

# 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).

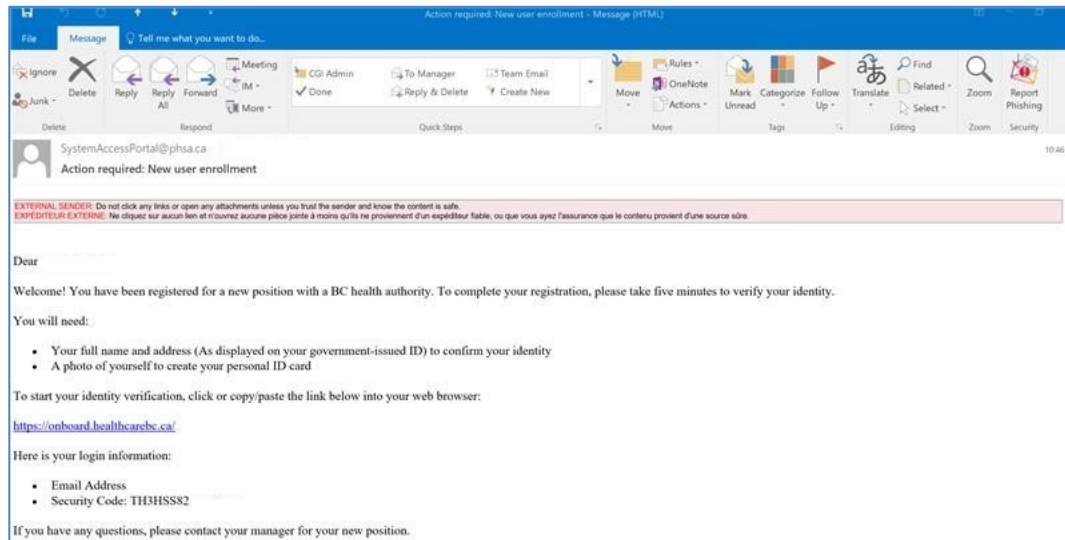
## Register for PHSA Credentials

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

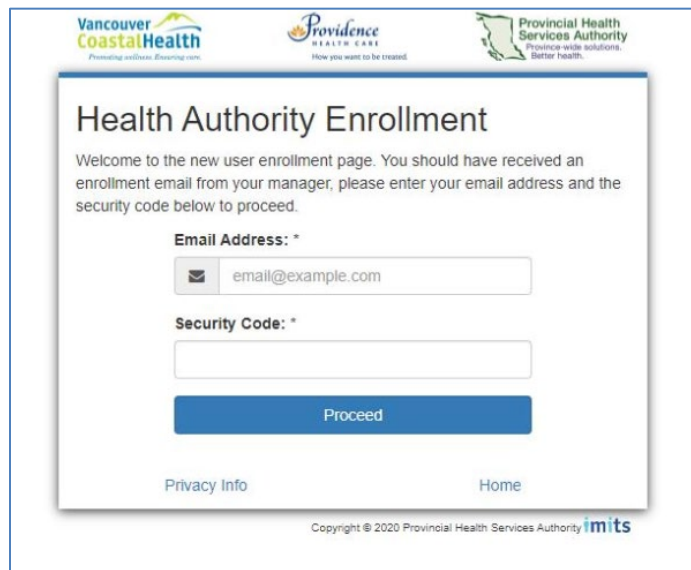
If you have organizational access credentials from one of the organizations listed above, please do not register for new PHSA credentials. Move on to the next section of this guide, 'Setup Multifactor Authentication' on step 12.

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.



*New Account Creation Email 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.



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 (<https://portal.azure.com>) and log off from your non-PHSA account and then try this process again.

- The next page will prompt a Consent form to be approved by the User.
- 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.

The screenshot shows a web form titled "Health Authority Enrollment". At the top, there are logos for Vancouver Coastal Health, Providence Health Care, and the Provincial Health Services Authority. The main heading is "Health Authority Enrollment". Below this, a step indicator shows "3 Previously Worked at a BC Health Authority". The text reads: "The following information is required to ensure you receive your Access Card in a timely fashion. Please answer the following questions." The question is "Have you ever had access to any health authority systems or facilities? \*". There are two radio button options: "Yes" and "No". Below the question are two buttons: "Back" and "Continue". At the bottom of the form, there are links for "Privacy Info" and "Home". The footer includes "Continue Later" and "Copyright © 2020 Provincial Health Services Authority imits".


