Multi-Factor Authentication (MFA)
Personal Mobile Device Setup Guide

Interior Health IDENTITY & ACCESS MANAGEMENT

Welcome to the MFA registration guide for your Personal Mobile Device. The **Interior Health Privacy Policy** applies to accessing information from mobile devices.

Register using your personal phone
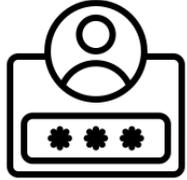
IH login

Don't know your password?
Call the Service Desk:
1-855-242-1300

Mobile Phone

Don't have the Microsoft Authenticator app?
Install instructions

Temp Access Pass (TAP)

Need a TAP?
Call the Service Desk:
1-855-242-1300
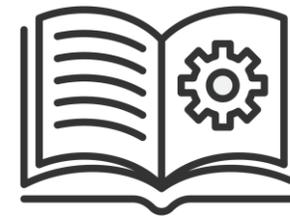
20 min

Registration will take more than a few minutes

Gotchas / Common Questions

Changed Devices?
Instructions here

No phone?
Support here

Need one big info document?
Check it out here

Jump to a section → **Install the app** → **Register for MFA**

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1. Install the Microsoft Authenticator App

1. Check your device for the Microsoft Authenticator app. If you already have the app installed, proceed to Registration.

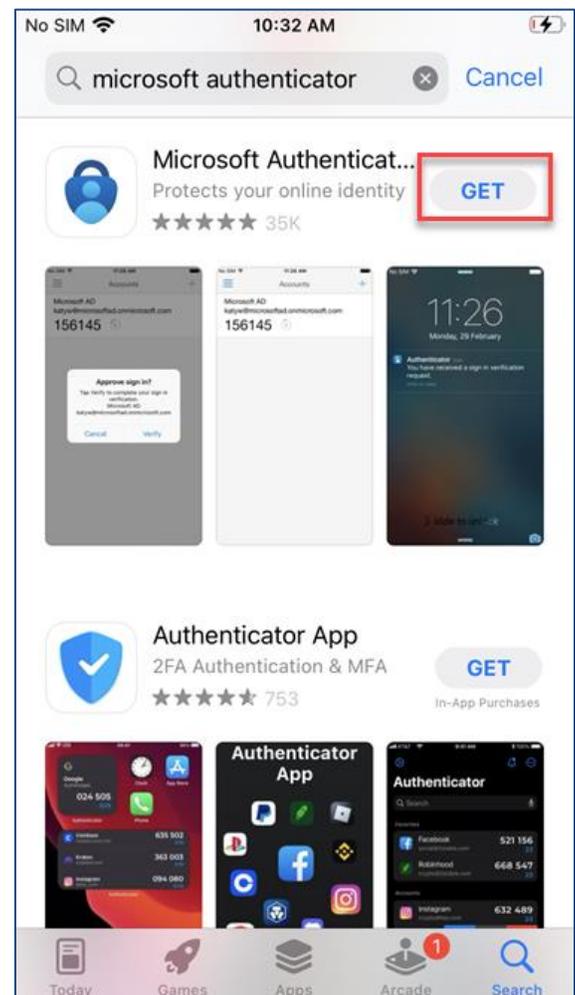**?** *If you have the HUB app on your device, check inside for the Microsoft Authenticator app.*

2. Search the App Store (or Playstore) for Microsoft Authenticator

? *Don't have an Apple ID? See Apple ID. (last page of this guide)*

3. Install the Microsoft Authenticator app by tapping **GET** (or **Install**)

? *IMPORTANT: Microsoft Authenticator may not always be the first app listed. Take extra precaution to only install Microsoft Authenticator.*

4. Once installed, go to Registration (next page).

2. Registration

If you are not connected to IHGENX Wi-Fi, part of this setup will require a call to the Service Desk. Please ensure you have 15-25 minutes free to complete the Microsoft Authentication setup once calling the Service Desk.

We highly recommend calling outside of business hours for optimal support.

If you are setting up MFA while connected to IHGENX, continue to step 2.

1. **Call** 1-855-242-1300 to request a Temporary Access Pass (TAP) code for setting up MFA.

