

Multi-Factor Authentication (MFA)

Registration without a Mobile Device

Welcome to the MFA registration guide for users who do not have exclusive access to a mobile device or are not able to install **Microsoft Authenticator**. If you are able to install **Microsoft Authenticator** on a mobile device, [please follow the MA First-Time Registration Guide](#).

The [Interior Health Privacy Policy](#) applies to accessing information remotely.

Note: If you have already registered and use Microsoft Authenticator, you do not need to follow this guide.

There two ways to set up MFA, either while connected to the IH Network (at an IH site, VPN or via IH Anywhere) or outside of the IH Network. Both methods require IH credentials. If you do not have IH credentials, please start by contacting the service desk at 1-855-242-1300.

Contents

Requirements.....	1
Registration While Connected to IH Network	2
Registration Outside of the IH Network.....	4
Windows Authenticator Setup Instructions.....	6
Setup of Browser Extension Authenticator	12
Issues or Assistance Required.....	18

Requirements

- Interior Health Credentials
- Desktop Computer (Windows, Mac)



We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

Registration While Connected to IH Network

This method requires that you are connected to the IH Network via one of the following:

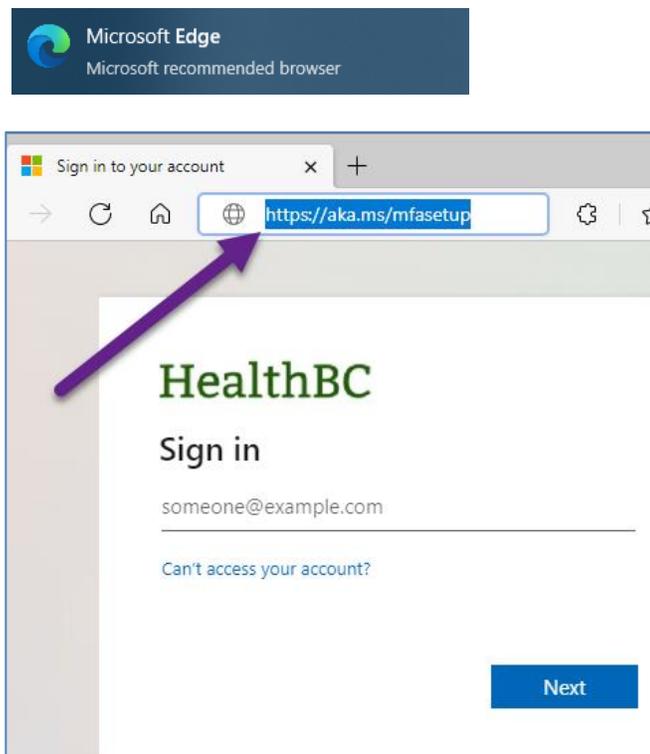
- At an IH Site
- Connected through Checkpoint Mobile (VPN)
- Connected through IH Anywhere

If you are not able to connect to the IH Network, please follow the Registration Outside IH Network instructions.

1. **Connect** to the IH network at an IH facility, or remotely through IH Anywhere or VPN
2. Open the **Microsoft Edge web browser** and browse to <https://aka.ms/mfasetup>
3. **Pick an account** or **Sign in** and then enter yourusername@interiorhealth.ca

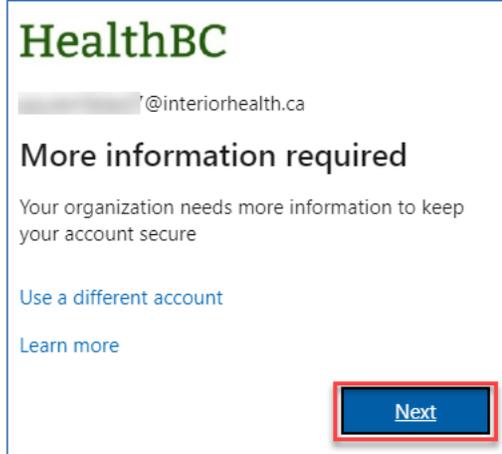
Example: lasf@interiorhealth.ca

4. Click **Next** to proceed



We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

5. Click **Next** when you see **More information required**



HealthBC

██████████@interiorhealth.ca

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

6. Continue to [Windows Authenticator Setup Instructions](#)

[Click Here](#)

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

Registration Outside of the IH Network

This method requires you to have IH credentials. Part of this method involves contacting the Service Desk. They are required to verify your identity.

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

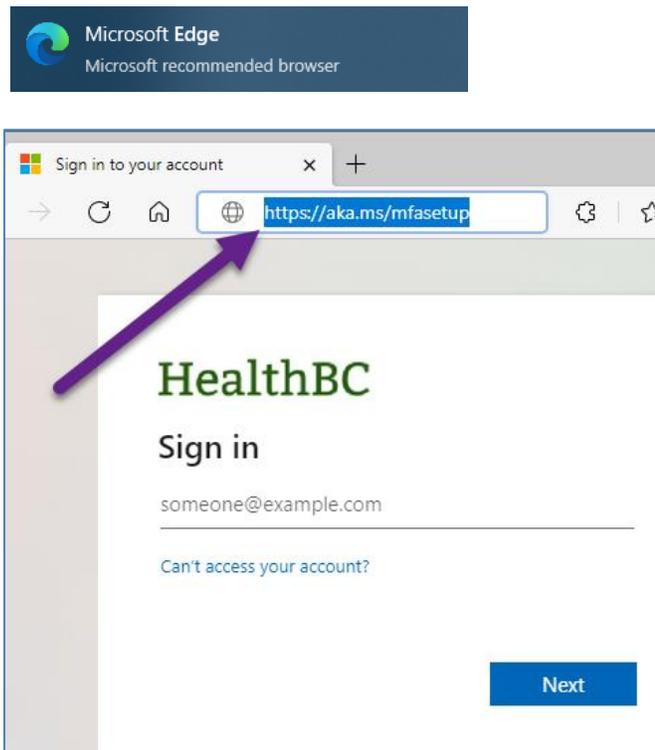
Important: Do not disconnect from the Service Desk until step 5 is complete.

