



Multi Factor Authentication (MFA) Installation Instructions

Before you begin

Install the **Microsoft Authenticator** application from the Apple store (for iPhones) or Google Play store (for Android phones) on your phone.

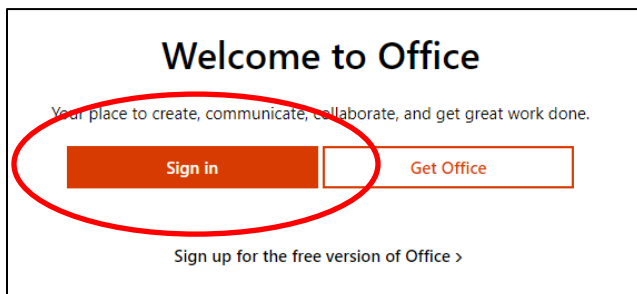
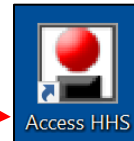


Important to note:

- The **Microsoft Authenticator app** is required, no other apps will work.
- You will need to make sure Microsoft Authenticator allows you to **see locations** in your phone's settings.
- If you are off site, all authentication registration must be done **within Citrix** using Microsoft edge browser. *
- If you do not have a mobile phone, please contact helpdesk@hpsc.ca for support in setting up your MFA.

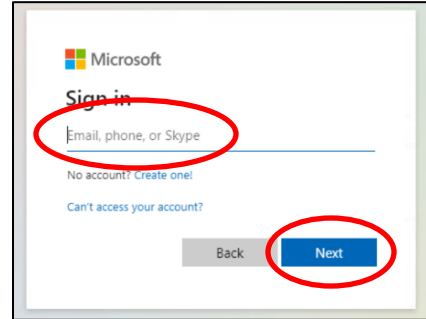
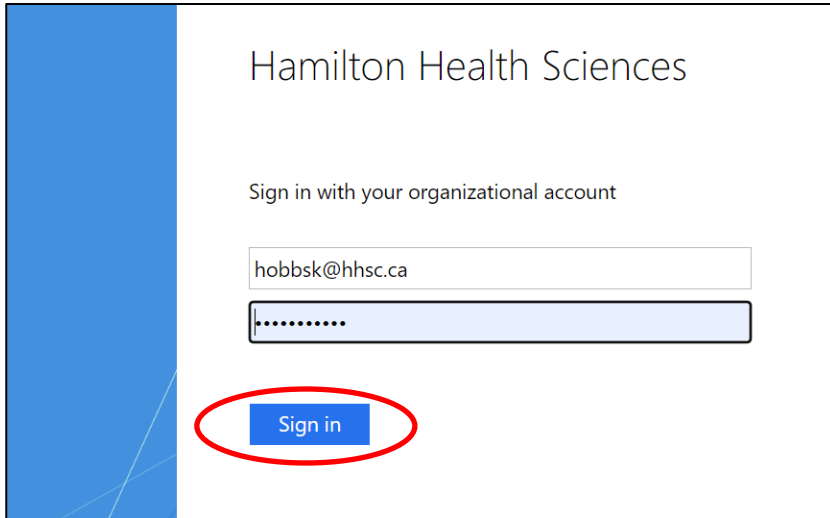
How to install

Open your Microsoft Edge browser on a **desktop or laptop** or in Citrix* using the HHS (Hamilton Health Sciences) access app.



