Multi-Factor Authentication (MFA)
Partner Setup Guide

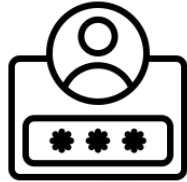Welcome to the MFA partner setup guide! MFA will be required for accessing IH anywhere. The **Interior Health Privacy Policy** applies to accessing information remotely.

Register while logged into IH Anywhere

IH login + **IH Anywhere** + **Mobile Phone** + **15 min**

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

Can't access IH Anywhere?
Call the Service Desk:
1-855-242-1300

Don't have the Microsoft Authenticator app?
Install instructions
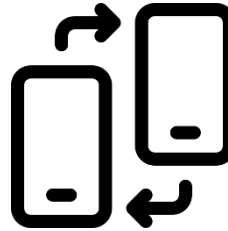
Registration will take up to 15 minutes.

Gotchas / Common Questions

Can't access IH Anywhere?
Call the Service Desk:
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)
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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 Play Store ▶ for Microsoft Authenticator.

❓ *Don't have an Apple ID? See Apple ID.*

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).
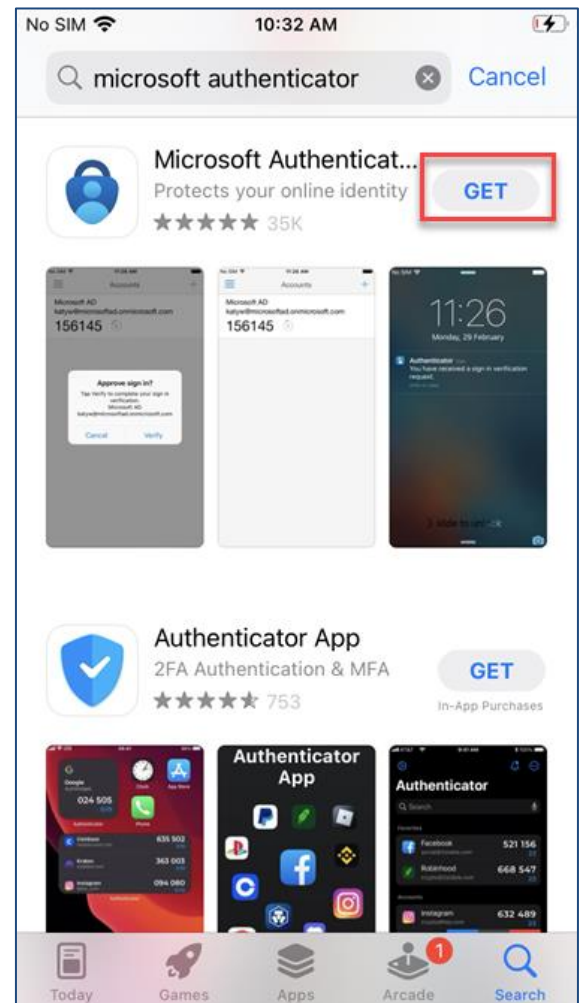
Multi-Factor Authentication (MFA)
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2. Registration for MFA

This section will be performed on your computer.

1. Log into IH Anywhere. Open IH_Anywhere_External_Partners (*VMware View Desktop*).

> Unable to access IH Anywhere?
>
> Click here for instructions

Please Choose a Login Method

Legacy Two Factor Authentication

Microsoft Authentication

HealthBC

Sign in

azuremfatest1@interiorhealth.ca

Can't access your account?

Next

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

3. Enter your IH email address then click **Next**.

? *No IH Email address? Use your username@interiorhealth.ca Example: lasd@interiorhealth.ca*

