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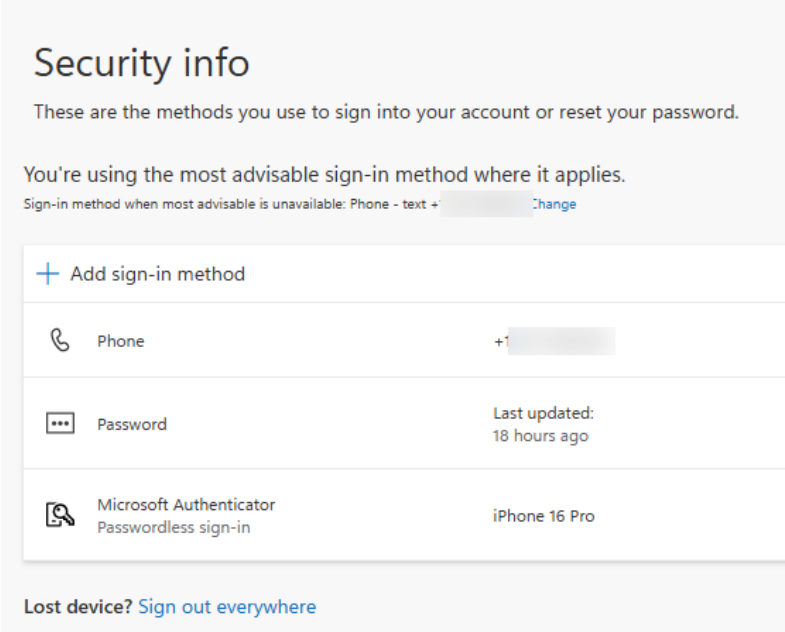
I. Follow the steps below to review the sign-in methods associated with your Carle network account. If **Microsoft Authenticator** is not currently shown as an authentication method for your account, these instructions will guide you through the enrollment process.

Prerequisites:

- A mobile device running a supported version of either iOS, iPadOS, or Android.
- For **Apple** devices: Face ID or Touch ID, or a device passcode enabled in iOS settings.
- For **Android** devices: A secure lock screen enabled (PIN, password, biometric, or pattern authentication)
- Device notifications will need to be allowed for Microsoft Authenticator once the app is installed to ensure you can approve sign-in requests.
- The Microsoft Authenticator app will need permission to use your device's camera.

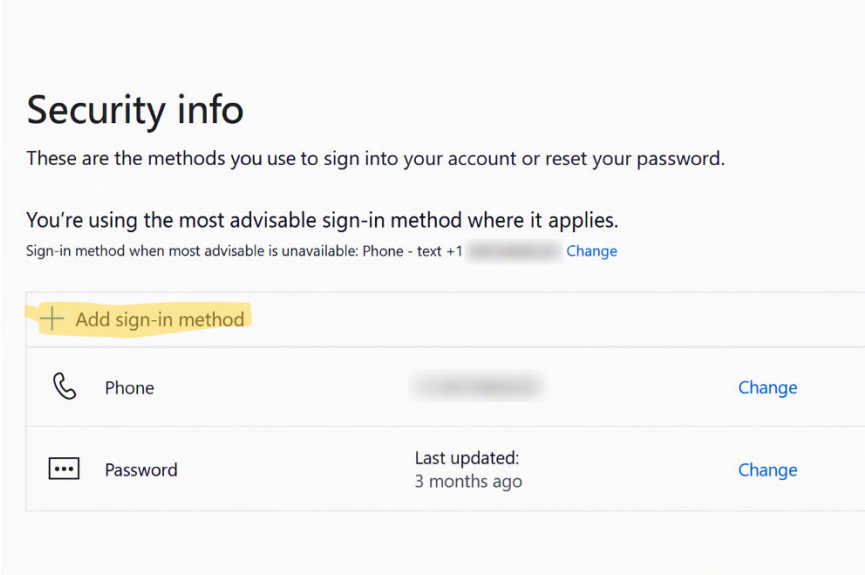
Review Sign-in Methods and Enrollment for MS Authenticator

1. To review your existing sign-in methods, navigate to https://passwordreset.carle.com and click the "**Update Password and Security Information**" button at the top of the page and logon with your Carle email address and password if prompted.
2. You may also receive a multifactor authentication (MFA) prompt while signing in. You will need to complete the MFA step to complete the sign-in process, if required.
3. The Security info screen will list all your registered sign-in methods.