Browse to **office.com** and then select **Sign-in**

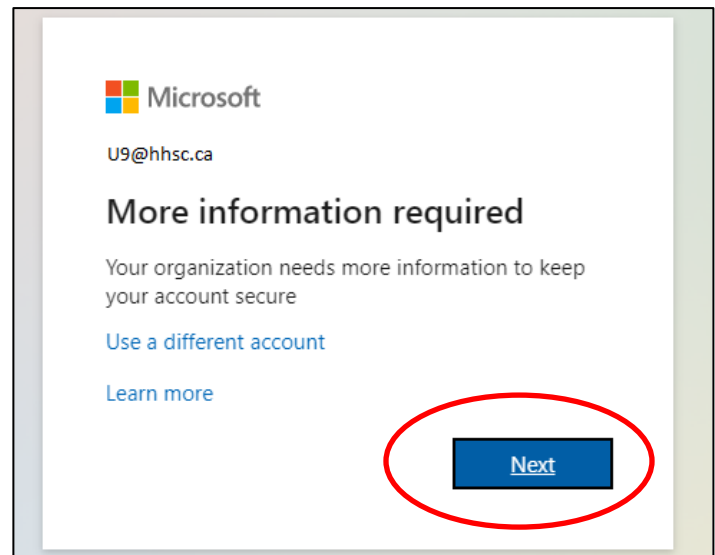
Enter your **HHS email @hhsc.ca** and then click **Next**



The system will automatically redirect your request to the HHSC (Hamilton Health Sciences) domain login page.

Sign-in with your **HHS login credentials**

For your first time signing in, you will be asked to setup MFA – select **Next**

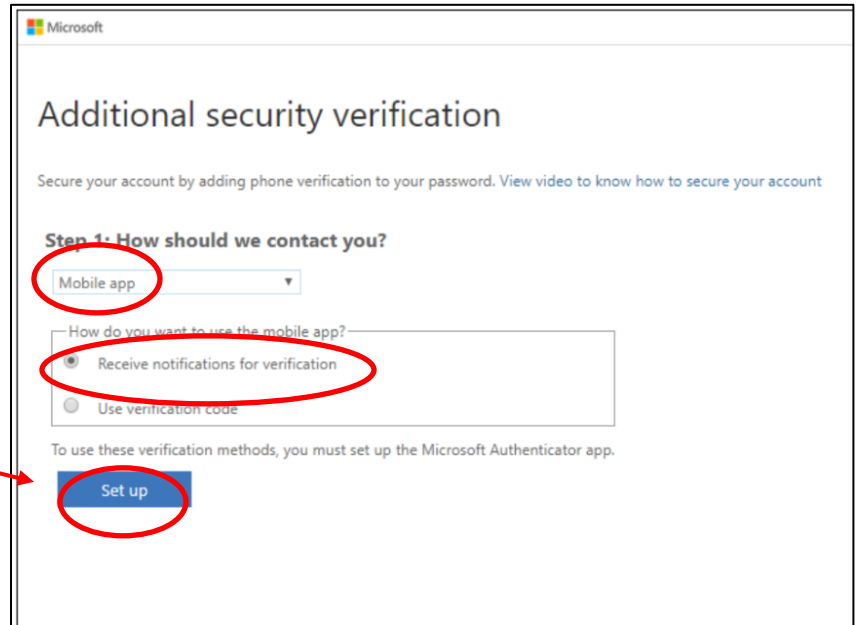


You will be asked to secure your account by adding phone verification.

Make sure the drop-down says **Mobile app**

Select **Receive notifications for verification**

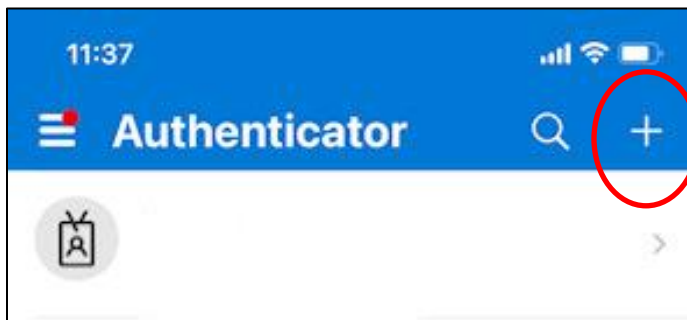
Then click **Set up**



A **QR code** will appear on your desktop/laptop screen – keep this open as you complete the next steps on your mobile phone.

