

HOW TO SET UP MULTI-FACTOR AUTHENTICATION (MFA) AND SELF-SERVICE PASSWORD RESET (SSPR)

- 1. Launch web browser (Chrome, Edge, Safari, etc.) and go to https://aka.ms/mfasetup Note: You do not need to be logged into a Health Authority network to access this link.
- 2. Once logged in successfully, you may be asked whether you would like to Stay signed in? Select Yes or No based on your preference.
- 3. You will see a More information required, select Next.
- 4. You will be redirected to Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR) set up, select Next.

	Keep your a	ccount secure
You	ur organization requires you to set up th	e following methods of proving who you are.
	Method	1 of 2: App
	App	2 Ouestions
Microso	oft Authenticator Set up your account If prompted, allow notifications. The	n add an account, and select "Work or school". Back

Multi-Factor Authentication (MFA)

Health Care

How you want to be treated.

5. With your mobile device, open or download the **Microsoft Authenticator** application from the app store on your device. Android:

iPhone:



Services Authority

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7. Select "Work or school account" and "Scan QR code"

Add account		← Add account	
		What kind of account are you adding?	
WHAT KIND OF ACCOUNT ARE YOU ADDING?		Personal account	i
Personal account	>	Work or school account	í
Work or school account	>	Other account (Google, Facebook, etc.)	i
Other (Google, Facebook, etc.)	>		
		Add work or school account	
		Scan a QR code	
Add work or school account	_	Sign in	
Sign in Scan QR code		CAN	ICEL

- 8. **Scan the QR code** on your browser with the Microsoft Authenticator app on your phone and select **Next** on the web browser
- 9. Approve the notification on the Microsoft Authenticator app.

Self-Service Password Reset (SSPR)

- 10. On your web browser, from the Choose a method drop-down, select Security questions
- 11. Select one of the 18 questions from the drop-down list and provide your answer.

You will need to complete 5 different questions, answers are not case sensitive

Recommendation: Pick questions that only YOU know the answer to, preferably single word answers for ease of recall.

12. You will see the **Success!** page, confirming that you are now set up for MFA and SSPR! Select **Done** to continue signing in.

Need more help? The Service Desk is attended 24 hours a day, 7 days a week: PHSA: (604) 675-4299 | Toll-free: 1-888-675-4299 VCH/PHC: (604) 875-4334 | Toll-free: 1-888-875-4334







