

VSB Multi-factor Authentication (MFA) FAQs

Broadly speaking, do I need a personal device to access work systems?

If you are accessing work systems at work on a work device, then, “No”, you will NOT be prompted to confirm your identity via your second factor (i.e. Multi-Factor Authentication) and therefore NOT need to use a second (personal) device.

What do you mean by “work systems”

Work systems are the VSB Hub, VSB Teams, VSB Outlook, VSB OneDrive, VSB SharePoint. They do not include MyEdBC (<https://myeducation.gov.bc.ca>), MyBlueprint (<https://app.myblueprint.ca/>), SpacesEDU (<https://ca.spacesedu.com/>) or any other website that is NOT part of *vsb.bc.ca

What do you mean by “at work”?

At work means that you are logged on to a VSB network in a VSB Building.

What do you mean by “a work device”?

A work device is your VSB provided laptop (i.e. Dell or Lenovo for sure, MacBook if you follow the instructions below), or in the case of computer labs, a VSB provided desktop computer.

Are there situations where I may need to use a personal device to access work systems?

- If you are on your personal device (desktop, laptop, tablet, iPad, phone, etc.) and trying to access VSB Teams, VSB Outlook or VSB OneDrive.
- If you are NOT on a VSB network, and you are trying to access VSB Teams, VSB Outlook or VSB OneDrive from your VSB provided device, you may receive periodic prompting on your primary device (i.e on the screen where you put in the second factor, there may be a checkbox to “Remember this device for 30 days”).

What MFA authentication methods can I use?

You can choose from the following:

- Phone (text message or call)
- Authenticator App (such as Microsoft Authenticator, Google Authenticator, Authy, Duo Mobile, LastPass Authenticator, ...)

How can I see what sign in methods I have currently set up?

Visit My [Sign-Ins](https://mysignins.microsoft.com/security-info) (<https://mysignins.microsoft.com/security-info>) from your computer. Select ‘Security info’.

You may have already set up:

- Text (to cell phone number)
- Call (to phone number)
- Email (to your personal email)

If you set up MFA, a new option is added

- Use a verification code (to an Authenticator App such as those listed above)

Do I need to use my own personal device?

- Not necessarily. If prompted to confirm your identity through a second factor, you may need to use a second service or device (that has its own access to a Wi-Fi or cell network) so that you can receive a verification code or SMS message. Almost all MFA apps are either Android or iOS based, so a personal cell phone is the most common device used for this purpose. That said, the app will install on an Android or iOS tablet, for example; the only consideration is that the device **MUST** be able to connect to a Wi-Fi or cell network to access the Time-based One-time Password (TOTP) service that is the basis of MFA and specific to the app installed.
- For more information on MFA, see <https://www.vsb.bc.ca/page/80105/multi-factor-authentication>

What if I already use an authenticator app?

The basic instructions are the same for adding a new service to most authenticator apps (.

1. On your mobile device, open your Authenticator app
2. Navigate to and begin the process of adding a new account
3. In a web browser on your work computer, navigate to My [Sign-Ins](#), and sign-in with your VSB credentials.
4. Select "+ Add sign-in method"
5. Select "Microsoft Authenticator"
6. Select "I want to use a different authenticator app"
7. On the "Set up your account" screen, click "Next",
8. You will be presented with a QR code. **Do not click on anything** yet on this screen.
9. On your mobile device, scan the QR code from within the Authenticator App
10. On your work computer, click "Next". You will be presented with a 2 digit code.
11. On your mobile device, select 'YES'
12. On your work computer, you will see a Notification Approved message on your computer. Click 'Next.'
13. Success! You will see a message in green pop up on your computer that your Authenticator app was successfully registered.

For VSB-specific Microsoft Authenticator instructions for:

- Android, see <https://www.vsb.bc.ca/page/80176/android-configuring-mfa>,
- iOS, see <https://www.vsb.bc.ca/page/80123/ios-configuring-mfa>.

What if I am on a MacBook?

Please follow the instructions below to register your VSB MacBook for device compliance with MFA. This enables Microsoft to verify your device is secure and lets you access VSB services with fewer MFA prompts.

Pre-requisites

- VSB Mac that was assigned to you by LIT department. Shared or Personal devices are not compatible.
- This device must be running a current version of macOS with the latest software updates installed.
- This device must have FileVault disk encryption enabled and Jamf Protect security must be installed.

Learn more about [Registering your VSB MacBook as a Compliant Device](#).