

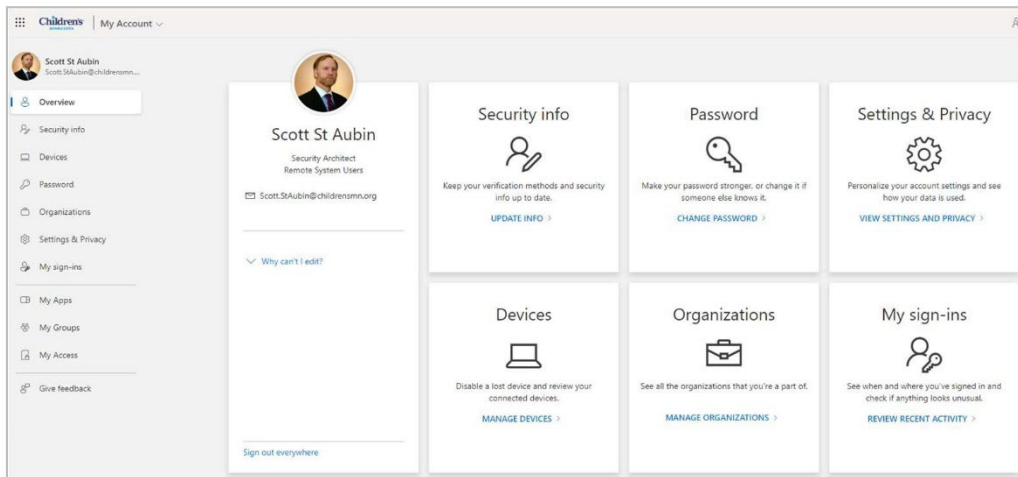
Password and MFA Management

Protecting access to the Children's environment is required to ensure our data is safe, and systems continue to function as needed to provide care to our patients. The following guide will help you understand how you can do your part.

Microsoft provides a dashboard to enable you to view and modify key security items:

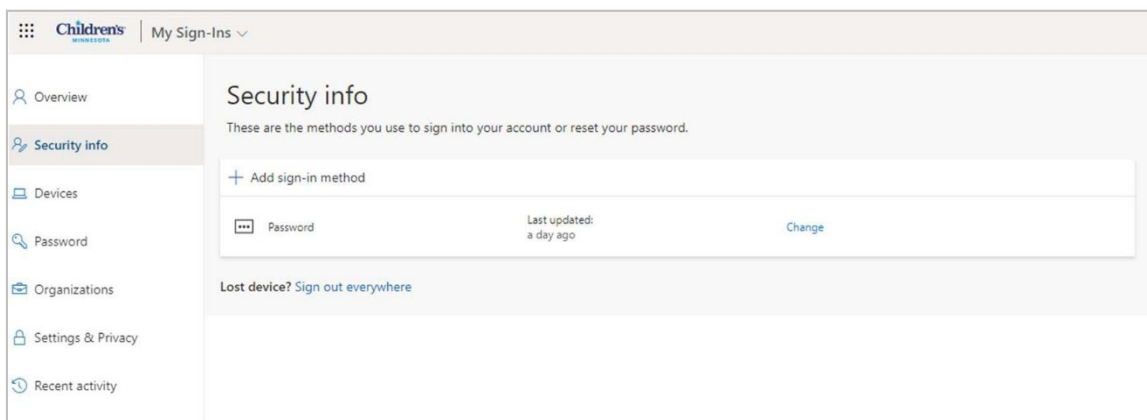
<https://myaccount.microsoft.com>

Click **Security info** from the left navigation to manage your authentication information.



Security Info

The Security Info page allows you to set up multiple forms of authentication. Some access to systems and information is risky, in which case multi-factor authentication will be required.



Changing Your Password

A password is created for your account by default. It should be changed if you ever suspect someone else may have had access to it. To change your password:

1. Go to <https://myaccount.microsoft.com>
2. Click **Security info**.
3. On the **Password** row, click **Change**.
 - a. Enter your current password.
 - b. Enter a new password.
 - c. Enter the new password again to confirm it was typed correctly.
 - d. Click **Submit**.

Current recommendations are to use longer passwords with multiple words and punctuation. These are easier to remember, and longer passwords are more difficult to break. Children's requires three of the following four categories in each password:

- Uppercase letter
- Lowercase letter
- Number
- Special characters

Multifactor Authentication Management

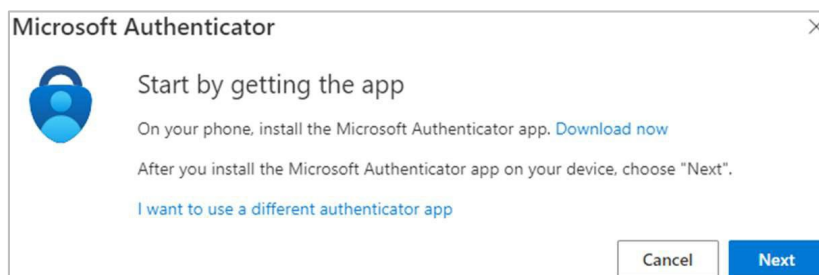
Children's requires multiple types of authentication to be registered in case risky access is detected, and to protect areas that require higher security. The following guidance should help select and register additional methods.

Methods considered strong for multifactor authentication include an authenticator app or a security key.

