

# INSTRUCTIONS: Signing on to KHSC

Depending on where you will be when you are signing on for the *very first time* to KHSC (either from a home computer vs. on a KHSC computer), the procedure is a little different.

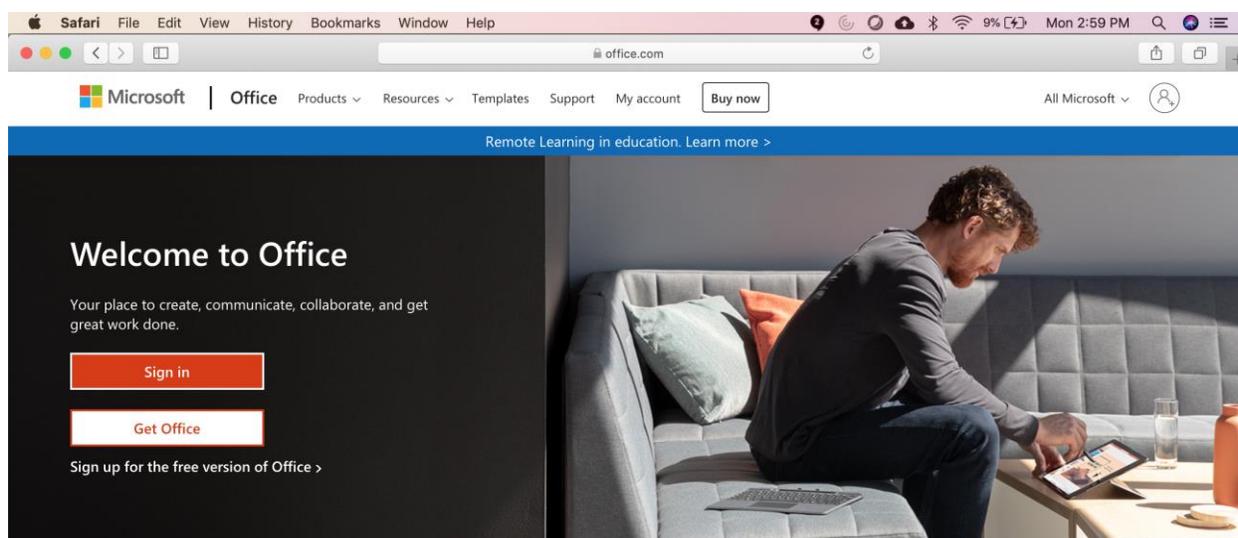
When you received your Hospital ID badge, you should have been provided a document with your KHSC usernames and temporary passwords (for your KHSC account and required software), as well as your KHSC email address. If you do not have this document, please contact the KHSC Help Desk at 613-549-6666 x4357.

## Signing on to a KHSC computer for the first time

At the log on screen, you will enter your username as shown on your sheet (format is typically **first initial then last name**, without HC\ in front) and the temp password you have been provided. The computer will then ask you to create a permanent password of your own (please read the KHSC Password Criteria listed below). Once successfully signed on, we ask that you immediately set yourself up for the Microsoft multifactor authentication by following the steps listed under Microsoft Multifactor (MFA) Setup in this document.

## Signing on to KHSC remotely (home computer) for the first time

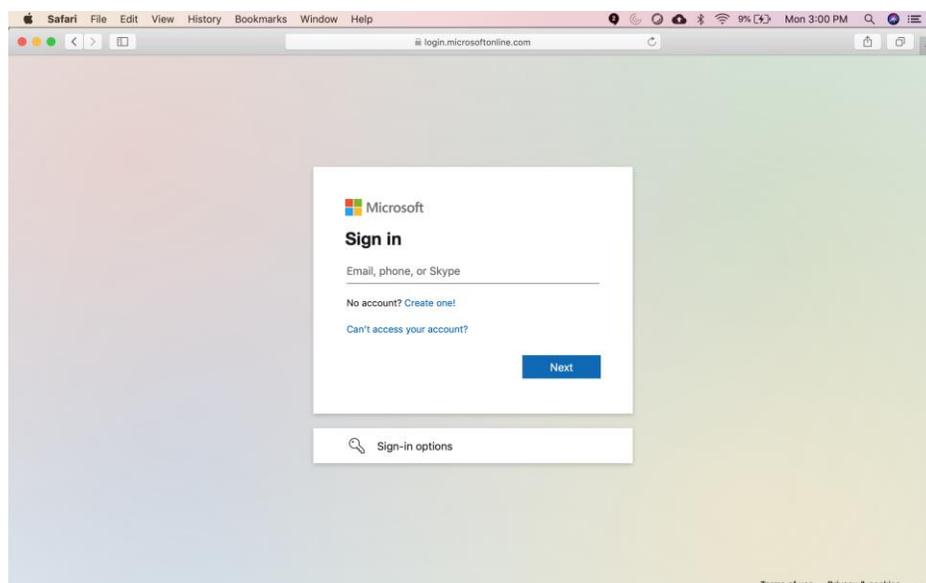
On your home computer, open a browser (Chrome, Edge, Safari) and go to [www.office.com](http://www.office.com). This is a Microsoft website. NOTE: if you already have a personal Microsoft account or one from another entity (ie. Queen's) the site may auto-log you on, or remember your previous ID. If this happens, we recommend opening an In Private tab or an Incognito tab in the browser and going to [www.office.com](http://www.office.com) to complete these steps.



