

External Portal

Multi-factor Authentication (MFA)

Version Info:

| Version | Prepared by | Reviewed by | Date |
|---------|---------------------------------------|---------------------------------------|------------|
| 1.0 | IT Lead - SharePoint | Director, IT Collaboration Management | 2024/09/16 |
| 1.1 | Director, IT Collaboration Management | | 2025/01/21 |

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Introduction

Multi-factor authentication (MFA; two-factor authentication, or 2FA, along with similar terms) is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence (or factors). MFA helps protect personal data from being accessed by an unauthorized party by adding an additional layer of protection to traditional passwords.

This guide covers how to use one method of MFA, Microsoft Authenticator, and is intended for Ontario Health atHome external partners.

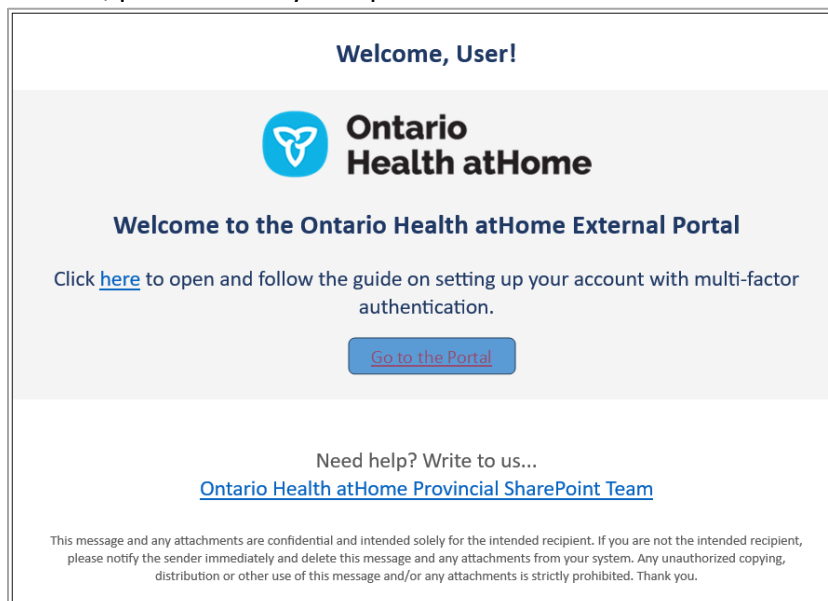
NOTE: As of January 2025, Ontario Health atHome staff's authentication using their normal Microsoft account will be trusted by the External portal site (<https://ohathomeexternal.sharepoint.com/>). This means Ontario Health atHome staff need not follow the below steps when accessing the external portal.

1. Setting up MFA

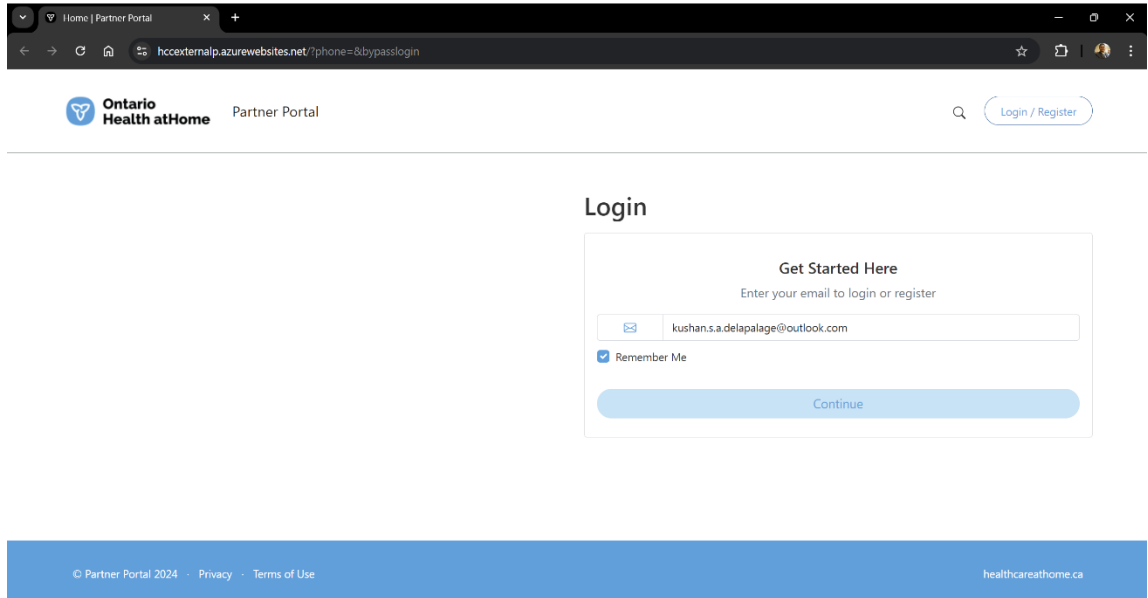
Before you start, make sure you download and install the **Microsoft Authenticator** app for [Android](#), [iOS](#) or [Windows Phone](#).