   Important: Your TAP code is valid for 1 hour. If the code times out, you will need to request another one.
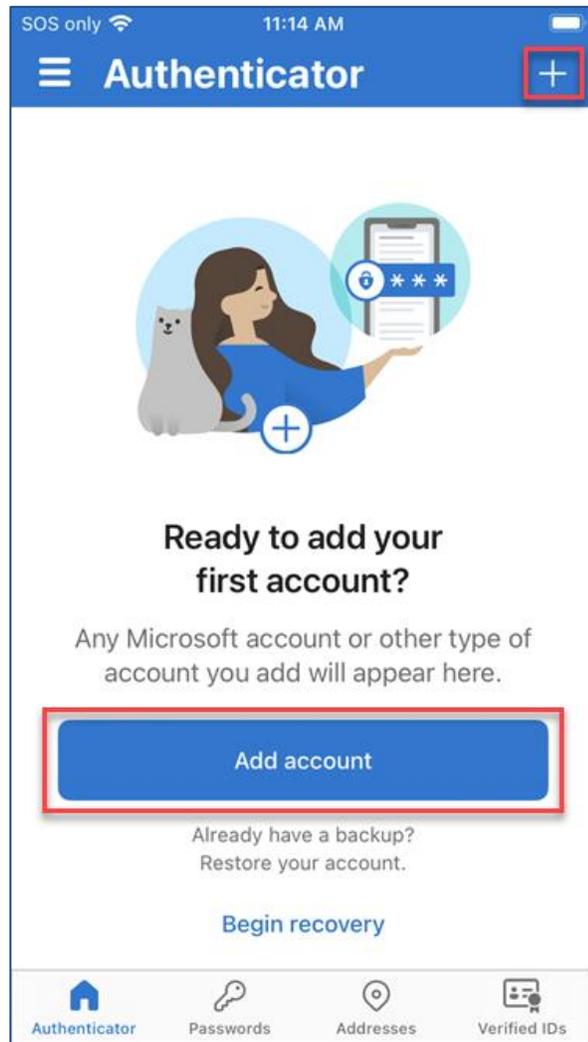
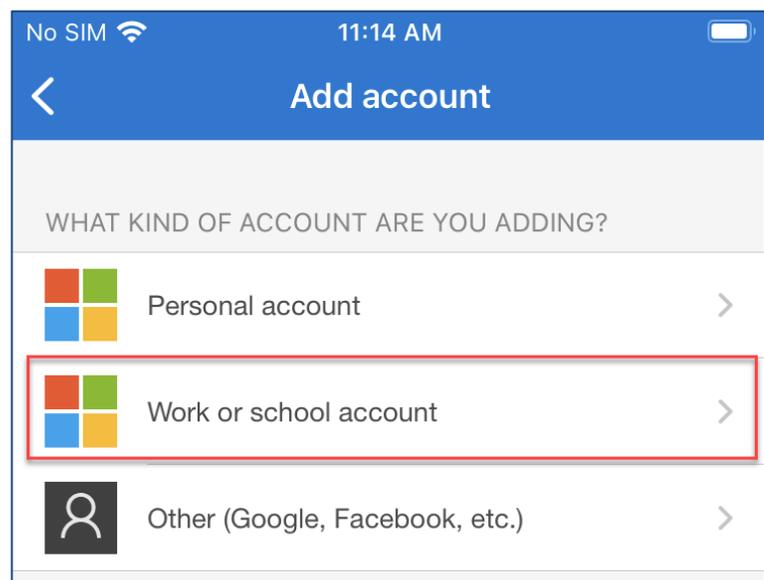2. Open **Microsoft Authenticator** on your Personal Mobile Device.

