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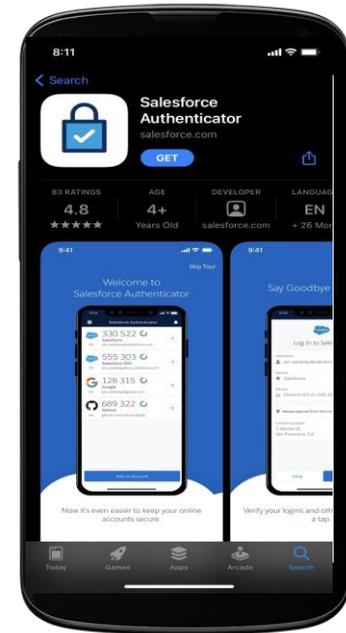
> If you have **previously logged into and authenticated Salesforce**, and are now logging into a **new environment** for the first time, **proceed to step 18**

Set Up Your Profile in COVax$_{ON}$ system

Complete the following steps to set up the Salesforce account

1 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).

3 Log into your email account.
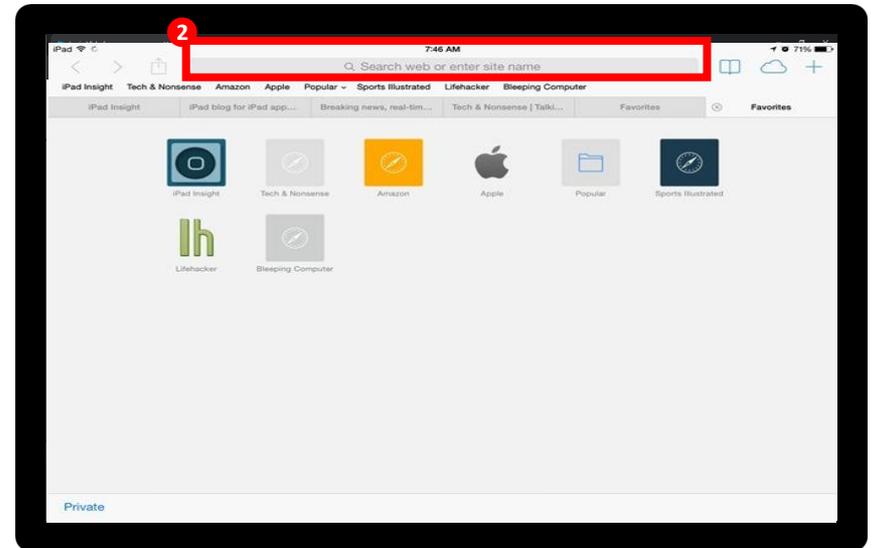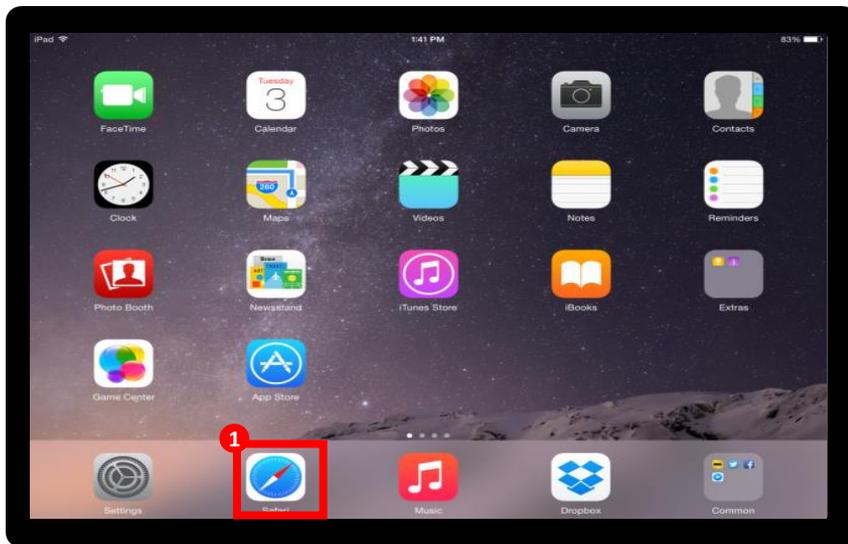
Set Up Your Profile in COVax$_{ON}$ system

