

# Multi-factor authentication user guide

A step-by-step guide to adding multi-factor authentication to your member account.



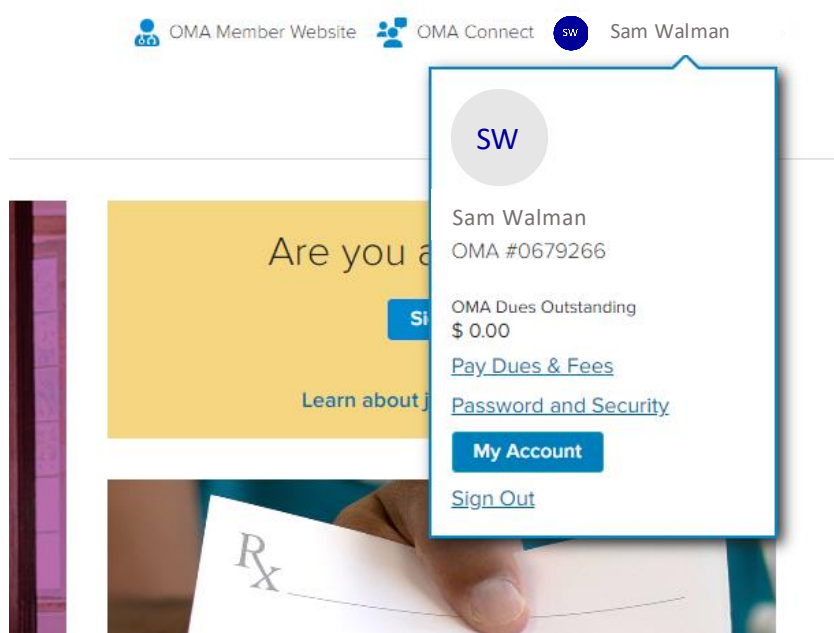
Below is a step-by-step guide to help you to add, remove and modify your multi-factor authentication settings.

## How to enrol in multi-factor authentication

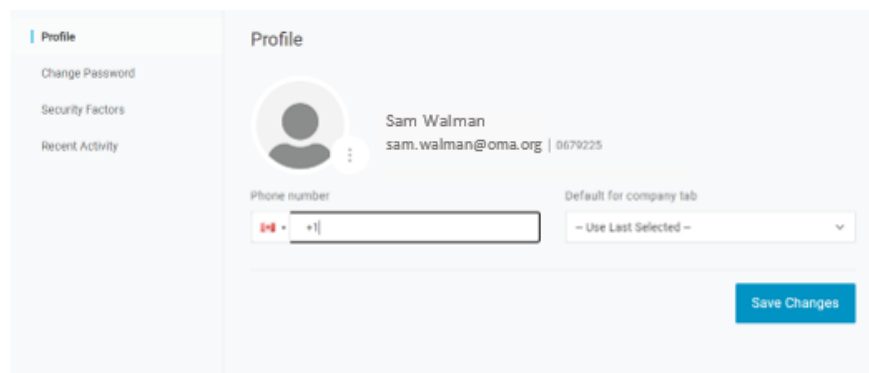
Please follow the steps below to add multi-factor authentication to your account.

1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your initial's icon in the top right-hand corner and then select the **My Account** link.

**Note:** You will be directed to a new OneLogin profile page where you can manage your security factors.

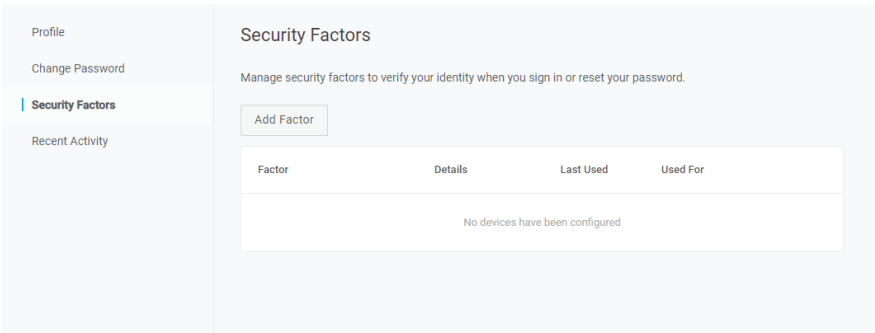


3. From the OneLogin profile page select **Security Factors** from the side menu.

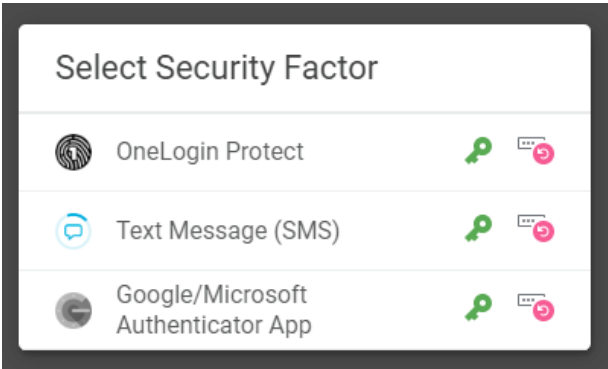


4. Select **Add Factor** to add a security factor to your profile.

**Note:** [Click here](#) to learn more about **multi-factor security** and for additional information and frequently asked questions.



