

## Reference guide for Multi-Factor Authentication (MFA) and password requirements

This document is divided into the following sections:

1. The [Air Canada Password Policy](#) and how to create a strong password.
2. [How to set up MFA](#).
3. [Actions](#) you may need to take using the password tool in the future (including resetting your password or unlocking your account).

### Section 1 – Air Canada Password Policy

As a retiree, you must follow the requirements of Air Canada's password policy. **This means you must have a strong password, and you must have Multi-Factor Authentication set up on your account.**

If you do not remember the Air Canada account credentials you use to log in to HR Connex, please call the IT Service Desk at 1-866-274-5444 to reset your account and then follow the steps outlined in this guide to set up MFA.

Before going over the instructions for setting up MFA, we will be outlining how to create a strong password. Please save this guide on your computer so that you can easily access it in the future if needed. **Note: once you have MFA set up for your account, you will no longer need to reset your password every 180 days but keep this guide handy in case you need to reset your password in the future for other reasons (example: you need to unlock your account). The Service Desk will no longer handle password resets via the phone, and all password resets must be completed through the [mypassword.aircanada.ca](https://mypassword.aircanada.ca). The steps on how to reset your password through the website are outlined further down in this guide.**





## **Air Canada's Password Policy:**

All passwords must meet the following criteria:

- a. At least 14 characters in length.
- b. Must contain characters in at least three of these categories:
  - I. Uppercase letters
  - II. Lowercase letters
  - III. Numbers (0 through 9)
  - IV. Special characters (example: ! @ # ?)
- c. Cannot be one of your 24 most recent passwords.
- d. Cannot use common and easily guessable words (refer to the end of this document for a full list of these words). If you receive an error when submitting your new password and are otherwise in compliance with the measures outlined above, try adjusting your password by modifying any full words it contains.

## **How to create a strong password/passphrase**

A passphrase is a helpful way to remember longer passwords, and they're also harder for cyber criminals to hack because they're less predictable.

Select three to four random but common words, whether they're part of a memory or a story you create. Then join the words together – in full or abbreviated versions of them – to come up with a passphrase. The trick is to choose a passphrase that's memorable to you.

## **Section 2 – How to set up MFA**

You have three options available to you to set up MFA:

1. You can choose to receive the code via the authenticator app on your cell phone, OR
2. You can choose to receive the code via a text message to your cell phone, OR
3. You can choose to receive a phone call on your home phone number or cellphone number.

**Important:** You do NOT need to set up all three methods of authentication. Outlined below are all three options, but only one needs to be selected. You can choose to select multiple options as a backup, but it is not a requirement.



## Option 1: Using the Authenticator App

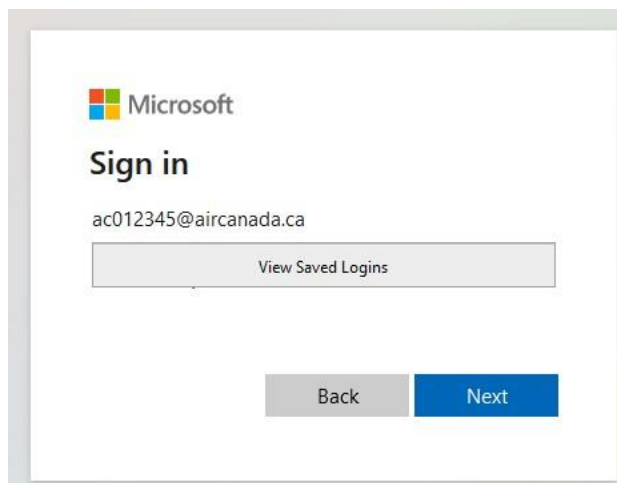
Follow the steps outlined below, and you can also view a step-by-step video [here](#). (The password to view the video is: MFAhowtovideos).

