

Multi-factor authentication user guide

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

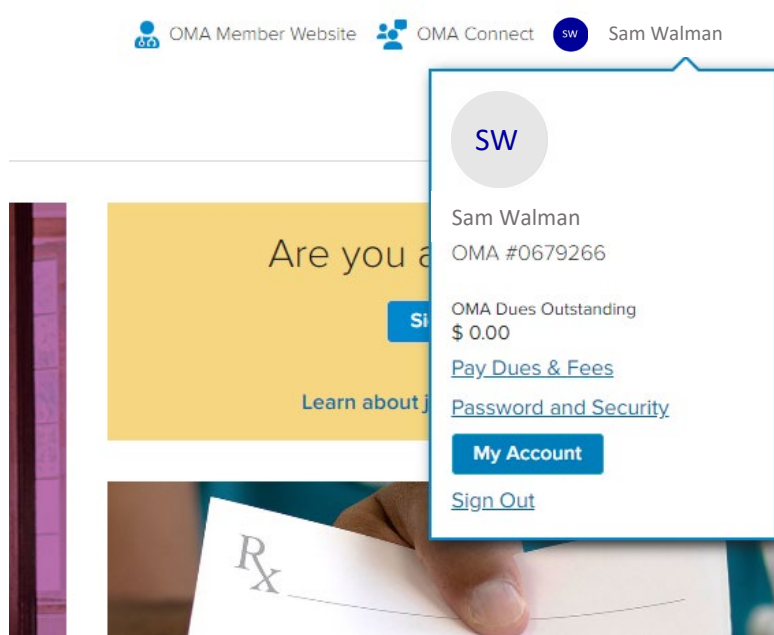


Below is a step-by-step guide to help you to add, remove and modify your multi-factor authentication settings.

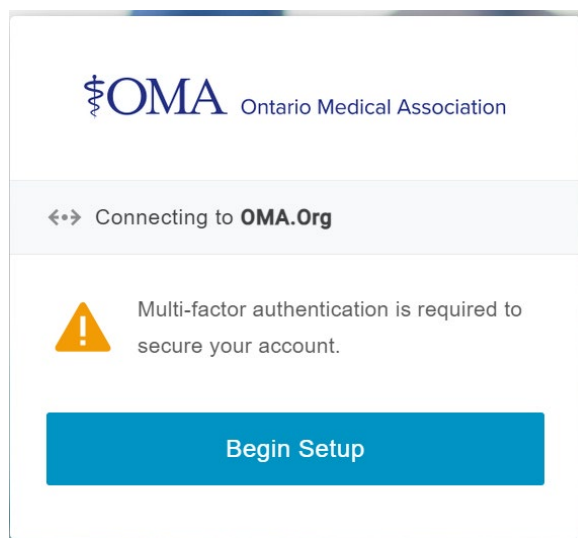
How to enrol in multi-factor authentication

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

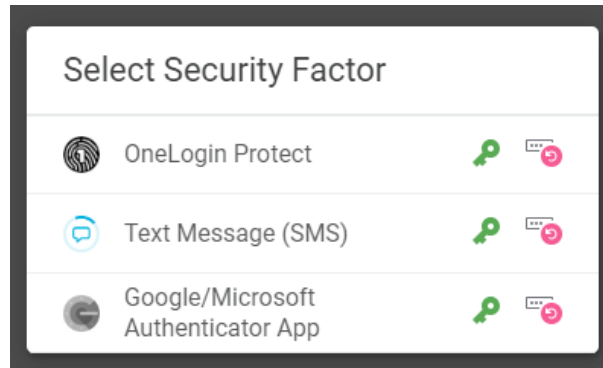
1. Open your browser and navigate to oma.org to sign into your member account.
2. Enter your username and password.



3. Once you've entered your username and password, you will be prompted to begin adding multi-factor authentication to your account. Select **Begin Setup** to start the process and follow the prompts.



