

Multi-Factor Authentication (MFA) Setup Using ONLY your Mobile Device

Includes iOS, Android, Windows mobile – screenshots may differ between devices and mobile operating systems

Step 1: Preparing your mobile device and App

1. Close all other apps before you start!

2. Is the **Microsoft Authenticator** app installed on your mobile device?



No - and you're using a *corporate iOS device*, call the [Service Desk](#) at 1.877.563.3152 | Local 18777 and request IM/IT push the app to the device



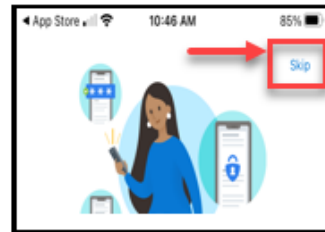
No - and you're using a *personally owned device*, go to the **app store** and install the Microsoft Authenticator app



3. **Open the Microsoft Authenticator app** and *Accept* the following if prompted:

- Privacy message
- Update message

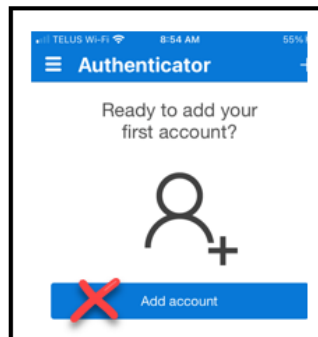
4. From the top right, click on **Skip**



5. You should now see this screen

DO NOT click on Add account!

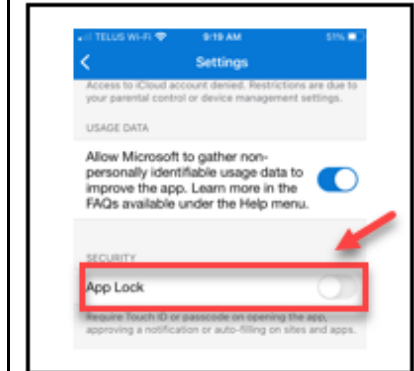
If you don't see this screen, close the app then re-open the app before you continue



6. Next ensure that the **App Lock Setting is off** (it can be turned back on later)

- Open the Microsoft Authenticator app **Settings** (*Tip: to find the app Settings menu, click on the three lines at top left of iOS devices; or 3 dots at top right of Android devices*)
- Look for the **App Lock** switch
 - If the switch is greyed out, the App Lock is off. **No action required**
 - If the App Lock switch is on, you need to **switch it off to the greyed out position**

Note: If you do need to change the App Lock setting, it will challenge you for the device **Screen Lock** (i.e. Device PIN or Password, Fingerprint, Facial recognition)



7. **CLOSE the Microsoft Authenticator app before you continue**

8. You're now ready to go to [Step 2: Add the MFA device to your Security Info Profile](#)



Step 2: Adding a MFA device to your Security Info Profile

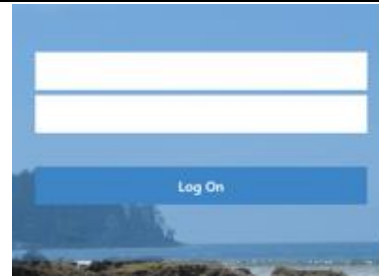
- Are you adding your first MFA device? Then continue with the instructions below
- Are you adding a second/backup MFA device? Then skip to: [How to add an additional MFA device to your Security Info Profile](#)

On the same Mobile Device that you prepared in Step 1:

- Open any browser (Safari, Chrome, etc.)
- Type in the URL:
<https://mfasetup.viha.ca>

Note:
Do not close this webpage until all the following steps are completed or you will have to start over!

- This will take you to the **Island Health Log On** prompt
- Log on with your usual **Island Health Username and Password**



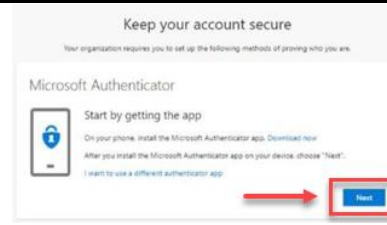
Once logged in successfully, you should see a **More information required** screen

- Click **Next**

Note: If you don't see this screen, see [Troubleshooting](#)

