Alberta Health Services

Multi-Factor Authentication User Guide

April 17, 2024

Contents

What is changing?

MFA is a security enhancement that requires users to present two or more methods to verify their identity during log-in using an app on their cellphone, receiving a text message, or by phone call to a cellphone or landline.

With Multi-Factor Authentication (MFA), users logging into a web facing application on a personal or AHS device externally (without a NetMotion connection) will be prompted to authenticate using one of the MFA methods they have set up. This additional step helps secure your information and AHS systems from unwanted access and harmful emails that could be infected with malware.

To improve security, AHS is expanding the use of Multi-Factor Authentication to several web-facing applications and services. The applications in scope of this rollout include:

- Microsoft Outlook – Launched 2022
- Learning Evaluation Support System (LESS) – Launched August 2023
- Project Portfolio Management (PPM) – Launched August 2023
- Insite – Launched Sept. 2023
- CompassionNet– Launched October 2023 Covenant Learning
- Connection (CliC) – Launched October 2023
- MyLearning Link Launched March 2024
- ServiceNow Launched March 2024
- iExpense Launching May 2024

- SharePoint – Launched Sept. 2023
- My AHS – launched September 2023
- CapitalCare Staffnet – Launched October 2023
- eSummit Launching May 2024 (Scheduling system for Cancer Care Centers)
- Unified Access Portal (UAP)

How Multi-Factor Authentication works:

When accessing web facing applications or through a browser, you will be prompted for a second method of authentication. Using ServiceNow as an example:

1. You will enter your AHS username and password in ServiceNow.
2. You will be asked to authenticate using your preferred method.
3. You will allow or deny access to ServiceNow.

There are several methods of authentication you can set up:

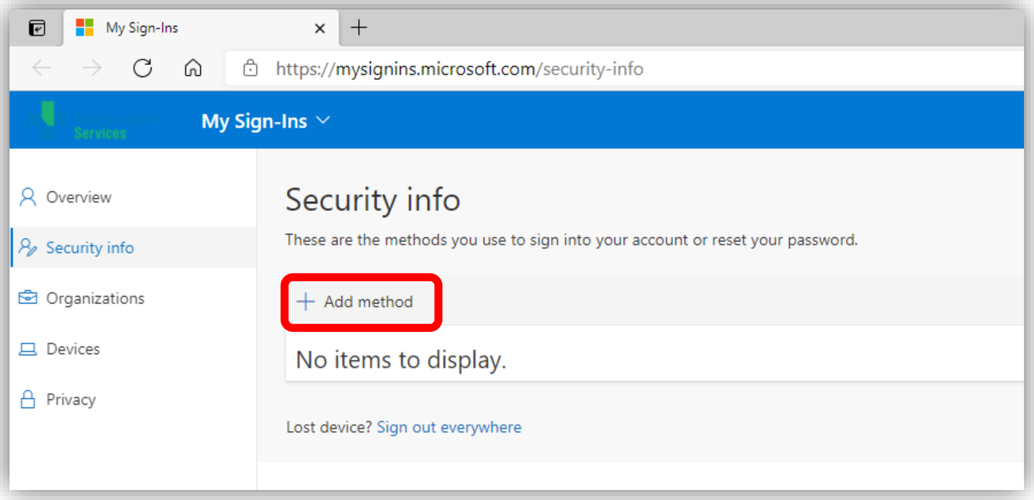
- Using the Microsoft Authenticator app on iOS or Android mobile device
- Receiving a call or text to a cellphone
- Receiving a call to an office phone or landline

You must set up at least two authentication methods. When selecting methods, consider where you will need to use MFA. At home, using a smartphone or tablet while traveling, etc., and choose methods that you will have available at those times and locations.

You can add, delete, or update your MFA authentication methods at any time by visiting https://mysignins.microsoft.com/security-info.

Setting up your Multi-Factor Authentication methods

1. On your computer open this link in Microsoft Edge browser https://mysignins.microsoft.com/security-info. This screen will open. Click on **+ Add method**

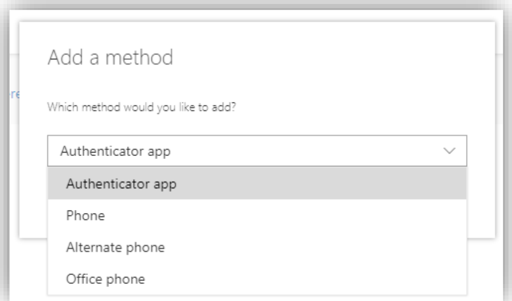


Security info

These are the methods you use to sign into your account or reset your password.

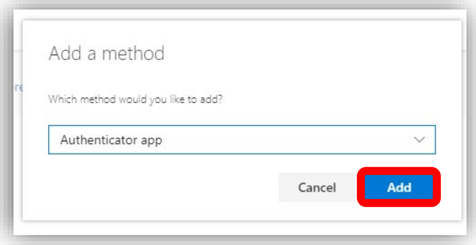
No items to display.

2. This screen will pop up. Click on the drop-down box and select your preferred method. We recommend the Authentication App as the securest option; this requires a cellphone or tablet. Click **Add** once you have made your selection



Add a method

Which method would you like to add?



Add a method

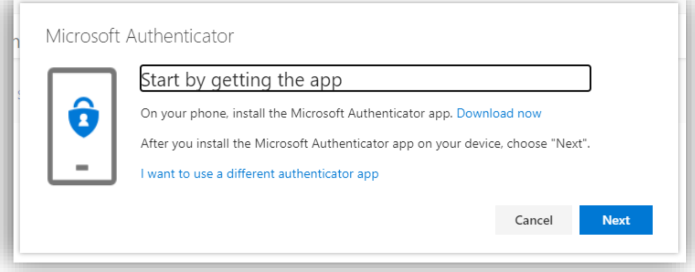
Which method would you like to add?

a.	Microsoft Authenticator App	-	continue to step 3
b.	Phone (call or a text)	-	go to step 14
c.	Office phone	-	go to step 19
d.	Alternate phone (call only)	-	go to step 24

Setting up the Microsoft Authenticator App

This method requires a cellphone or tablet. Once installed the app can be used either to receive a notification or generate a code that can be used for authentication. A code can be generated when the device is not connected to a cellular network or wi-fi. The easiest way to complete the set-up of the authenticator app is to have 2 devices to work with, the cellphone or tablet you are installing the app on and a computer to follow the set-up steps.

3. Download the Microsoft Authenticator App from either the App Store or Google play on your mobile device. **Note:** If you already have the app on your device, go to step 9.