Complete the following steps to set up the Salesforce account

3 You will have one of the following emails from support@jp.salesforce.com. **Click on the link in the red box.**

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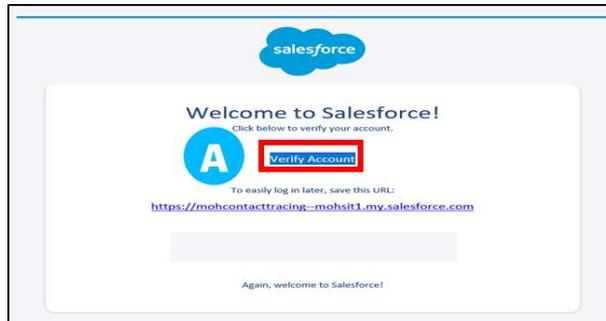
If you received the below email, click on the link.

4 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.
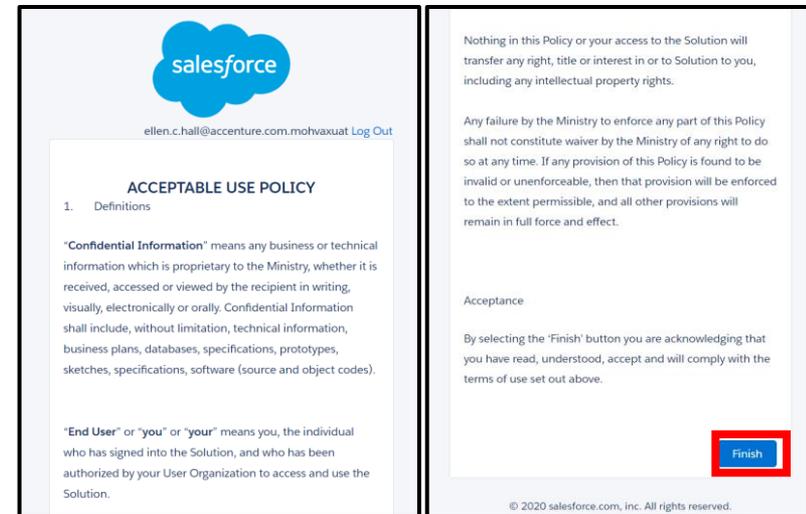
Set Up Your Profile in COVax$_{ON}$ system

Complete the following steps to set up the Salesforce account

5 **You 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.**

6 **On your mobile phone**, open either Google Play (for Android or Pixel) or the Apple App Store (for iPhone)

7 Using the search bar, type in

"**Salesforce Authenticator**".