2. Open the **Microsoft Edge web browser** and browse to <https://aka.ms/mfasetup>

3. **Pick an account** or **Sign in** then enter yourusername@interiorhealth.ca

Example: lasf@interiorhealth.ca

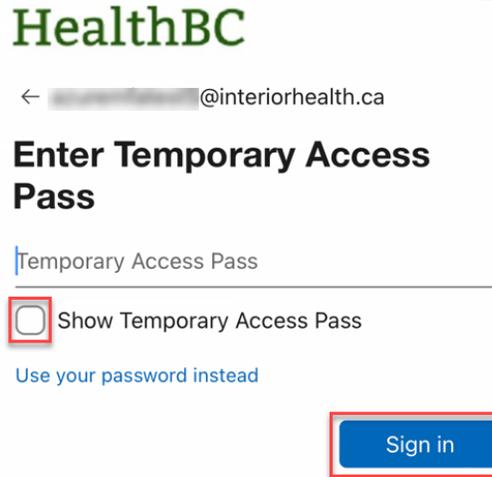
4. Click **Next** to proceed



We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

5. Enter the **TAP** code exactly as read by the agent. You can check the box titled **Show Temporary Access Pass** to make it easier to see the code being entered. Once entered, click **Sign in**.

Note: The TAP code will be case-sensitive and may contain special characters.



HealthBC

← [redacted]@interiorhealth.ca

Enter Temporary Access Pass

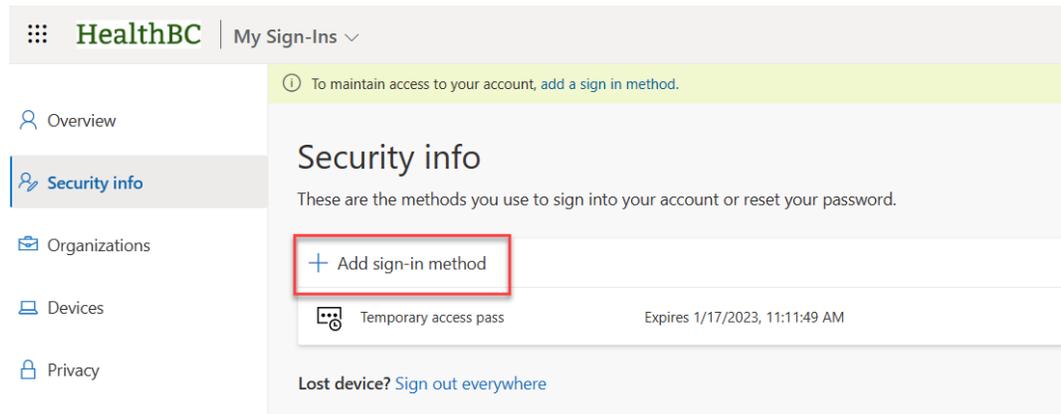
Temporary Access Pass

Show Temporary Access Pass

[Use your password instead](#)

Sign in

6. Click **Add sign-in method**.



HealthBC | My Sign-Ins

To maintain access to your account, add a sign in method.

Security info

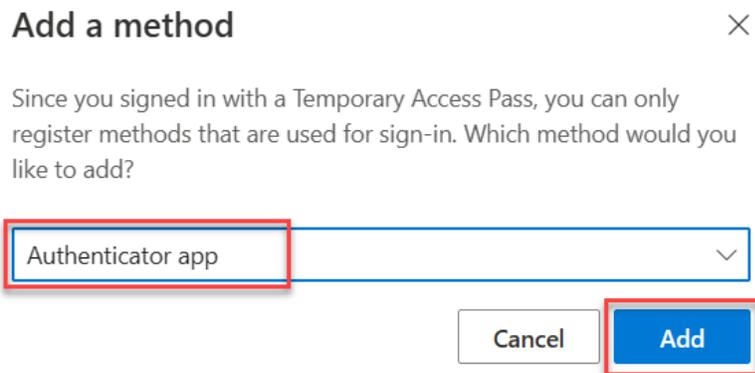
These are the methods you use to sign into your account or reset your password.

+ Add sign-in method

Temporary access pass	Expires 1/17/2023, 11:11:49 AM
-----------------------	--------------------------------

[Lost device? Sign out everywhere](#)

7. Select **Authenticator app**. Click **Add**.



Add a method

Since you signed in with a Temporary Access Pass, you can only register methods that are used for sign-in. Which method would you like to add?

Authenticator app

Cancel **Add**

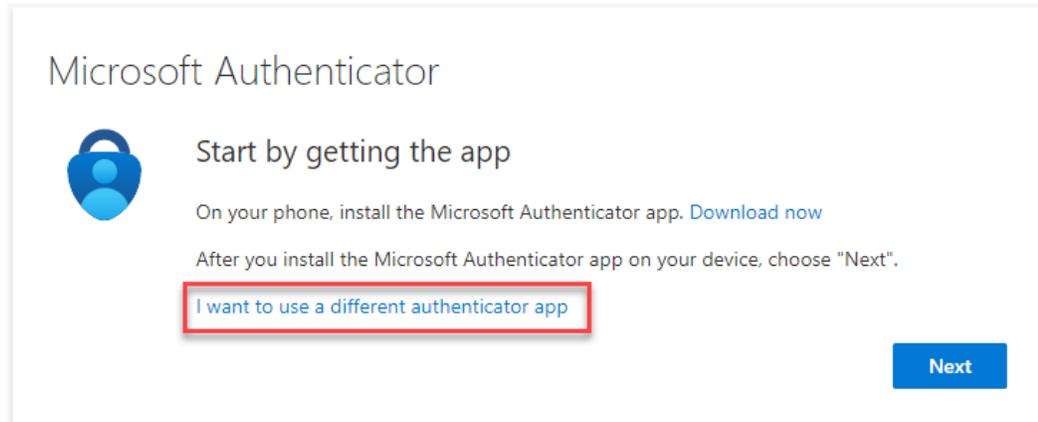
8. Continue to [Windows Authenticator Setup Instructions](#) [Click Here](#)

