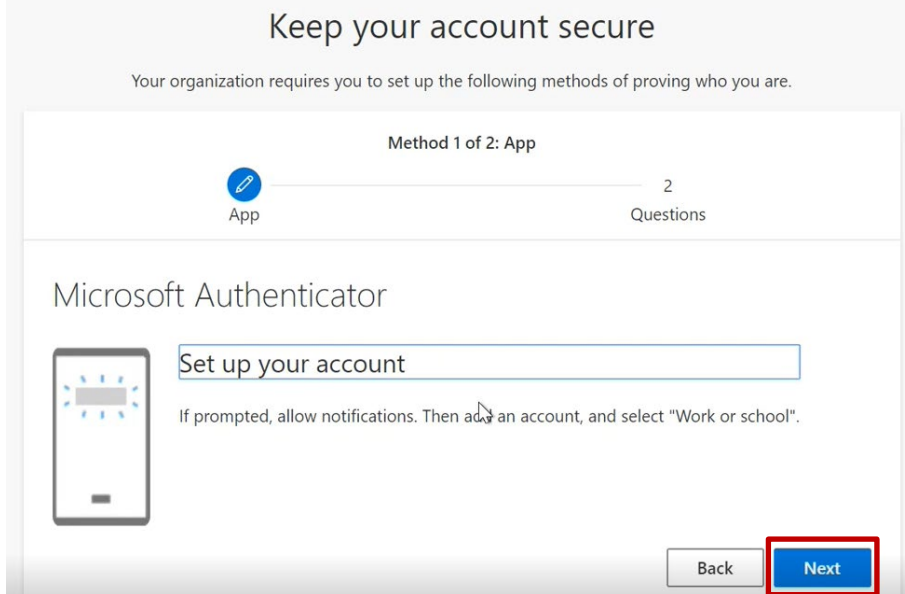


HOW TO SET UP MULTI-FACTOR AUTHENTICATION (MFA) AND SELF-SERVICE PASSWORD RESET (SSPR)

Please note: Setting up this Authenticator App requires you to be onsite in a health organization facility. If you work for VCH, PHC or PHSA, you can access the shared health network in any of these health organization's facilities.

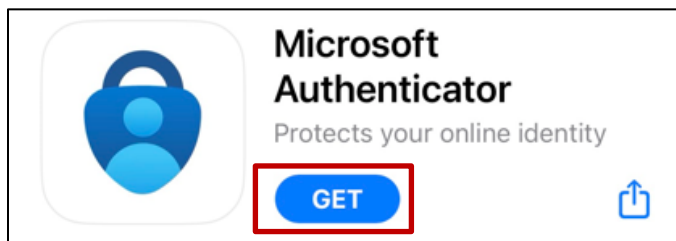
1. Launch **web browser** (Chrome, Edge, Safari, etc.) and go to <https://aka.ms/mfasetup>
Note: You do not need to be logged into a Health Authority network to access this link.
2. Once logged in successfully, you may be asked whether you would like to **Stay signed in?** Select Yes or No based on your preference.
3. You will see a **More information required**, select **Next**.
4. You will be redirected to **Multi-Factor Authentication (MFA)** and **Self-Service Password Reset (SSPR)** set up, select **Next**.



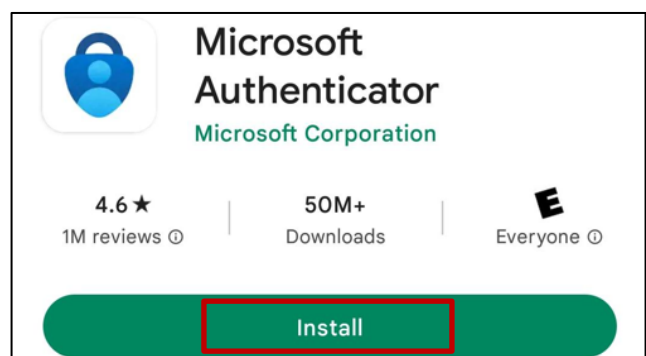
Multi-Factor Authentication (MFA)

5. With your mobile device, open or download the **Microsoft Authenticator** application from the app store on your device.

iPhone:



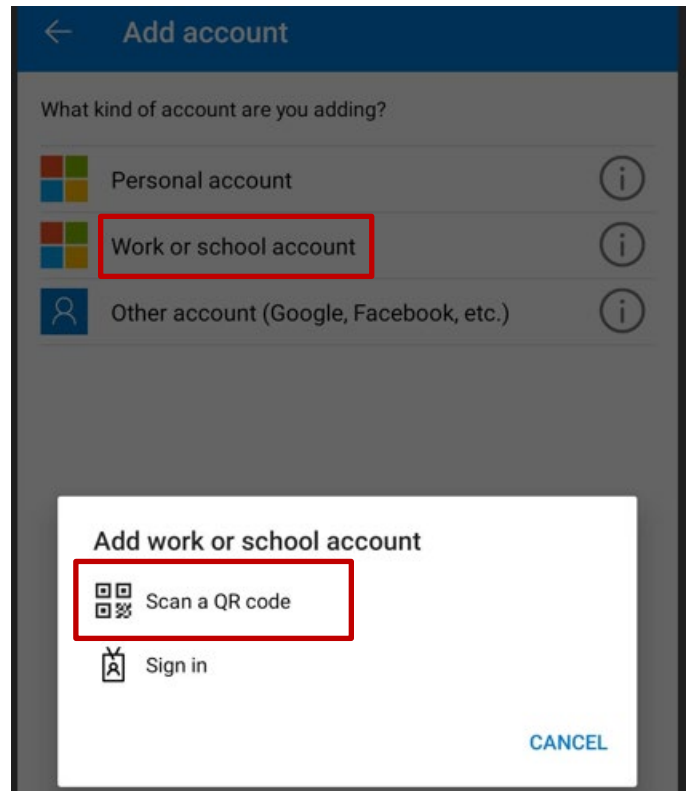
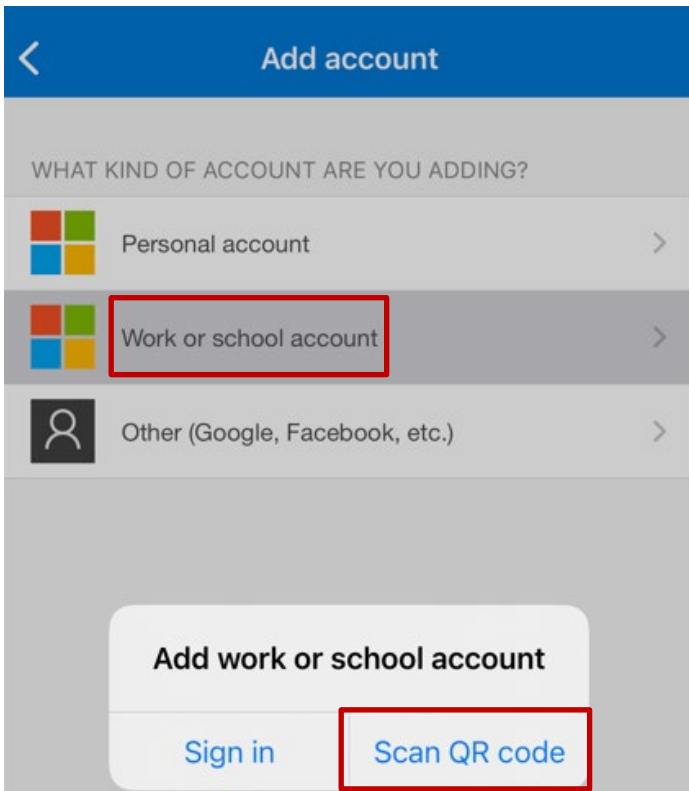
Android:



6. Click the + button on the top right.



7. Select “Work or school account” and “Scan QR code.”



8. **Scan the QR code** on your browser with the Microsoft Authenticator app on your phone and select **Next** on the web browser.
9. **Approve** the notification on the Microsoft Authenticator app.

Self-Service Password Reset (SSPR)

10. On your web browser, from the **Choose a method** drop-down, select **Security questions**.
11. Select one of the 18 questions from the drop-down list and provide your answer.