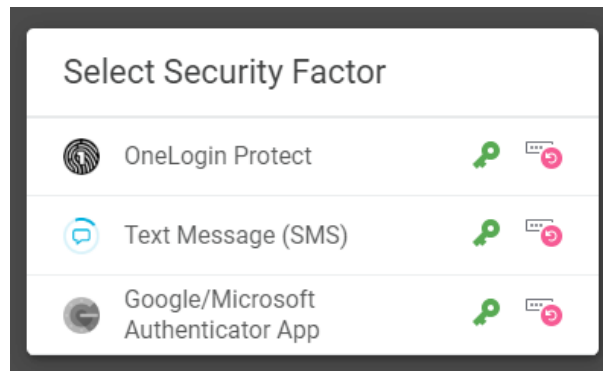
5. From the provided list, choose the security factor you would like to add and follow the on-screen instructions.



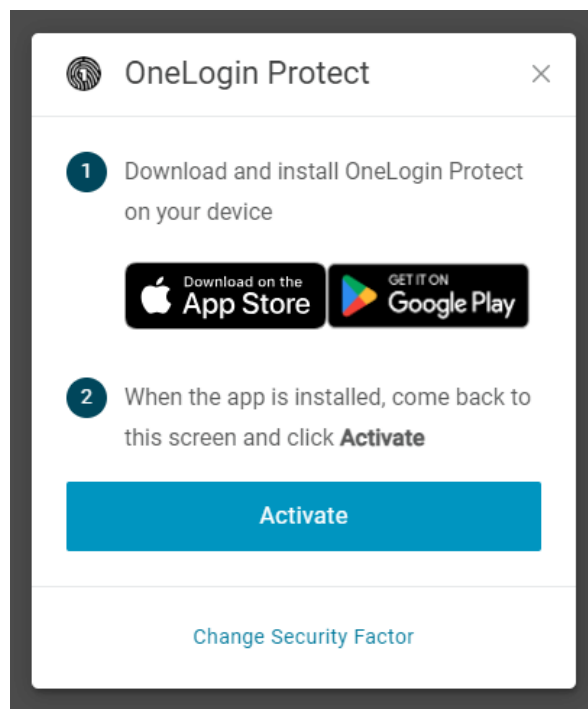
Step-by-step guide to setting up your selected authentication factor.  
Please follow the steps below to set up your preferred multi-factor authentication choice.

### OneLogin Protect app

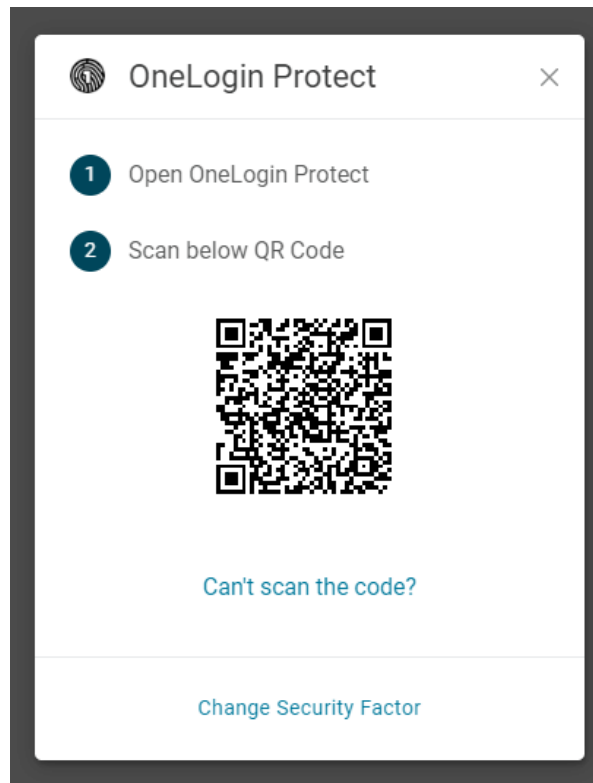
1. Once logged in, select the **OneLogin Protect app** security factor option.



2. **Download** the OneLogin Protect app to your mobile device. Once the app is installed, click activate.

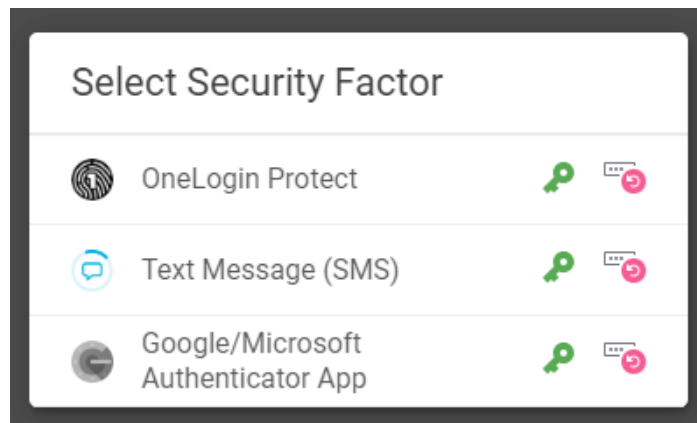


3. Open the OneLogin Protect app and **select the + button** in the top right corner and scan the provided QR code on screen.



