imits

Multifactor Authentication
Registration Instruction

HOW DO I REGISTER MFA?

ON YOUR COMPUTER

⚠ You will need a **smartphone** or **tablet,** your **health organization email address,** and **current password.** Your work or personal mobile device must be **WiFi enabled** and have access to the **App Store** or **Play Store.** If you do not have or cannot use your mobile device, please contact the Service Desk.

1 Open your **Internet browser** on any computer with Internet access.

2 If using *Chrome*, press **CTRL + SHIFT + N**

If using *Internet Explorer*, press **CTRL + SHIFT + P**

NOTE: This will clear out your stored browsing information to help ensure a successful registration.

3 Go to **https://aka.ms/mfasetup**

4 Enter your **health organization email address.**

⚠ If part of VRHB domain, enter your VCH email, replacing @vch.ca with @vrhb.org (e.g. first.last@vrhb.org).

⚠ If you are currently on-site and having trouble logging in with your email address, try using domain\username.

5 Click **Next.**

⚠ If you already have another work or personal account registered with Microsoft, choose the **Use another account** option.

⚠ If a More information required message appears, click **Next**.

6 Enter your **current network password**.

7 Click **Sign in.**

8 On the "*Start by getting the app*" page, click **Next**. You do not need to provide any information on this page.

Microsoft

Sign in

JSmith@providencehealth.bc.ca **4**

Back   Next **5**

Network Account Login
Sign in with your organizational account

JSmith@providencehealth.bc.ca

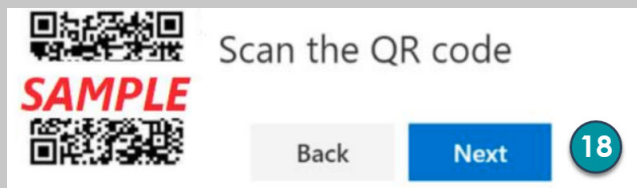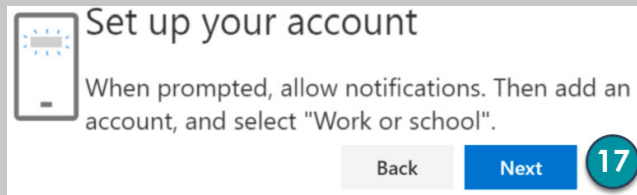**************** **6**

Sign in **7**

ON YOUR MOBILE DEVICE

9 Go to the **App Store** (iOS devices) or **Play Store** (Android devices).

10 Type **Microsoft Authenticator** in the Search (at the top of the screen).

11 Tap **GET** (iOS devices) or **Install** (Android devices).

12 The *GET* (iOS devices) or *Install* (Android devices) button will change to *Open* when the app completes the download. Tap **Open**.

13 If prompted, tap **I agree** to the "Microsoft respects your privacy" message.

14 Tap the **+** button.

15 Tap **Work or School account**

16 Tap **Scan QR code**.

☰ Authenticator **14** +

WHAT KIND OF ACCOUNT ARE YOU ADDING?

Personal account

Work or school account **15**

Other (Google, Facebook, etc.)

Add work or school account

Sign in   Scan QR code **16**

17 Click **Next.**

18 Hold up your mobile device to scan your unique QR code displayed on your computer and click **Next**.

⚠ Make sure that **(1)** the screen on your computer monitor is bright and **(2)** the camera on your mobile device is clean.

19 **Click Next.**

Set up your account
When prompted, allow notifications. Then add an account, and select "Work or school".