**Note:** *before you start the steps below, you will need to make sure your cellphone is connected to the internet. Click on the links below to see a video on how to connect your cellphone to the Wi-Fi network in your home:*

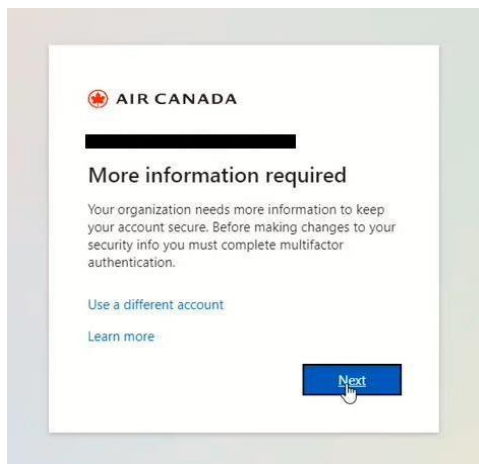
- Click [here](#) if your cellphone is an iPhone
- Click [here](#) if your cellphone is an Android (Samsung, Google, etc.)

Follow the steps below to set up MFA using the Authenticator app on your cellphone:

1. Go to <https://myaccount.microsoft.com>.
2. Sign in, using your Air Canada ID (ex. AC012345) and adding @aircanada.ca to the end.



3. Once you are redirected to the login page, enter only your Air Canada ID (ex. AC012345) and your current password.
4. After your password has been entered, you will be redirected to your MyAccount page, but a pop-up will appear, asking you to register for MFA before you are able to do anything else.



5. After clicking “next” a screen will appear recommending downloading and setting up MFA on the Microsoft Authenticator app for your smartphone. If you have a smartphone and would like to do so, you can complete your enrollment by clicking “next” and following those steps. Otherwise, you can select “I want to set up a different method” and follow the steps outlined in the next two options for text message and phone call.

**Important:** If you set up MFA with the text message or phone call option, you will need to activate data roaming (and could incur charges to your phone bill) to receive the text message or phone call while travelling outside of Canada. Using the Authenticator app, you can receive an MFA code through the app and authenticate successfully without incurring roaming charges (but your phone will need to be connected to Wi-Fi).

## **Option 2: Receiving a text message**

Follow the steps outlined below, and you can also view a step-by-step video [here](#). (The password to view the video is: MFAhowtovideos).

1. After selecting “I want to set up a different method”, choose “Phone.”
2. Enter your phone number in the field provided.



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Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

You can prove who you are by texting a code to your phone.

What phone number would you like to use?

Canada (+1)

☒ Text me a code

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

[Next](#)

[I want to set up a different method](#)

3. After receiving a code in a text message on your device, enter it in the field provided.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Phone

App Phone

Phone

We just sent a 6 digit code to +1 4379738101. Enter the code below.

[Resend code](#)

[Back](#) [Next](#)

[I want to set up a different method](#)



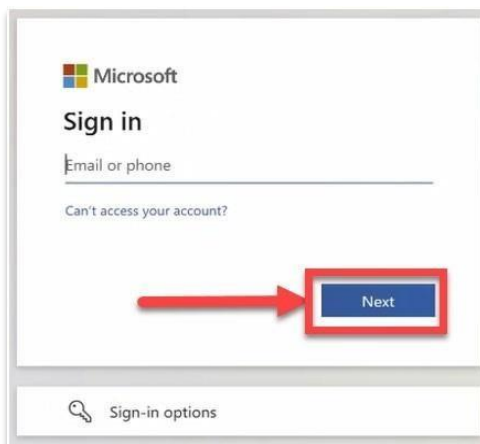
4. After this step has been completed, you will have registered your phone number for MFA and can change your password.



### Option 3: Receiving a phone call

Follow the steps outlined below, and you can also view a step-by-step video [here](#). (The password to view the video is: MFAhowtovideos).

1. Visit your Air Canada account via the Microsoft portal by clicking on the following link: <https://myaccount.microsoft.com/>.
2. Enter your Air Canada ID (AC123456) with @aircanada.ca at the end(i.e., AC123456@aircanada.ca). Click **Next**.





3. Once you are redirected to the Air Canada login page, enter your password, and click on **Login**. You don't need to type your email address. It will be filled in for you.

A screenshot of the Air Canada login page. On the left, there is a login form with the email address "tsrrac00@aircanada.ca" pre-filled. Below the email field is a password field labeled "Mot de passe / Password". A red arrow points to the "Login | Se connecter" button. To the right of the form is a large image of an Air Canada airplane flying over a snowy mountain range. Below the image, there is a small text box that says "Air Canada Connection page. Page de connexion © 2018". At the bottom of the page, there is a small disclaimer in English and French, and a "A STAR ALLIANCE MEMBER" logo.

4. You will now see a window informing you more information is required and that you need to set up your MFA. Click on **Next**.

