

# Two-factor authentication user guide

A step-by-step guide to adding two-factor authentication to member accounts.



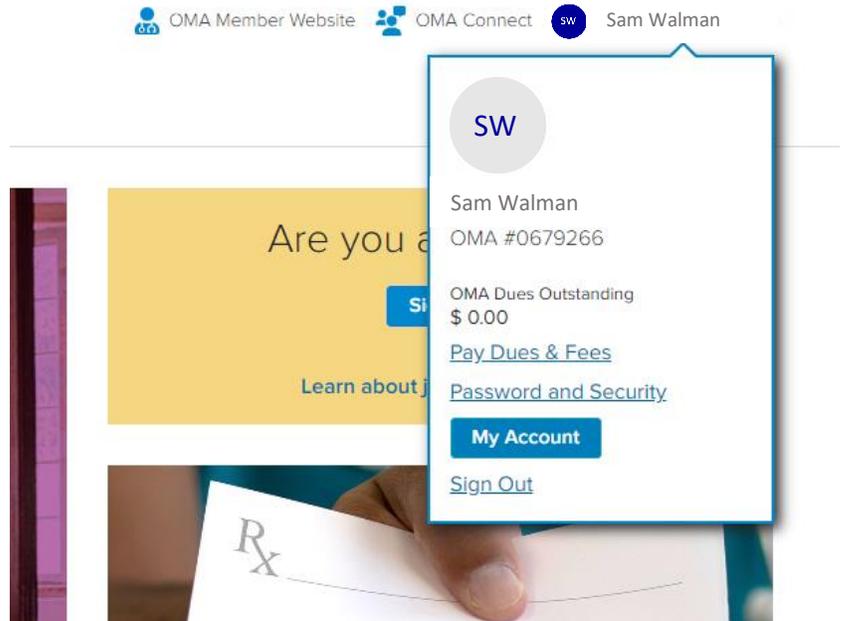
Below is a step-by-step guide to help you to add, remove and modify your two-factor authentication settings.

## How to enrol in two-factor authentication

Please follow the steps below to add two-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 **Password and Security** link.

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

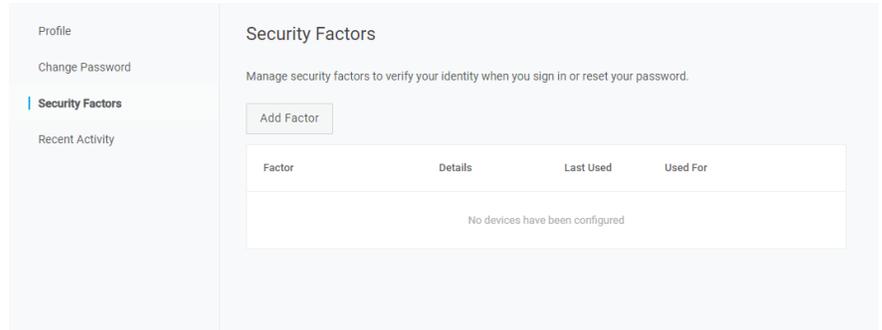


3. From the OneLogin profile page select **Security Factors** from the side menu.

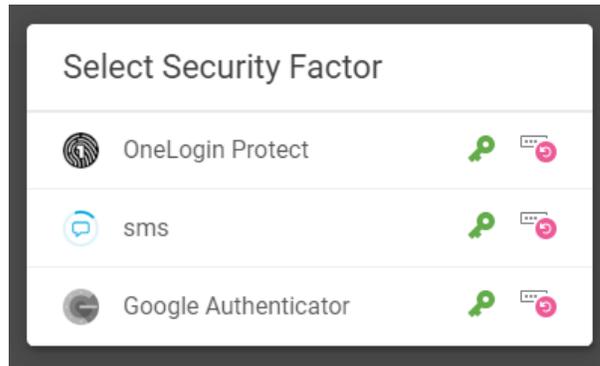


4. Select **Add Factor** to add a security factor to your profile.

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



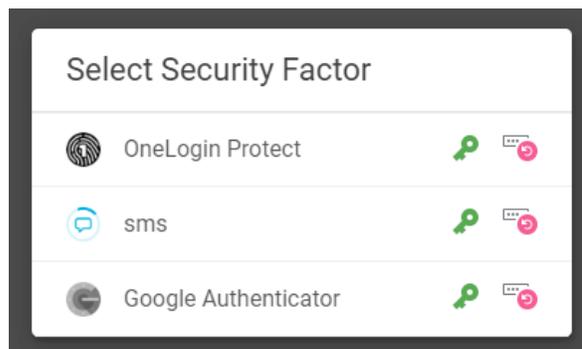
5. From the provided list, choose the security factor you would like to add and follow the on-screen instructions.