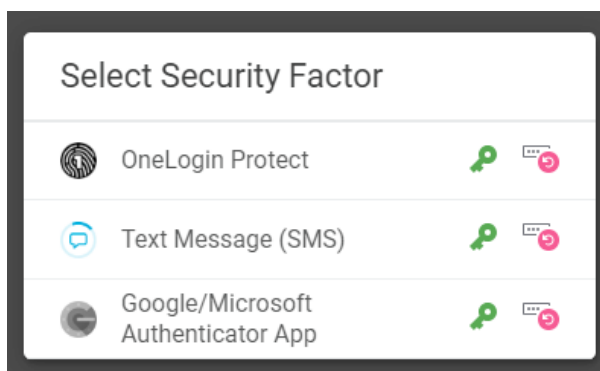
4. From the provided list, choose the security factor you would like to add and follow the on-screen instructions.



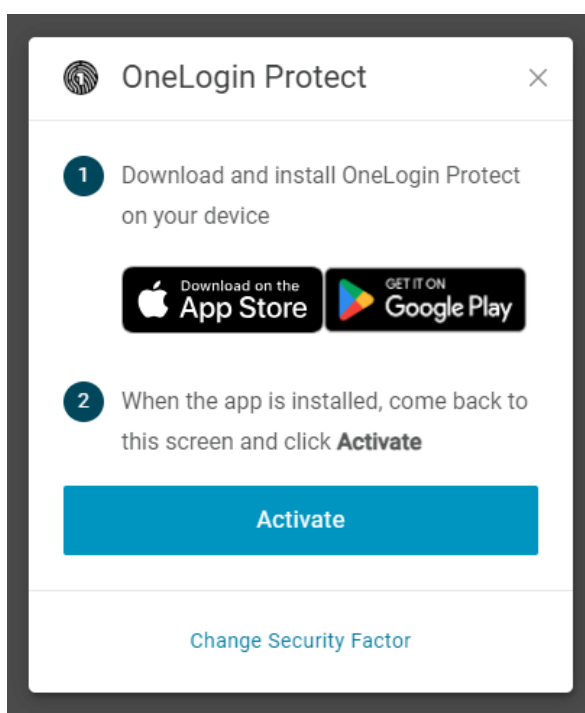
Step-by-step guide to setting up your selected authentication factor.
Please follow the steps below to set up your preferred multi-factor authentication choice.

OneLogin Protect app

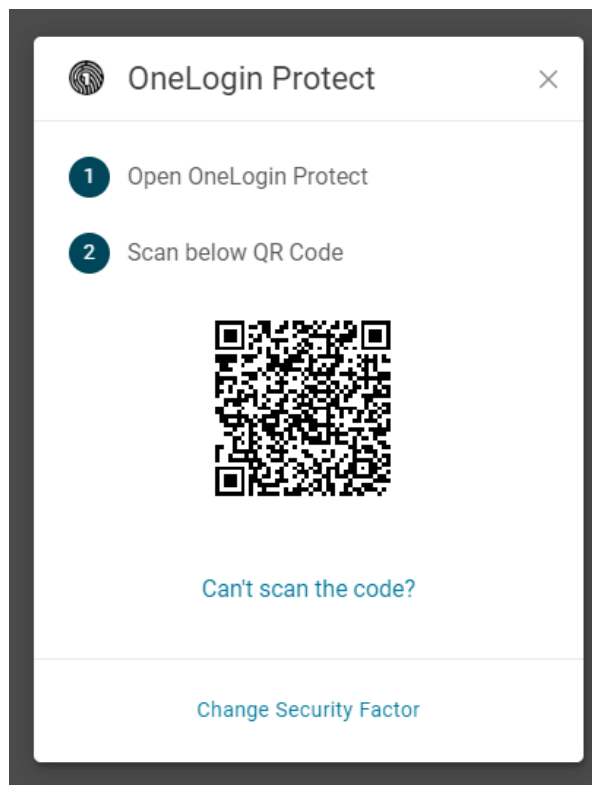
1. Once logged in, select the **OneLogin Protect app** security factor option.



