

# Multi-Factor Authentication

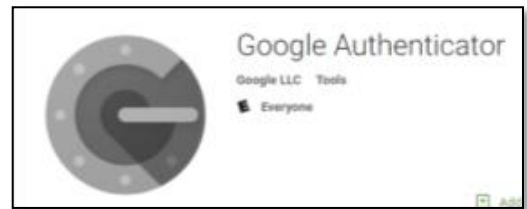
## Purpose:

To ensure we are meeting security best practices and provincial requirements, KHSC is enhancing our protection against threats to the systems and data that are crucial to the provision of services to our patients. Enhancements such as using complex passphrases and utilizing multi-factor authentication (MFA) when remotely accessing Citrix, Webmail, and Employee Self-Service (Kronos) from non-KHSC secured networks will help protect against security threats such as phishing scams.

## How to Enroll:

To enroll yourself in Multi-Factor Authentication, you will need your mobile device and a computer connected to the KHSC network.

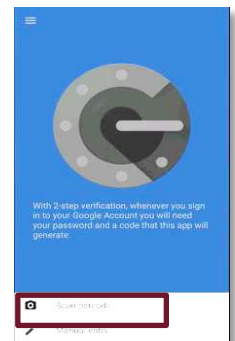
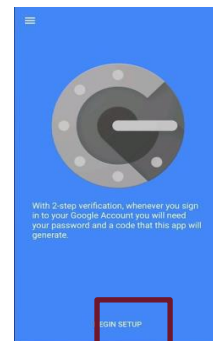
- 1 On your mobile device go to the Google Play Store (Android devices) or the App Store (Apple Devices) and search for Google Authenticator.



**Note:** if you do not have a phone with internet access, or use a BlackBerry and do not have access to the Google Play Store, please email [KHSC.IMIntegration@kingstonhsc.ca](mailto:KHSC.IMIntegration@kingstonhsc.ca) or call the KHSC HELP Desk for assistance at extension 4357.

- 2 Install the authenticator on your device.

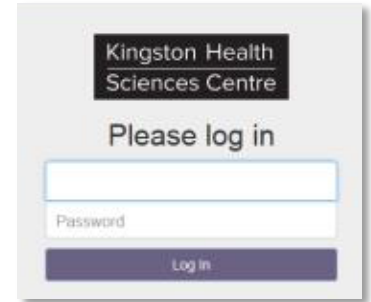
- 3 Open Google Authenticator and click 'Begin Setup.' Follow the instructions on your device until you are prompted to add an account and select 'Scan a Barcode.'



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4 On a computer connected to the KHSC network go to <https://otp.kingstonhsc.ca/> and login using your KHSC username and password.

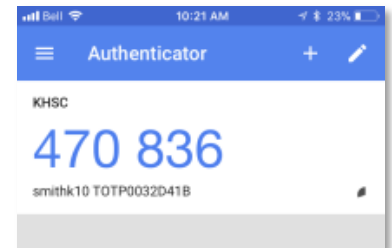


5 You will be brought to the 'Enroll a New Token' screen. Click 'Enroll Token' and a barcode will appear.



7 Following the instructions on your device, point your device's camera to scan the barcode on the computer. Your mobile device will then add KHSC to the Authenticator App and provide you with a six-digit temporary code that is renewed every 30-45 seconds.

6 On your mobile device, ensure that Google Authenticator is open and select 'Scan a Barcode.'



## How to Log in at Home:

Accessing KHSC services remotely on non-KHSC secured networks will require to use Multi-Factor Authentication to use Citrix, Webmail, Employee Self Service or to login to the KHSC Intranet site from home.

The following pages break down how to log in at home for employees from each site.

# Multi-Factor Authentication

- 1 Open your browser and go to <http://www.kingstonhsc.ca/> and scroll to the bottom of the page.

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- 2 Click the link of the service you want to use. This will pull up the Login Portal.

- 3 Enter your KHSC username and password.

- 4 Open Google authenticator on your mobile device.

- 5 Enter the temporary six-digit token in the KHSC Token field on the Login Portal.

- 6 Click 'Log in' or 'Submit.'

Please log on

User name: testkhsc2

Password:

KHSC Token:

Submit

If you experience any issues with this site, please call the KGH Service Desk at 613-549-6666 x4357

For the latest Citrix Receiver select your OS version below  
Windows MAC