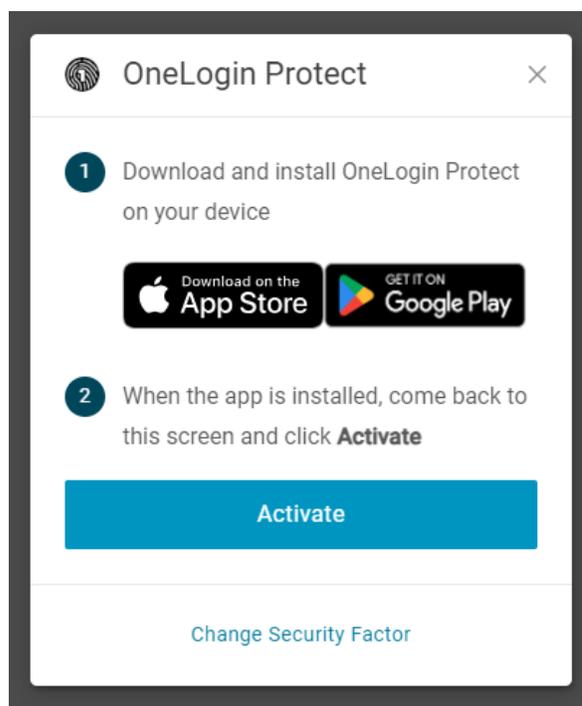
Step-by-step guide to setting up your selected authentication factor.  
Please follow the steps below to set up your preferred two-factor authentication choice.

## OneLogin Protect app

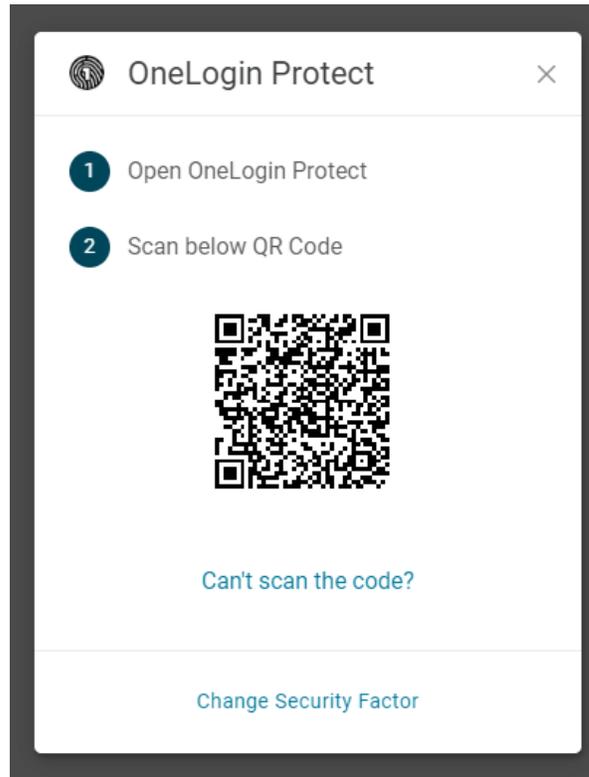
1. Once logged in, select the **OneLogin Protect app** security factor option.



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

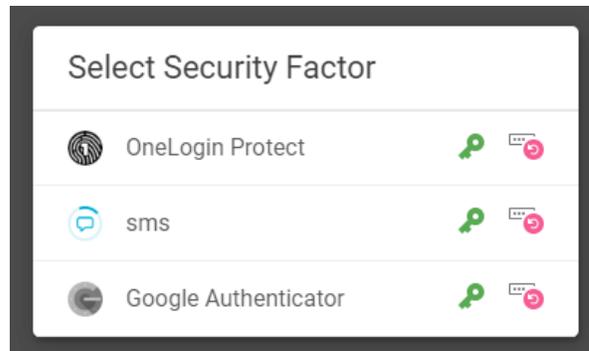


3. Open the OneLogin Protect app and **select the + button** in the top right corner and scan the provided QR code on screen.