A screenshot of the Air Canada "More information required" page. The page has a white background with a grey border. At the top, there is the Air Canada logo and the email address "tsrrac00@aircanada.ca". Below this, the heading "More information required" is displayed. The main text reads: "Your organization needs more information to keep your account secure. Before making changes to your security info you must complete multifactor authentication." There are two links: "Use a different account" and "Learn more". At the bottom right, there is a blue button labeled "Next" with a red arrow pointing to it.

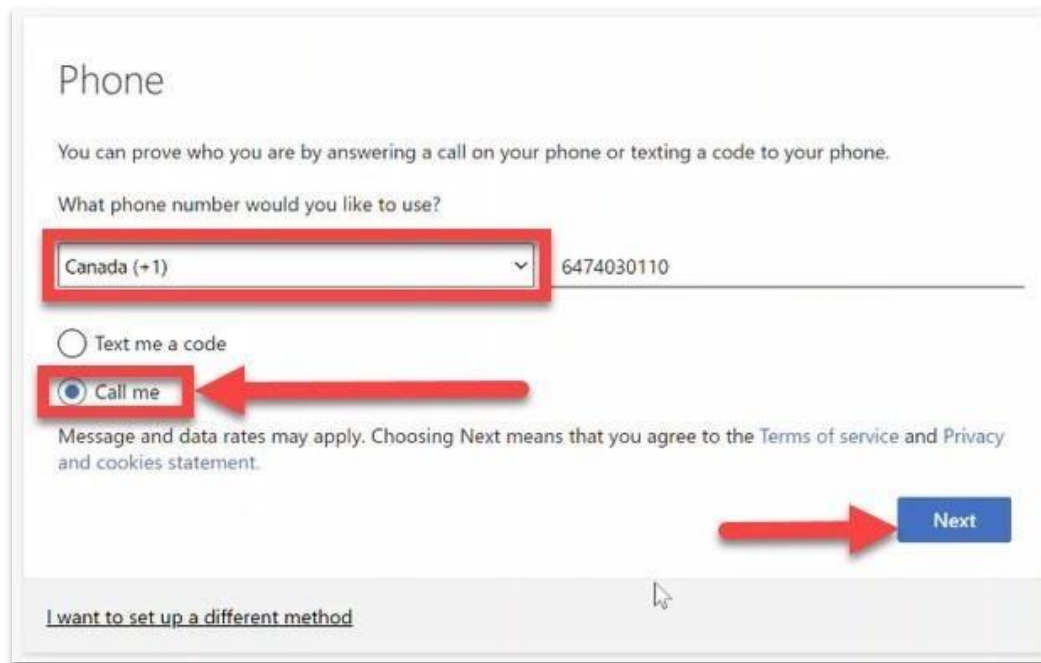
5. This is the start of setting up your MFA with your phone number. This adds more security to your password. Click on **"I want to set up a different method"**.



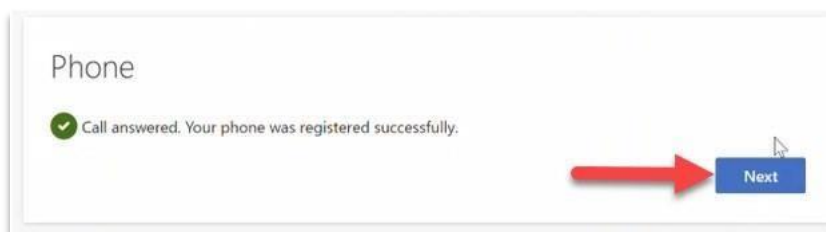
6. In the drop-down menu, select **Phone** followed by clicking **Confirm**.



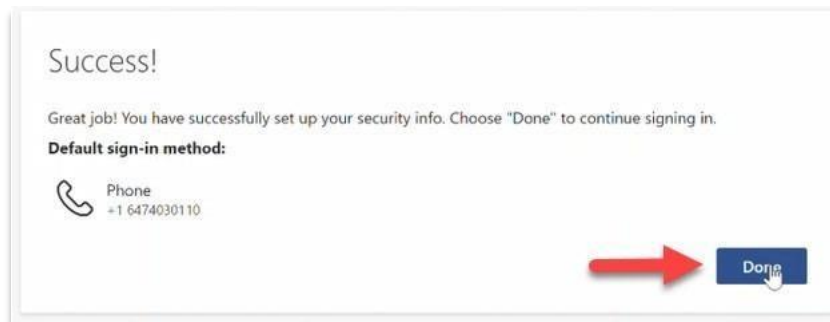
7. Select **Canada** in the list of countries followed by your **phone number**.
8. Select **Call me** and click **Next**.



