



Tip Guide: Microsoft Authenticator

Complete setup for Multi-Factor Authentication
(MFA) using Microsoft Authenticator App

OVERVIEW

Microsoft Authenticator is a widely-used authentication app that generates secure 6-digit codes for logging in. This guide will walk you through downloading, setting up, and testing the app with your company account.

What You'll Need

- A smartphone or tablet (iPhone/iPad or Android)
- Access to your device's app store
- Your Okta Preview account (you should have this open from the main MFA guide)

IMPORTANT - PLEASE READ BEFORE CONTINUING

To use Microsoft Authenticator, you **MUST select "Google Authenticator"** during security method selection. This is not an error! Both apps use the same authentication technology and are compatible. Selecting **"Google Authenticator"** is the only way to configure Microsoft Authenticator in Okta.

COMMON QUESTIONS:

1. How often will I be prompted to MFA?

You won't need to verify every time! If you're using the same device, MFA will only be required once every 7 days.

2. What if I'm not receiving emails from Modio Health?

If you're not receiving expected emails from us (such as password resets, notifications, or account updates), please try the following steps:

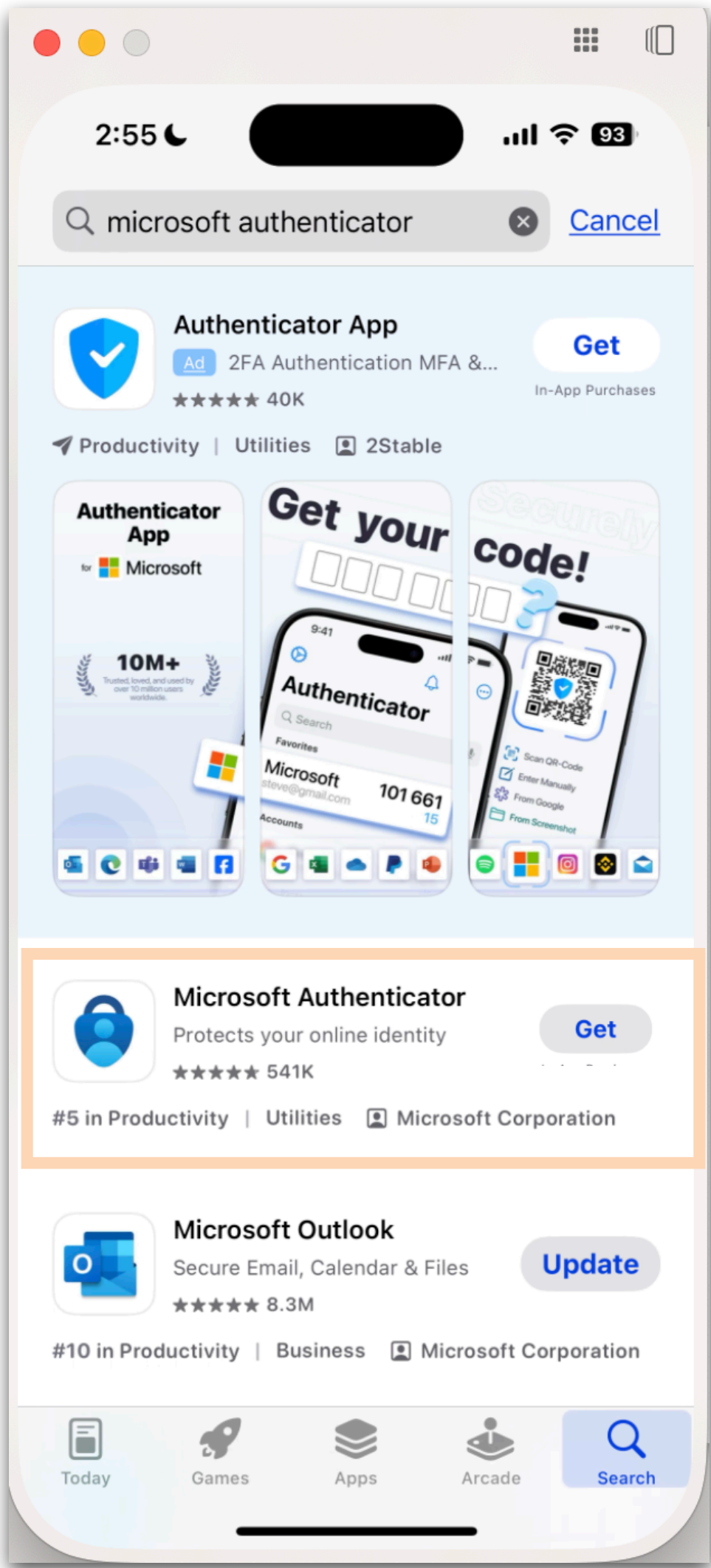
- A. First, check your spam/junk folder to see if the emails were filtered there.
- B. If the emails aren't in , contact your IT department to have Okta email servers and support@modiohealth.com added to your organization's trusted sender list.
- C. Note: Corporate email filters sometimes block emails coming from Modio Health because they're sent through Okta's servers but display "support@modiohealth.com" as the sender. Security systems may interpret this as a phishing attempt.

Step 1: Download the Microsoft Authenticator Application

On your mobile device, open the Okta Verify app. If you don't have it installed, download it from your device's app store first.