Network Account Login
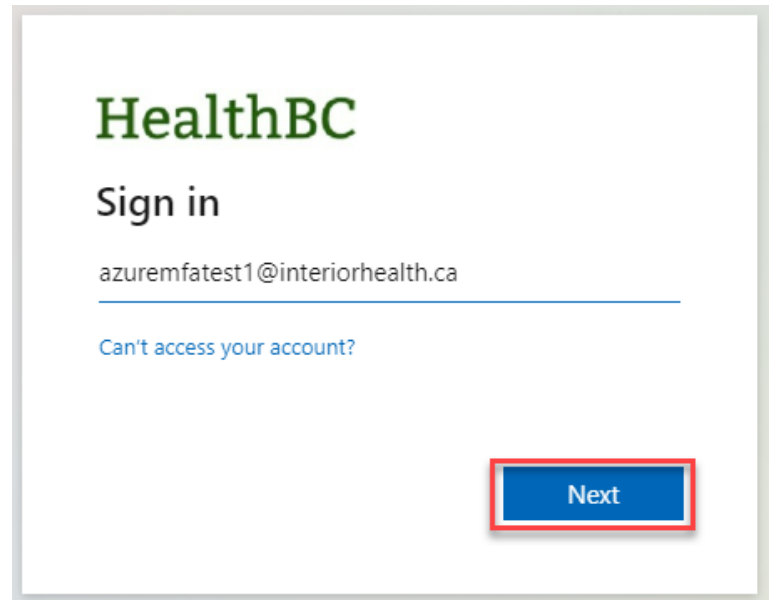
Sign in

azuremfatest1@interiorhealth.ca

Password

Sign in

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

HealthBC

azuremfatest1@interiorhealth.ca

More information required

Your organization needs more information to keep your account secure

Use a different account

Learn more

Next

5. Click **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

6. Click **Next**.

7. Click **Next**.

> ### Microsoft Authenticator
>
> **Set up your account**
>
> If prompted, allow notifications. Then add an account, and select "Work or school".
>
> Back   Next

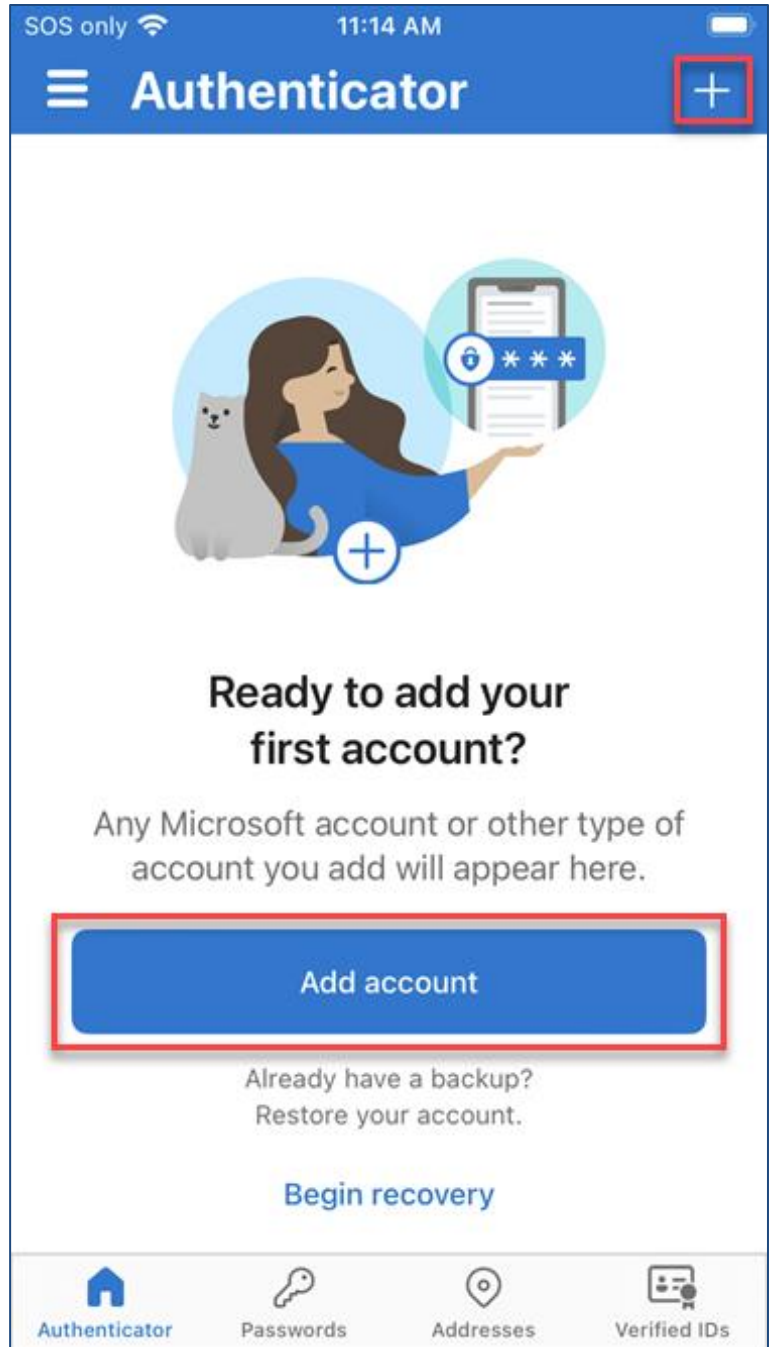8. When you see a QR Code **leave this window open and move on to the next section**.