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

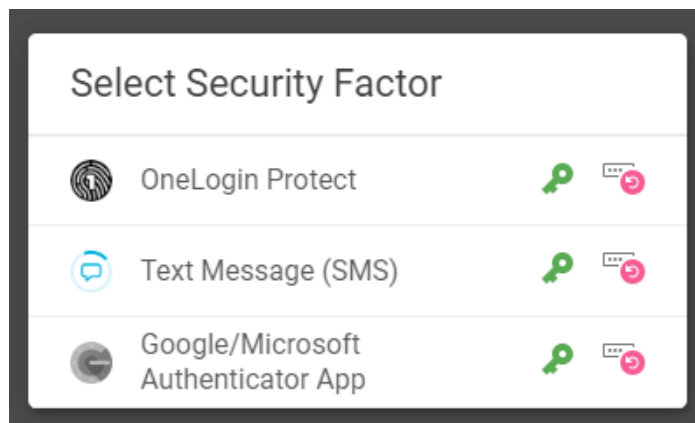


3. Open the OneLogin Protect app and **select the + button** in the top right corner and scan the provided QR code on screen.



Test Message (SMS)

1. Select the **Text Message (SMS)** security factor option.

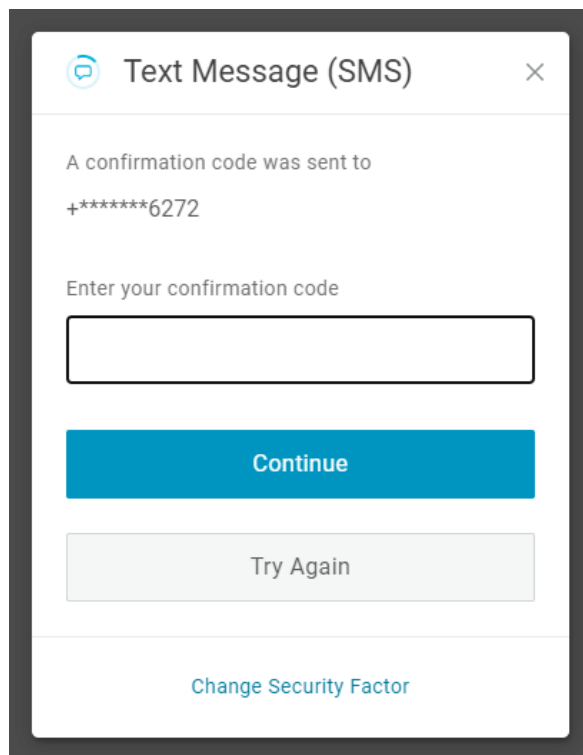


2. Using the mobile phone number in your OneLogin profile, you will receive a text message containing a six-digit security code. **(Please note this number is not associated with the number in your MyAccount profile).**

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

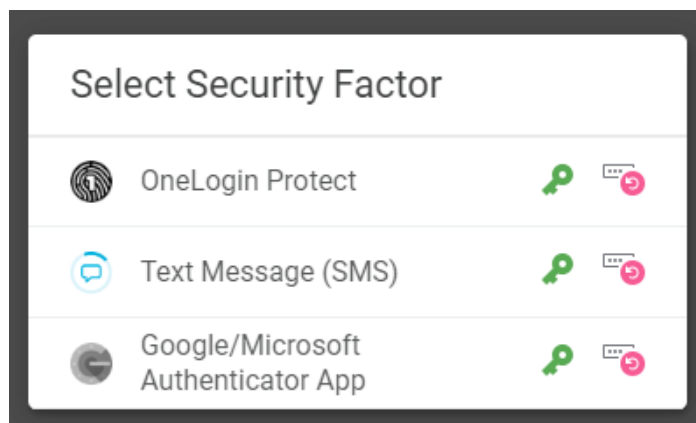
Continue

Try Again










[Change Security Factor](#)