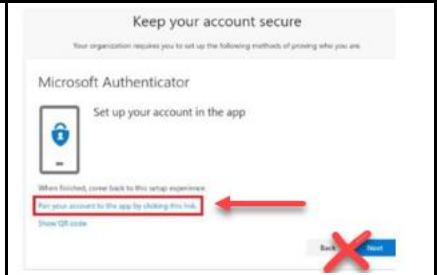


- The next screen will advise you to **Start by getting the app**. You have already ensured that you have the app in **Step 1**, so simply click **Next**



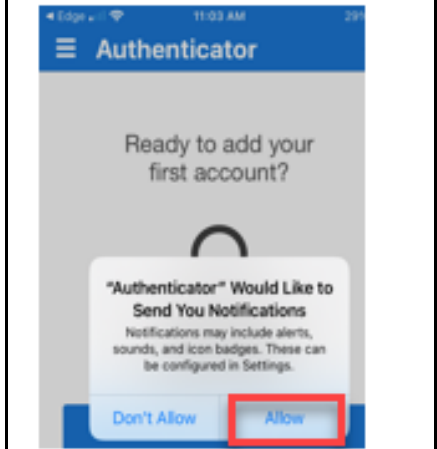
Pair your Account to the App on your Device

- On the next screen
DO NOT click Next!
- Look for **Pair your account to the app by clicking this link** and click on the link to open it



- The Microsoft Authenticator app will prompt you to open it (or it may open automatically). **Ensure the app opens**
- The app will prompt you to **Allow** notifications

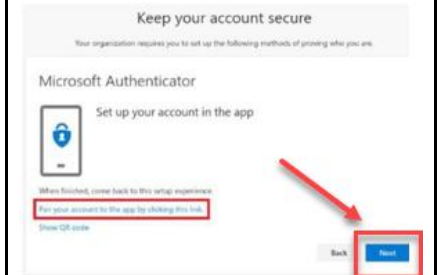
You must select Allow

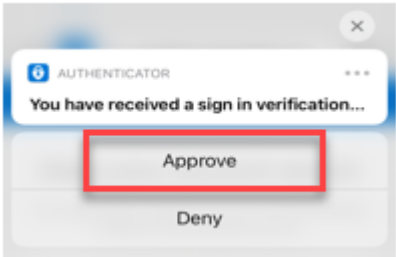
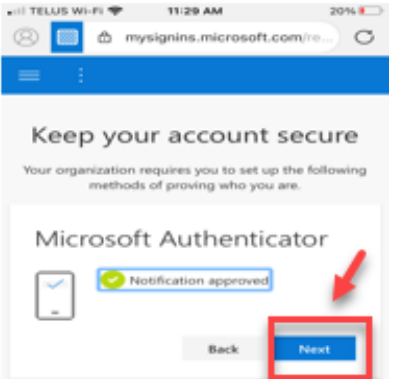
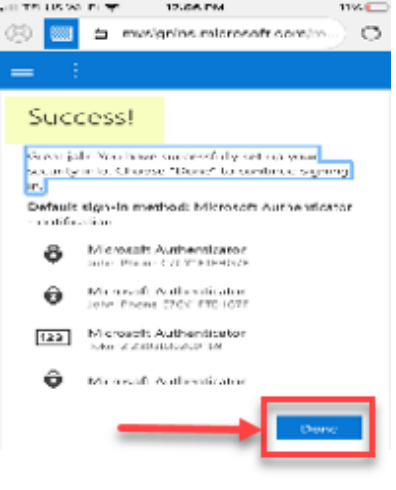


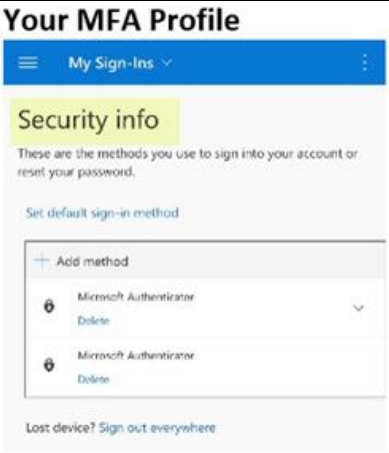
- You should now see the new **HealthBC** account
- CLOSE** the Microsoft Authenticator app




- Go back to the **MFA Profile web page**
- Click on **Next**



<p>15. You should immediately receive a Sign in verification notification</p> <p>16. Hold your finger on the Notification until you see Approve/Deny</p> <p>17. Click Approve</p> <p>Note 1: If you miss this notification, open the authenticator app and the Approve/Deny option will appear there. Click Approve</p> <p>Note 2: If you are unable to select Approve, see Troubleshooting</p>	
<p>18. Go back to the <i>MFA Profile web page</i> in your still-open browser session, and notice the Notification approved message</p> <p>19. Click on Next</p>	
<p>20. At the Success! screen click Done</p> <p>Note: You will NOT see this Success! Screen when you're adding an <i>additional MFA device</i> to your MFA profile</p>	