3. Setup Microsoft Authenticator

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

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

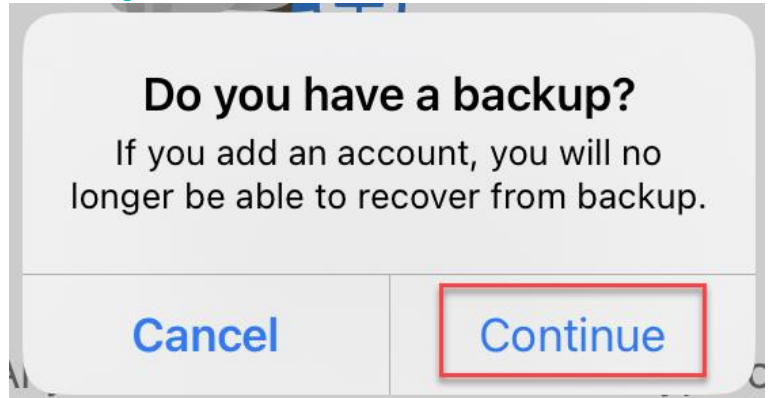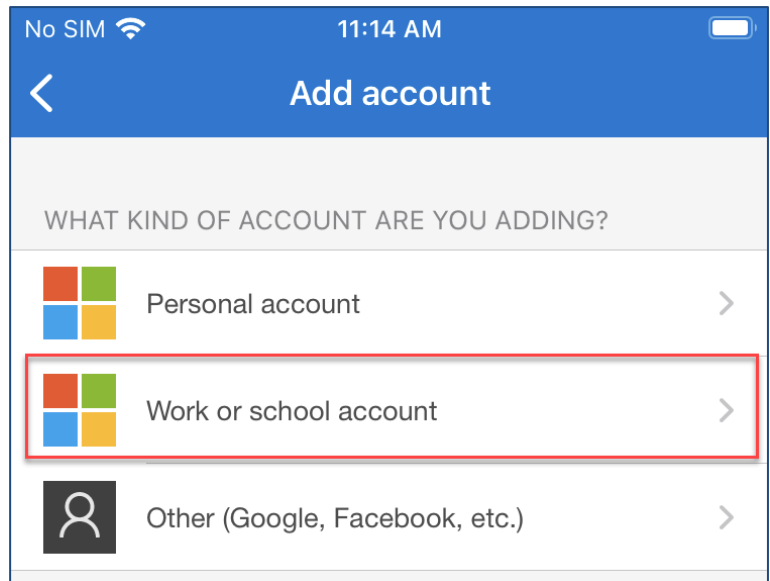   *(?) Authenticator locked? Unlock your mobile device before proceeding.*
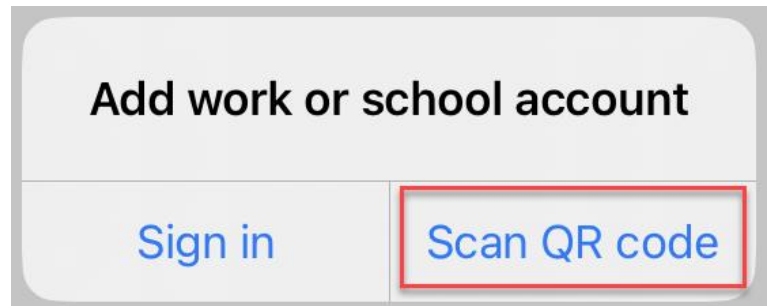
2. Tap **Continue**.

