



Transition to Microsoft Authenticator

 **Cisco Duo is Retiring Soon.**

To improve your account security, we are moving to **Microsoft Authenticator** as the recommended Multi-Factor Authentication method.

You can also set up Text Message codes or Phone Call verification as alternate options.

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Confidentiality Notice

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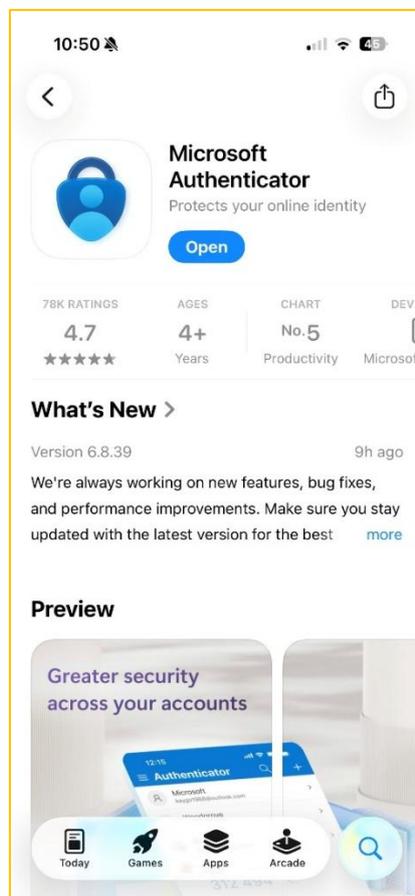
Select your Multi-Factor Authentication (MFA) Option

- **Microsoft Authenticator App** – best security and fastest login (*IT Cyber Security recommended*)
- Text message – simple, but less secure [Page 4, 5 & 9]
- Phone call – easy, but less secure [Page 4, 5 & 10]

If you choose Microsoft Authenticator

Before you start: Install the **Microsoft Authenticator** app on your phone from the **Apple App Store** or **Google Play Store**.

Navigate to your mobile app store and search for **Microsoft Authenticator**. You'll see the application matching the one shown in the screenshot below.

