

Multi-factor authentication user guide

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



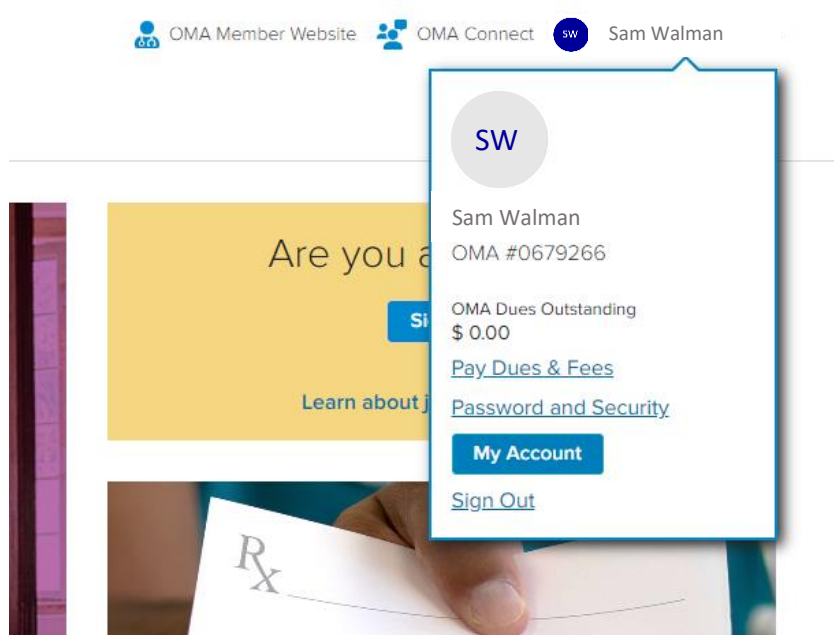
Below is a step-by-step guide to help you to add, remove and modify your multi-factor authentication settings.

How to enrol in multi-factor authentication

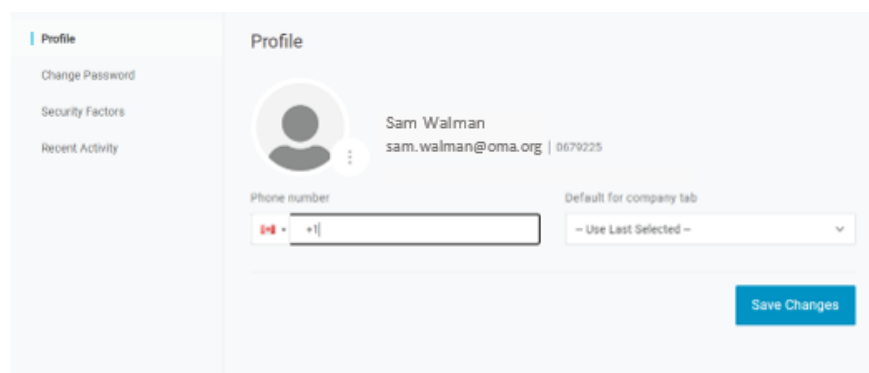
Please follow the steps below to add multi-factor authentication to your account.

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 **Password and Security** link.