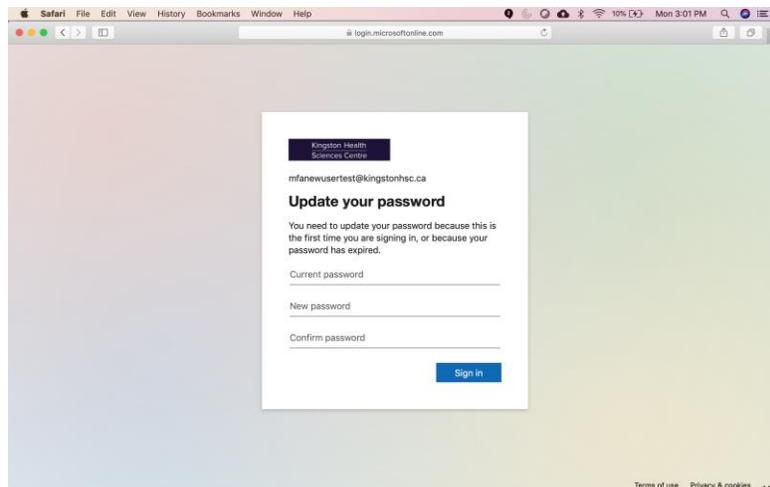
Sign in to use your favorite productivity apps from any device



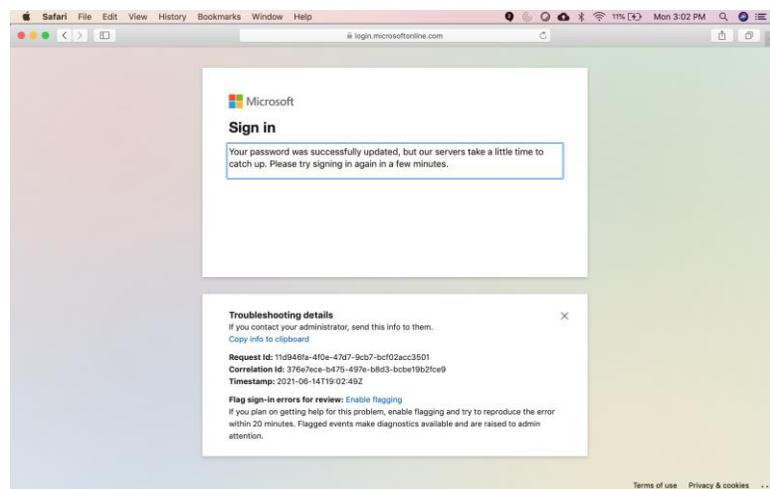
Click Sign In, and enter your KHSC email address (as shown on your password document - format is [firstname.lastname@kingstonhsc.ca](mailto:firstname.lastname@kingstonhsc.ca)).



The site should immediately ask you to update your password. Enter the temporary password you have been provided on your password document into the 'Current Password' field, then create your own password (please see below for the KHSC Password Criteria and ensure you are following all guidelines).



If you've successfully set your own password, you will then see the following screen. Please allow a few minutes for the system to complete your registration, then close your browser. After a few minutes have passed, you can then follow the Microsoft Multifactor (MFA) Setup procedure listed later in this document.



Note: If you do not see this screen when trying to set your own password, and instead encounter an error, please repeat the steps above, and ensure you are following the password criteria listed below.

## KHSC Password Criteria

KHSC passwords MUST follow these specific criteria:

- At least 12 characters in length
- Must have at least 1 number
- Must have at least 1 capital letter
- Must have at least 1 'special character' (ie. !, @, \$ etc but NO HASHTAGS)
- Cannot have any part of your name

## External KHSC Links

- Citrix (<https://remote.kgh.on.ca>)
- RDP (<https://rdp.kingstonhsc.ca>)
- Intranet (<https://khscnow.kingstonhsc.ca>)
- Microsoft Teams
- Email (<https://webmail.kgh.on.ca>)
- E-Learning (<https://knowledgenow.kingstonhsc.ca>)
- Kronos Scheudle (<https://sstc.kingstonhsc.ca/wfc/logon>)

In order to access any of the external KHSC links above, you must be registered for Microsoft Multi-Factor Authentication. MFA is an extra layer of IT security that only you have access to and is directly tied to your KHSC username and password.