3. Tap **Add Account** or the **Plus** symbol.

4. Tap **Work or School account**.
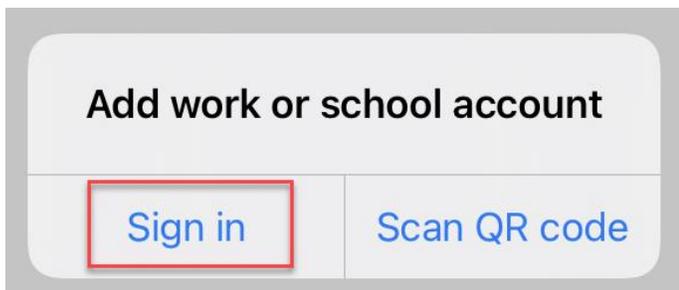
Add work or school account

Sign in | Scan QR code

5. Tap **Sign in**.

6. Enter your Email address, then tap **Next**.

   (?) *Email not working? Try your username@interiorhealth.ca Example: lasd@interiorhealth.ca*
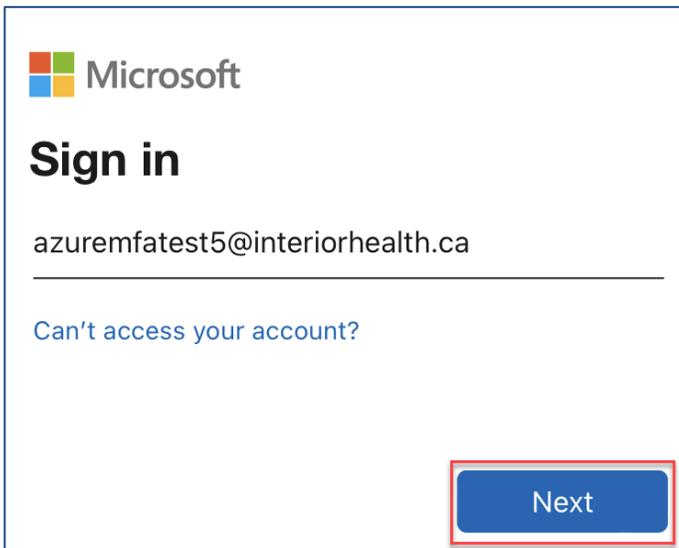
Microsoft

Sign in

azuremfatest5@interiorhealth.ca

Can't access your account?

Next

7. Check the **Show Temporary Access Pass** box then enter the **TAP code** exactly as provided by the service desk. Once entered, tap **Sign in**.

   (?) *Note: If you're connected to IHGENX Wi-Fi, you will be prompted for your password instead.*

HealthBC

← *@interiorhealth.ca

Enter Temporary Access Pass

Temporary Access Pass
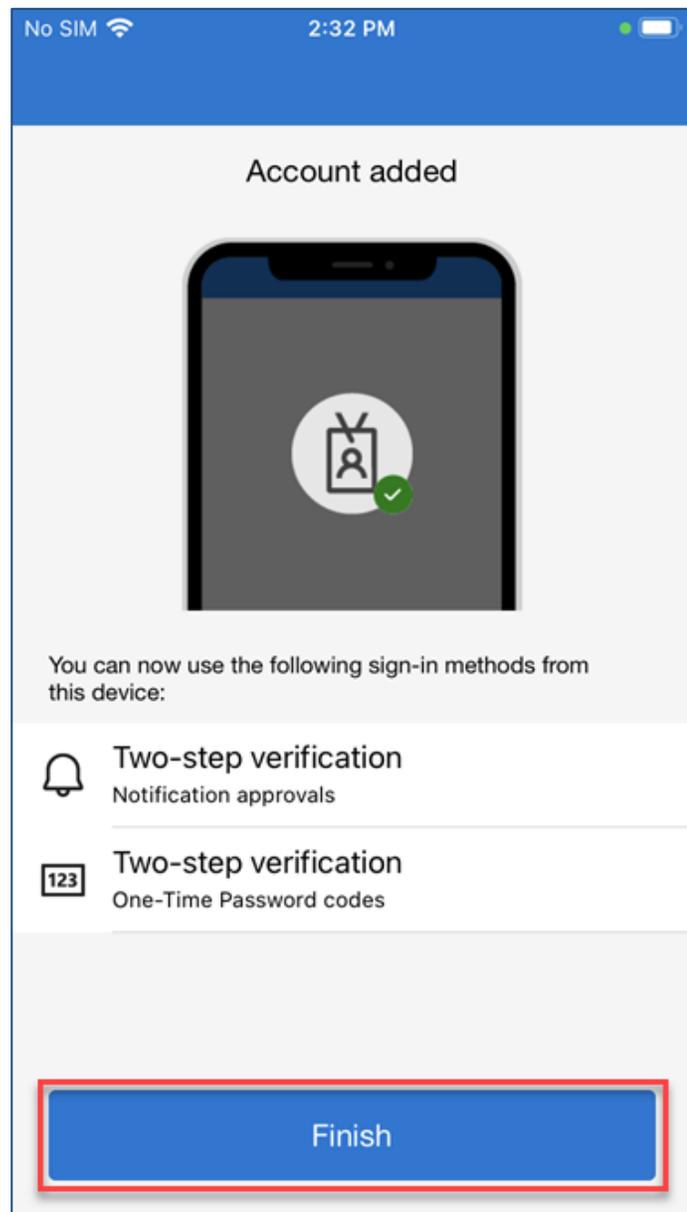
☐ Show Temporary Access Pass

Use your password instead

Sign in

8. Tap **Finish**.

You are now set up for MFA.

