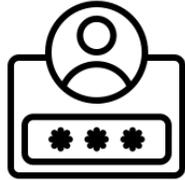


# Multi-Factor Authentication (MFA) First-Time Setup Guide



Welcome to the MFA first-time setup guide, using an IH computer! No access to an IH computer? Check out the [Mobile Phone setup guide](#). The [Interior Health Privacy Policy](#) applies to accessing information remotely.

## Register using an IH computer



IH login

Don't know your password?  
Call the Service Desk:  
[1-855-242-1300](tel:1-855-242-1300)



IH Device

No device available?  
Call the Service Desk:  
[1-855-242-1300](tel:1-855-242-1300)



Mobile Phone

Don't have the Microsoft  
Authenticator app?  
[Install instructions](#)



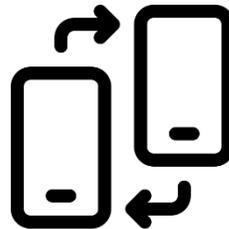
15 min

Registration will take up  
to 15 minutes.

## Gotchas / Common Questions



**No IH device?**  
Call the Service Desk:  
[1-855-242-1300](tel:1-855-242-1300)



**Changed Devices?**  
[Instructions here](#)



**No phone?**  
[Support here](#)



Jump to  
a section



[Install the app](#)



[Register for MFA](#)



[Setup Authenticator](#)



# Multi-Factor Authentication (MFA) First-Time Setup Guide

## 1. Install the Microsoft Authenticator App

These steps will be performed on your Personal Mobile Device.

1. Check your personal mobile device for the Microsoft Authenticator app. If you already have the app installed, skip to [Registration](#).



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

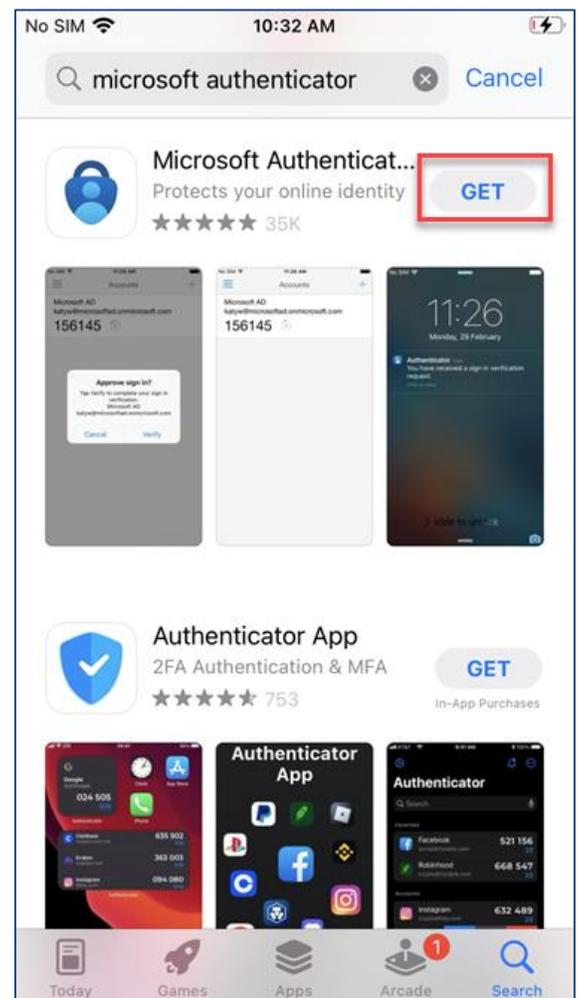
2. Search the App Store  (or Playstore) for Microsoft Authenticator.

 *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 the [Registration](#) page (next page).





# Multi-Factor Authentication (MFA)

## First-Time Setup Guide

### 2. Registration for MFA

This section will be performed on your IH Workstation.

1. Ensure you are at an IH Workstation (PC, Laptop) connected to the IH Network.



2. Open the **Microsoft Edge web browser** and browse to <https://aka.ms/mfasetup>
3. Enter your IH email address then tap **Next**.