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

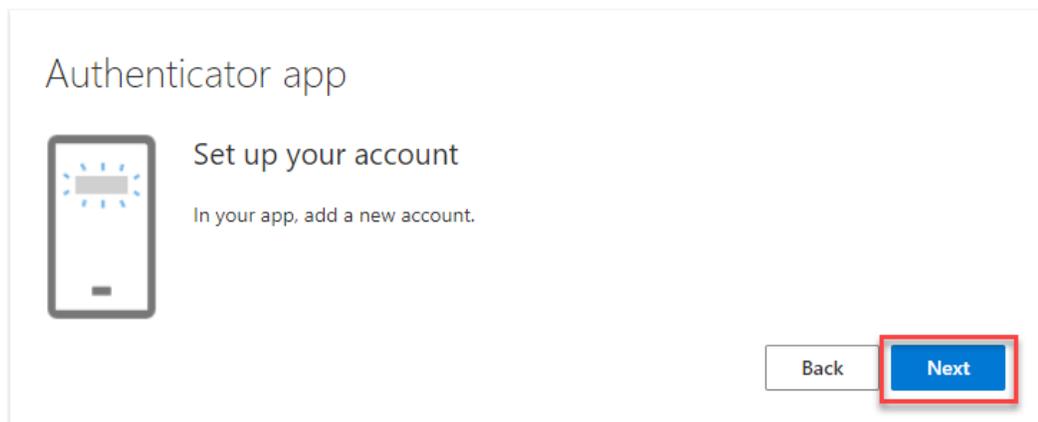
Windows Authenticator Setup Instructions

These steps require the downloading and setup of the Windows Authenticator (WinAuth) desktop application. If you are unable to download and setup WinAuth, please [click here to follow the Browser Extension Authenticator setup instructions](#).

1. Click **I want to use a different authenticator app** then click **Next**



2. Click **Next** when you see Set up your account



3. Click **Can't scan image?** when prompted to **Scan the QR code**. This will reveal an Account Name and a Secret key.



We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

4. Once you see an **Account name** and **Secret key** displayed, proceed to the next step while keeping this window open.

Enter the following into your app:

Account name: HealthBC: / [redacted] [copy icon]

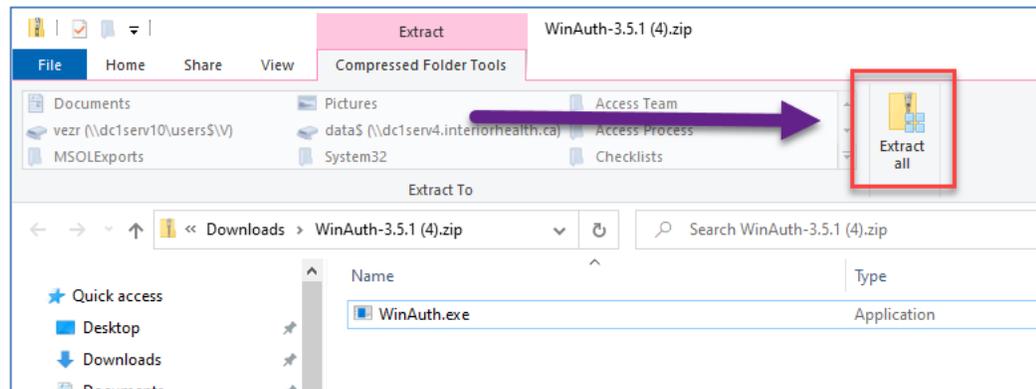
Secret key: [redacted] [copy icon]

Back **Next**

5. **Download** the Windows Authenticator (WinAuth) by clicking the link found to the right.

[Click Here to Download Windows Authenticator](#)

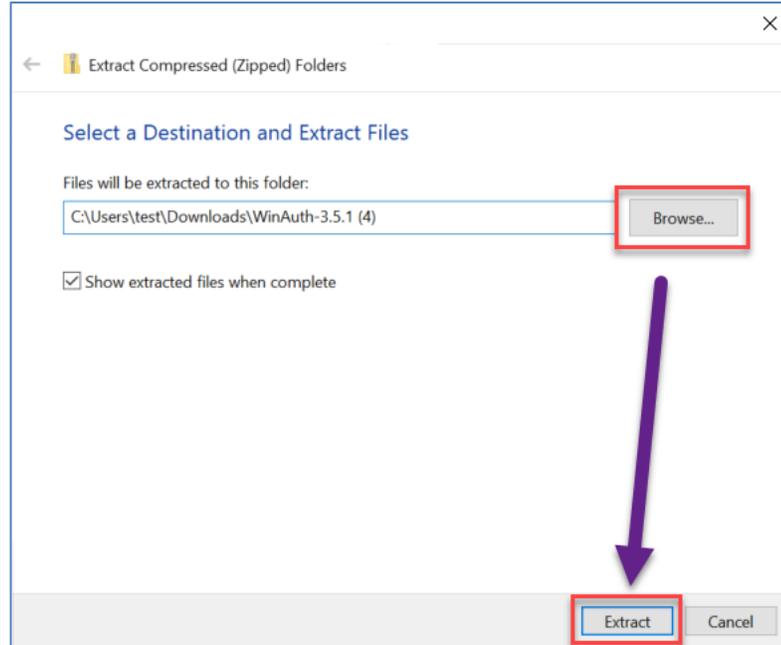
6. Extract the WinAuth program by opening the ZIP folder you downloaded in the last step and clicking **Extract all**.