8 Click on the title "**Salesforce Authenticator**" and download the app.
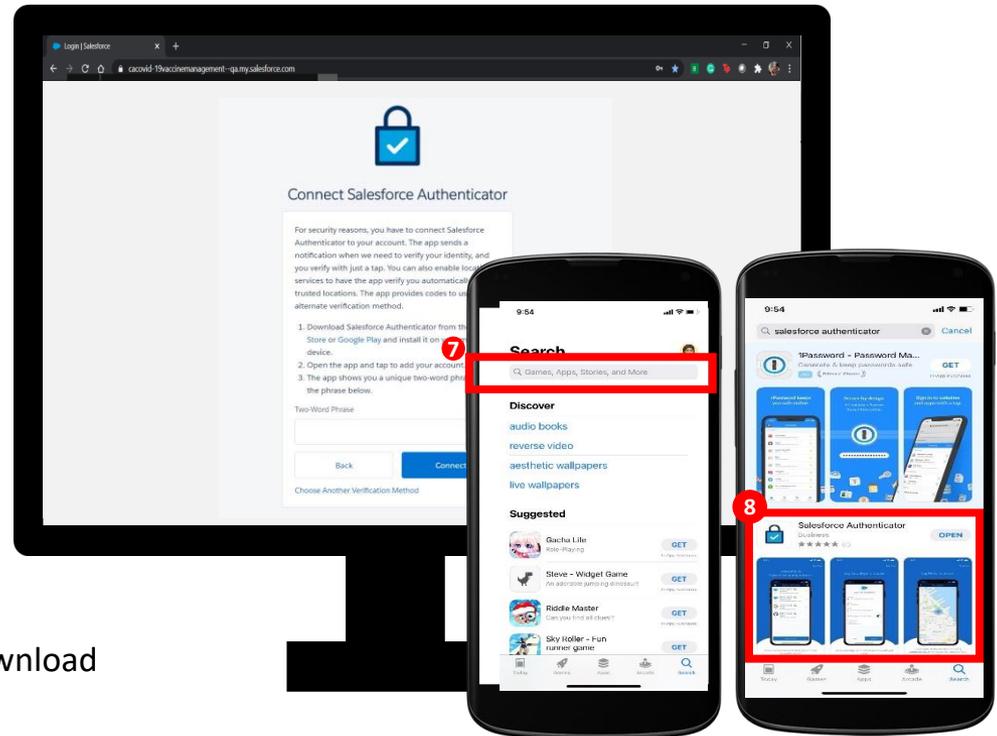
Set Up Your Profile in COVax_{ON} system

Complete the following steps to set up the Salesforce account

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

10 Allow this application to send notifications? Select "Allow"
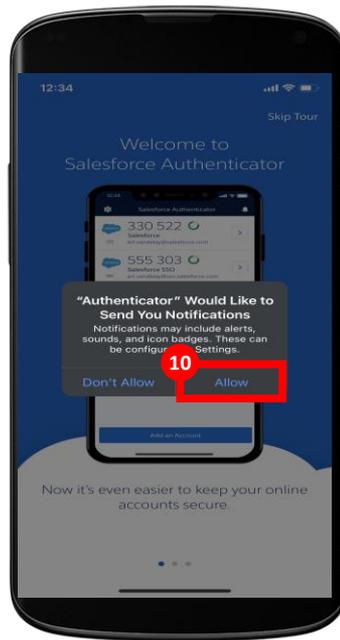
11 Click "Skip Tour" at the top right corner
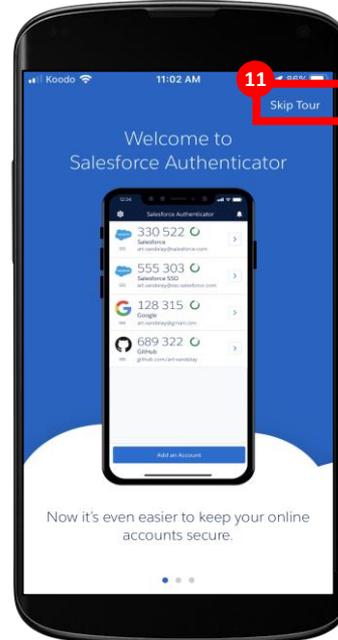
12 Enter your mobile number using the keypad. Click "Send" to have Salesforce send you an SMS message
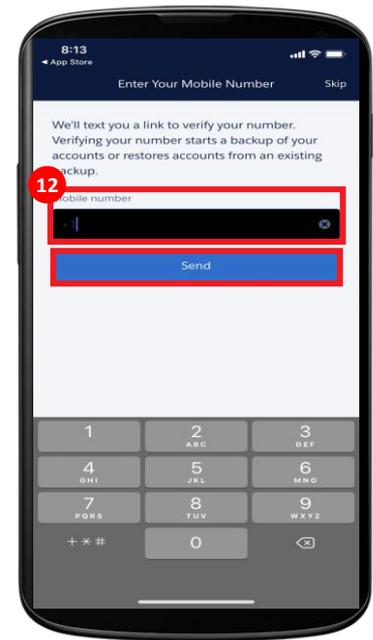
*On your mobile phone, open the Salesforce Authenticator app.