Follow the steps below to activate your Ontario Health atHome External Portal account.

- 1.1 As the first step, look for an e-mail from prov.spadmin@ontariohealthathome.ca If you have not received it, please check your spam folder as well.

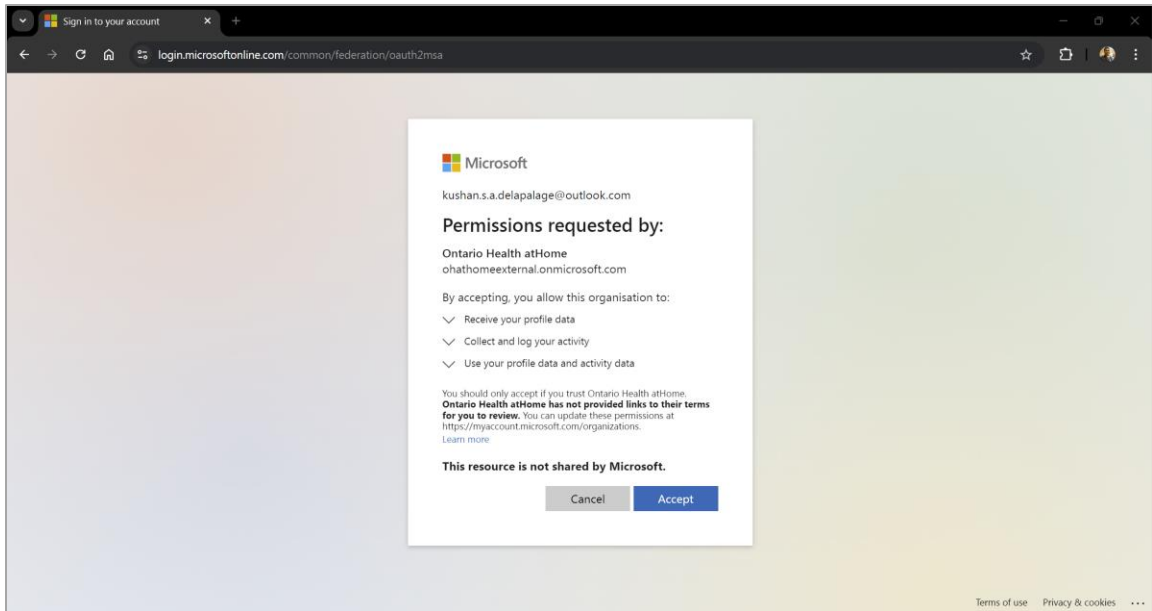


1.2 Click on 'Go to the Portal' link which will take you to the portal pictured below. Enter your email address. Clicking 'Remember Me' will speed up future logins.

