Microsoft Azure Dual Factor Authentication

Q. How do I set up Azure?
It's easily set up through the website to use your smart device (phone, tablet) or any non-smartphone. Simply click on the following documents for instruction:

- [Setup for Android mobile device](#)
- [Setup for iOS mobile device](#)
- [Text message setup](#)
- [Phone call setup](#)

Q. What is dual factor authentication?
Often referred to as two-step verification, dual factor authentication is a security process in which the user provides two authentication factors to verify they are who they say they are. It can be contrasted with single-factor authentication (SFA), a security process in which the user provides only one factor -- typically a password.

Q. Why is dual factor authentication necessary?
Thanks to increasingly sophisticated phishing and malware methods, many companies are now requiring the use of stronger login identification methods beyond the standard user ID and password credentials. This is an especially pertinent issue in healthcare due to the sensitive and private patient information that can be accessed. Dual factor authentication provides a critical second layer of defense in the event network credentials are compromised.

Q. Who is affected?
All associates, providers and others who access St. Elizabeth IS resources (Epic, Citrix, Peoplesoft, etc.) from remote locations or from personal devices.

Q. When will this change take place?
As of March 2019, Azure is required for all users. Associates can wait until the next time they need to connect remotely to the St. Elizabeth resources or set up Azure beforehand so as to avoid setup or connectivity issues.

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Q: How will the dual factor authentication work exactly?

You have three options for working with dual factor authentication using Azure and remotely connecting to the St. Elizabeth network:

1. An authentication push notification can be sent to your mobile device (Azure app on the mobile device is required. Download and set up instructions available for iPhone and Android devices.)
2. An automated phone call from Azure to your home/office phone or mobile device.
3. A text message from Azure to a mobile device providing an authorization code.

Q: What if I need to update or change my Azure settings?

Click this link.

Q: How do I remotely connect to St. Elizabeth?

Click this link.

Q. Who do I contact if I have problems?

The IS Help Desk has been trained on Azure and will be able to help with any issues. They are available 24/7 at helpdesk@stelizabeth.com or (859) 301-2541.

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