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

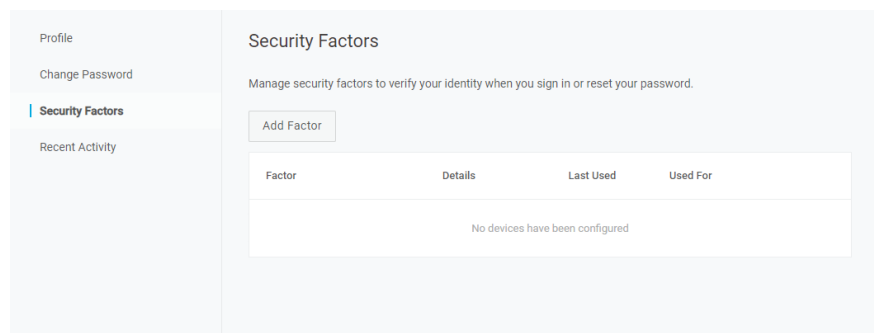


3. From the OneLogin profile page select **Security Factors** from the side menu.

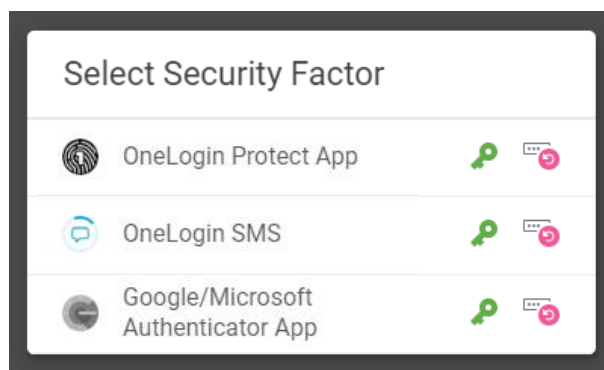


4. Select **Add Factor** to add a security factor to your profile.

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



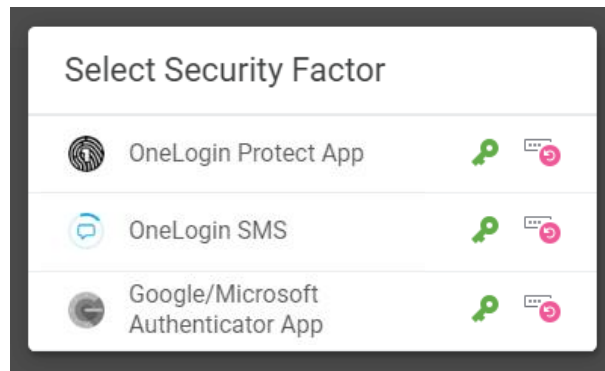
5. From the provided list, choose the security factor you would like to add and follow the on-screen instructions.



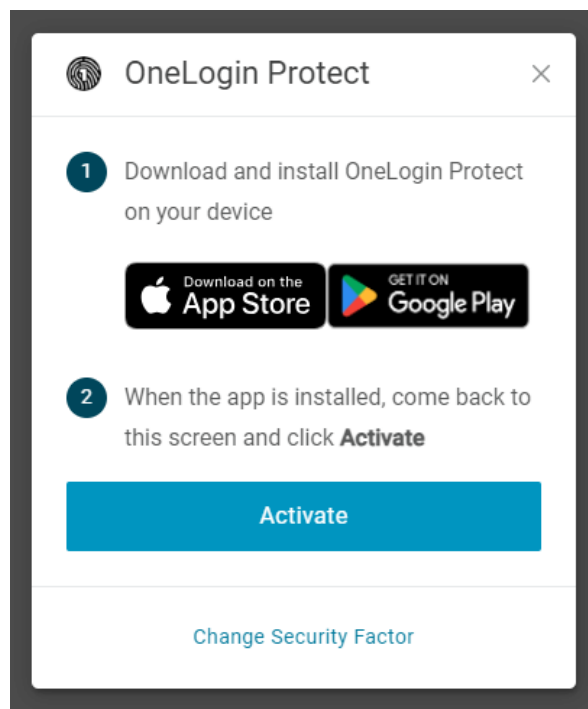
Step-by-step guide to setting up your selected authentication factor.
Please follow the steps below to set up your preferred multi-factor authentication choice.

OneLogin Protect app

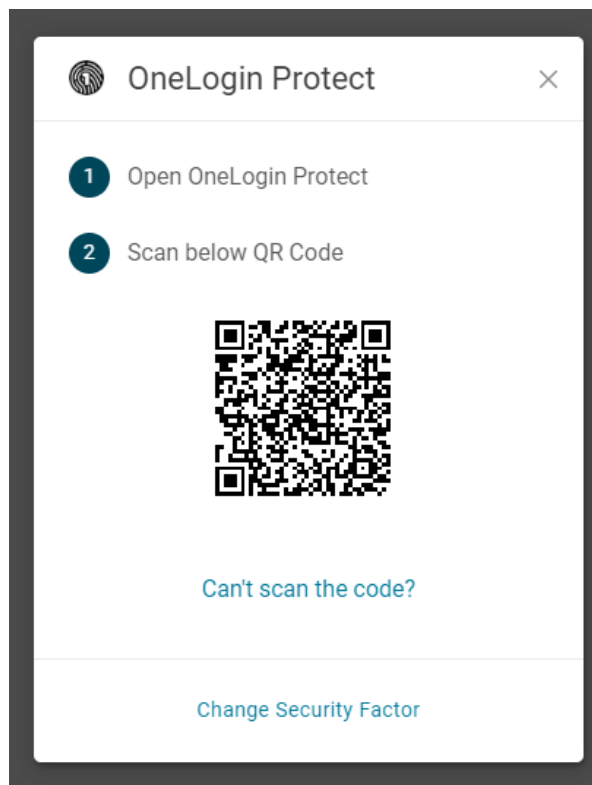
1. Once logged in, select the **OneLogin Protect app** security factor option.



