

## Important information for using Teams on your mobile device

Multi-Factor Authentication (MFA) is a service to protect patient privacy and data. MFA is a process where a user is prompted for an additional form of identification, such as accepting a confirmation prompt on their smartphone or entering a code received as a text message, when they are signing in. The MFA software can be installed on a Shared Health managed device or personal mobile device. It uses very little data on a mobile plan and can also be set up to not use any mobile data. MFA enrollment is required by ALL users whether they use Teams on a mobile device or not.

## Initial setup

There are a few things that you must do in order to use Teams on your mobile device.

- 1 Download and register to use the Microsoft Multi-Factor Authentication (MFA) app** (if you haven't previously done so for other services). MFA software can be installed on a Shared Health managed device or personal mobile device.

### Multi-Factor Authentication-MFA Enrollment Process

<https://healthproviders.sharedhealthmb.ca/files/mfa-enrolment-qrg.pdf>

- 2 Download and sign in to Microsoft Teams on your mobile device.**

1. Download the Microsoft Teams app from your mobile app store  
Apple App Store <https://apps.apple.com/us/app/microsoft-teams/id1113153706>  
Google Play [https://play.google.com/store/apps/details/Microsoft\\_Teams?id=com.microsoft.teams&hl=en\\_NZ](https://play.google.com/store/apps/details/Microsoft_Teams?id=com.microsoft.teams&hl=en_NZ)
2. Do one of the following:  
For iPhones, continue to step 3.  
For Android devices, download InTune Company Portal app from Google Play store. **Do not open or sign in.** Note: this app is required for security enforcement, you will not need to log in.  
[https://play.google.com/store/apps/details?id=com.microsoft.windowsintune.companyportal&hl=en\\_CA&pli=1](https://play.google.com/store/apps/details?id=com.microsoft.windowsintune.companyportal&hl=en_CA&pli=1)
3. Launch MS Teams on your mobile device.
4. Sign in using your corporate email address (i.e. @sharedhealthmb.ca, @pmh-mb.ca, @manitoba-physicians.ca, @wrha.mb.ca) and tap next.
5. Enter your password when prompted and tap continue.
6. Follow the onscreen prompts to authenticate, you will be required to re-enter your corporate email address and password. If you require more details, follow the steps on pages 2 and 3 of this document  
<https://healthproviders.sharedhealthmb.ca/files/microsoft-authenticator-qrg.pdf>
7. When prompted enter a 6 digit PIN.