Google/Microsoft authentication app

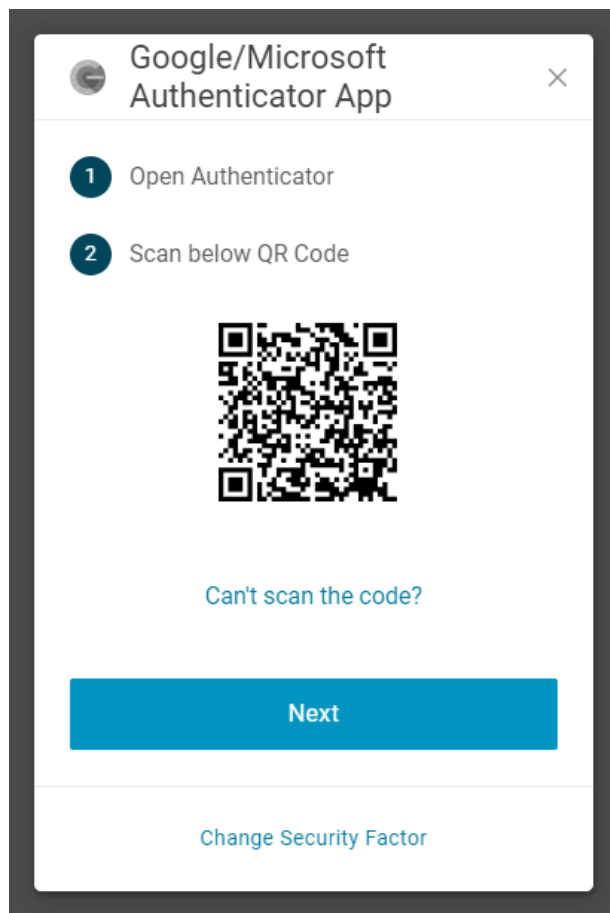
1. Select the **Google Authenticator** security factor option.



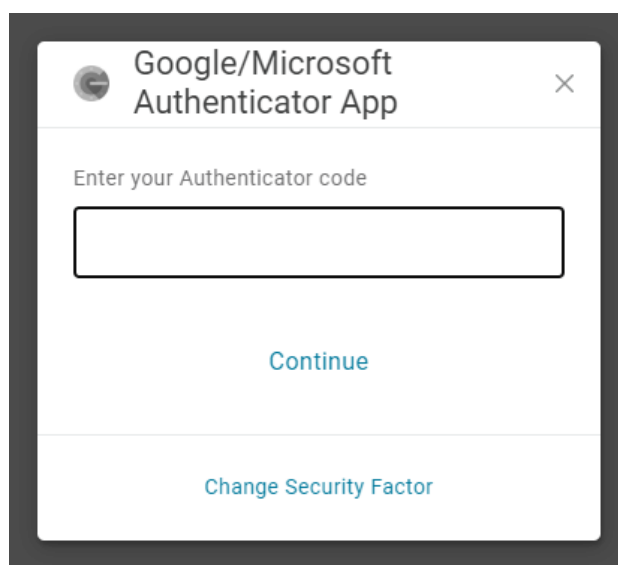
Select Security Factor

	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.



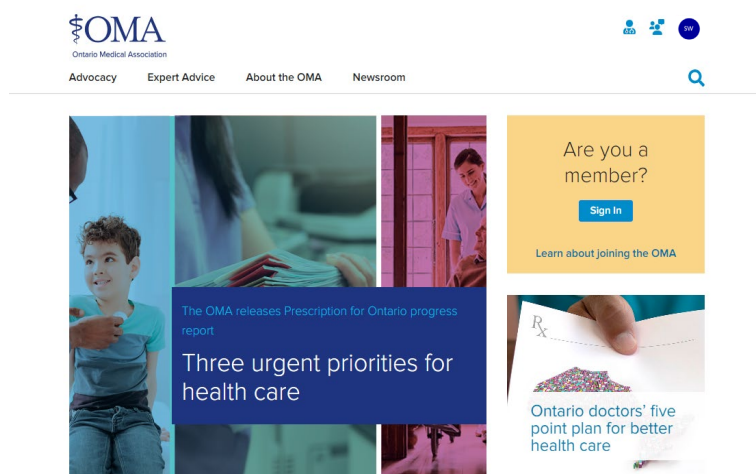
3. **Enter the provided six-digit authentication code** and select continue to finalize the set-up process.