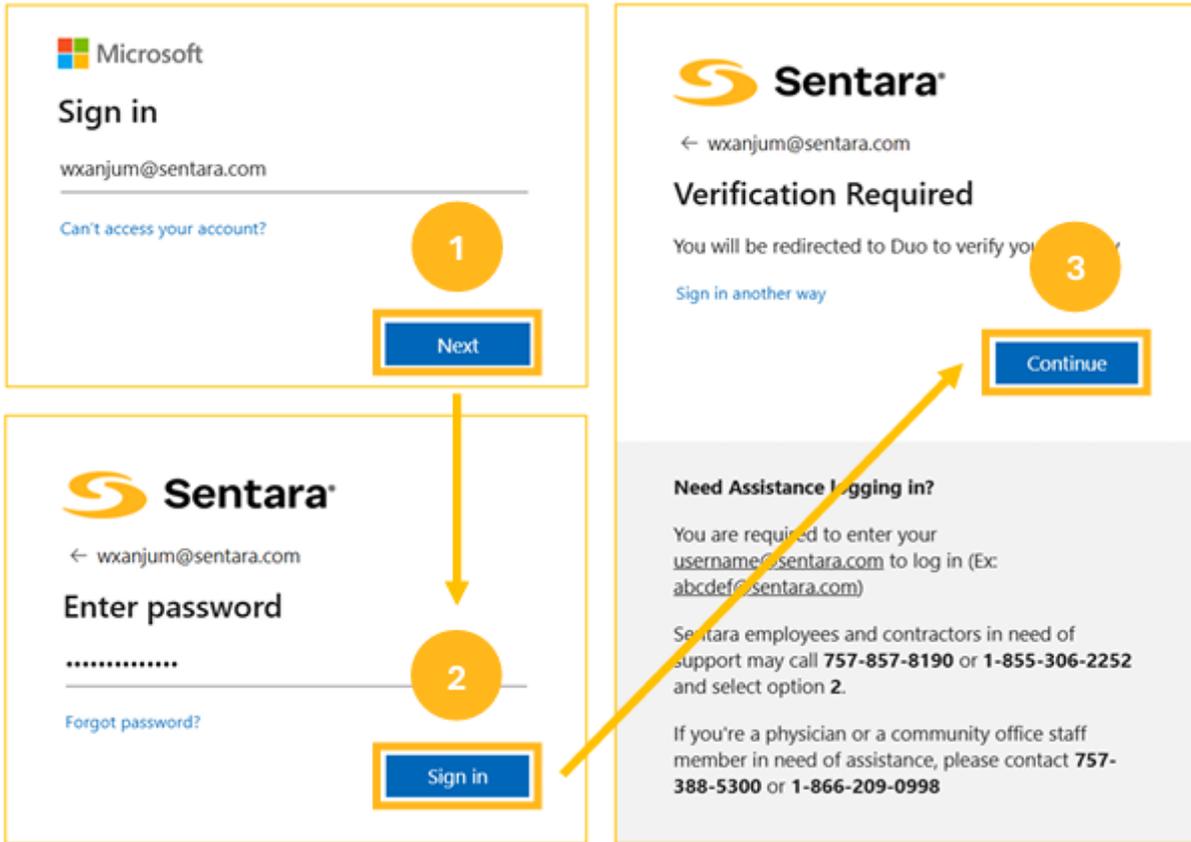


Set Up Microsoft MFA

Go to the Security Portal from your computer

IMPORTANT: Do **NOT** sign into portal from your **MOBILE PHONE**.
Open a web browser on your computer to continue.

Navigate to: <https://mysignins.microsoft.com> and enter your username with username@sentara.com and password on the next screen.



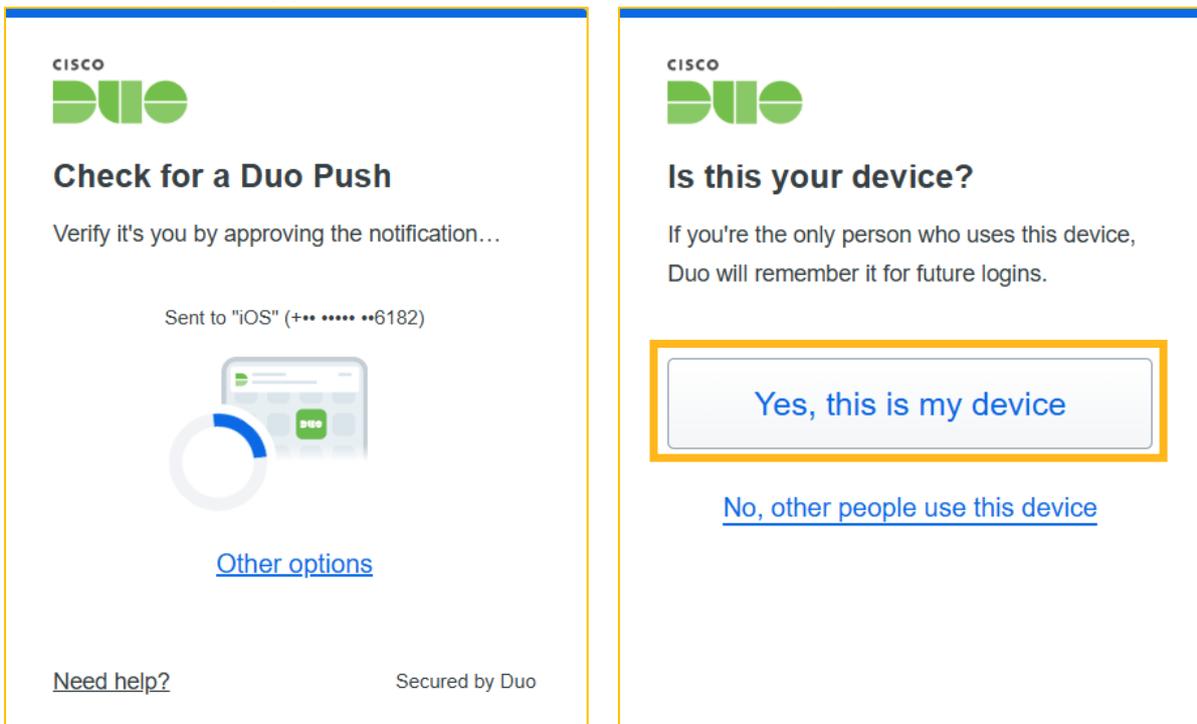
1 Microsoft Sign in
wxanjum@sentara.com
Next

2 Sentara
wxanjum@sentara.com
Enter password
Sign in

3 Sentara
wxanjum@sentara.com
Verification Required
Continue

Need Assistance Logging in?
You are required to enter your username@sentara.com to log in (Ex: abcdef@sentara.com)
Sentara employees and contractors in need of support may call 757-857-8190 or 1-855-306-2252 and select option 2.
If you're a physician or a community office staff member in need of assistance, please contact 757-388-5300 or 1-866-209-0998

After clicking **Continue**, you will be redirected to Duo on your mobile device. Open the Duo app, tap **Approve**, and then select **Yes, this is my device**.

