Multi-factor Authentication

In February 2020, Riverview Health will transition away from a Mercy-provided multi-factor authentication (MFA) solution by adopting its own MFA solution. All @riverview.org users are required to enroll.

The Riverview Health MFA program will be used for remote access to VMware Horizon virtual desktops and Microsoft Office 365. Those enrolled in this MFA program will also be enrolled in a new self-service password reset (SSPR) solution that will provide users a secure way to reset their own passwords without Help Desk assistance. Please visit <u>https://s.riverview.org/mfasetup</u> to enroll.

How to Enroll in the Riverview Health MFA Program

- Visit <u>https://s.riverview.org/mfasetup</u>
 - o Sign in using your Riverview Health username that ends in @riverview.org
 - Enter your Riverview Health password associated with your @riverview.org account
 - You might see "More information required...to keep your account secure"; select Next
 - You will arrive at **My Sign-Ins > Security Info**
 - Select Add Method to add two or more sign-in methods. In recommended order, your options are:
 - o Best Method: Microsoft Authenticator App (download from iOS or Android app store)
 - o Good Method: Phone (SMS, text me a code) belonging to you
 - o Good Method: Phone (voice, call me) belonging to you
 - Okay Method: Phone (voice, call me) belonging to Riverview Health
 - Optional Method: Email, used only as a self-service password reset recovery method
- Enroll at least two methods of authentication

Resources:

- Riverview Health MFA and SSPR Enrollment: <u>https://s.riverview.org/mfasetup</u>
- Test your Riverview MFA after enrolling: <u>https://s.riverview.org/mfariverview</u>
- Microsoft video on how to register: <u>https://www.youtube.com/watch?v=uWbkLul4g30</u>
- Microsoft text on how to register: <u>https://docs.microsoft.com/en-us/enterprise-mobility-security/solutions/fasttrack-how-to-enroll-in-mfa</u>
- Yammer postings about #MFA: <u>https://www.yammer.com/riverview.org/topics/32392609792</u>
- Yammer postings about #SSPR: <u>https://www.yammer.com/riverview.org/topics/32392626176</u>
- Riverview Health Self-Service Password Reset (lost password): <u>https://s.riverview.org/passwordreset</u>
- Riverview Health Self-Service Change Password: <u>http://s.riverview.org/changepassword</u>