Microsoft Authenticator

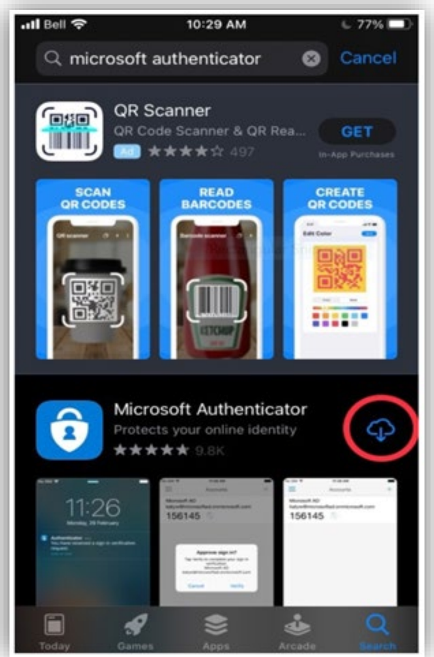
Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

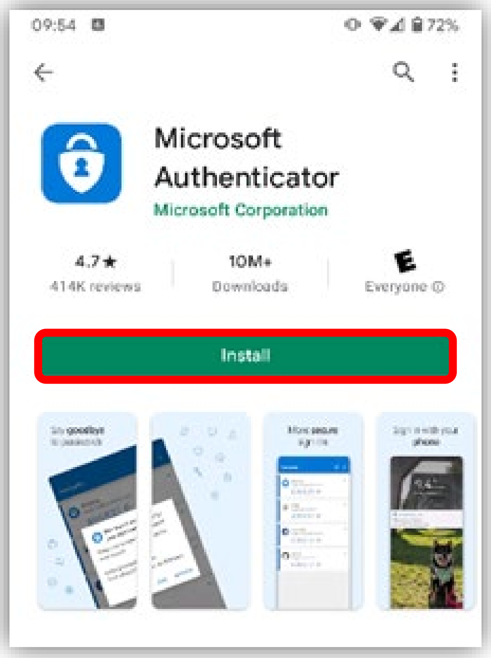
After you install the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

4. For iPhone, go to the **App Store.** On Android, go to the **Google Play Store**. Once on the respective app store, search for **"Authenticator".** You will see a few authenticator products. Be sure to select **Microsoft Authenticator.** Tap on the Download or Install Icon

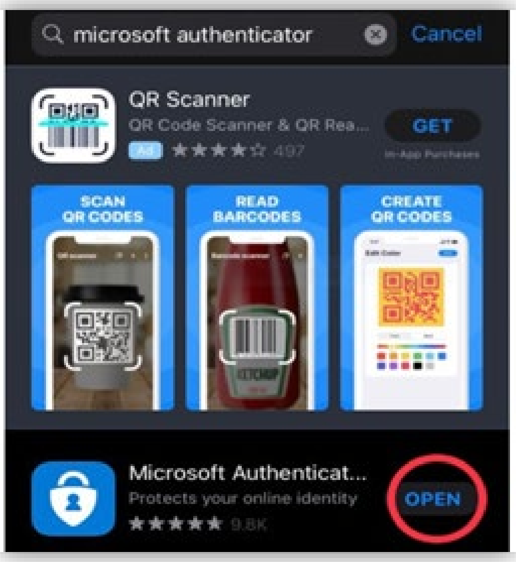


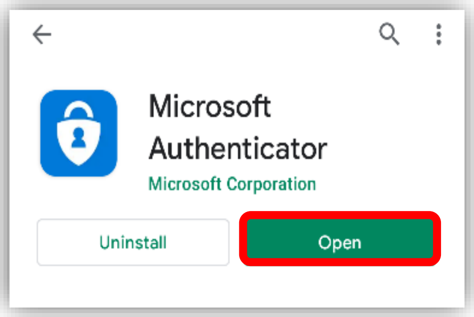
iOS Screen



Android Screen

5. Once the download is complete, tap **Open.**

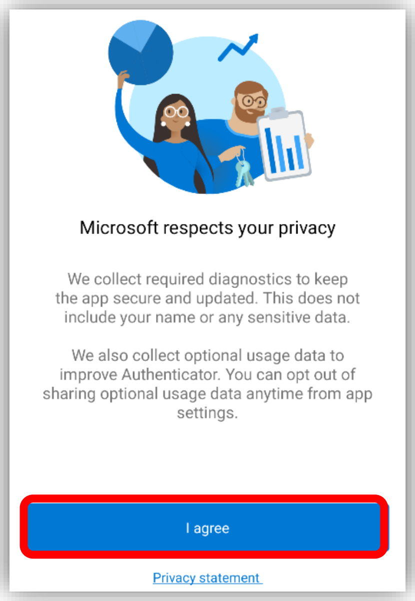




iOS screen

Android screen

6. Tap **I agree** on the Your Privacy Matters screen.

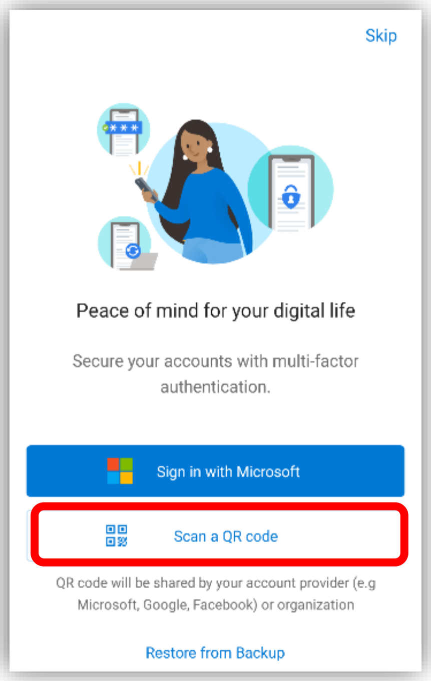


Microsoft respects your privacy

We collect required diagnostics to keep the app secure and updated. This does not include your name or any sensitive data.

We also collect optional usage data to improve Authenticator. You can opt out of sharing optional usage data anytime from app settings.

7. The following screen will appear. Tap on **Scan a QR code** button.



Skip

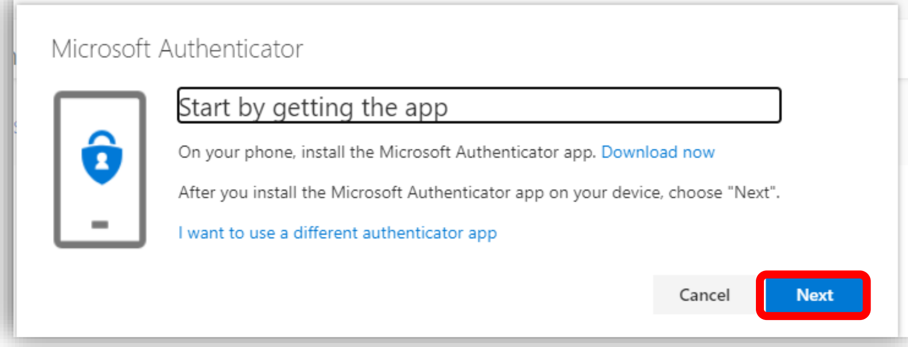
Peace of mind for your digital life

Secure your accounts with multi-factor authentication.

QR code will be shared by your account provider (e.g Microsoft, Google, Facebook) or organization

If prompted select the option to set up a work/school account.

