Initial Registration Process – Preferred option using Azure Authentication App

There are two ways to register for Multi-Factor Authentication. The preferred method is to register using the Azure Authenticator app on an Apple iOS or Android device so that the system will send a notification to your device for authentication. Please note: this does require iOS 7 or Android 4.0 or newer. If you do not have access to a Smartphone please see Appendix A to register your phone number so that the system will call you for authentication.

1. Download the Azure Authenticator app from the app store.
   a. **iOS – iPhone/iPad**
   b. **Android**

2. On your computer, open Internet Explorer and browse to [https://selfhelp.mlhs.org/multifactorauth/](https://selfhelp.mlhs.org/multifactorauth/)

3. Enter your MLH Network ID and Network Password and click Log In. Please contact the Help Desk at 484-596-HELP(4357) if you need your ID and Password.

4. Under Method Select Mobile App and then click Generate Activation Code.
5. Launch the app from your mobile device and tap + enter the code and URL and tap **Activate** or tap **Scan Barcode** and scan the QR code on your computer screen.

***Note: On an Android Device the button may be labeled **Scan QR code** and you may be asked to download an application

6. Click **Authenticate Me Now**.

   **iOS Only:** In order to use the Azure/Multi- Factor app, the user must enable push notifications for their device.
   - From the home screen, tap **settings** and then **notifications**. Tap the Azure/Multi-Factor app and enable banner settings. Also, ensure **Show on Lock** Screen is on.

7. On your mobile device tap **Authenticate**. After tapping authenticate, you will see Main Line Health displayed on your device.
8. Complete the security questions and click **Continue**. (Note: you can choose from a variety of questions.)

**Security Questions**

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

**Question 1**
What was your high school mascot?

Answer

**Question 2**
What was your favorite pet’s name?

Answer

**Question 3**
What is your favorite movie?

Answer

**Question 4**
What was your favorite teacher’s name?

Answer

[Continue] [Cancel]

9. The registration process is complete. You can update your information at anytime by accessing this website.
Appendix A - Initial Registration Process Phone Authentication

1. On your computer, open Internet Explorer and browse to https://selfhelp.mlhs.org/multifactorauth/

2. Enter your MLH Network ID and Network Password and click Log In. Please contact the Help Desk at 484-596-HELP(4357) if you need your ID and Password.

3. Under Method Select Phone Call.

4. Enter the Primary and Backup phone numbers that you will use to authenticate and then click Call Me Now to Authenticate.

5. When your phone rings, answer it and press # to authenticate.
6. Complete the security questions and click **Continue**. (Note: you can choose from a variety of questions.)

**Security Questions**

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

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**Question 1**
What was your high school mascot?  
**Answer**

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**Question 2**
What was your favorite pet’s name?  
**Answer**

---

**Question 3**
What is your favorite movie?  
**Answer**

---

**Question 4**
What was your favorite teacher’s name?  
**Answer**

---

[Continue]  [Cancel]

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7. The registration process is complete. You can update your information at anytime by accessing this website.