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

4. Enter your IH password then tap **Sign in**.



# Multi-Factor Authentication (MFA)

## First-Time Setup Guide

5. Tap **Next**.

### HealthBC

azuremfatest1@interiorhealth.ca

#### More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

**Next**

6. Tap **Next**.

### 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**

7. Tap **Next**.

### Microsoft Authenticator



#### Set up your account

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

[Back](#) **Next**



# Multi-Factor Authentication (MFA)

## First-Time Setup Guide

8. When you see a QR Code **leave this window open and move on to the next section.**





# Multi-Factor Authentication (MFA)

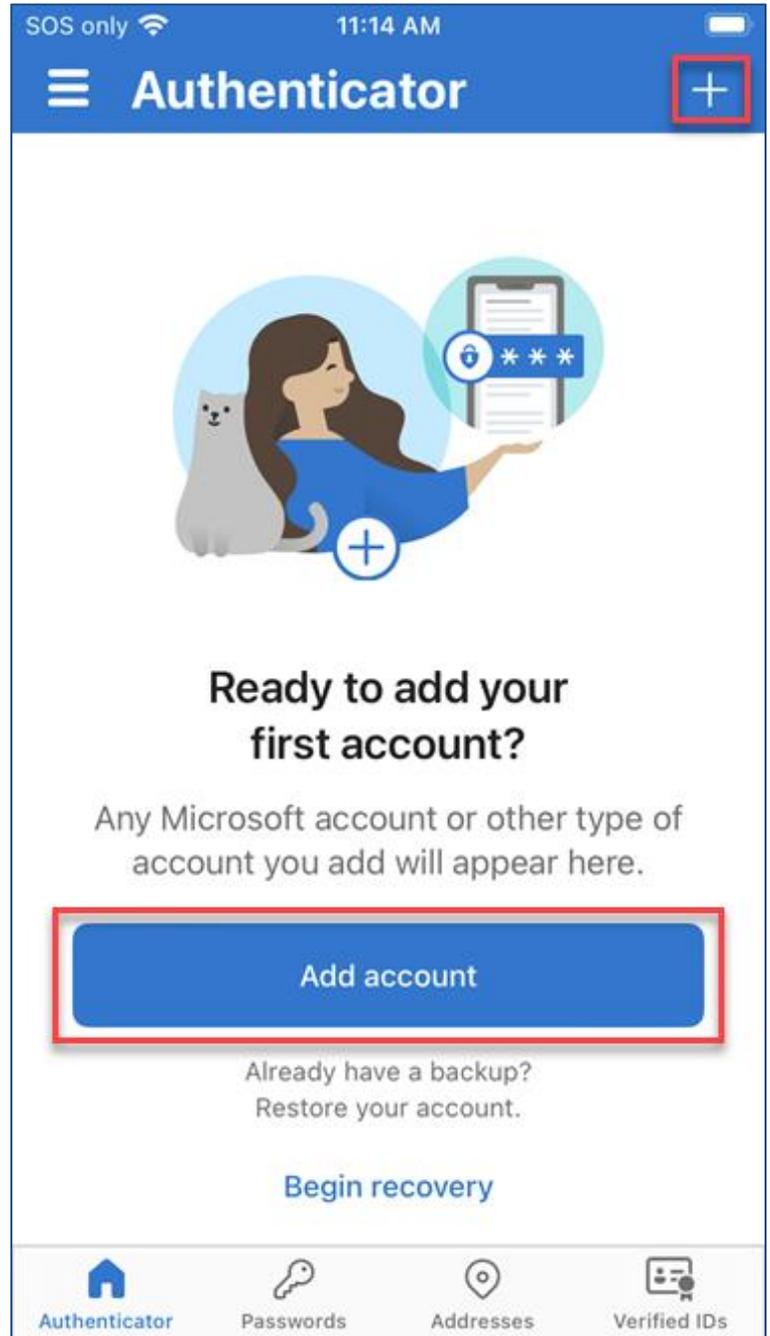
## First-Time Setup Guide

### 3. Setup Microsoft Authenticator

This section will be performed on your Personal Mobile Device and IH Workstation.