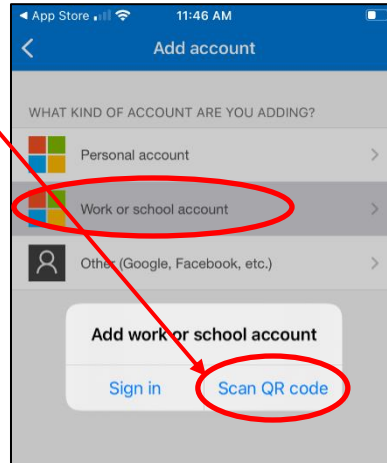
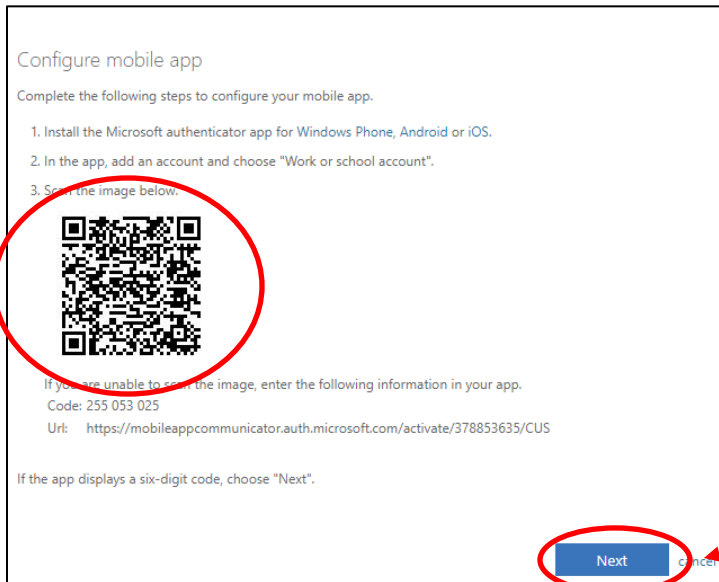
You will receive a notification on your **mobile phone** to **Approve or Deny** logon attempts.

Select **Approve**.



Launch the Microsoft Authenticator on your phone and **click + in the top right corner** to add a new account

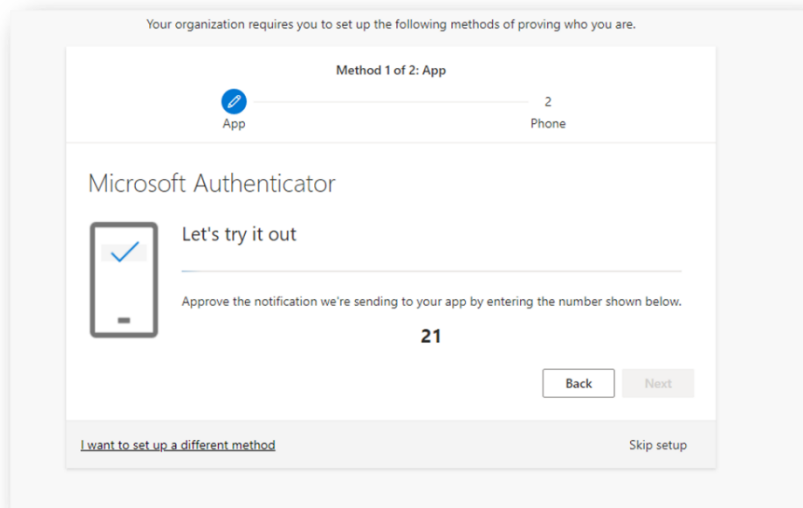
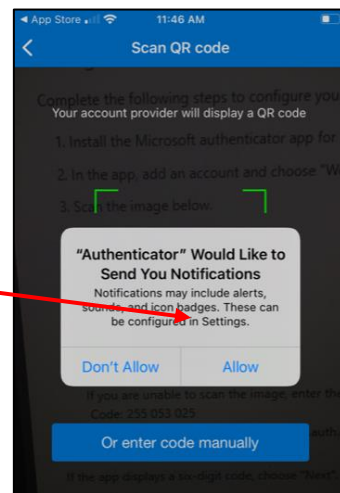
Select **Work/School account** and then select **Scan QR code**