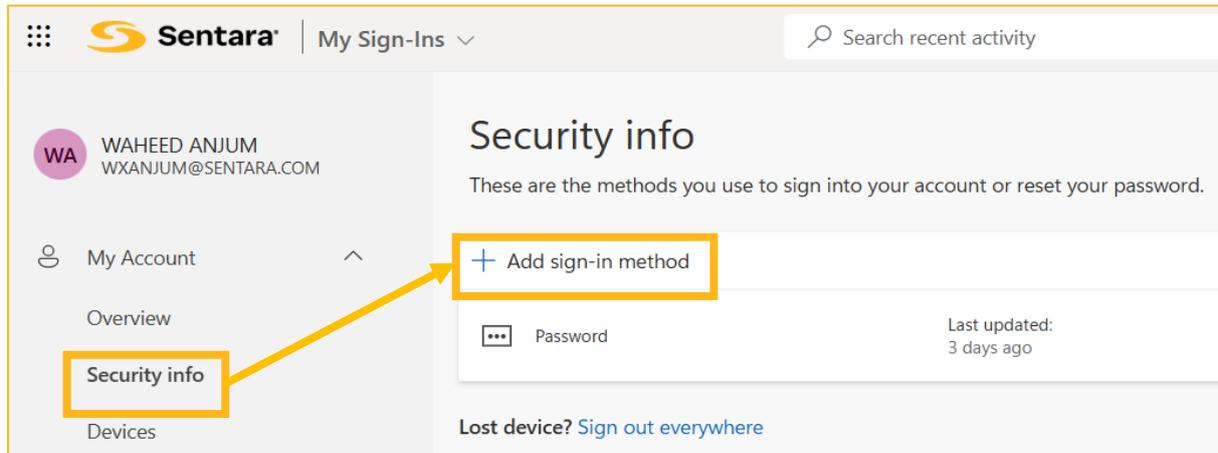


CISCO Duo
Check for a Duo Push
Verify it's you by approving the notification...
Sent to "iOS" (+... ..6182)
Other options
Need help? Secured by Duo

CISCO Duo
Is this your device?
If you're the only person who uses this device, Duo will remember it for future logins.
Yes, this is my device
[No, other people use this device](#)

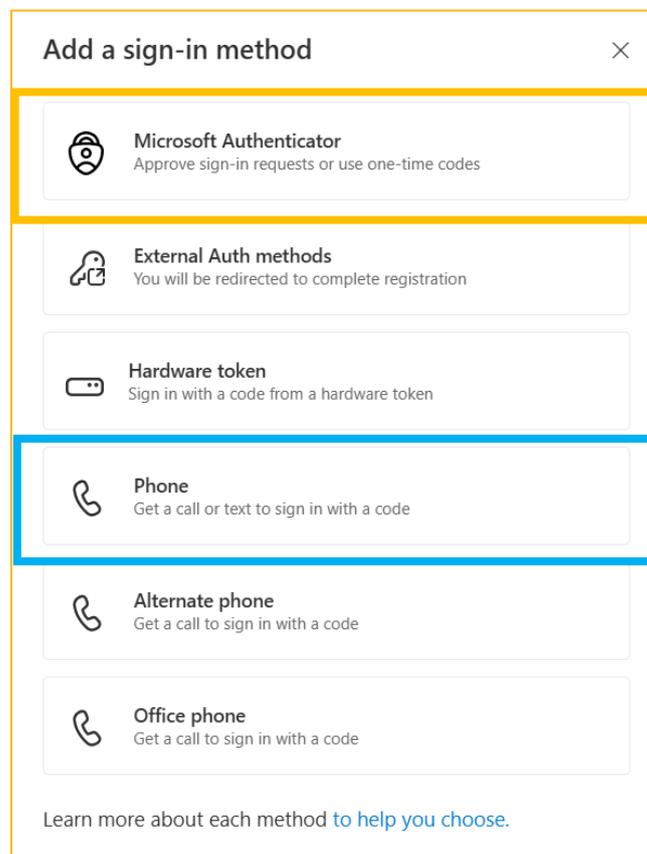
Add a New Method

From your computer, on the "Security info" page, click the **+ Add sign-in method** button.