## OneLogin SMS

1. Select the **OneLogin SMS** security factor option.

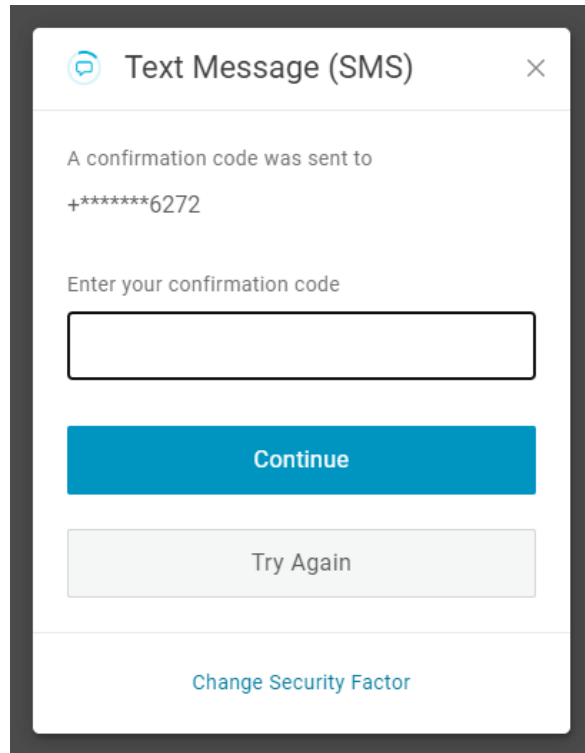


2. Using the mobile phone number in your OneLogin profile, you will receive a text message containing a six-digit security code. **(Please note this number is not associated with the number in your MyAccount profile).**

Enter the provided code to validate and confirm the new security factor is added to your account.

**Note:** Once a security code is sent, you will have 5 min to enter the code before it expires. If that happens, you will need to select **Try Again** to re-send a new confirmation code.

[For help on adding a mobile phone number to your profile, go to page 8.](#)



Text Message (SMS)

A confirmation code was sent to  
+\*\*\*\*\*6272

Enter your confirmation code

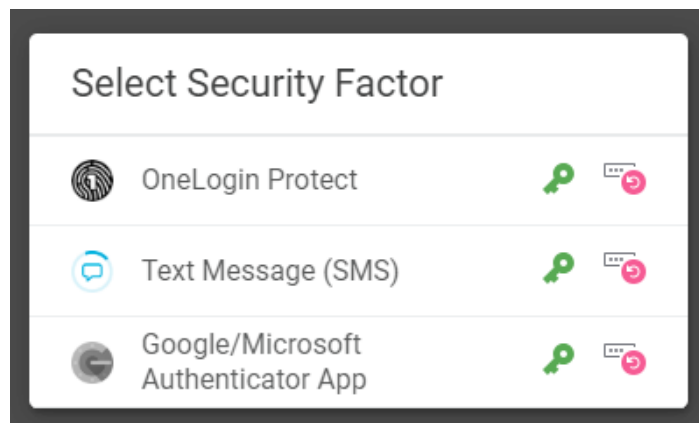
Continue

Try Again










[Change Security Factor](#)

## Google/Microsoft authentication app

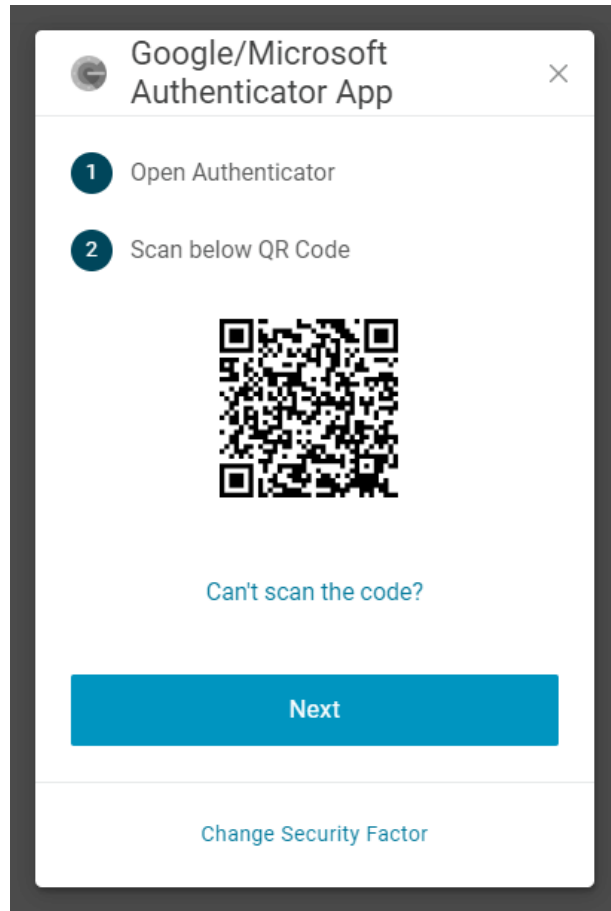
1. Select the **Google Authenticator** security factor option.



