Changing your Temporary Password and Setting up your Microsoft Authenticator
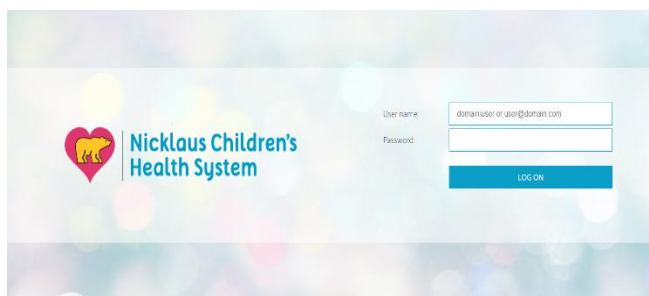
1. Open a web browser from your computer.

   (Microsoft Edge/ Google Chrome)

2. Navigate to the following website: https://mycloud.nicklaushealth.org

3. Once on the mycloud site, you will see the below screen:

4. Here you will sign in with your NCH username and the temporary password you were provided. This can be found in an email received from TME@Nicklaushealth.org between December 29th and December 31st.

5. Once you click log on, the screen will show that the password has expired and must be changed.

6. Click Next and you will be prompted to set up a new password. **Please refer to the Password Criteria noted on the Password document you received**

7. Once you have put in a new password, you may receive a confirmation message on the screen or you will be taken back to the log in screen. **If the screen states incorrect username/password, please proceed**

DO NOT LOG BACK IN TO MYCLOUD. YOUR NEW PASSWORD WILL NOT WORK ON THE MYCLOUD SITE YET. PLEASE PROCEED TO THE NEXT STEPS TO SET UP YOU MICROSOFT AUTHENTICATOR ACCOUNT

Once you have changed your temporary password, we can proceed to set up a Microsoft authenticator account.

8. Open a new window on your browser on your computer.

9. Navigate to the following website: https://aka.ms/mfasetup
   *If you are logged into your Browar Health account, navigate to the top right-hand corner where your initials or picture is and select sign in with a different account**
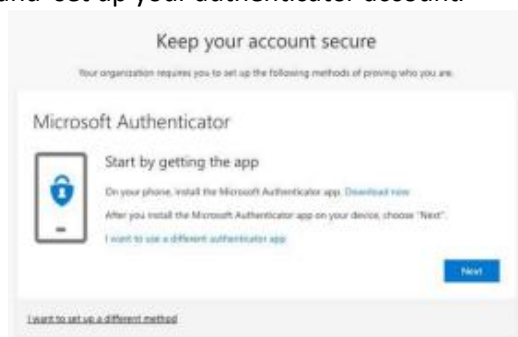
10. You will see a Microsoft sign in screen. Log in using your NCH email address and password
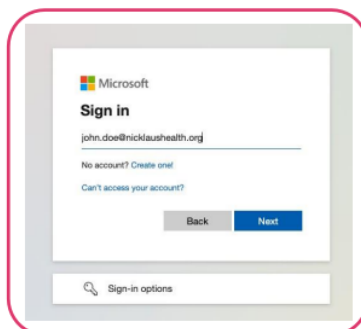
11. After logging in, the following screen will appear. Click Next.
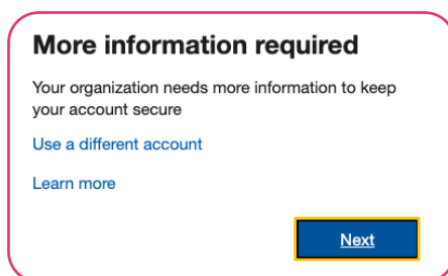
12. You will be taken to the below screen to install the Microsoft authenticator app on your mobile device and set up your authenticator account.
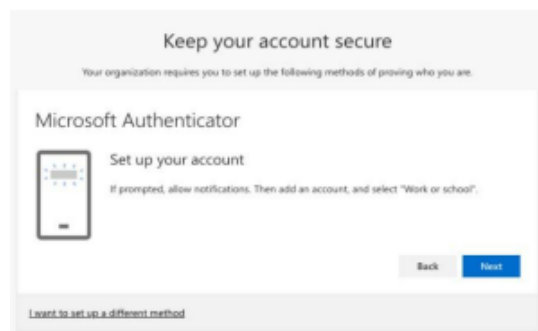

* During this step, download the Microsoft authenticator app from the Apple App Store or Google Play Store on your phone.

If you already have the Microsoft Authenticator App on your mobile device, open the app and click next on the screen.