8. Once the camera is activated within the Microsoft Authenticator App, return to your computer/laptop, and click **Next.**



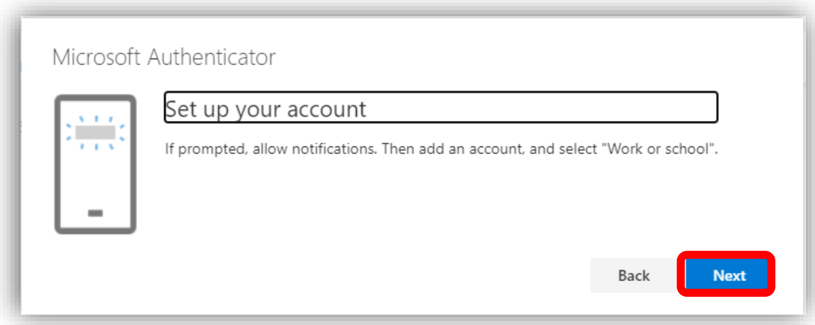
Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

9. When the Set up your account screen appears, click **Next**



Microsoft Authenticator

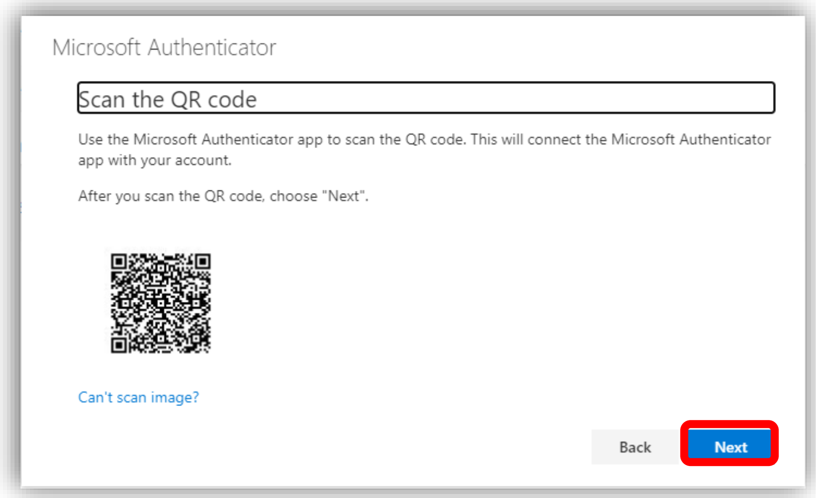
Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Note: if you have an existing Alberta Health Service account set up in your Microsoft Authenticator app this will need removing by following these steps:

a. In the App, tap the existing Alberta Health Service account
b. Tap gear symbol in the top right corner
c. Tap remove account
d. Tap to confirm remove account
e. Add account
a. Work or school account

10. Use the camera that opens within the Microsoft Authenticator App to scan the bar code that appears on your screen.
Note: Do not scan the barcode in the screenshot below, this will not work.



Microsoft Authenticator

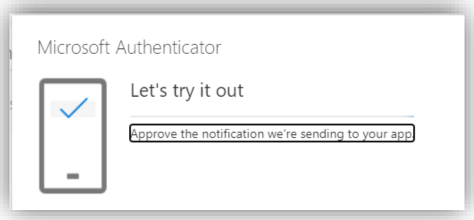
Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

Once the scan is complete a message will appear on your cellphone or tablet that the Alberta Health Services account has been added. Click **Next** on the computer screen.

11. When the Let's try it out screen appears you will receive a notification on your cellphone or tablet to Allow or Deny access to your AHS email. Tap **Allow.**

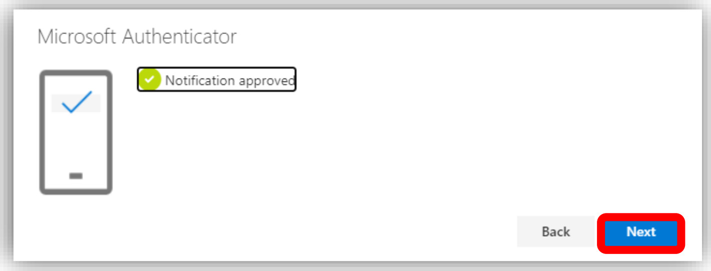


Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app

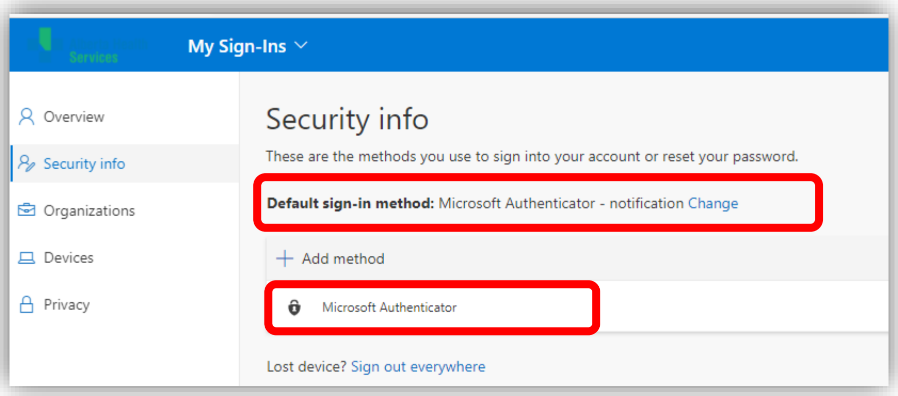
12. Once you have allowed access the computer screen will change to confirm that the notification was approved. Click **Next**.



Microsoft Authenticator

Notification approved

13. Congratulations, your Authenticator App has now been successfully set up and is your default method of multi-factor authentication. This method will automatically be contacted when additional authentication is required.



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification Change

Microsoft Authenticator

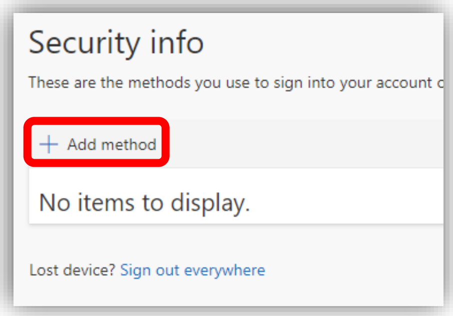
Lost device? Sign out everywhere

We recommended that you add a second method for authenticating just in case you do not have access to the cellphone or tablet the authenticator app is installed on.

a. A Phone to receive a call or a text - go to step 14
b. An Office phone to receive a call - go to step 19
c. An Alternate phone to receive a call - go to step 24

Setting up a Cellphone

14. This method of authentication requires a cellphone or mobile device with cellular service. Click the **+ Add method** and proceed to select **Phone** from the dropdown menu then click **Add**.

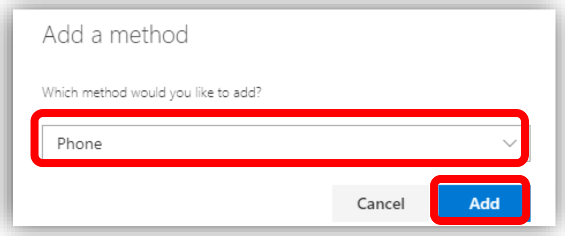


Security info

These are the methods you use to sign into your account o

No items to display.