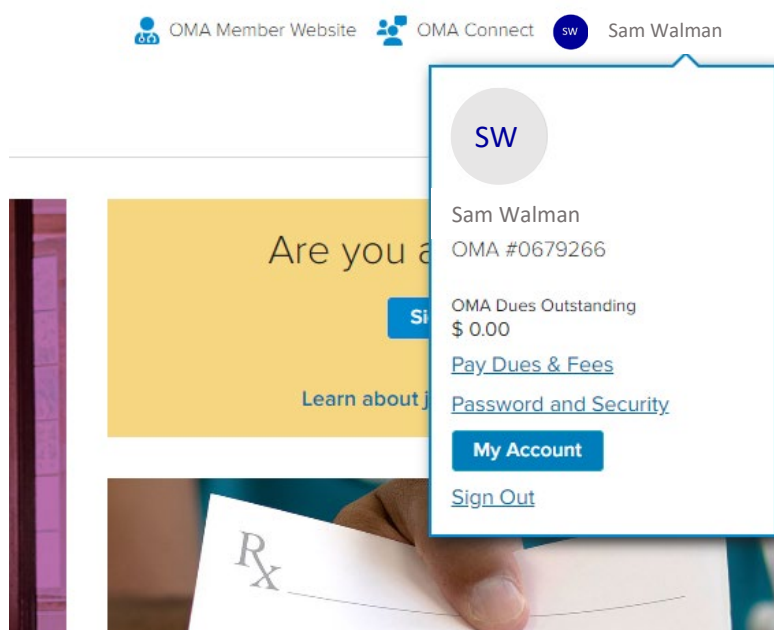
How to add a mobile phone number to your OneLogin profile.

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. Once signed in, click on the initial's icon in the top right-hand corner and then select the **My Account** link.



- Once in your MyAccount profile section, select the **Personal Information** section in the bottom of the left-hand navigation list.

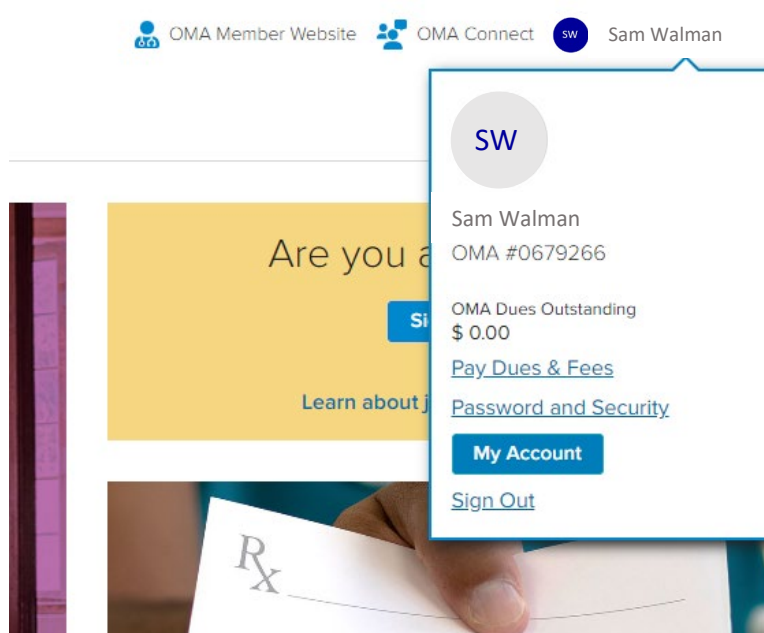
- Once in the Personal Information section, select **Click here to change your security factors** to access your OneLogin profile page.

- Once in the OneLogin profile page, select **Profile** and add your mobile phone number to the designated field.