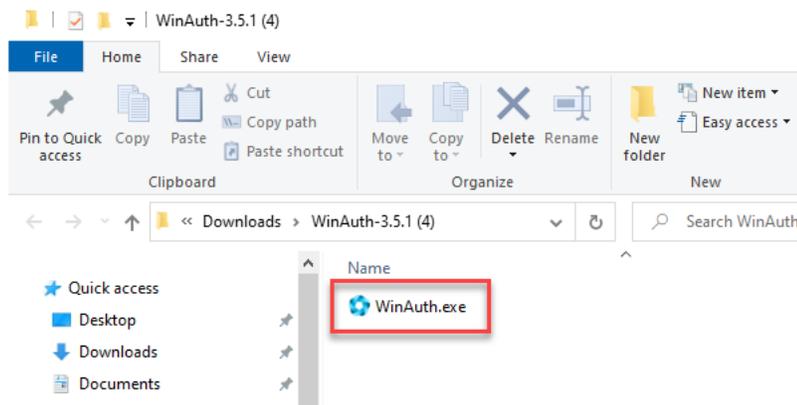
We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

- Click **Browse** to determine where the file will be extracted to. We recommend you extract WinAuth to your desktop. Once satisfied with a location, click **Extract**.

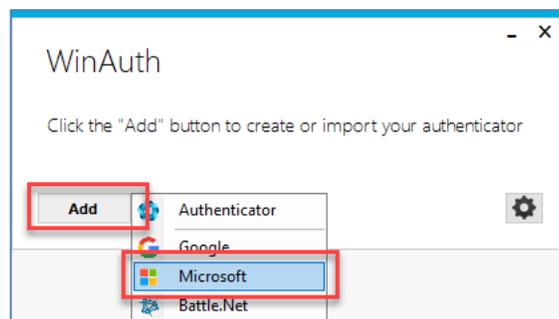
Important note: WinAuth needs to be located somewhere accessible while not connected to IH Anywhere, as it is required to create a remote connection.



- Double-click on WinAuth to open the program.



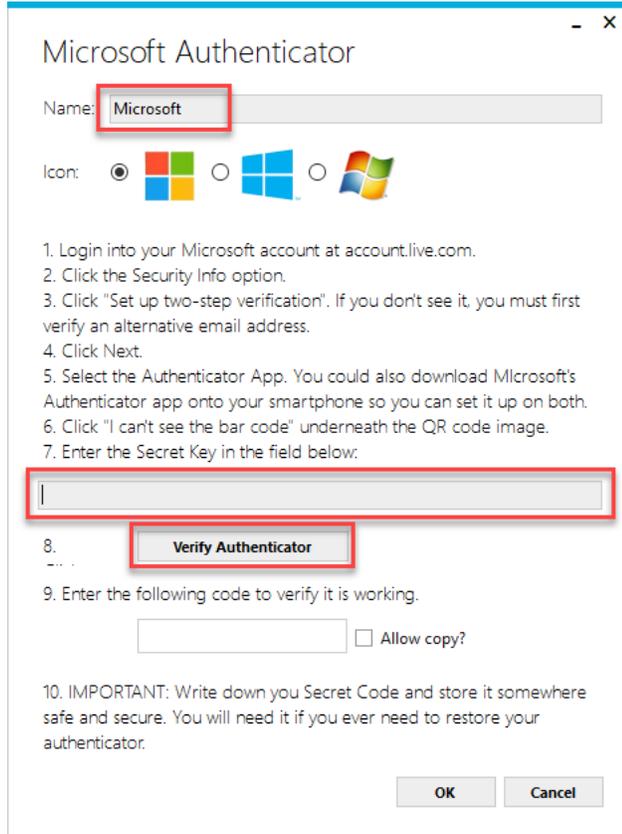
- In WinAuth, Click **Add** then select **Microsoft**.



We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

10. Change the **Name** field to something that will help identify your account or leave as *Microsoft*.

11. Enter the **Secret Key** from earlier step, then click **Verify Authenticator**. This should present you with a 6-digit code.



Microsoft Authenticator

Name:

Icon:   

1. Login into your Microsoft account at account.live.com.
2. Click the Security Info option.
3. Click "Set up two-step verification". If you don't see it, you must first verify an alternative email address.
4. Click Next.
5. Select the Authenticator App. You could also download Microsoft's Authenticator app onto your smartphone so you can set it up on both.
6. Click "I can't see the bar code" underneath the QR code image.
7. Enter the Secret Key in the field below.

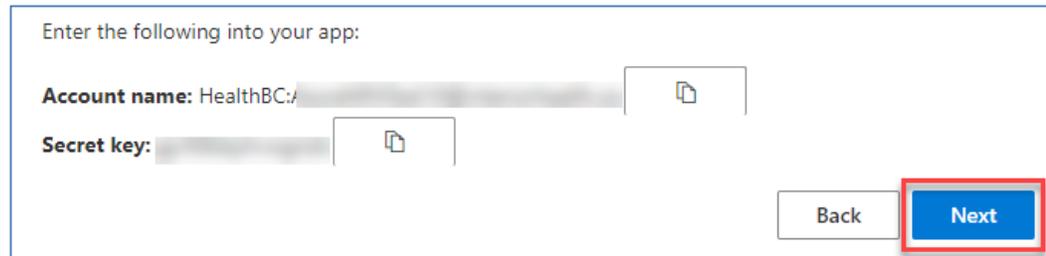
8.

9. Enter the following code to verify it is working.

Allow copy?

10. IMPORTANT: Write down you Secret Code and store it somewhere safe and secure. You will need it if you ever need to restore your authenticator.

12. On the page where your Secret key is listed, click **Next**.



Enter the following into your app:

Account name: HealthBC:/

Secret key:

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

- Enter the 6-digit code from WinAuth, then click **Next**.

Note: The 6-digit code only stays valid for a small window of time. You will need to enter a currently active code.

Authenticator app



Enter code

Enter the 6-digit code shown in the Authenticator app.