## OneLogin SMS

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

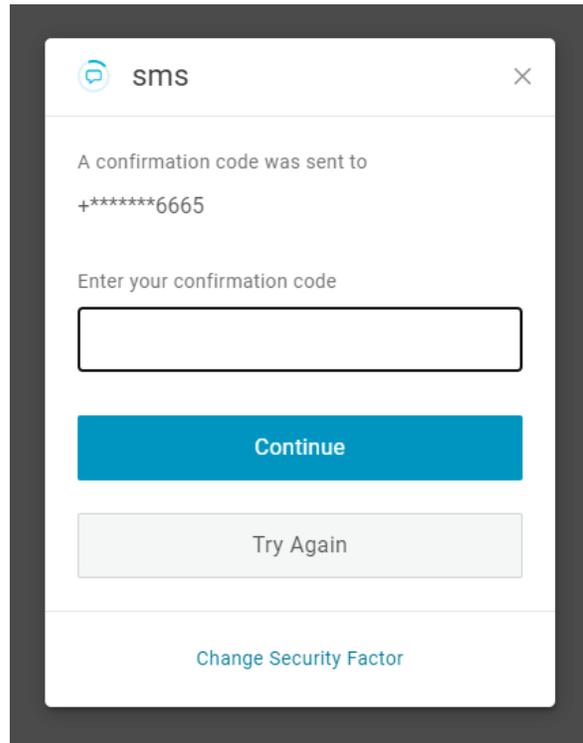


- Using the phone number in your OneLogin profile, you will receive a text message containing a six-digit security code. **(Please note this number is not associated with the number in your MyAccount profile).**

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

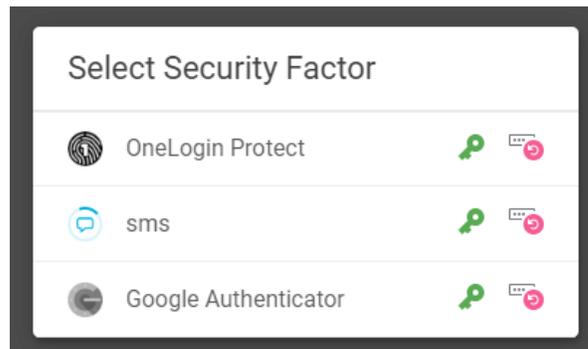
**Note:** Once a security code is sent, you will have 5 min to enter the code before it expires. If that happens, you will need to select **Try Again** to re-send a new confirmation code.

[For help on adding a phone number to your profile, go to page 9.](#)