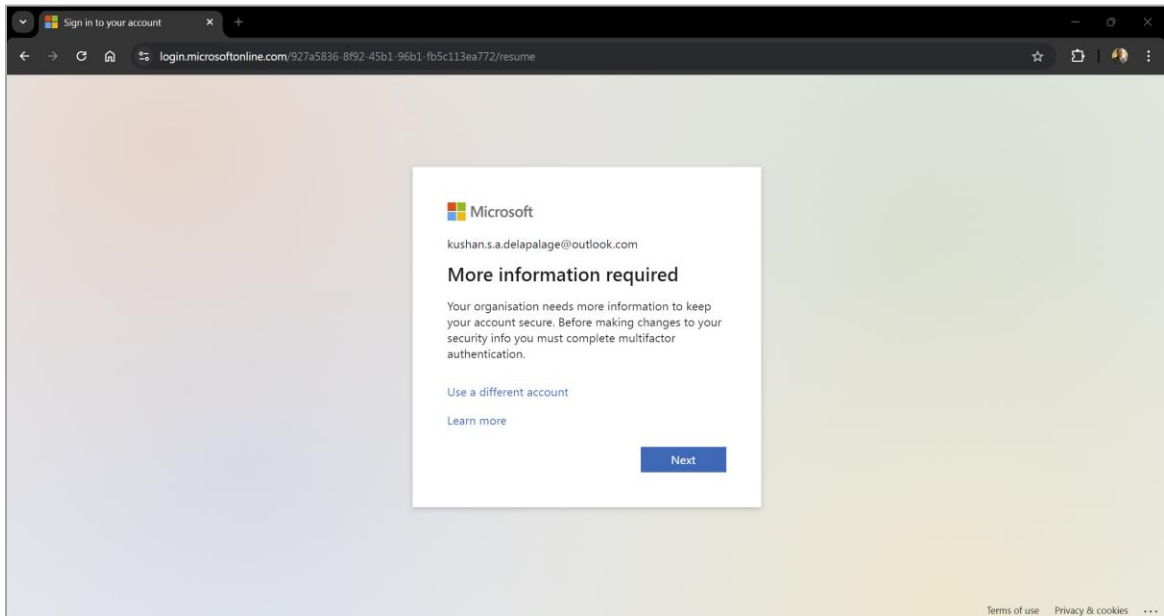


1.3 Depending on your account type you will be prompted for a password or one time passcode. If your email is associated with a Microsoft account, it will prompt for your password. For non-Microsoft accounts, the system will prompt for a one-time passcode (OTP) sent to the same email.

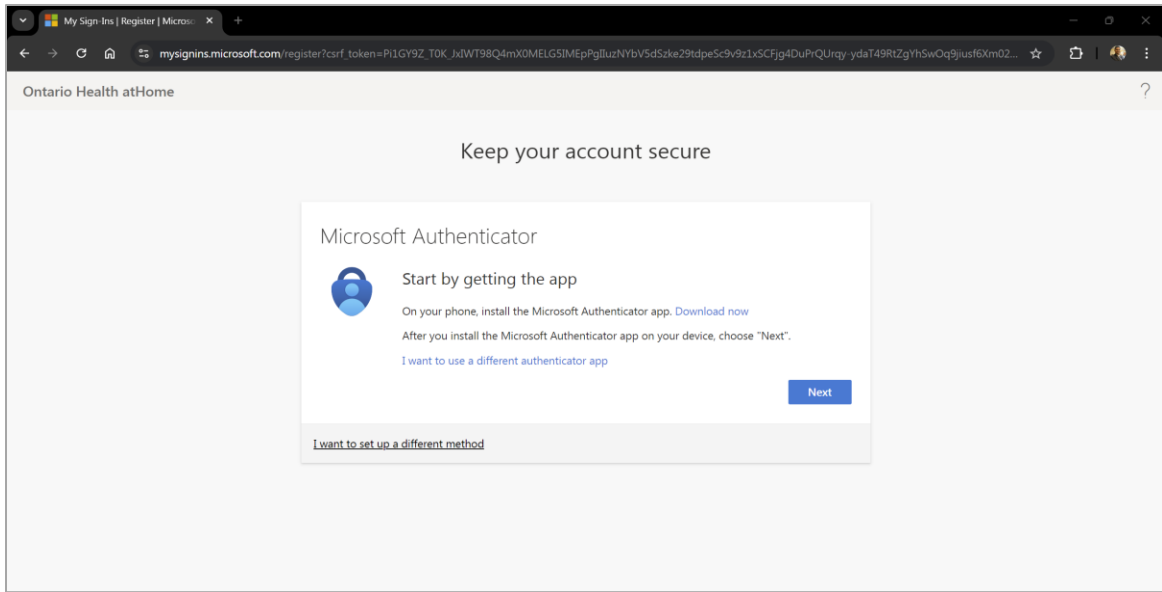
1.4 You will be prompted to provide permissions to the Ontario Health atHome external Portal. Click on the 'Accept' button.



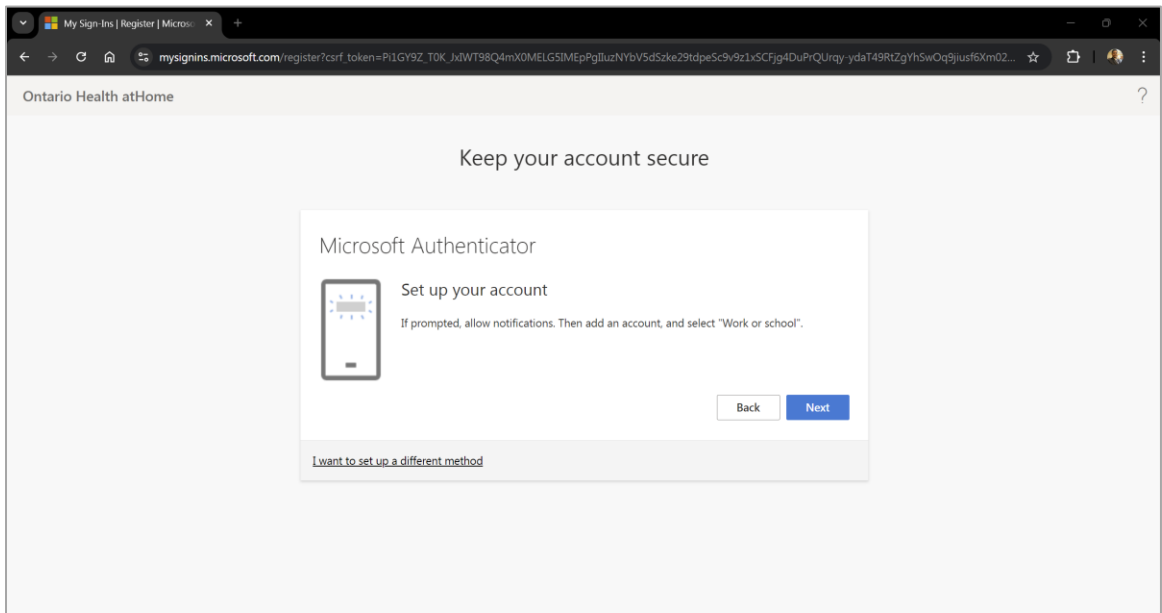
1.5 You will then be prompted for more information, click 'Next'.



