Microsoft Authenticator Security Update 2023 FAQ

What is Microsoft Authenticator?

A: Microsoft Authenticator is a mobile app for iOS and Android devices that enables authentication by providing a one-time pin to be inputted.

Why does AHS use Microsoft Authenticator?

A: AHS uses several authentication methods. The Microsoft Authenticator app is the primary method of authentication for those with access to a mobile device. For more information, see the MFA FAQ.

Why is Microsoft Authenticator changing?

A: Number matching is a key security upgrade for traditional second-factor notifications in Microsoft Authenticator, providing better protection against accidental approvals and phishing attempts.

When will this change take place?

A: On May 8, 2023, Microsoft will remove the administrator controls and enforce number matching for both Android and iOS devices, affecting all users.

For more information, contact the Multifactor
Authentication Project
MFA@albertahealthservices.ca

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How is the Authenticator App changing?

**A:** The approve/deny pop-up in the Authenticator application will be replaced with a number matching prompt. The Microsoft pop-up will display two numbers that users will need to enter in Authenticator instead of selecting the former approve/deny pop-up (see photos below).

Authenticator prompt before change
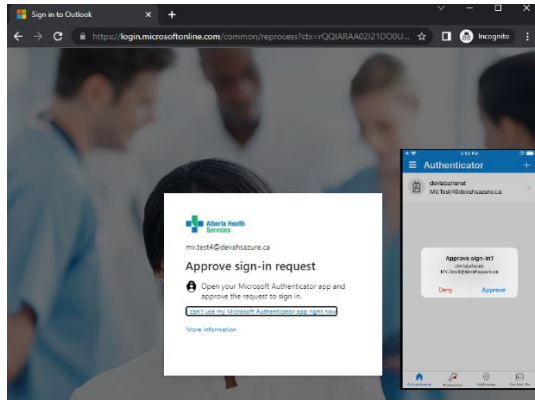
Pop-up prompted users to open Authenticator app and approve sign in.

Authenticator prompt after change
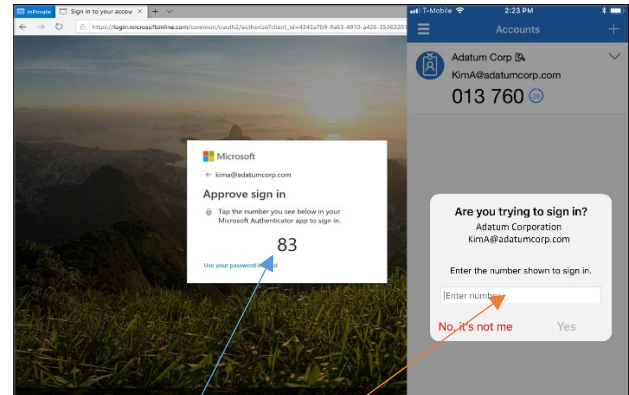
Users enter numbers from the pop-up on their device into the "Enter Number" field on their Authenticator app.

Is this the same as the text verifications I get on my phone?

A: No. When you get the prompt, you will have to open the authenticator app to approve or deny the sign in.

What happens if I get an authentication request and I am not trying to connect to an AHS application?

A: If you get an unexpected request to authenticate a login to your account **DO NOT** allow access. If you are notified through the authenticator app, select "No it's not me." Report the attempted to access your account to the Service Desk at the earliest opportunity.

Will I be prompted to setup the security update?

A: No. The update will be enabled on all AHS and affiliate devices without any actions required from end users.

Where can I learn more about authenticator number matching?

A: For more information about number matching, see the M365 Authenticator number matching document.

What do I do if I am having trouble authenticating?

If you have device questions or are having difficulties authenticating, please contact the IT Service Desk & Solution Centre | Insite (albertahealthservices.ca).

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MFA@albertahealthservices.ca

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