Enter code

Back

Next

- Click **Done**

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

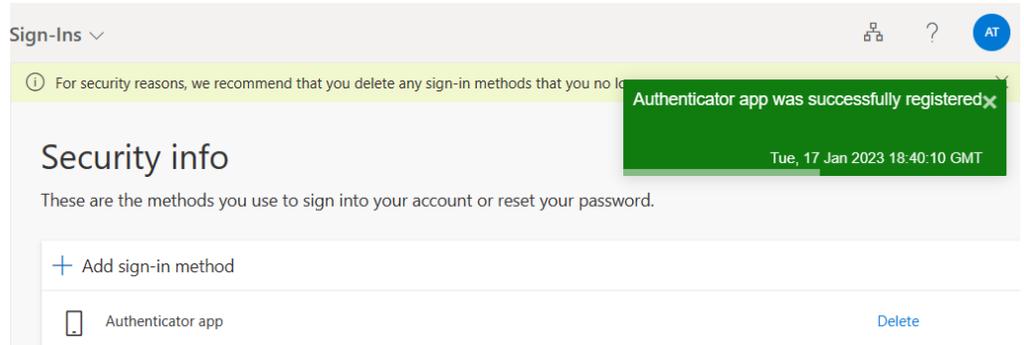
Default sign-in method:



Authenticator app

Done

- You should be taken to the Security info page, where you will briefly see the message **Authenticator app was successfully registered**. **Authenticator app** should be listed under sign-methods.

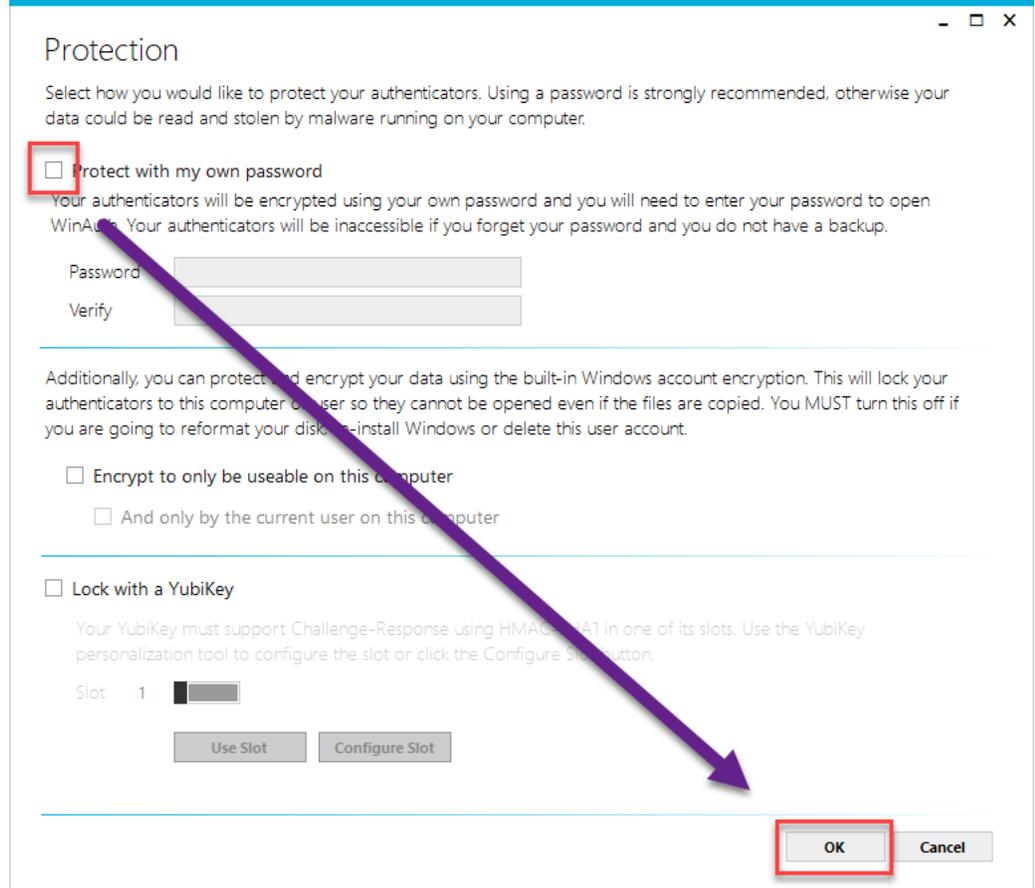


- Back in WinAuth, click **OK** on the Microsoft Authenticator window.

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

17. Uncheck the **Protect with my own password option**, then click **OK**.

Note: You may set a password at this stage or after completion of setup, however this password is not connected to your IH account and will not be updated in future password resets. If you forget this password, you will need to reach out to the service desk to have your authenticator reset.



Protection

Select how you would like to protect your authenticators. Using a password is strongly recommended, otherwise your data could be read and stolen by malware running on your computer.

Protect with my own password
Your authenticators will be encrypted using your own password and you will need to enter your password to open WinAuth. Your authenticators will be inaccessible if you forget your password and you do not have a backup.

Password
Verify

Additionally, you can protect and encrypt your data using the built-in Windows account encryption. This will lock your authenticators to this computer & user so they cannot be opened even if the files are copied. You MUST turn this off if you are going to reformat your disk or install Windows or delete this user account.

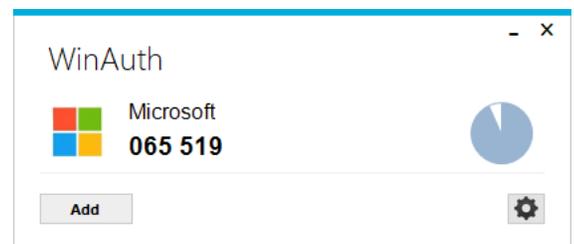
Encrypt to only be useable on this computer
 And only by the current user on this computer

Lock with a YubiKey
Your YubiKey must support Challenge-Response using HMAC-SHA1 in one of its slots. Use the YubiKey personalization tool to configure the slot or click the Configure Slot button.

Slot 1

18. You should now see a 6-digit code when opening WinAuth. If this code expires, click the Refresh Arrow  to generate another code.

*Hot tip: If you right-click on the 6-digit code and select **Copy on New Code**, the code will automatically copy to your clipboard each time you refresh! Right-click where you need the code, then select Paste!*



WinAuth

Microsoft
065 519



You should now be able to authenticate using the six-digit code found in WinAuth. If you are not able to authenticate or require assistance with this process, please contact the Service Desk at servicedesk@interiorhealth.ca or 1-855-242-1300.