Lost device? Sign out everywhere



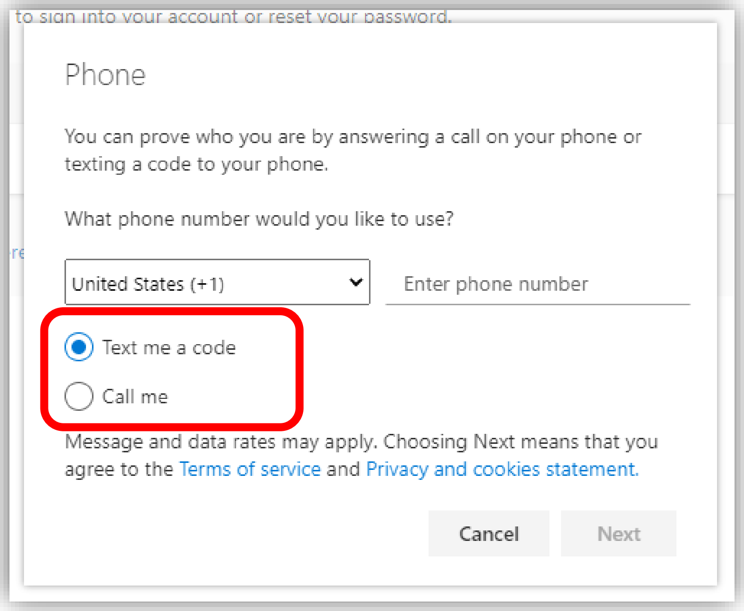
Add a method

Which method would you like to add?

Phone

15. The following screen will appear, note there are two possible ways to authenticate with your cellular phone:
- Text me a code: You will receive a numerical code via SMS that you will be prompted to enter when authenticating your login.
- Call me: When attempting to login, you will receive a phone call in which an automated message will prompt you to press a key to authenticate the login.

Select your preferred choice from the bullet points below, whichever option you choose will be the default method. Note, that you can also choose to use the non-default method to authenticate later when logging in.



to sign into your account or reset your password.

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?

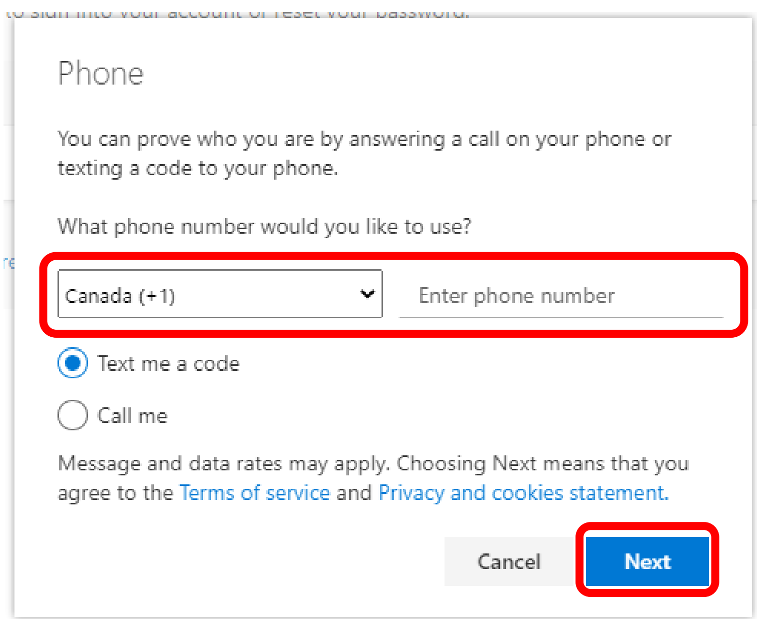
United States (+1)   Enter phone number

● 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.

16. Under the first drop-down box, select the region as **Canada (+1)**, then type in your **Phone number** in the adjacent field.



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) | Enter phone number

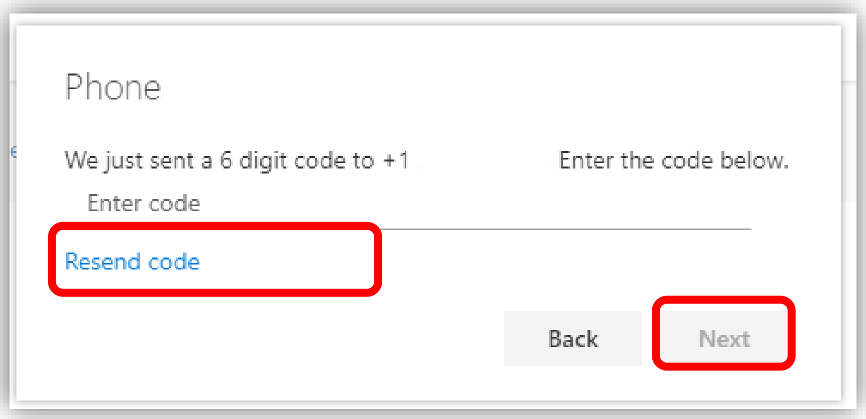
● Text me a code

○ Call me

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

Afterward, click **Next**.

17. You will now be prompted to authenticate using your cellphone by one of two methods, depending on which option you selected in Step 15.
a. If you selected **Text me a code:**
The following screen will appear. You should have received an SMS text message containing the 6-digit code.
Note: If you did not receive a text message with the code, double-check that the phone number is correct, then click **Resend code.**



Phone

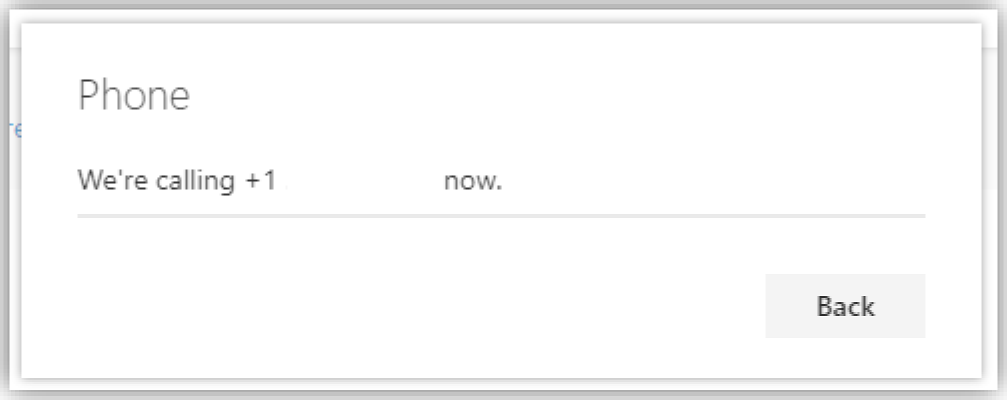
We just sent a 6 digit code to +1 Enter the code below.

Enter code

Enter the 6-digit code into the field, then click **Next**.

b. If you selected **Call my phone:**

The following screen will appear, and you will receive a phone call.

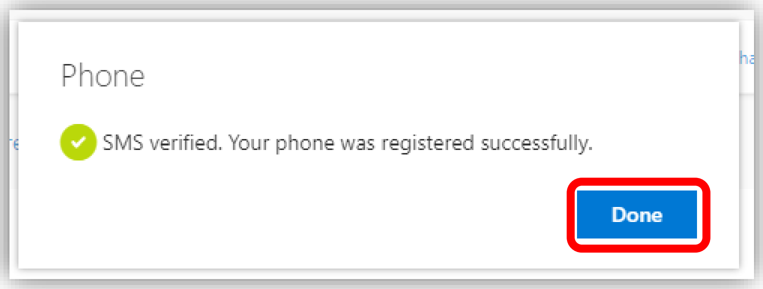


Phone

We're calling +1 now.

