Lifespan Guide for Using Your Lifespan Network Account

Summary Instructions for Setting Up a New Lifespan Account

Following these steps, you will setup your:
- Personalized password
- Remote access with MFA
- Self-service password reset (SSPR)

Note: You will need to have a telephone available during this process, to use as your second-factor item.

From a Shared Computer or any Non-Lifespan Computer:

1. Go to the Lifespan IntRAnet at https://intranet.lifespan.org
2. Enter your new Lifespan Network ID with "@lifespan.org" (this is also your Lifespan e-mail address)
3. Enter your unique first-time password that was shared with you
4. Follow the prompts for more information, by entering a phone number and responding to the call/text back to that number
5. Update your password to a new complex password
6. Add alternate second-factor phones and methods by returning to Multi-Factor Authentication (MFA) Settings or searching for "MFA" on the Lifespan IntRAnet and use the link there to configure alternate MFA options

From Your Individually Assigned Lifespan Computer:

1. Sign into your computer using your new Lifespan Network ID (without "@lifespan.org")
2. Enter your unique first-time password that was shared with you
3. Update your password to a new complex password
4. Go to the Lifespan IntRAnet at https://intranet.lifespan.org
5. Enter your new Lifespan Network ID with "@lifespan.org" (this is also your Lifespan e-mail address)
6. Enter your updated, personal password from step 3 above
7. Follow the prompts for more information, by entering a phone number and responding to the call/text back to that number
8. Add alternate second-factor phones and methods by returning to Multi-Factor Authentication (MFA) Settings or searching for "MFA" on the Lifespan IntRAnet and use the link there to configure alternate MFA options

Making Changes Later

To make changes to any of these settings anytime, including phone number changes, adding a new phone, setting up the easy-use Authenticator app, go to **https://www.lifespan.org/lifespan-remote-access-links** for the links.

You can also contact the Lifespan Service Desk at 401-444-6381 with questions or problems using the new account**.**