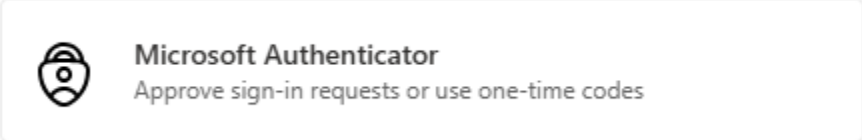


Instructions continue next page

4. **NOTE**: The sign-in methods for your account may differ from the ones shown in the screen shot above.
5. If you **only see "Phone" and "Password"** listed as sign-in methods for your account, you will need to follow the remaining instructions to register Microsoft Authenticator as an additional sign-in method.
6. From the Security info screen, click "Add sign-method" as shown below.

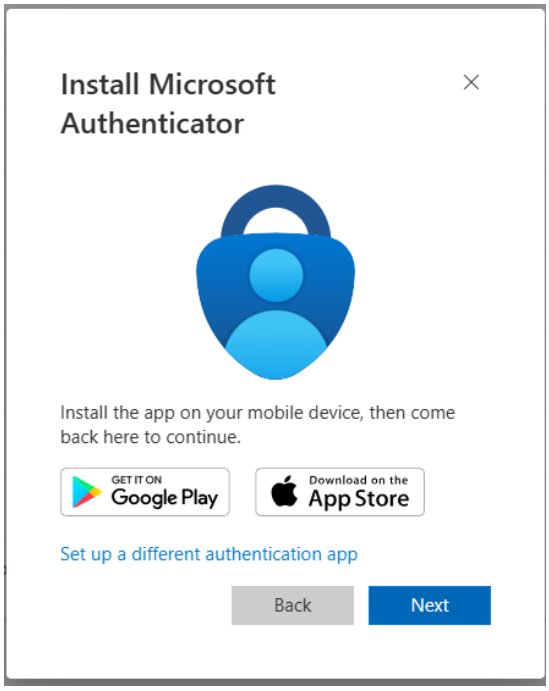


7. The "Add a sign-in method" menu will appear. Select **"Microsoft Authenticator"** from the available options.



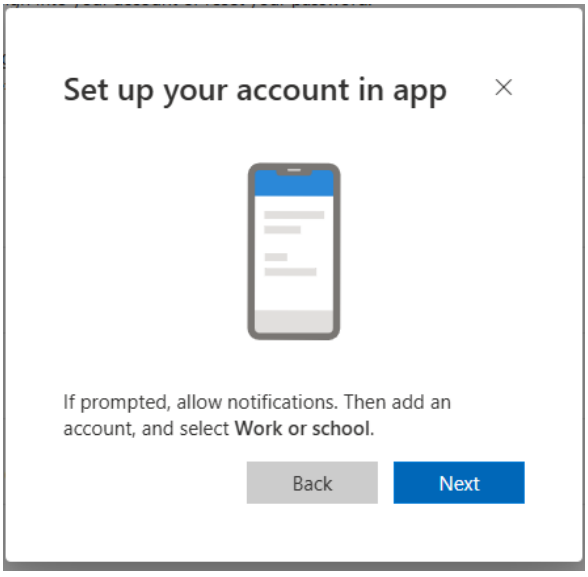
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8. After clicking the Microsoft Authenticator option, the following pop-up will appear on your computer screen, prompting you to download and install Microsoft Authenticator on your mobile device if you have not done so already.



NOTE: Please be sure you have downloaded and installed the Microsoft Authenticator app on your mobile device before proceeding with the rest of these instructions. Once the app is installed, click "**Next**". If your session times out while installing the app on your phone, sign back in and follow the steps outlined above until you see the screen shot shown here in Step 8.

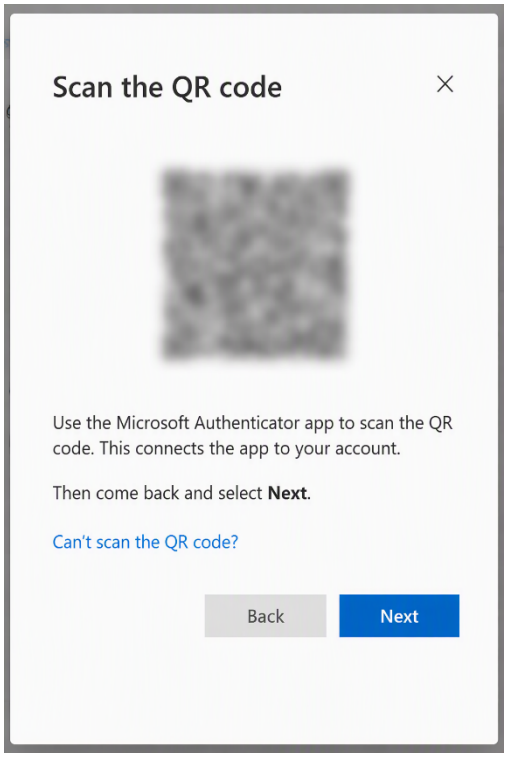
9. After clicking "Next" in Step 8, another popup will appear on your computer screen.



