



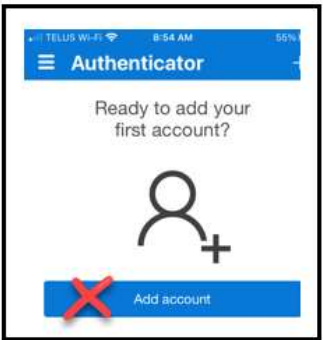


## Multi-Factor Authentication (MFA) and Self-Serve Password Reset (SSPR) Setup Using ONLY your Mobile Device

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

Step 1: Preparing your mobile device and App	
1. <u>Close all other apps</u> before you start!	
2. Is the <b>Microsoft Authenticator app</b> installed on your mobile device?	
<b>No</b> - and you're using a <i>corporate iOS device</i> , call the <a href="#">Service Desk</a> at 1.877.563.3152   Local 18777 and request IM/IT push the app to the device	
<b>No</b> - and you're using a <i>personally owned device</i> , go to the <b>app store</b> and <u>install</u> the Microsoft Authenticator app	
3. <b>Open the Microsoft Authenticator app</b> and <i>Accept</i> the following if prompted: <ul style="list-style-type: none"> <li>• Privacy message</li> <li>• Update message</li> </ul>	
4. From the top right, click on <b>Skip</b>	
5. You should now see this screen  <div style="border: 2px solid red; padding: 5px; display: inline-block; color: red; font-weight: bold;">DO NOT click on <i>Add account!</i></div>  <i>If you don't see this screen, close the app then re-open the app before you continue</i>	

- 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)
- CLOSE the Microsoft Authenticator app before you continue**
- 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.islandhealth.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
- Enter your usual **Island Health Username and Password**



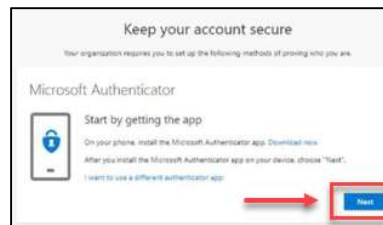
Once logged in successfully, you should see a **More information required** screen

- 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**



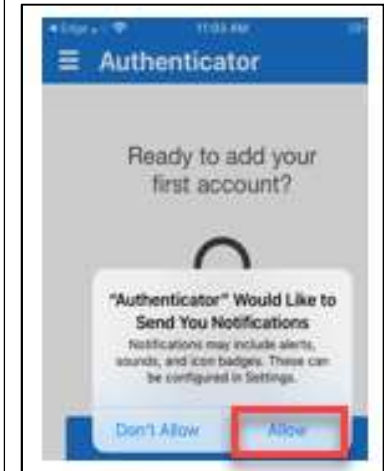
## Pair your Account to the App on your Device

- 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**



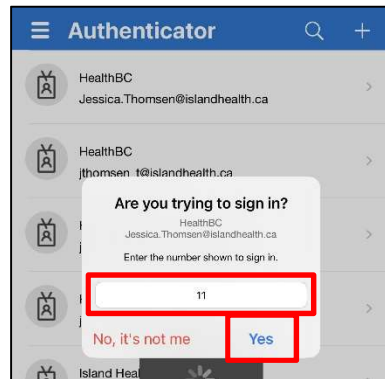
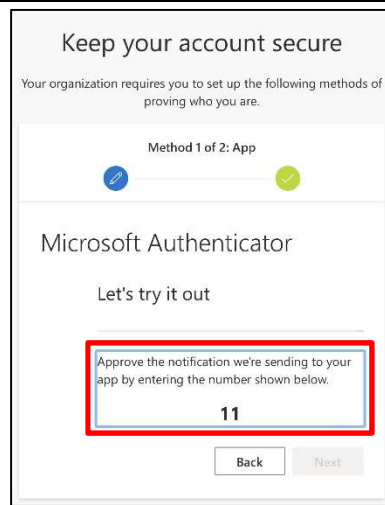
- You should now see the new **HealthBC** account
- CLOSE** the Microsoft Authenticator app



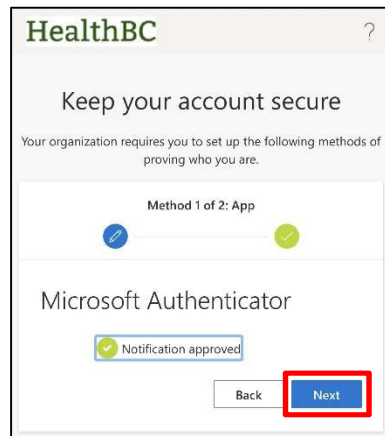
- Go back to the **MFA web page**
- Click on **Next**



15. You should immediately receive a **Sign in verification** notification on your MFA device, and you will see a **2-digit** number appear on the screen.
16. Open the authenticator app, enter the 2-digit number in the provided box, and select **Yes** to approve the request.