You will need to complete 5 different questions, answers are not case sensitive

Recommendation: Pick questions that only YOU know the answer to, preferably single word answers for ease of recall.

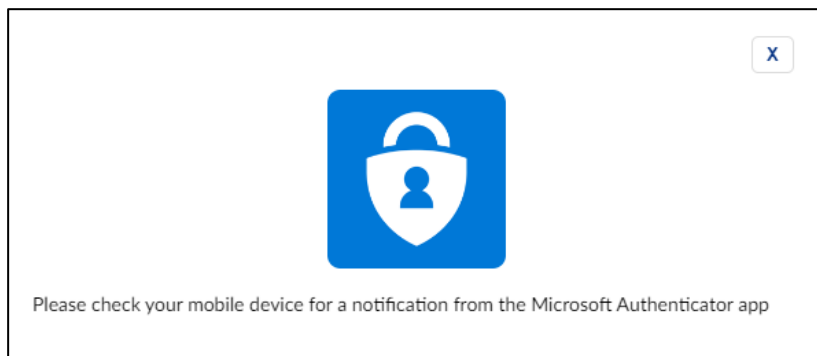
12. You will see the **Success!** page, confirming that you are now set up for MFA and SSPR! Select **Done** to continue signing in.

USING MULTI-FACTOR AUTHENTICATION (MFA)

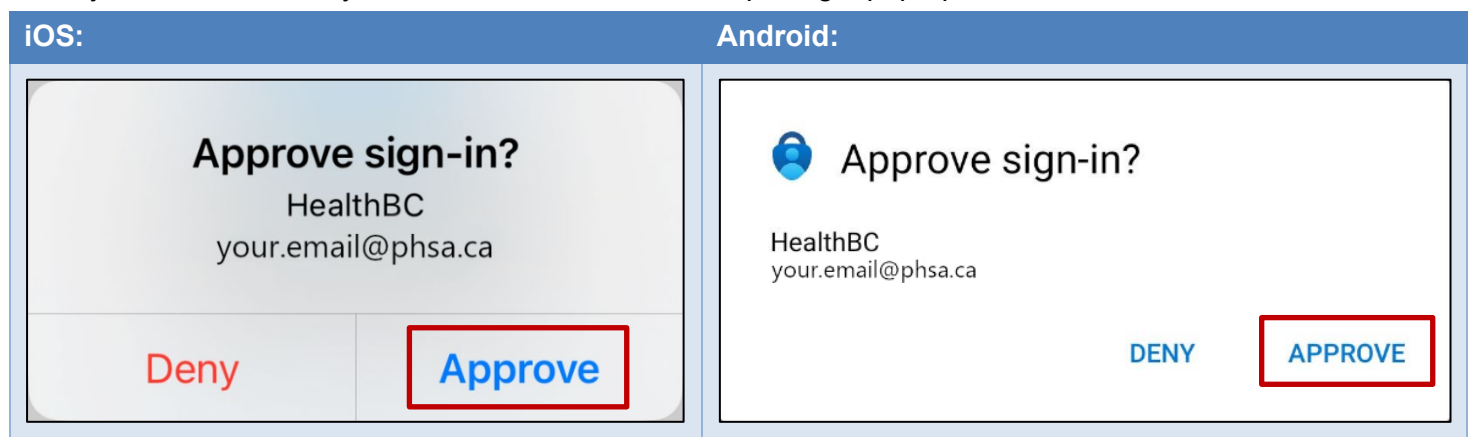
Depending on what service you are logging in to, the prompts you receive on your iOS or Android mobile device may differ. After you enter in your login details, below are some examples of the prompts you may encounter. Note that these examples occur when using Chrome, and you may not encounter these prompts if using Edge as Single Sign-On (SSO) may bypass the need for MFA. In this scenario, you will simply be logged in and sent to your destination.