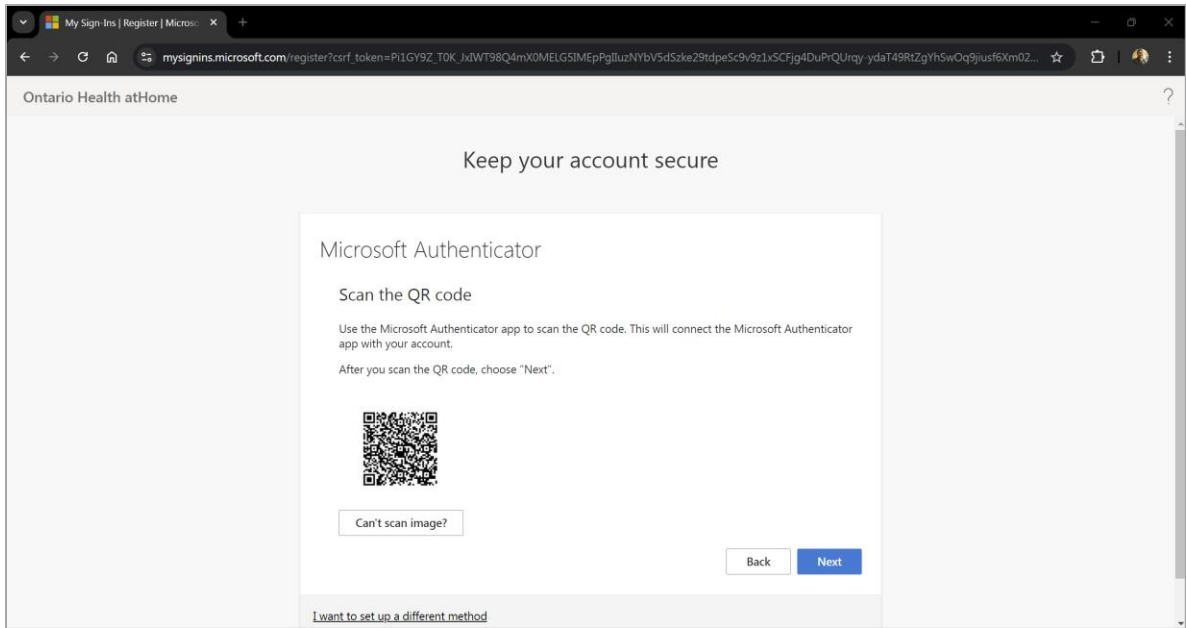
1.6 Followed by a prompt to initiate the Microsoft authenticator app. Click Next again.



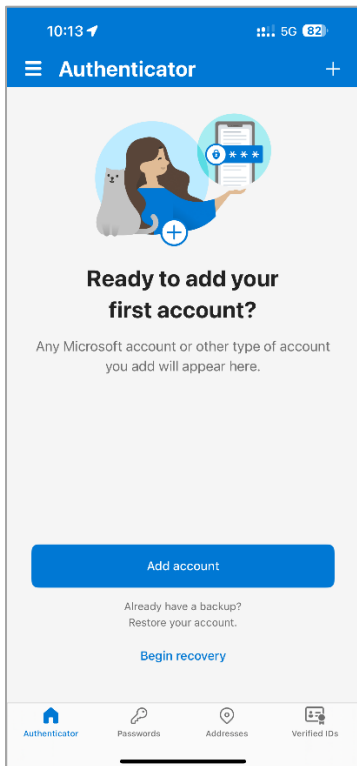
1.7 Activate your Microsoft authenticator application by continuing to follow the steps.