Issues or Assistance Required

If there are issues with the above processes or assistance is required, please contact the Service Desk at 1-855-242-1300.
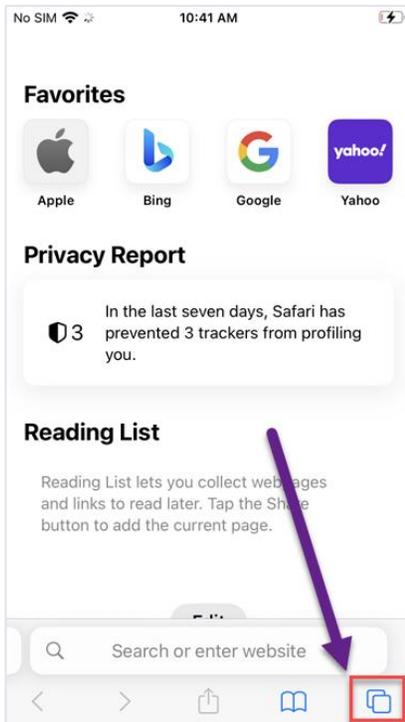
Opening a Private Tab

You may be required to open a Private Tab (or Incognito Window) to log into your IH account.
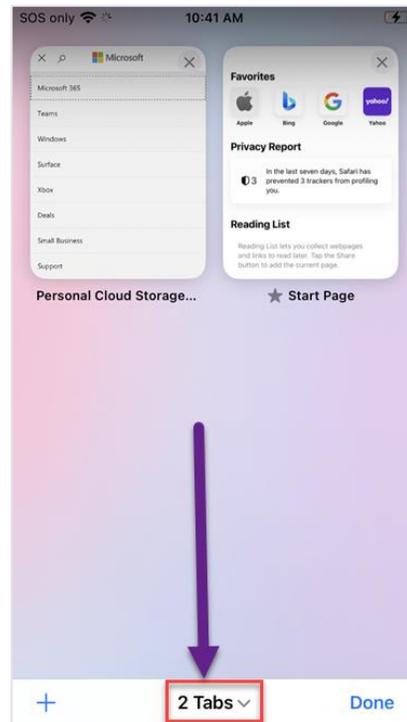*Please note that these steps are using the Safari internet browser on an iPhone. Your experience may differ depending on your device.*

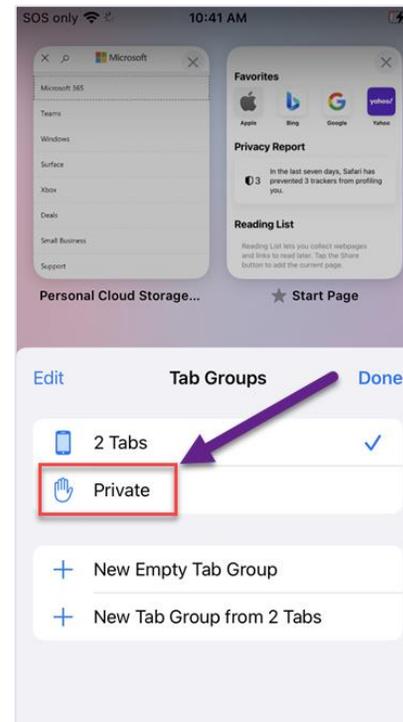Start by opening Safari (or another internet browser):

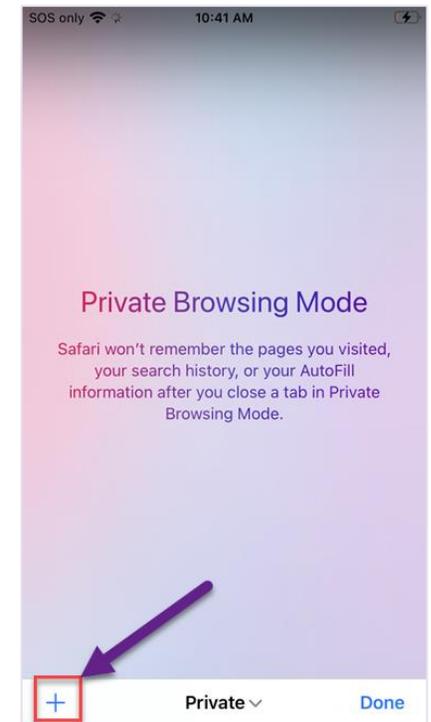| 1. Tap the **Tabs button** in the bottom right corner	2. Tap the **Tabs** menu	3. Tap **Private**	4. Tap the **Plus button** to open a new tab

Apple ID

Upon visiting the App Store using an Apple device (iPhone), you may be prompted to create or enter an Apple ID.

To **check** your Apple ID, or if you have forgotten your Apple ID, tap here.

If you need to **create** a new Apple ID, tap here.

If you need to **reset** your Apple ID, tap here.

Once your Apple ID has been configured, tap here to proceed with Microsoft Authenticator registration.

Apple ID Links

Create an Apple ID:
https://support.apple.com/en-ca/HT204316

Forgot your Apple ID:
https://support.apple.com/en-ca/HT201487

Reset your Apple ID:
https://iforgot.apple.com/password/verify/appleid