Download the Microsoft Authenticator:

- **iOS:** Search "Microsoft Authenticator" in the App Store
- **Android:** Search "Microsoft Authenticator" in the Google Play Store



Step 2: Start Setup in Okta Preview

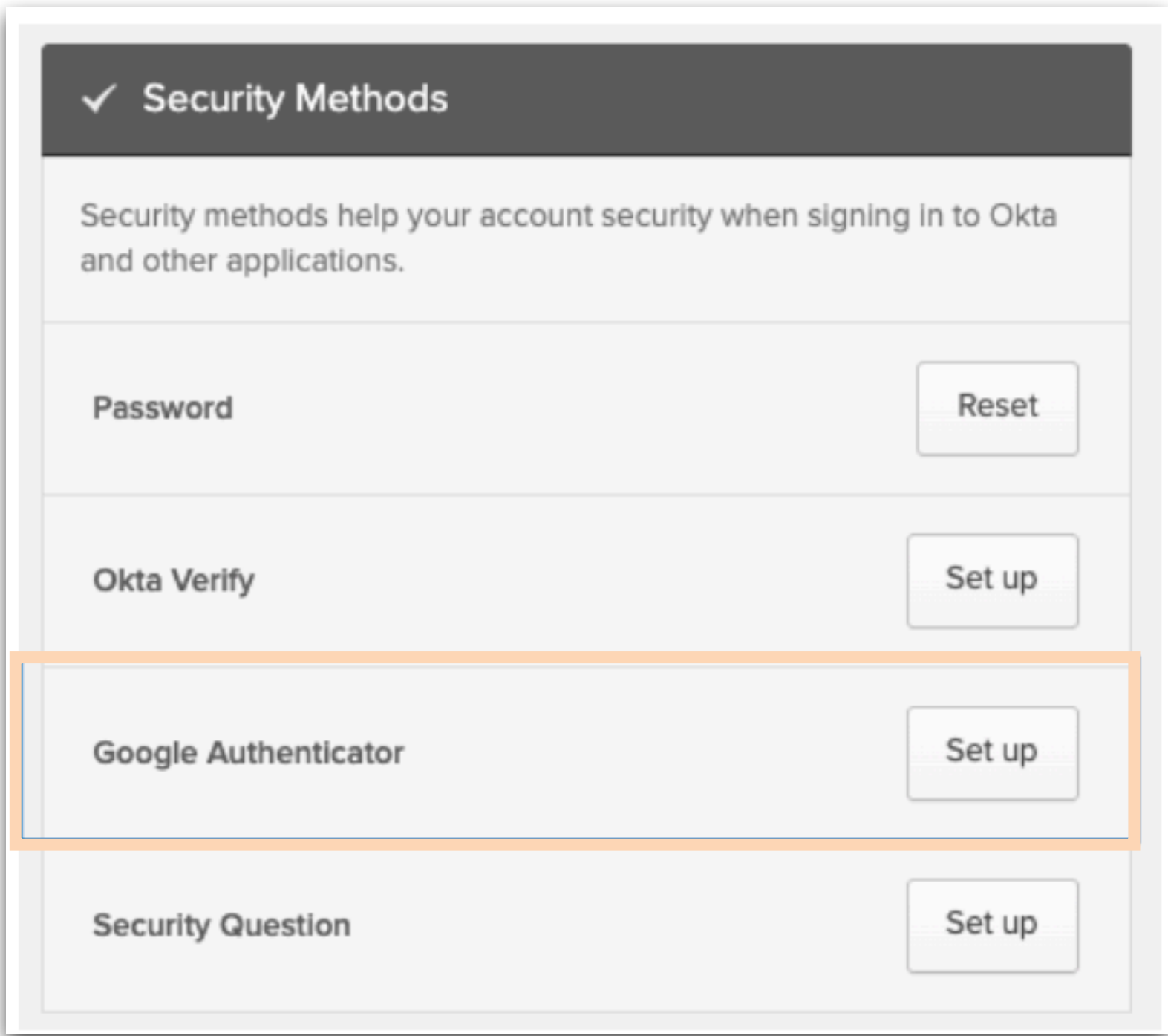
Make sure you're still logged into Okta Preview on your computer from the main guide.

1. In your Security Methods section, find **"Google Authenticator"** (this is where you set up Microsoft Authenticator)
2. Click **"Set up"** next to Okta Verify

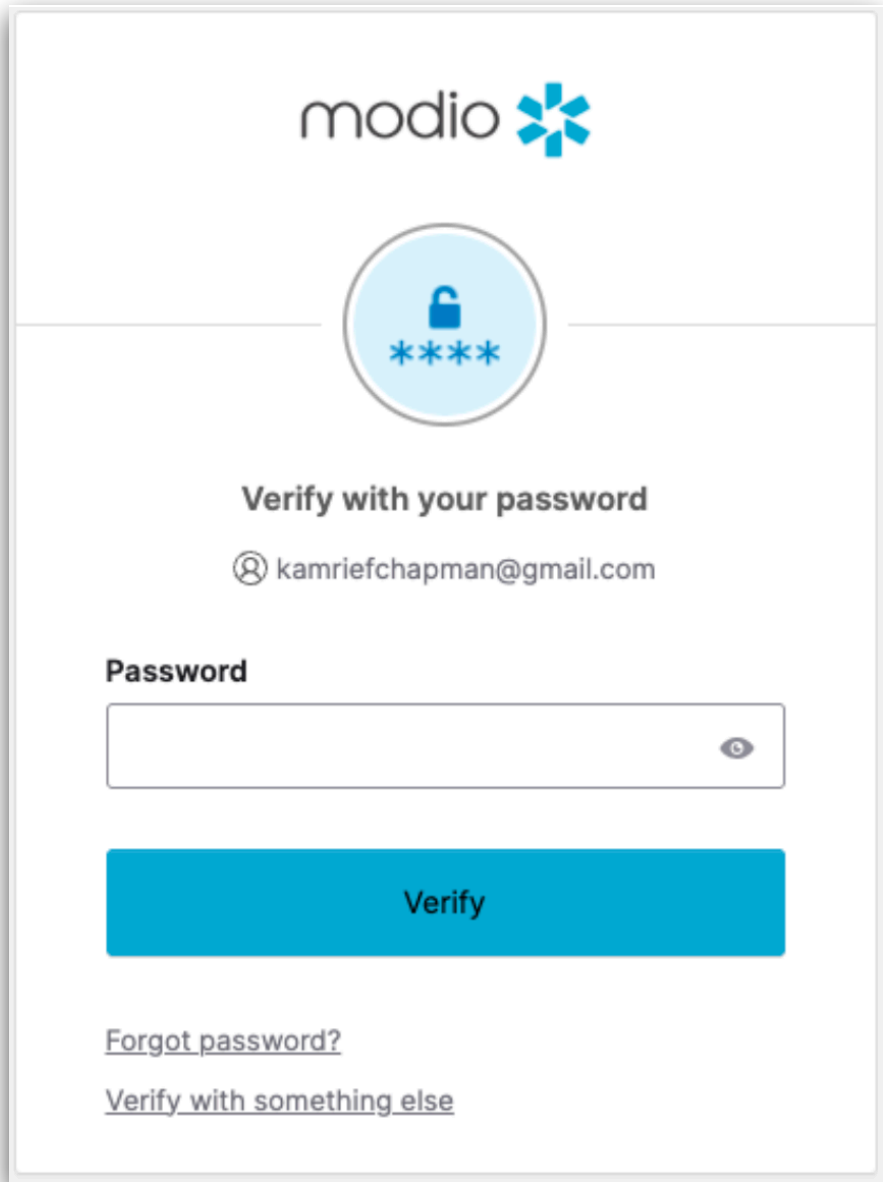
Why You'll Use "Google Authenticator"