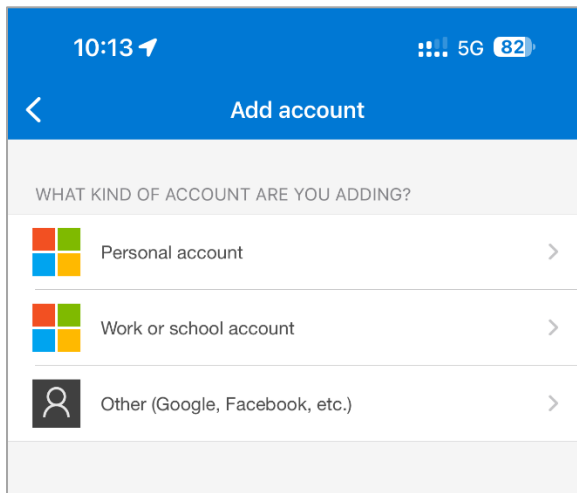
1.8 A QR code will be presented which must be scanned using the Microsoft Authenticator app on your phone.



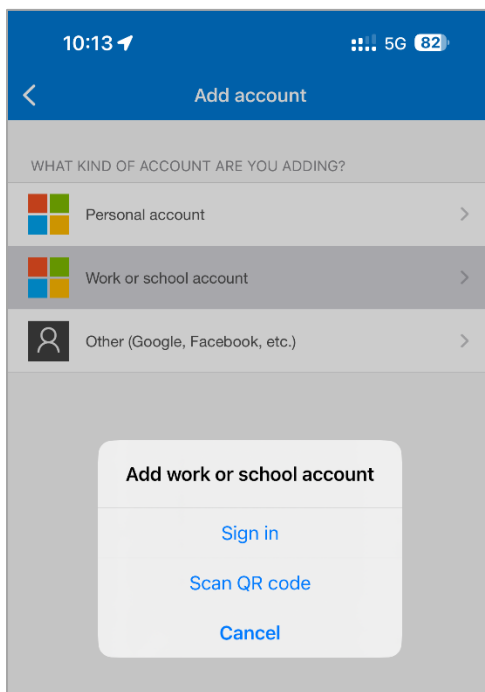
1.9 Open the app, then click on the **Add account** button or plus '+' mark on the top right corner.



