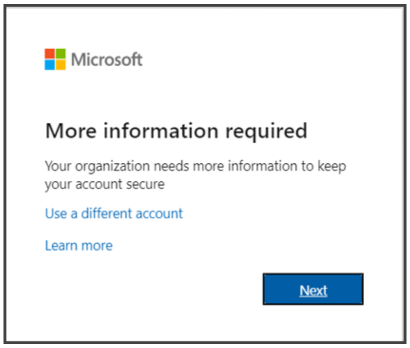
Setting Up Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) adds an extra layer of security to your accounts by requiring another form of verification in addition to your password. Here's a step-by-step guide to setting it up.

Why Do We Require Multi-Factor Authentication?

Passwords can be stolen or guessed, but MFA makes it significantly harder for attackers to gain access to your accounts. Even if someone has your password, they'll also need the other factor (such as a code sent to your phone or an authentication app) to log in.

Logging In:


Microsoft

More information required

Your organization needs more information to keep your account secure

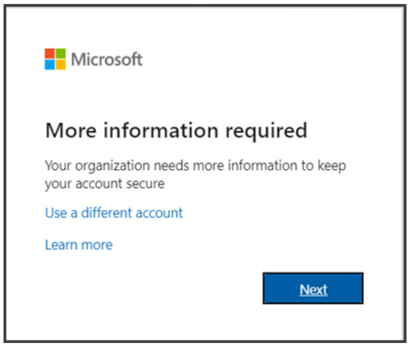
Following these instructions to setup your multi-factor authentication at the login screen.

Step 1: Choose Your MFA Method

Currently, EGBC SharePoint supports MFA through the use of either:

1. **Authentication Apps (Preferred)**: Install one of the following apps on your mobile device. These generate time-based one-time passwords (TOTP), such as:
    - Microsoft Authenticator – General information page with links for both Android and iOS - LINK
    - Google Authenticator – General information page with links for both Android and iOS - LINK
2. **Phone:** Text or call to a nominated phone number

Step 2: Set Up Your Authentication App



Microsoft

More information required

Your organization needs more information to keep your account secure

Use a different account

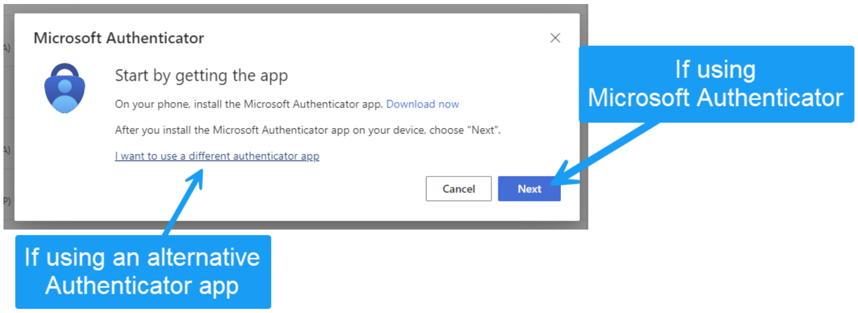
Learn more

On first sign in to our SharePoint tenant after we enable MFA to guest accounts you will be prompted ***"More information required"***

(Ensure you download and install ahead of time an app like Microsoft Authenticator or Google Authenticator on your smartphone.)

The setup process will start for your authentication app. Follow the Next prompts and directions as appropriate to your situation.

When you step into the process the default Microsoft Authentication pop up similar to following image will display.



Microsoft Authenticator

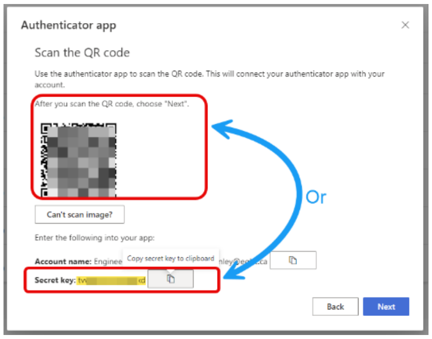
Start by getting the app

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

Cancel
Next
If using Microsoft Authenticator
If using an alternative Authenticator app



Authenticator app

Scan the QR code

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

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

Enter the following into your app:

Account name: Enginee Copy secret key to clipboard nley@e[redacted].ca

Secret key: [redacted]

1. Follow the directions from prompts. (Choosing Next if using the Microsoft Authenticator app, or use the link for 'using a different authenticator app'.
2. Scan the QR code displayed on the website using your app (or copy the code/secret key and input to your app) as prompted.
3. A check process will then prompt you to enter the one-time code, or completed an approval step generated by the app. If this succeeds you can complete at the bottom and click "Save" to verify and complete the setup.

Step 3: Test MFA

1. Log out of your account.
2. Log back in using your password.
3. Complete the authentication step (i.e. entering a code from your app, or approval button that is triggered).

Tips For Using MFA

- **Use an Authentication App**: Apps are generally more secure than SMS texts.
- **Avoid Public Wi-Fi**: Be cautious when accessing your accounts on public networks.
- **Update Your MFA Method**: If you change your phone number or device, update your MFA settings immediately.

Troubleshooting

- Contact our customer support:
    - Email: support@egbc.ca
    - Call (604) 412-4887 during office hours, 8:30 am - 5:00 pm PST
- **Code Not Working**: Ensure your device's clock is synced correctly when using an authentication app. (Date & Time settings in your phone should be set to update automatically, if set to manual and time is off by a few minutes this can result in codes not working.)

By following these steps, you can help protect your accounts from unauthorized access and enjoy greater peace of mind.