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

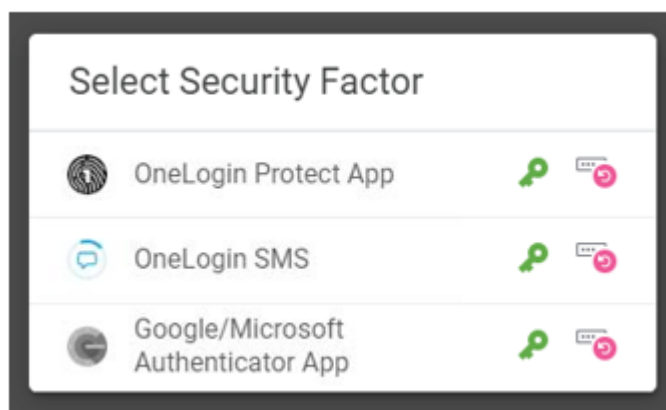


3. Open the OneLogin Protect app and **select the + button** in the top right corner and scan the provided QR code on screen.



OneLogin SMS

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

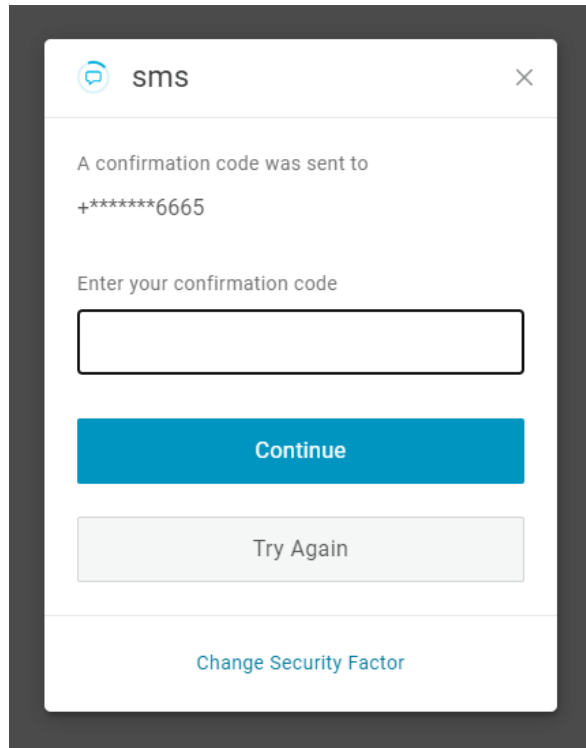


2. Using the phone number in your OneLogin profile, you will receive a text message containing a six-digit security code. **(Please note this number is not associated with the number in your MyAccount profile).**

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

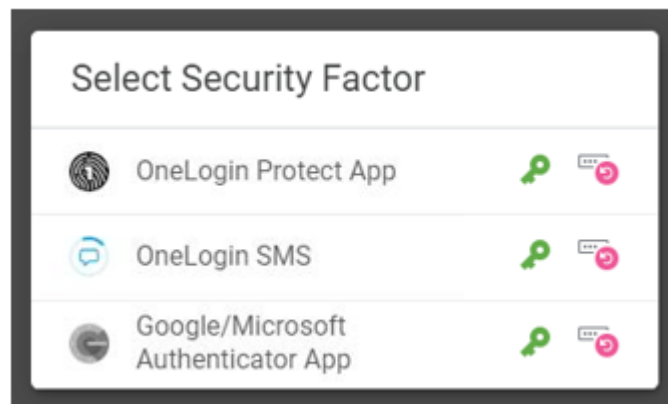
Note: Once a security code is sent, you will have 5 min to enter the code before it expires. If that happens, you will need to select **Try Again** to re-send a new confirmation code.