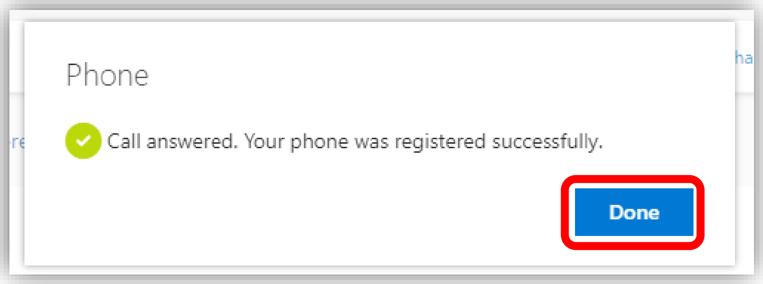
Answer the call, and follow the instructions relayed by the automated message. You will be prompted to dial the **Pound (#)** to allow access.

18. Upon completing the authentication, you will see either of the following messages:



Phone

✓ SMS verified. Your phone was registered successfully.

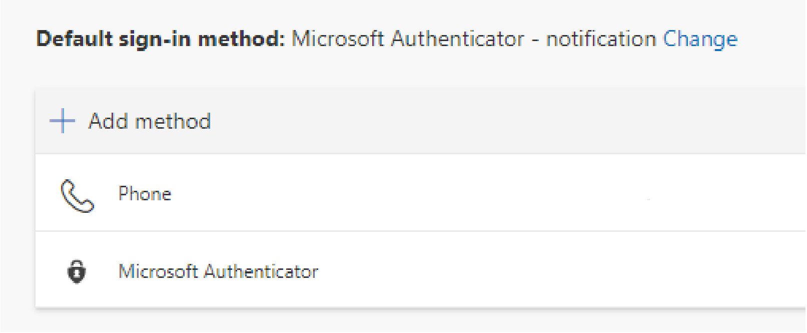


Phone

✓ Call answered. Your phone was registered successfully.

Click **Done**.

You are now set up to use your phone as a method of authentication.



Default sign-in method: Microsoft Authenticator - notification Change

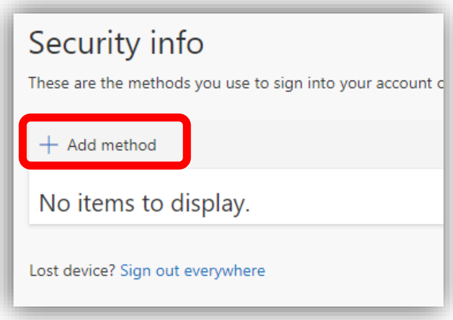
To set up

a. The Microsoft Authenticator App - go back to step 3
b. An Office phone to receive a call - continue to step 19
c. An Alternate phone to receive a call - go to step 24

Setting up an Office phone

This method of authentication requires a landline that is not a Lync phone.

19. Click on **+ Add method**, proceed to select **Office Phone** from the dropdown menu. Click **Add** after making your selection.

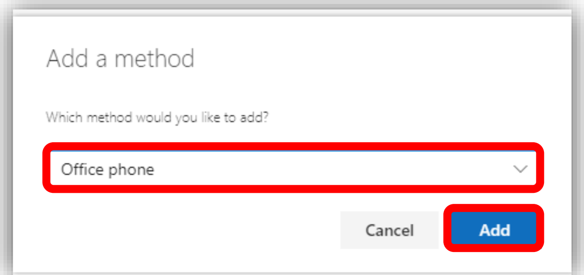


Security info

These are the methods you use to sign into your account o

No items to display.

Lost device? Sign out everywhere

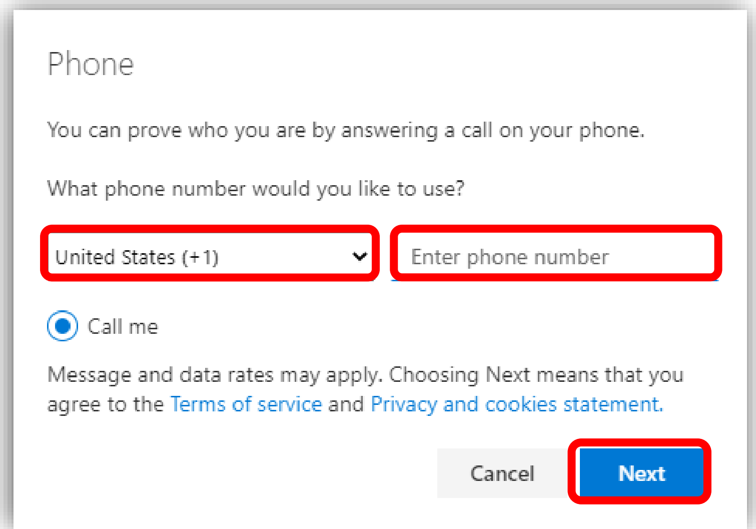


Add a method

Which method would you like to add?

Office phone

20. Enter the country code and the phone number in the fields and click **Next**.



Phone

You can prove who you are by answering a call on your phone.

What phone number would you like to use?

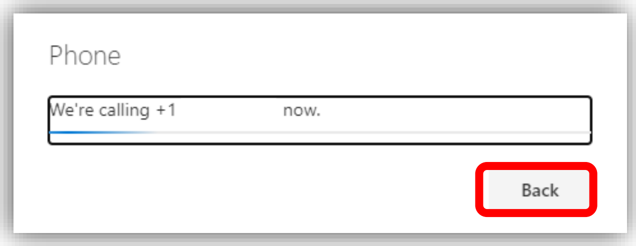
United States (+1)

Enter phone number

● Call me

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

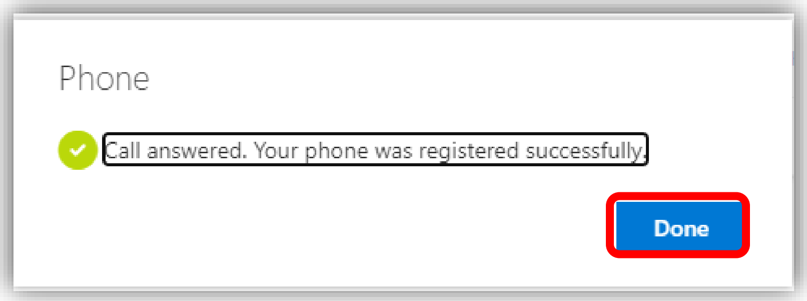
21. The following screen will appear, and you will receive a phone call. Answer the call, and follow the instructions. You will be prompted to dial the **Pound (#)** to allow access.



Phone

We're calling +1 now.