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

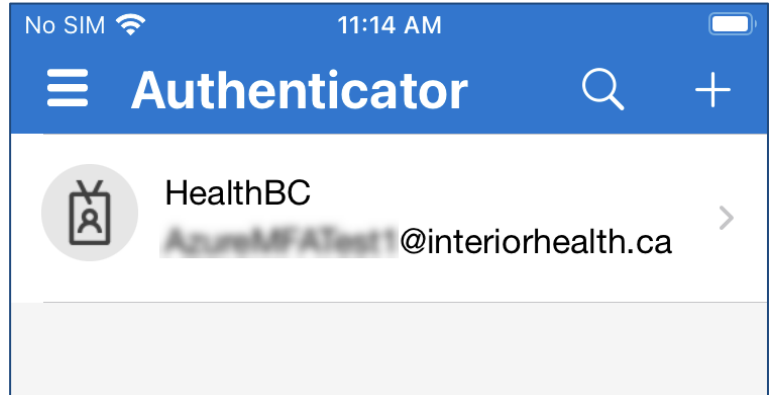4. Tap **Scan QR Code**. Point your phone at the QR Code on your computer.

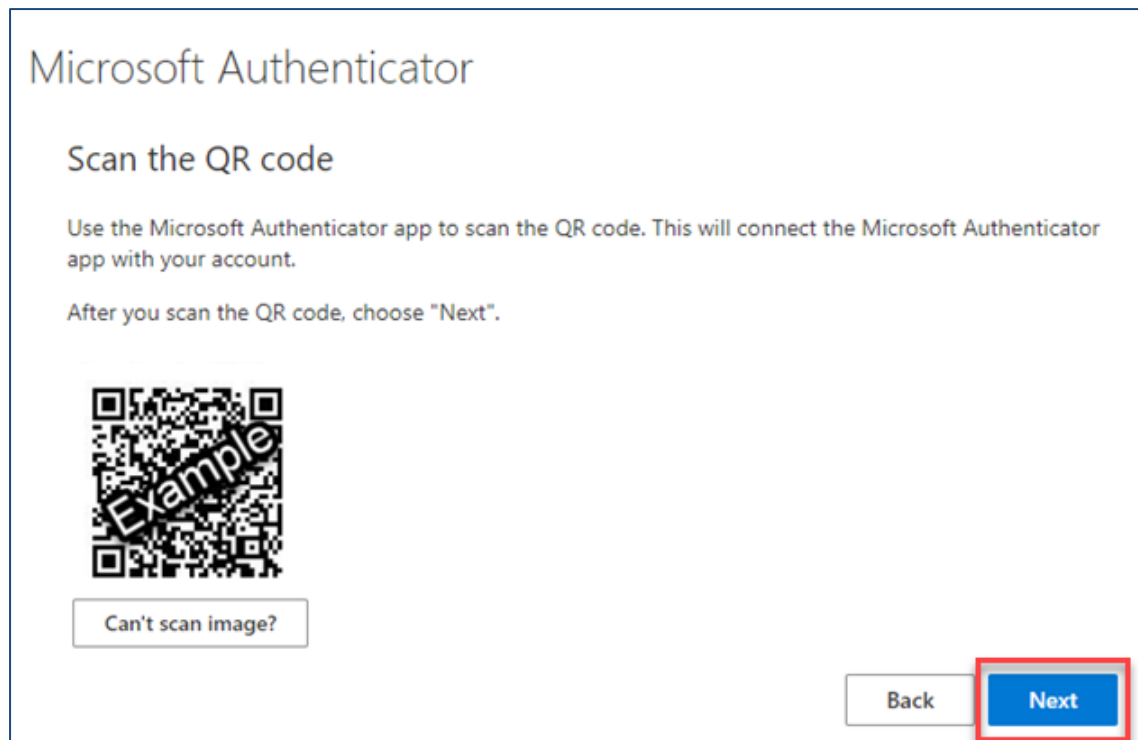   Note: The QR code found in this guide is an Example only and will not work for registration.

