University of Vermont
Larner College of Medicine

Multi-factor Authentication

These instructions are intended for students, employees, and affiliates of the Larner College of Medicine at UVM. You must complete the following before connecting to the LCOM VPN or Remote Gateway.

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 your mobile device is connected to WiFi (like HSID) or has a strong cell signal before proceeding with the following steps.

Step 1: Install Microsoft Authenticator

If you have already completed the setup of multi-factor authentication with UVMMC / HN, 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 set up two methods of authentication. Your primary authentication method will most likely be the Microsoft Authenticator app. If you don't have access to a mobile device, you must set your Default Sign in method to Phone – call.

1. On your computer, browse to **https://mysignins.microsoft.com/**.

2. **Sign in with your LCOM account** (firstname.lastname@med.uvm.edu or comid@med.uvm.edu) email address and password.

3. Click **Security Info** from the left side of the page.

NOTE: *If you are prompted to **approve** your sign in request at this point, and you are unable to do so, submit a Footprints request and include your cell phone number so we can resolve this issue for you.*

For additional assistance, please contact the COMTS Service Center by submitting a Footprints request at https://comis.med.uvm.edu/footprints or calling us at (802)488-5553.

4. Set up **Authenticator app** for authentication. Landline users skip to step 5.

    a. On your computer, click **+ Add method**.
    b. Choose **Authenticator App** and click **Next** a couple times until a QR code appears.
    c. On your mobile device, launch the **Authenticator** app.
    d. If you have not used the app before, you may see the option to **Scan a QR code**. Otherwise, tap the three dots or **+** icon in the upper-right and then **Add an account** and/or **Scan a QR code**.
    e. **Allow** the app to use your camera or send notifications if prompted.
    f. You will now be prompted to scan the displayed QR code. Scan the code displayed on your computer screen using your mobile device's camera. Then, click **Next** on the computer.
    g. Microsoft will now send an authentication request to your mobile device. Tap **Approve**.

5. Set up **Phone** for authentication.

    a. On your computer, click **+ Add method**.
    b. Choose **Phone** and click **Add**.
    c. Enter your phone number, select **Call me**, and click **Next**.
    d. Answer the phone call and tap the pound key (**#**) when prompted.
    e. Click **Done** on the computer.

NOTE: *Step 5 is critical. If you skip this step and then later replace your mobile device, you will lose access. If your primary method is Phone, add an **Alternate phone** as a second method.*

6. Set **Default sign-in method**.

    a. The Security info page shows a **Default sign-in method**. This should be set to **Microsoft Authenticator – notification**. If not, click **Set** or **Change**.
    b. Click the drop-down menu and then select **Microsoft Authenticator – notification** (or **Phone – call** for landline users).
    c. Click **Confirm**.

You have now successfully completed the LCOM multi-factor authentication setup with Microsoft Authenticator. You will use this method to access various LCOM resources, including the Virtual Private Network (vpn.med.uvm.edu) and Remote Gateway (gateway.med.uvm.edu).

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