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

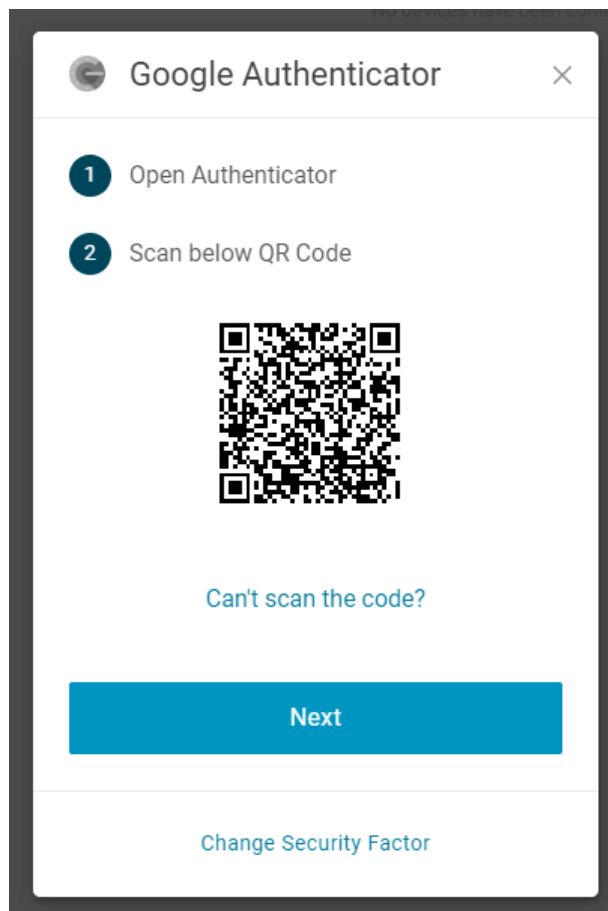
A screenshot of a mobile application window titled 'sms' with a close button (X) in the top right corner. The window displays a confirmation message: 'A confirmation code was sent to +*****6665'. Below this is a text input field labeled 'Enter your confirmation code'. At the bottom of the window are two buttons: a blue 'Continue' button and a grey 'Try Again' button. A link 'Change Security Factor' is visible at the very bottom of the screen.

Google/Microsoft authentication app

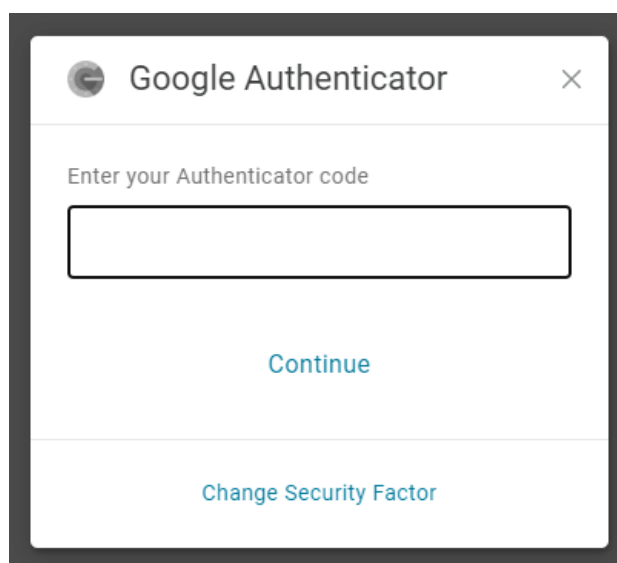
1. Select the **Google Authenticator** security factor option.



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.



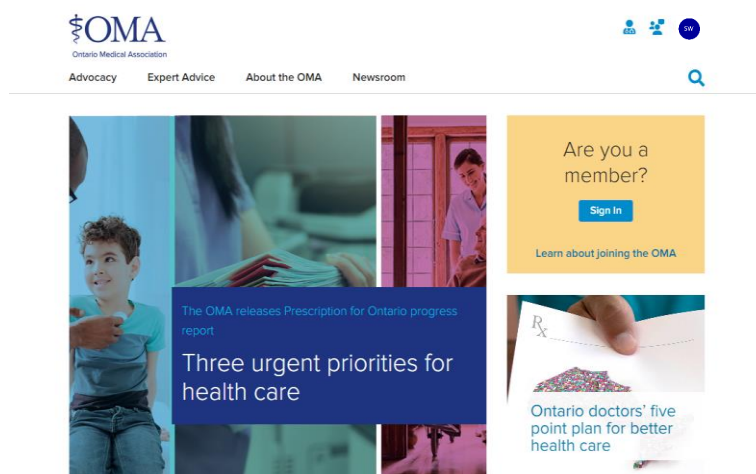
3. **Enter the provided six-digit authentication code** and select continue to finalize the set-up process.