# Detailed Instructions for Setting Up a New Lifespan Account Through Remote Access

1. Go to www.lifespan.org,
2. Scroll to the bottom of the page and click the "**Lifespan Remote Access**" link
3. Click on the "**Access the Lifespan Intranet**" button or any of the links under Remote Access for Lifespan Staff
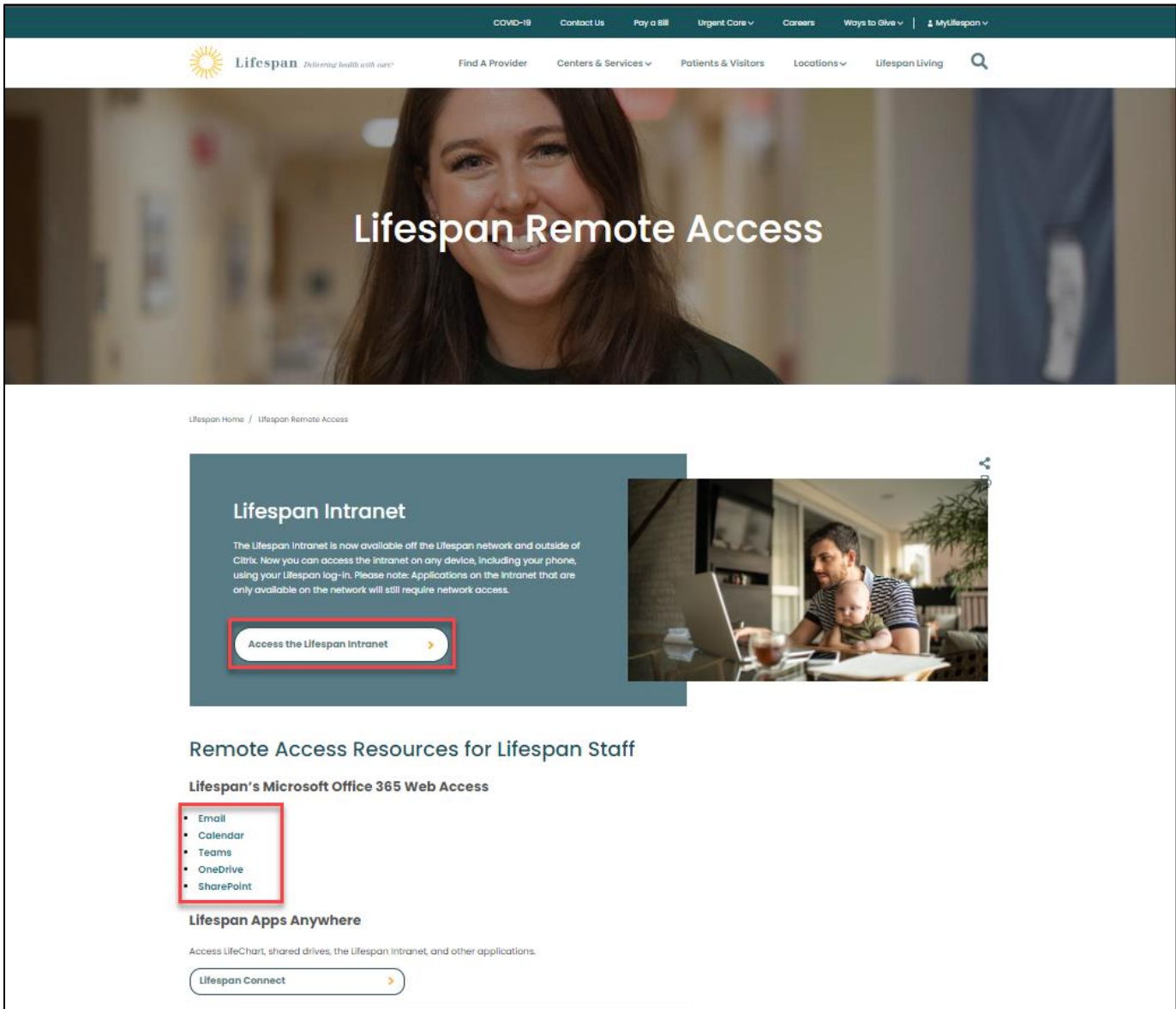
4. You will be prompted to login with you Lifespan ID
5. Example: LoginID@lifespan.org).
   Enter your new Lifespan ID with the @lifespan.org and click **Next**
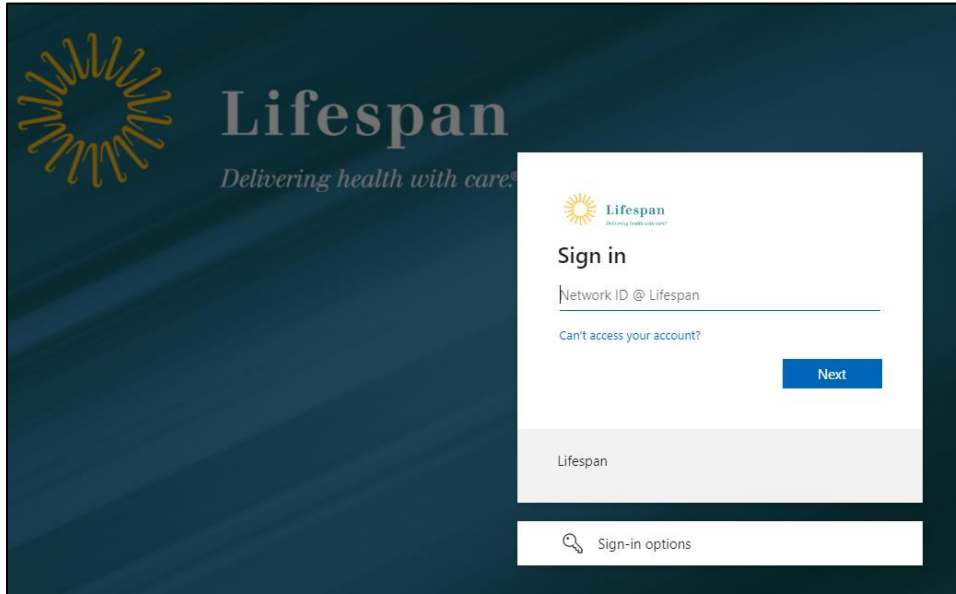
6. Enter your first-time password. This should have been shared with you and should follow the lifespan formula where it is only known by you.
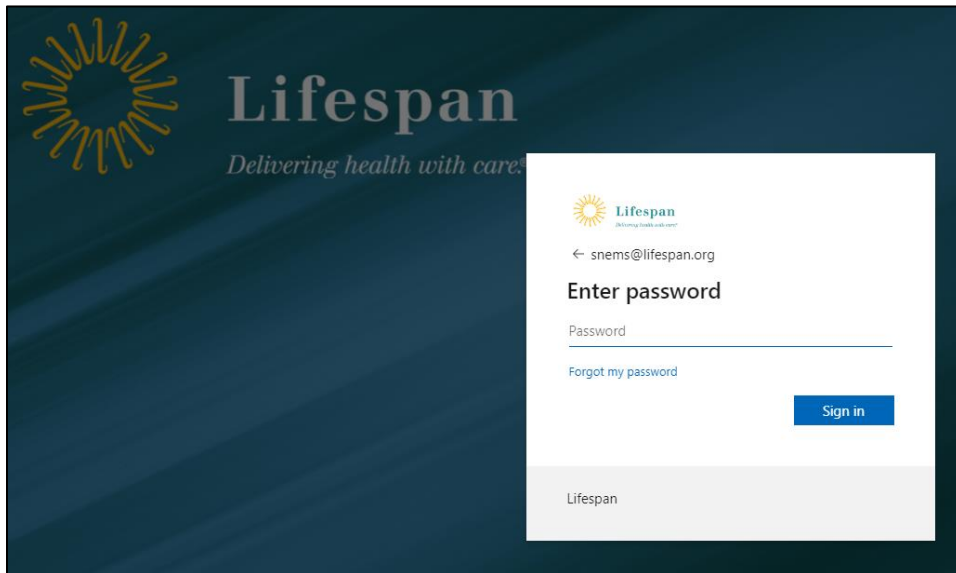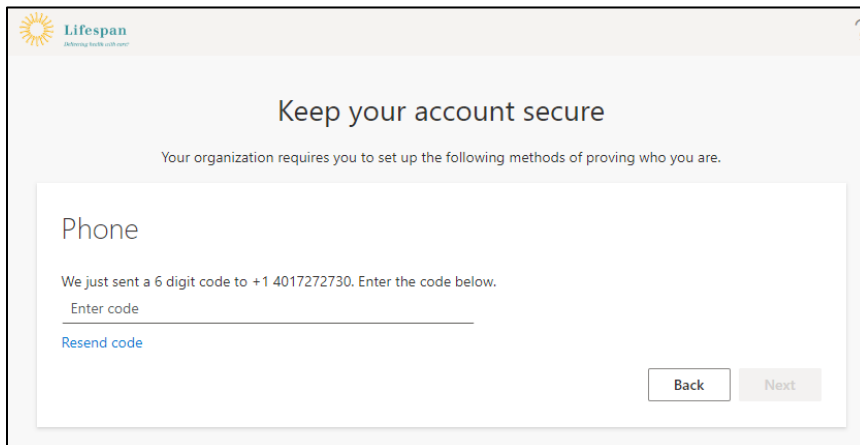
7. You will be prompted for more information, to complete the setup of your account, then click **Next**
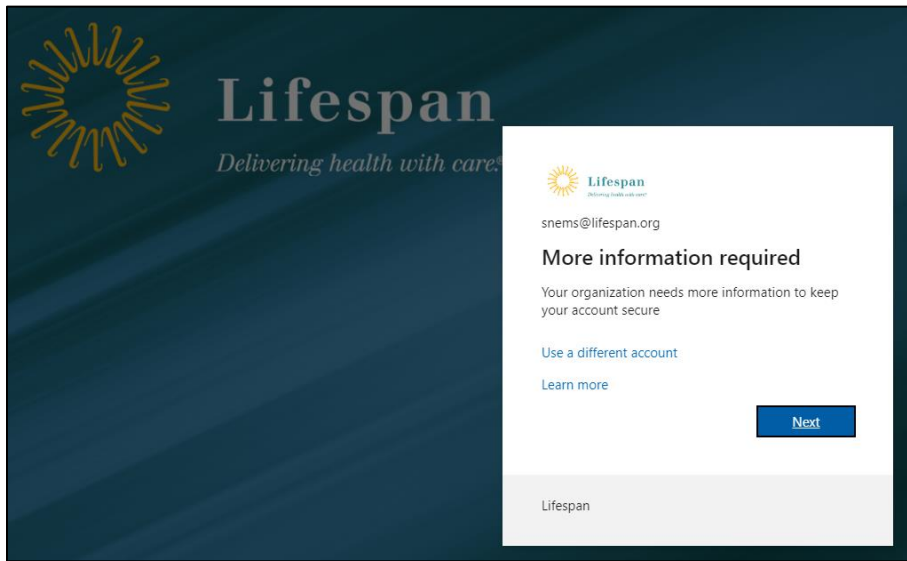
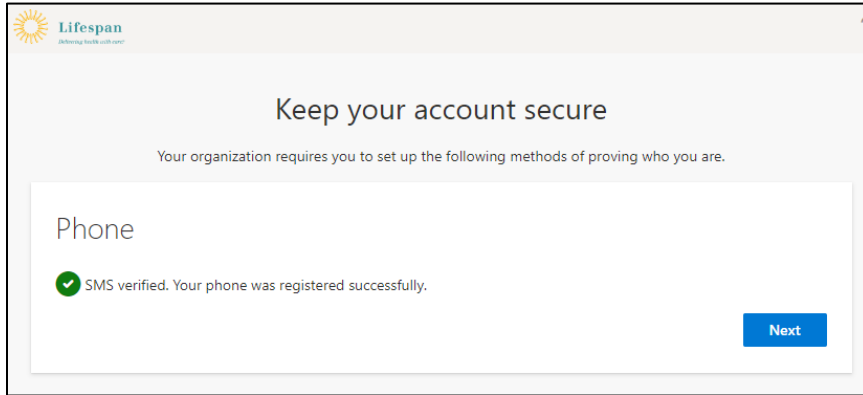8. Enter your phone number. If you are using a 'land line' or office phone, then be sure to select the "**Call me**" option since you can't get a text to your 'land line' or office phone.
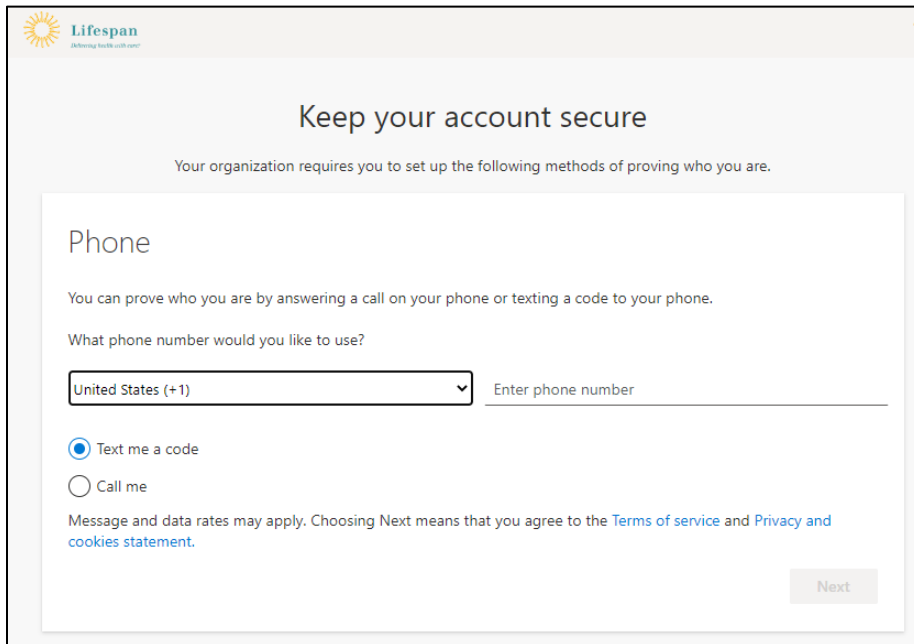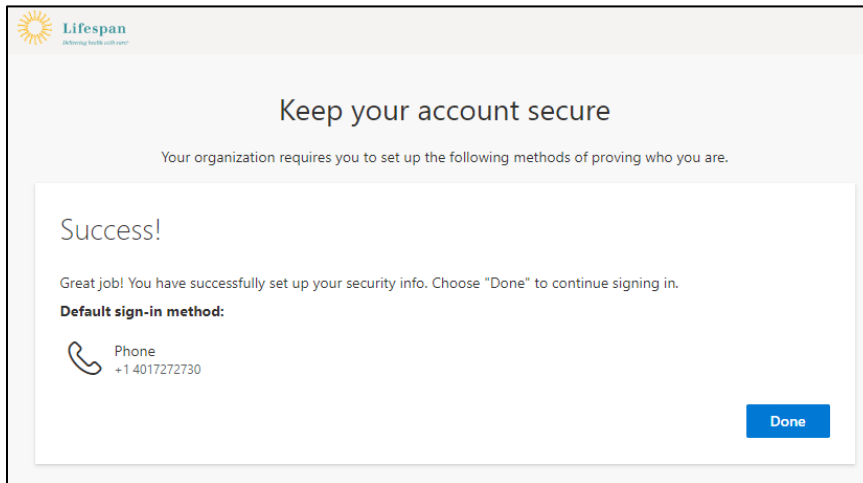