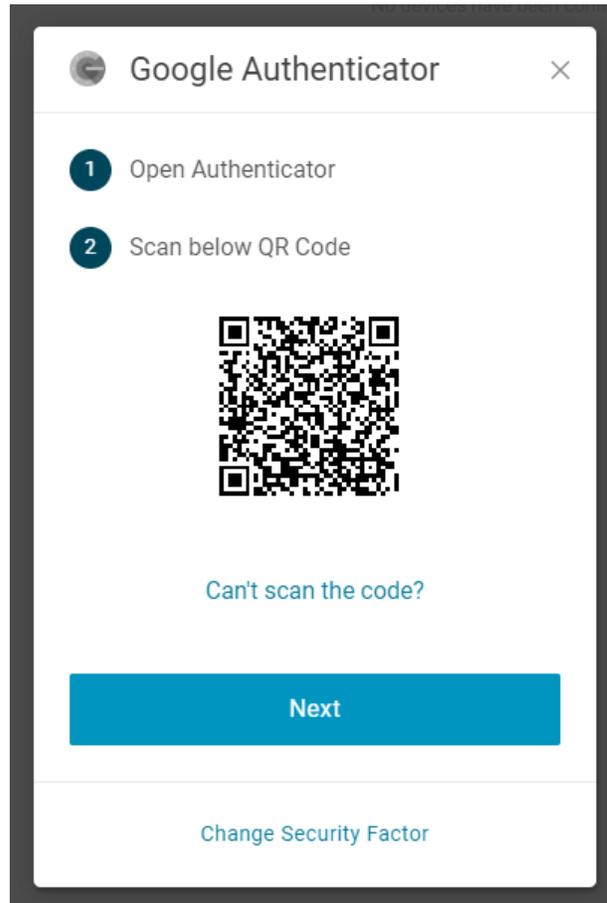


## Google/Microsoft authentication app

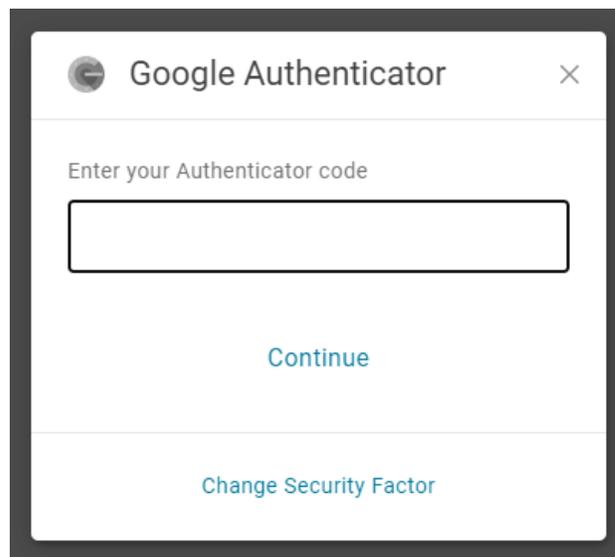
- Select the **Google Authenticator** security factor option.



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.



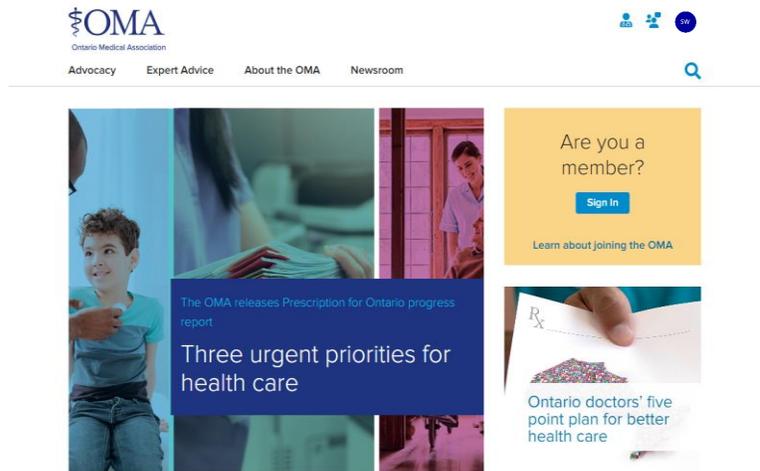
3. **Enter the provided six-digit authentication code** and select continue to finalize the set-up process.



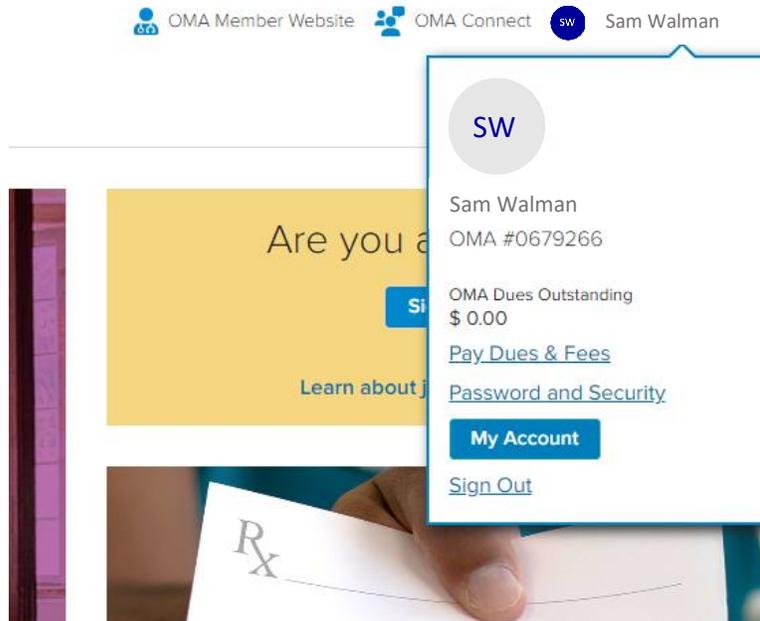
## How to add a mobile phone number to your OneLogin profile.