13. Click Next. The next screen on ==your computer== will show you how to set up your account on the app.

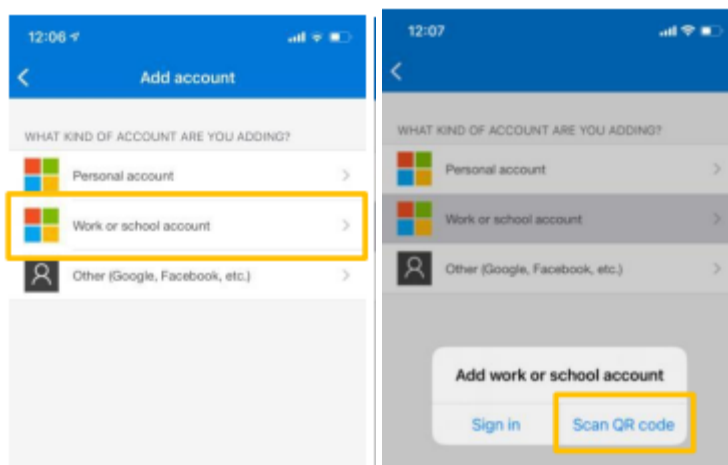
14. Click Next and you will see a QR code. You will have to scan this code with ==the Microsoft Authenticator app on your phone==.

15. On the app on ==your phone==, Click Add Account. **If you already have an account loaded, click the + sign on the top right hand side. **
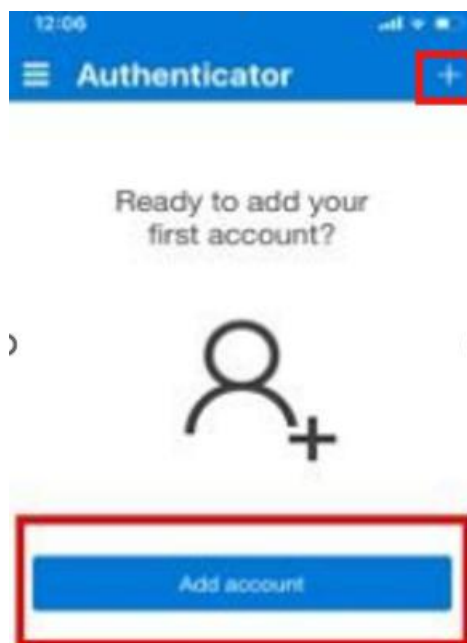

16. Select Work or School Account, then select Scan QR Code.

17. Use the Microsoft Authenticator app on your phone to scan the QR code shown on the computer screen. You will see your NCH email account activate on the app. Once the account is added, click next on the computer.
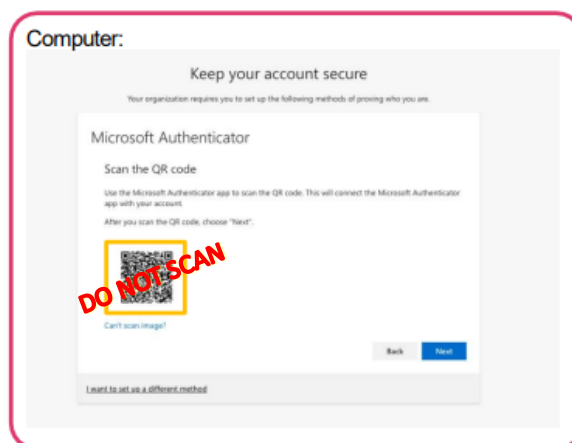
18. Next you will see a number on the computer screen that you will need to type into the app. This step ensures that the account is synced properly and that you can approve notifications through the app. Type the number shown on the computer screen into the app and click approve.

19. Once approved, click next on the computer when you see below message.
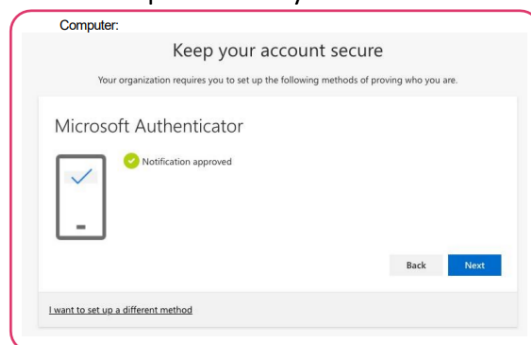
You have now successfully completed your password reset and Authenticator setup. You can now navigate back to https://mycloud.nicklaushealth.org to log in to the Nicklaus Network. If you have any questions, please refer to the FAQ sheet or call the Help Desk at 786-624-4357.

Password and Microsoft Authenticator FAQ

Q: I have reset my password on the mycloud website but am still getting an error message stating my username or password is incorrect. Why can't I log in?

A: After setting up a new password through the mycloud website, you still won't be able to log in until you have set up your Microsoft Authenticator. Look at the instructions provided and follow the next steps to set up your authenticator.

Q: I'm scanning the QR code, but I keep getting an error stating code is invalid or has already been used.

A: Do not scan the code in the instructions. This is a generic code. Follow the steps for Microsoft Authenticator setup to generate your own personal code.

Q: I am not receiving a code or approval message through my authenticator app.

A: Make sure your notifications are enabled on your phone for the Microsoft Authenticator App.

Q: I am putting in my NCH email but am getting an error stating the account doesn't exist.

A: Do you have a Microsoft account for another company? If so, open a new InPrivate or Incognito window and navigate to https://aka.ms/mfasetup through a private browser.

If you have addition questions or concerns, please contact NCH IT Help Desk at 786-624-4357.