



HDPBC Training & Education

HDPBC User Onboarding Guide

Obtaining PHSA Credentials and Setting Up Multifactor Authentication

Version: V1.1 Updated: September 2021





Purpose

This document demonstrates how new users can obtain PHSA access credentials in order to access HDPBC systems and services.

There are two setup processes that new HDPBC users must complete, only once, before attempting to log in to the HDPBC desktop.

This guide will walk the user through these two processes.

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Prerequisites

- The user has been approved to access HDPBC
- The HDPBC has submitted a request to provision user access

Overview for First Time Access to HDPBC

There are two setup processes that new HDPBC users must complete, only once, before attempting to log in to the HDPBC desktop.

- 1. Register for Provincial Health Services Authority (PHSA) Credentials if the user does not already have PHSA credentials or alternate Health Authority (HA) credentials, see step 1 below in this document.
- 2. Setup Multi-Factor Authentication for HDPBC credentials with MS Authenticator phone app, starting on step 12 of this document. Users will have to download the MS Authenticator app to a mobile device of their choosing.

Once the HDPBC user has supported credentials with MFA setup, they can login to HDPBC using a browser or Horizon client. Please refer to the HDPBC Onboarding Guide: Logging into the HDPBC Desktop (available online).

Register for PHSA Credentials

This section demonstrates how to register for PHSA access credentials. You must register for PHSA credentials if you do not have existing access credentials from one of the following Health Authorities:

- Northern Health Authority
- Vancouver Coastal Health Authority
- Fraser Health Authority
- Provincial Health Services Authority

If you have organizational access credentials from one of the organizations listed above, please do not register for new PHSA credentials. Move on to the next section of this guide, 'Setup Multifactor Authentication' on step12.

- 1. HDPBC will submit a request to provision the new HDPBC user's access.
- 2. Request in place, the New User will receive an email similar to below prompting further action.





H 0 + + +	Action requir	ired: New user enrollment + Me	essage (H	TML)				103	- o
File Message 🖓 Tell me what you want to do									
Reply Reply Forward	CGI Admin G, To Manager ✓ Done G, Reply & Delete	Team Email Y Create New	Move	Rules *	Mark Categorize	Follow In	P Find	Zoom	Report Phishing
Delete Respond	Quick Steps	5		Move	Tagi	54 F	Editing	Zoom	Security
SystemAccessPortal@phsa.ca									10:46
Action required: New user enrollment									
EXTERNAL SENDER: Do not click any links or open any attachments unless	s you trust the sender and know the content is safe.								
EXPEDITEUR EXTERNE. No cliquez sur aucun lien et n'ouvrez aucune pièc	te jointe à moins qu'ils ne proviennent d'un expéditeur fla	able, ou que vous ayez l'assurance o	pue le conte	nu provient d'une so	surce súre.				
Dear									
Welcome! You have been registered for a new position	on with a BC health authority. To comp	plete your registration, pl	ease tak	te five minute	s to verify your iden	stity.			
You will need:									
 Your full name and address (As displayed on A photo of yourself to create your personal II 	your government-issued ID) to confirm D card	m your identity							
To start your identity verification, click or copy/paste	e the link below into your web browser	n							
https://onboard.healthcarebc.ca/									
Here is your login information:									
Email Address Security Code: TH3HSS82									
If you have any questions, please contact your manage	ger for your new position.								
New Account Creation Em	ail Sample								

3. Click the onboard.healthcare.bc link to open the enrollment page and proceed through the Identity verification step described below. Please use the Email Address and Security code that are given in the Initial Email.

Health A	Authority E	Enrollment	
Welcome to the enrollment email security code be	new user enrollment from your manager, low to proceed.	page. You should hav please enter your en	ve received an nail address and th
Er	nail Address: *		
1	email@exampl	e.com	
Se	curity Code: *		
	Pi	roceed	

Please note: non-PHSA may have issues using their regular work browser, as your non-PHSA login credentials may conflict through this process. Please consider using another browser or use private browser/incognito functionalities.

If you still have issues, please navigate directly to the Azure Portal (<u>https://portal.azure.com</u>) and log off from your non-PHSA account and then try this process again.





- 4. The next page will prompt a Consent form to be approved by the User.
- 5. Following Consent, the Enrollment process will ask if the New User has previously worked at a BC Health Authority.

Note: If you have previous credentials at any point, please advise the Front Counter as this will be a reactivation and will assist in preventing duplication.

Health Autho	ority Enrollment		
3 Previously Work	ed at a BC Health Authority		
The following information is required to ensure you receive your Access Card in a timely fashion. Please answer the following questions.			
Have you ever had acces	s to any health authority systems or facilities? *		
Have you ever had acces	s to any health authority systems or facilities? *		
Have you ever had acces QYes O No Back	s to any health authority systems or facilities? *		

6. The New User is then asked to complete all fields shown below.





Diver's Lience Image: Diver's Lience
This information is used for identity confirmation only and not provided to staff.
egui i i si ituilie.
Diane
Legal Last Name: *
Gutiw
Date of Birth: *
October ~ 4 ~ 1996 ~
Home Address Address: *
City: * Province or State:
Postal Code or Zip Code: * Country: *

7. The next screen will ask for name preference, as well as providing an option to utilize a Cell Phone Number to reset the password.