Authenticator App

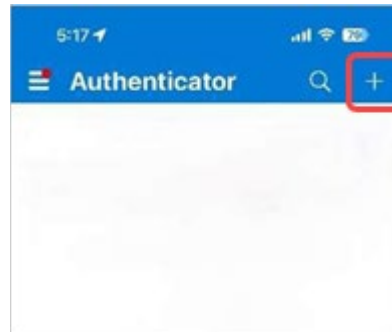
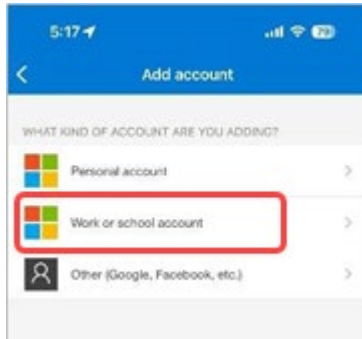
An authenticator app, such as Microsoft Authenticator, is installed on a device and will be used to verify your logon after your password has been entered. To register an authenticator app as an additional method:

1. Click **Add sign-in method** and select **Authenticator app**.
2. If you do not have Microsoft Authenticator installed on your phone or other device, click **Download now** or download it from the appropriate app store:
 - a. Apple: Microsoft Authenticator on the App Store (apple.com)
 - b. Google: Microsoft Authenticator – Apps on Google Play
3. Click **Next**



4. Open Microsoft Authenticator on your phone and allow notifications if prompted.

- Chose to add a **Work or school account** if prompted. If not prompted, click the + sign in the upper right of the screen.

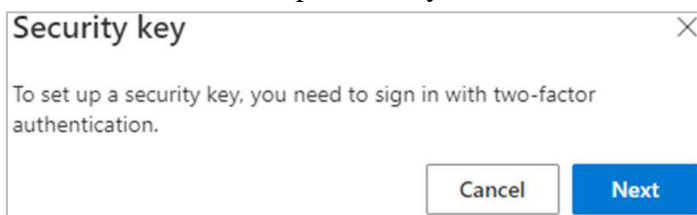


- Click **Next** on your computer.
- Your computer will display a QR code, and your phone will ask how you want to add the account. Select **Scan QR code**.
- Once you scan the QR code, your computer will prompt you in one of two ways:
 - It will display a two-digit number and ask you to enter it into Microsoft Authenticator on your phone.
 - It will ask for a six-digit code. This will be displayed on the new entry in Microsoft Authenticator and will change every 30 seconds.

Security Key

A security key provides simple and secure multi-factor authentication, however Children's does not provide the key itself. A recommended key is the YubiKey 5 series from Yubico. Select a key with the connections that fit your needs. To register a security key:

- Click **Add sign-in method** and select **Security key**. You may be asked to sign in with a different multi-factor process if you haven't done so already.



- Select **Add** and then select the type of security key you have. This will depend on the key you purchased.

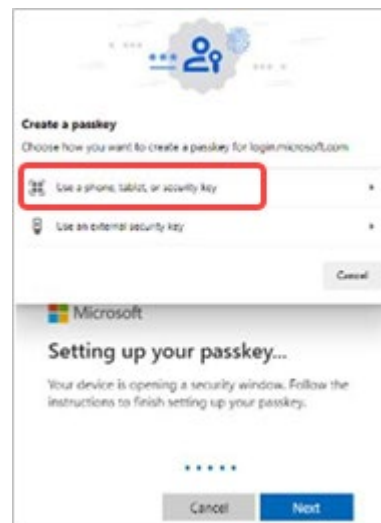


Password and MFA Management

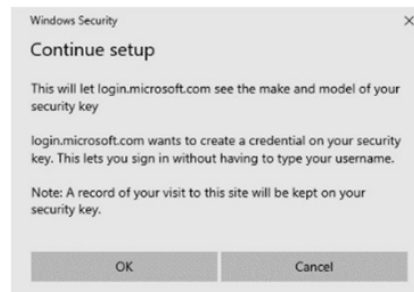
3. If **Create a passkey on phone or tablet** displays, select **Use a different device**.



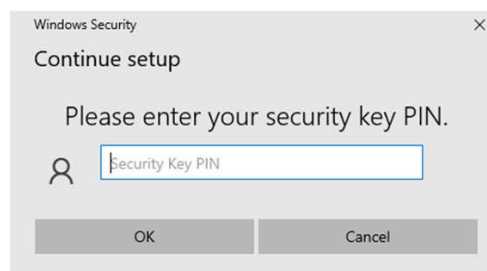
4. You will be prompted for how you want to create a passkey. Select **Use a phone, tablet, or security key**.



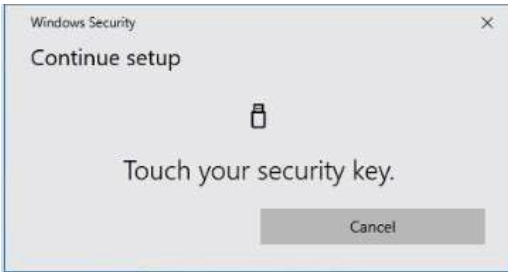
5. Click **OK** to both the **Security key setup** and **Continue setup** messages.



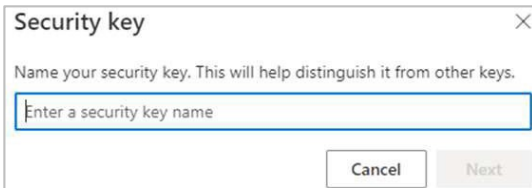
6. You will be prompted to insert / scan your key, and either create a PIN (for a new security key) and enter your existing PIN (when adding to an existing security key).



7. You will be prompted to touch your key.



8. Name your key so you can recognize it in the list of MFA options.



9. Click **Done** on the next window to complete the process. When using this option in the future you will be prompted to enter the PIN set in step 6 and then touch the security key as in step 7.

