

Microsoft Token Registration Instruction



HOW DO I REGISTER MY TOKEN?

ON YOUR COMPUTER

! You will need a work or personal mobile device, your health organization email address, and current password.

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

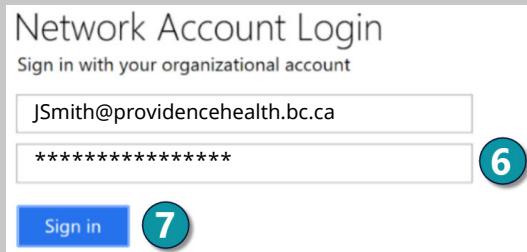
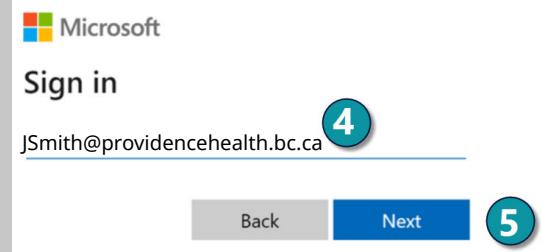
5 Click **Next**.

! 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.



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**.

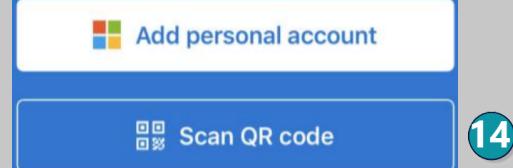
13 If prompted, tap **Allow**. This will allow the Microsoft Authenticator app to provide a notification after you log-on to Webmail or Citrix.

14 Tap **Scan QR code**.

"Authenticator" Would Like to Send You Notifications

Don't Allow

Allow



ON YOUR COMPUTER

15 Click **Next**.

 Set up your account

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

Back

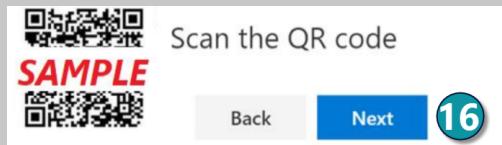
Next

15

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.** With a Microsoft token you do NOT need to use PIN+passcode.

⚠ If you are unsuccessful registering your token, 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 your Microsoft token. Click **Done**, and **close** the browser tab.



HOW DO I LOG ON?

⚠ Only use your token when you are **off-site** (outside the network).

⚠ If you are with VCH or PHC and need access to Webmail off-site, follow the log-on instructions below. If you are with PHSA, you do not require a token for Webmail access.

⚠ Need access to Citrix? 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>
Citrix 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 passcode from Microsoft Authenticator app).

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

6 Click **Log On**.

domain\username OR email address
JSmith@providencehealth.bc.ca

Log-on help

4

! If using Microsoft token, log on with email address
! If using Microsoft token with VRHB domain, enter your VCH email but replace @vch.ca with @vrhb.org

3

! If using SafeNet token, log on with domain\username

5

6

LOG ON

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

Approve sign-in?

JSmith@providencehealth.bc.ca

Deny

Approve

7



STILL NEED HELP?

Registering a Microsoft token 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 register a new or different mobile device, please contact Service Desk requesting a token reset. 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.