MODULE 1

SECTION 1: TWO-FACTOR AUTHENTICATION

All Users



Two-Factor Authentication Overview

- Two-factor authentication is a security feature that adds a second layer of security to the user authentication process through approval on your mobile phone
- Each time you login to COVax_{ON}, you will need your mobile device on hand to approve the login.
- COVax_{ON} accounts time out after 30 minutes of inactivity. However, iPad configuration settings may be set to log out before 30 minutes, and this will exit your Salesforce Account. This can manually be changed on the individual iPads or the service desk can be contacted.

If you have **previously logged into and authenticated** Salesforce, and are now logging into a **new** environment for the first time, proceed to step 18



Complete the following steps to set up the Salesforce account

On the provided iPad (or ahead of time on a desktop computer), open the Safari, Google Chrome of Microsoft Edge application.
 Note: Any of these 3 browsers are recommended to access COVax_{ON}



- 2 Using the search bar, enter the URL of your email provider (i.e. Gmail, UHN, Outlook, etc).
- Log into your email account.

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Complete the following steps to set up the Salesforce account

You will have one of the following emails from <u>support@jp.salesforce.com</u>. Click on the link in the red box.

If you received the below email, click right on "Verify Account"



If you received the below email, click on the link.



A new Safari window will open. You will see the "Acceptable Use Policy". Scroll down to read through the policy. To agree to the terms, click the "Finish" button at the bottom.



Complete the following steps to set up the Salesforce account

- Sou will be directed to this screen. Do not exit this window. You will see a screen asking for a two-word phrase. Leave this window open, set the iPad aside and grab your mobile phone.
- On your mobile phone, open either Google Play (for Android or Pixel) or the Apple App Store (for iPhone)



Using the search bar, type in

"Salesforce Authenticator".

8 Click on the title "Salesforce Authenticator" and download the app.



Complete the following steps to set up the Salesforce account

Select "Get". You may have to enter your Play Store / App Store credentials here

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*On your mobile phone, open the Salesforce Authenticator app.



Click "Skip Tour" at the top right corner

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Enter your mobile number using the keypad. Click "Send" to have Salesforce send you an SMS message

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Complete the following steps to set up the Salesforce account

- ¹³ Wait to receive an automated SMS message from Salesforce.
- Once you have received the SMS message, open the message. Click the link that is provided to connect your app with your Salesforce account.



Once you click on the link, this window will open. Choose a 4-digit passcode, and then verify that passcode by entering it in a second time.



Complete the following steps to set up the Salesforce account

- You will see a green message at the top of your screen indicating that the passcode has been saved. Select the "Add an Account" button to continue.
- On your mobile within the Salesforce Authenticator app, you will see a two-word phrase provided
- ¹⁸ Put your mobile phone down. Using the iPad, go back to the Safari window from step 5. Enter the two-word phrase in the box.





Complete the following steps to set up the Salesforce account

- ¹⁹ The following message will appear "check our mobile device". Follow the prompt to go back to your mobile device.
- On your mobile device, open the Salesforce Authenticator app.
- Open your mobile device authenticator app and click "Connect".



Set Up Your Profile in COVaxon system

Complete the following steps to set up the Salesforce account

If the connection is successful, you will be alerted that an account was added. Click "Got It" to confirm.



The Salesforce Authenticator app will ask you to approve the account. Click "Approve".



Using the iPad/desktop, follow the prompts to create a sustainable password. You must remember this password for future logins.

Click "Change Password". You will then be logged in.

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COVax_{ON} Landing Page

Once logged in, you will see this landing page.

Once logged in, the COVax_{on} home page will appear as follows

For logging out, subsequent logins and iPAD settings, please refer to the next section

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