## Microsoft Multifactor (MFA) Setup

Please read carefully and complete all steps.

### Get Ready \*READ ME\*

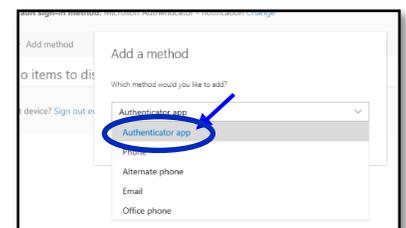
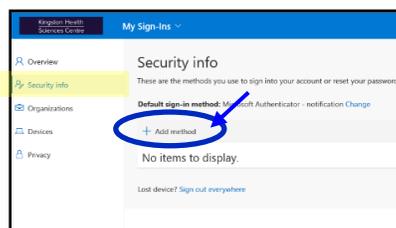
1. Have both your **computer and smartphone** handy. You can be either onsite at KHSC or remote to register for Microsoft MFA. You can use any smartphone.
2. The steps below are **time sensitive**. **Make sure you are able to unlock your smartphone quickly using your password / face ID / fingerprint etc.**
3. Notifications must be enabled on your smartphone; if they are not enabled, you may be prompted to turn them on during the registration process.

### Register for Microsoft MFA

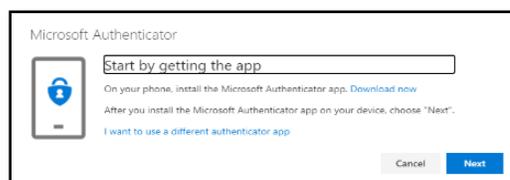
4. **On a computer**, go to this website and sign in with your **KHSC** credentials (e.g. Jane.Doe@kingstonhsc.ca):

<https://mysignins.microsoft.com/security-info>

5. Note you should be on the Security Info page. Click **+ Add method**. From the dropdown, click **Authenticator app**, and click **Add**.

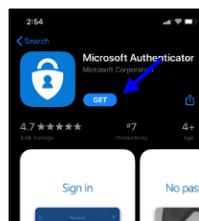


You will see this screen – go to Step 6 below.



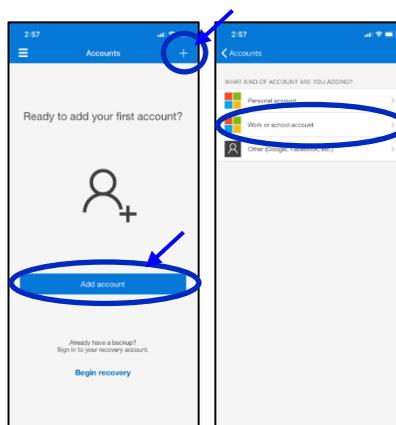
### Download and Set Up the Microsoft Authenticator App

6. **On your smartphone**, go to your app store. Search and install/get the **Microsoft Authenticator** (if you already have this app, skip this step).



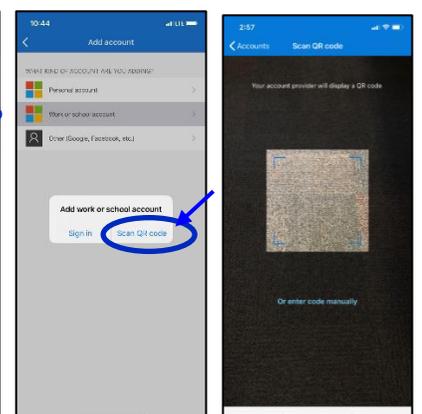
7. Open the Microsoft Authenticator app.

8. In the app, tap **Add account** or tap the **+** button (iOS) or **≡** button (Android), usually found in the top right corner.



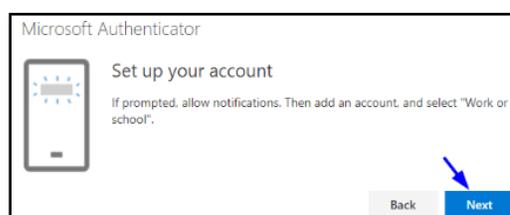
9. Tap **Work or school account**.