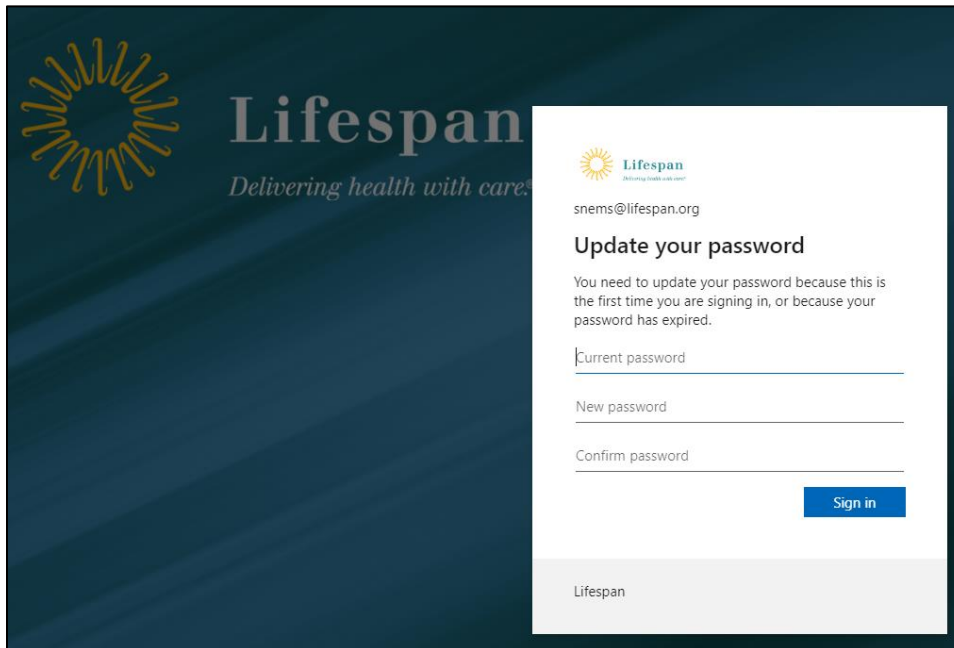9. Enter the code you receive on your phone and click **Next**

10. Success is indicated by this message

11. Now click **Done**

12. Then change your password to something you know AND that meets Lifespan's complexity rules

13. After updating your password, click the **Accept** button to accept the terms of use

    Note: If presented with the message below (employees may not see this agreement due to their employment status), you must OPEN the terms of use before clicking "Accept".
    - Click on the Review Agreement and it will open.
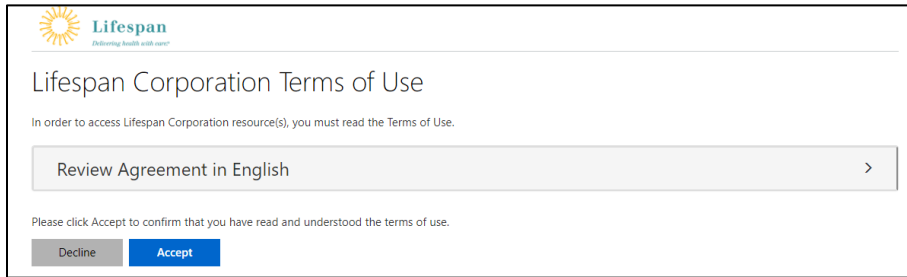
14. Lifespan recommends returning to the Lifespan remote access page at https://www.lifespan.org/lifespan-remote-access-links and use the link for "**Multi-Factor Authentication** (MFA Settings)" to add an additional MFA option.

    Note: Using the Authenticator App with push notifications is recommended as the easiest method of completing your MFA challenge.
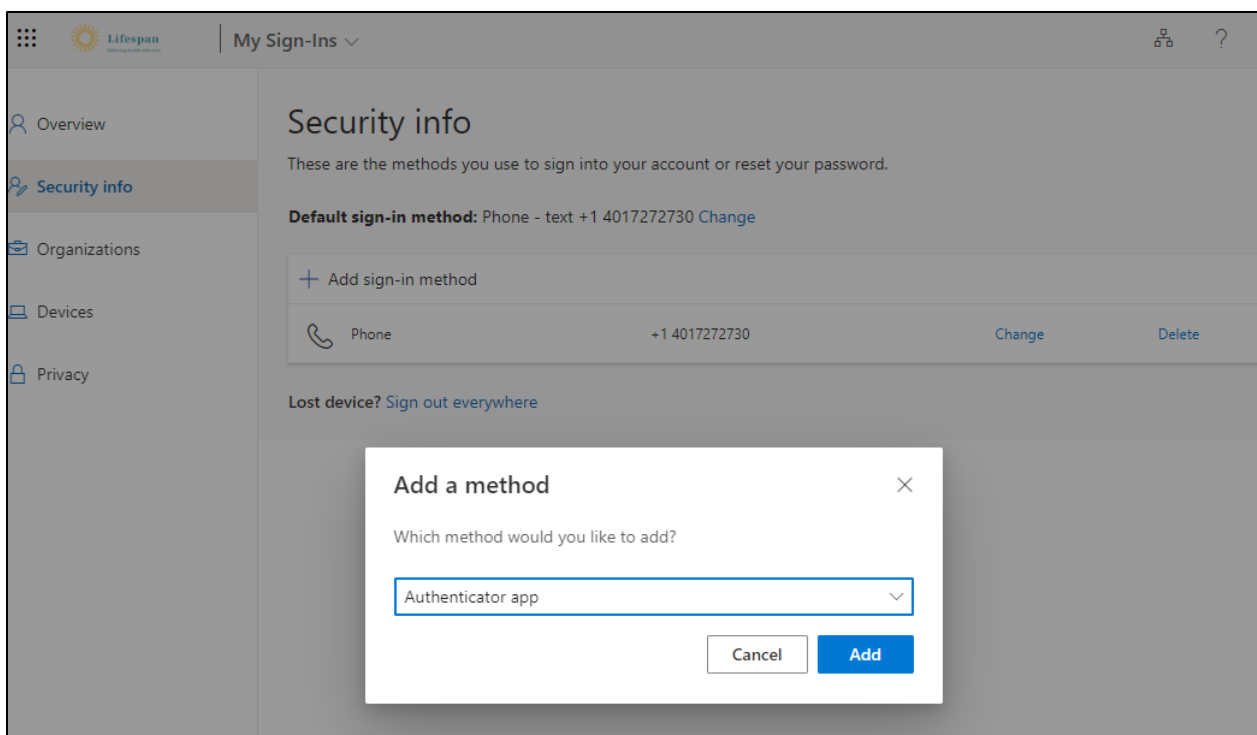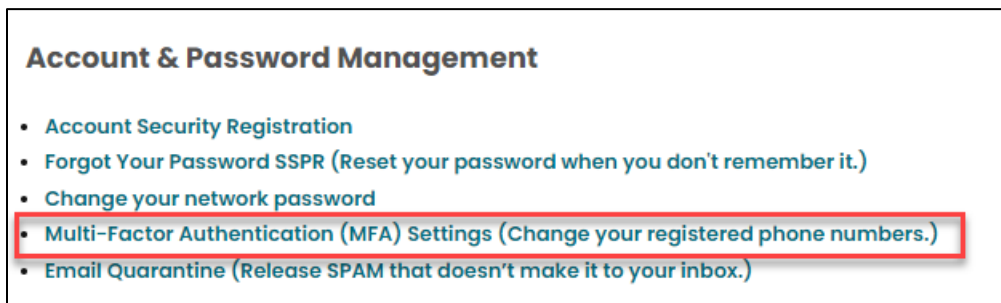
Adding the Authenticator App for MFA