1. On your personal mobile device, open Microsoft Authenticator. Tap **New Account** or the **Plus** symbol.

 *Authenticator locked? Unlock your mobile device before proceeding.*

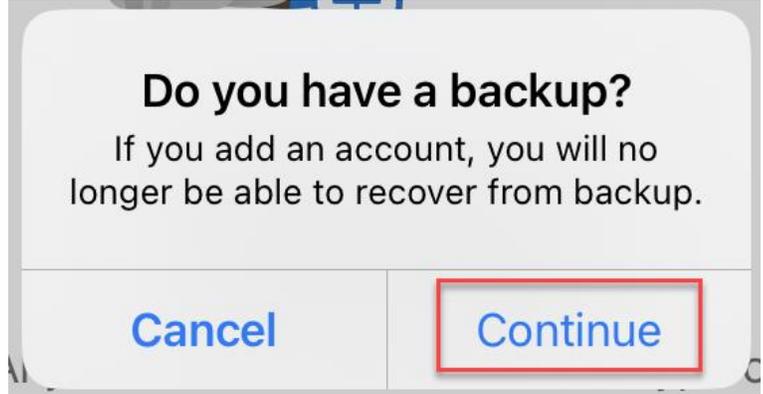




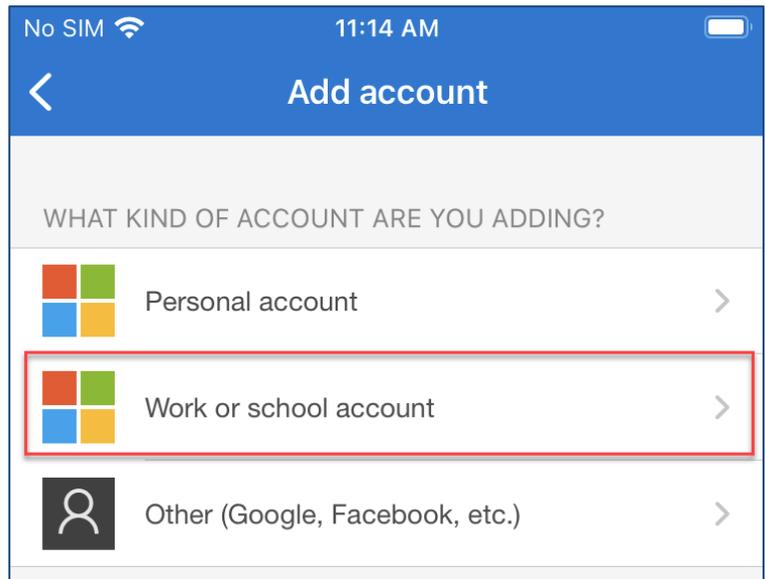
# Multi-Factor Authentication (MFA)

## First-Time Setup Guide

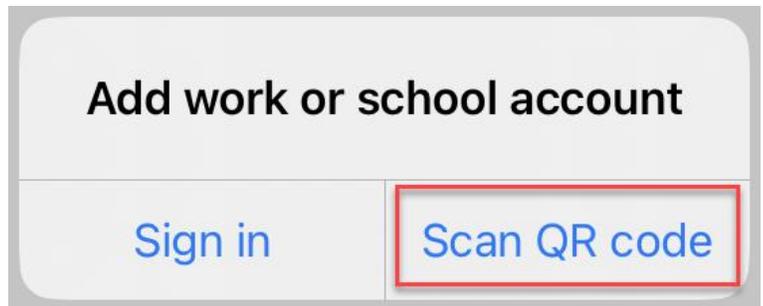
2. Tap **Continue**.



3. Tap **Work or school account**.



4. Tap **Scan QR Code**. Point your phone at the QR Code on your IH Workstation.



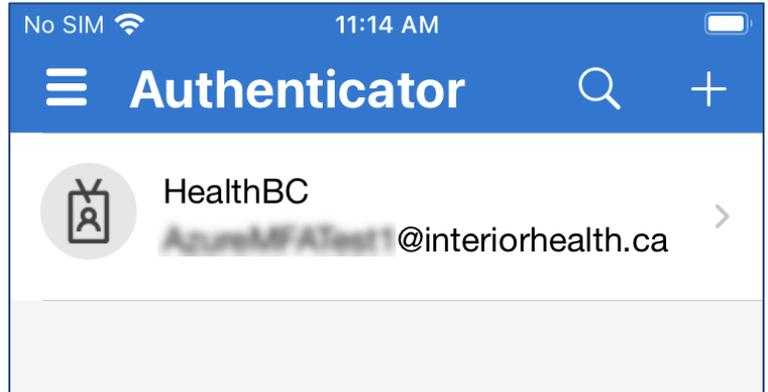
 *Note: The QR code found in this guide is an Example only and will not work for registration.*