Set Up Your Profile in COVax$_{ON}$ system

Complete the following steps to set up the Salesforce account

13 Wait to receive an automated SMS message from Salesforce.

14 Once you have received the SMS message, open the message. **Click the link** that is provided to connect your app with your Salesforce account.
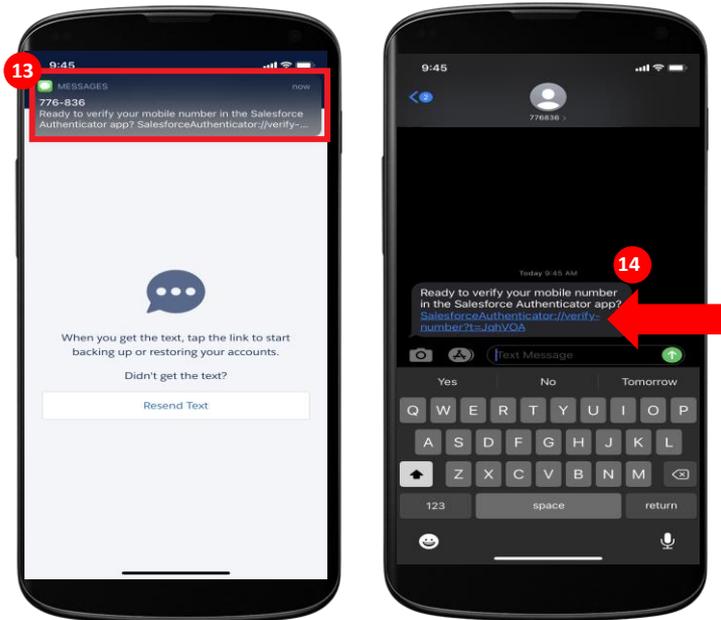
15 Once you click on the link, this window will open. **Choose a 4-digit passcode, and then verify that passcode by entering it in a second time.**
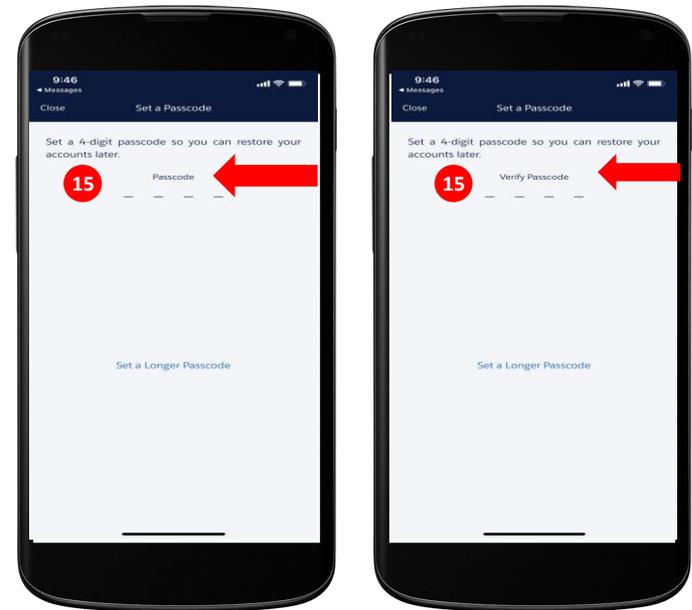
Set Up Your Profile in COVax$_{ON}$ system

Complete the following steps to set up the Salesforce account

16 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.
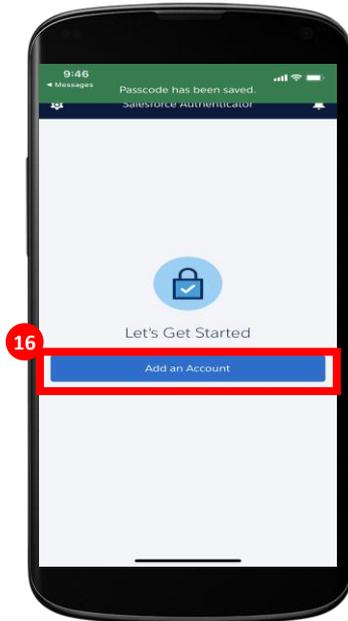
17 On your mobile within the Salesforce Authenticator app, you will see a **two-word phrase** provided