1. Go to Multi-Factor Authentication (MFA) Settings or search for "MFA" on the Lifespan IntRAnet and use the link there to configure alternate MFA options
2. Look for the option to Add a method to your Security setup and click "**Add Method**", otherwise skip to the next step.
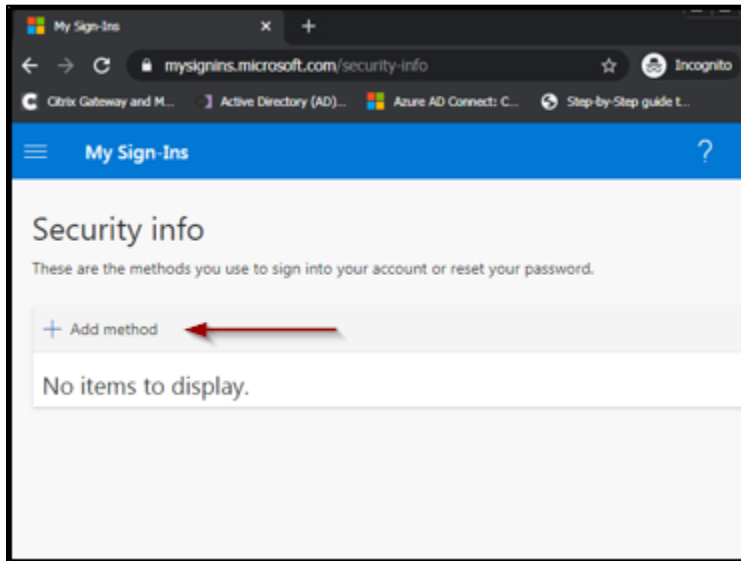
3. You must choose from the options under "Add a method" drop down list. You can choose "**Authenticator App**" or "**Phone**" or "**Alternate Phone**".
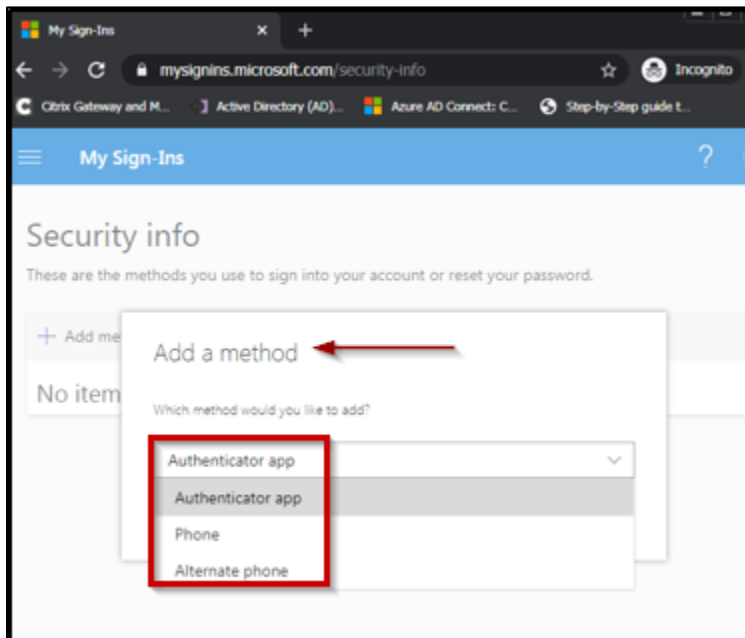
- Lifespan recommends the "Authenticator App" with Notification option for the easiest on-going authentication experience.

Note: This requires installing and configuring the Authenticator app on your phone – follow the on-screen instructions to complete this.

Important: You **SHOULD** configure the "Alternate phone" in case you lose or change your primary phone

4. Depending on the option you choose, pick the step below to continue with

a **Option: Authenticator App**, you must choose "**Receive notification for verification**" or "**Use verification code**" then click **Setup** and follow the instructions to install and configure the Authenticator App on your phone.
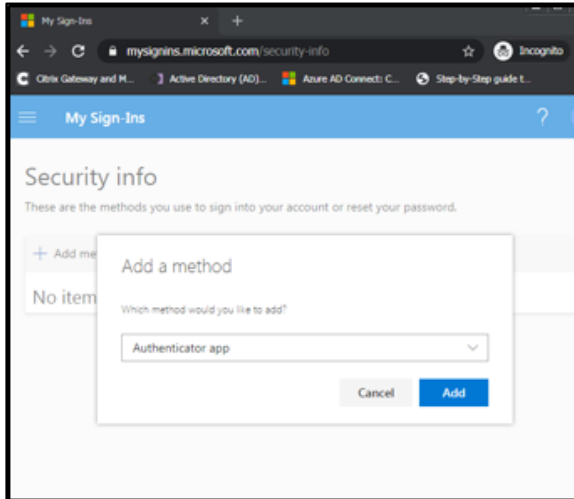
1. Install the Microsoft Authenticator app from your phone's app store
2. Open the Authenticator App on your phone
3. Click the **+** to add a new account, even if your account is listed
4. Select **Work or School** account
5. Allow the Authenticator app to access your camera
6. Point phone at bar code
7. Click **Next** on your computer
8. Click **Save** on your computer
9. You can close or leave open the Authenticator app

Note: The following workflow is for the **Microsoft Authenticator – Receive Notifications for verification**
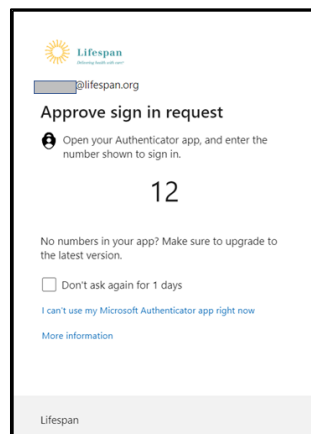
The computer or laptop receiving the MFA challenge will show the first image below:	Simultaneously, on your smartphone, the Authenticator application will prompt you with the second screenshot below, confirming the location of the computer and application requesting MFA and prompting you to enter the 2-digit number displayed on the computer screen:
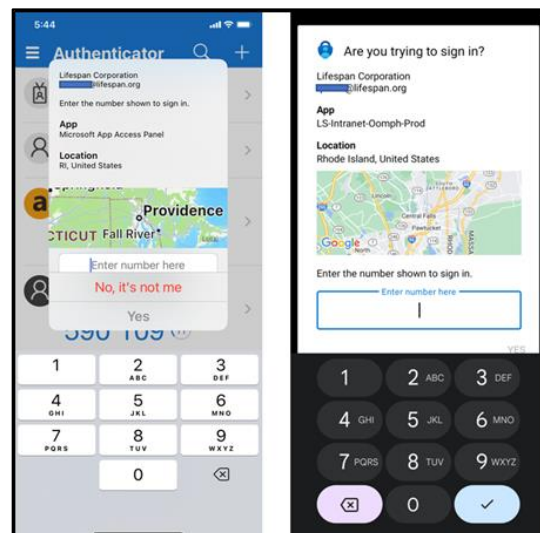
The computer or laptop receiving the MFA challenge will show the first image below:

b **Option: Phone**, you must select a country code and fill in a telephone number, plus select a "Method" – text message or phone call. Click **Next** and follow the instructions.

5. Click "**Done**" after successful verification.
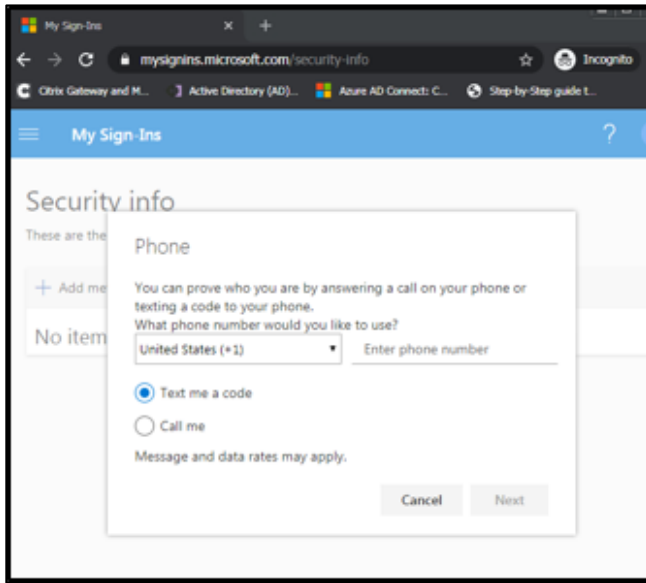6. You will be prompted to again confirm, via MFA, your login

Note: After configuring your primary verification method, you must setup at least one additional method. Your Additional security verification page should look something like this when complete.
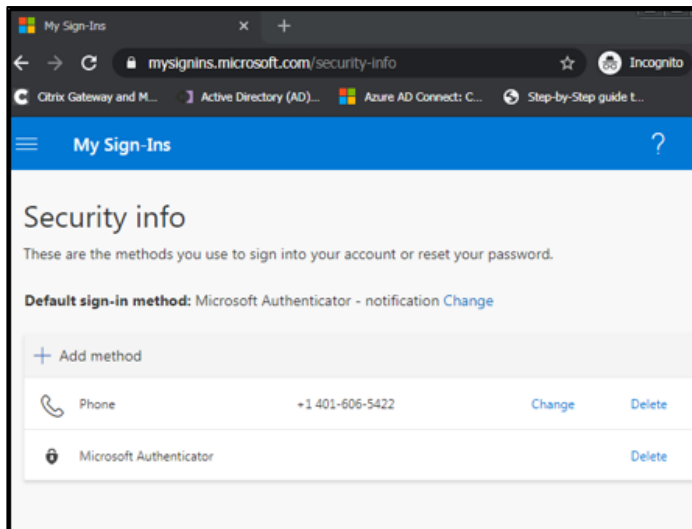
7. You can close your browser tab when setup is complete.