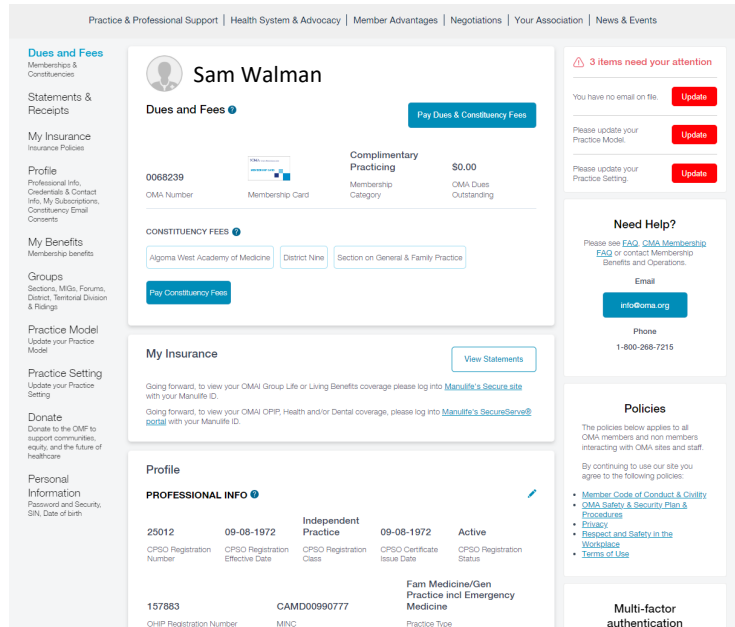
How to add, remove or modify my security factors

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, select the **Personal Information** section in the bottom of the left-hand navigation list.



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

Account Settings

PERSONAL INFO

Dr Sam Walman

Salutation First Name Last Name

Male 1943/05/03

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

Cancel Save Changes

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.

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

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.

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

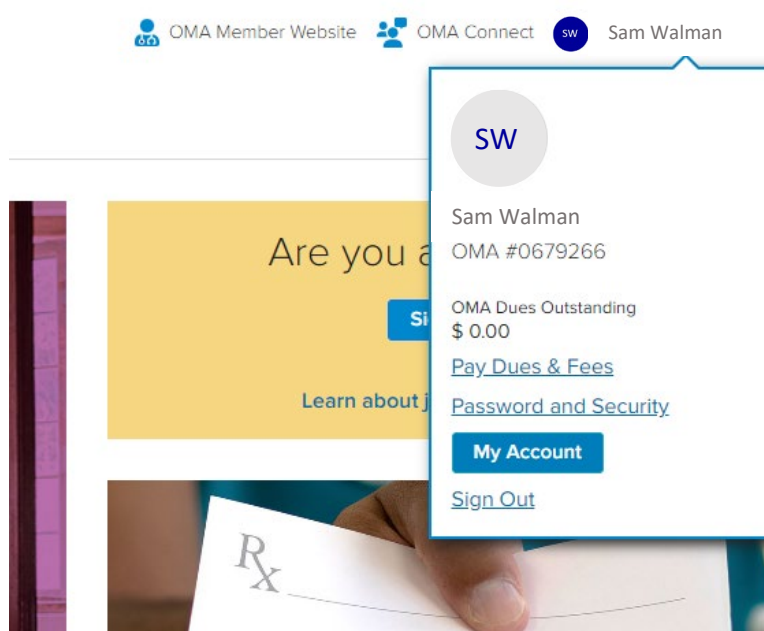
Factor	Details	Last Used	Used For
Primary	sms +16477716665	a day ago	Options

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

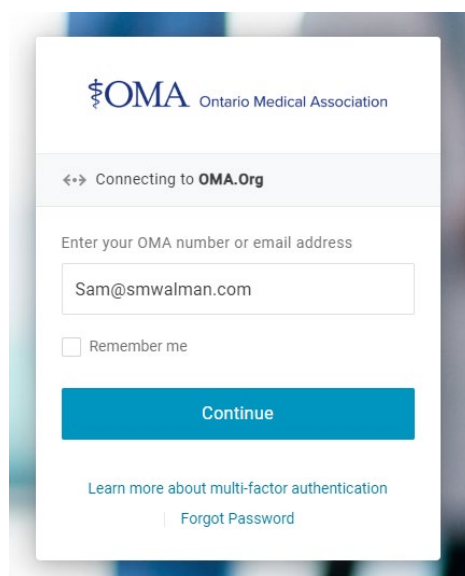
How to reset your password (MFA not enabled)