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

government issued ID:

Driver's Licence



Identification Card



This information is used for identity confirmation only and not provided to staff.

Legal First Name: \*

Legal Last Name: \*

Date of Birth: \*

October 4 1996

Home Address

Address: \*

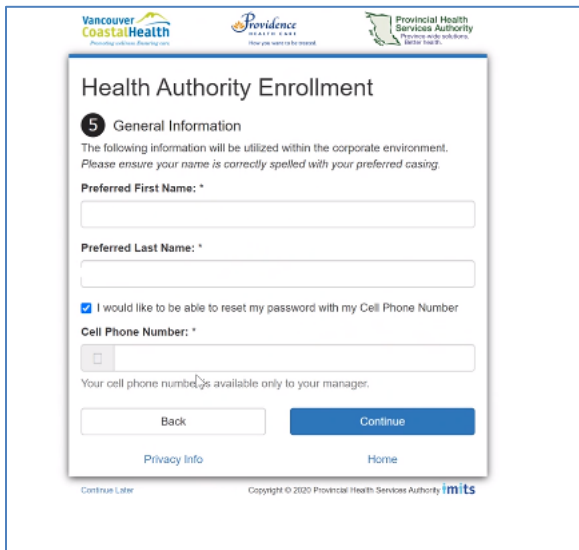
City: \* Province or State: \*

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.



Vancouver Coastal Health | Providence | Provincial Health Services Authority

### Health Authority Enrollment

**5** General Information

The following information will be utilized within the corporate environment.  
Please ensure your name is correctly spelled with your preferred casing.

Preferred First Name: \*

Preferred Last Name: \*

I would like to be able to reset my password with my Cell Phone Number

Cell Phone Number: \*

Your cell phone number is available only to your manager.

[Back](#) [Continue](#)

[Privacy Info](#) [Home](#)

[Continue Later](#) Copyright © 2020 Provincial Health Services Authority **imits**

## 8. Emergency Contact option available



Vancouver Coastal Health | Providence | Provincial Health Services Authority

### Health Authority Enrollment

**6** Emergency Contact

You can provide a contact who can be reached in the event of an emergency.  
This step is optional.

Do you wish to provide emergency contact information?

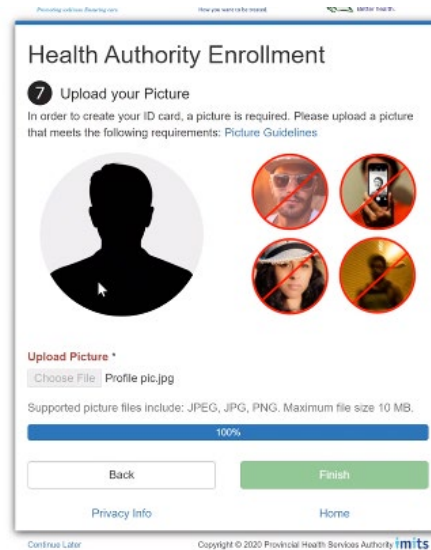
Yes  No

[Back](#) [Continue](#)

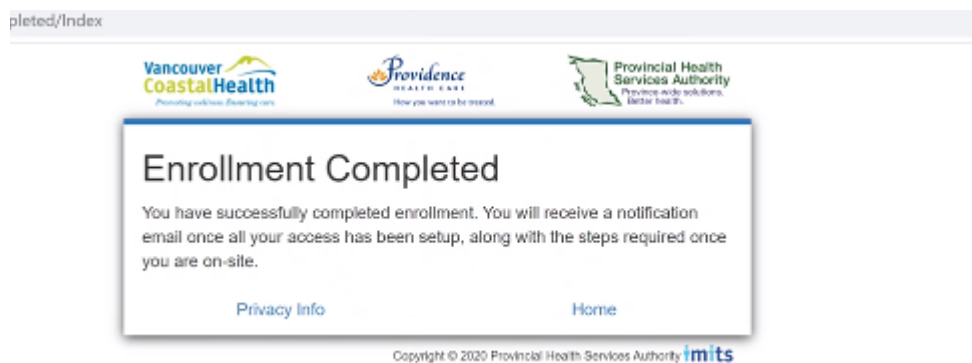
[Privacy Info](#) [Home](#)

[Continue Later](#) Copyright © 2020 Provincial Health Services Authority **imits**

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



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



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.