Scan the **QR code** that appeared on your desktop/laptop and select **Next**

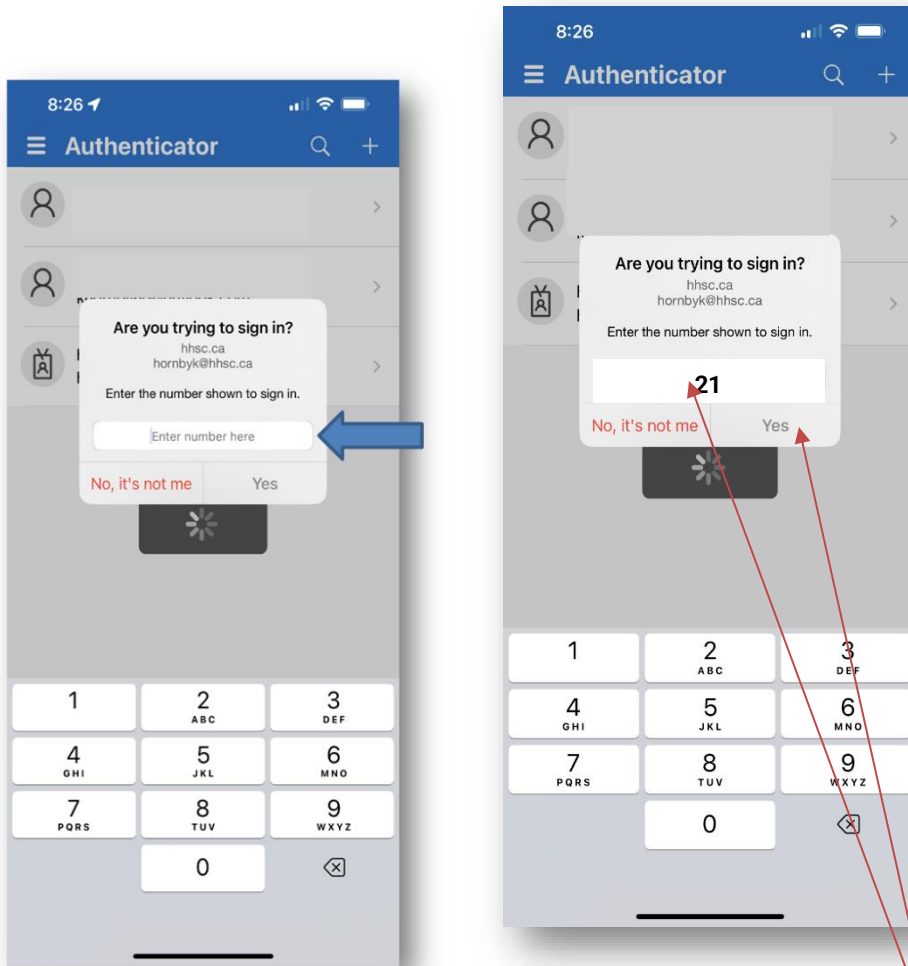
After the account has been added to Microsoft Authenticator, the app may ask you for permission to send you notifications.

Select **Allow**

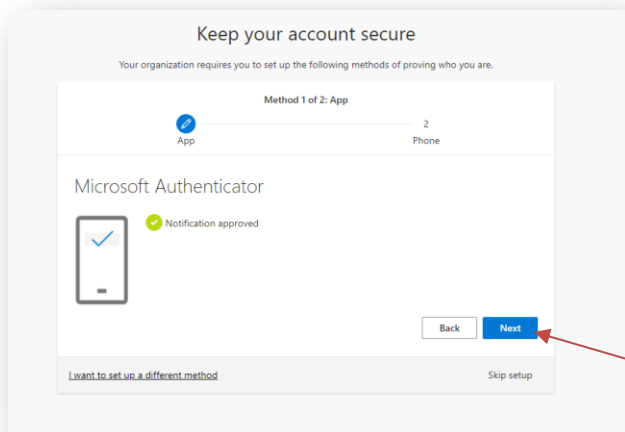


You will be prompted to try it out and given a notification #

On your phone you will be presented with a screen to enter the number



Type the number into the authenticator on your phone and select Yes.