- You download: **"Microsoft Authenticator"** on your phone
- You click: **"Google Authenticator"** in Okta

Both apps use identical security technology, so our systems treats them the same way.

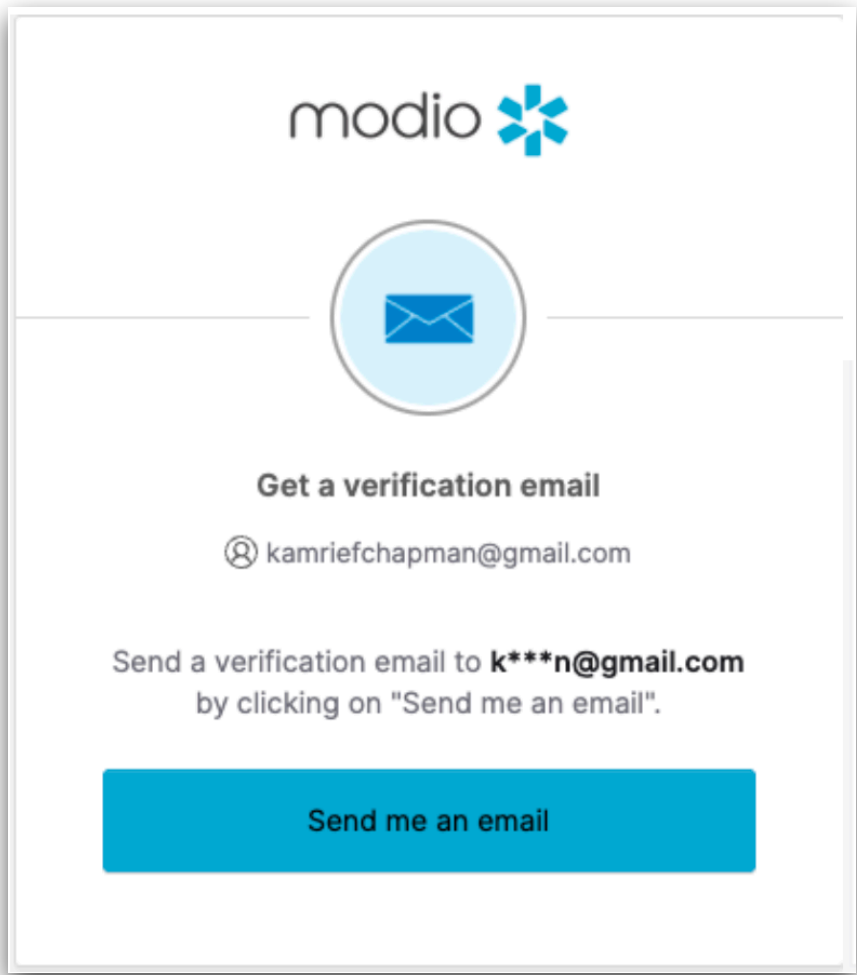


3. Enter your password and click **"Verify"**

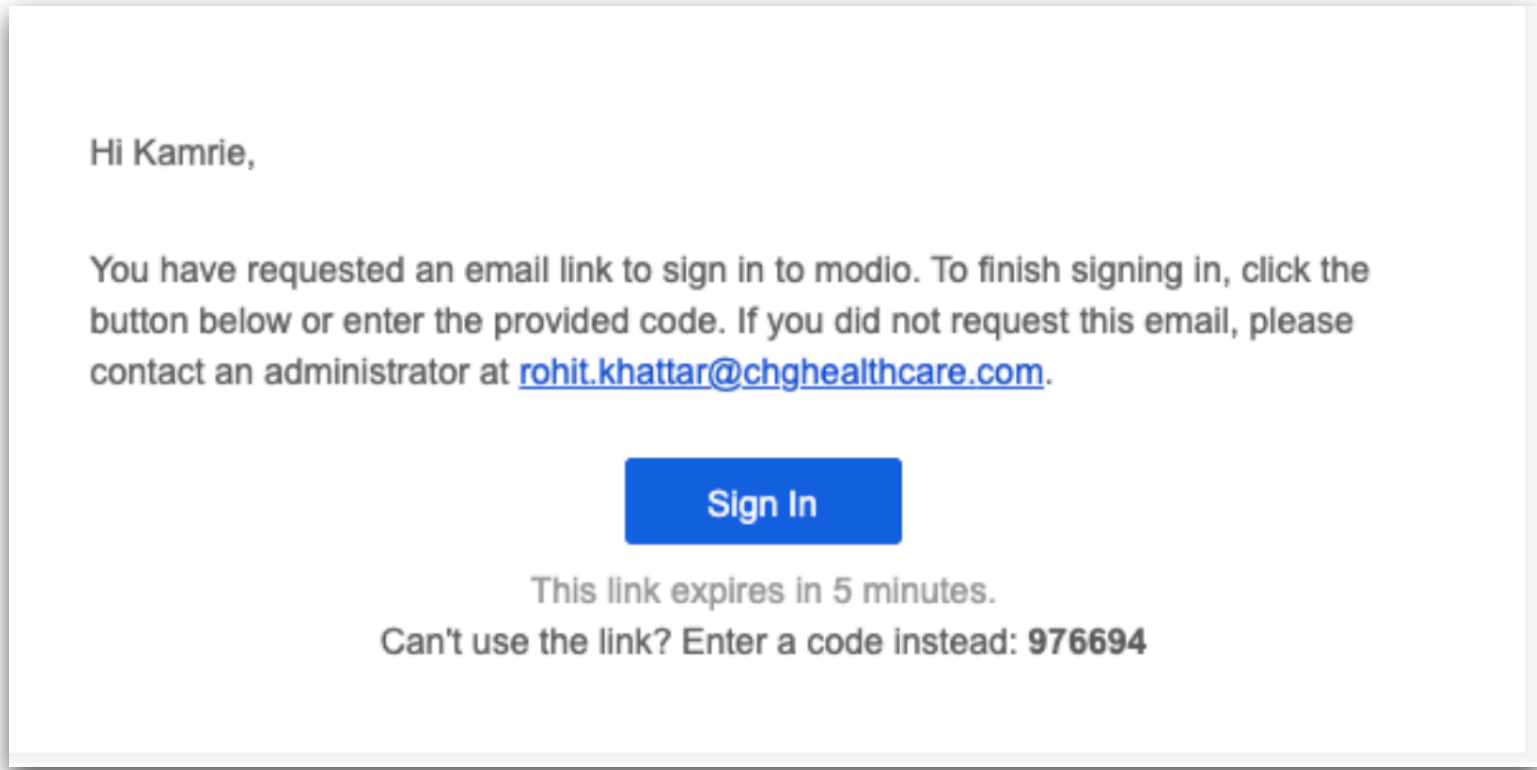


The login screen for modio features the logo at the top. Below it is a circular icon with a lock and four asterisks. The text "Verify with your password" is followed by the email address "kamriefchapman@gmail.com". A password input field with a toggle icon is present, followed by