Select Authenticator Method Type [Select the **ONE** suitable option]

In the pop-up window, if you choose to use the Microsoft Authenticator App, choose **Authenticator app** and click **Add**. If you prefer to use SMS/Text or Phone call verification, choose **Phone** and click **Add**. For Microsoft Authenticator continue to the next page. For SMS/Test or Phone Verification **JUMP** to [Page 9](#) and [Page 10](#)



Set Up the Microsoft Authenticator App

Click **Next** on the upcoming screens.

Install Microsoft Authenticator ×



Install the app on your mobile device, then come back here to continue.

 GET IT ON
Google Play

 Download on the
App Store

[Set up a different authentication app](#)

Back **Next**

Set up your account in app ×



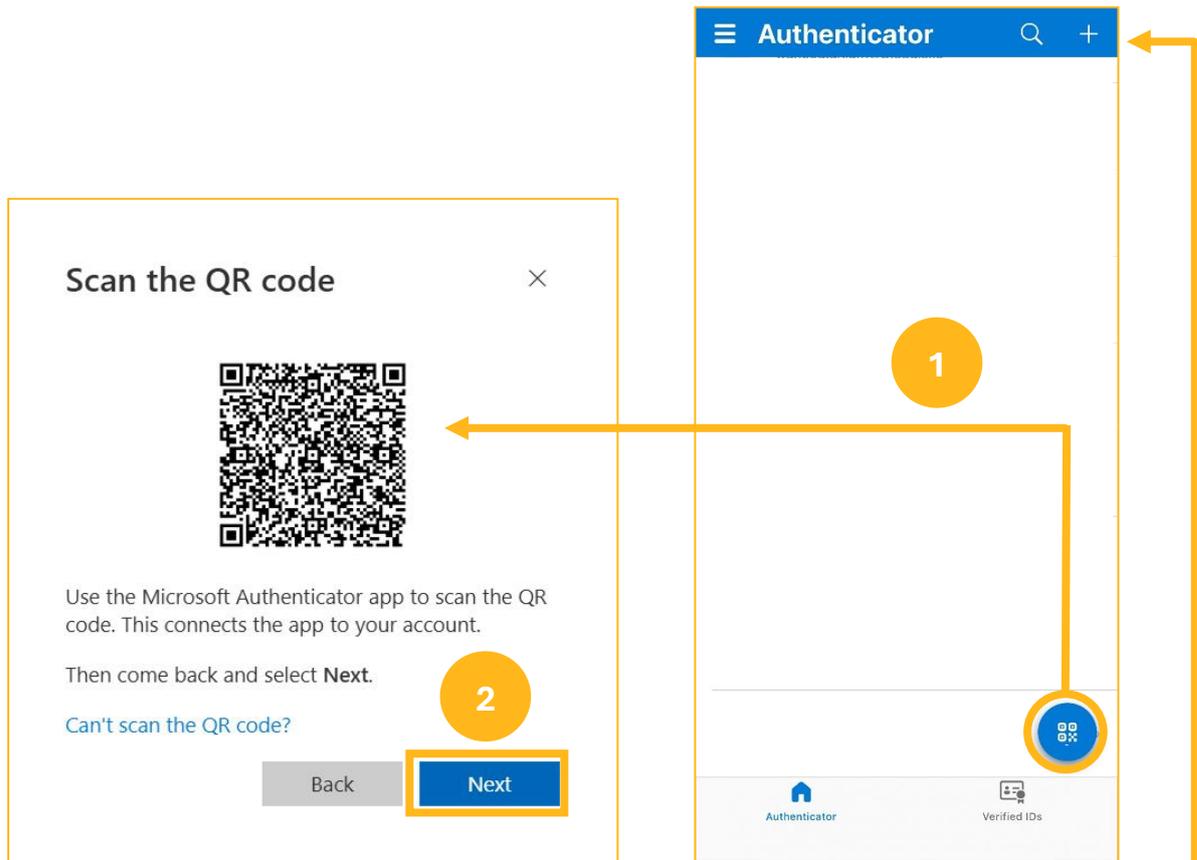
If prompted, allow notifications. Then add an account, and select **Work or school**.