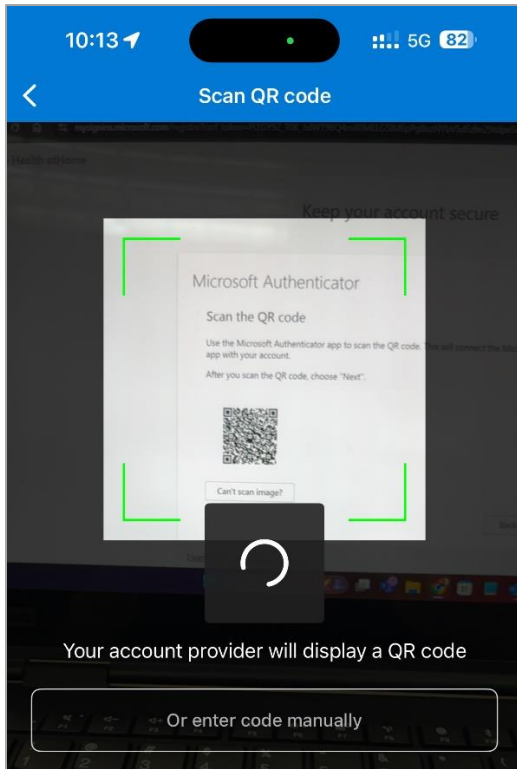
1.10 Click on Work or school account



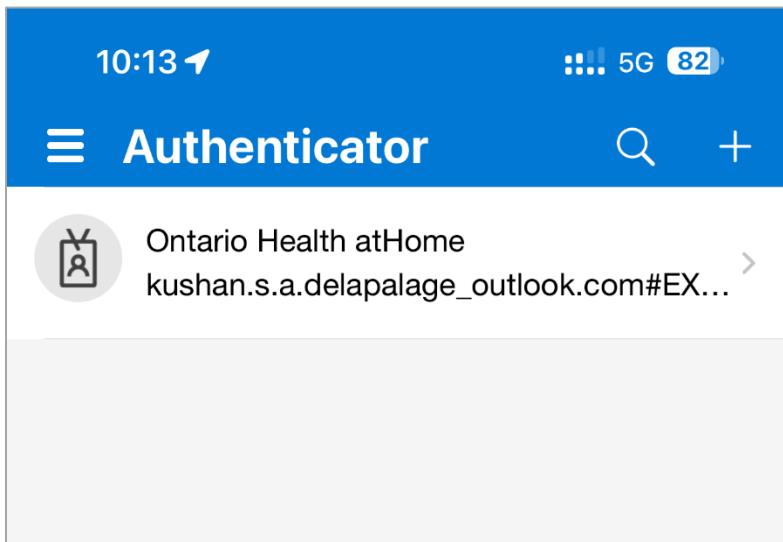
1.11 Scan the QR code



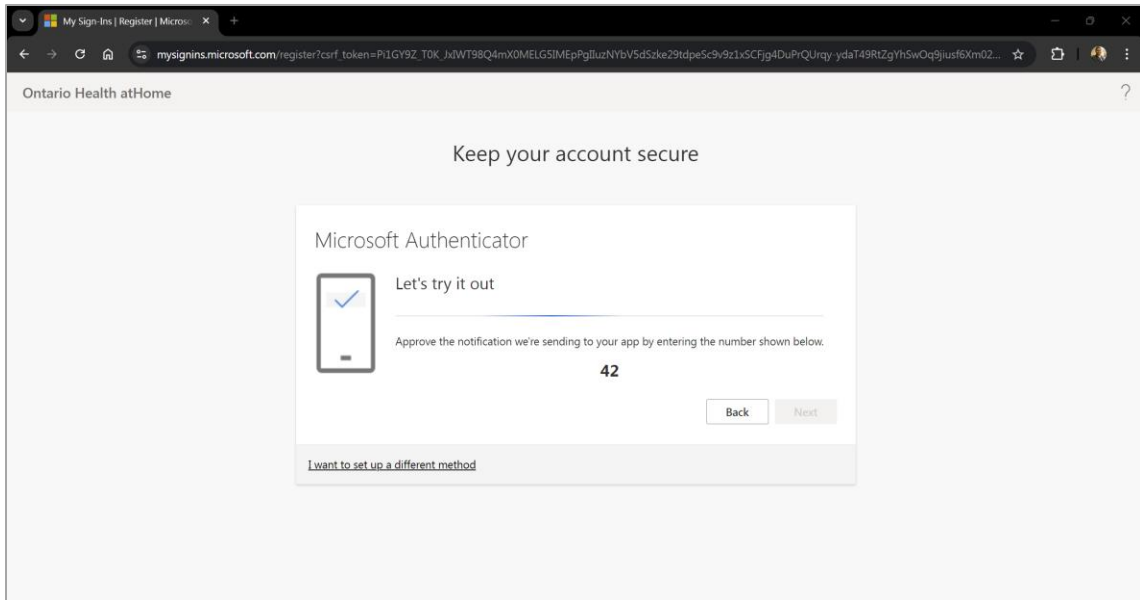
1.12 Point the camera towards the computer screen. Place the QR code inside the green square on the phone screen.



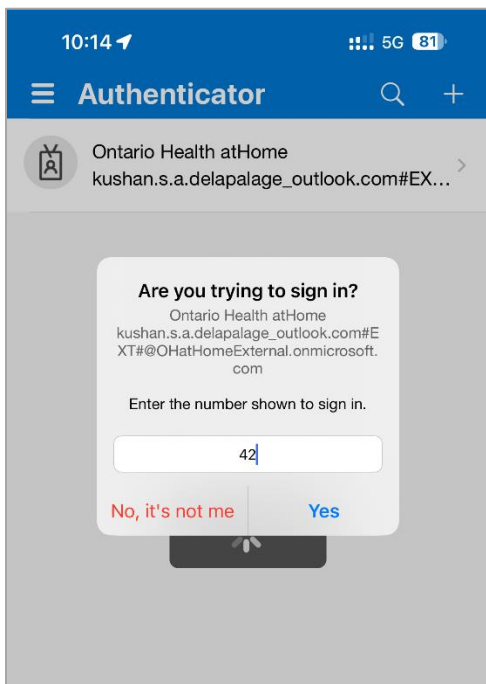
1.13 You will see the account added on the authenticator application.



