Multi-factor Authentication Registration (Phone)

There are two options: Phone Call Option (Page 1) and Mobile Application Option (Page 2 and 3) Choose one or the other.

For additional information on changing your phone number or authentication method (phone to mobile application) after enrolling in Multi-Factor Authentication, contact the Riverview Help Desk at x5HELP.

Registering for Multi-Factor Authentication – Phone Call Option

Before you can use the Multi-Factor system for remote access, you will need to register.

- Use Internet Explorer to visit https://mfarvh.mercytechnology.net/portal/
- Enter your SAM username and password select Log In. (If your password has expired, or is set to change when you next log in, you will need to remedy this situation before continuing.)

- You will be prompted to enter a phone number and a backup phone number.
- These phone numbers will be used to validate your identity when you log in remotely.
- After entering your phone numbers, choose Call Me Now to Authenticate.
- You should receive an automated phone call at the phone number entered.
- Please answer your phone.
- Please press the # key on your phone to finish your verification.

- You will be prompted to select four security questions and unique answers for those questions.
- These questions will be used to validate your identity in case you are unable to use your phone.
- Choose questions by selecting the drop down symbol and choosing a question from the list.
- Enter an answer to each question by typing the answer in the field below the question.
- Choose Continue when you’re done.

You have completed registration of your Multi-Factor Authentication account.
Multi-factor Authentication Registration (Mobile App)

Registering for Multi-factor Authentication – Mobile Application Option
Before you can use the Multi-Factor system for remote access, you will need to register. The instructions below should be used before resetting your password for the first time. Download the mobile application Microsoft Authenticator to your smart phone or tablet from the App Store for your smart phone or tablet (Apple, Google, Microsoft).

<table>
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<tr>
<th>Apple iOS (iPhones and iPads)</th>
<th>Google/Android</th>
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<td><img src="image1.png" alt="Microsoft Authenticator" /></td>
<td><img src="image2.png" alt="Microsoft Authenticator" /></td>
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After the application is downloaded and installed, launch the application. When asked if you want to allow push notifications, please allow. (If you do not, you will not receive notifications when you try to access Riverview’s network and your remote logon will not complete.)

- On a computer, use Internet Explorer to visit [https://mfarvh.mercytechnology.net/portal/](https://mfarvh.mercytechnology.net/portal/)
- Enter your SAM username and password select Log In. (If your password has expired, or is set to change upon next login, you will need to remedy this situation before continuing).

- Choose Mobile App from the Method drop down.
- Click Generate Activation Code on the next prompted page.
Multi-factor Authentication Registration (Mobile App)

- You should see a screen similar to this. You have 10 minutes to enroll. If the time expires just click “Generate New Activation Code.”
- Do not close this portal page, you will return to it within a few minutes.

Return to your mobile application on your mobile device and on the “Activate Account” screen.

Either
- Enter the information exactly as it is displayed on the portal screen OR
- Choose “Scan Barcode” and scan the QR code on the screen. (On the Android application, you will have to download the barcode scanner using an icon in the upper right of the application).

- Return to the Portal screen on your computer and choose “Authenticate me now.” This will send a multi-factor request to your mobile device.
- Next, return to your application on your mobile device and you’ll see this message pop-up,
- Select Verify.

- After you click verify, go back to the portal screen on your computer
- You will be taken to a screen asking you to choose security questions and submit answers.
- You will be prompted to select four security questions and unique answers for those questions. These questions will be used to validate your identity in case you are unable to use your phone.
- Enter an answer to each question by typing the answer in the field below the question.
- Choose Continue when you’re done.
You have completed registration of your Multi-Factor Authentication account.