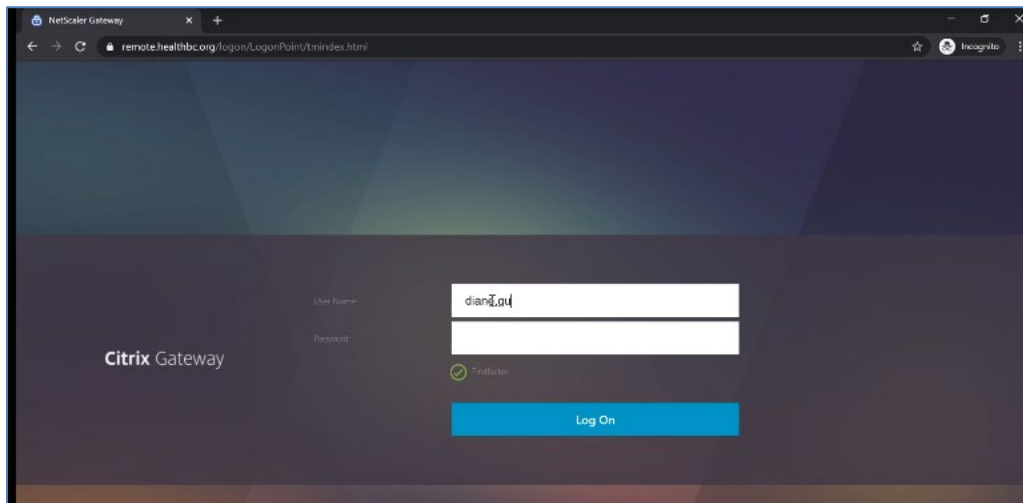
## Setup Multifactor Authentication

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.

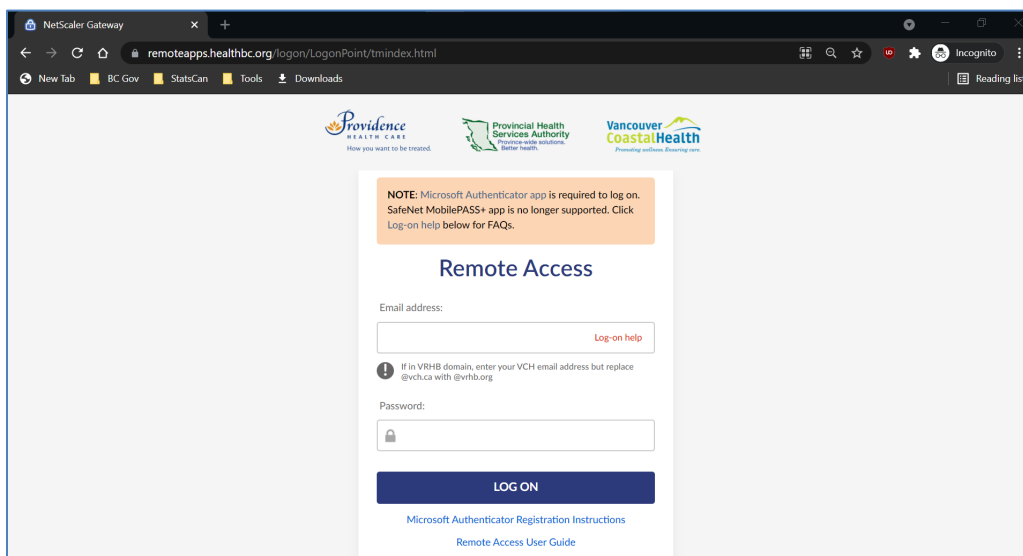
12. Once you receive the follow-up email with your temporary password, open an internet browser and navigate to [VPN Remote Access](#) site.

