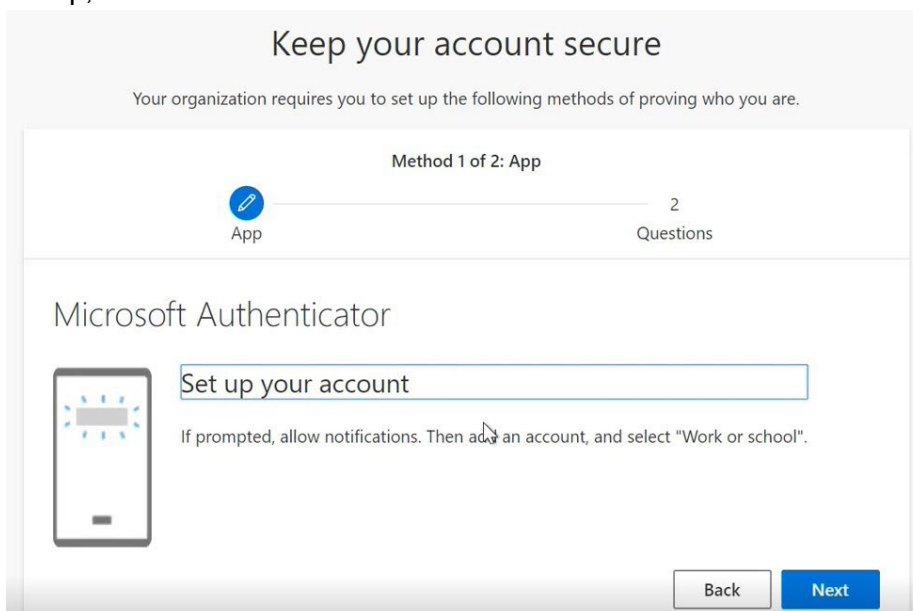




## HOW TO SET UP MULTI-FACTOR AUTHENTICATION (MFA) AND SELF-SERVICE PASSWORD RESET (SSPR)

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.

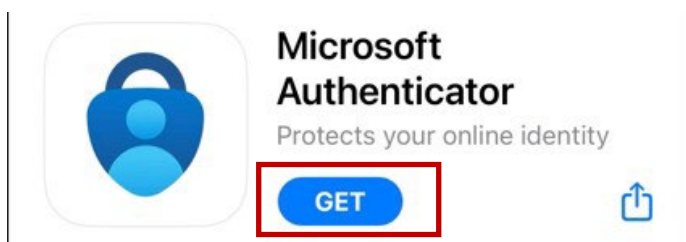
1. Launch **web browser** (Chrome, Edge, Safari, etc.) and go to <https://aka.ms/mfasetup>  
Note: You do not need to be logged into a Health Authority network to access this link.
2. Once logged in successfully, you may be asked whether you would like to **Stay signed in?** Select Yes or No based on 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**.



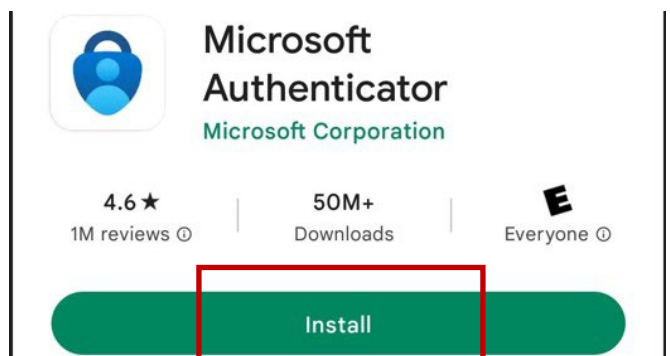
### Multi-Factor Authentication (MFA)

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

iPhone:



Android:

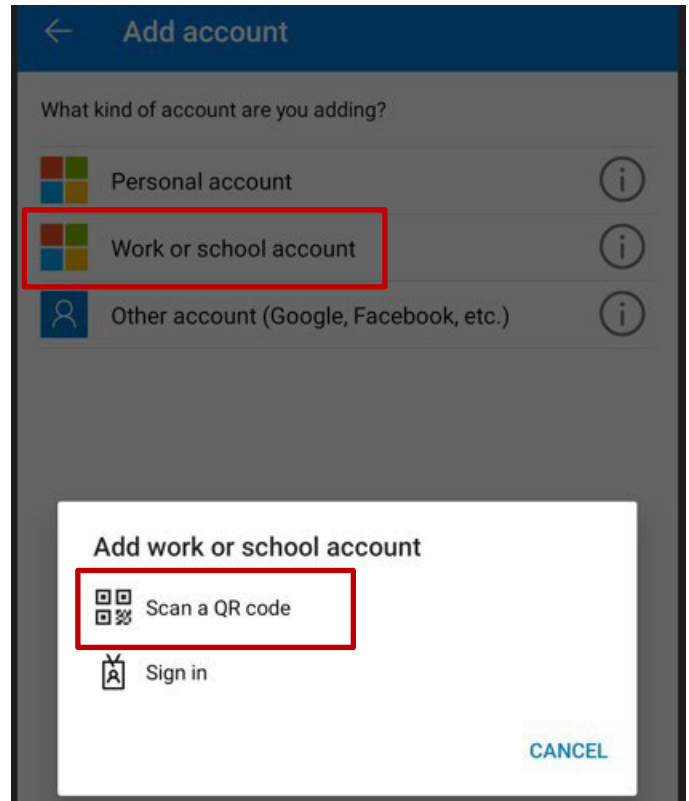
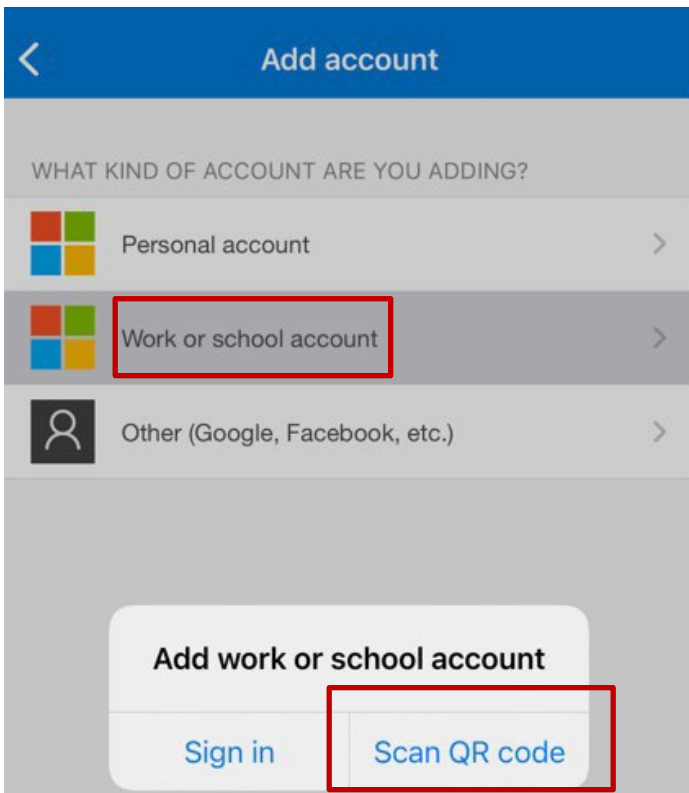


2. Click the + button on the top right





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



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

#### Self-Service Password Reset (SSPR)

6. On your web browser, from the **Choose a method** drop-down, select **Security questions**
7. 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.*

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