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

1. Open your browser and navigate to [oma.org](http://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.

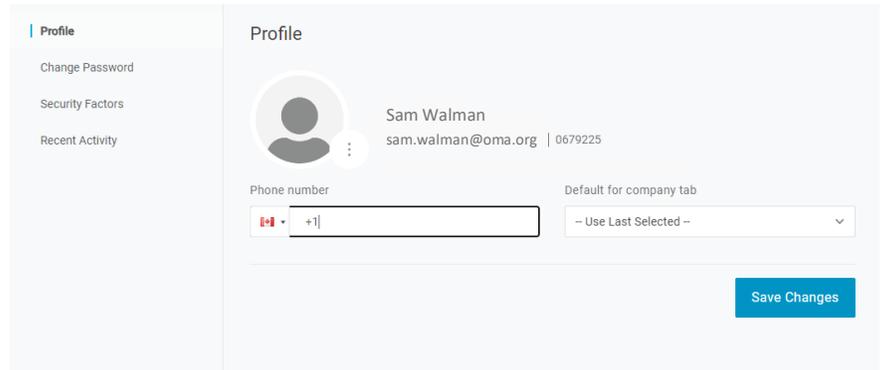


3. Click on your initial's icon in the top right-hand corner and then select the **Password and Security** link.



- Once in the profile section of your account, locate the phone number field and enter the desired contact number you wish to save on file. Select **save changes** to save the new number in the system.

**(Please note this number is not associated with the number in your MyAccount profile)**

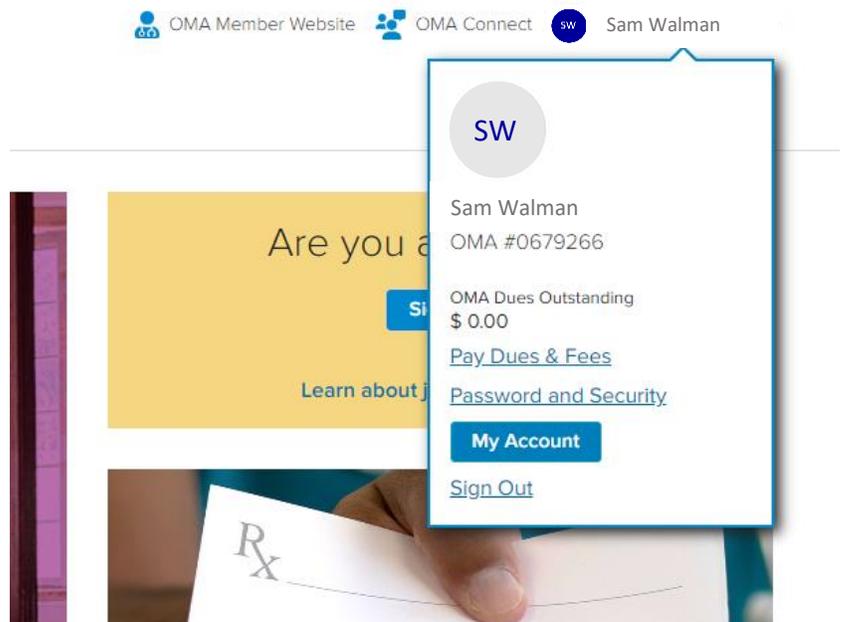


## How to add, remove or modify my security factors

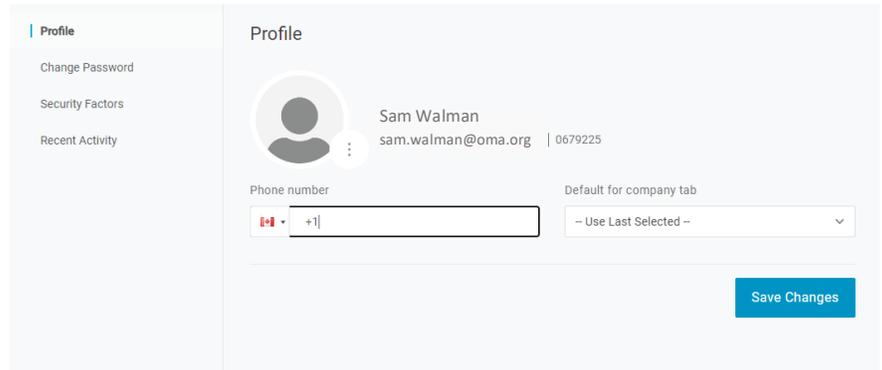
Please follow the steps below to make changes to your security factors.