Logging in to VPN

1. In your browser after entering your username and password:



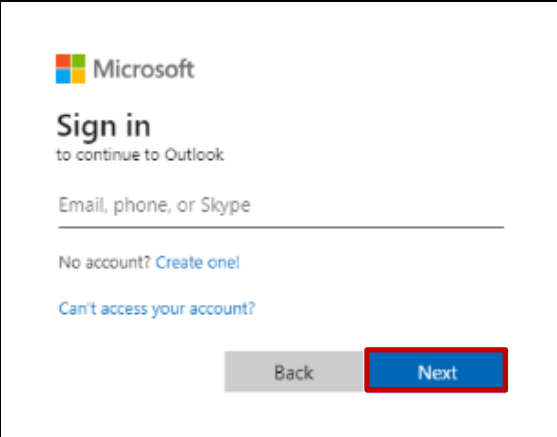
2. On your mobile device you will receive a notification, opening a pop-up window:



3. Tap **Approve**, follow your authentication method (e.g., fingerprint, Face ID, pin, or pattern), and then return to your browser to complete the sign-in.

Logging in to SharePoint Online or Outlook Online while connected to VPN

1. In your browser, either select or enter in your email address and click **Next**:



Microsoft
Sign in
to continue to Outlook

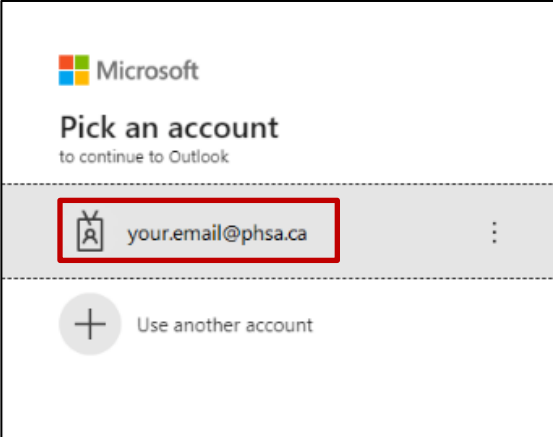
Email, phone, or Skype

No account? [Create one!](#)


Can't access your account?

[Back](#) [Next](#)