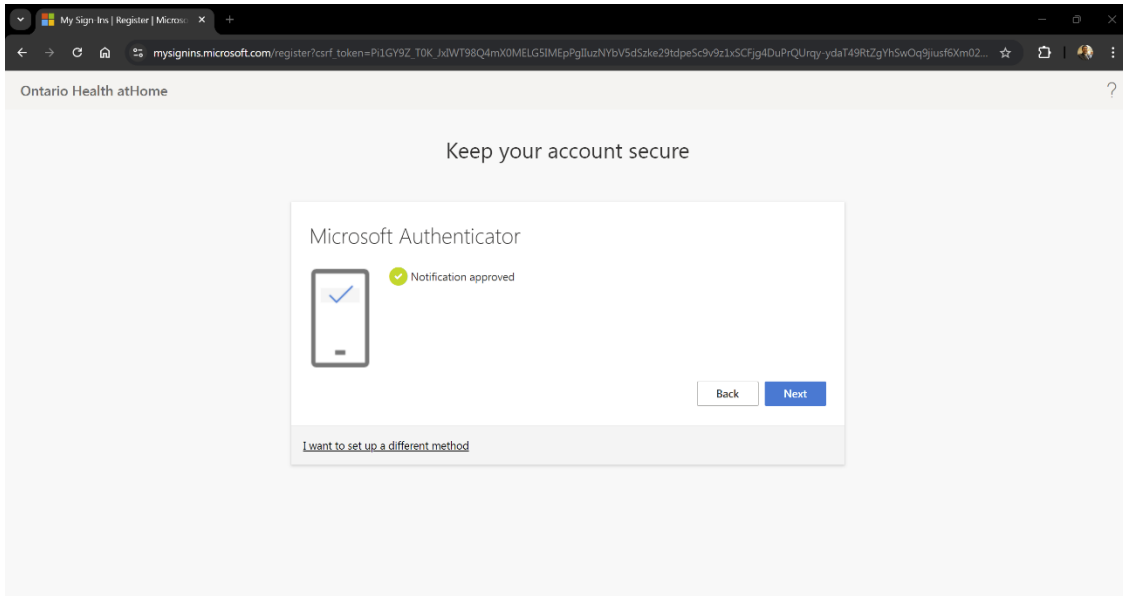
1.14 Click next on the computer screen where the QR is displayed, you will see a prompt with a number.



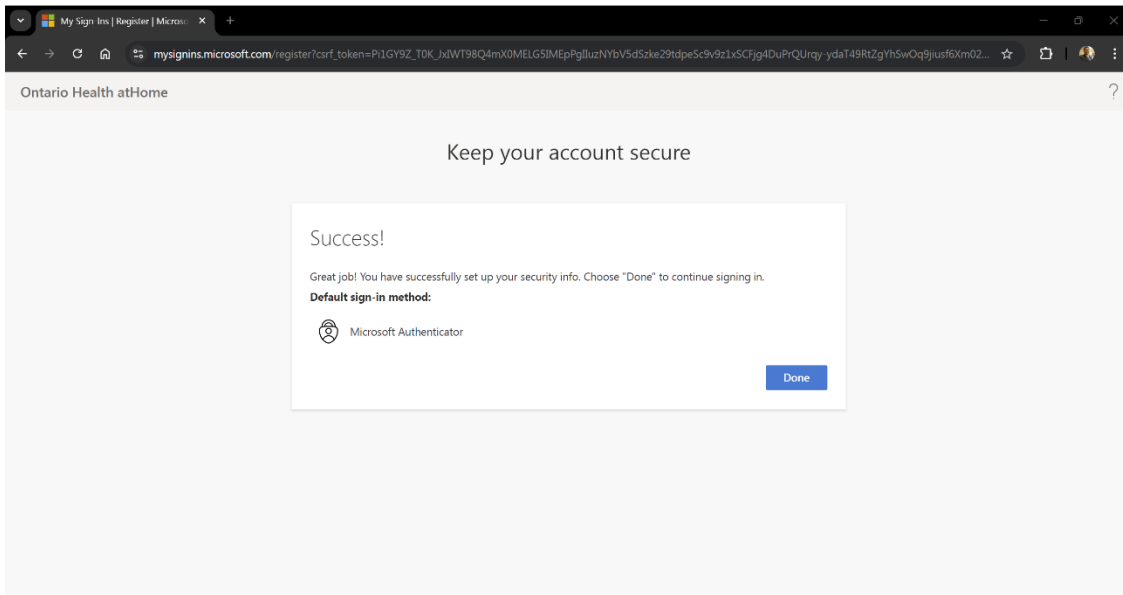
1.15 You will be prompted to enter the number on your mobile device. Enter the displayed number and click 'Yes'.