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

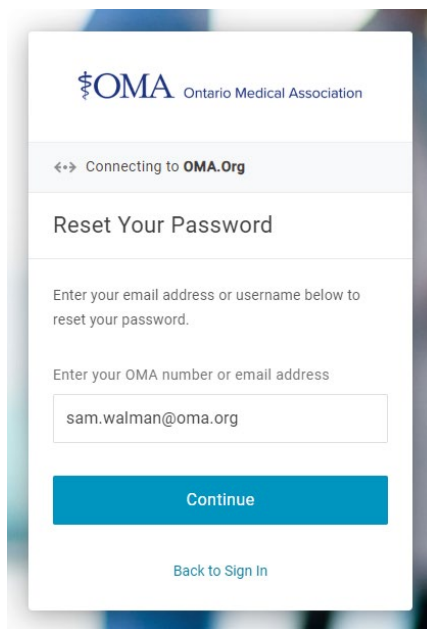
1. Open your browser and navigate to oma.org to sign into your member account.
2. Click on your initial's icon in the top right-hand corner and then select the **My Account** link.



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



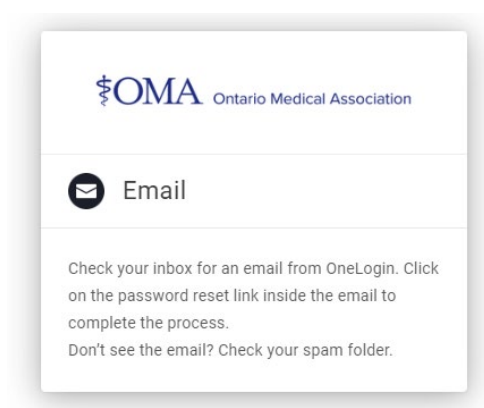
4. Enter your email address or username and click continue to reset your password.



The screenshot shows a web form for the Ontario Medical Association (OMA). At the top is the OMA logo and name. Below it, a status bar says "Connecting to OMA.Org". The main heading is "Reset Your Password". The instructions say "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".

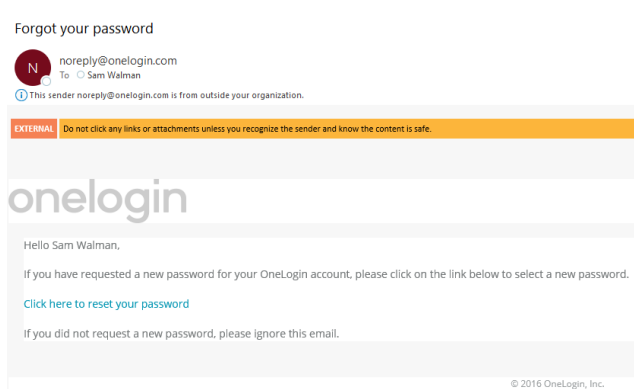
5. Once you have submitted the password reset request, the system will send an email to the account on file. Please check your inbox for an email from OneLogin.

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



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

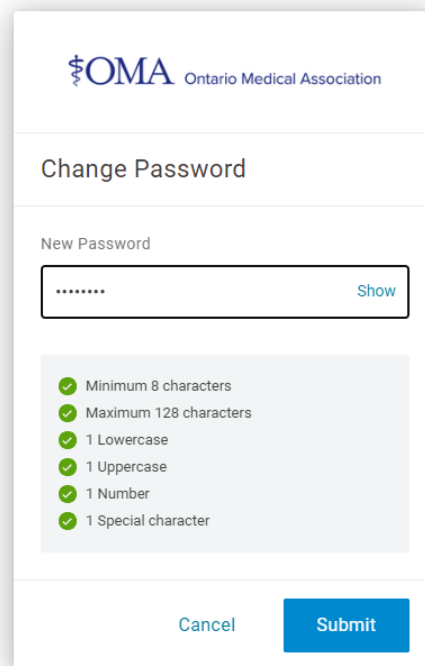
6. Once you have received the password reset email, please click on the link to complete the process.



The screenshot shows an email titled "Forgot your password" from noreply@onelogin.com to Sam Walman. It includes a warning bar that says "EXTERNAL: Do not click any links or attachments unless you recognize the sender and know the content is safe." Below the bar is the OneLogin logo. The email body says "Hello Sam Walman," followed by "If you have requested a new password for your OneLogin account, please click on the link below to select a new password." There is a blue link that says "Click here to reset your password". Below that, it says "If you did not request a new password, please ignore this email." At the bottom right, it says "© 2016 OneLogin, Inc."

