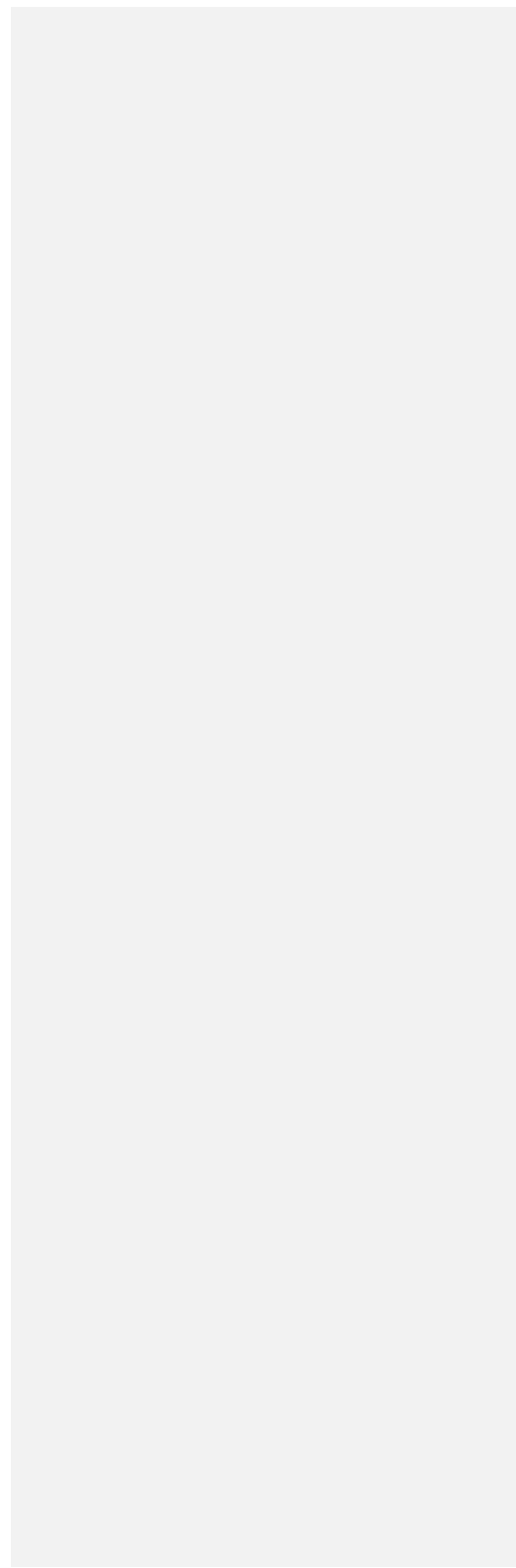# OMA Ontario Medical Association

Multi-factor authentication user guide

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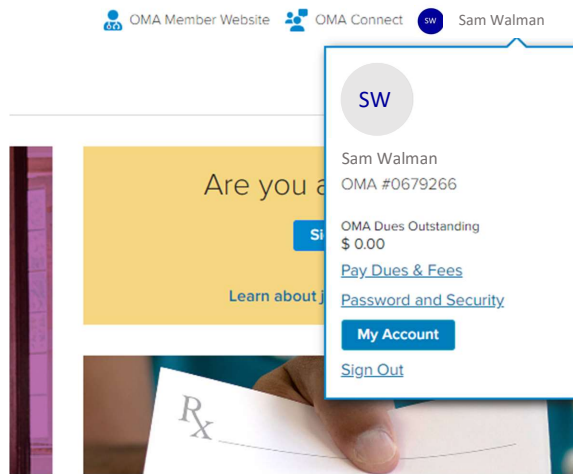
Below is a step-by-step guide to help you to add, remove and modify your multi-factor authentication settings.

How to enrol in multi-factor authentication
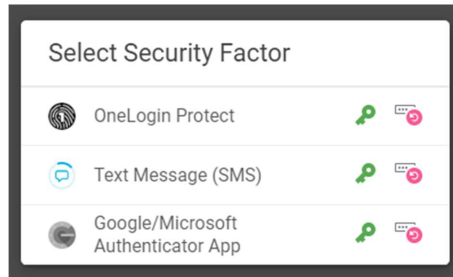### Please follow the steps below to add multi-factor authentication to your account.