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.**
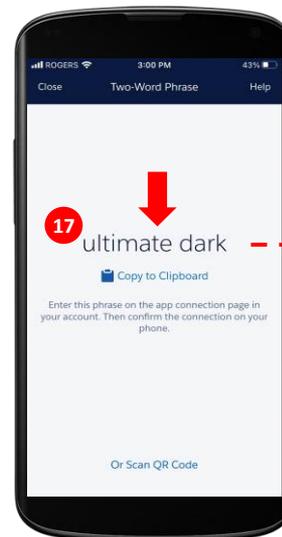
Set Up Your Profile in COVax$_{ON}$ system

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**.

20 On your mobile device, open the Salesforce Authenticator app.

21 Open your mobile device authenticator app and click "**Connect**".
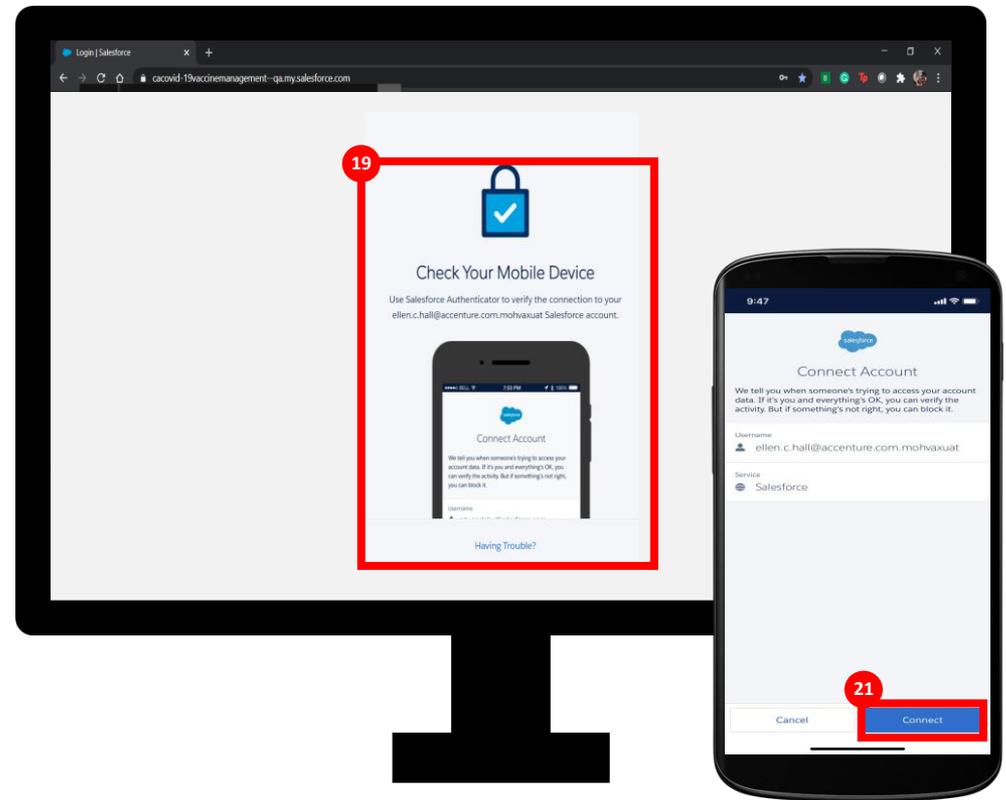
Set Up Your Profile in COVax_ON system