# Multi-Factor Authentication (MFA)

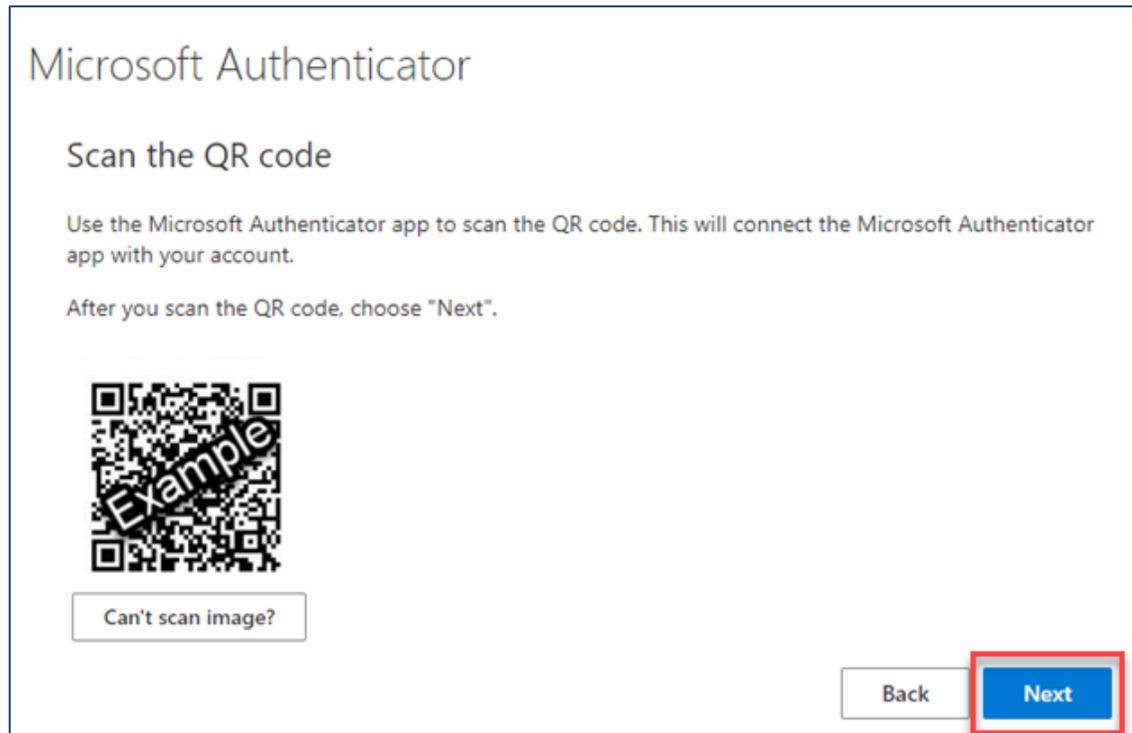
## First-Time Setup Guide



5. **Verify** your email address is listed under HealthBC in the Microsoft Authenticator App. Return to your IH Workstation.