10. Tap **Scan QR code** – your smartphone camera will pop open – go to step 11 below.



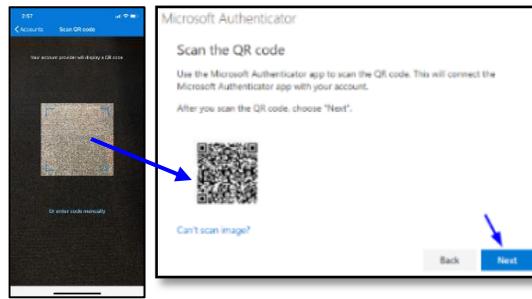
Note: These screenshots are from an iPhone; Android will look similar.

**NOTE: Steps 11 to 15 are time sensitive and must ALL be completed to register successfully. If not completed quickly, your registration may time out – you'll need to remove your account from the app and start over from Step 8.**



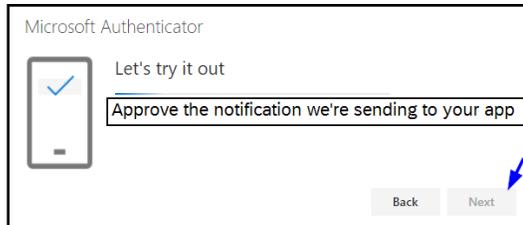
11. On your computer, click **Next**.

12. Use your smartphone to scan the QR code by pointing your smartphone camera at the QR code displayed on screen. Select **Allow notifications**.

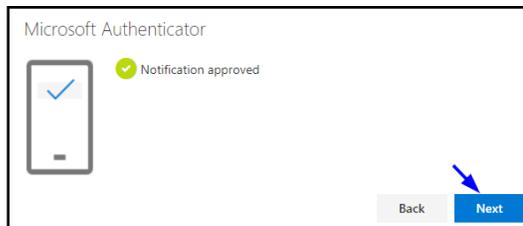


13. Back on your computer, click **Next**.

14. Click **Next** again on your computer. Then on your smartphone you should receive a test notification in the Microsoft Authenticator app – tap **Approve**.



15. Click **Next** again on your computer. **DONE!** You are now set up with Microsoft MFA. You can log out of the website and close the app. Expect to get pop-up notifications on your smartphone to approve logins.

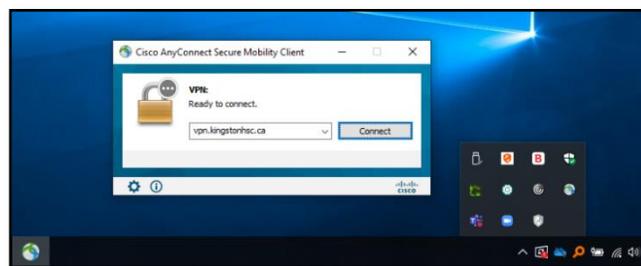


**\*IMPORTANT\*** Cisco AnyConnect VPN users: continue to the next step.

## For Cisco AnyConnect VPN client Users

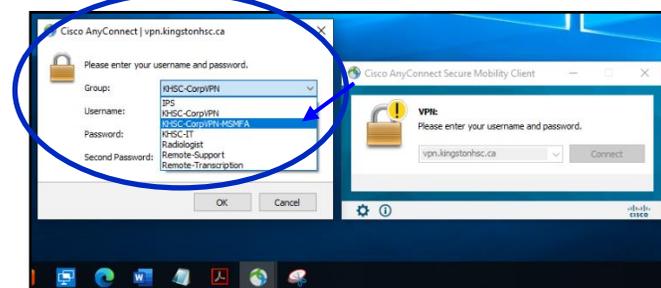
16. You must do this part while off the KHSC secure network (i.e. from home).

17. Start-up Cisco AnyConnect as you normally would from your computer, click **Connect**.

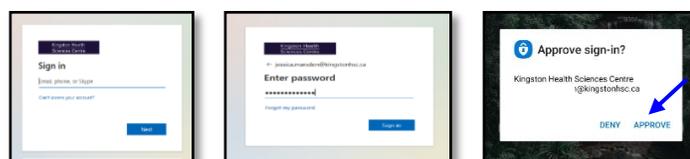


18. A pop-up window should appear. Change the Group in the drop-down menu to **KHSC-CorpVPN-MSMFA**

*You only need to make this change once and going forward your selection will be remembered.*



19. A new sign-in screen should appear. Enter your **KHSC email and password** i.e. jane.doe@kingstonhsc.ca (note that previously this was your username) then approve the sign-in via the MFA notification on your smartphone.



## KHSC HELP DESK

Where can I get support? I am experiencing issues or want help registering.

Please contact the Customer Service Support (CSS) Team (i.e. HelpDesk) at: 613-549-6666 x 4357 or [KHSC.HelpDesk@kingstonhsc.ca](mailto:KHSC.HelpDesk@kingstonhsc.ca)