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

Setup of Browser Extension Authenticator

This method allows you authenticate from directly within the **Microsoft Edge** or **Google Chrome** internet browsers on a desktop computer.

Note: The below steps were captured using Microsoft Edge

1. In your internet browser, navigate to <https://authenticator.cc/>

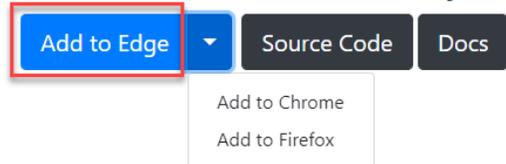
2. Click **Add to Edge**

Note: If you are using Google Chrome or Mozilla Firefox, click the dropdown arrow beside Add to Edge and select the appropriate browser.

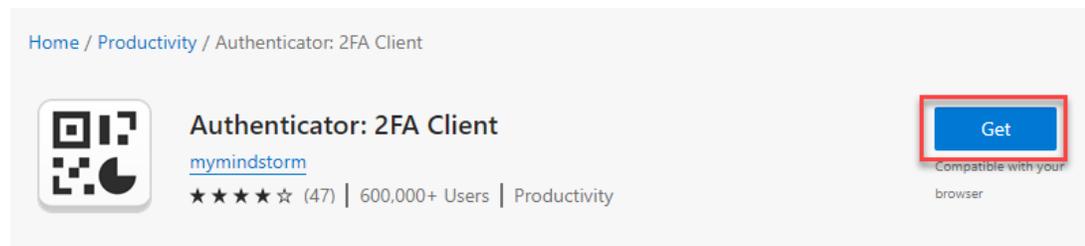


Authenticator

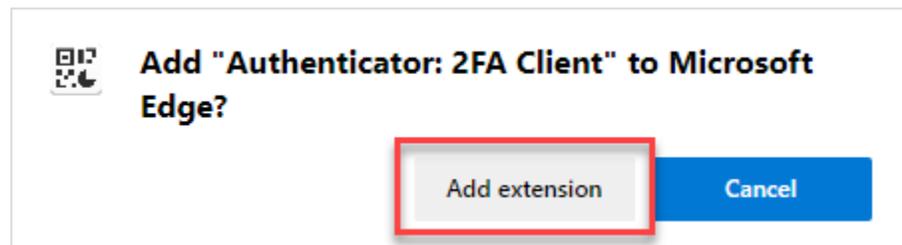
Two-factor authentication in your browser



3. Click **Get**.

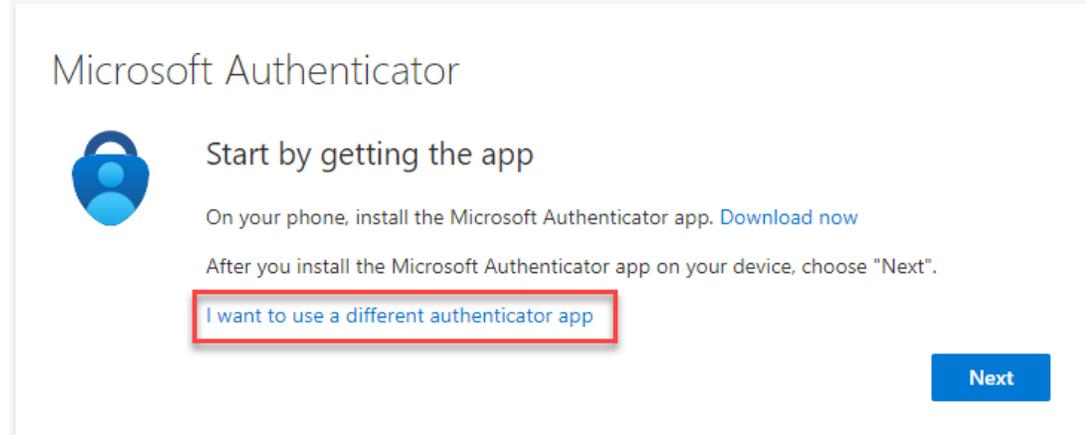


4. Click **Add extension**.



We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

5. Click **I want to use a different authenticator app** when prompted to **Start by getting the app**



Microsoft Authenticator

 Start by getting the app

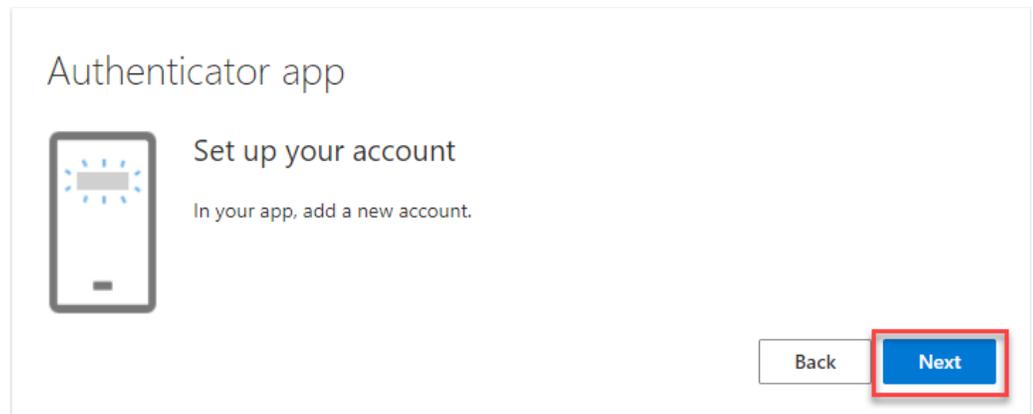
On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

[Next](#)

6. Click Next when you see Set up your account



Authenticator app

 Set up your account

In your app, add a new account.

[Back](#) [Next](#)

7. Click **Can't scan image?** when prompted to **Scan the QR code**. This will reveal an Account Name and a Secret key.



[Can't scan image?](#)

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

8. Once you arrive at the screen displaying an **Account name** and **Secret key**, we recommend opening a new browser window. This will make it much easier to complete the remaining steps.