Full Link: [remoteapps.healthbc.org](https://remoteapps.healthbc.org)

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



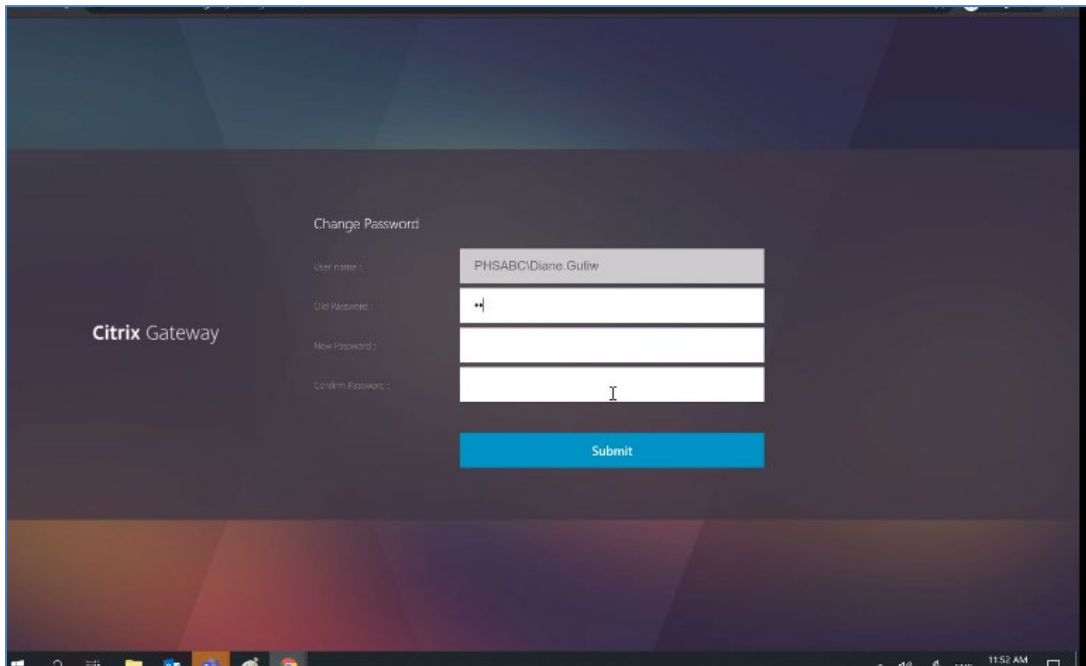
*You may see a screen like this*



*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.

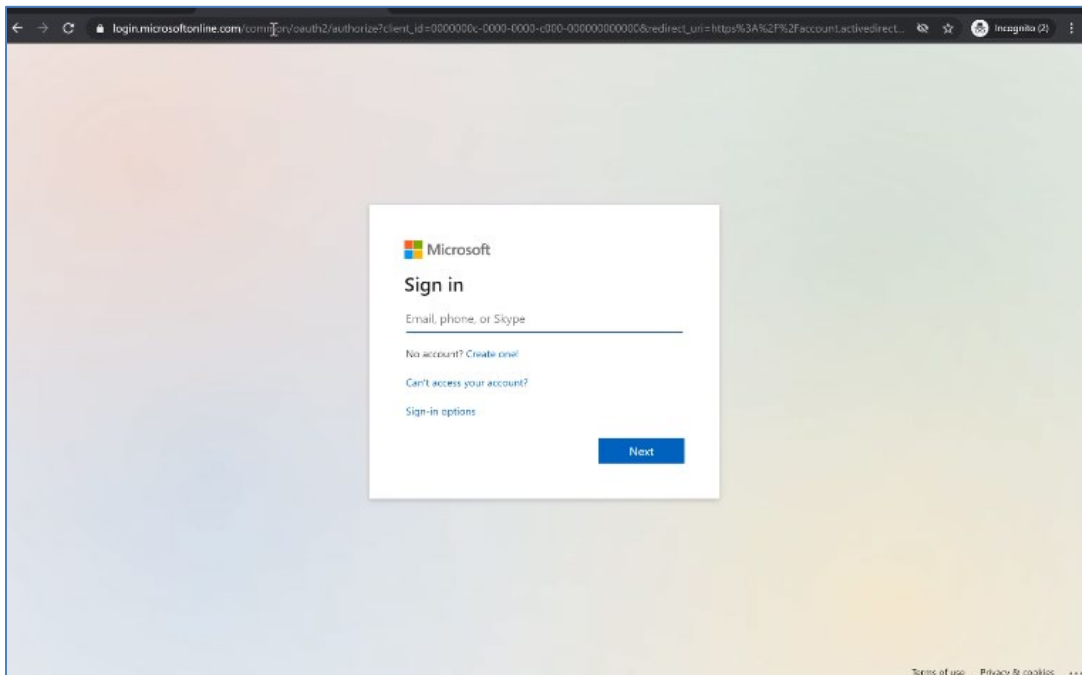
**Note:** For PHSA users, login with your username in the format of: **PHSABC\user.name**.