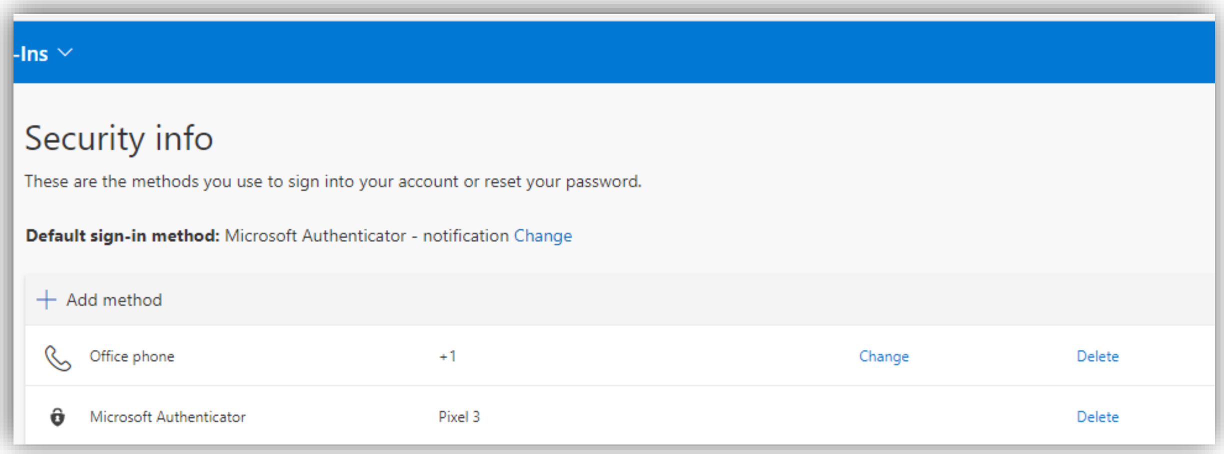
22. Upon completing, you will see the following message. Click **Done** to complete the setup.



Phone

Call answered. Your phone was registered successfully.

23. You will now see the Office phone as an authentication method with the number you set up.



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification Change

+ Add method

Office phone	+1	Change	Delete
Microsoft Authenticator	Pixel 3		Delete

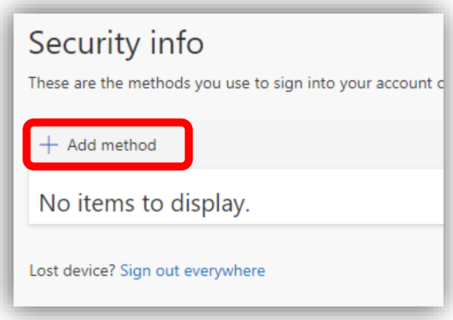
To set up

a. The Microsoft Authenticator App - go back to step 3
b. A Phone to receive a call or text - go back to step 19
c. An Alternate Phone to receive a call - continue to step 24

Setting up an Alternate Phone

This method of authentication requires any type of phone that is not a Lync phone.

24. Click on **+ Add method** and select **Alternate Phone** from the dropdown menu. Click **Add** after making your selection.

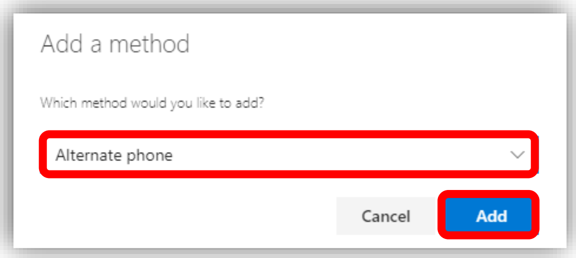


Security info

These are the methods you use to sign into your account c

No items to display.

Lost device? Sign out everywhere

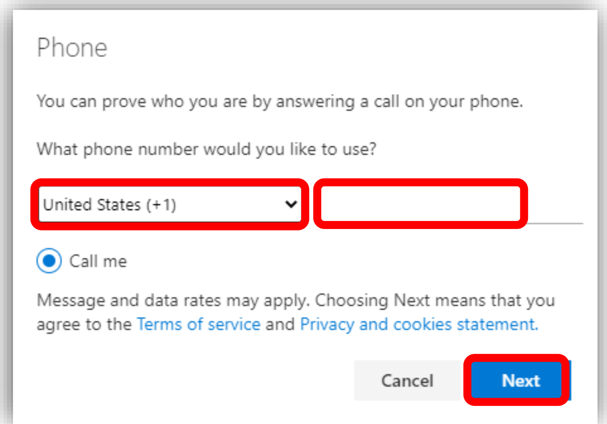


Add a method

Which method would you like to add?

Alternate phone

25. Enter the country code and the phone number in the fields and click **Next**.



Phone

You can prove who you are by answering a call on your phone.

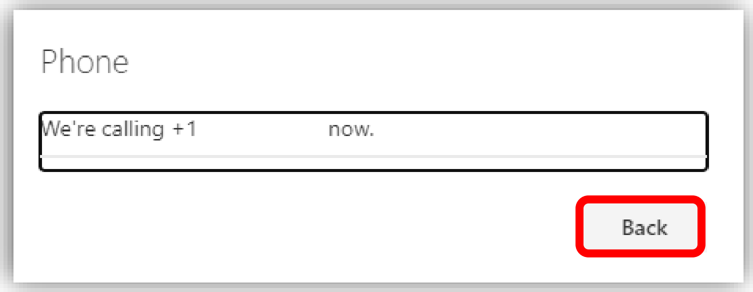
What phone number would you like to use?

United States (+1)

● Call me

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

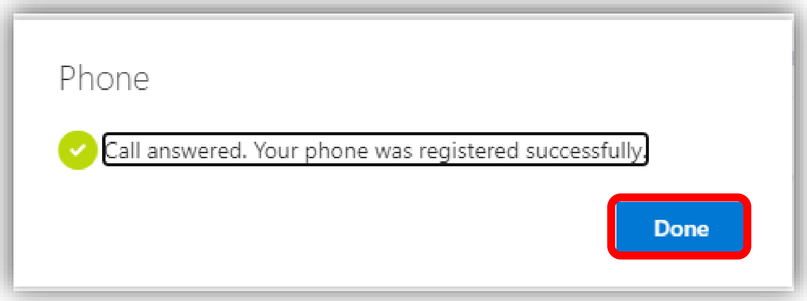
26. The following screen will appear, and you will receive a phone call. Answer the call, and follow the instructions. You will be prompted to dial the **Pound (#)**.



Phone

We're calling +1 now.

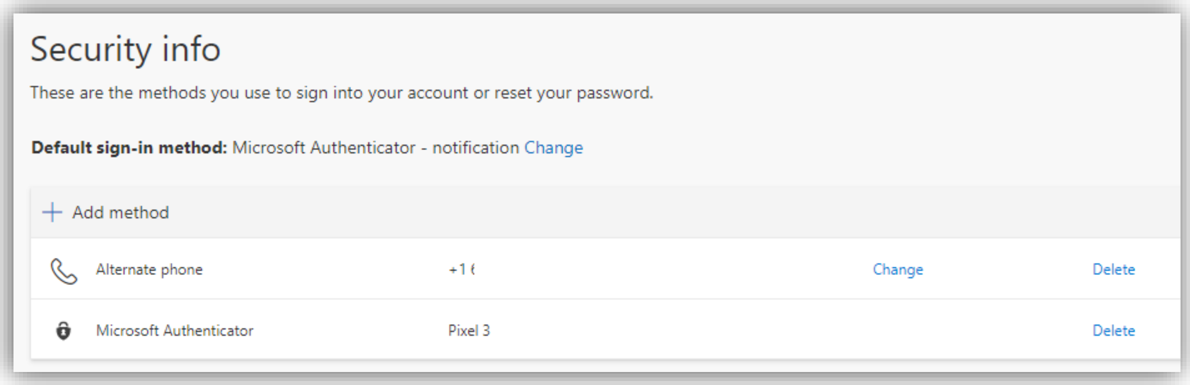
27. After you dial # you will see the following message. Click **Done** to complete the setup.



