

# Multi-Factor Authentication (MFA) at UHN

## MFA Setup with the MFA User Portal



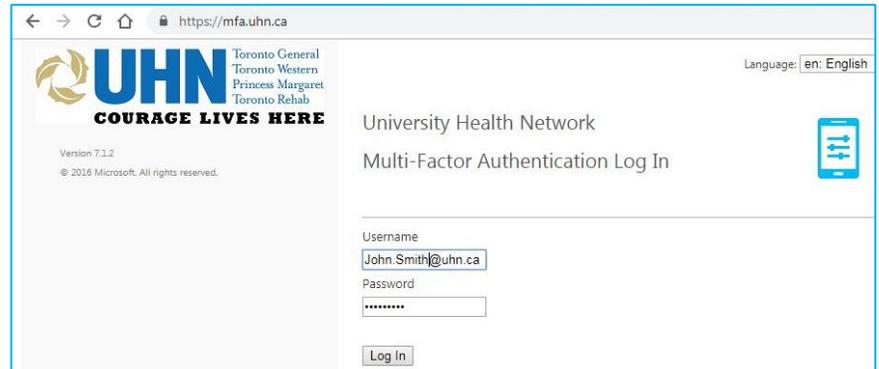
For remote access to your UHN emails, UHN Clinical application portal, you will be required to complete your Multi-Factor Authentication setup. This means you must have an authentication phone number associated to your email account for remote access purposes.

To set up this authentication phone number, please follow these steps:

1. Navigate to <https://mfa.uhn.ca>.

To log in, enter the following:

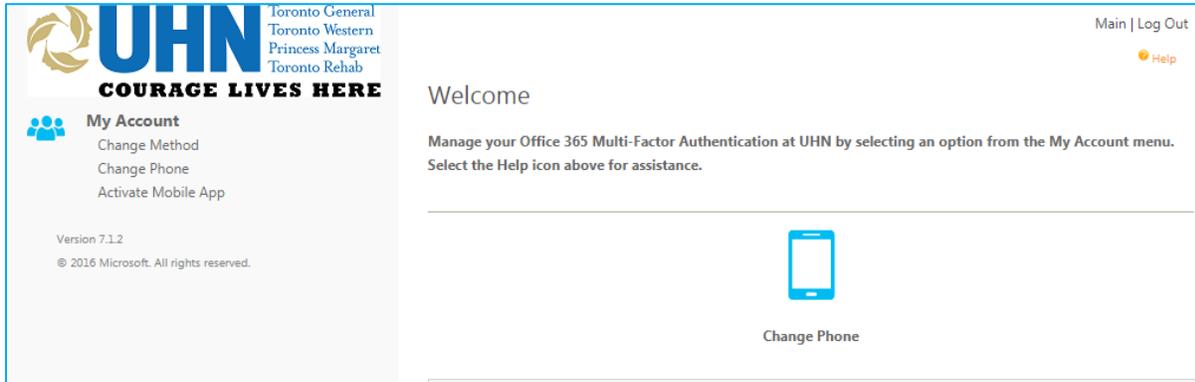
- In the Username field, enter your UHN email address or UPN. This is usually [firstname.lastname@uhn.ca](mailto:firstname.lastname@uhn.ca)
- In the password field, enter your network password. This is the password linked to your T-id.



2. To set up your MFA settings for the first time, you will see three main options – Phone Call, Text Message or Mobile App. For options requiring a phone number, a mobile device number is recommended. You may add an extension or landline number, but you will need to be by that phone every time you complete MFA.

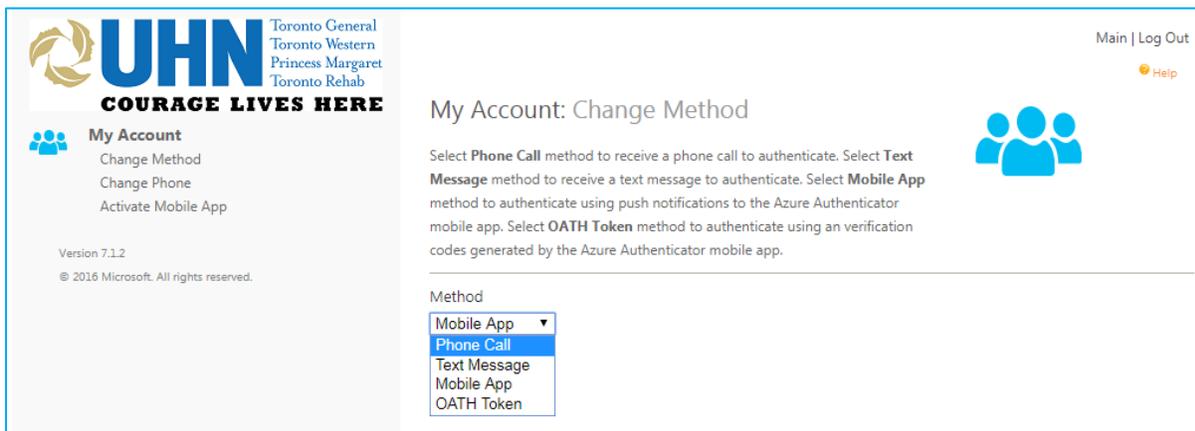
1. MFA Setup by Phone Call	2. MFA Setup by Text Message:
<ol style="list-style-type: none"><li>1. Select <b>Phone Call</b> in the Method dropdown menu</li><li>2. Enter your phone number, and then select <b>Call Me Now to Authenticate</b>.</li></ol> <div data-bbox="149 1201 766 1759"><p>Multi-Factor Authentication User Setup</p><p>To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will call the number you entered. Answer and press # to authenticate.</p><p>Method Phone Call</p><p>PRIMARY Phone United States &amp; Canada +1   4161234567</p><p>Extension (if using a UHN extension, please add # to the end of the 4 digit number. I.e., 1234#)</p><p>BACKUP Phone United States &amp; Canada +1  </p><p>Extension (if using a UHN extension, please add # to the end of the 4 digit number. I.e., 1234#)</p><p>Call Me Now to Authenticate Cancel</p></div> <ol style="list-style-type: none"><li>3. You will receive a phone call from 1(855) 344-4825. Press # to complete authentication</li></ol>	<ol style="list-style-type: none"><li>1. Select <b>Text Message</b> in the Method dropdown menu</li><li>2. Enter your phone number, and then select <b>Text Me Now to Authenticate</b>.</li></ol> <div data-bbox="799 1201 1448 1642"><p>Multi-Factor Authentication User Setup</p><p>To enable Multi-Factor Authentication for your account, please specify the phone number you will use to authenticate. To complete this step, Multi-Factor Authentication will send a one-time passcode in a text message to the number you entered. When prompted, enter the one-time passcode to authenticate.</p><p>Method Text Message</p><p>Phone United States &amp; Canada +1   4161234567</p><p>Text Me Now to Authenticate Cancel</p></div> <ol style="list-style-type: none"><li>3. You will receive a text message code. Enter the code on the webpage to complete authentication.</li></ol>

3. Once you complete authentication, you will be directed to the MFA User Portal.



4. **For Remote Access users:** You will be required to select a default authentication method for Remote Access. To do so, select **Change Method** along the left menu.

You can select Phone Call and Text Message.



Your selected method will be automatically triggered when you connect remotely. For example, if you select the text message method, a 6-digit code will be automatically sent to your phone.