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.
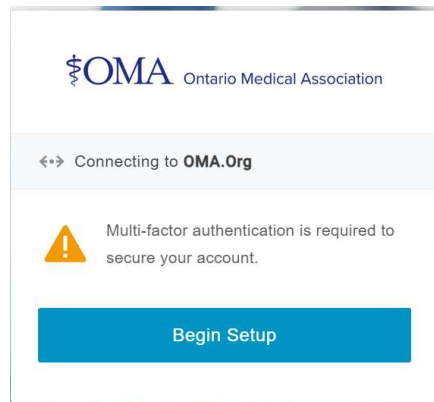
4. From the provided list, choose the security factor you would like to add and follow the on-screen instructions.
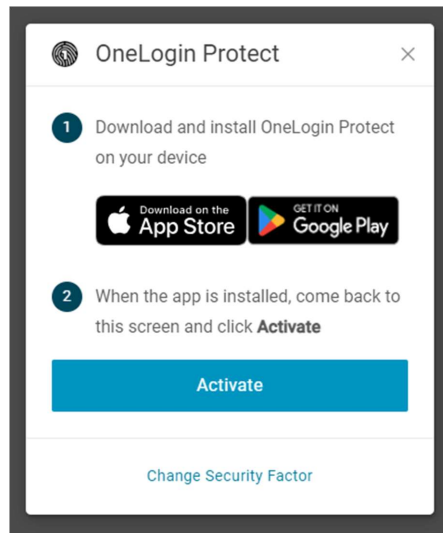
Step-by-step guide to setting up your selected authentication factor.
Please follow the steps below to set up your preferred multi-factor authentication choice.
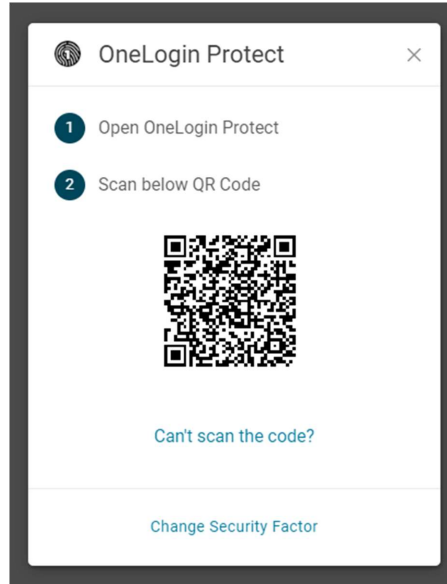
OneLogin Protect app

1. Once logged in, select the **OneLogin Protect app** security factor option.
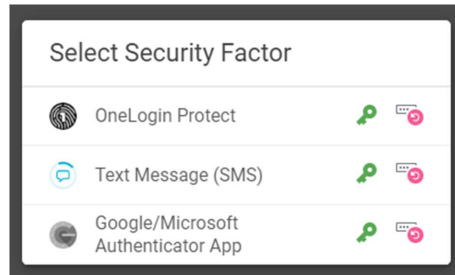
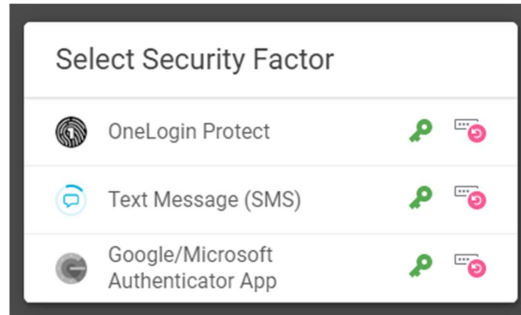2. **Download** the OneLogin Protect app to your mobile device. Once the app is installed, click activate.