Phone

✓ Call answered. Your phone was registered successfully.

28. You will now see the Alternate phone as an authentication option and the number you set up.



Security info

These are the methods you use to sign into your account or reset your password.

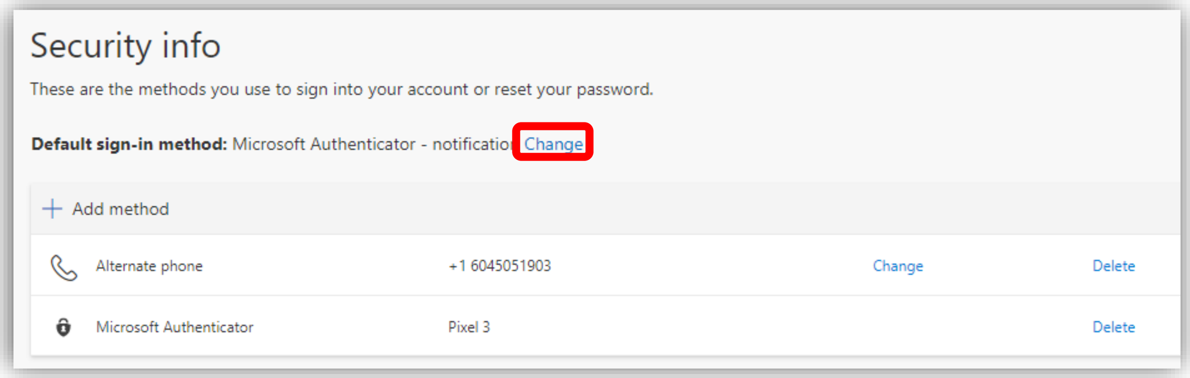
Default sign-in method: Microsoft Authenticator - notification Change

Alternate phone	+1 (	Change	Delete
Microsoft Authenticator	Pixel 3		Delete

Changing your authentication methods

You can change your authentication methods at any time by returning to the https://mysignins.microsoft.com/security-info page. If you are not connected to the AHS network, you will need to authenticate using one of your existing authentication methods.

To change your default authentication method, click on **Change** to the right of your existing default method.



Security info

These are the methods you use to sign into your account or reset your password.

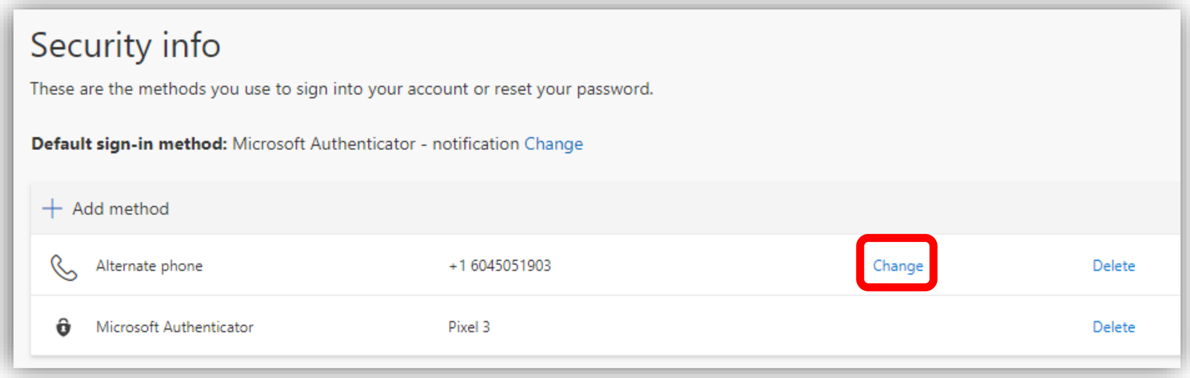
Default sign-in method: Microsoft Authenticator - notificatio Change

+ Add method

Alternate phone	+1 6045051903	Change	Delete
Microsoft Authenticator	Pixel 3		Delete

A drop-list will appear with all your available authentication methods, select your preferred default method, and click **Confirm**. You will see the default sign in method change to your new preferred method.

To change any phone number, click on **Change** beside the phone number you want to change.



Security info

These are the methods you use to sign into your account or reset your password.

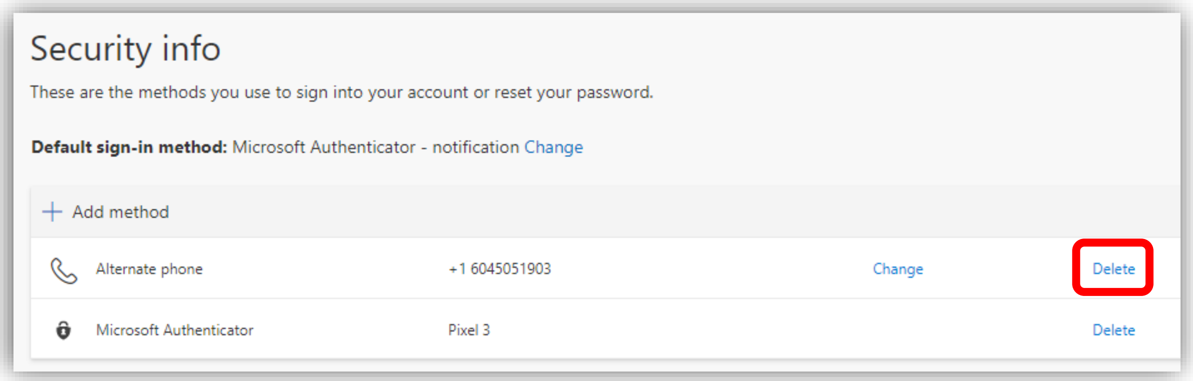
Default sign-in method: Microsoft Authenticator - notification Change

+ Add method

Alternate phone	+1 6045051903	Change	Delete
Microsoft Authenticator	Pixel 3		Delete

Update the country code and phone number to your new number and click **Next.** You will receive either a call or text, depending on the option you are updating to complete the setup of your new number.

To delete an authentication method, click **Delete** beside the option you want to remove



Security info

These are the methods you use to sign into your account or reset your password.

Default sign-in method: Microsoft Authenticator - notification Change

+ Add method			
Alternate phone	+1 6045051903	Change	Delete
Microsoft Authenticator	Pixel 3		Delete

You will be asked to confirm you would like to delete this method? Click **OK.** After a short pause, the method will be deleted from your list.

Note, if you delete your default sign in method you will need to select a new default sign in method.

Support

If you have any issues setting up your MFA options, changing your authentication methods, or using the authenticator app, please contact the IT Service Desk and Solution Centre at 1-877-311-4300.