5. **Verify** your account is listed under HealthBC in the Microsoft Authenticator App.

6. In your browser, click **Next**.

7. You will be presented with a **2-digit code**. Your mobile device will receive a prompt momentarily. Tap on the prompt.
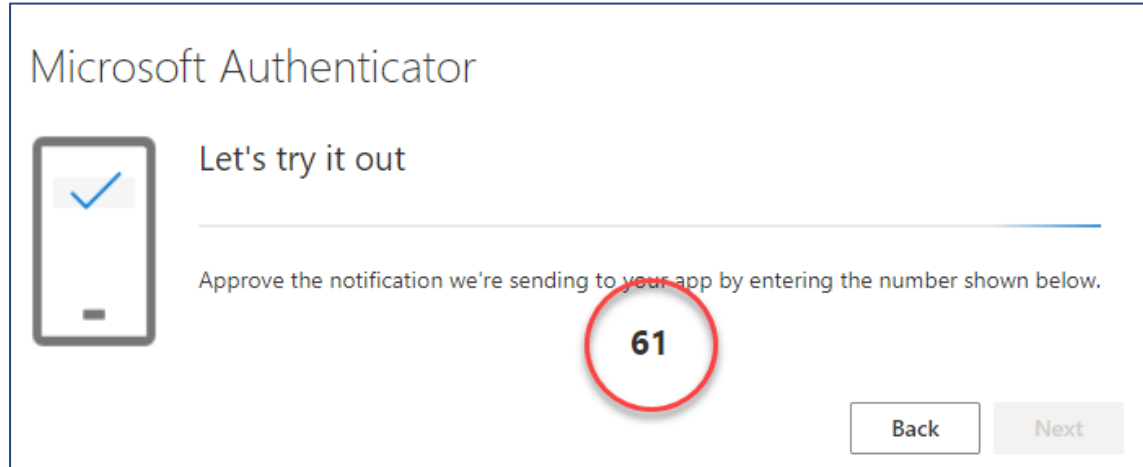
8. On your mobile device, enter the **2-digit code** from the previous step then tap **Yes**.
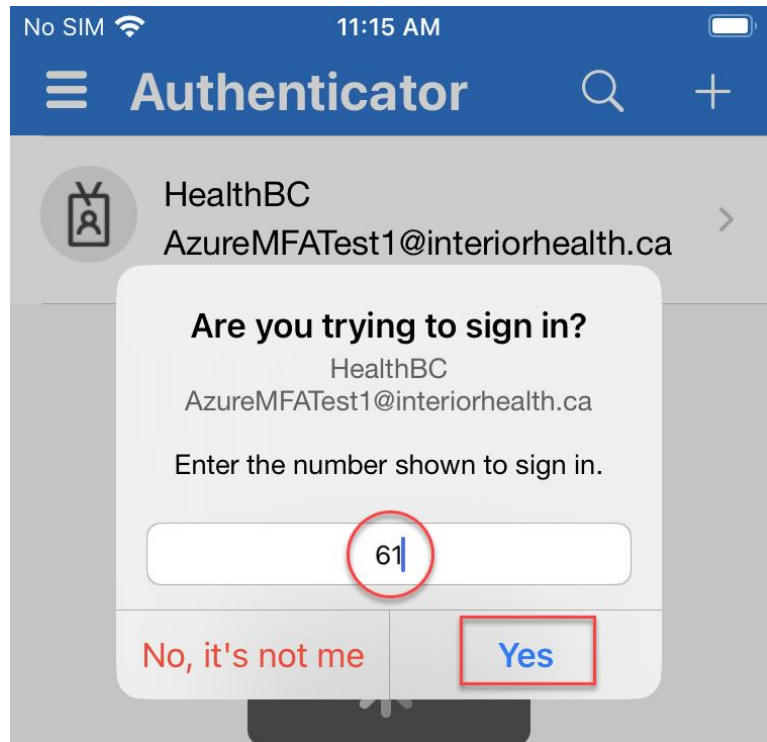
9. In your browser, click **Next**.
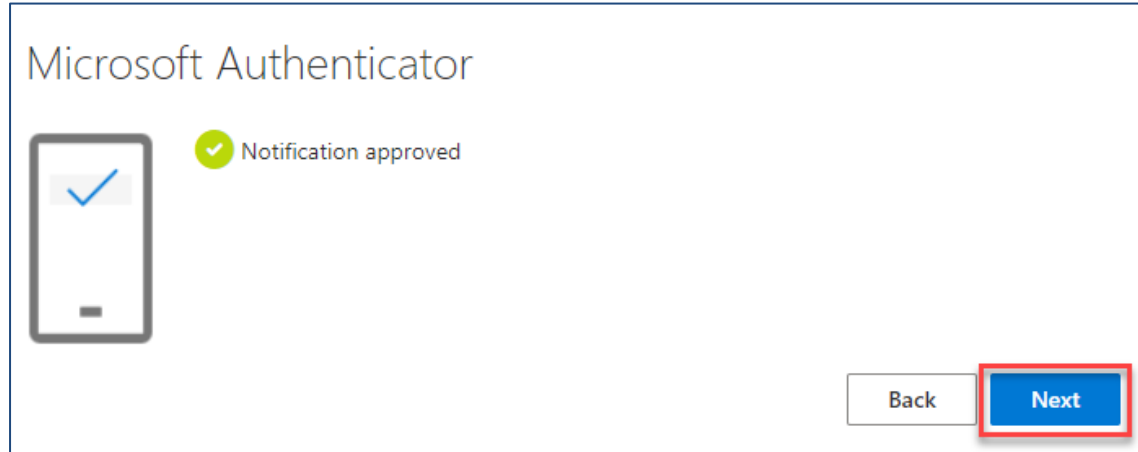
10. Click **Done**.