Note: You can return to this page [Multi-Factor Authentication (MFA) Settings (Change your registered phone numbers.)](#) at any time to modify your setup and to change your primary verification option. You may find that you would like to try the different verification methods to identify the one that you prefer.

Initial Registration MORE THAN 30 Days Past Official Start-Date

30 days after your official start-date, you are **only** allowed to complete 1st time registration **while on the Lifespan network**. This will not work from home or any outside 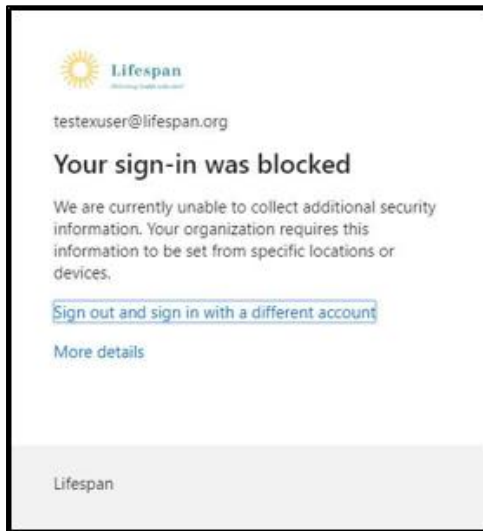networks. If you attempt to complete 1st time registration from outside the office, you will receive the following error:

When receiving this error and are not able to go onsite, please call the Service Desk at 401-444-6381 for alternate registration options.

Using MFA

Using One of Your Alternate MFA Methods

Your default MFA method is your selected primary method. If at any time you need to use one of your alternate methods, you can often select that from the cloud login screen by clicking on "**Sign in another way**."
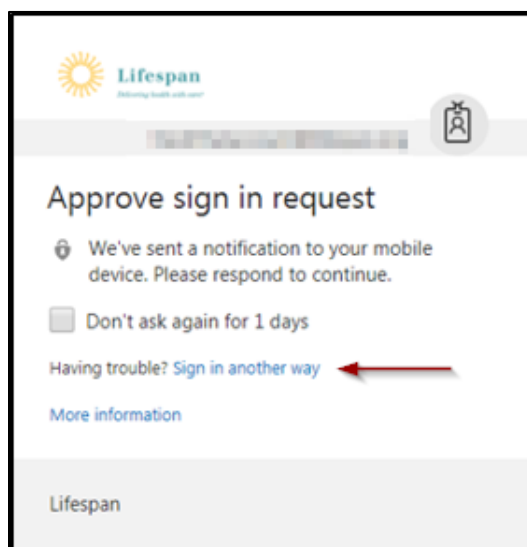
Then you will be prompted with a list of your other options
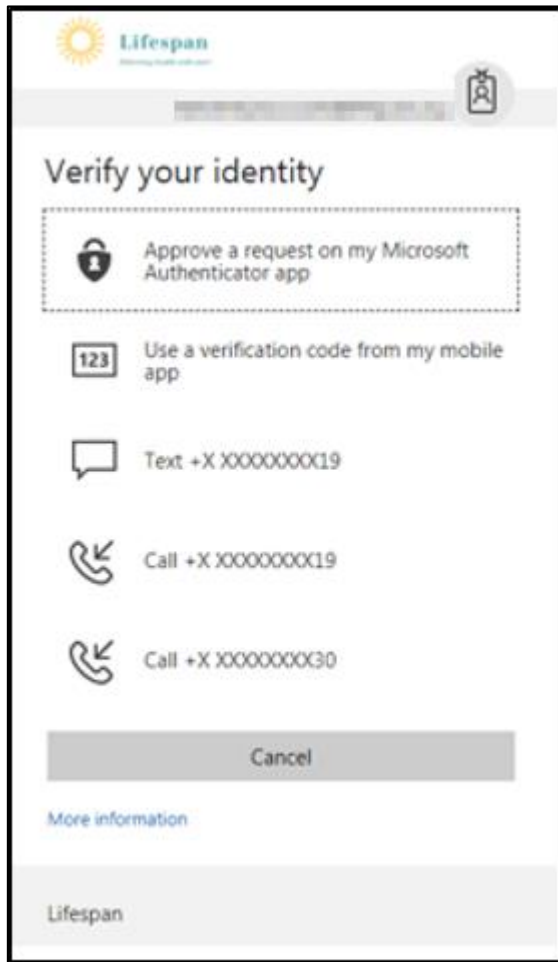
Confirming or Changing MFA Settings

If at any time you need to confirm/view your MFA settings or change your MFA settings, you can do so. Also, you may find that you would like to try the different verification methods to identify the one that you prefer.

1. Go to Multi-Factor Authentication (MFA) Settings (Change your registered phone numbers.)
2. Login – you will be prompted to MFA
3. Click the "**Change**" button to edit your Default sign-in method
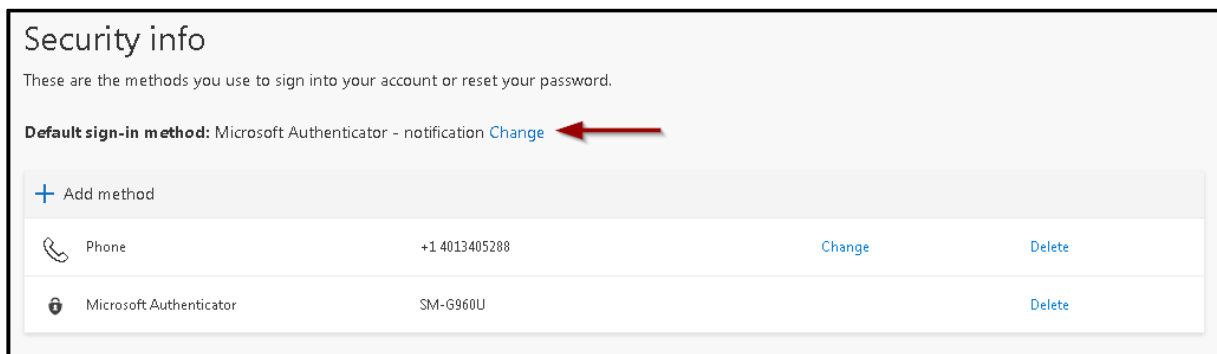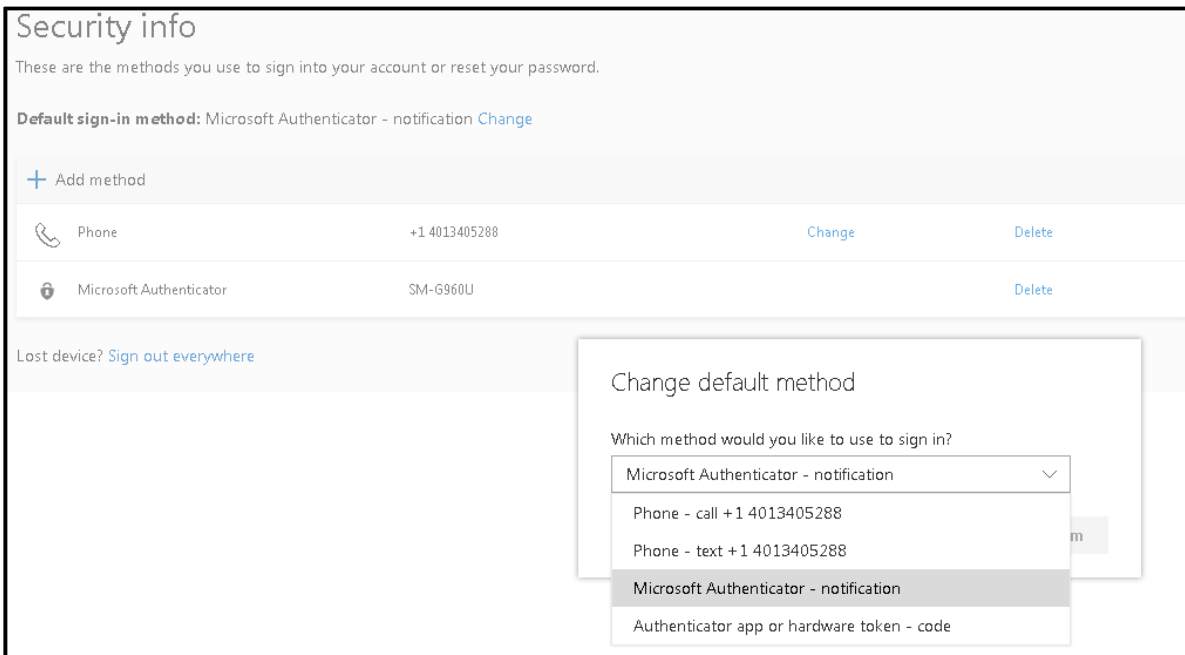
Registering a New Phone