Back **Next**

Scan the QR Code [Apple User]

1. Open the **Microsoft Authenticator** app on your phone.
2. Tap "**Scan a QR code**" and use your phone's camera to scan the code on your computer screen.

DO NOT SCAN THE QR CODE SHOWN BELOW. Please scan the QR code displayed on your web browser computer screen. The one below is only an example for guidance.



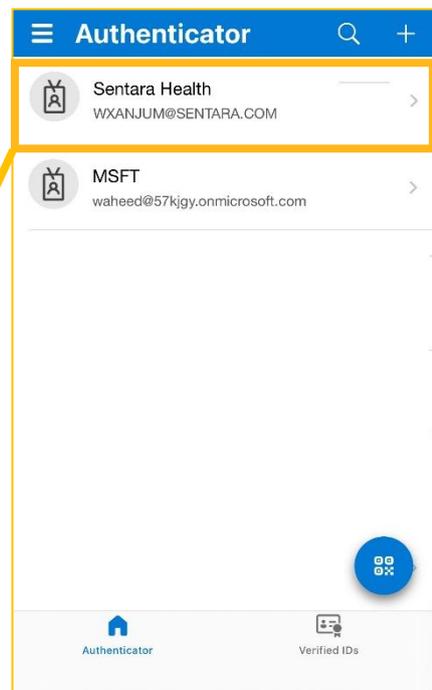
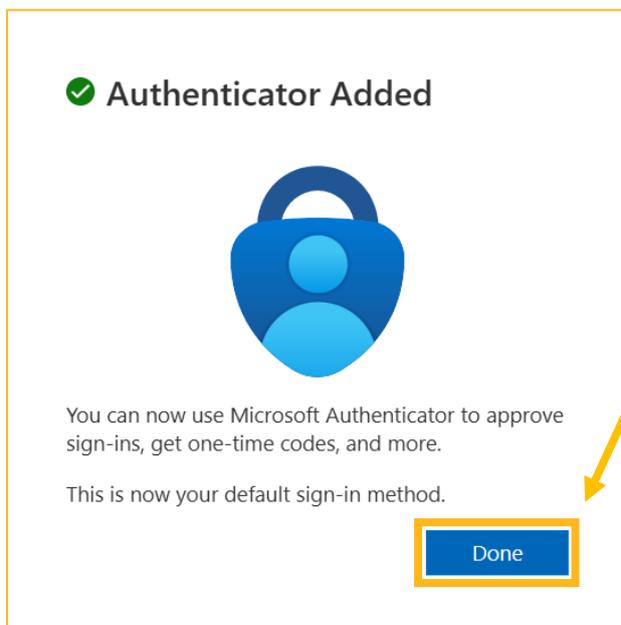
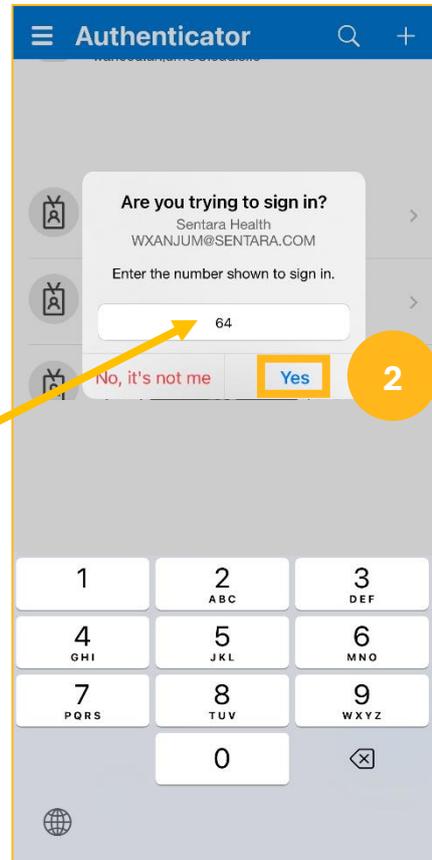
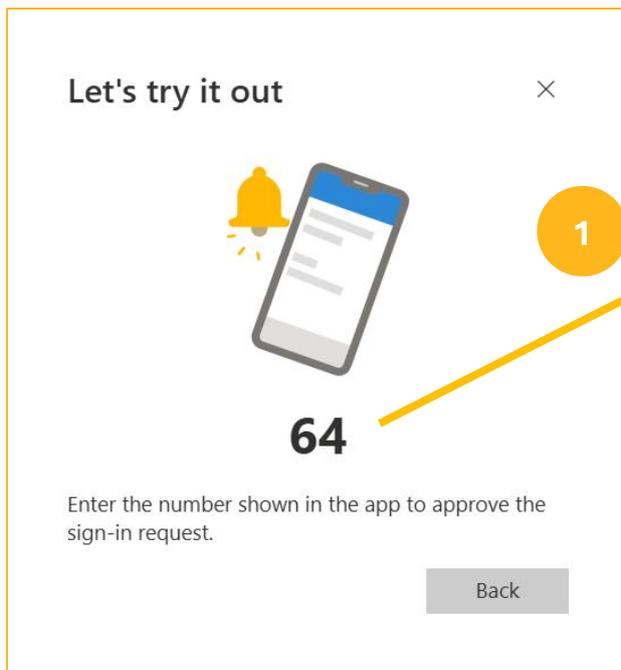
Once you scan the QR code from your computer screen, your account will be added to the Microsoft Authenticator app, as shown in the example in the right screenshot above. Then click **Next**.