You will get a message on your desktop or laptop that your Notification is approved.

At first setup, you will need to provide a secondary access method to identify you in the event you lose access to MFA.

Select **Next** to add a phone # to text or call.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Canada (+1) 5555555555

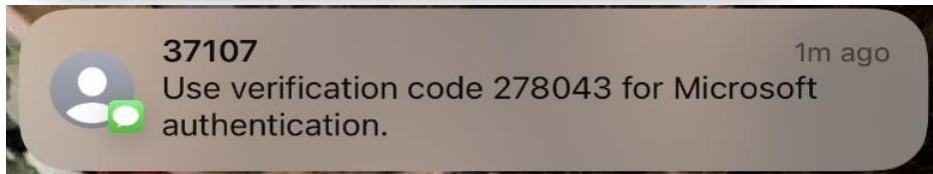
Text me a code
 Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

[I want to set up a different method](#) Skip setup

Select your Country Code using the drop-down box and type in your phone number and then select Next



You will get a code via SMS text or call depending on your choice

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

We Just sent a 6 digit code to +1 5555555555. Enter

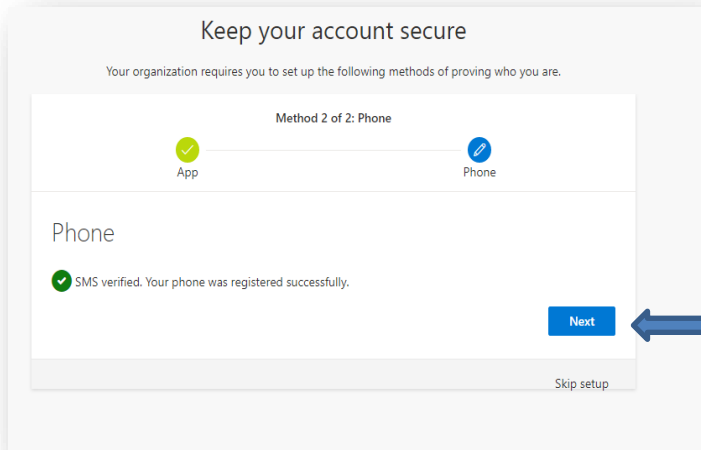
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[Resend code](#)

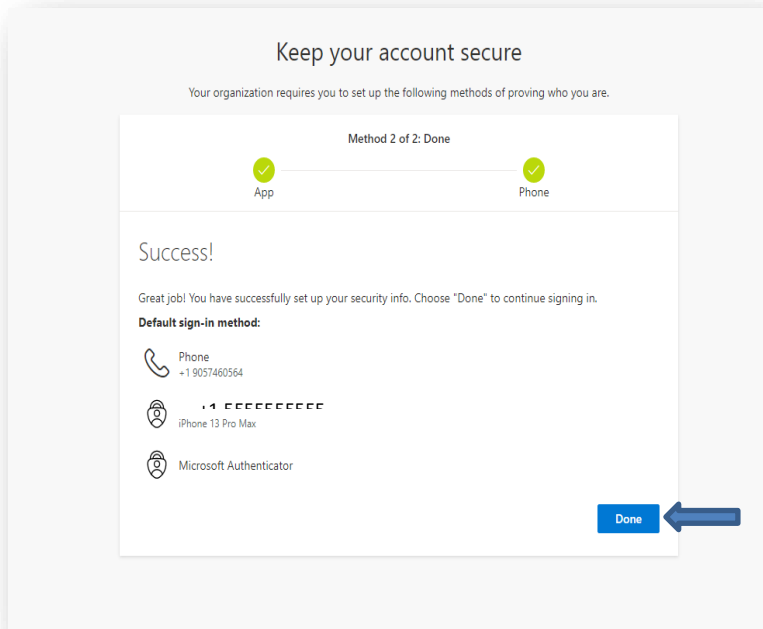
Back Next

[I want to set up a different method](#) Skip setup

Type the code sent to your phone and select Next



The screen should now indicate that your 2nd method was successful. Select next to complete the process.