1. Go to https://aka.ms/mysecurityinfo
2. Login using one of the MFA options that will still work.
   Note: Use the "Sign in another way" option if needed
3. Click on the Configure button to setup the Authenticator App

Troubleshooting Security

If you Have a Problem with MFA on Connect.lifespan.org

1. Go to Multi-Factor Authentication (MFA) Settings (Change your registered phone numbers.)

2. Enter your Lifespan login ID with @lifespan.org

   - Example: **jdoe@lifespan.org** or **345678@lifespan.org** but not your email address like John.Doe@lifespan.org

3. Click **Next** or press the **Enter** key

4. Eter your password on the next window
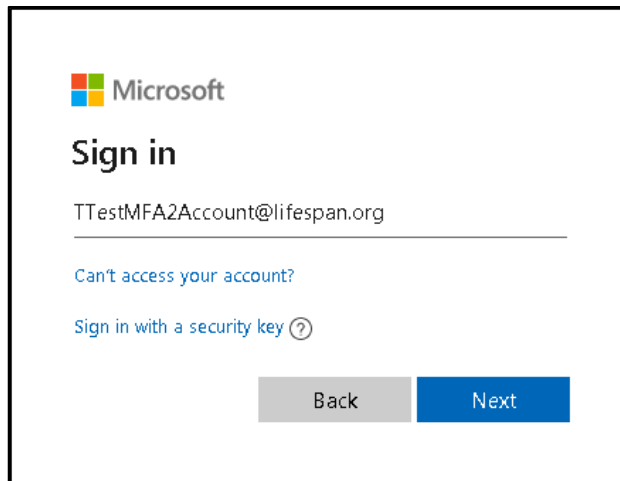
5. Click **Sign In**.

6. You may be prompted to "Stay signed in". Click "**No**" unless you are on a computer that you only use.
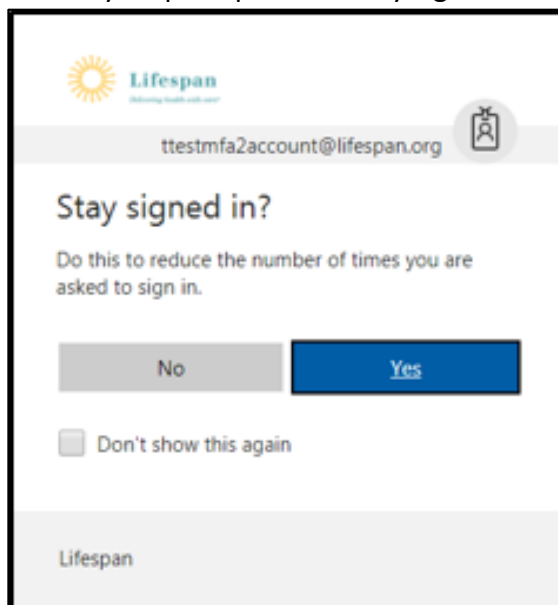
7. If you HAVE NOT already enrolled in Lifespan's security, you will be prompted to setup added security. Click "**Set it up now**" and continue the setup, otherwise skip to the next step.
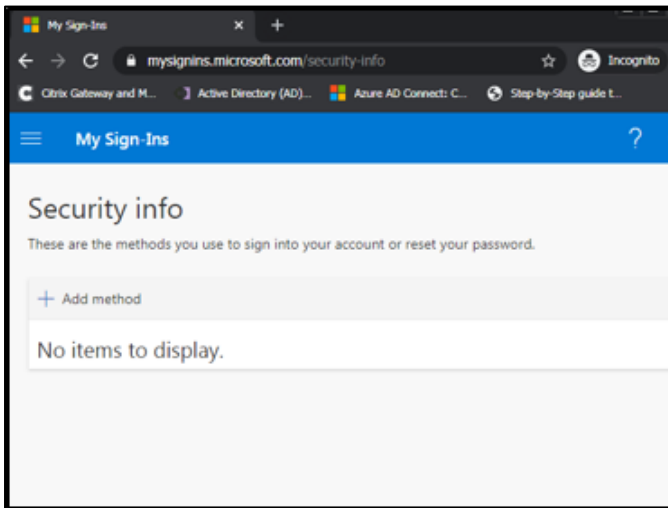
8. If you <u>HAVE</u> already enrolled in MFA, you will be prompted to approve your sign in …
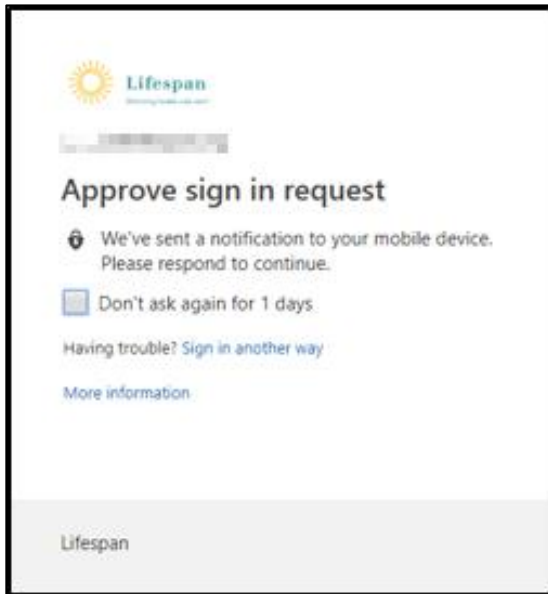
9. Get the phone you enrolled for MFA
10. You will need to reply with one of 4 possible MFA responses
    - Identify the 2-digit code provided on the computer receiving the MFA challenge and then key that code into the Microsoft Authenticator application.
    - Open the Microsoft Authenticator App and read the 6 digit "Code" from the app and key that Code into the form on your computer.
        - i   Note that you must key the code into your computer and click the Verify button on your computer BEFORE the small countdown timer gets to 5. If you do not get the Verify button clicked in time, read the new/next code from your phone into your computer.

ii If the Authenticator App does not show the code, press on the down arrow to "Show code"
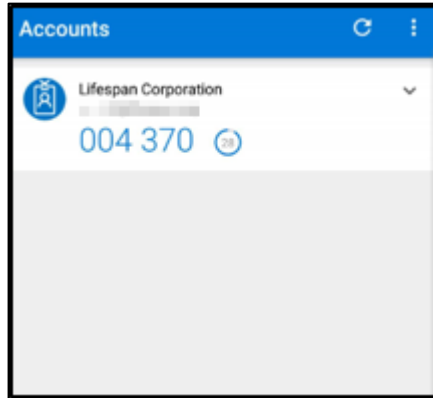
- Answer the phone call to your phone and press the # key wait 5 seconds and hang up the call.
- Read the code in the Text message received on your phone and key that code into the form on your computer.