a large blue "Verify" button. At the bottom, there are links for "Forgot password?" and "Verify with something else".

4. Click **"Send me an email"**, check your email, and either click **"Sign In"** in the email OR enter the 6-digit code.

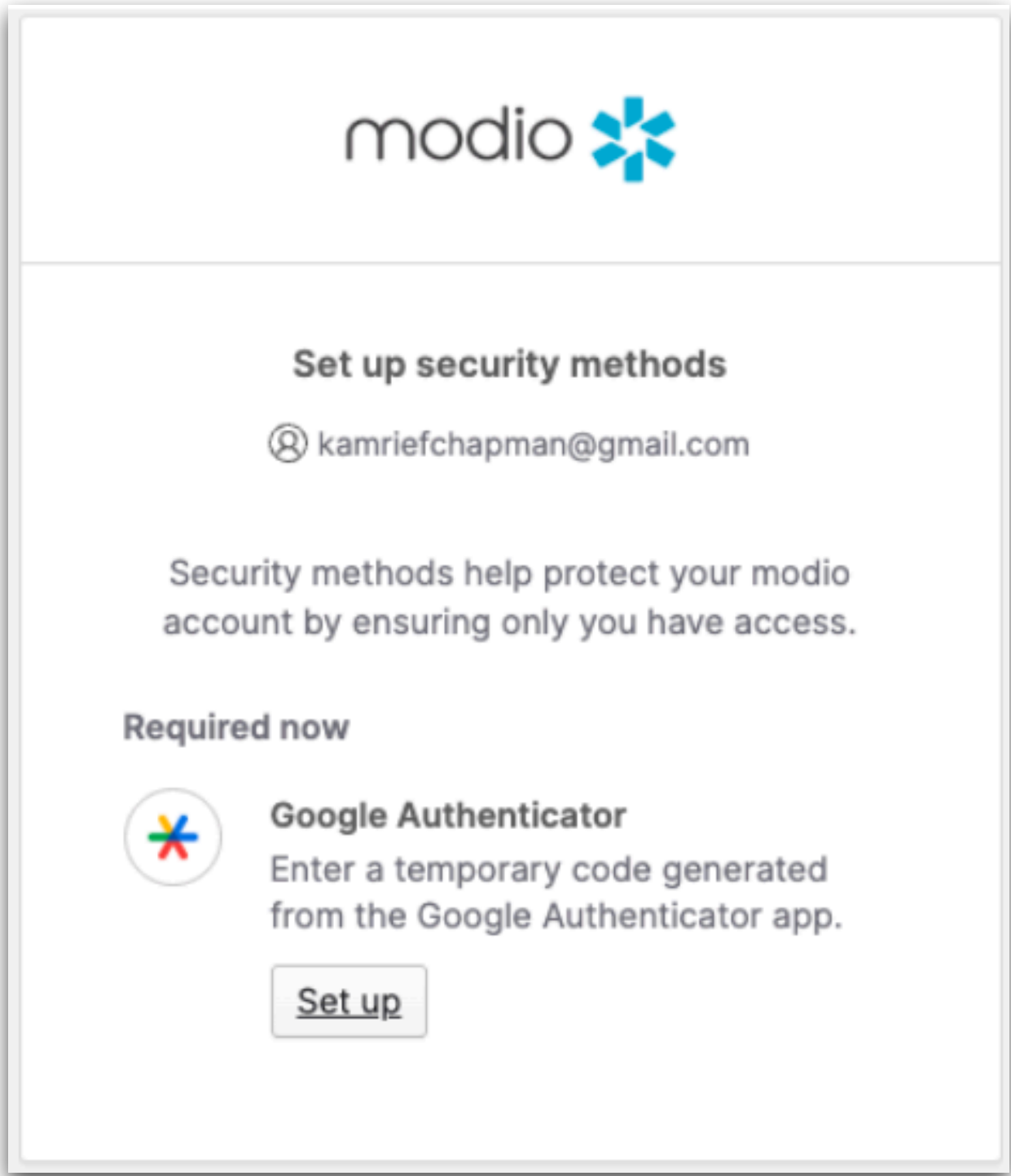


This screen shows the "Get a verification email" option. It includes the modio logo, an email icon, and the email address "kamriefchapman@gmail.com". It instructs the user to "Send a verification email to k***n@gmail.com by clicking on 'Send me an email'". A large blue button labeled "Send me an email" is at the bottom.