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

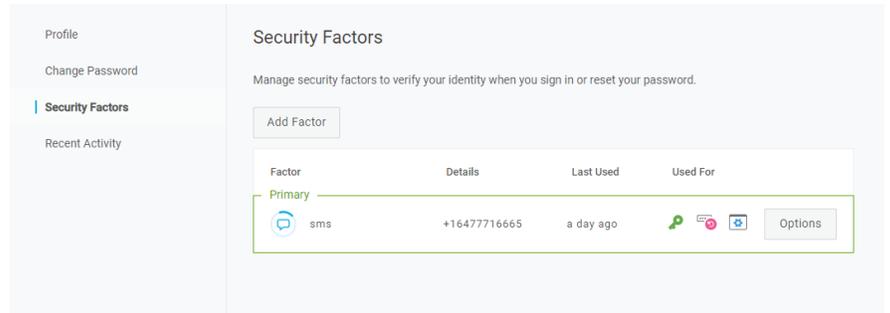
**Note:** You can also access the **Password and Security** section by clicking on MyAccount. From there select **Password and Security** from the **Personal Information** section within your MyAccount profile.



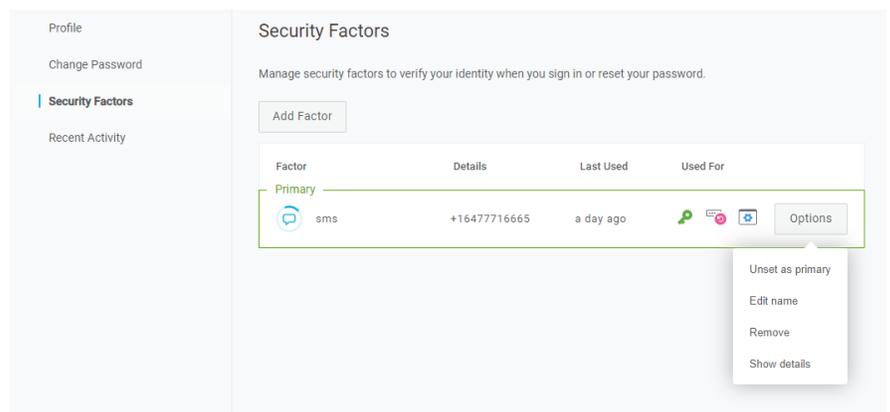
3. From the OneLogin profile page select **Security Factors** from the side menu



4. 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



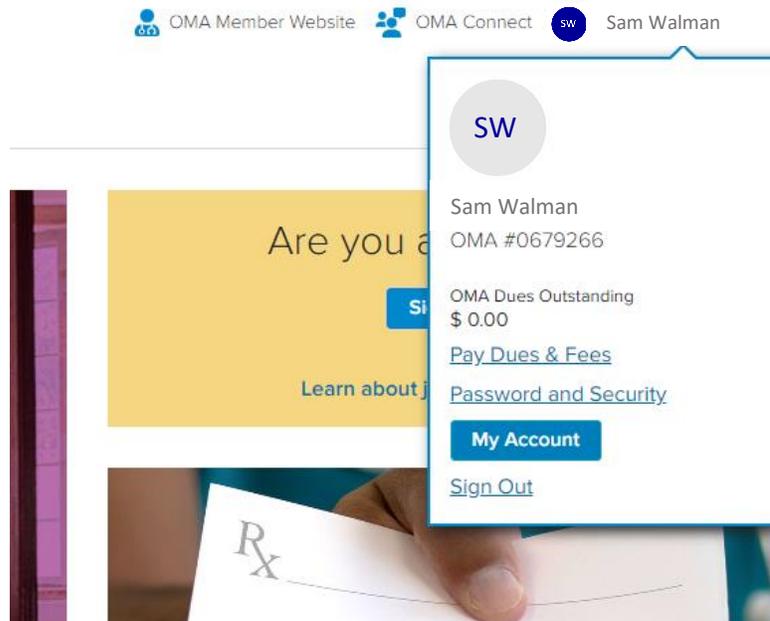
5. If you would like to remove a security factor from your profile, select the **Options** button on the right-hand side of the screen and select **Remove** from the dropdown options.



