

Multi-factor Authentication

These instructions are intended for students, employees, and affiliates of the Larner College of Medicine at UVM. If you require assistance while completing these tasks, please contact COMTS Support

COMTS Support (802) 656-7300

OR submit a trouble ticket at <https://footprints.uvm.edu>

The College of Medicine uses Microsoft Multi-factor Authentication to protect your information. This is the same product used by our affiliate organization the UVM Medical Center and Health Network.

Make sure you are connected to WiFi (HSID or UVM) or have a strong cell signal before proceeding with the following steps.

Step 1: Installing Microsoft Authenticator

If you have already completed the setup of multi-factor authentication with UVMHC / HN you do not need to complete this step. Please continue to 'Step 2: Register your authentication method'

Download Microsoft Authenticator on your mobile device from the App Store (Apple devices) or the Play Store (Android devices). You may be asked for your Apple ID or Play Store password. If you have forgotten it, follow the link below to attempt to recover it.



[Apple App Store Password Recovery](#)

[Android Play Store Password Recovery](#)

Step 2: Register your authentication method

The College recommends that you setup two methods of authentication. Your primary authentication method will be the Microsoft Authenticator. If that application is not available, we recommend using a SMS text message.

1. Browse to <https://mysignins.microsoft.com>
2. **Sign in with your LCOM account** (firstname.lastname@med.uvm.edu) address and password.

If you **already have a different second factor authentication set up**, please contact the COMTS helpdesk at (802) 656-7300 before you proceed further. If not, you will now begin the process of setting up your first authentication method, Microsoft Authenticator.

3. Setup **first method** for authentication

- a. Click on Security Info.
- b. If you have setup SMS based authentication you will need to need to click '+ Add method'
- c. Launch the Microsoft Authenticator app from your mobile device.
- d. If you have not used the app before you will be prompted to add an account, otherwise click the + icon in the upper right.
- e. Choose **Work or school account**.
- f. You will now be prompted to scan the displayed QR code. Once completed, click **Next**
- g. Microsoft will now send your mobile device an authentication request. Please complete this process to verify and activate your Microsoft Authenticator.



4. Setup **second method** for authentication

- a. '+ Add method'
- b. Choose Phone
- c. Type in your mobile phone number.
- d. Microsoft will now send you an SMS message. Please complete this process to verify and activate your phone authentication.

Note: You have now successfully completed multi-factor authentication setup with Microsoft authenticator. You will use this method for access to various LCOM resources.