Complete the following steps to set up the Salesforce account

22 If the connection is successful, you will be alerted that an account was added. Click "**Got It**" to confirm.
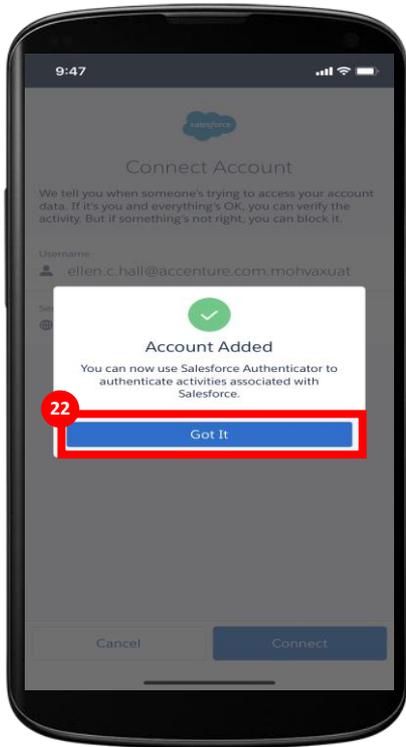
23 The Salesforce Authenticator app will ask you to approve the account. Click "**Approve**".
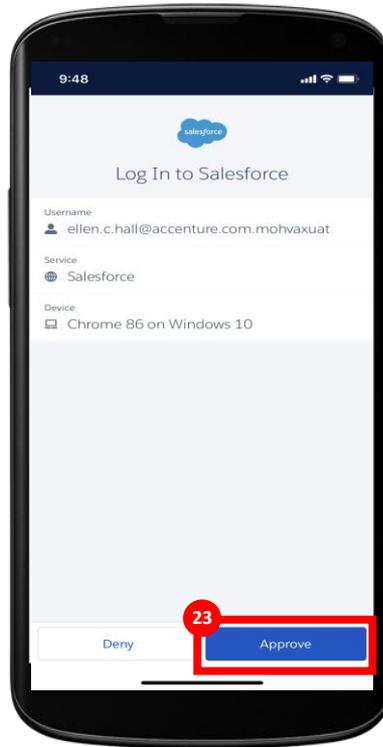
24 Using the iPad/desktop, follow the prompts to create a sustainable password. **You must remember this password for future logins.**

Click "**Change Password**". You will then be logged in.
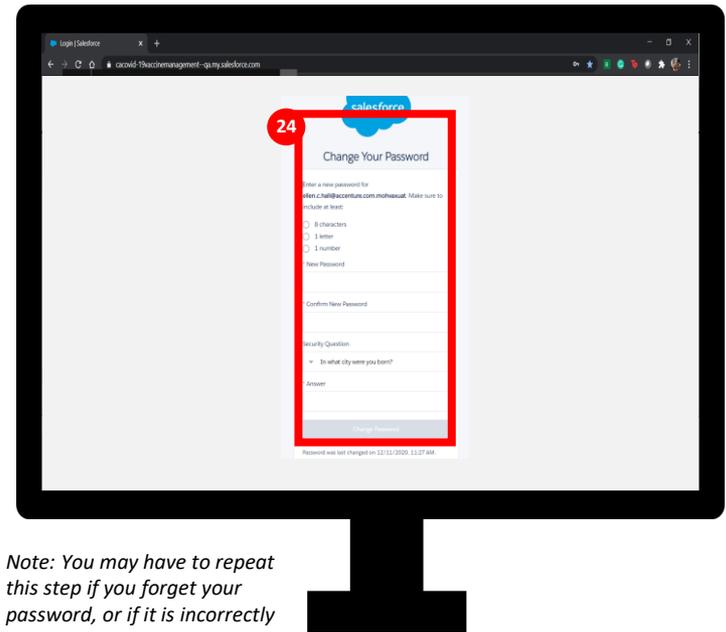
Note: You may have to repeat this step if you forget your password, or if it is incorrectly entered in the future.

COVax_{ON} Landing Page

Once logged in, you will see this landing page.

25 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