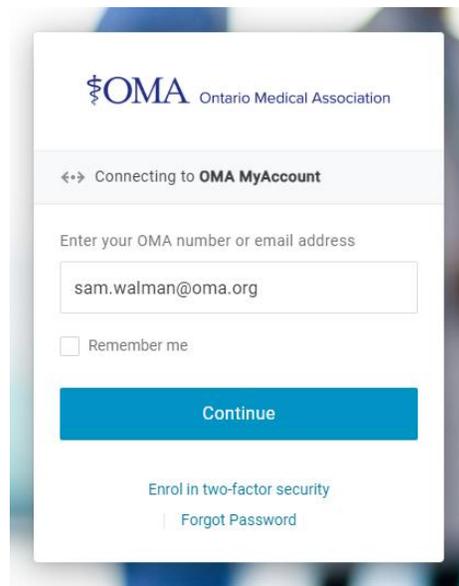
## How to reset your password (2FA not enabled)

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

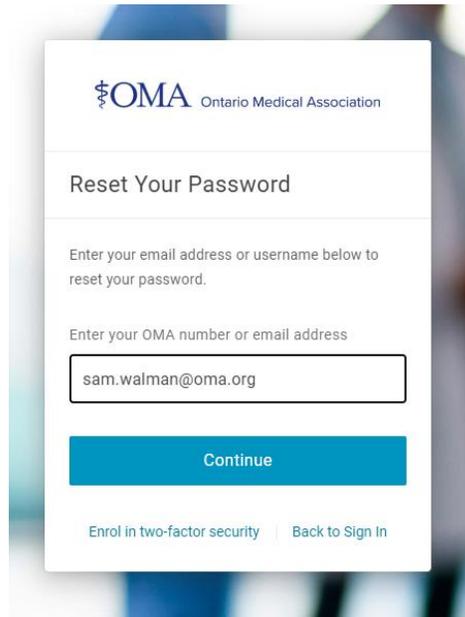
1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your initial's icon in the top right-hand corner and then select the **Password and Security** link.



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

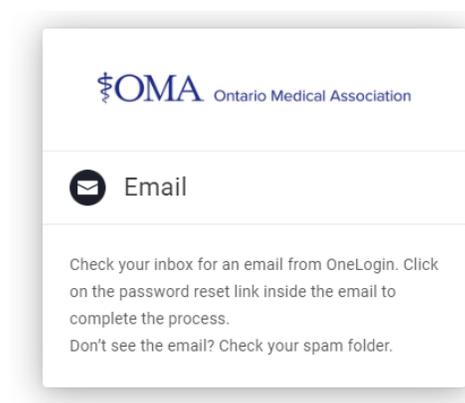


4. Enter your email address or username and click continue to reset your password.

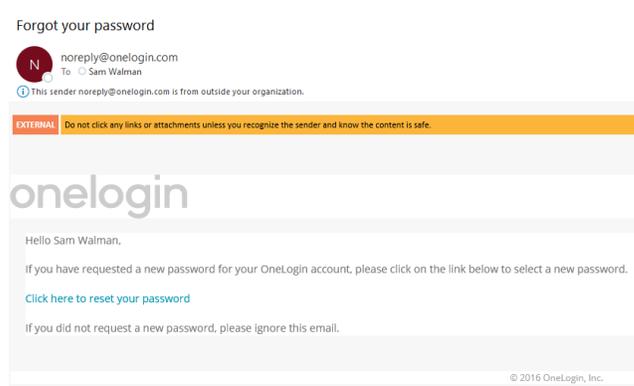


5. Once you have submitted the password reset request, the system will send an email to the account on file. Please check your inbox for an email from OneLogin.

