IU Health Multi-Factor Authentication Registration Instructions
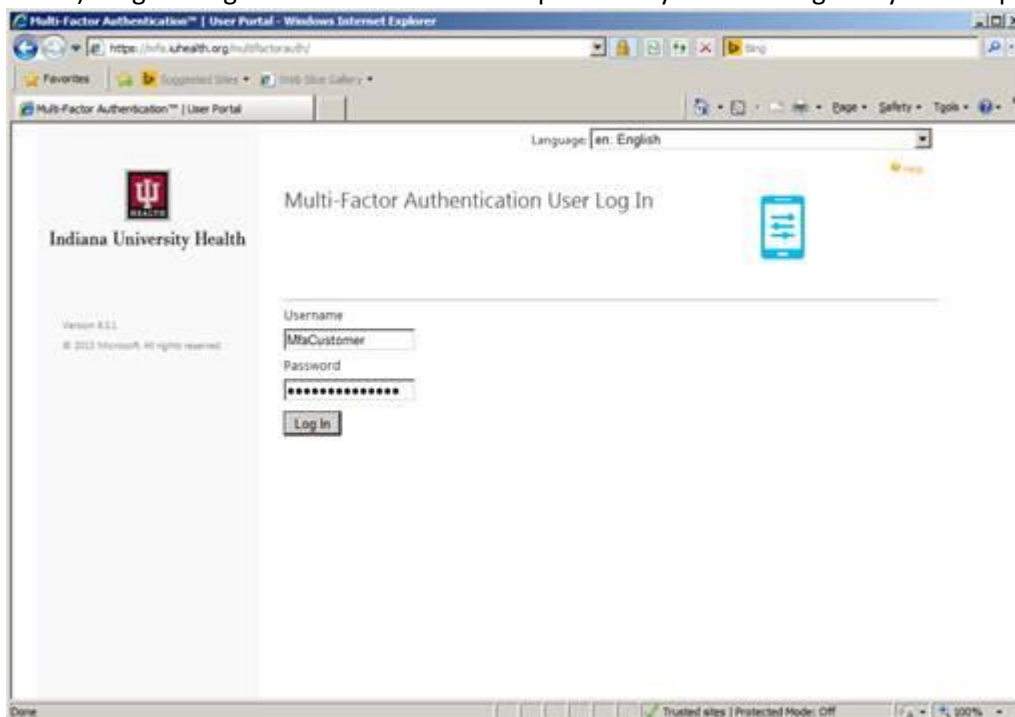
Use the following guide to register for the IU Health Multi-Factor Authentication

1.) Make sure you have your cell phone or home phone that you intend to register with you and that you have good service when attempting to register.

2.) Go to https://mfa.iuhealth.org.

3.) Login using the same username and password you use to login to your computer or e-mail.

4.) Select the method of contact, either "Phone Call" or "Text Message".
5.) Type in the numeric phone number in the empty box next to "United States & Canada +1", for instance "3175551212".
6.) If you would like to leave an alternate phone number, type it in the empty box next to the second "United States & Canada +1".
7.) If you are satisfied with your choices, click the "Call me now to authenticate button".
8.) You will receive a phone call or text message from the system asking you to confirm your registration either by hitting the "#" key on keypad during the call or by replying to the text message with a passcode supplied in the text message.


9.) Next you will select a series of security questions and provide your responses to those questions. Click "Continue" when you have selected all 4 questions and provided the answers to those questions.

10.) Once you have finished this registration process, you will receive the follow home screen.
11.) If you have any questions about this process or experience any difficulty with it, please contact the Information Services Service Desk at (317) 962-2828 for assistance.
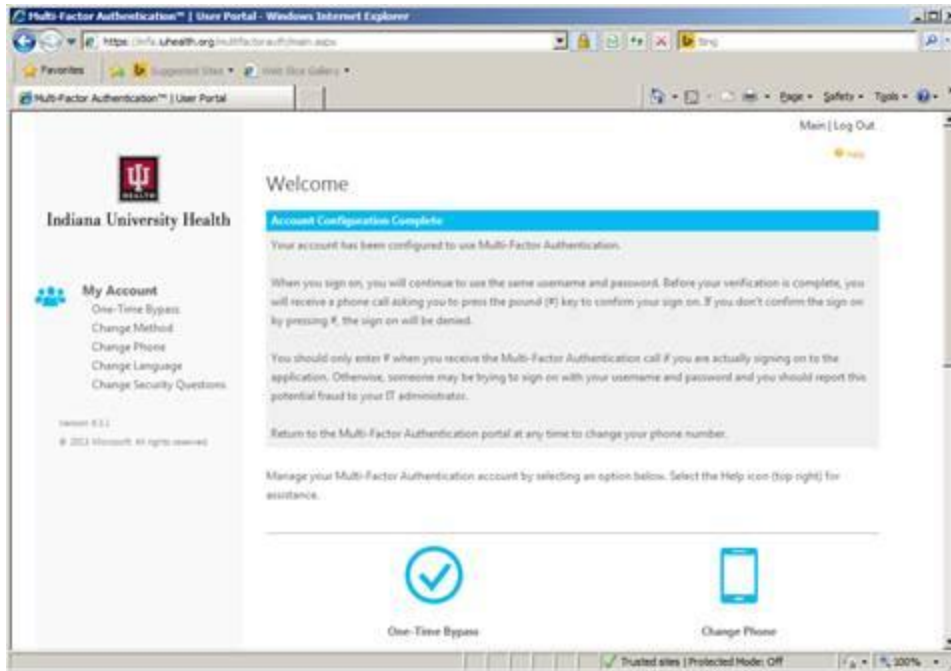
If you chose the text message option, when you are login in remotely you will receive a text message on your phone that looks like this:
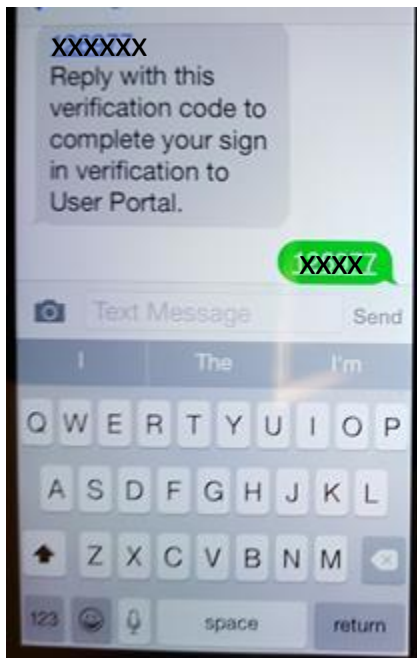
In the text message app on your phone, type the 6 digit numeric code that appears where the "xxxxxx" is in this diagram, and press the "Send" button. There will not be a box on your computer screen expecting this code. It is the text messaging app on your phone that you use to respond.