Instructions continue next page

Click "**Next**" as shown in the popup above.

10. A QR code will appear on your computer screen.



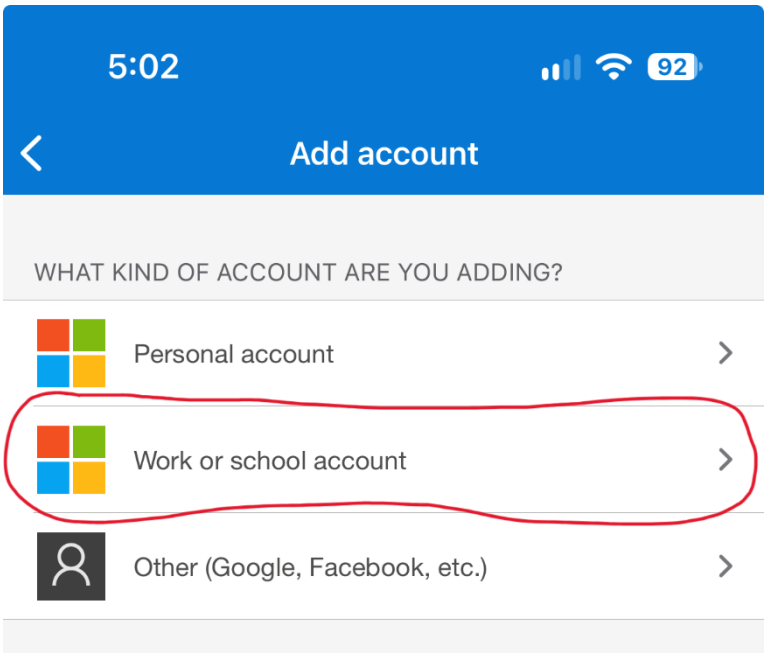
NOTE: Some of the screenshots in these instructions are from an Apple iPhone. The enrollment process on Android devices is similar, although some screens may appear slightly different.

11. From your mobile device, open the Microsoft Authenticator app and click the "**+**" in the upper right-hand corner, as shown in the following screen shot ("+" marked for reference).

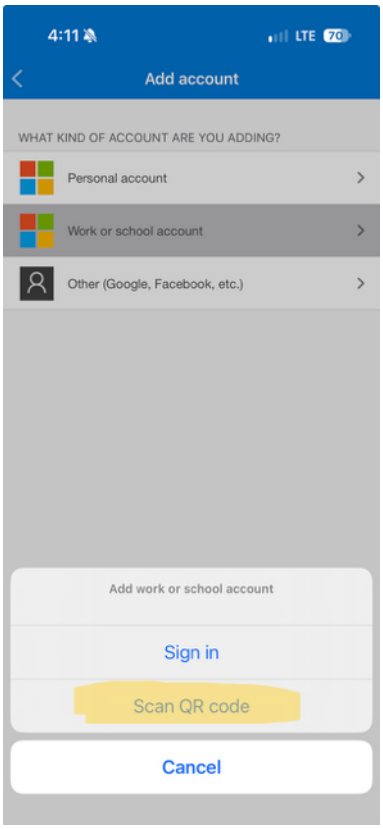


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12. The "**Add account**" menu will appear. Tap on **"Work or school account"** from the available options.