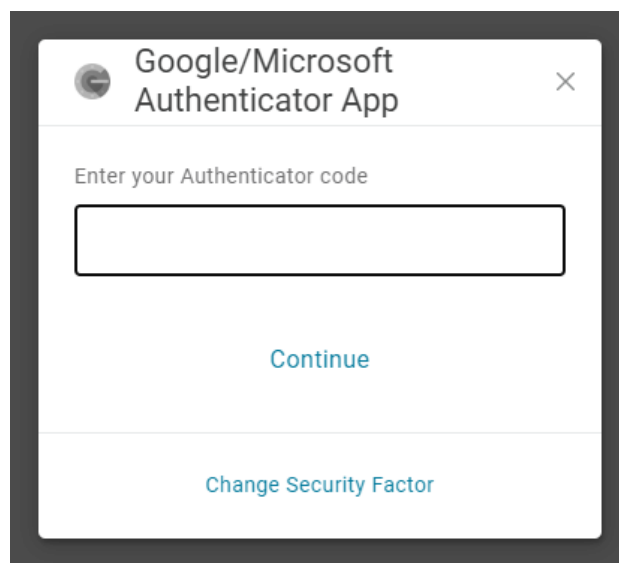
Select Security Factor

	OneLogin Protect		
	Text Message (SMS)		
	Google/Microsoft Authenticator App		

2. **Download the Google authentication or Microsoft authentication app** to your mobile device. Once installed, open the chosen app, and scan the provided QR code on screen.



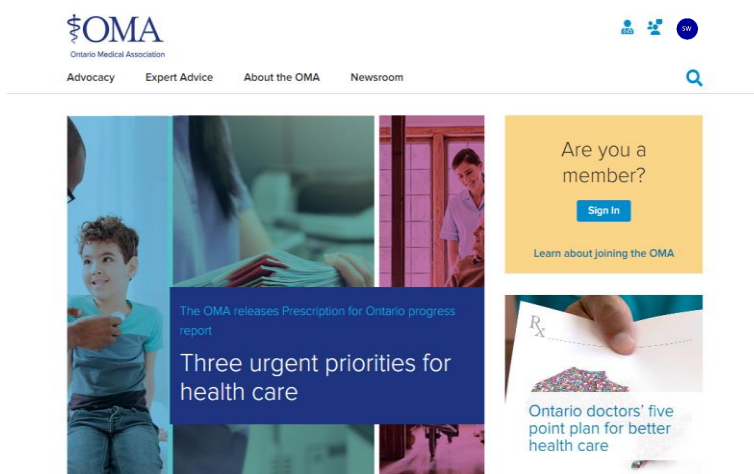
3. **Enter the provided six-digit authentication code** and select continue to finalize the set-up process.



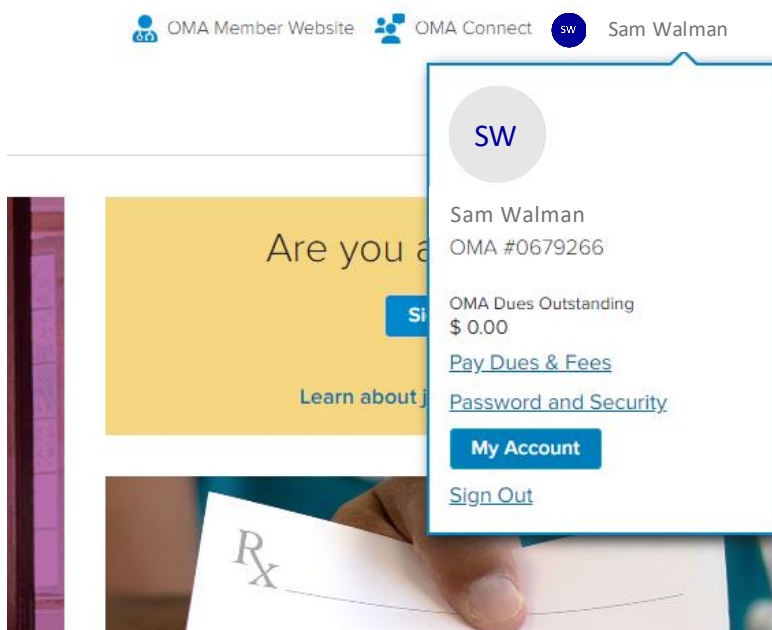
## How to add a mobile phone number to your OneLogin profile.


Please follow the steps below to add a mobile phone number to your profile.


1. Open your browser and navigate to oma.org to sign into your member account.
2. Select the **Member sign in** button in the top right-hand corner and sign into your account.



3. Click on your initial's icon in the top right-hand corner and then select the **My Account** link.




- Practice & Professional Support | Health System & Advocacy | Member Advantages | Negotiations | Your Association | News & Events
- Dues and Fees
- Memberships & Constitutions
- Statements & Receipts
- My Insurance  
Insurance Policies
- Profile
- Professional info, Credentials & Contact Info, My Subscribers, Constituency Email, Consents
- My Benefits
- Member benefits
- Groups
- Sections, MGA, Forums, District, Termination Decision & Rulings
- Practice Model
- Update your Practice Model
- Practice Setting
- Update your Practice Setting
- Donate
- Donate to the OMF to support communities, equity, and the future of healthcare
- Personal Information
- Password and Security, PIN, Date of birth
- 