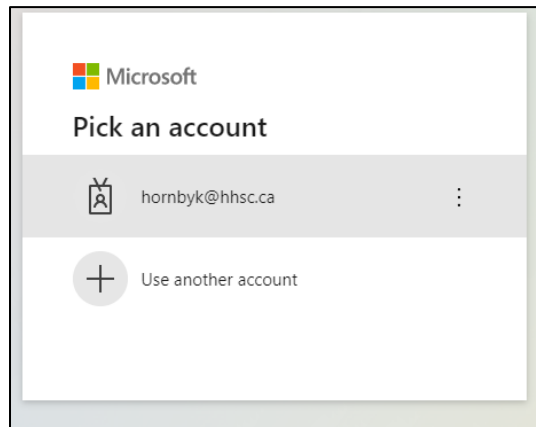
Your final screen will show that you were successful and that you have two default sign-in methods. Select Done to close window

You have now registered your HHSC account for Multi-Factor Authentication!

Going Forward....

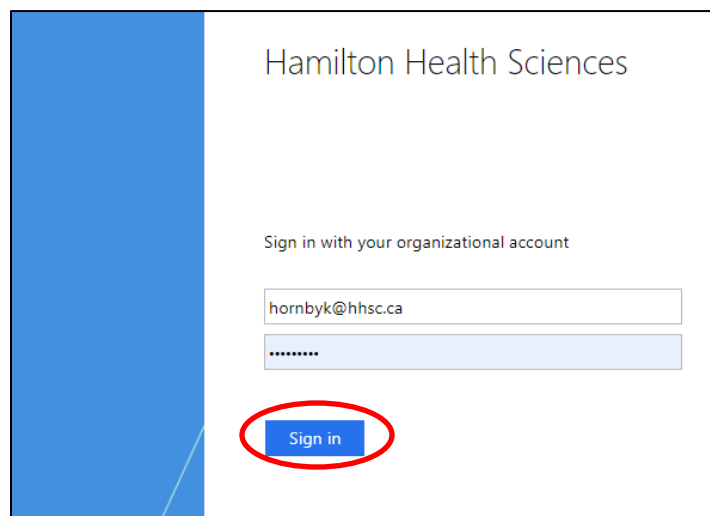
You may have multiple accounts registered for MFA.

Each time you authenticate your account, you will be asked to **Pick an account** that you would like to use.

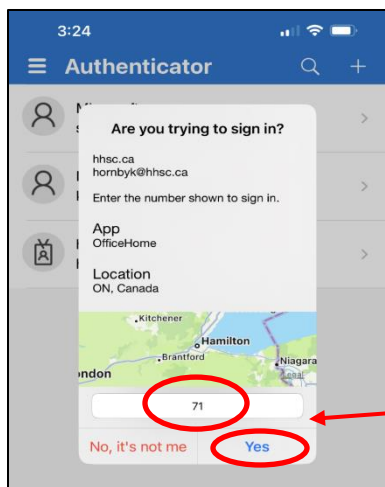
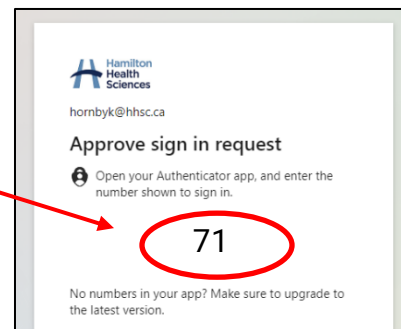


Once you select your HHS account, you will see the HHS login screen.

Input your **password** and select **Sign in**.



Once signed in you will get a screen asking you to approve your sign in request. It will display a **number**



You will receive a notification on your mobile phone via the Microsoft Authenticator app.

Type in the **number** from your screen and Select **Yes**.