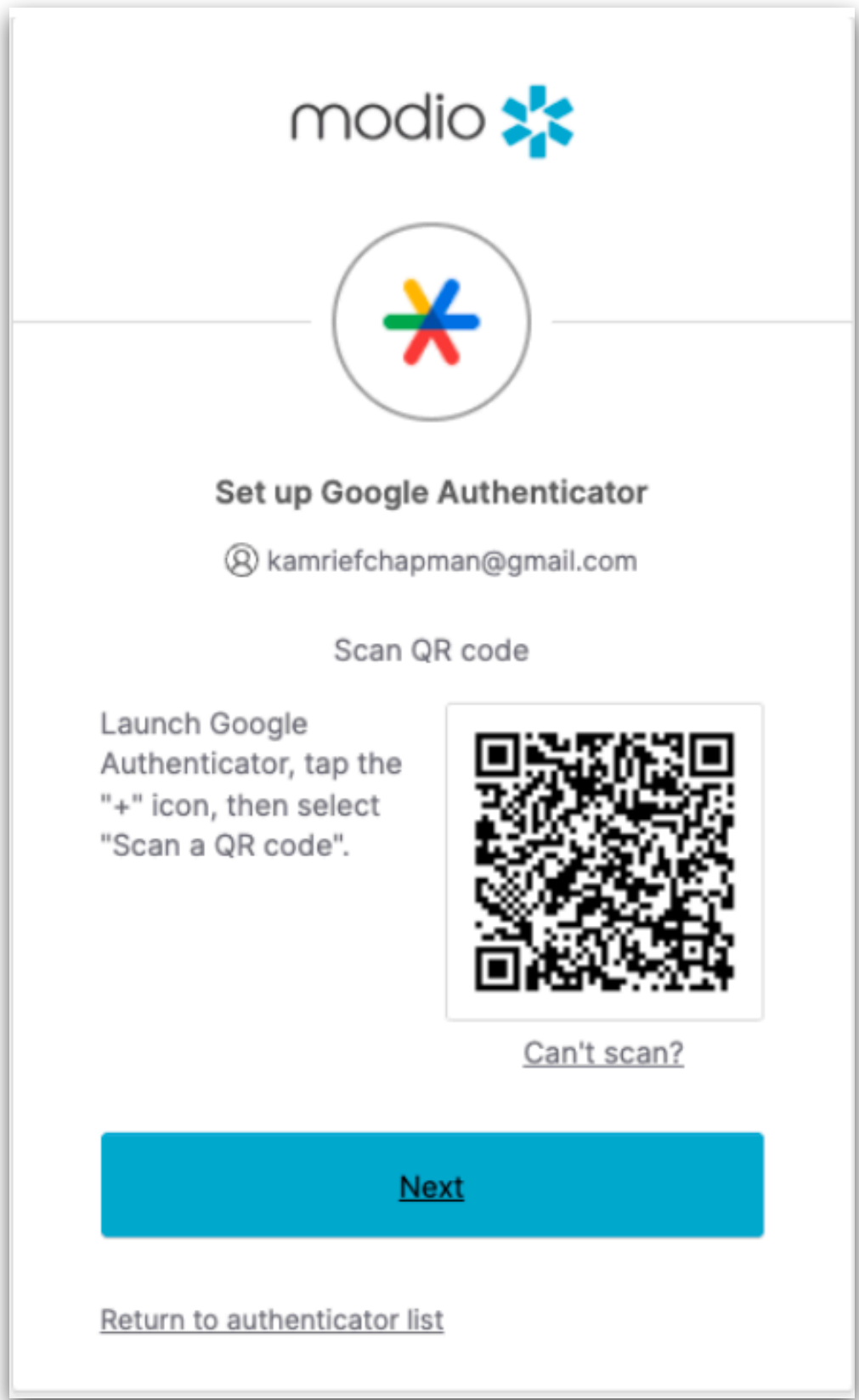


The email verification screen is addressed to "Hi Kamrie,". It states: "You have requested an email link to sign in to modio. To finish signing in, click the button below or enter the provided code. If you did not request this email, please contact an administrator at rohit.khattar@chghhealthcare.com." A blue "Sign In" button is centered. Below it, it says "This link expires in 5 minutes." and "Can't use the link? Enter a code instead: 976694".

