# imits

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.**
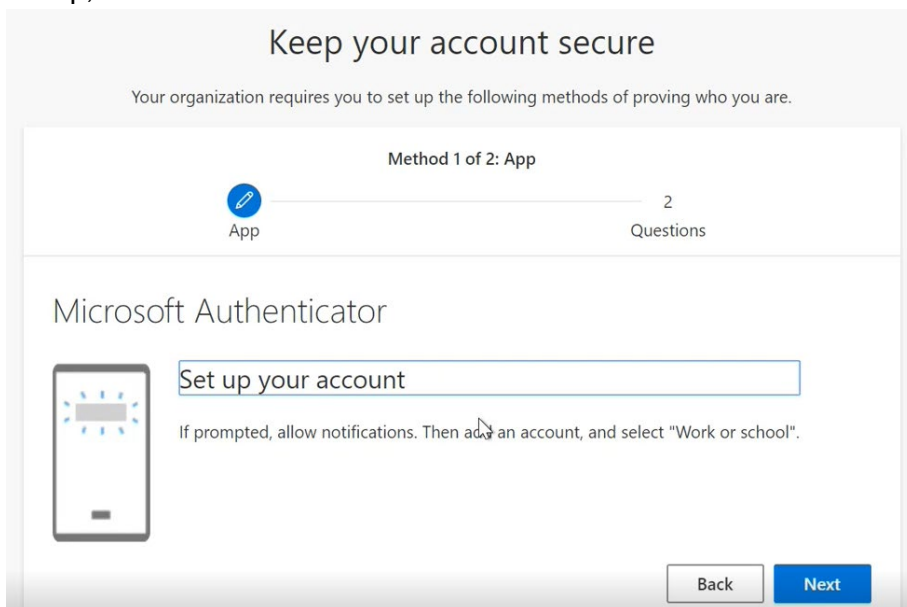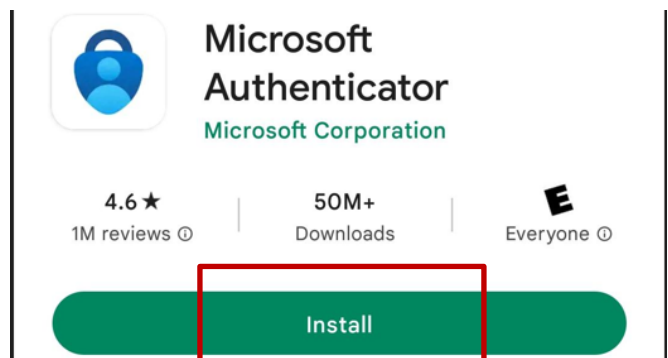

Multi-Factor Authentication (MFA)

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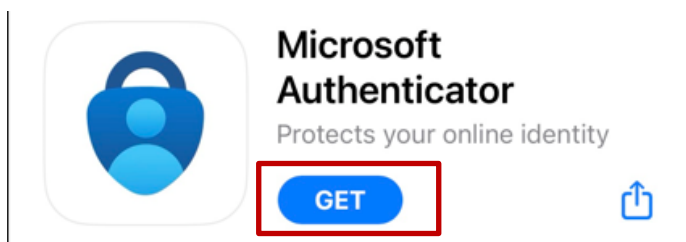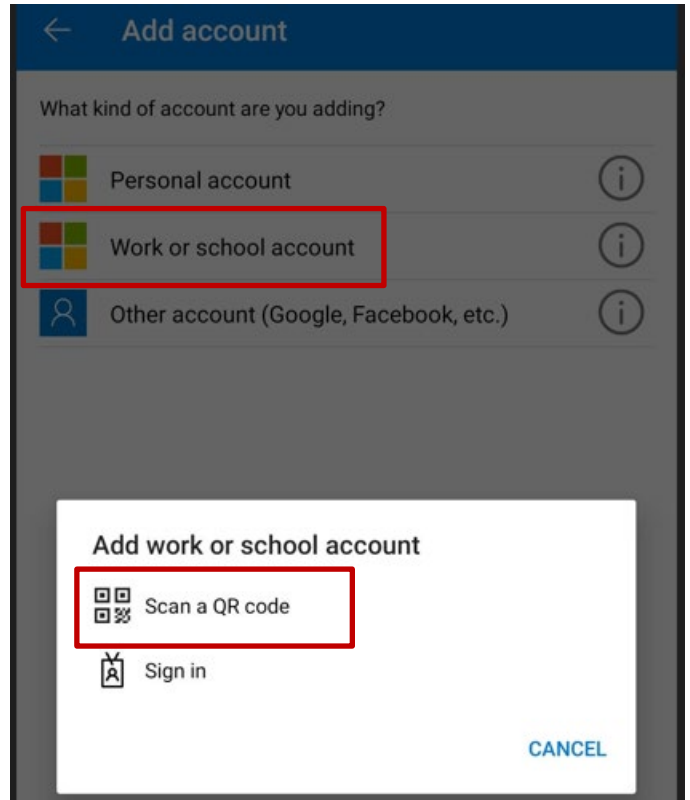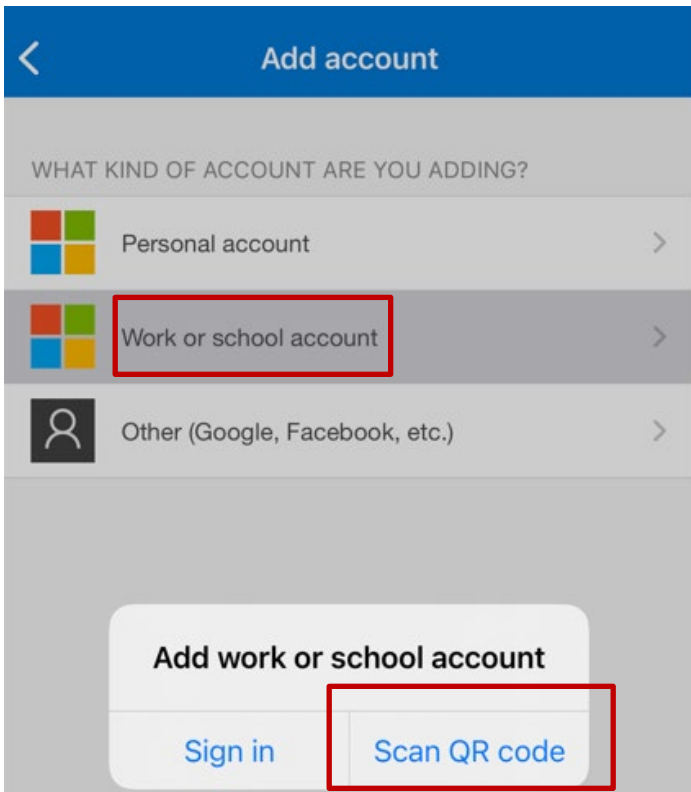
iPhone: Android:

6. Click the + button on the top right

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

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