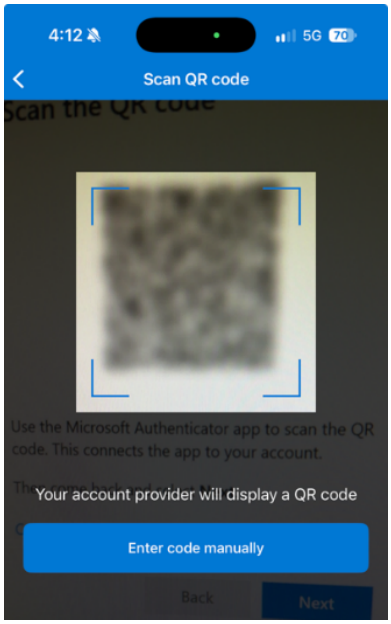


13. The following menu will appear. Select "Scan QR Code" from the available options.

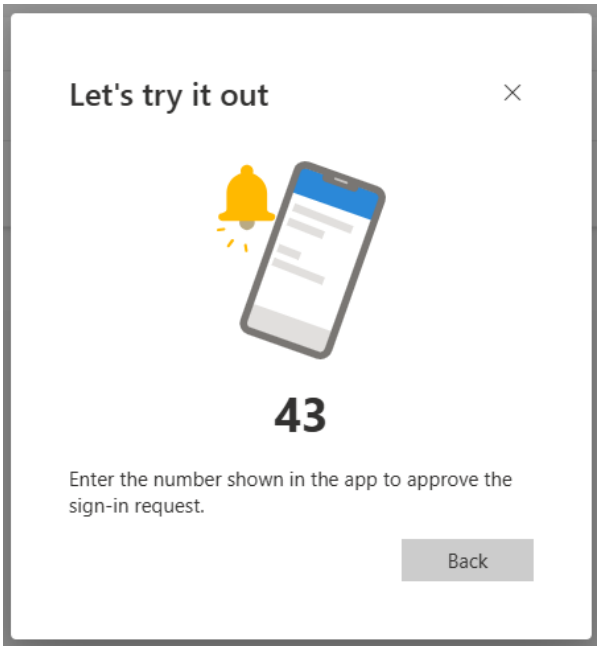


Instructions continue next page

14. The “Scan QR code” menu will appear on your device. If prompted, you will need to give Microsoft Authenticator permission to use your device’s camera to proceed with the setup process.
15. Align your **mobile device’s** camera with the QR code displayed on your **computer screen** from Step 10, as shown in the example below.

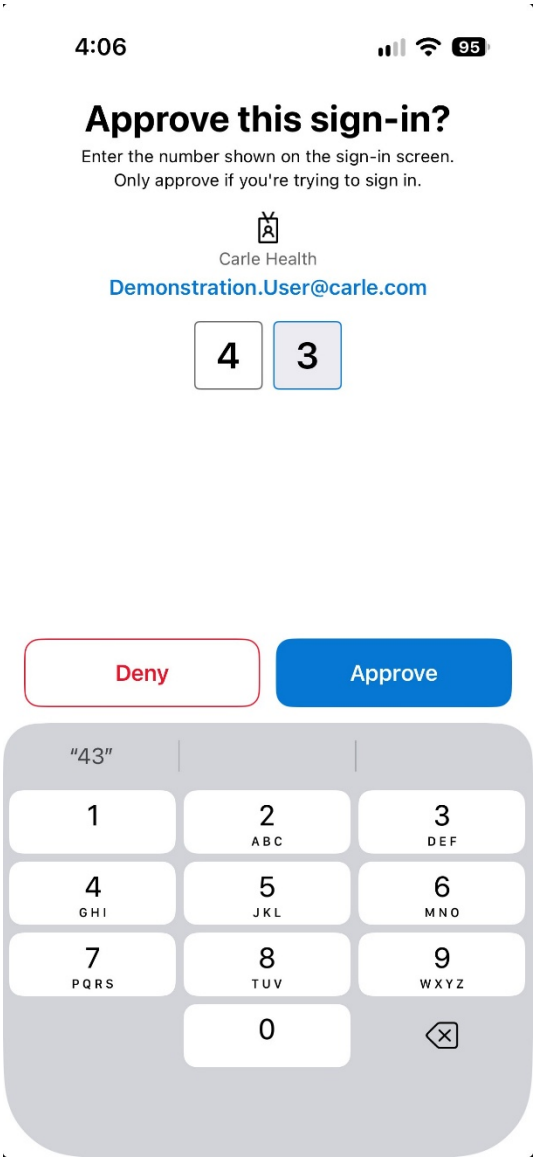


16. After successfully scanning the QR code, a two-digit number will be displayed on your **computer screen**:



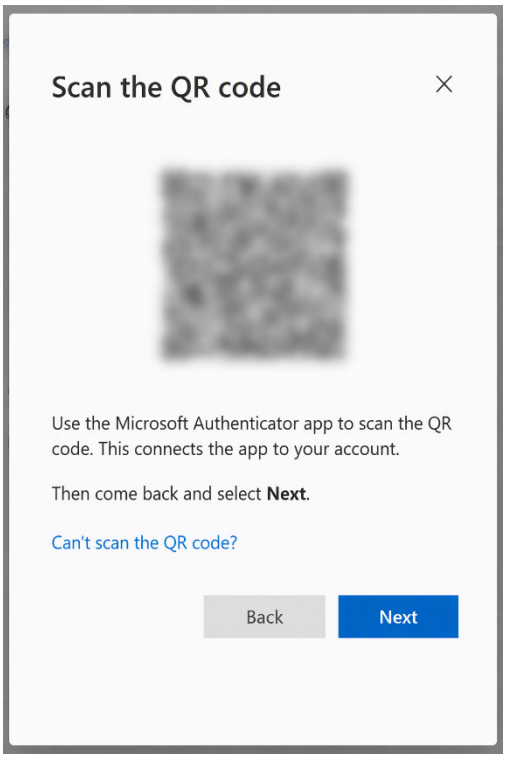
Instructions continue next page

17. Enter the two-digit number into the Microsoft Authenticator app as prompted on your **mobile device** and click "**Approve**":