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)

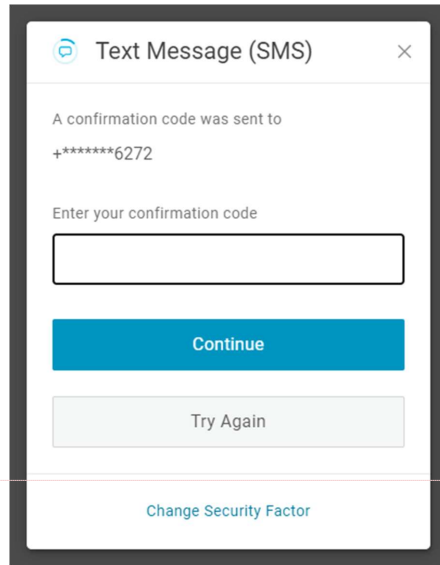1. Select the **Text Message (SMS)** security factor option.

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.
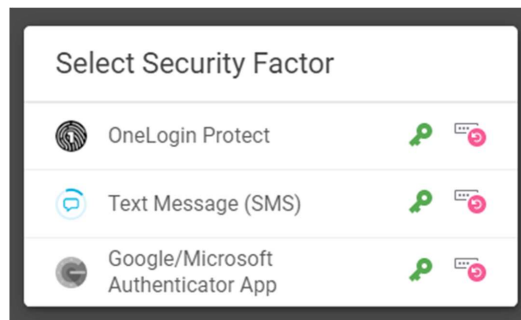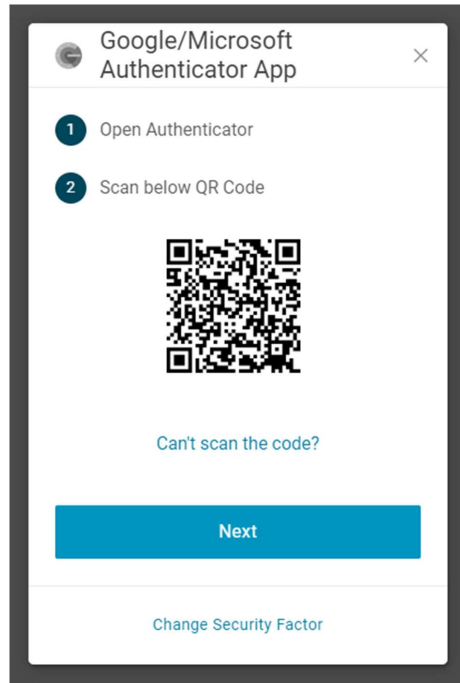
Google/Microsoft authentication app

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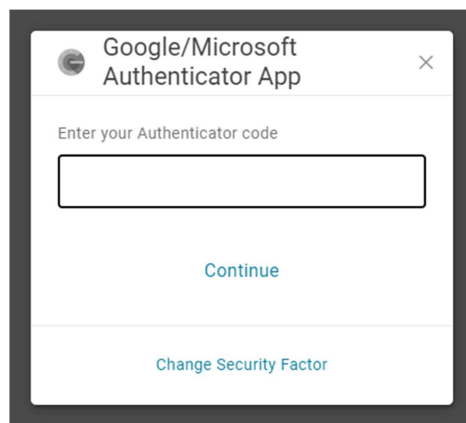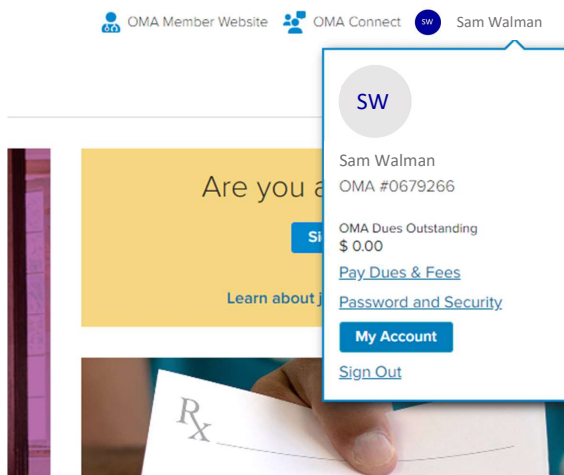
How to add a mobile phone number to your OneLogin profile.
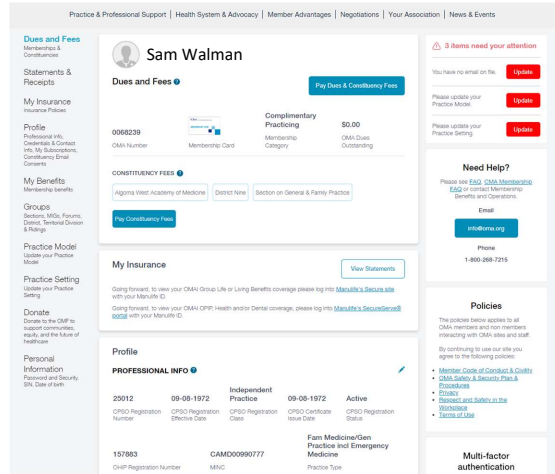Please follow the steps below to add a mobile phone number to your profile.

