

# Multi-Factor Authentication (MFA) Setup for Mobile Devices

Includes iOS, Android – screenshots may differ between devices

## 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?



- If **NO** and you're using a corporate device, call the Service Desk at **1.877.563.3152** or Local **18777** and request IM/IT push the app to the device
- If **NO** and you're using a personally owned device, go to the app store and install the **Microsoft Authenticator** app

- If **YES** open the **Microsoft Authenticator** app and Accept the following:

- Accept the **privacy** message
- Accept the **update** if asked



- From the top right select **Skip**
- You should now see this screen on your phone
- If you don't see this screen, close the app then re-open the app before you continue.



**DO NOT click on Add Account!**

3. **Ensure app lock is off** (it can be turned back on later)

- Select the **three bars** on the top left side of the screen.
- Select **Settings**
- Look for **App Lock** switch
  - If the switch is **greyed out**, the app lock is off. No action required
  - If app lock 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** (Device PIN|Device Password|Fingerprint|Facial recognition)

4. **Please CLOSE** the Authenticator app before you continue! You're now ready to go to **Step 2: Add the MFA device to your profile**

If you are adding an **additional** MFA device to your profile please skip to: [How to add an additional MFA device to your profile](https://mfasetup.viha.ca)

## Step 2: Add an MFA device to your profile

1. Open a browser on the mobile device (Safari, Chrome...) and go to the webpage <https://mfasetup.viha.ca>

**\*\*\*\* Do not close this webpage until all the following steps are completed or you will have to start over \*\*\*\***

2. This will take you to the Island Health login page Log in with your usual **Island Health** Username and Password

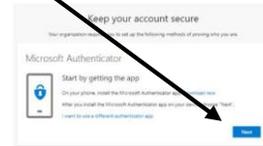
3. Once logged in successfully you should see a **More information required** screen:



If you see this screen, just click **Next**  
If you DON'T see this screen:

- If this is the first MFA device you are trying to add, call the Service Desk at **1.877.563.3152** or Local **18777** and request they **Reset Your Profile**
- If this is an **additional** MFA device you are trying to add, then go to [How to add an additional MFA device to your profile](https://mfasetup.viha.ca)

4. 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**.



5. **On the next screen do NOT click Next!**

Look for the link "**Pair your account...**" and click it to open the link



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

- The app will now prompt you to **Allow** notifications

**\*\*\* You must select Allow \*\*\***



Did you receive a *notification or activation Error*?

If **YES**:

- Corporate devices: please call the Service Desk for support
- Personally owned devices: 1) Un-install the app. 2) Re-install the app. 3) Begin again at **Step 1**

6. You should now see the new Account **HealthBC**



**Please Close** the authenticator app **NOW**

- **Go back** to the MFA Profile webpage in your browser and continue to setup your profile by clicking **Next**



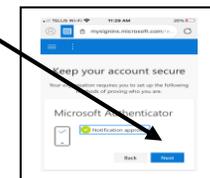
7. You should immediately receive a **Sign in verification** notification



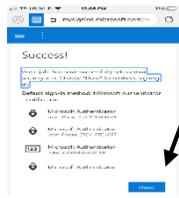
- Hold your finger on the Notification until you see **Approve/Deny**
- Click **Approve**

**Note:** If you miss this notification, open the authenticator app and the **Approve/Deny** option will appear there. Click **Approve**

8. **Go back** to the MFA Profile webpage in your browser to complete your MFA profile setup. Click **Next**

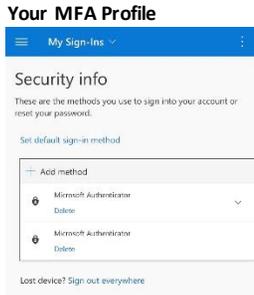


- At the **Success!** screen click **Done**



You will not see this **Success!** screen when you're **adding an additional MFA device** to your profile

- You have completed your setup and should be looking at your **MFA Security info** profile



- Important:** click **Sign out everywhere**



Why? This will ensure that if you choose to practice your MFA sign-in verification, you will receive the MFA challenge.

**Recommendation:** Practice using your MFA device for MFA approvals by opening any browser on any device (or your MFA device), and navigating to the webpage <https://mfasetup.viha.ca>. This site always requires an authenticated device in order to log in.

**Keep your MFA device handy** for use when remotely logging into Island Health whenever your Island Health Username and Password is required.

If you would like to setup an additional MFA device, please see [How to add an additional MFA device to your profile](#)

## How to add an additional MFA device to your profile

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

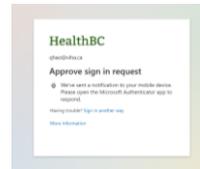
- Start by following all of the same preparation steps as specified above under **Step 1: Preparing your mobile device and App**

**Note:** ONLY after completing **Step 1** above, return to the following instructions

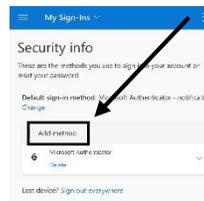
- Open a browser on the **additional** mobile device (Safari, Chrome...) and go to the webpage <https://mfasetup.viha.ca> Log in with your usual **Island Health** Username and Password



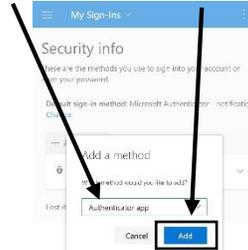
- Once logged in successfully, you will see an **Approve Sign in request** screen



- Approve** the sign in request *using one of your previously authenticated MFA devices*
- Back on your new additional device**, the page will now show the Microsoft **Security info** page. Find and click on **Add method**



- Choose **Authenticator app** and click on **Add**



- You should now see this screen. **Do NOT click Next!**



Go to the **"Pair your account..."** instructions starting at line number 5 under **Step 2: Add an MFA device to your profile** above **to complete the setup** of your additional MFA device.