Scan the QR Code [Android User]

1. Open the **Microsoft Authenticator** app on your phone.
2. Tap "**+ Add account**" > "**Work or school account**".
3. Tap "**Scan a QR code**" and use your phone's camera to scan the code on your computer screen.

Approve a Test Notification

You will receive a test notification on your phone. Approve it to finish setup.



Set Up Your Phone for SMS/Text

Add your phone number and ensure “**Text a code**” is selected, then click **Next**. You will receive a verification code on your mobile phone; enter the code and click **Next** to proceed.

DO NOT COPY ANYTHING FROM THE SCREENSHOTS. THEY ARE FOR DEMONSTRATION ONLY.

2

AN EXAMPLE OF TEXT CODE

↓

Use verification code 865441 for Microsoft authentication.

×

1



Verify it's you with a call or text code to your phone.

Country code
United States (+1) ▾

Phone number
1234567891

Choose how to verify

Text a code
 Call

Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Back Next

3

Verify your phone number

Enter the code we sent to +1 1234567891.

Enter code _____

[Didn't receive the code?](#)

Next

Multi-Factor Authentication with Phone Text code has been successfully registered.

 **Phone number added**



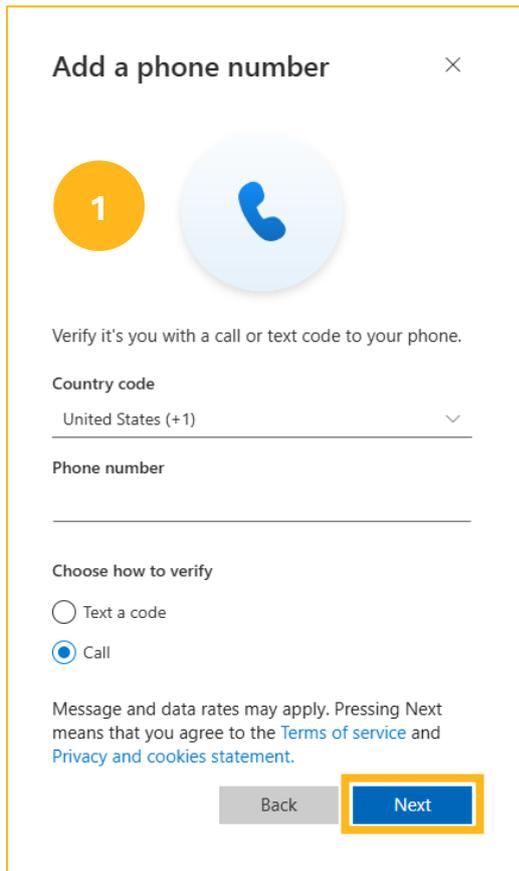
You can now receive a code each time you sign in.

Done

Set Up Your Phone for Call Verifications

Add your phone number and ensure **Call** is selected, then click **Next**. You will receive a verification call on your mobile phone; enter the **#** from your mobile keypad.

DO NOT COPY ANYTHING FROM THE SCREENSHOTS. THEY ARE FOR DEMONSTRATION ONLY.



1

Add a phone number ×

Verify it's you with a call or text code to your phone.