## Sam Walman
- Dues and Fees
- [Pay Dues & Constituency Fees](#)
- 0068239
- OMA Number
- 
- Membership Card
- Complimentary  
Practicing
- Membership  
Category
- \$0.00
- OMA Dues  
Outstanding
- CONSTITUENCY FEES
- [Algonia West Academy of Medicine](#)
- [District Nine](#)
- [Section on General & Family Practice](#)
- [Pay Constituency Fees](#)
- [View Statements](#)
- My Insurance
- Going forward, to view your OMA/ Group Life or Living Benefits coverage please log into [Manulife's Secure site](#) with your Manulife ID.
- Going forward, to view your OMA/ OHP, Health and/or Dental coverage, please log into [Manulife's SecureService portal](#) with your Manulife ID.
- Profile
- PROFESSIONAL INFO
- 25012
- CPSO Registration  
Number
- 09-08-1972
- CPSO Registration  
Effective Date
- Independent  
Practice**  
CPSO Registration  
Class
- 09-08-1972
- CPSO Certificate  
Issue Date
- Active
- CPSO Registration  
Status
- Fam Medicine/Gen  
Practice Intl Emergency  
Medicine**
- Practice Type
- 157883
- OH-P Registration Number
- CAMD00990777
- MNC
- 
**3 items need your attention**
- You have no email on file.
- [Update](#)
- Please update your  
Practice Model.
- [Update](#)
- Please update your  
Practice Setting.
- [Update](#)
- Need Help?
- Please see [FAQ: CMAA Membership](#)  
[FAQ](#) or contact Membership  
Benefits and Operations
- Email
- [info@oma.org](#)
- Phone
- 1-800-266-7215
- Policies
- The policies below belong to all  
OMA members and not members  
interacting with OMA sites and staff.
- By continuing to use our site you  
agree to the following policies:
- [Member Code of Conduct & Civility](#)
  - [OMA Safety & Security Plan & Procedures](#)
  - [Privacy](#)
  - [Disaster and Safety in the Workplace](#)
  - [Terms of Use](#)
- Multi-factor  
authentication**

- Account Settings

✕



[Update Photo](#)  
[Delete Photo](#)

PERSONAL INFO

Dr

▼

Salutation

Sam

First Name

Walman

Last Name

Male

▼

Sex

1943/05/03

Date of Birth

MANAGE PASSWORD AND SECURITY

[Click here to change your password](#)

[Click here to change your security factors](#)

login.walman@oma.org

Sign in with email

Cancel

Save Changes


- Profile

Change Password

Security Factors

Recent Activity

Profile



Sam Walman

sam.walman@oma.org

Phone number

🇨🇦

+1

Default for company tab

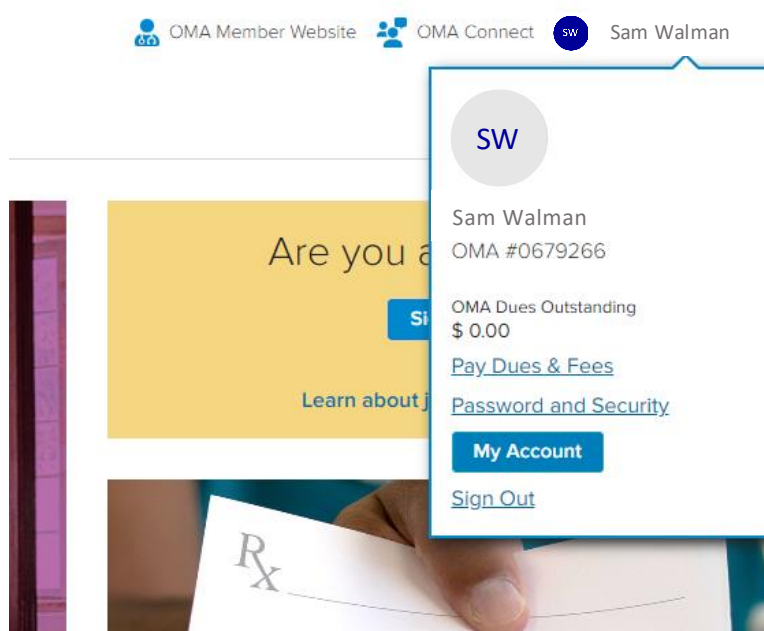
– Use Last Selected –

Save Changes

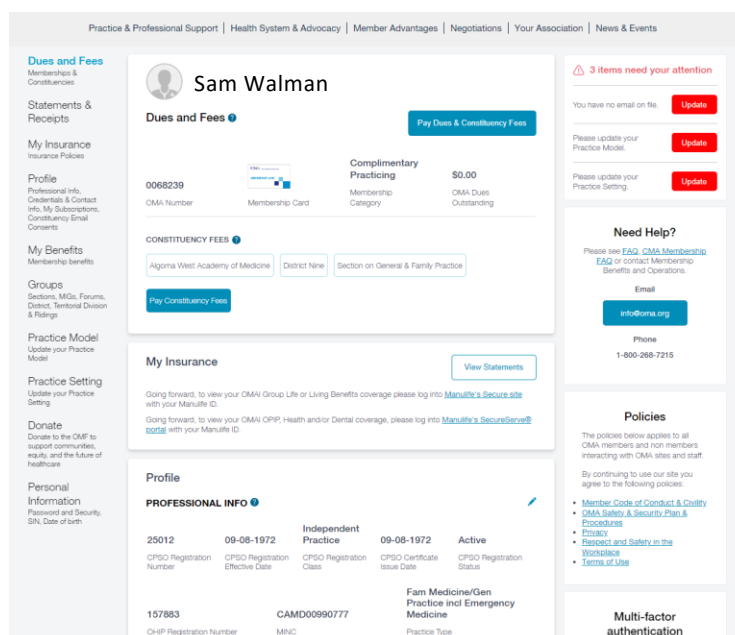
## How to add, remove or modify my security factors

Please follow the steps below to make changes to your security factors.