   Important: This step must be completed for the MFA registration process to succeed.

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

   Your setup is now complete!

Multi-Factor Authentication (MFA)
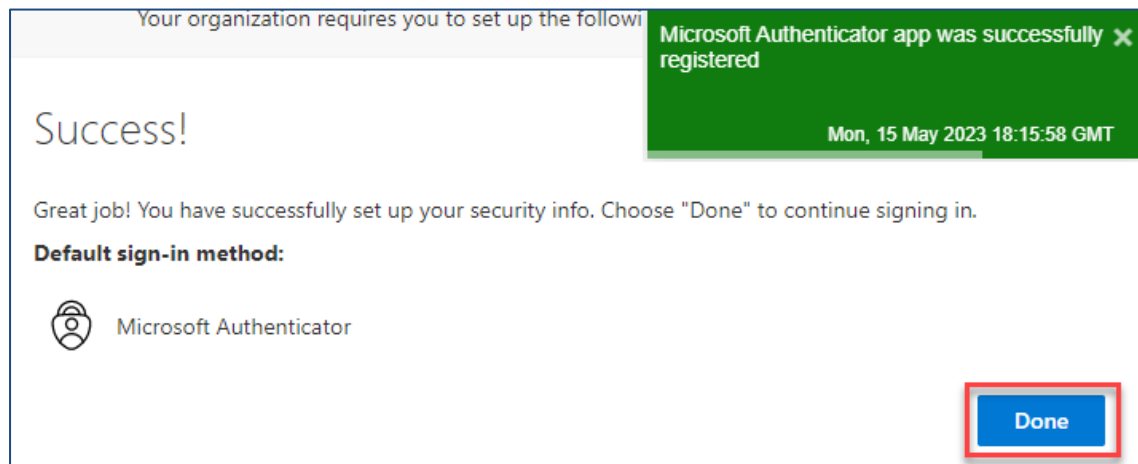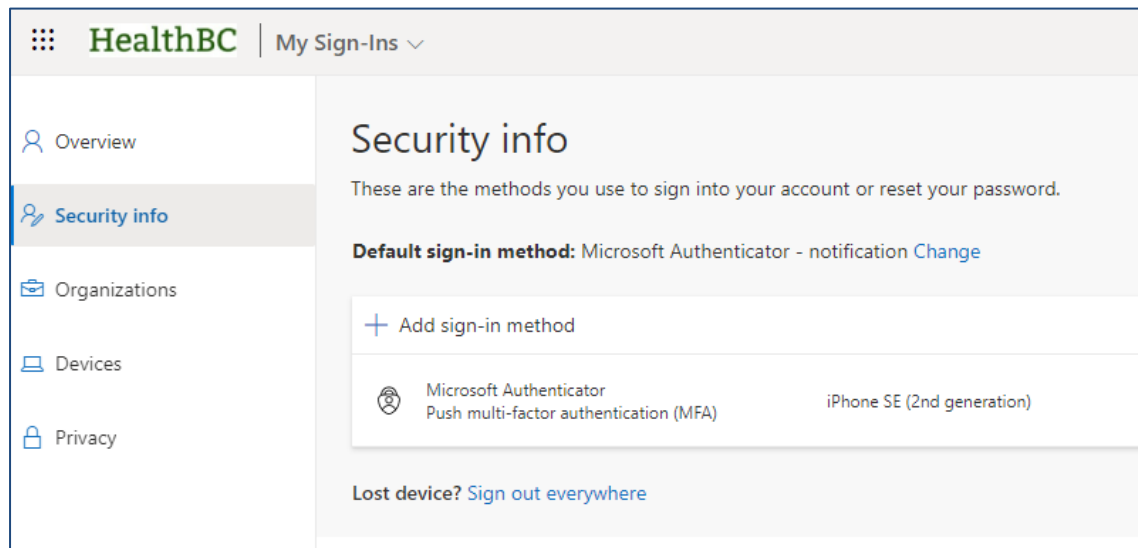## Partner Setup Guide