Country code
United States (+1) ▾

Phone number

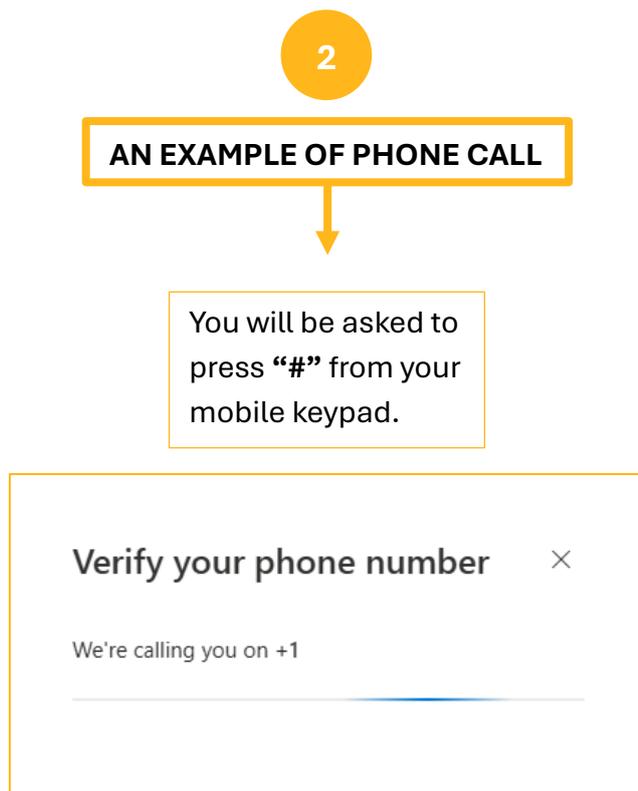
Choose how to verify

Text a code

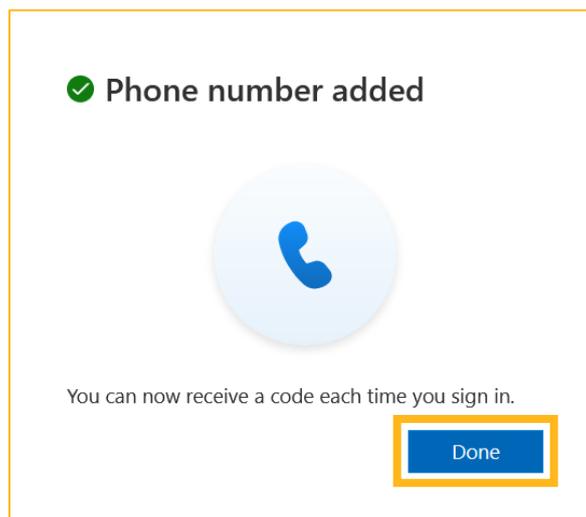
Call

Message and data rates may apply. Pressing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Back Next



Multi-Factor Authentication with Phone call has been successfully registered.