17. Go back to the *MFA web page* in your still-open browser session, and notice the **Notification approved** message
18. Click on **Next**



## Self-Serve Password Reset (SSPR) Setup

19. Select one of the 18 questions from the drop down list, and enter your answer
20. **You will need to complete 5 different questions**
21. When you have completed all 5, click **Done**

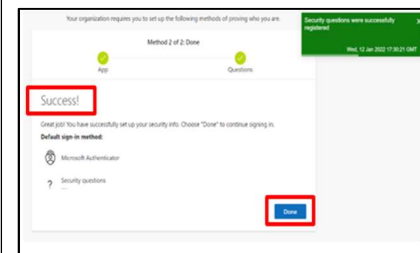
*Recommendation:* try to pick questions that only YOU know the answer to, preferably with a single word answer for ease of recall



**Note:** Answers are **NOT** case sensitive, i.e. even if you use capitals in your answer, you will not need to use them when challenged

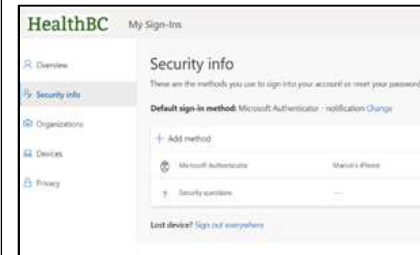
22. At the **Success!** screen click **Done**

**Note:** You will NOT see this **Success!** Screen when you're adding an *additional MFA device* to your MFA Security info profile



## Congratulations!

23. You have completed your MFA and SSPR setup and should be looking at your **MFA Security info Profile** page
  24. Please **CLOSE** all apps again
- For more information about SSPR, please see the [Self-Serve Password Reset \(SSPR\) User Guide](#)



**Tip:** Keep your MFA device(s) handy when remotely logging into Island Health whenever your *Island Health Username and Password* is required

## How to add an additional MFA device to your *MFA Security info Profile*

**Note:** You may add up to a maximum of five MFA devices

1. **On the additional mobile device** 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



3. **Still on the additional mobile device** open any browser (Safari, Chrome, etc.)
4. Type in the URL:  
<https://mfasetup.islandhealth.ca>

5. This will take you to the **Island Health Log On** prompt
6. Enter your usual **Island Health Username and Password**



7. Once you have entered your credentials successfully, you should see an **Approve Sign in request** screen with a **2-digit number**.

**HealthBC**

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### Approve sign in request

- Open your Authenticator app, and enter the number shown to sign in.

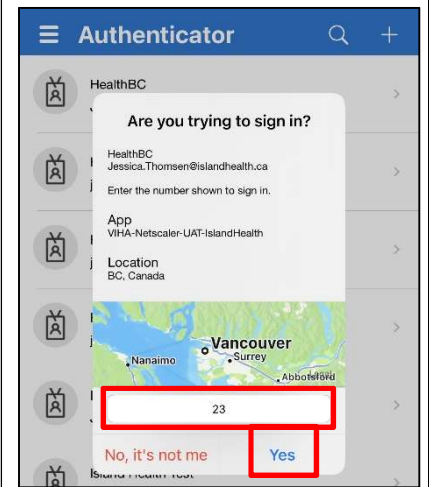
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No numbers in your app? Make sure to upgrade to the latest version.

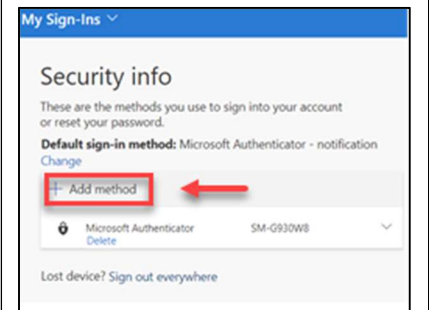
[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

8. **Approve** the sign in request using **one of your previously authenticated MFA devices** by entering the 2-digit number into the Authenticator app.



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 <b>More information required</b> screen, what should I do?</p> 	<ul style="list-style-type: none"> <li>• If this is this is the <i>first MFA device</i> you are trying to add, call the <a href="#">Service Desk</a> at 1.877.563.3152   Local 18777 and request they <u>Reset Your MFA Profile</u></li> <li>• If this is an <i>additional</i> MFA device you are trying to add, go to <a href="#">How to add an additional MFA device to your Security Info Profile</a></li> </ul>
<p>I'm unable to select <b>approve</b> on the <b>Approve/Deny</b> Notification</p>	<ul style="list-style-type: none"> <li>• <a href="#">Check your Authenticator App "App lock" Settings</a> – sometimes this can get turned back on during the setup process</li> <li>• <b>Ensure it is in the switched off (greyed out)</b> position</li> </ul>
<p>I don't see the <b>"Allow notifications"</b> prompt, and/or I don't receive notifications</p>	<ul style="list-style-type: none"> <li>• You may not have successfully <b>"Allowed notifications"</b> when prompted. Best practice is: <ol style="list-style-type: none"> <li>1. For Corporate iOS devices: please call the <a href="#">Service Desk</a> for support</li> <li>2. For Personally owned devices: 1) Un-install the app 2) Re-install the app 3) Begin again at <a href="#">Step 1: Preparing your mobile device and App</a></li> </ol> </li> </ul>

Troubleshooting	
Issue	Solution
<p>I received one of the following errors:</p> <ul style="list-style-type: none"> <li>• Activation error</li> <li>• Can't add Account at this time</li> </ul>	<p>Check your <b>Network speed and availability</b> – ensure your mobile MFA device has <b>more than 1 Bar of cellular service</b>. If it doesn't:</p> <ul style="list-style-type: none"> <li>• Connect your mobile device to WiFi if available</li> <li>• Try later when cellular service has improved</li> </ul>