11. When successful with logging in, you will see a screen like this
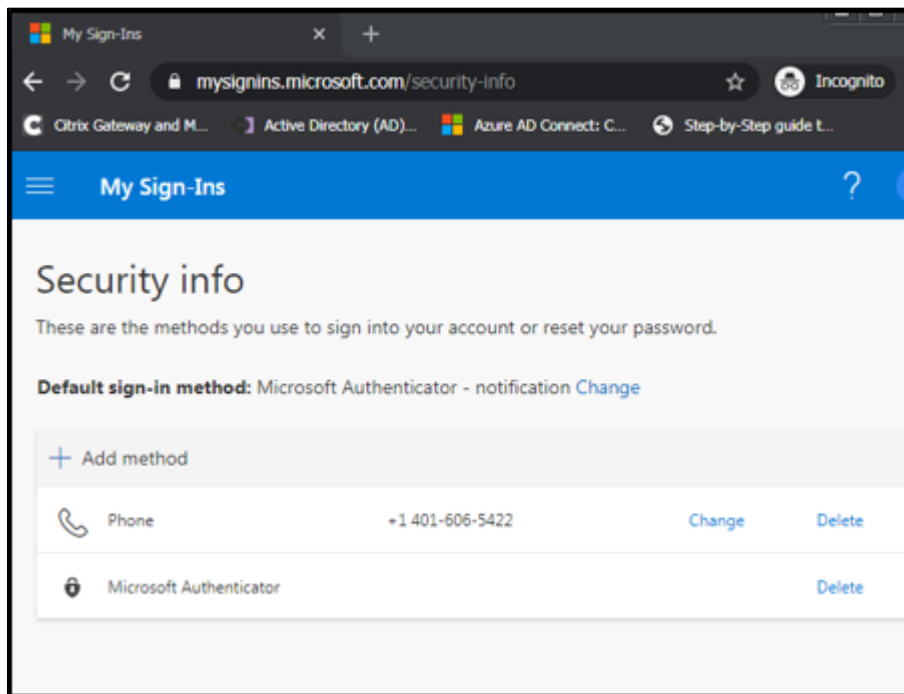
You will need to remember the primary/default verification method. You will use this method when logging into connect.lifespan.org. You can change this at this time if you wish and click the Save button.

- REMEMBER YOUR SELECTED DEFAULT METHOD

12. If your phone does not get the message that you expect, try a different method by clicking on "**Sign in another way**"
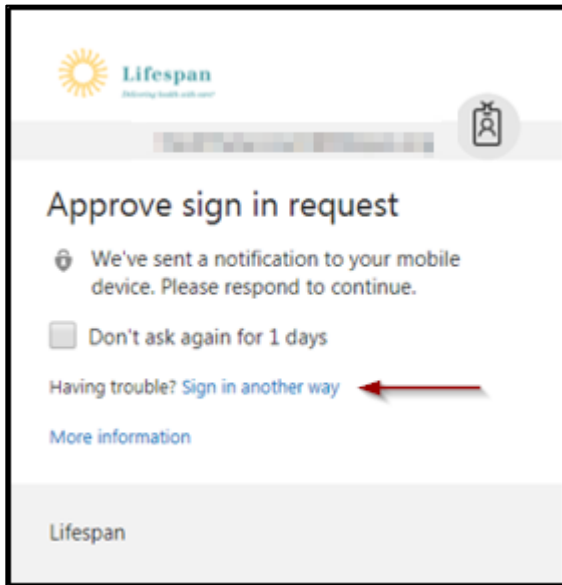
13. Choose one of the other methods available to you and sign in as described for the other methods

14. If you attempt all available options without success, then you will need to call the Service Desk at 401-444-6381, and they will need to clear your MFA enrollment so you can enroll your current phone for MFA.

Once the Service Desk completes clearing your MFA enrollment, then continue with enrolling your phone

15. Once you have successfully confirmed your MFA enrollment, return to https://connect.lifespan.org in your internet browser.

16. Login with your Lifespan network ID and password, as you have done in the past when logging into Connect
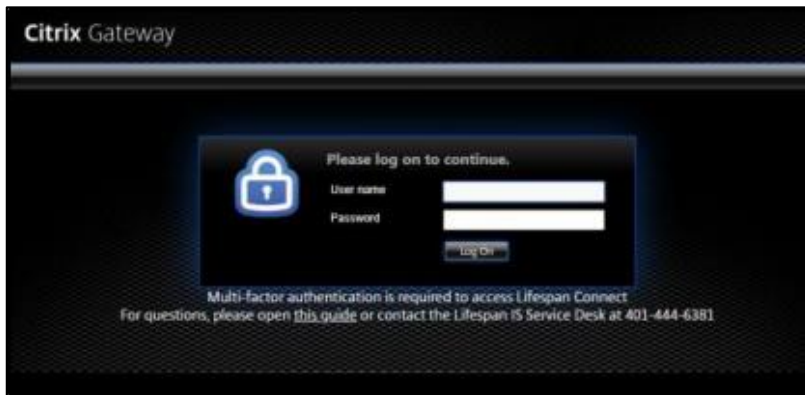
After you click the Log On button, you will need to complete the MFA challenge

17. You will need to reply with one of the **4 possible MFA responses** to complete the MFA challenge:
    - Identify the 2-digit code provided on the computer receiving the MFA challenge and then key that code into the Microsoft Authenticator application.

    - Open the Microsoft Authenticator App and read the 6 digit "Code" from the app and key that Code into the form that opened on your computer.
        i   Note that you must key the code into your computer and click the Verify button on your computer BEFORE the small countdown timer gets to 5. If you do not get the Verify button clicked in time, read the new/next code from your phone key that into your computer.

> ii If the Authenticator App does not show the code, press on the down arrow to "Show code"
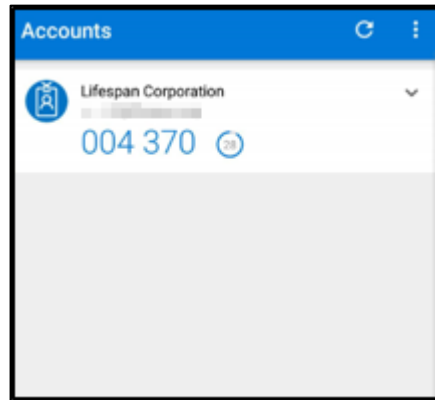
- Answer the phone call to your phone and press the # key, wait 5 seconds and hang up the call.
  - i NOTE: There will be NO change on your computer screen until after you press the # key on your phone
- Read the code in the Text message received on your phone and key that code into the form on your computer.

18. If you do not get to the connect.lifespan.org portal with your icons, then close your browser and try once more. Do not try again without FIRST closing your browser.
- SOMETIMES, the MFA "handshake" does not complete successfully. But you should not need to repeat this more than twice.

19. If you are still unable to login to Connect, the problem could be related to the Citrix Receiver application. Confirm that Connect worked successfully from this computer before MFA was turned on.
- If not, then work with the Service Desk to resolve the issue with Citrix Receiver.

20. If you are still unable to login to Connect, then you will need to be referred to a next level support analyst to look further into the details of your MFA setup. Provide the following for your Service Desk Incident:
- Computer Operating System and version (Windows 7, Windows 10, Mac, etc.)
- Browser you are using, including version (Chrome, Internet Explorer, Edge, Firefox, Safari, etc.)
- Version of Citrix Receiver
- Type of phone you are using for MFA – Android or iPhone
- Default method selected for MFA

Outlook is Prompting to Login Multiple Times

- Double check the login windows that open – it might not be Outlook prompting multiple times. It could be Outlook, OneDrive, and Skype each prompting for authentication. Look for the Window titles on each pop-open window.
- Also confirm that a secondary login is not for a personal account that is also profiled in the Outlook app. Double check the domain for the e-mail address and ensure it is @lifespan.org

Once confirmed that this is issue with Outlook prompting multiple times …

1. Close Outlook
2. Open the Windows Credential Manager
   - From Windows start menu, search for "Credential Manager" and select it
3. Delete any Lifespan credentials
   a. Click the pull-down arrow next to each credential that ends with ". lifespan.org"
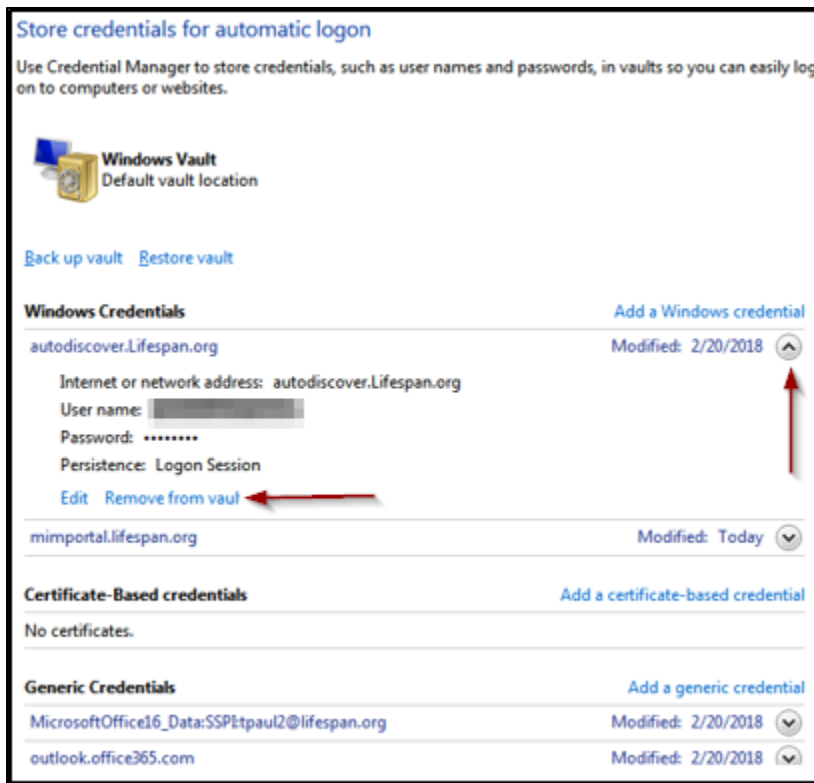
   b. Click on "**Remove from vault**"

   c. Repeat for each Lifespan Credential

4. Restart Outlook

OneNote Needs Password to Sync This Notebook

The issue is that OneNote needs to re-authenticate with MFA but cannot trigger that to happen.