Phone number added

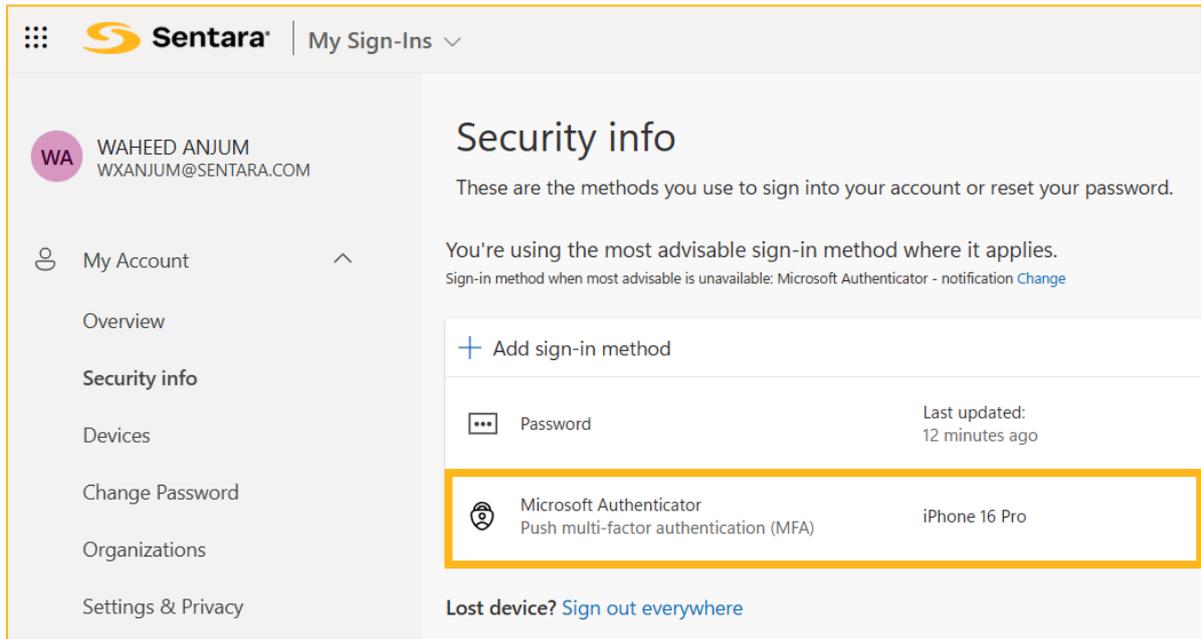


You can now receive a code each time you sign in.

Done

Microsoft Authenticator Completion

MFA with Microsoft Authenticator [**1st Screenshot**] or Phone Text Code/Phone Call [**2nd Screenshot**] has been successfully registered.

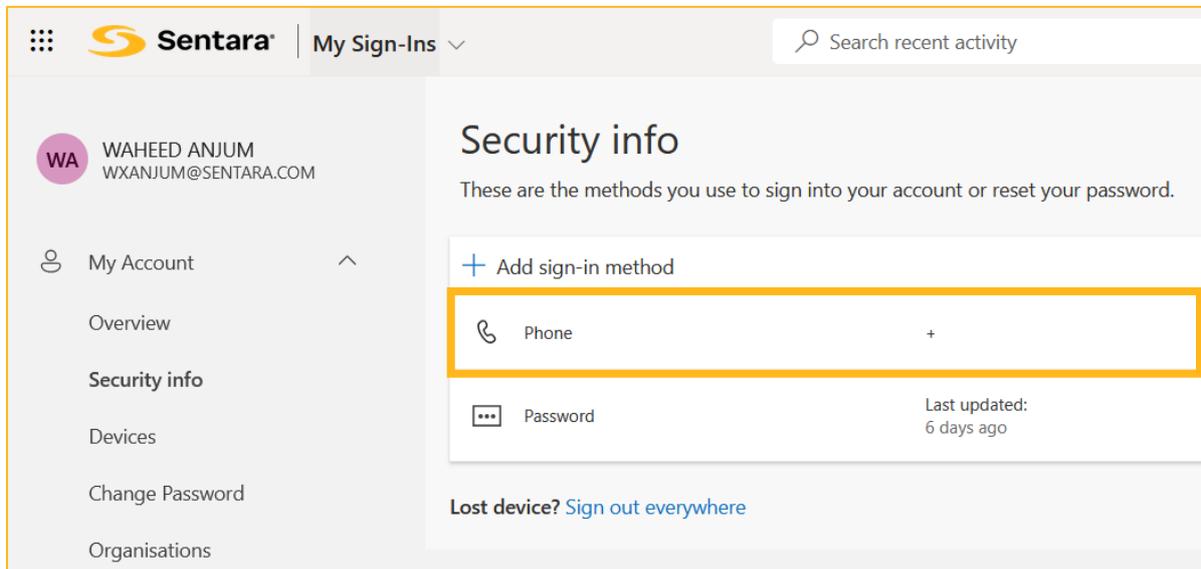


The screenshot shows the 'Security info' page in the Sentara user interface. The user's name is WAHEED ANJUM (WXANJUM@SENTARA.COM). The page lists the following sign-in methods:

Sign-in method	Last updated
Password	12 minutes ago
Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 16 Pro

The 'Microsoft Authenticator' entry is highlighted with a yellow border. Below the list, there is a link: [Lost device? Sign out everywhere](#).

Phone/SMS Completion



The screenshot shows the 'Security info' page in the Sentara user interface. The user's name is WAHEED ANJUM (WXANJUM@SENTARA.COM). The page lists the following sign-in methods:

Sign-in method	Last updated
Phone	+
Password	6 days ago

The 'Phone' entry is highlighted with a yellow border. Below the list, there is a link: [Lost device? Sign out everywhere](#).

For enrollment support, please call 757-857-8190 or 855-306-2252 and **select option 6**.

Thank you!
Sentara IT Team