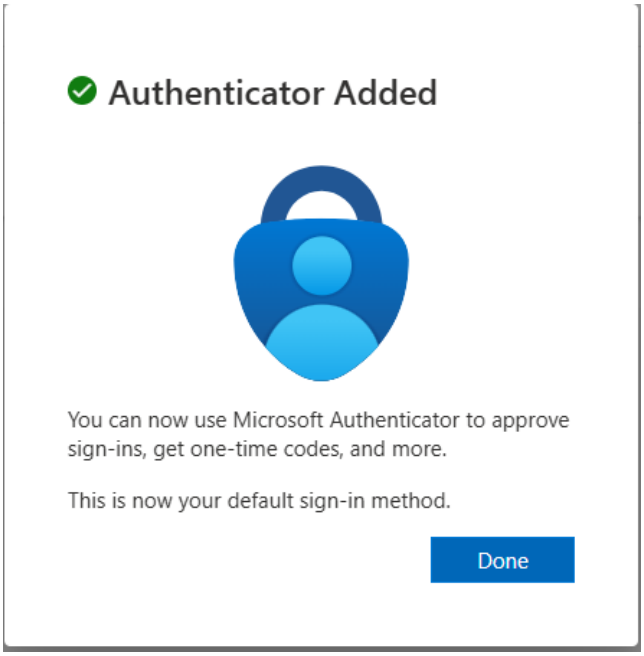


Instructions continue next page

18. Click “Next” in the “Scan the QR code” prompt displayed on **computer screen** from step 10,

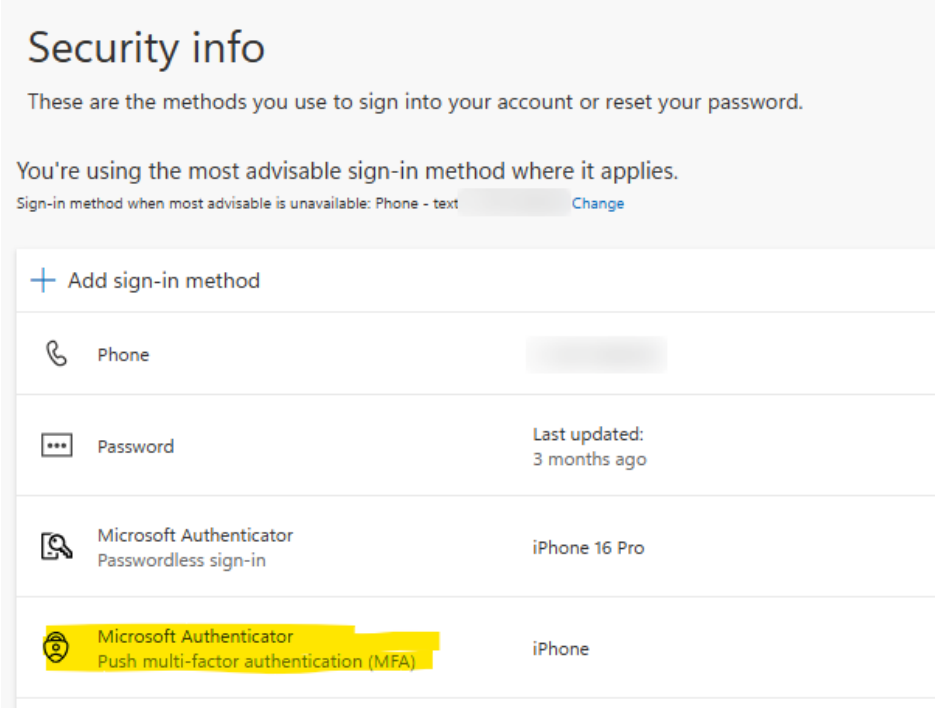


19. The following notification will appear on your **computer screen**, acknowledging that Authenticator has been added to your account.



Instructions continue next page

20. The Microsoft Authenticator app should now appear as a registered sign in method.



II. Passwordless Sign-in Setup Instructions

This section of the instructions will walk you through the process of setting up passwordless sign-in for your Carle Health account using Microsoft Authenticator.