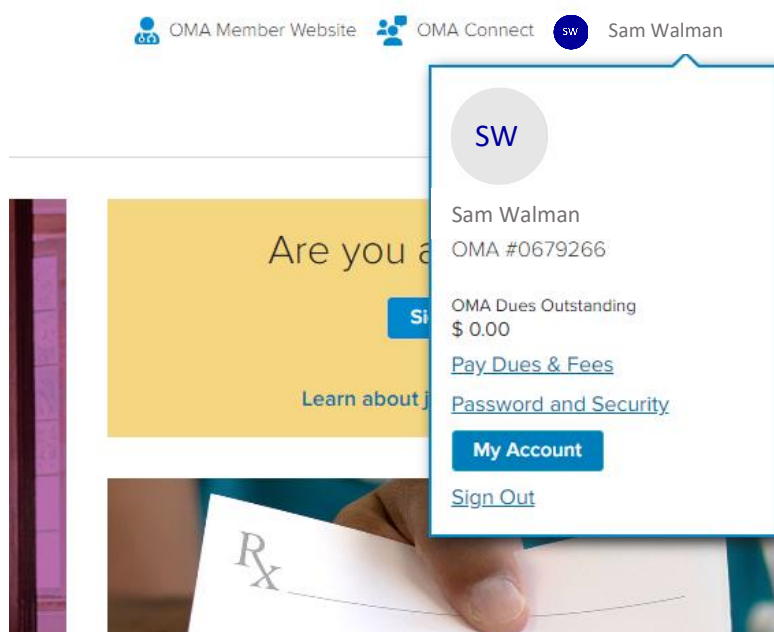
How to add a mobile phone number to your OneLogin profile.

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

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

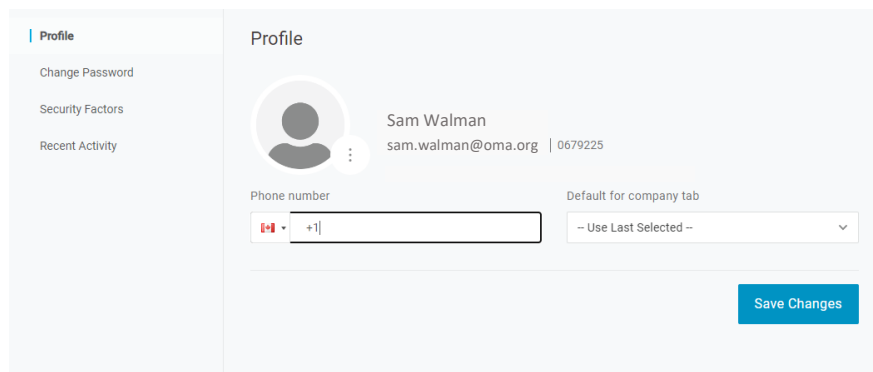


3. Click on your initial's icon in the top right-hand corner and then select the **Password and Security** link.



- 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)