1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your initial's icon in the top right-hand corner and then select the **My Account** link.



3. Once in your MyAccount profile section, locate the **Personal Information** section and click on Personal Information.



4. Once in the Personal Information section select **Click here to change your security factors**.

The screenshot shows a modal window titled "Account Settings" with a close button (X) in the top right corner. It is divided into two main sections: "PERSONAL INFO" and "MANAGE PASSWORD AND SECURITY".

**PERSONAL INFO**

- Dr. [dropdown] Sam Walman (First Name, Last Name)
- Salutation: First Name, Last Name
- Male [dropdown] 1943/05/03 (Sex, Date of Birth)
- Sex: Date of Birth

**MANAGE PASSWORD AND SECURITY**

- [Click here to change your password](#)
- [Click here to change your security factors](#)
- Login email: sam.walman@oma.org

At the bottom are "Cancel" and "Save Changes" buttons.

5. If you would like to add a new factor to your profile, select the **Add Factor** button and choose the security factor of your choice.

The screenshot shows the "Security Factors" page. On the left is a sidebar with "Profile", "Change Password", "Security Factors" (selected), and "Recent Activity". The main content area has a heading "Security Factors" and a subheading "Manage security factors to verify your identity when you sign in or reset your password." Below this is an "Add Factor" button and a table of existing factors.

Factor	Details	Last Used	Used For
Primary			
sms	+16477716665	a day ago	[Icons: Key, Phone, Mail, etc.]

An "Options" button is visible next to the factor.

6. If you would like to remove a security factor from your profile, select the **Options** button on the right-hand side of the screen and select **Remove** from the dropdown options.

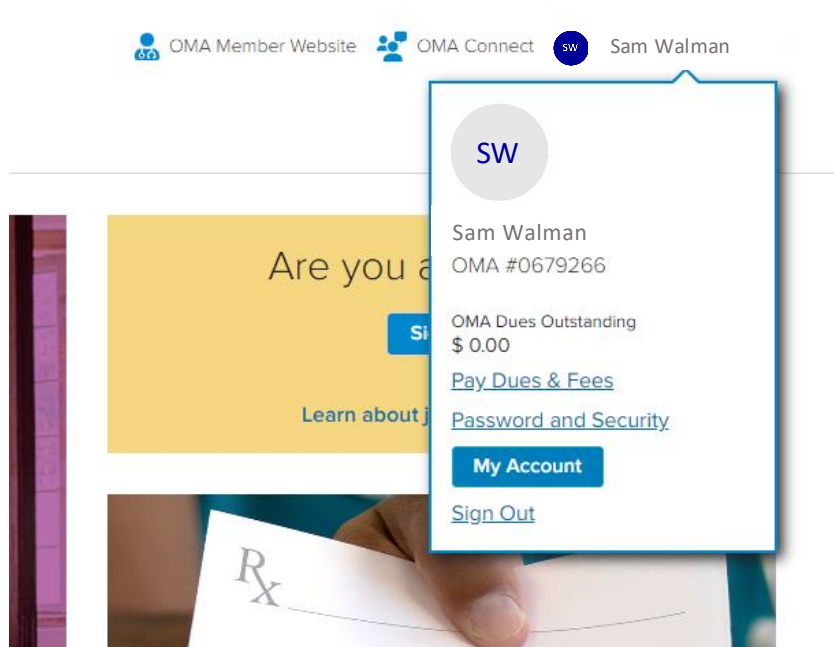
This screenshot is similar to the previous one, but the "Options" button for the "sms" factor is clicked, and a dropdown menu is visible. The menu contains the following options:

- Unset as primary
- Edit name
- Remove
- Show details

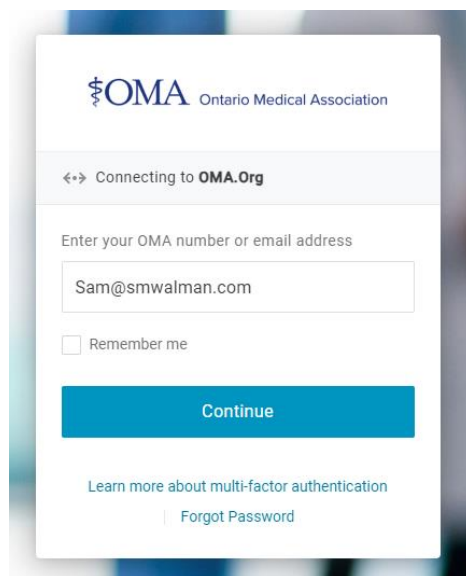
## How to reset your password (MFA not enabled)

Please follow the steps below to reset your password if you do not have multi-factor authentication enabled on your account.