- Microsoft Passwordless Sign-In lets you securely access your account using the Microsoft Authenticator app instead of a password. By approving sign-in requests on your mobile device, you can sign in more quickly while reducing the risk of password-related security threats. The following instructions will guide you through enrolling in passwordless authentication for your account.

Prerequisite

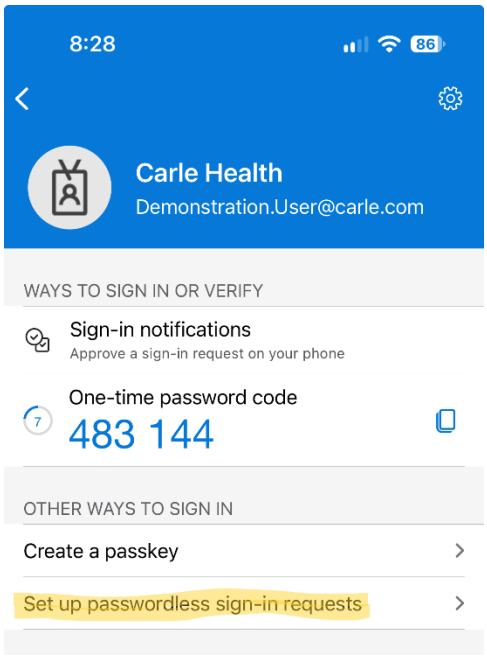
- Microsoft Authenticator must already be enrolled as a sign-in method for your Carle Health account. Refer to **Section I** of these instructions (pages 2 through 10) if you have not yet enrolled your account with Microsoft Authenticator.

Setup Process

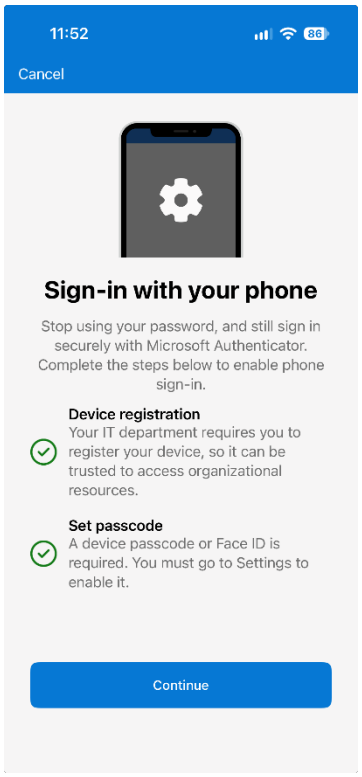
NOTE: The screenshots in these instructions are from an Apple device. The enrollment process on Android devices is similar, although some screens may appear slightly different.

Instructions continue next page

1. Open the Microsoft Authenticator app on your **mobile device** and select your Carle Health account.
2. Next, tap the option “Set up passwordless sign-in requests”.