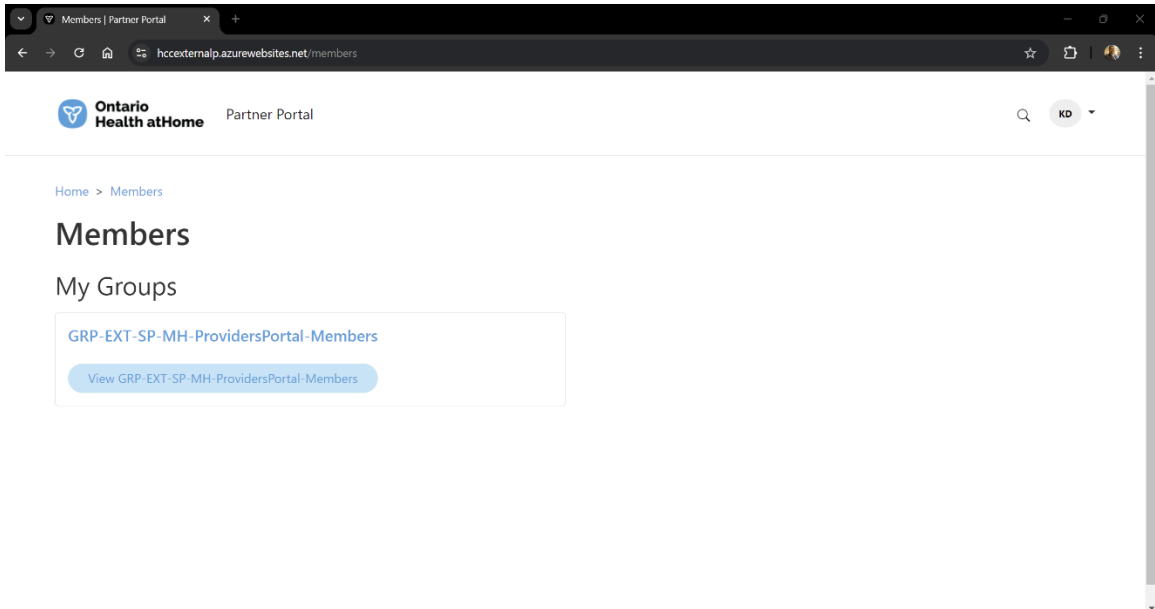
1.16 Your computer screen will prompt with a notification approval.



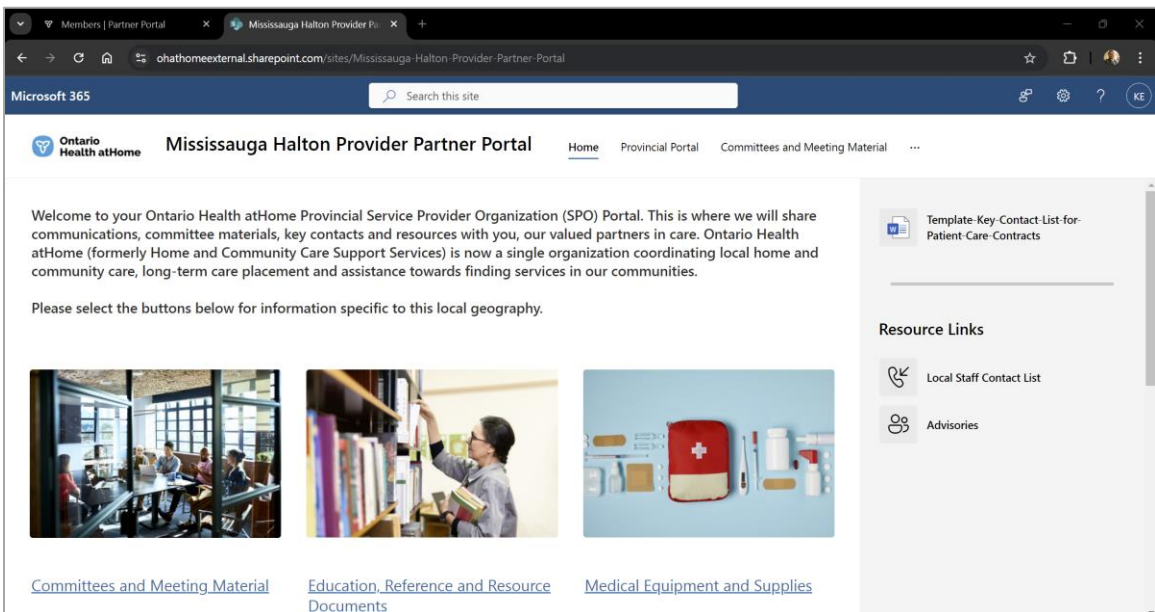
1.17 Click Next and then the success message will appear.



1.18 You will now be directed to the Ontario Health atHome External Portal site. Based on your access you will see one or more buttons related to different geographies.



1.19 Click on the Light blue 'View GRP...' button and you will be directed to the portal to which you have access.



2. Reset your MFA

If you are facing challenges in generating your code or if you have accidentally deleted the Microsoft Authenticator app, your multi-factor authentication is required to be reset by the Ontario Health atHome IT team. In such scenario, please write to us via email sharepointsupport@ontariohealthathome.ca.