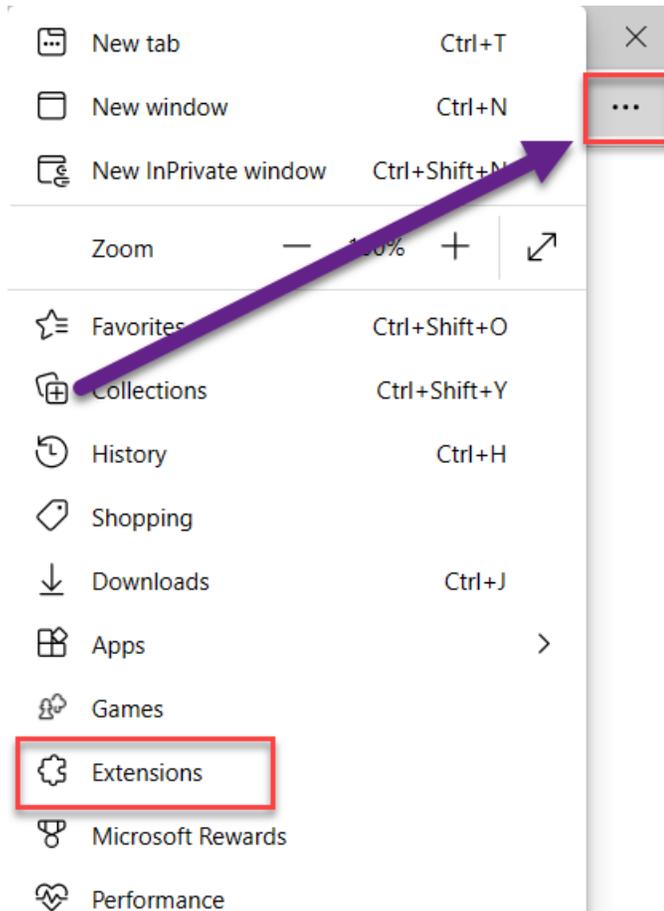
Enter the following into your app:

Account name: HealthBC: [input field] [copy icon]

Secret key: [input field] [copy icon]

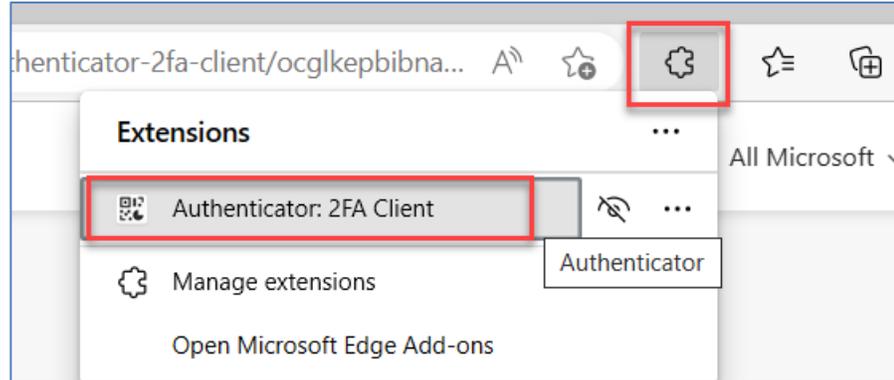
[Back] [Next]

9. Click the three dots menu at the top right corner of your browser. Click **Extensions**.



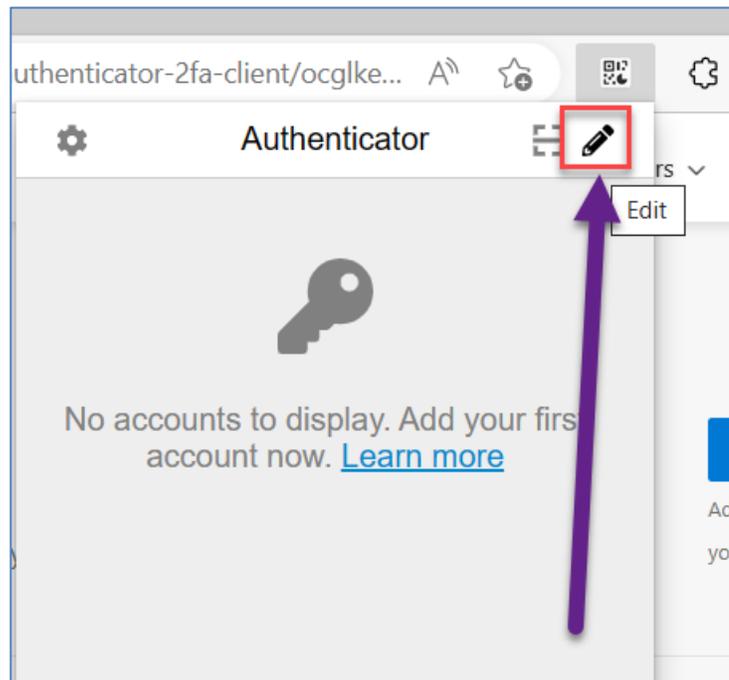
We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

10. Click the **Extension** button (looks like a puzzle piece).
Click on **Authenticator: 2FA Client**.



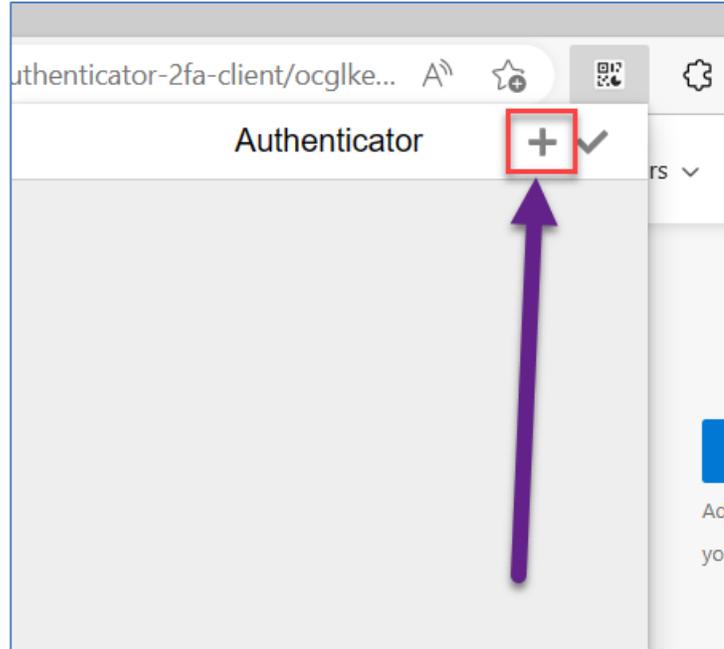
11. Click on the **Pencil** icon.