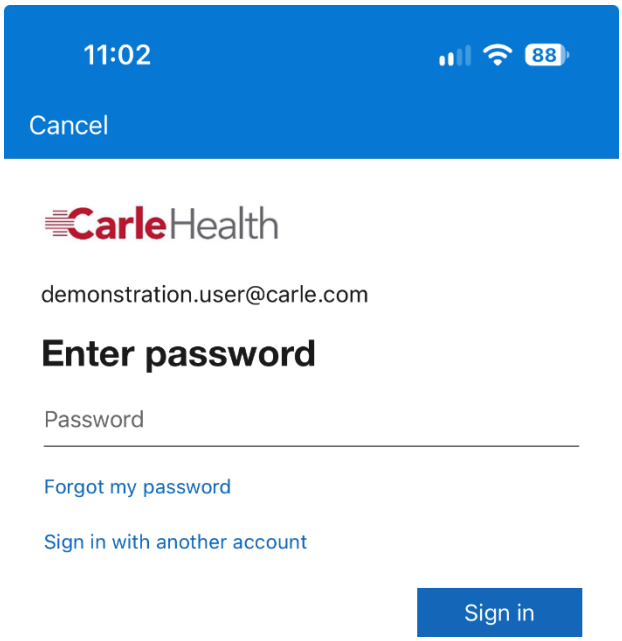


3. Tap “Continue” at the following prompt:

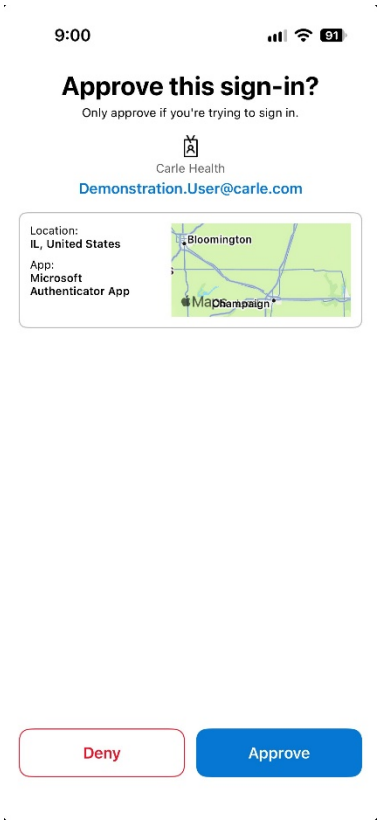


Instructions continue next page

4. Enter your password in the password prompt and tap “Sign in “.

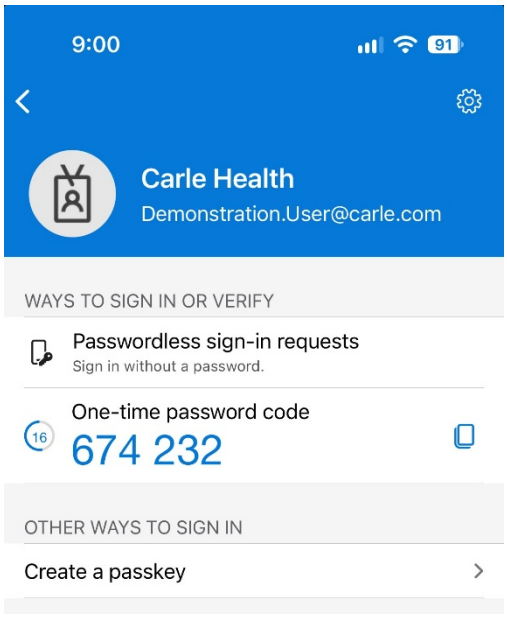


5. Approve the resulting sign-in request by tapping “Approve”:

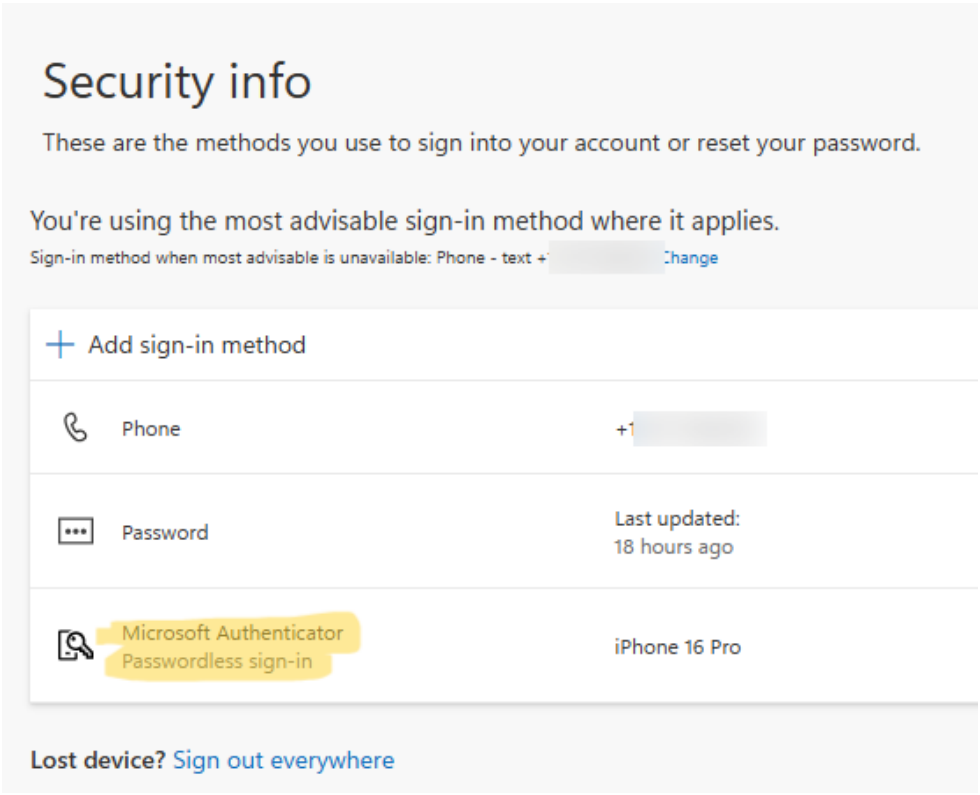


Instructions continue next page

6. “Passwordless sign-in requests” will now show in Authenticator for your Carle account under “Ways to sign in or verify”.