-		
5 General Information		
The following information will be utiliz Please ensure your name is correctly	ed within the corpora spelled with your pre	te environment. ferred casing.
Preferred First Name: *		-
Preferred Last Name: *		
I would like to be able to reset my	password with my Ce	ell Phone Number
Cell Phone Number: "	,,,	
Your cell phone numbel s available	only to your manager.	
Your cell phone numbel is available Back	only to your manager.	ontinue
Your cell phone numbe available o Back Privacy Info	only to your manager.	ntinue

8. Emergency Contact option available



9. To complete the Enrollment a photo is requested to be uploaded.







10. Once the photo is uploaded the enrollment verification process is complete

leted/Index			
	Vancouver CoastalHealth	How you want to be succed.	Provincial Health Services Authority Province and solutions.
	Enrollment	Completed	
	You have successfully o email once all your acce you are on-site.	ompleted enrollment. You v iss has been setup, along v	vill receive a notification with the steps required once
	Privacy Info	,	Home
		Copyright © 2020 Provin	icial Health Services Authority mits

11. The New User will be prompted back to the Enrollment Login. Please do not log back in, as you will receive an error if you do.

The successful completion will prompt credential's to be created. The HDPBC team will provision access and email you with the new username and password within 2 days.





Setup Multifactor Authentication

HDPBC used Multifactor Authentication (MFA) to manage access to its secure environment. This section explains how to set up MFA on your HDPBC login credentials.

12. Once you receive the follow-up email with your temporary password, open an internet browser and navigate to <u>VPN Remote Access</u> site.

Full Link: remoteapps.healthbc.org

Login using your full HDPBC access credentials (e.g. PHSA email as your username, and PHSA password).

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Citrix Gateway	dian≹.du ⊘*ratacae Log On			

You may see a screen like this

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🔇 New Tab 📕 BC Gov 📕 StatsCan 📕 Tools 🛨 Downloads		🛛 🔝 Reading list
ere	vidence At the CALL was used to be received.	-
	NOTE: Microsoft Authenticator app is required to log on. SafeNet MobilePASs+ app is no longer supported. Click Log-on help below for FAQs.	
	Remote Access	
	Email address:	
	Log-on help	
	If in VRHB domain, enter your VCH email address but replace @vch.ca with @vrhb.org	
	Password:	
	LOG ON	
	Microsoft Authenticator Registration Instructions	
	Remote Access User Guide	•

Or you may see a screen like this





13. Login with the Username and temporary password provided. You will then be prompted to change your temporary password.

Note: For PHSA users, login with your username in the format of: **PHSABC\user.name**.

Citrix Gateway	Change Password User name : Old Massards New Password : Contem Researce :	PHSABCiDiane. Guliw	
		Submit	

- 14. After the submission of the new password, please navigate to <u>https://aka.ms/mfasetup</u> to set up your MFA authentication.
- 15. Login with your PHSA account *in email format*. i.e., <u>user.name@phsa.ca</u> **Note:** if using Domain\user.name the credentials will not be accepted





$\epsilon o \mathbf{C}$ a login microsoftenline.com/comm f en/osuth2/sutherize	?client_id=000000c-0000-0000-0000-000000000000000
	Microsoft
	Sign in
	Email, phone, or Skype
	No account? Create one!
	Can't access your account?
	Sign-in options
	Next

16. You will be redirected to the Network Account Login page where you will enter the new password you've created in Step 12.

	Network Account Login
\mathcal{A}	Sign in with your organizational account
1	diane.gutiw@phsa.ca
	Password
	Sign in

17. If you have not set up MFA already, you will be prompted to configure Microsoft MFA and with the MS Authenticator mobile application. If you do not yet have the application installed on a mobile device, you will need to do so when prompted (see below).





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HealthBC	
	Keep your account secure Your organization requires you to set up the following methods of proving who you are.
	Alicrosoft Authenticator Start by getting the app On your phone, install the Microsoft Authenticator app. Download now After you install the Microsoft Authenticator app on your device, choose "Next". I want to use a different authenticator app





← → C mysignins.microsoft.com/re	gister?csrf_token=D7JsrrVpOnovbn8pKxcFN-oM0LtqLizR5NQ5RGAMgbdsF2	2wTdiUPNKZYnxOKUaQfutTrC_QweMYwMVquW57aoyeł	f 🔯 📩 🛞 Incognito (2) 🕴
HealthBC			?
	Keep your account set Your organization requires you to set up the following mether	ECURE	
	Microsoft Authenticator Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will app with your account. After you scan the QR code, choose "Next".	I connect the Microsoft Authenticator	
	Can't scan image?	Back Next	

- 18. Scan the QR Code with your Microsoft Authenticator App * **Press** *Next* **on the screen as you scan the code. The timing of this step is recorded and must be completed within a certain time frame, or the step will fail and the process must be restarted.**
- 19. Once MFA is setup, then navigate back to <u>remoteapps.healthbc.org</u> and login. Again, please use the email format to sign in, NOT PHSABC\user.name as the format as the login will be invalid with this format. A notification will be sent to your phone for approval.





Note: If you are prompted to enter a PIN + Token on a new page instead of receiving a notification to your phone, you must return to the previous page and enter your username in email format.

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← → C a remote healthbc.org/logon/Logo			\$	😸 Incognito	
Citrix Gateway	Uher Kumer Pressent	dianğ,gu ⊘ *rstacter Log On			

20. Once all steps have been successfully completed, you can login to the HDPBC environment via hdp.vmwareidentity.ca. Refer to the Logging into the HDPBC Desktop guidance document.





Document History

Date	Author	Version	Change Reference
2021-06-15	HDPBC Project	1.0	Draft initial version of document
	Team		
2021-09-16	HDPBC Project	1.1	URLS updates
	Team		
2021-09-29	HDPBC Project	1.1	Updates from CGI team
	team		