To address this, close and re-open OneNote. Your changes will be saved and re-synced.

User Needs to Re-Register
(No longer has access to previously registered phone/phone number)

1. Users should CALL the service desk (do not use the Heat Self-Service Portal) because the Service Desk will need to verify the user's identity.
2. Once the Service Desk has confirmed the user's identity, using the same standard procedure they follow for a password reset, the Service Desk will force a reregister.
3. When reregistering, the user should setup BOTH a primary AND an "Alternate Authentication Phone" to avoid this problem in the future.

Appendices

Key Links for Managing Your Lifespan Network and Lifespan/Microsoft Cloud Account

Go to www.lifespan.org and scroll to the bottom of the page and select Lifespan Remote Access
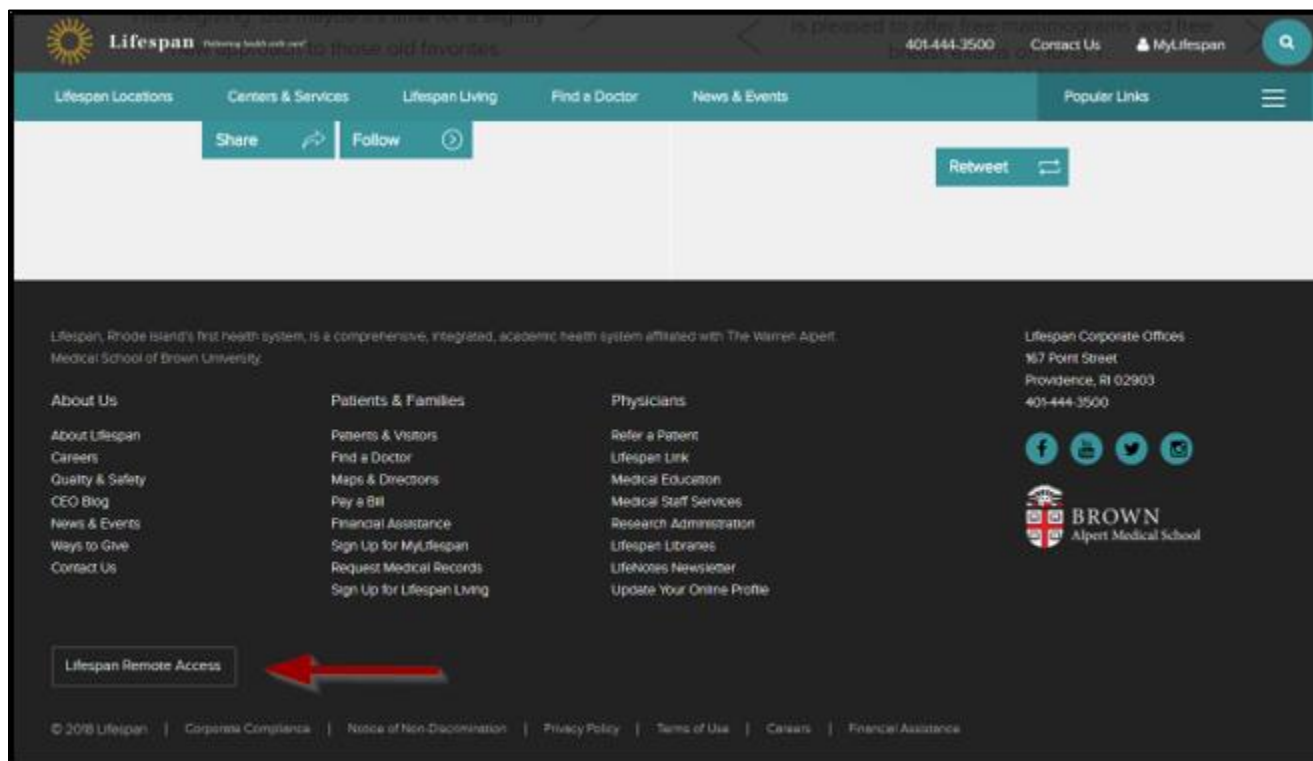
Tips

- Your Lifespan Network login ID sometimes must be entered like an e-mail address. That is, you would enter it like loginID@lifespan.org. Generally, logins on pages associated with the Lifespan Microsoft "Cloud" require the "@lifespan.org" after your login ID so that Microsoft can identify you are at Lifespan rather than at one of their many other cloud customers.

- We contract with Microsoft for "cloud" based services. Microsoft brands their "cloud" services as "Microsoft Azure" and "Office 365" (or O365). You will see Microsoft branding as well as Lifespan branding throughout the web pages.

- "Cloud" services just mean that we are using someone else's computers. Microsoft is a valued technology partner and Lifespan has an enterprise agreement with them to use their "cloud/Azure" services for secure and powerful information services (like e-mail, collaborative computing, and security)

- Logging in with your single Lifespan network account is sometimes known as "Single Sign on" or "SSO" since you are using your Lifespan ID and password 'everywhere'. Imprivata OneSign (tap-in/tap-out) has also been known as "Single-Sign on" and "SSO".

- If you forget your password, you can reset it and restore access to your account by using the "**Can't access your account**" link on the Microsoft cloud login page without calling the Lifespan Service Desk
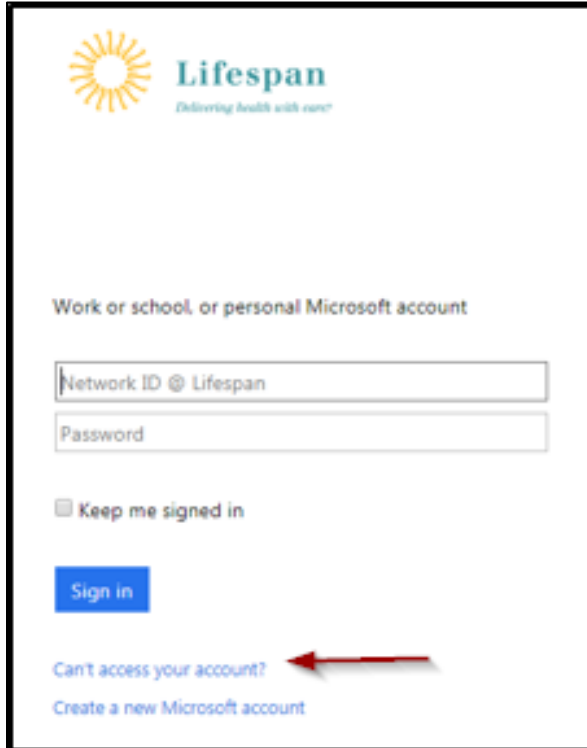
Revision History

Author	Date	Changes
Melissa Mirabile	2/2/2023	IS Training Team refinements
Tim Paul	2/1/2023	Modified to reflect new AzureAD cloud auth for first-time account setup
Ryan Creamer	1/2023	Updated doc to reflect MFA Location / Application addition for MS Authenticator
Jason Avila	6/2021	Update doc to include new Citrix SSPR link. Reviewed all instructions for accuracy and clarity. Made updates accordingly.
Ryan Creamer	12/2020	Reviewed document and cleaned up screenshots
Jason Avila	5/2020	Updated to include info on 1st time registration for the change to block external registration after 30 days of employment.
Jason Avila	03/2020	Updated to reflect the new combined registration process for MFA and SSPR.
Tim Paul	08/2019	Original Creation/Publishing