 or

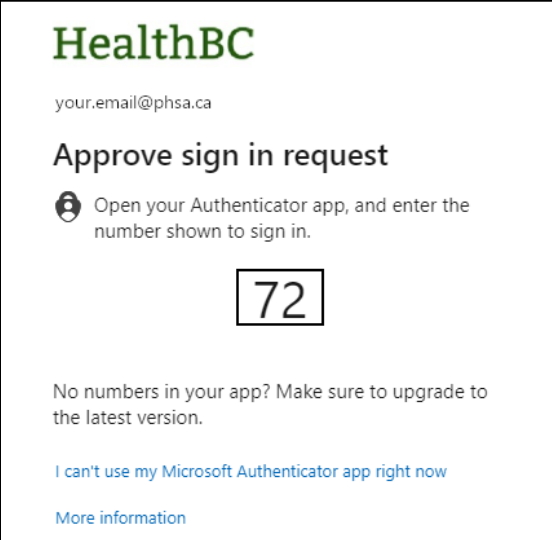


Microsoft
Pick an account
to continue to Outlook

 your.email@phsa.ca

[+](#) Use another account


2. You will be presented with a number on your screen and asked to enter it into the Authenticator app.



HealthBC

your.email@phsa.ca

Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

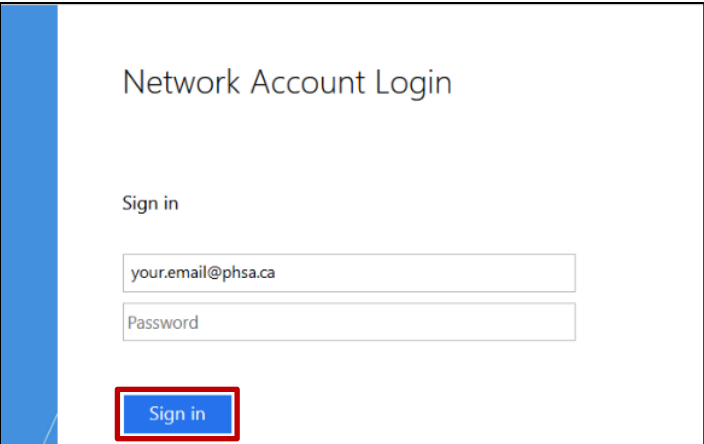
72

No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

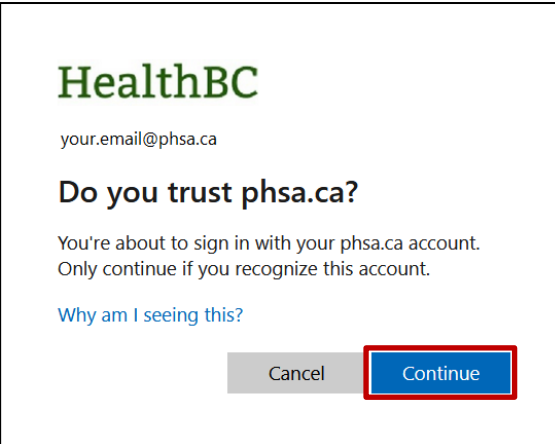
Note: If you are not connected to VPN, you may encounter these screens first. Enter in your login details, click **Sign in**, then click **Continue** to trust phsa.ca:



Network Account Login

Sign in

[Sign in](#)



HealthBC

your.email@phsa.ca

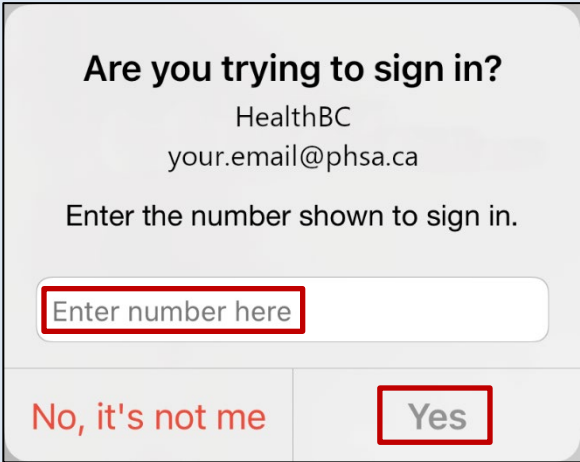
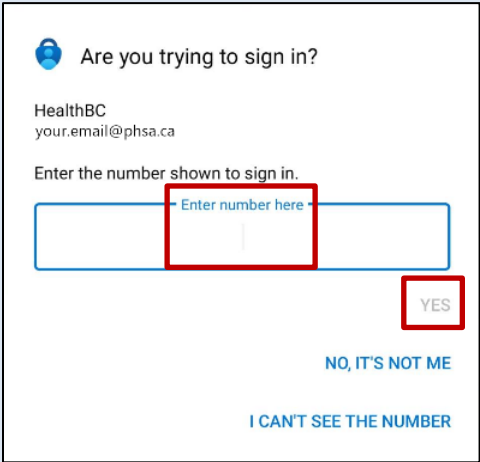
Do you trust phsa.ca?

You're about to sign in with your phsa.ca account. Only continue if you recognize this account.

[Why am I seeing this?](#)

[Cancel](#) [Continue](#)

3. On your mobile device you will receive a notification. Tap it to open a pop-up window:

iOS:	Android:
 <p>The iOS pop-up window has a grey background. It asks 'Are you trying to sign in?' from HealthBC, showing the email 'your.email@phsa.ca'. It prompts to 'Enter the number shown to sign in.' with a text input field containing 'Enter number here'. At the bottom are two buttons: 'No, it's not me' and 'Yes'.</p>	 <p>The Android pop-up window has a white background. It asks 'Are you trying to sign in?' from HealthBC, showing the email 'your.email@phsa.ca'. It prompts to 'Enter the number shown to sign in.' with a text input field containing 'Enter number here'. To the right of the input field is a 'YES' button. Below the input field are two links: 'NO, IT'S NOT ME' and 'I CAN'T SEE THE NUMBER'.</p>

4. Enter in the number shown in your browser, tap **Yes**, then follow your authentication method (e.g., fingerprint, Face ID, pin, or pattern). Finally, return to your browser to complete the sign-in.

Need more help? The Service Desk is attended 24 hours a day, 7 days a week:

PHSA: (604) 675-4299 | Toll-free: 1-888-675-4299

VCH/PHC: (604) 875-4334 | Toll-free: 1-888-875-4334