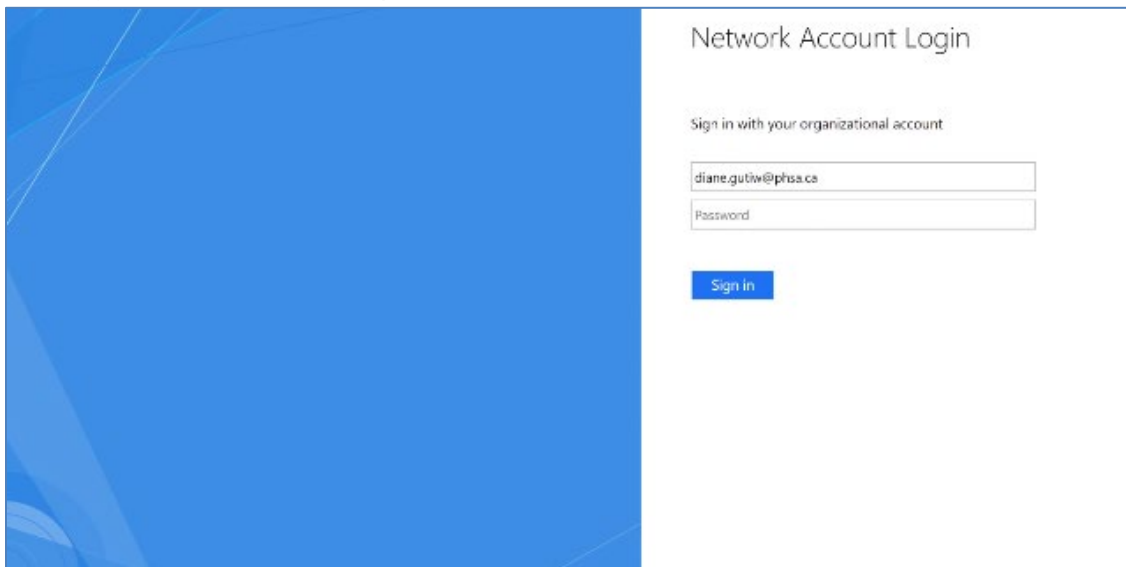
14. After the submission of the new password, please navigate to <https://aka.ms/mfasetup> to set up your MFA authentication.