5. Click **“Set Up”** to set up Google Authenticator. Remember: when you see “Google Authenticator”, this is correct!



6. A set up window will appear with a **QR code**

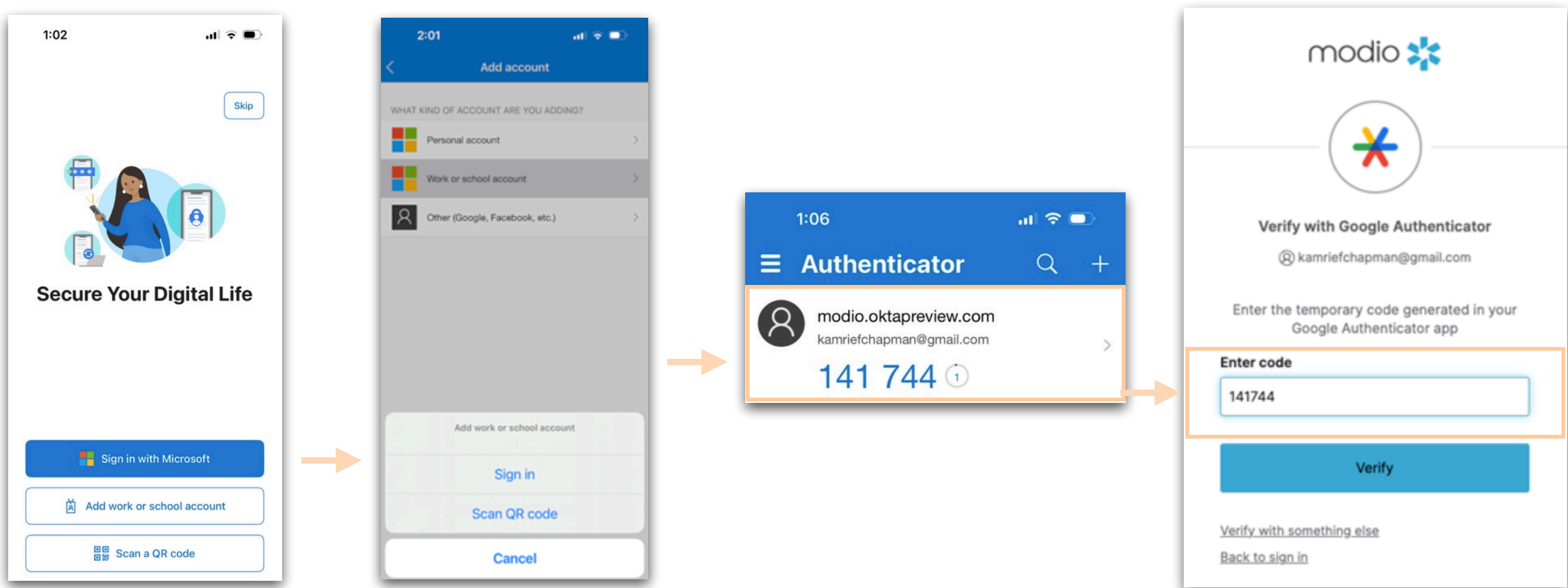


Step 3: Open the Microsoft Authenticator App

On your mobile device, open the Microsoft Authenticator app.

Option A: Scan QR code (Recommended)

1. If this is your first time using the app:
 - Tap **"Scan a QR code"** or
2. If you already have accounts in the app:
 - Tap **"Add work or school account"**
 - **Then select "Scan a QR code"**
3. Point your phone's camera at the QR code on your computer screen
4. The app will automatically scan and add your account
5. You should see a 6-digit code in the app, enter on your computers the Set up page and click



Step 4: Confirm Setup and Test

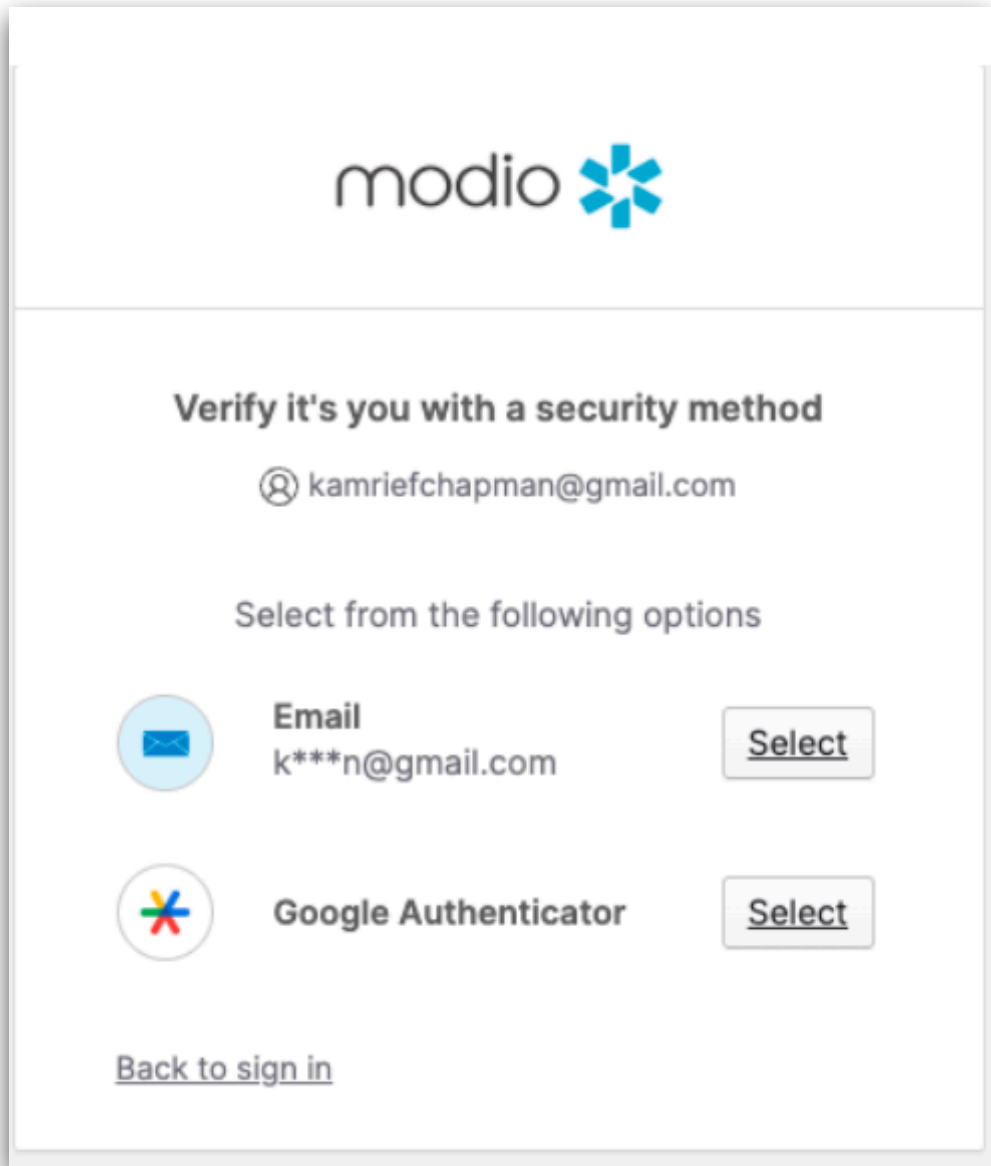
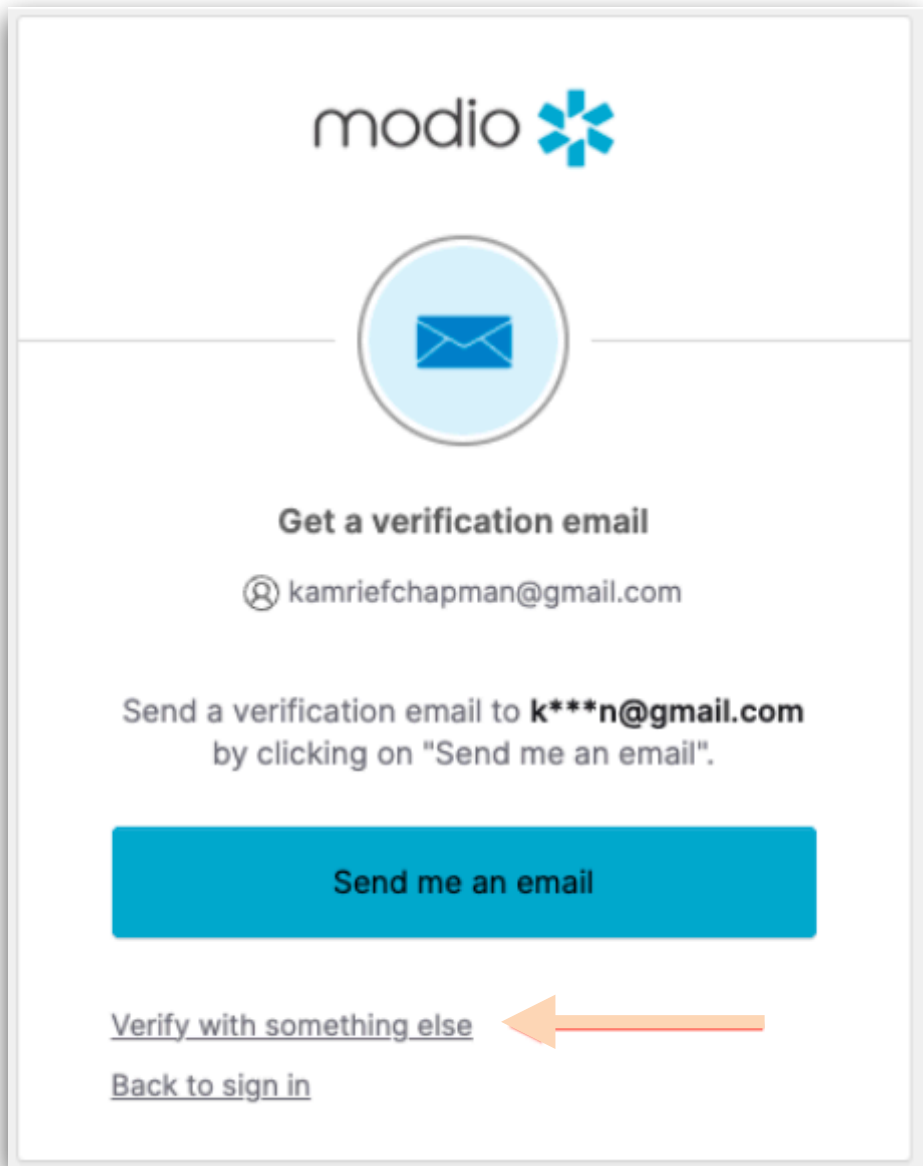
Success! Microsoft Authenticator is now configured for your account.