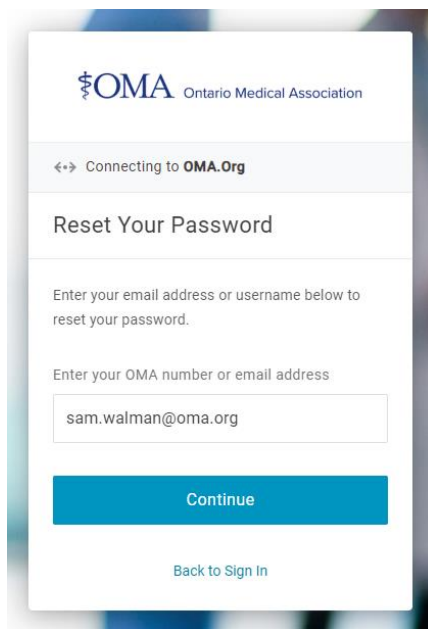
1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your initial's icon in the top right-hand corner and then select the **My Account** link.



3. Select the **Forgot Password** link at the bottom of the login screen.



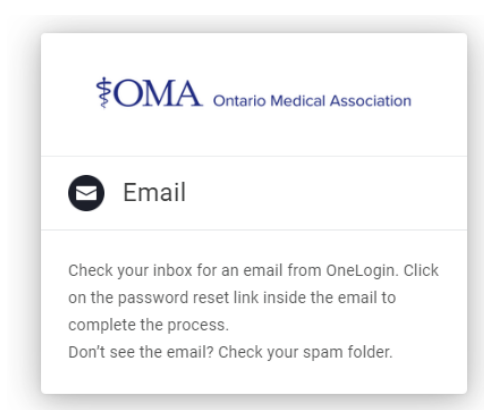
4. Enter your email address or username and click continue to reset your password.



The screenshot shows the OMA (Ontario Medical Association) password reset interface. At the top is the OMA logo. Below it, a status bar indicates 'Connecting to OMA.Org'. The main heading is 'Reset Your Password'. A text prompt asks the user to 'Enter your email address or username below to reset your password.' Below this is a text input field containing 'sam.walman@oma.org'. A blue 'Continue' button is positioned below the input field. At the bottom, there is a link that says 'Back to Sign In'.

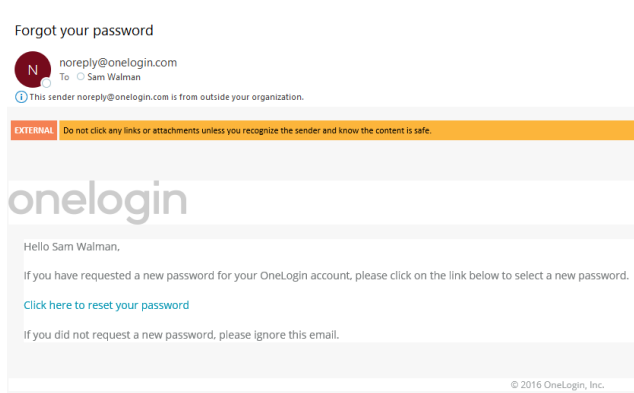
5. Once you have submitted the password reset request, the system will send an email to the account on file. Please check your inbox for an email from OneLogin.

**Note:** If you do not see an email from OneLogin, please check your spam folder.



The screenshot shows an email notification from the OMA. It features the OMA logo at the top. Below the logo is an envelope icon followed by the word 'Email'. The main text of the email reads: 'Check your inbox for an email from OneLogin. Click on the password reset link inside the email to complete the process. Don't see the email? Check your spam folder.'

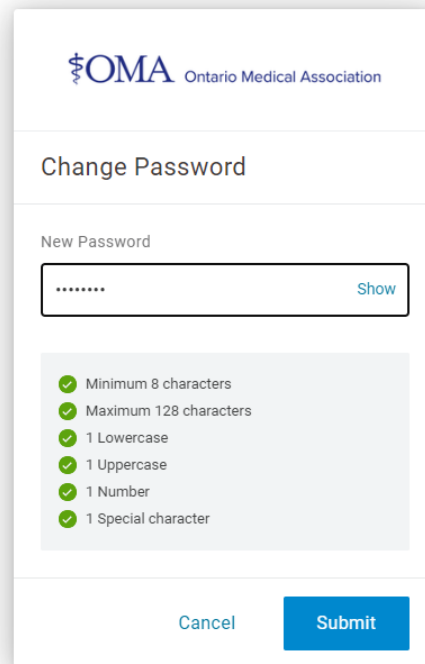
6. Once you have received the password reset email, please click on the link to complete the process.



The screenshot shows an email from OneLogin with the subject 'Forgot your password'. The sender is 'noreply@onelogin.com' and the recipient is 'Sam Walman'. A warning banner at the top states: 'EXTERNAL: Do not click any links or attachments unless you recognize the sender and know the content is safe.' The OneLogin logo is prominently displayed. The email body says: 'Hello Sam Walman, If you have requested a new password for your OneLogin account, please click on the link below to select a new password. Click here to reset your password'. Below this, it says: 'If you did not request a new password, please ignore this email.' The footer contains the copyright notice: '© 2016 OneLogin, Inc.'