1. Open your browser and navigate to oma.org to sign into your member account.

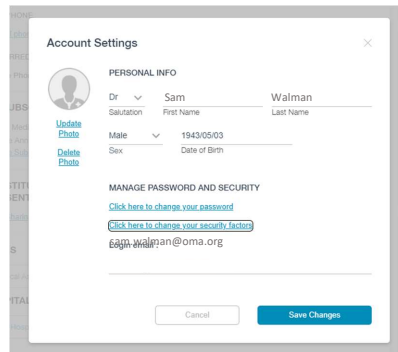2. Select the **Member sign in** button in the top right-hand corner and sign into your account.
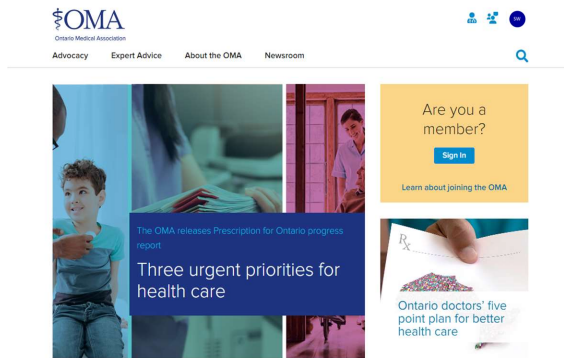
3. Once signed in, click on the initial's icon in the top right-hand corner and then select the **My Account** link.
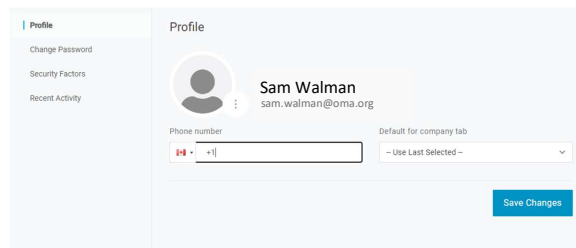
4. Once in your MyAccount profile section, select the **Personal Information** section in the bottom of the left-hand navigation list.

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

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

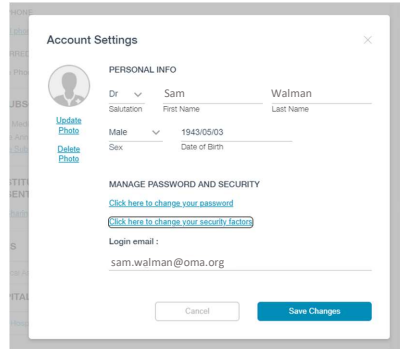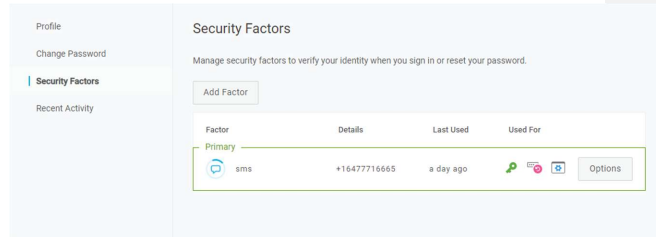## How to add, remove or modify my security factors
Please follow the steps below to make changes to your security factors.

