

Microsoft Authenticator App Registration Instruction



HOW DO I REGISTER MY APP?

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).

5 Click **Next**.

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

6 Enter your **current network password**.

7 Click **Sign in**.

8 On the HealthBC page, click **Next**. You do not need to provide any information on this page.

Microsoft
Sign in
JSmith@providencehealth.bc.ca
Back Next

Network Account Login
Sign in with your organizational account
JSmith@providencehealth.bc.ca

Sign in

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 **Allow**. This will allow the Microsoft Authenticator app to provide a notification after you log-on to Webmail or Citrix.

14 Tap **Scan QR code**.

"Authenticator" Would Like to Send You Notifications
Don't Allow Allow
Add personal account
Scan QR code

ON YOUR COMPUTER

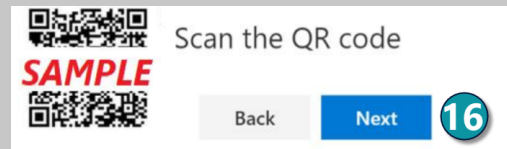
15 Click **Next**.

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

16 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.

17 Click **Next**. The app will send a notification to your device for you to approve (as a test).



ON YOUR MOBILE DEVICE

18 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? 18

JSmith@providencehealth.bc.ca

Deny Approve

ON YOUR COMPUTER

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

20 You have now successfully registered the Microsoft Authenticator app. Click **Done**, and **close** the browser tab.



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 **not** enter password code from Microsoft Authenticator app.

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

6 Click **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.