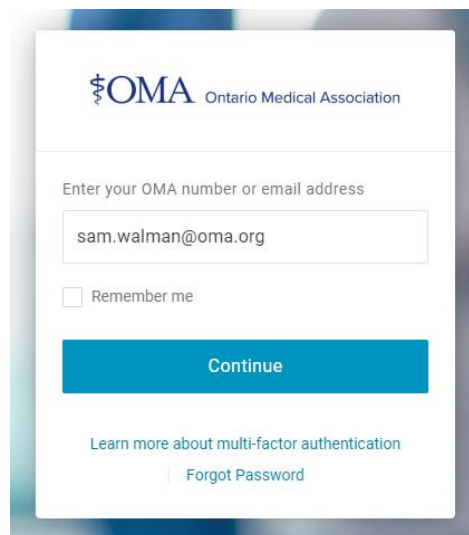
7. Fill out the change password field with your new chosen password.

**Note:** Please refer to the password requirements when selecting a new password.



The screenshot shows the 'Change Password' form for the Ontario Medical Association (OMA). At the top is the OMA logo and name. The form title is 'Change Password'. Below it is a section for 'New Password' with a text input field containing seven dots and a 'Show' link. A list of password requirements is shown with green checkmarks: Minimum 8 characters, Maximum 128 characters, 1 Lowercase, 1 Uppercase, 1 Number, and 1 Special character. At the bottom are 'Cancel' and 'Submit' buttons.

8. Sign in using your newly set password.



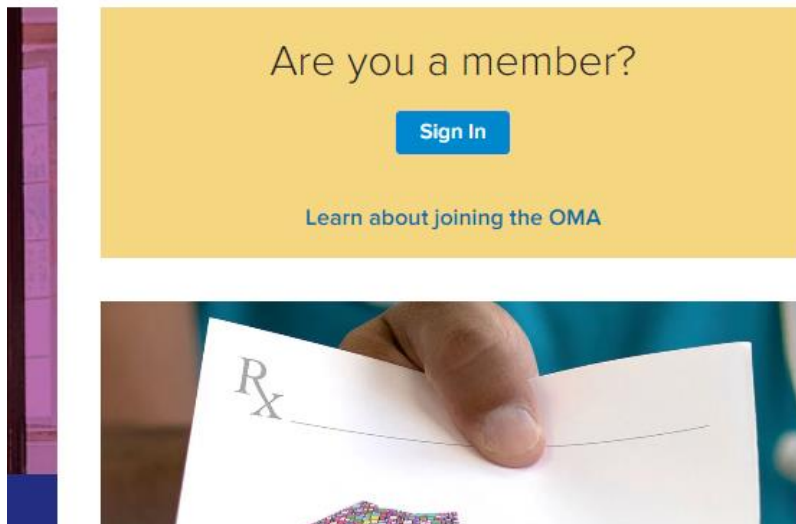
The screenshot shows the 'Sign In' form for the Ontario Medical Association (OMA). At the top is the OMA logo and name. The form title is 'Sign In'. Below it is a section for 'Enter your OMA number or email address' with a text input field containing 'sam.walman@oma.org'. There is a 'Remember me' checkbox. A large blue 'Continue' button is below the input field. At the bottom are links for 'Learn more about multi-factor authentication' and 'Forgot Password'.

## How to reset your password (MFA enabled)

Please follow the steps below to reset your password if you have multi-factor authentication enabled on your account.

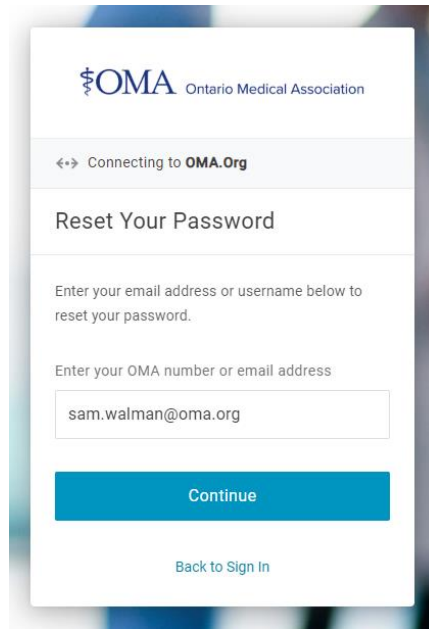
1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your **Member Sign In** button to start the process.

Member Sign In



3. Select the **Forgot Password** link at the bottom of the login screen.

4. Enter your email address or username and click continue to reset your password.



The screenshot shows a web form for the Ontario Medical Association (OMA). At the top is the OMA logo and name. Below that is a status bar indicating 'Connecting to OMA.Org'. The main heading is 'Reset Your Password'. The instructions state: 'Enter your email address or username below to reset your password.' There is a text input field with the placeholder 'Enter your OMA number or email address' and the value 'sam.walman@oma.org'. Below the input field is a blue 'Continue' button. At the bottom is a link that says 'Back to Sign In'.

5. Depending on which security factor you have set up, you will be directed to follow the process to authenticate your account.

Once you have done so, you will be prompted to reset your password.