

# 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.

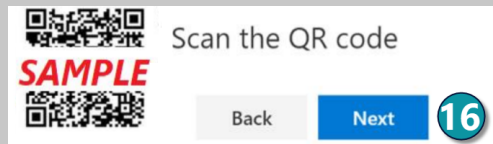
### ON YOUR MOBILE DEVICE

- 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**.

### ON YOUR COMPUTER

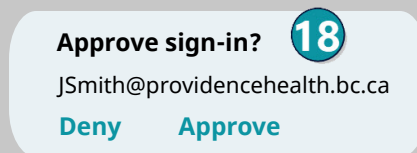
- 15 Click **Next**.

- 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.** 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.**



## 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**.

## 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 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.