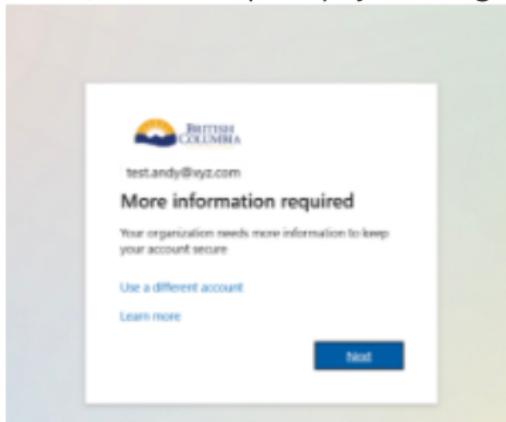


IMPORTANT INFORMATION

Hello, Cybersecurity has never been as imperative as it is today. To ensure the security of government systems and data, BC Government now requires external users to use Multi-Factor Authentication (MFA) to access BC Government cloud services and applications. Using MFA is quick, easy and strengthens the security of the BC Government cloud services and applications.

If you are already registered for MFA in your home organization, or if you use a Microsoft Account to access BC Government services and applications, you likely do not need to register for BC Government MFA.

If you are not registered for MFA with a home organization and you do not have a Microsoft account, you may encounter the screen below, which will prompt you to register for BC Government MFA:



1. What is required for MFA?

MFA requires you to provide two or more factors to successfully log into a service. The first factor is your account email/password and the second factor is usually a smartphone with an app or a phone call validation.

2. Learn about MFA

Please visit our [MFA website](#) for additional background on what MFA is and how it will impact you.

3. Register for MFA today!

If you are not already registered for MFA, you will be prompted to register for MFA before you can access BC Government services or applications (e.g. joining a Teams meeting). To register for MFA, please follow the [MFA Registration Instructions](#). Registration will take approximately 5-10 minutes.

For more information, refer to: [MFA Frequently Asked Questions](#)

Technical support for MFA is available during normal business hours Monday to Friday from 8:30 a.m. to 4:30 p.m. by emailing MFA.Support@gov.bc.ca

Thank you,

Office of the Chief Information Officer
Ministry of Citizens' Services
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