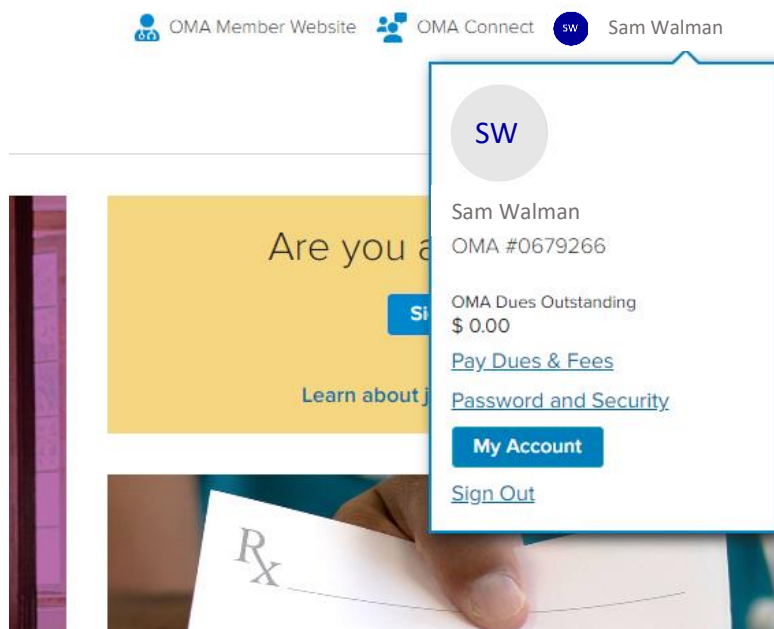


How to add, remove or modify my security factors

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

Profile

Change Password

Security Factors

Recent Activity

Sam Walman
sam.walman@oma.org | 0679225

Phone number

Default for company tab

-- Use Last Selected --

Save Changes

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

Profile

Change Password

Security Factors

Recent Activity

Security Factors

Manage security factors to verify your identity when you sign in or reset your password.

Add Factor

Factor	Details	Last Used	Used For
Primary			
sms	+16477716665	a day ago	

Options

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.

Profile

Change Password

Security Factors

Recent Activity

Security Factors

Manage security factors to verify your identity when you sign in or reset your password.

Add Factor

Factor	Details	Last Used	Used For
Primary			
sms	+16477716665	a day ago	

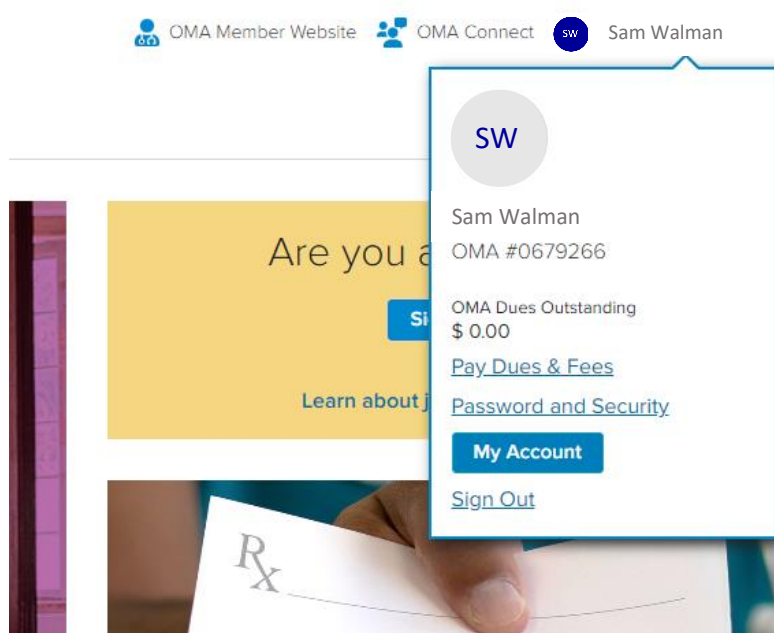
Options

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

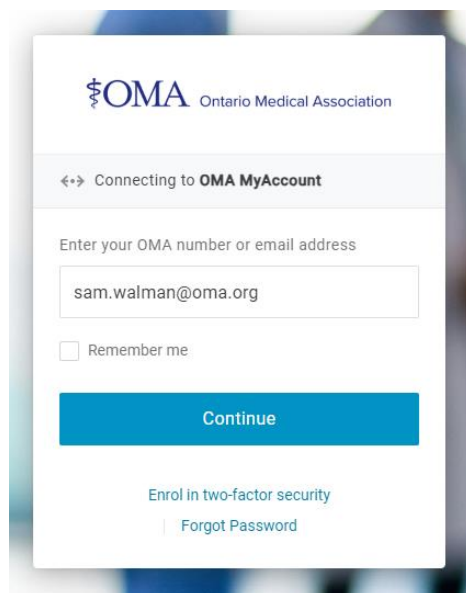
How to reset your password (MFA not enabled)