15. Login with your PHSA account **in email format**. i.e., [user.name@phsa.ca](mailto:user.name@phsa.ca)

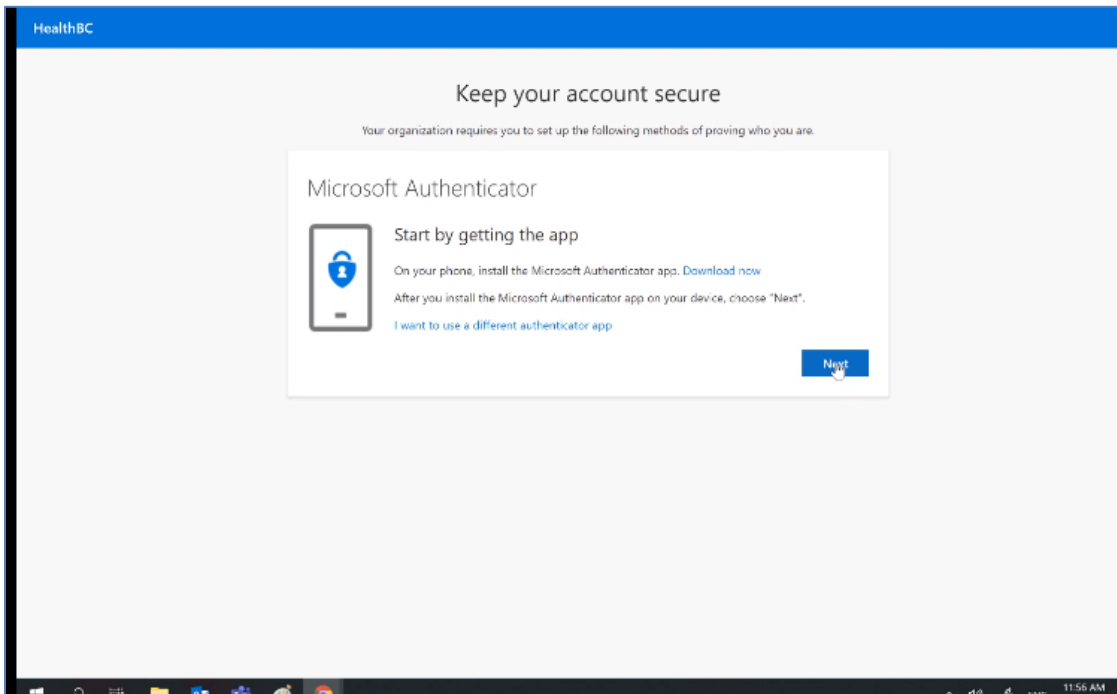
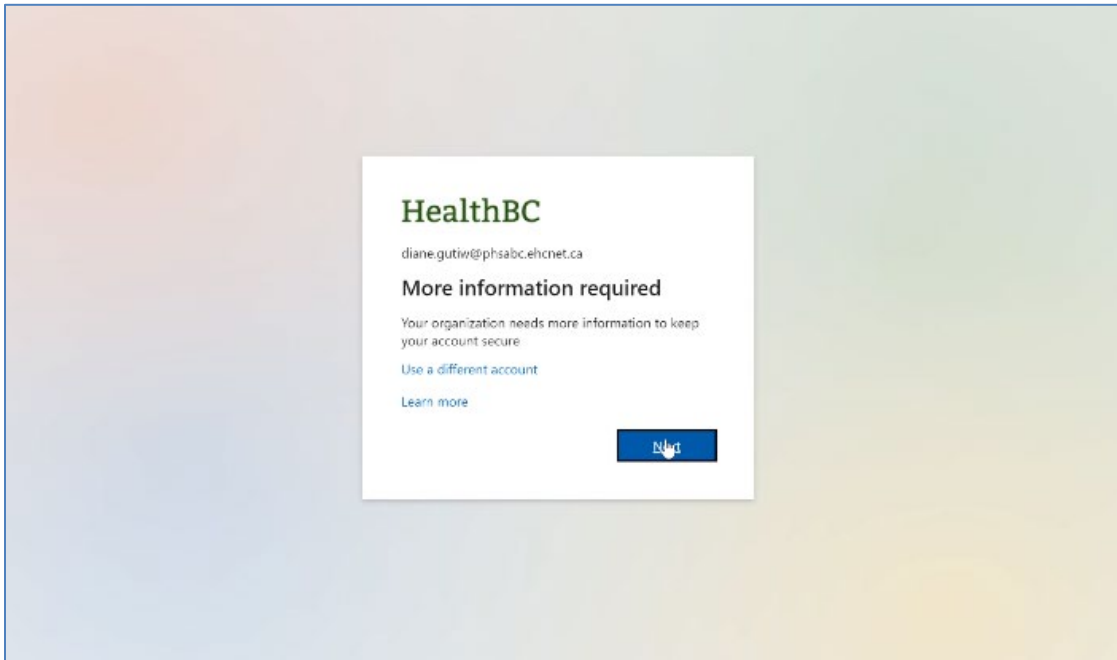
**Note:** if using Domain\user.name the credentials will not be accepted