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.

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.


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.
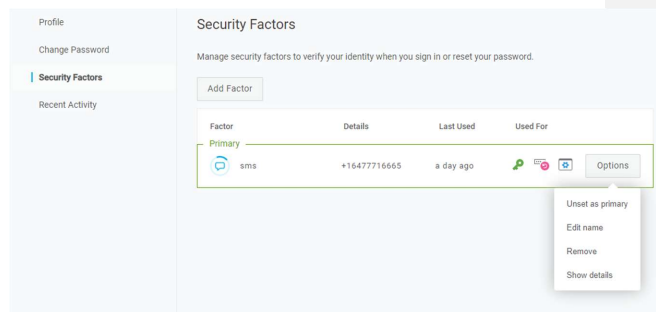
How to reset your password (MFA not enabled)

Please follow the steps below to reset your password if you do not have multi-factor authentication enabled on your account.
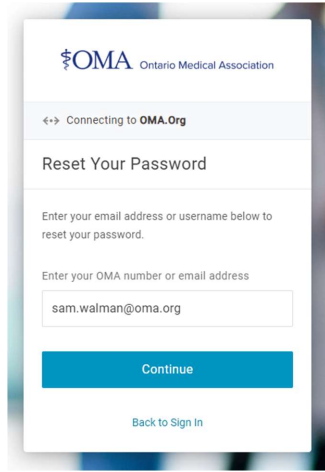
1. Open your browser and navigate to oma.org to sign into your member account.

2. Click on your initial's icon in the top right-hand corner and then select the **My Account** link.
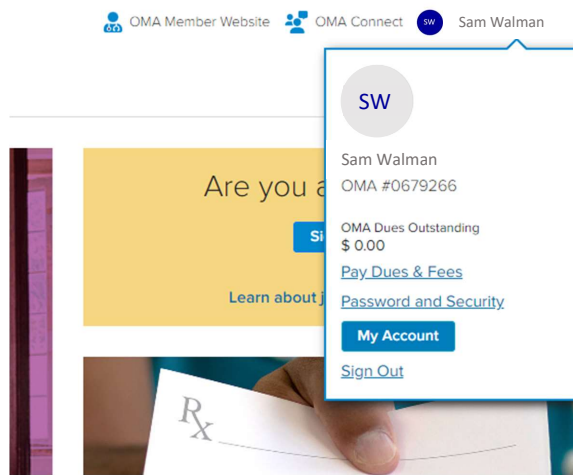
3. Select the **Forgot Password** link at the bottom of the login screen.
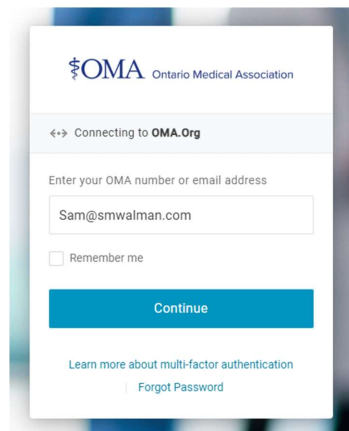
4. Enter your email address or username and click continue to reset your password.

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.