Test Your New Authentication

1. Navigate to **modiohealth.com** and log in to your account (you may need to sign out first)
2. Enter your username and password
3. Upon your first login, **email authentication will still show up** as this is the default method
4. Click **"Verify with something else"** (as shown in the screenshot with the red arrow)
5. Select **"Google Authenticator"** from the available options – Remember, Google Authenticator is interchangeable with Microsoft Authenticator.

Important Note:

You will only have to "verify with something else" once. Okta will remember this is your preferred MFA method and automatically use Microsoft Authenticator upon your next login.

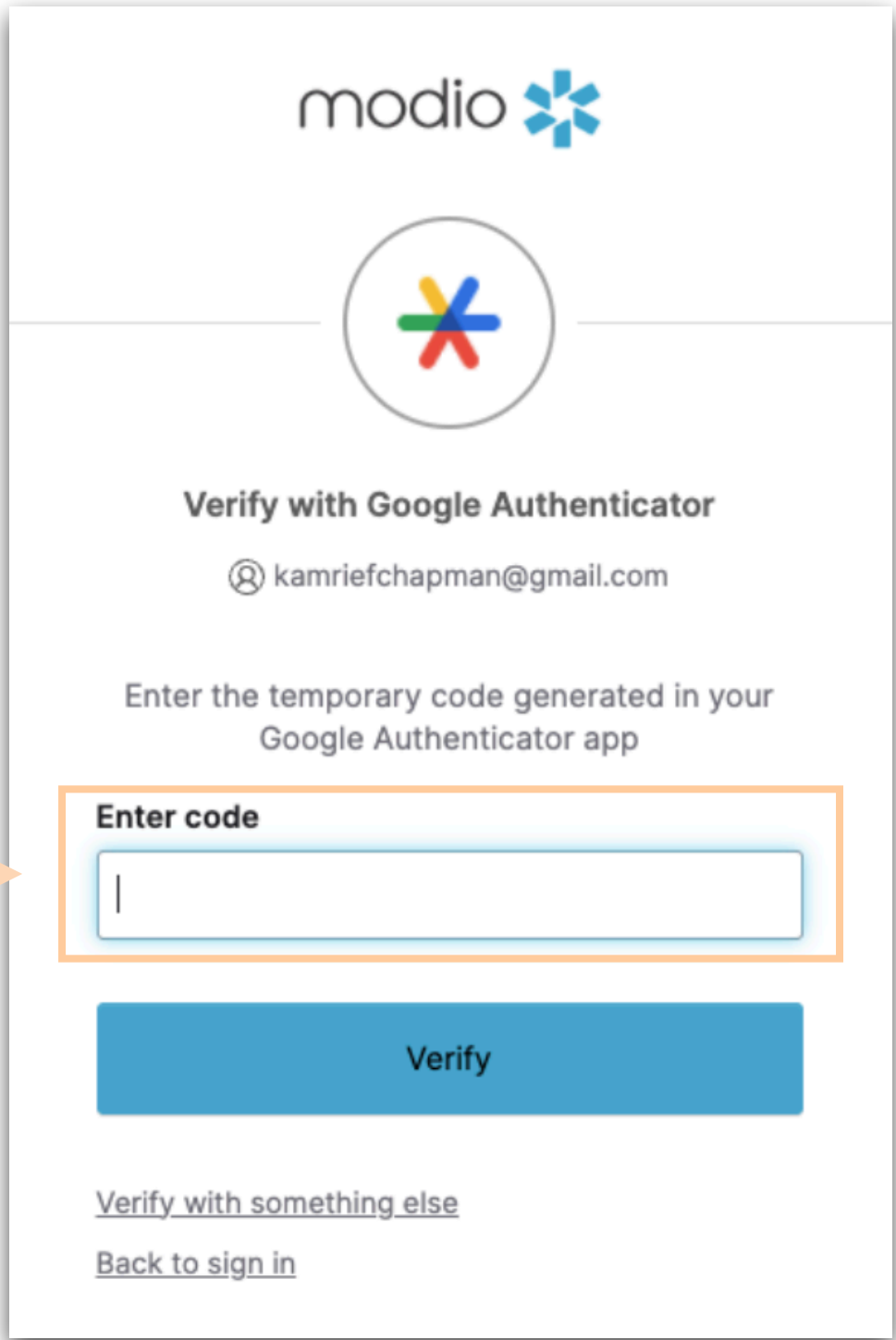
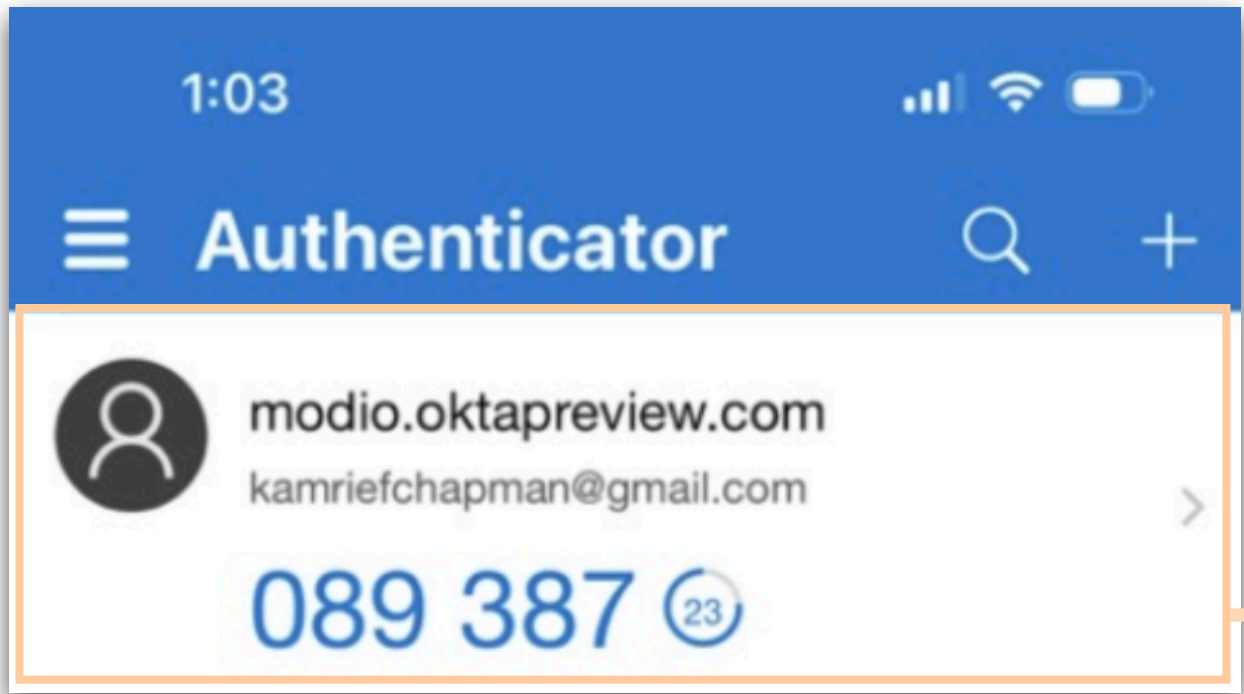


Step 4 (Continued): Confirm Setup and Test

- 6. Open the Microsoft Authenticator app on your phone to access the 6-digit code
- 7. Either this code on your computer and click **“Verify”**

You’ll know its working when:
You can log into OneView using codes from your Microsoft Authenticator app, and future logins will default to this option.

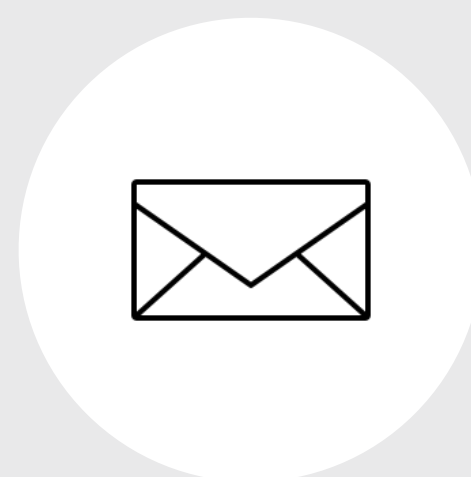
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For additional questions or further training, contact the Modio Team:



Online:
Live Chat Support



Email:
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