

Welcome to Multi-Factor Authentication (MFA)

Note: Please complete all steps of this process, or your progress will not be saved, and you will have to restart from the beginning.

Use the device that you want to add as **your 2nd Factor device**.

Step 1: Install Microsoft Authenticator

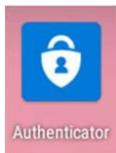
1. Open the App Store/Play Store
2. Search for and tap on **Microsoft Authenticator**



3. Tap **Get** or **Install**



4. Once the app is installed it can be opened from the icon on the home screen



Now you can continue to add your MFA device.

Step 2: Add Your MFA Device

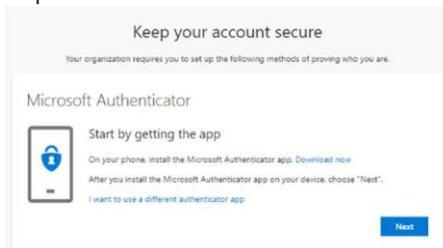
1. On the device you want to add, navigate to <http://mfasetup.viha.ca>

Note: The https version of this page does not work, and will return an **http 1.1** error. If this occurs, ensure you are using **http**, not **https**.

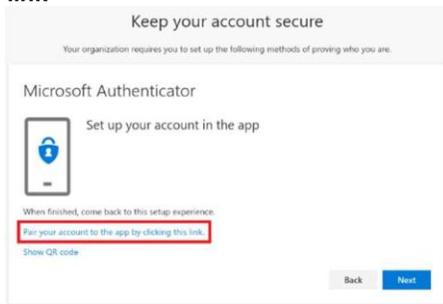
2. Log in with your **Island Health** username and password
3. You will see a screen saying *More information required*. Tap **Next**



4. Tap on **Next**

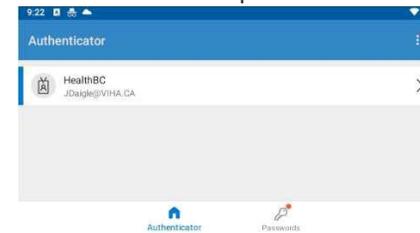


5. Tap **Pair your account to the app by clicking this link**



*If you are in an incognito window you will be prompted to stay or leave. Tap **Leave***

6. The account will be automatically added, and Authenticator will open



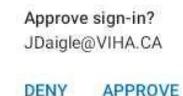
Step 3: Save Your Setup: Approve first Notification!



In the Authenticator App you may be asked to enable **App Lock**, which will require your passcode, fingerprint, or facial recognition every time you receive an approval request. *This is not necessary, so we suggest tapping **No***. This can be changed later in the Settings.

You may also be asked to enable notifications, if so click **Allow**

1. Switch back to your web browser, and click **Next**
2. You will receive a notification asking you to approve the login, tap **Approve**



3. Tap **Next** then **Done**

Optional: Adding Additional Devices

Note: You may add a maximum of five devices

You can add more than once device to your MFA profile. When you receive an MFA prompt, all of your devices will receive it.

This can be very useful if your primary device is unavailable for any reason.

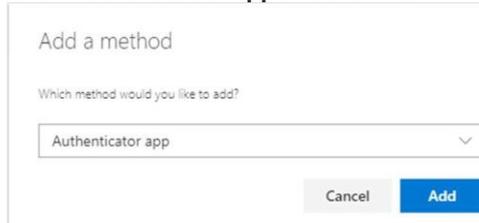
1. On the device you want to add, navigate to <http://mfasetup.viha.ca>

Note: The https version of this page does not work, and will return an **http 1.1** error. If this occurs, ensure you are using http, not https.

2. Log in with your **Island Health** username and password
3. Click **Add method**



4. Click **Authenticator App** and click **Add**



5. Skip to step 4 under the **Adding Your MFA Device** section on page 1

Please refer to the FAQs for other options to login

https://intranet.islandhealth.ca/departments/imit/servicedesk/online_help/access/Pages/acc_mfa.aspx#your_faqs