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.
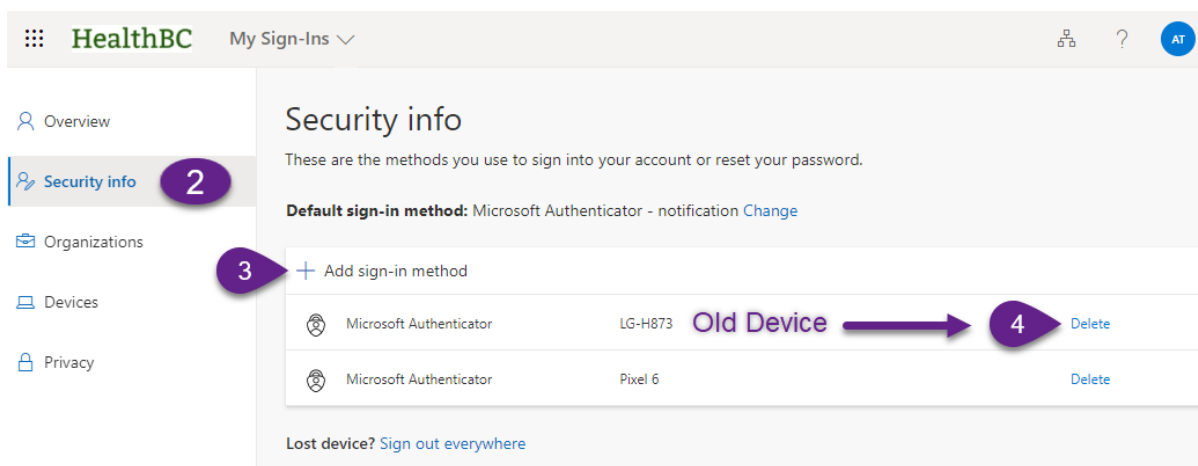
2. Select **Security Info**

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.

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.

Note: Interior Health is not responsible for Apple products. All Apple product troubleshooting is performed by Apple Inc.

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

Appendix C

Temporary Access Pass (TAP)

If you are not able to access IH Anywhere using the Legacy Two-Factor Authentication method, 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 Section 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 on your computer.

4. Enter your **IH email address** (or username@interiorhealth.ca) 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 Section 2.

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