Back | Next 〔17〕

Scan the QR code
SAMPLE

Back | Next 〔18〕

ON YOUR MOBILE DEVICE

20 Tap **Approve** on the notification pop-up.

⚠ The one-time password code changes every 30 seconds ensuring your remote access is secure. **You will never need to enter this code.**

⚠ If you are unsuccessful registering the Microsoft Authenticator app, please refer to the help box on the next page. **Do not remove your account or app.**
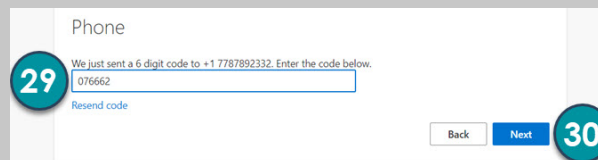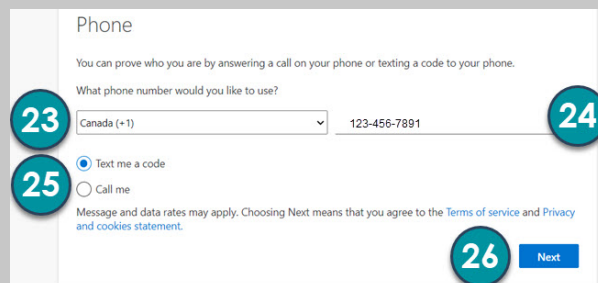
Approve sign-in?
JSmith@providencehealth.bc.ca

Deny   **Approve** 〔20〕

ON YOUR COMPUTER

21 You will see on your computer that sign-in was approved. **Click Next.**

22 Now it's time to register your phone number. Click **Next.**

23 Select **Canada (+1).**

24 Enter your **10-digit mobile phone number**.

25 Select **Text me a code** or **Call me**.

26 Click **Next.**

27 If you selected *Text me a code*, a verification code will be sent to your mobile via *text*. If you selected *Call me*, a verification code will be sent to your mobile via *phone call*.

28 If you selected *Text me a code*, a verification code will be sent to your mobile via *text*. If you selected *Call me*, a verification code will be sent to your mobile via *phone call*.

29 Enter the **verification code**.

30 Click **Next**.

31 A message that your phone was registered successfully appears. Click **Next**.

32 You have now successfully registered the Microsoft Authenticator app and your phone number. Click **Done**, and **close** the browser tab.

Phone
You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

〔23〕 Canada (+1)   123-456-7891 〔24〕

〔25〕 ● Text me a code
○ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

〔26〕 Next

Phone
We just sent a 6 digit code to +1 7787892332. Enter the code below.

〔29〕 076662

Resend code

Back | Next 〔30〕

🔒 ## HOW DO I LOG ON?

⚠ Only use the Microsoft Authenticator app when you are **off-site** (outside the network).

⚠ **Need remote access to applications?** Learn the **Top Five Things to Know About Citrix Remote Access.**

ON YOUR COMPUTER (OFF-SITE)

1 From home (outside the network), open your **Internet browser** on any computer.

2 Navigate to either:

Webmail: **https://webmail.healthbc.org**
Remote Access: **https://remoteapps.healthbc.org**

3 Review the **log-on help** instructions.

4 Enter your **health organization email address.**

5 Enter your **current network password.**

⚠ Do <u>not</u> enter password code from Microsoft Authenticator app.

⚠ Open the Microsoft Authenticator app before clicking the log-on button.

6 Click **Log On.**

domain\username **OR** email address

4 JSmith@providencehealth.bc.ca   Log-on help **3**

❗ If in VRHB domain, enter your VCH email address but replace @vch.ca with @vrhb.org

Password:

5 🔒 ●●●●●●●●●●●●●

6 LOG ON

ON YOUR MOBILE DEVICE

7 Tap **Approve** on the notification pop-up.

Approve sign-in?
JSmith@providencehealth.bc.ca
Deny   **Approve** **7**

STILL NEED HELP?

Registering the Microsoft Authenticator app should take you 5 minutes. If it takes much longer or you encounter an issue, please contact Service Desk 24/7 for assistance. Call if urgent.

VCH 604-875-4334 or servicedesk@vch.ca
PHC 604-806-9333 or servicedesk@vch.ca
PHSA 604-675-4299 or servicedesk@phsa.ca

NEW PHONE?

If you need to use a new or different mobile device, please call the Service Desk to reset your Microsoft Authenticator app. Then you can register your new device on **https://aka.ms/mfasetup** following the same enclosed instruction. The registration site will provide a new QR code.

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How you want to be treated.