<p>Congratulations!</p> <p>21. You have completed your MFA setup and should be looking at your MFA profile Security info page</p> <p>22. Please CLOSE all apps again</p>	
<p>Tip: Keep your MFA device(s) handy when remotely logging into Island Health whenever your <i>Island Health Username and Password</i> is required</p>	

<p>How to add an <u>additional</u> MFA device to your Security Info Profile</p> <p>Note: You may add up to a maximum of <u>five</u> MFA devices</p>	
<ol style="list-style-type: none"> 1. On the <u>additional mobile device</u> start by following all of the same preparation steps as specified above under Step 1: Preparing your mobile device and App 2. ONLY after completing everything under Step 1, return to the next instructions 	
<ol style="list-style-type: none"> 3. Still on the <u>additional mobile device</u> open any browser (Safari, Chrome, etc.) 4. Type in the URL: <u>https://mfasetup.viha.ca</u> 	

5. This will take you to the **Island Health Log On** prompt

6. Log on with your usual **Island Health Username and Password**



7. Once logged in successfully, you should see an **Approve Sign in request** screen

8. **Approve** the sign in request using **one of your previously authenticated MFA devices**

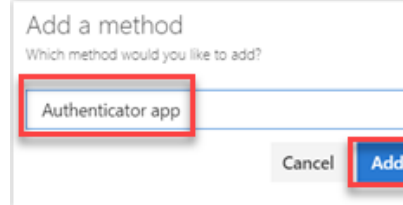


9. Back on your **new additional device**, it should be showing the **Security info** page

10. Click on **Add method**



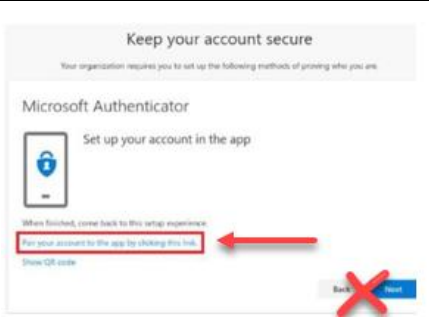
11. Choose **Authenticator app** and click on **Add**

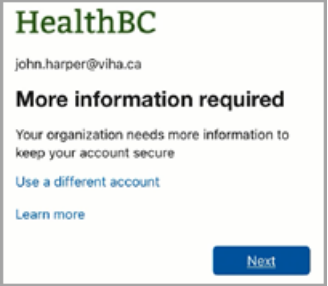


12. You should now see the **Keep your account secure** screen

DO NOT click Next!

13. Follow the instructions under **Step 2** above starting at **Pair your Account to the App on your Device** to complete the setup of your additional MFA device



Troubleshooting	
Issue	Solution
<p>I don't see the More information required screen, what should I do?</p> 	<ul style="list-style-type: none"> If this is this is the <i>first MFA device</i> you are trying to add, call the Service Desk at 1.877.563.3152 Local 18777 and request they <u>Reset Your MFA Profile</u> If this is an <i>additional MFA device</i> you are trying to add, go to How to add an additional MFA device to your Security Info Profile
<p>I'm unable to select approve on the Approve/Deny Notification</p>	<ul style="list-style-type: none"> Check your Authenticator App "App lock" Settings – sometimes this can get turned back on during the setup process Ensure it is in the switched off (greyed out) position

<p>I don't see the "Allow notifications" prompt, and/or I don't receive notifications</p>	<ul style="list-style-type: none">You may not have successfully "Allowed notifications" when prompted. Best practice is:<ol style="list-style-type: none">For Corporate iOS devices: please call the Service Desk for supportFor Personally owned devices: 1) Un-install the app 2) Re-install the app 3) Begin again at Step 1: Preparing your mobile device and App
<p>I received one of the following errors:</p> <ul style="list-style-type: none">Activation errorCan't add Account at this time	<p>Check your Network speed and availability – ensure your mobile MFA device has more than 1 Bar of cellular service. If it doesn't:</p> <ul style="list-style-type: none">Connect your mobile device to WiFi if availableTry later when cellular service has improved