

# Multi-Factor Authentication (MFA) at UHN

## MFA Setup with the MFA User Portal



For remote access to your UHN emails, or for VPN access, 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:

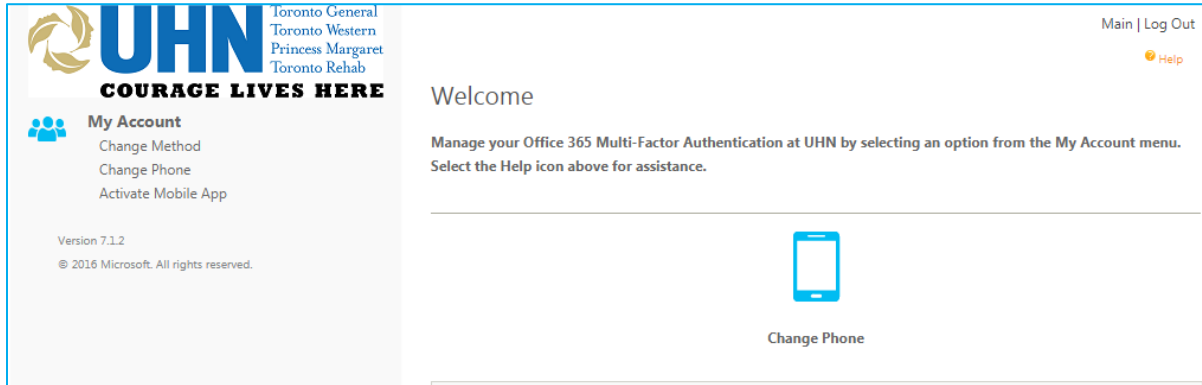
- In the Username field, enter your UHN email address or MFA ID. This is usually [firstname.lastname@uhn.ca](mailto:firstname.lastname@uhn.ca)
- In the password field, enter your network password. This is the password you use to access a UHN computer.



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.

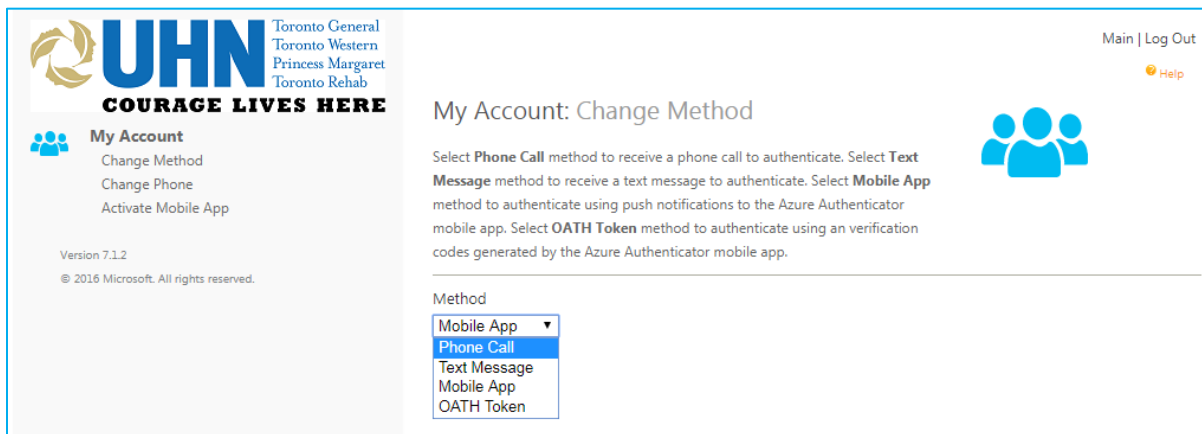
1. MFA Setup by Phone Call	2. MFA Setup by Text Message:
<ol style="list-style-type: none"> <li>1. Select <b>Phone Call</b> in the Method dropdown menu</li> <li>2. Enter your phone number, and then select <b>Call Me Now to Authenticate</b>.</li> </ol> <div style="border: 1px solid #0070C0; padding: 10px; margin: 10px 0;"> <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  <input type="text" value="Phone Call"/></p> <p>PRIMARY            Phone  <input type="text" value="United States &amp; Canada +1"/> <input type="text" value="4161234567"/></p> <p>Extension (if using a UHN extension, please add # to the end of the 4 digit number. I.e., 1234#)  <input type="text"/></p> <p>BACKUP            Phone  <input type="text" value="United States &amp; Canada +1"/> <input type="text"/></p> <p>Extension (if using a UHN extension, please add # to the end of the 4 digit number. I.e., 1234#)  <input type="text"/></p> <p><input type="button" value="Call Me Now to Authenticate"/> <input type="button" value="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 style="border: 1px solid #0070C0; padding: 10px; margin: 10px 0;"> <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  <input type="text" value="Text Message"/></p> <p>Phone  <input type="text" value="United States &amp; Canada +1"/> <input type="text" value="4161234567"/></p> <p><input type="button" value="Text Me Now to Authenticate"/> <input type="button" value="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 VPN users:** You will be required to select a default authentication method for VPN. 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 to VPN. For example, if you select the text message method, a 6-digit code will be automatically sent to your phone. You will no longer be required to use RSA tokens.