riverview.org](#).

Adding MFA to all logons from remote locations (e.g. from home) will help thwart bad guys from gaining access by repeatedly guessing your logon credentials.

How will we implement MFA?

We will first introduce MFA for accounts logging onto [desktops.riverview.org](#) from an external location. The steps are:

- Enroll in MFA (phone call or mobile app)
- Logon to [desktops.riverview.org](#) from an external location
- Acknowledge MFA phone call or app
- Gain remote access to a virtual desktop

This document will review these steps in greater detail.

MFA Enrollment

Before you may use multi-factor authentication, you must first enroll in MFA. Mercy (our OneView partner), along with Microsoft, provide us these services. The enrollment process will take about 15 minutes. You will want to have your mobile phone or device with you.

Your MFA Options

When you enroll for MFA, you will have two options.

MFA by Phone: receive a phone call

MFA by App: receive an app notification

You must choose one or the other. In both cases, we recommend using your mobile phone, which you will likely have with you when connecting externally.

Phone Call Requirements

If you chose this option, MFA will call up to two phone numbers when you logon externally.

To enroll, you will need to be able to authenticate the phone number(s) you enter by answering them.

We recommend using a mobile phone. Optionally, if you wish to enroll a landline, you may perform this enrollment from home.

Mobile App Requirements

If you chose this option, MFA will prompt you via a mobile app that you will install on your mobile device.

Before you enroll, you must first download and install the [Microsoft Authenticator](#) app onto one to three of your mobile devices.

- [Apple App Store](#)
- [Android App Store](#)

Using Phone Numbers for Multi-Factor Authentication

These steps will help you enroll up to two phone numbers that will be called for MFA.

Use a Phone Number

Choose this option if you do not want to install an application on your smartphone.

After enrolling one or two phone numbers, you should also answer the Security Questions, which will be used to validate your identity should your MFA options be unavailable.

MFA via a Phone Call

If you chose this option, MFA will call up to two phone numbers when you logon externally.

- Via a computer, open Internet Explorer or Edge
- Visit [Mercy's MFA website](https://mfarvh.mercytechnology.net/portal/) at <https://mfarvh.mercytechnology.net/portal/>
- Enter your SamAccountName (SAM username) and password
- For Method, select Phone Call
- Enter one or two phone numbers
- Select Call Me Now to Authenticate
- Answer your phone and press #

BEGIN PHONE ENROLLMENT

Using a Mobile App for Multi-Factor Authentication

These steps will help you enroll up to three smartphones with an app that will notify you for MFA.

Use a Mobile App

Before you enroll, you must first download and install the [Microsoft Authenticator](#) app onto one to three of your mobile devices.

After enrolling up to three mobile devices, you should also answer the Security Questions, which will be used to validate your identity should your MFA options be unavailable.

MFA via a Mobile App

If you chose this option, MFA will notify you via a mobile app that you will install on your mobile device.

- Via a mobile device, download [Microsoft Authenticator](#) from your iOS or Android app store.
 - [Apple App Store](#)
 - [Android App Store](#)
- Via a computer, open Internet Explorer or Edge
- Visit [Mercy's MFA website](#) at <https://mfarvh.mercytechnology.net/portal/>
- Enter your SamAccountName (SAM username) and password
- For Method, select Mobile App
- Select Generate Activation Code
- Via your mobile device, Open Microsoft Authenticator
- Use the Microsoft Authenticator app to scan the Barcode / QR code on your computer screen

[BEGIN APP ENROLLMENT](#)

Other Helpful Guides

If you enjoyed this, we've written some other helpful guides that might interest you.

Username

Most Riverview Health users will use up to three usernames to access various systems, services, and resources. This guide will help you learn when to use a SamAccountName, a UserPrincipalName, or a OneView username.

[LEARN ABOUT USERNAMES](#)

Passwords

Your three usernames (the SAM, UPN, and OneView) all share the same password. Change one and you change them all. This guide will help you understand our password policy and help you pick and manage your credentials.

[LEARN ABOUT PASSWORDS](#)

Office 365

Access your @riverview.org email from any internet-connected device from any location. By then end of 2017, we will have migrated all user email and instant messaging to Office 365. Learn how to set up your mobile devices.

[LEARN ABOUT OFFICE 365](#)