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

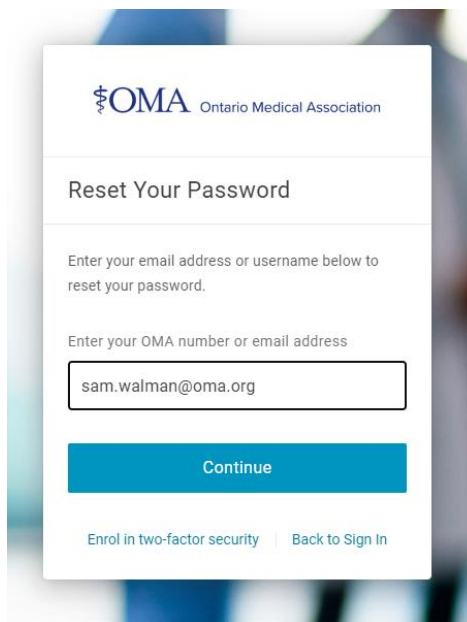
1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your initial's icon in the top right-hand corner and then select the **Password and Security** link.



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



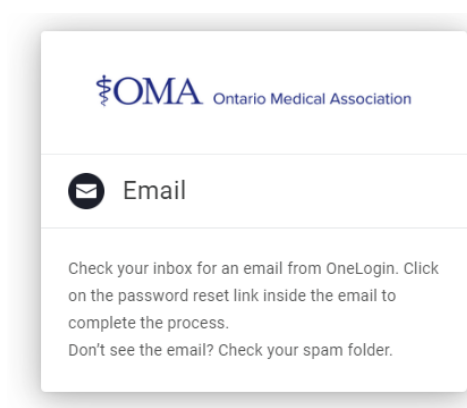
4. Enter your email address or username and click continue to reset your password.



The screenshot shows a web form for the Ontario Medical Association (OMA). At the top is the OMA logo and name. The title of the form is "Reset Your Password". Below the title, there is a text prompt: "Enter your email address or username below to reset your password." This is followed by another text 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 "Continue" button. At the bottom of the form, there are two links: "Enrol in two-factor security" and "Back to Sign In".

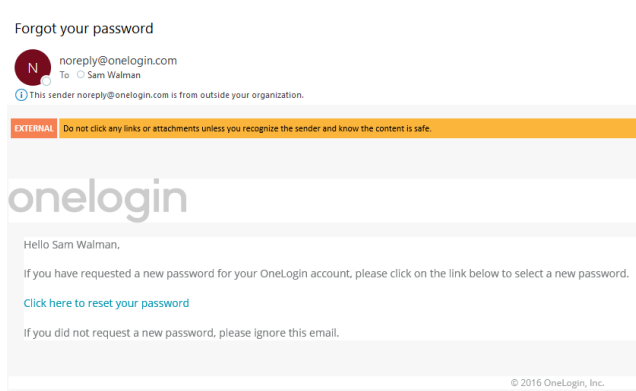
5. Once you have submitted the password reset request, the system will send an email to the account on file. Please check your inbox for an email from OneLogin.

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



The screenshot shows an email notification from the Ontario Medical Association (OMA). It features the OMA logo and name at the top. Below the logo is an envelope icon and the word "Email". The main body of the email contains the following text: "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."

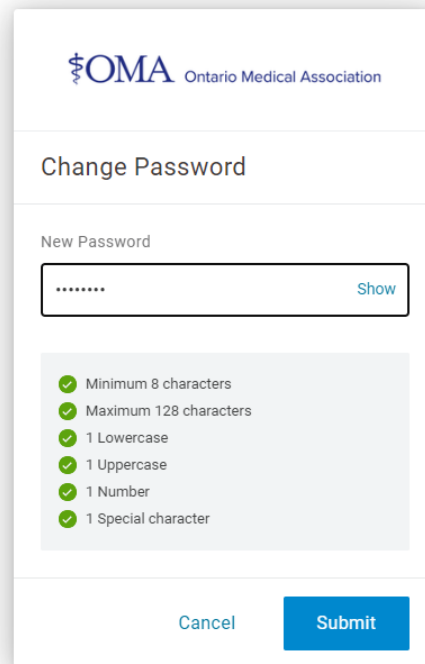
6. Once you have received the password reset email, please click on the link to complete the process.



The screenshot shows an email titled "Forgot your password" from OneLogin. The header includes the OneLogin logo and the text "Forgot your password". Below the header, there is a red banner with the text "EXTERNAL Do not click any links or attachments unless you recognize the sender and know the content is safe." The main body of the email contains the following text: "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 If you did not request a new password, please ignore this email." At the bottom, there is a copyright notice: "© 2016 OneLogin, Inc."