6. On your IH Workstation, click **Next**.

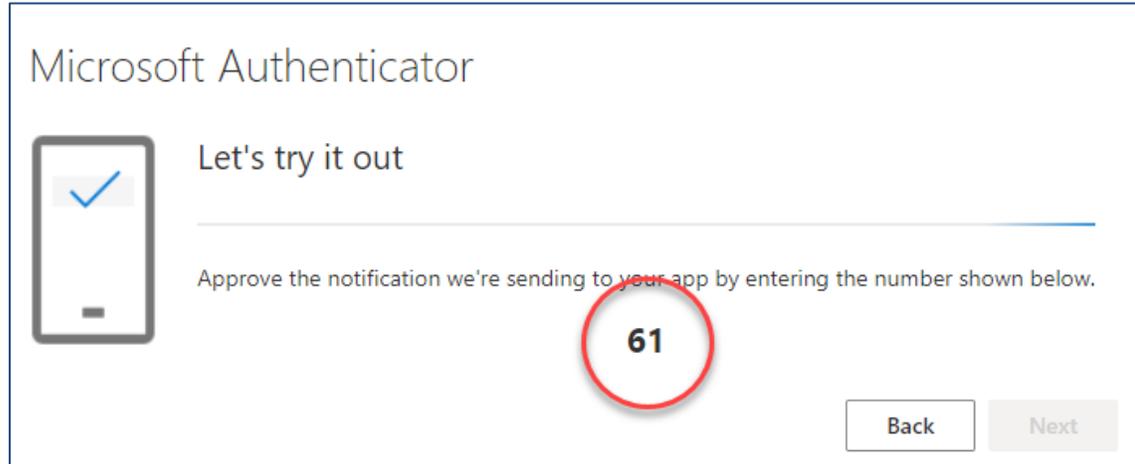




# Multi-Factor Authentication (MFA)

## First-Time Setup Guide

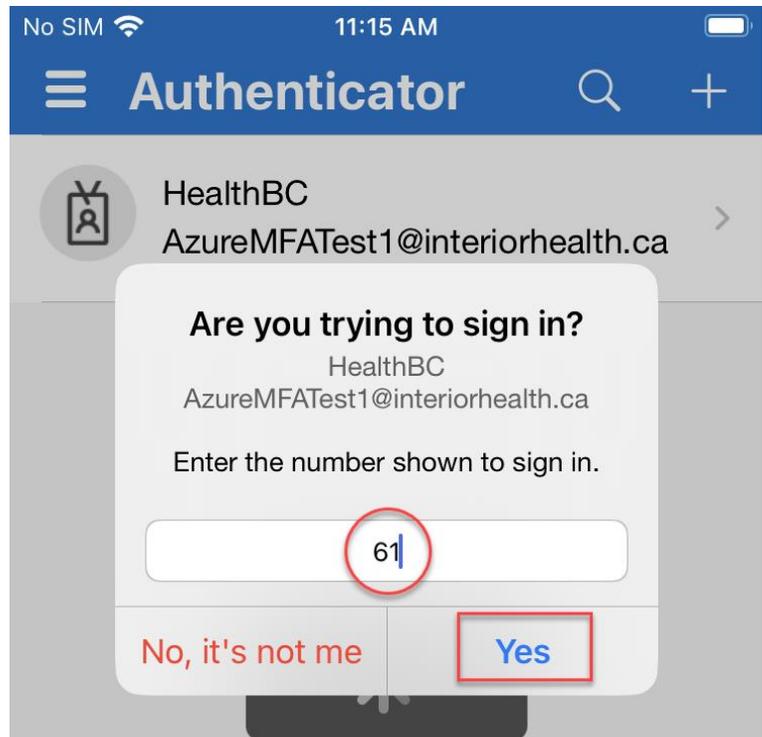
7. You will be presented with a **2-digit code**. Your mobile device will receive a prompt momentarily. Click on the prompt.



8. On your mobile device, enter the **2-digit code** then click **Yes**.



*Location pop-up on your mobile device? Verify this information is correct then click Yes.*





# Multi-Factor Authentication (MFA) First-Time Setup Guide

9. On your IH Workstation, click **Next**.

Microsoft Authenticator

Notification approved

Back Next

10. Click **Done**.

Your organization requires you to set up the following

Microsoft Authenticator app was successfully registered  
Mon, 15 May 2023 18:15:58 GMT

## Success!

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

**Default sign-in method:**

Microsoft Authenticator

Done

11. **Verify** that Microsoft Authenticator is listed.

Your setup is now complete!