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

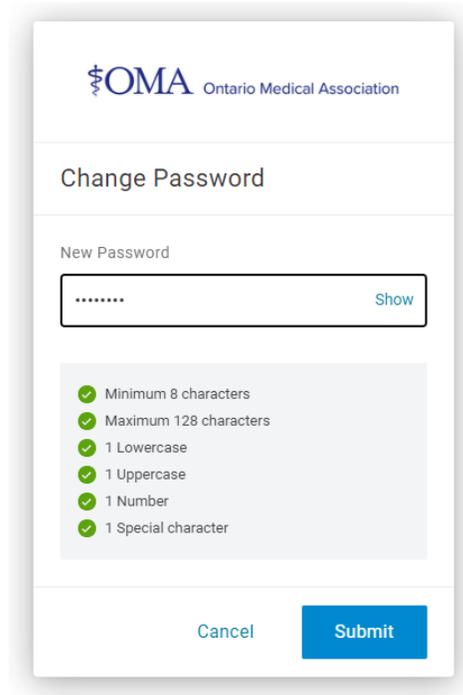


6. Once you have received the password reset email, please click on the link to complete the process.



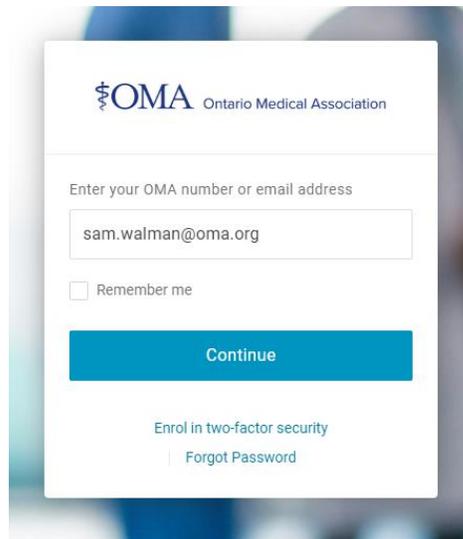
7. Fill out the change password field with your new chosen password.

**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, the OMA logo and name are displayed. Below the title, there is a 'New Password' section 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, there are 'Cancel' and 'Submit' buttons.

8. Sign in using your newly set password.



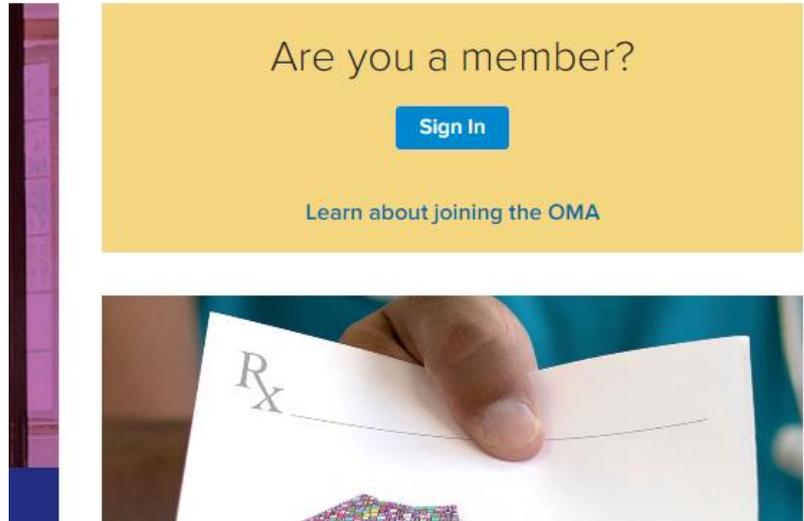
The screenshot shows the 'Sign In' form for the Ontario Medical Association (OMA). At the top, the OMA logo and name are displayed. Below the title, there is a text input field with the placeholder 'Enter your OMA number or email address' and the value 'sam.walman@oma.org'. There is a 'Remember me' checkbox which is currently unchecked. A blue 'Continue' button is located below the input field. At the bottom, there are links for 'Enrol in two-factor security' and 'Forgot Password'.

## How to reset your password (2FA enabled)

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

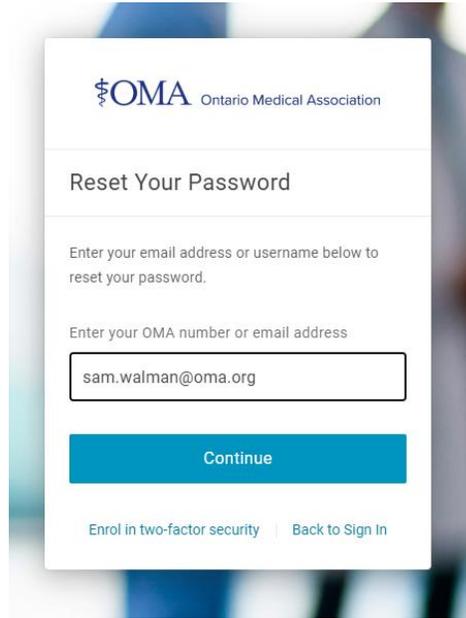
1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your **Member Sign In** button to start the process.

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 mobile application interface for the Ontario Medical Association (OMA). At the top, the OMA logo is displayed with the text 'OMA Ontario Medical Association'. Below the logo, the heading 'Reset Your Password' is centered. Underneath, there is a prompt: 'Enter your email address or username below to reset your password.' This is followed by another prompt: 'Enter your OMA number or email address'. A text input field contains the email address 'sam.walman@oma.org'. Below the input field is a blue button labeled 'Continue'. At the bottom of the form, there are two links: 'Enrol in two-factor security' and '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.