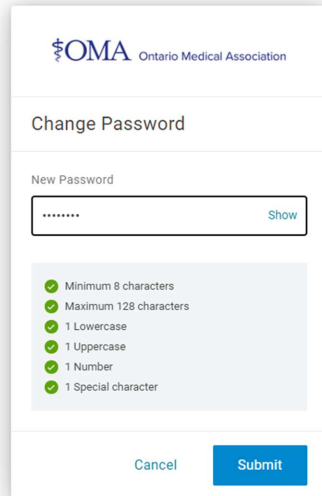   **Note:** If you do not see an email from OneLogin, please check your spam folder.
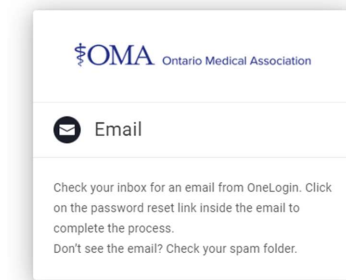
6. Once you have received the password reset email, please click on the link to complete the process.
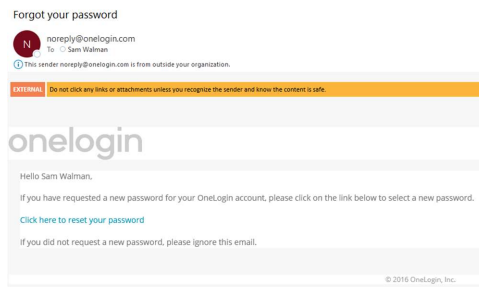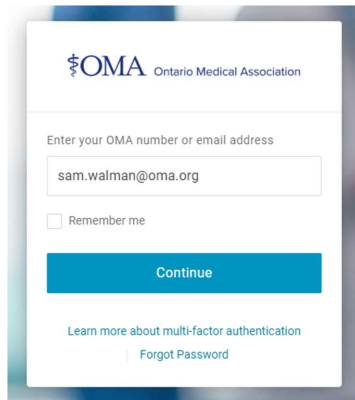
7. Fill out the change password field with your new chosen password.

   Note: Please refer to the password requirements when selecting a new password.

8. Sign in using your newly set 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.
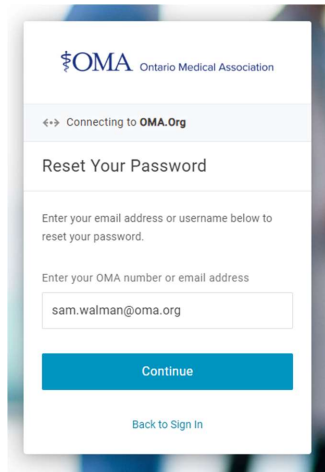
1. Open your browser and navigate to oma.org to sign into your member account.

2. Click on your **Member Sign In** button to start the process.
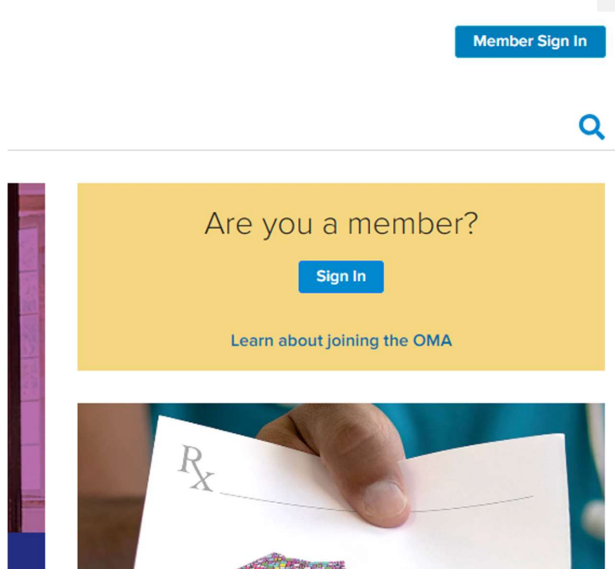
3. Select the **Forgot Password** link at the bottom of the login screen.
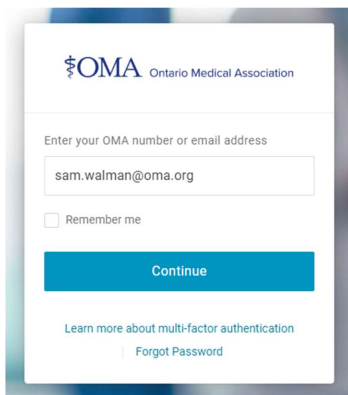
4. Enter your email address or username and click continue to reset your password.

5. Depending on which security factor you have set up, you will be directed to follow the process to authenticate your account.

One you have done so, you will be prompted to reset your password.