ServiceNow

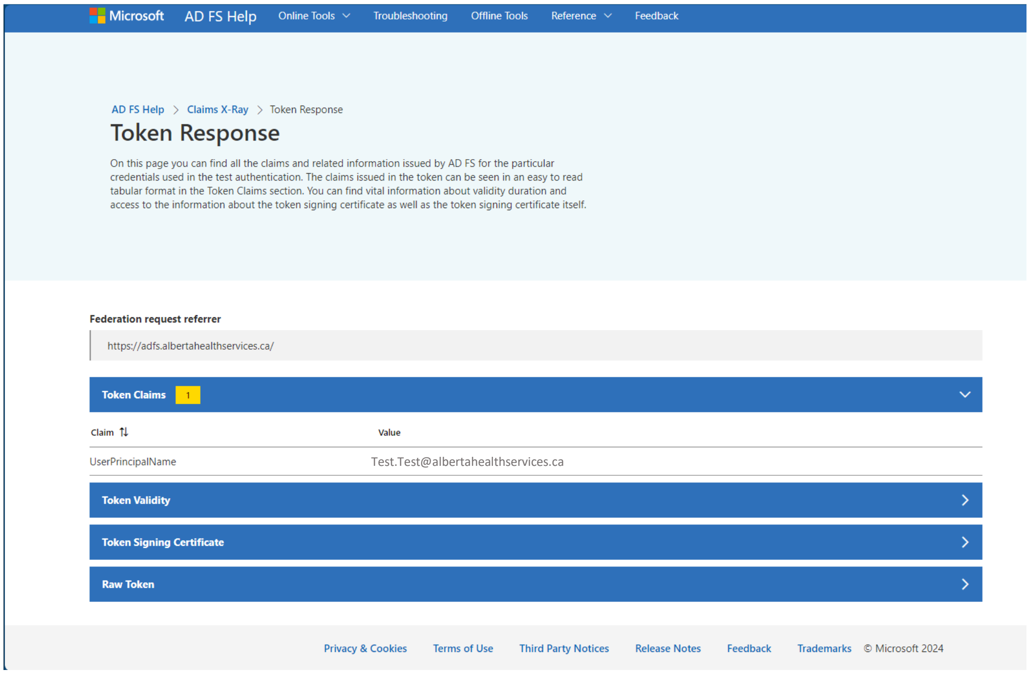
What's Changing?

ServiceNow will migrate to Microsoft Azure Authentication platform as our Identify Provider and will be enabled for Multi-Factor Authentication (MFA). Your login page and your login experience will change.

After the change you can no longer use your username to login to ServiceNow, MS Azure uses a User Principal Name (UPN) instead of username credentials.

What is User Principal Name (UPN)?

The User Principal Name (UPN) is like a SIN number in AHS active directory. Microsoft Azure and cloud applications require UPNs across organizations to authenticate users. For most users, the UPN is their full AHS email (firstname.lastname@albertahealthservices.ca). When logging into Microsoft Office 365 applications like Outlook and Teams the UPN is required, and you may have already been logging in using these credentials. You can find your UPN at https://upnlookup.albertahealthservices.ca.



Token Response

On this page you can find all the claims and related information issued by AD FS for the particular credentials used in the test authentication. The claims issued in the token can be seen in an easy to read tabular format in the Token Claims section. You can find vital information about validity duration and access to the information about the token signing certificate as well as the token signing certificate itself.

Federation request referrer

https://adfs.albertahealthservices.ca/

Claim	Value
UserPrincipalName	Test.Test@albertahealthservices.ca

Logging in on the network

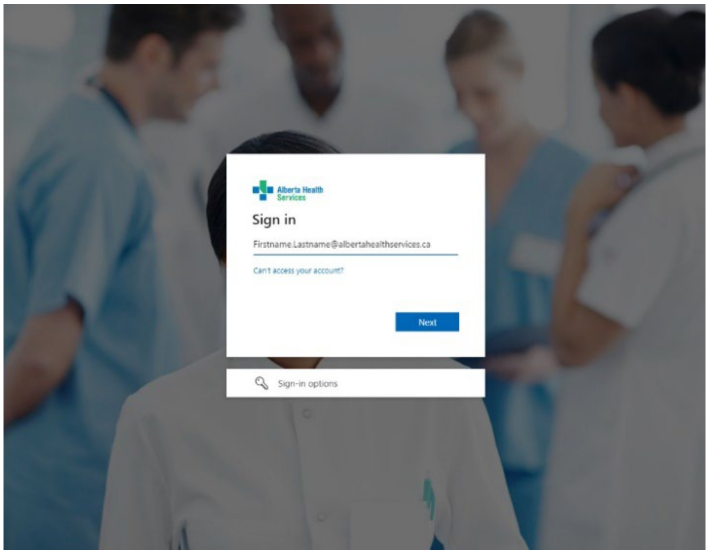
Users authenticated on an AHS device with a NetMotion connection will not be prompted for MFA. Additionally, you will not have to authenticate again to use ServiceNow as your credentials are now being passed.

Logging in off the network

Users logging in to ServiceNow on a personal device or an AHS device without a Net Motion connection will be prompted to authenticate using one of the MFA methods they have set up. Note: If you complete MFA for another AHS application (e.g., Insite) you will not be prompted to do MFA again.

ServiceNow Login Process – Off AHS Network

1. When you first attempt to login to ServiceNow (or other AHS application), you will be challenged for MFA. If you don't know your UPN, go to https://upnlookup.albertahealthservices.ca and put your UPN in the username field. If you are unable to login or need support, contact the [IT Service Desk and Solution Centre](#) at 1-877-311-4300.



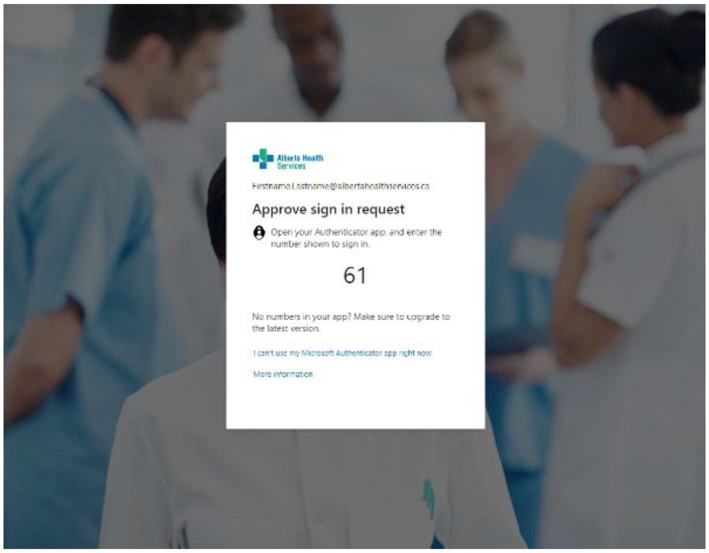
Alberta Health Services

Sign in

Firstname.Lastname@albertahealthservices.ca

Can't access your account?

2. Verify your identity using the MFA options you setup.



Alberta Health Services

Firstname.Lastname@albertahealthservices.ca

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.

3. You will be granted access to ServiceNow.