Note: Clicking away from this window may cause it to close, and you may need to reopen the extension.

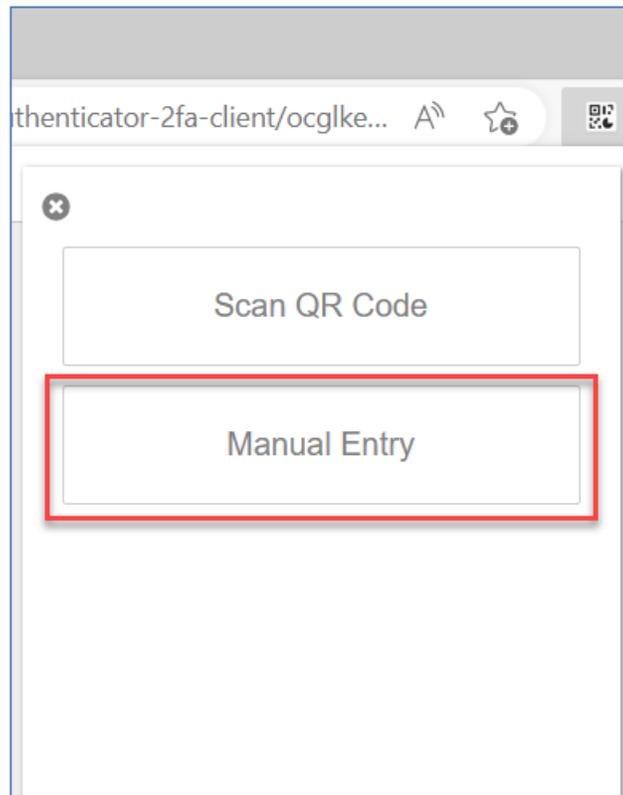


We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

12. Click on the **Plus** icon.

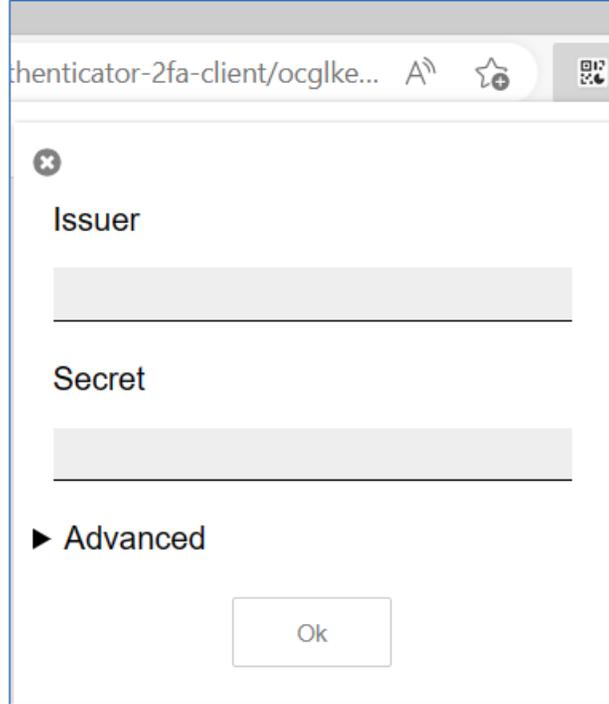


13. Click **Manual Entry**.

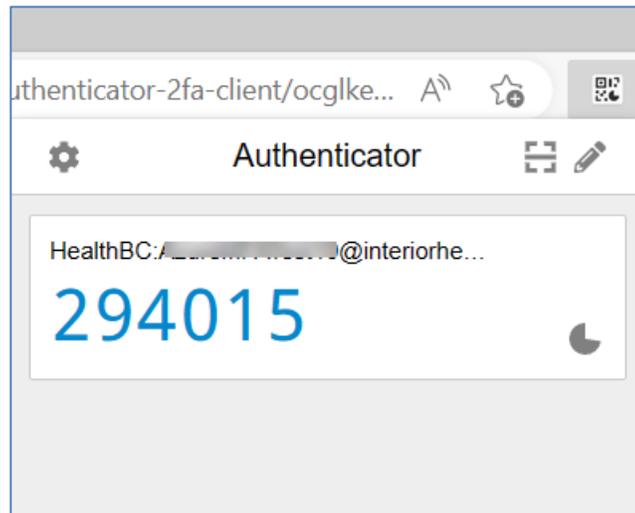


We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

14. Using the information gathered in step 8, enter the **Account Name** into the **Issuer** field, and the **Secret key** into the **Secret** field. Click **Ok**.



15. You should now be provided with a six-digit number. This number will refresh at regular intervals.



You should now be able to authenticate using the six-digit code found in the Authenticator Browser Extension. If you are not able to authenticate or require assistance with this process, please contact the Service Desk at servicedesk@interiorhealth.ca or 1-855-242-1300.

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.

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.

Please note that once the MFA process has begun, there is a ten-minute window to complete the process. Please restart the MFA registration process if more than ten minutes has elapsed during registration.

We recognize and acknowledge that we are collectively gathered on the traditional, ancestral, and unceded territories of the seven Interior Region First Nations, where we live, learn, collaborate, and work together. This region is also home to 15 Chartered Métis Communities. It is with humility that we continue to strengthen our relationships with First Nation, Métis, and Inuit peoples across the Interior.