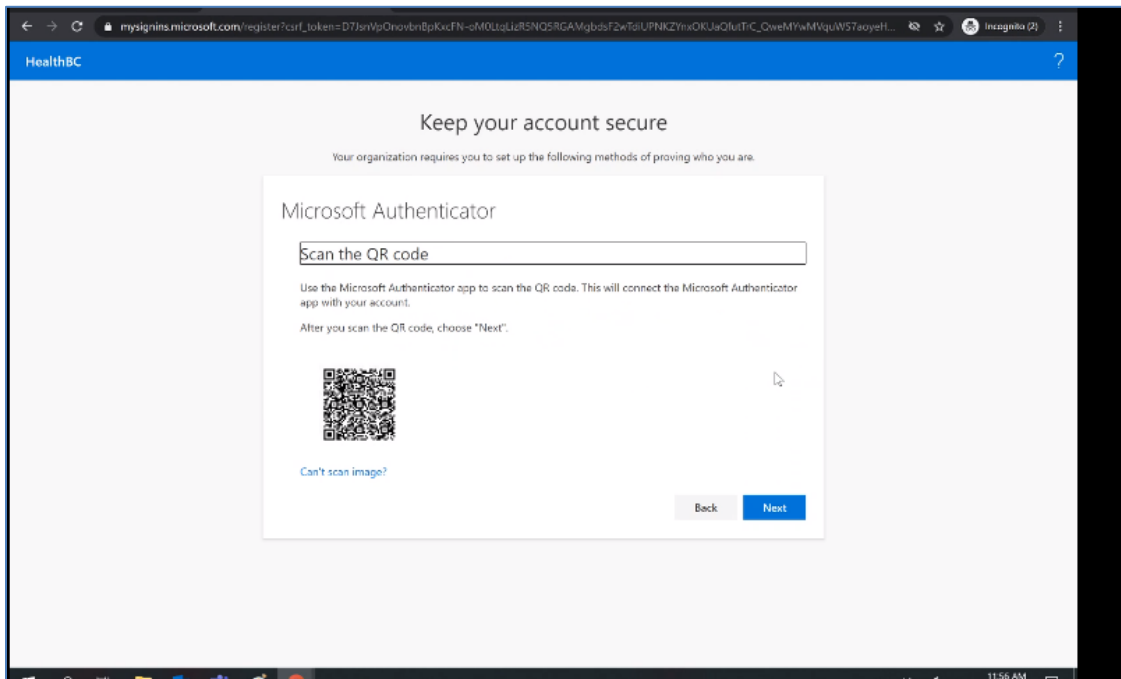


16. You will be redirected to the Network Account Login page where you will enter the new password you've created in Step 12.



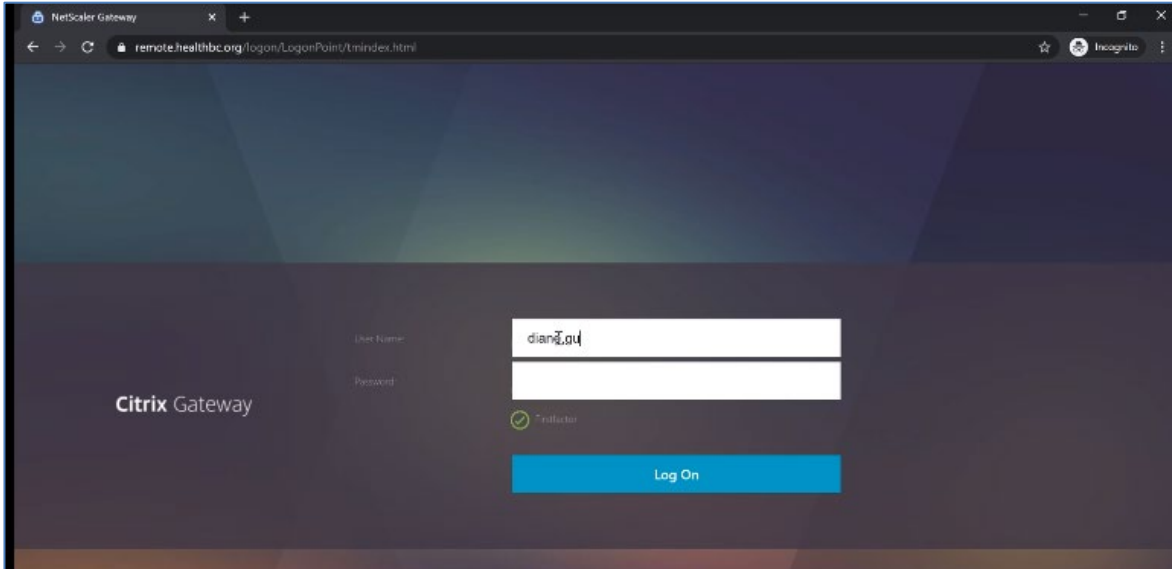
17. If you have not set up MFA already, you will be prompted to configure Microsoft MFA and with the MS Authenticator mobile application. If you do not yet have the application installed on a mobile device, you will need to do so when prompted (see below).





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 [remoteapps.healthbc.org](https://remoteapps.healthbc.org) 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.



20. Once all steps have been successfully completed, you can login to the HDPBC environment via [hdp.vmwareidentity.ca](https://hdp.vmwareidentity.ca). Refer to the Logging into the HDPBC Desktop guidance document.

## Document History

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