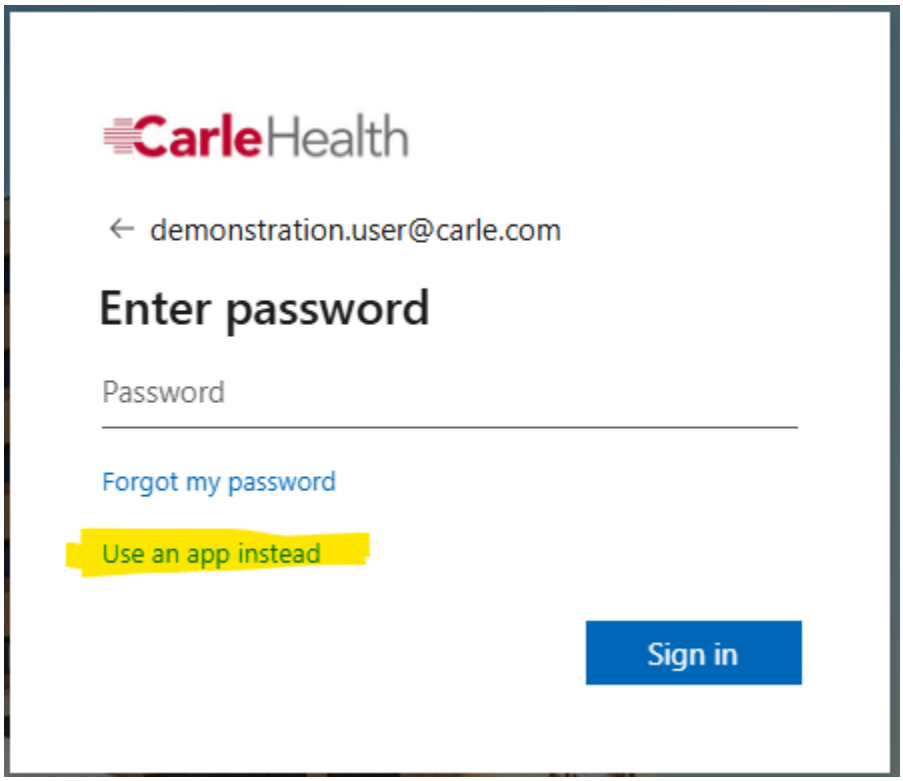


7. Microsoft Authenticator Passwordless sign-in will also show as an authentication method in “Security info” for your account.

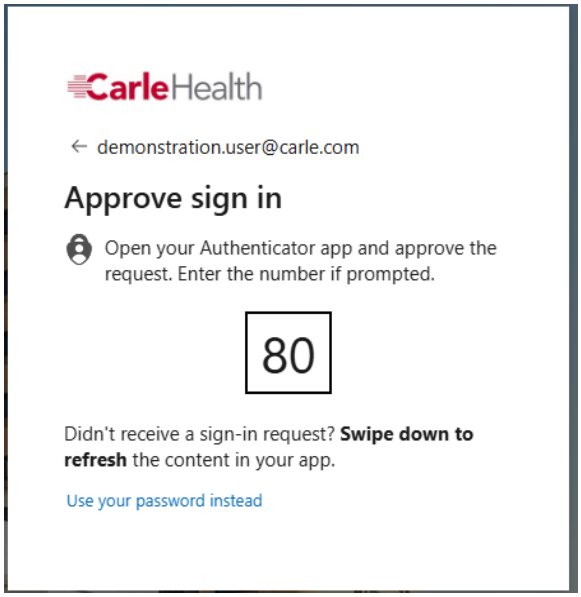


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8. To use the passwordless feature, the next time you are prompted to enter your password, tap “Use an app instead” as seen below.

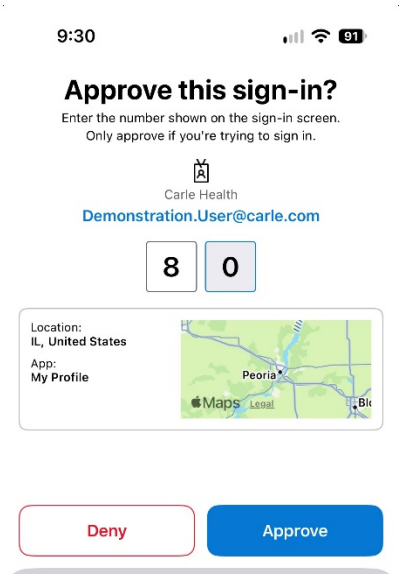


9. A prompt will appear to enter a two-digit code into Microsoft Authenticator.



Instructions continue next page

10. Microsoft Authenticator will launch a prompt to enter the code on your **mobile device.** Enter the two-digit code and tap “Approve”.



11. This will complete the authentication process without needing to enter a password.