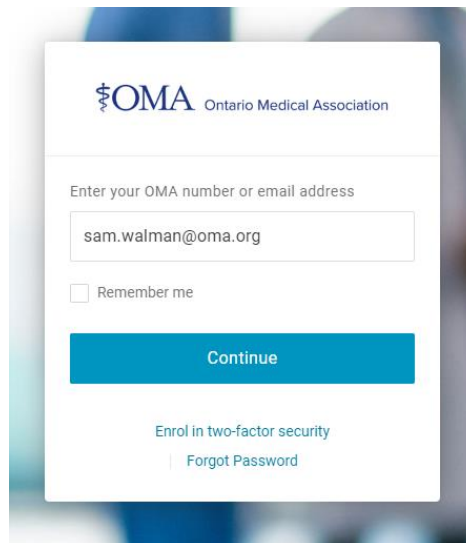
7. Fill out the change password field with your new chosen password.

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. Below the title 'Change Password' is a section for 'New Password' with a text input field containing seven asterisks 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.



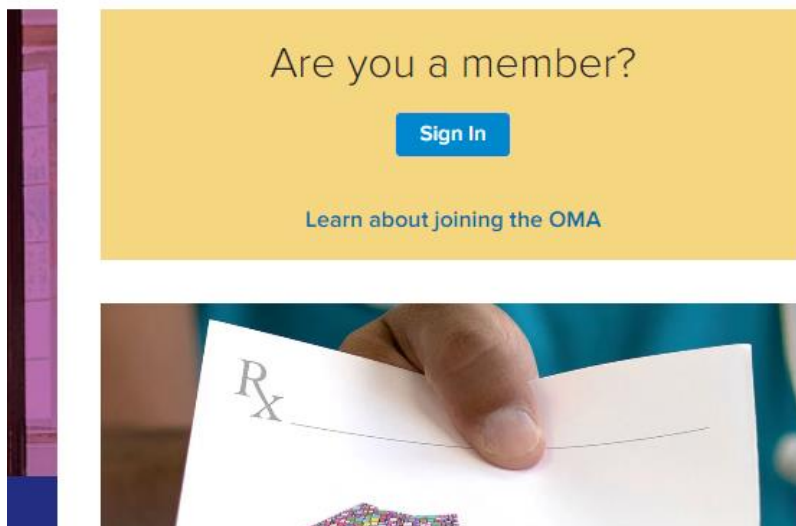
The screenshot shows the 'Sign In' form for the Ontario Medical Association (OMA). At the top is the OMA logo and name. Below the title 'Enter your OMA number or email address' is a text input field containing 'sam.walman@oma.org'. There is a 'Remember me' checkbox which is unchecked. Below the input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

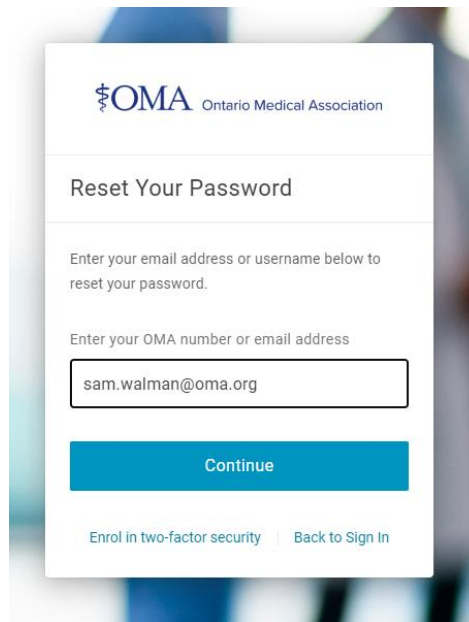
1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your **Member Sign In** button to start the process.

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.

A screenshot of a web form titled "Reset Your Password" from the Ontario Medical Association (OMA). The form is white with a blue header containing the OMA logo and name. Below the title, there is a text prompt: "Enter your email address or username below to reset your password." 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 "Continue" button. At the bottom of the form, there are two links: "Enrol in two-factor security" and "Back to Sign In".

OMA Ontario Medical Association

Reset Your Password

Enter your email address or username below to reset your password.

Enter your OMA number or email address

Continue

[Enrol in two-factor security](#) | [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.