HealthBC | My Sign-Ins

Overview

**Security info**

Organizations

Devices

Privacy

## Security info

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

**Default sign-in method:** Microsoft Authenticator - notification [Change](#)

+ Add sign-in method

Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone SE (2nd generation)
--	----------------------------

Lost device? [Sign out everywhere](#)



# Multi-Factor Authentication (MFA)

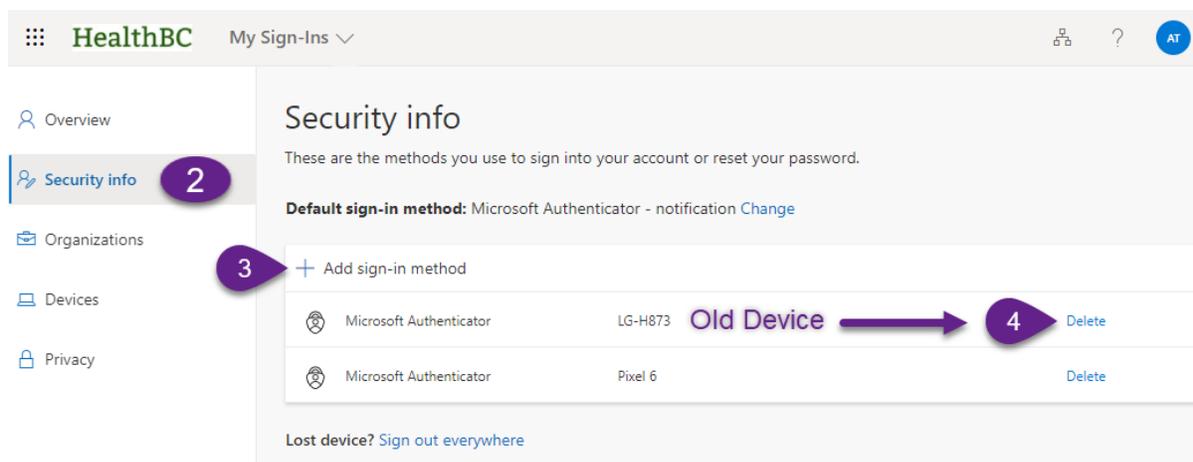
## First-Time Setup Guide

### Appendix A

## Changed Devices

If you have changed your device, you may need to remove the association between [Microsoft Authenticator](#) and your previous device. You will need to use your previous device. If you can no longer access that device, please contact the service desk at 1-855-242-1300. You do not need to be connected to the IH network to perform the below steps.

1. Navigate to <https://myaccount.microsoft.com/> in your browser. Log in if prompted. An approval may be sent to your previous device.



2. Select **Security Info**
3. Click **Add sign-in method** if your new device does not appear on the list of sign-in methods.

*Note: The steps to add a sign-in method can be found [above](#). Proceed to step 4 once complete.*

4. Click **Delete** on the device(s) you no longer use.
5. Click **OK** on the **Delete authenticator app?** warning message.

You should now receive [Microsoft Authenticator](#) approvals to your new device. If you are unable to complete the above steps, please contact the Service Desk at 1-855-242-1300.



# Multi-Factor Authentication (MFA) First-Time Setup Guide

## Appendix B

### 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, [click here](#).

If you need to **create** a new Apple ID, [click here](#).

If you need to **reset** your Apple ID, [click here](#).

Once your Apple ID has been configured, [click 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>



# Multi-Factor Authentication (MFA)

## First-Time Setup Guide

### Appendix C

## Temporary Access Pass (TAP)

If access to the IH Network is not possible, a **Temporary Access Pass (TAP)** to initiate MFA registration is required.

*Note: You must be within Canada to perform this setup*

1. Ensure you have [Microsoft Authenticator](#) installed on your personal mobile device – See [Step 1](#) of this guide.
2. Contact the Service Desk at 1-855-242-1300 and request a **Temporary Access Pass** to register for MFA.
3. Once the Service Desk agent has issued you a **TAP**, navigate to [aka.ms/mfasetup](https://aka.ms/mfasetup) on your IH Workstation.
4. Enter your **IH email address** then click **Sign In**.
5. Enter the **TAP** code exactly as read by the agent. The **TAP** will be case-sensitive. You can check the box titled **Show Temporary Access Pass** to see the code being entered.
6. If presented with **Stay signed in?**, click **No**.
7. Click the **plus symbol**.
8. Click **Add Authenticator**. Click [Microsoft Authenticator](#).
9. Follow the setup steps above, starting on [Step 2](#).

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