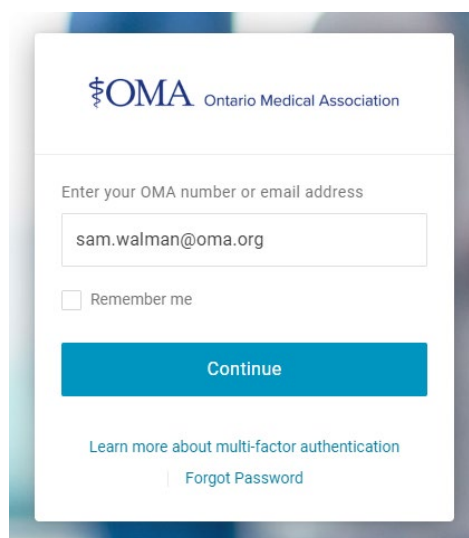
7. Fill out the change password field with your new chosen password.

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 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.



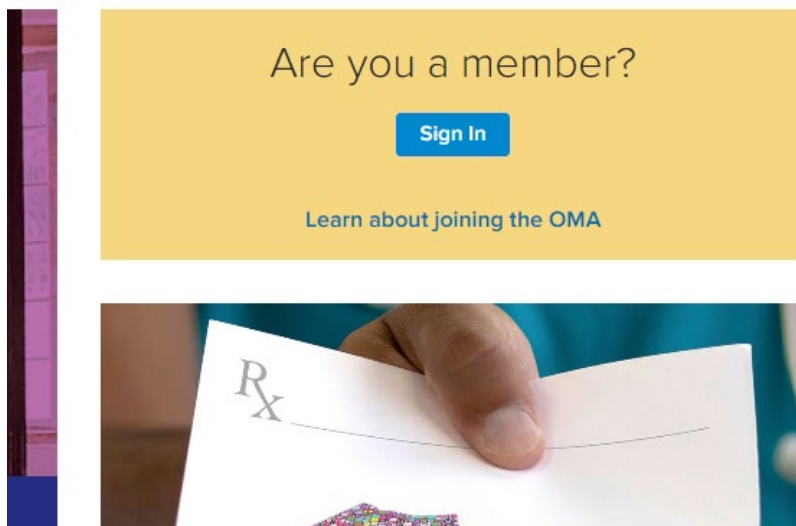
The screenshot shows the 'Sign In' form for the Ontario Medical Association (OMA). At the top is the OMA logo and name. Below the title 'Sign In' is a section for 'Enter your OMA number or email address' with a text input field containing 'sam.walman@oma.org'. There is a 'Remember me' checkbox. Below the input field is a large blue 'Continue' button. 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.

OMA Ontario Medical Association

Enter your OMA number or email address

sam.walman@oma.org

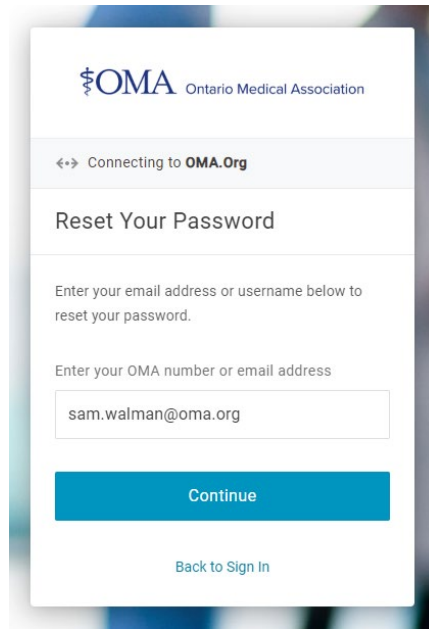
☐ Remember me

Continue

[Learn more about multi-factor authentication](#)

[Forgot Password](#)

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



OMA Ontario Medical Association

Connecting to OMA.Org

Reset Your Password

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

Enter your OMA number or email address

Continue

[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.