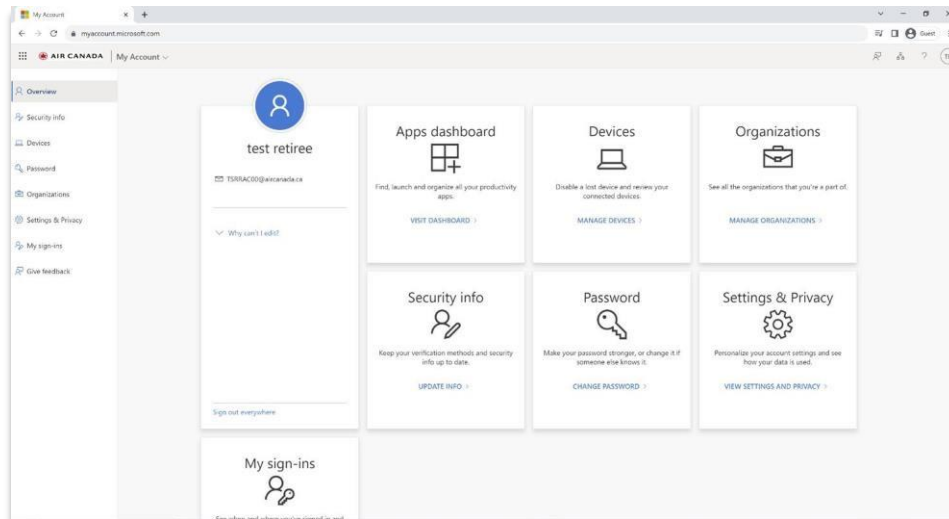
9. You will now receive a phone call and will hear the following: “***This is Microsoft, if you are trying to sign in, press the # key to finish signing in***”. Go ahead and **press the # key** to complete your sign in. You will then hear a message confirming your sign in is successful.
10. You will also see a message on your computer that your phone number has been registered successfully. Click on **Next**.



11. You will now see a final message confirming your MFA has been set up successfully using your phone number. Click on **Done**.



You successfully have set up your MFA and will be directed to your Microsoft account homepage.



Now that you're enrolled for MFA, in the future, when accessing Air Canada's systems, during the log-in process you may be required to complete an authentication using MFA and the method you set up today.

### Updating your MFA code preferences:

If you ever want to change between the methods to receive your MFA code (i.e. changing from text message to the Authenticator app, or vice versa) go to the following link: <https://aka.ms/mfasetup>.

## Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification [Change](#)

|                                                                                   |                                                                   |                              |                        |
|-----------------------------------------------------------------------------------|-------------------------------------------------------------------|------------------------------|------------------------|
| <a href="#">+ Add sign-in method</a>                                              |                                                                   |                              |                        |
|  | Phone                                                             | <a href="#">Change</a>       | <a href="#">Delete</a> |
|  | Password                                                          | Last updated:<br>a month ago | <a href="#">Change</a> |
|  | Microsoft Authenticator<br>Push multi-factor authentication (MFA) | iPhone 14                    | <a href="#">Delete</a> |

After you login, you will see all the methods applied to your profile. On this page you will have the ability to add a new method or change the information relating to one of the methods (i.e. a new phone number). (Note: if you select the Authenticator app at this stage, you would be following the same steps outlined in the first section of the document to complete the set up.)

If you want to update the default method used to receive your MFA code, select the “Change” option highlighted in the red box below, and select your preferred method in the drop-down menu.

## Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification [Change](#)

|                                                                                     |                                                                   |  |                        |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------|--|------------------------|
| <a href="#">+ Add sign-in method</a>                                                |                                                                   |  |                        |
|  | Phone                                                             |  | <a href="#">Delete</a> |
|  | Password                                                          |  |                        |
|  | Microsoft Authenticator<br>Push multi-factor authentication (MFA) |  | <a href="#">Delete</a> |

### Change default method

Which method would you like to use to sign in?

App based authentication - notification

Phone - text [REDACTED]

App based authentication - notification

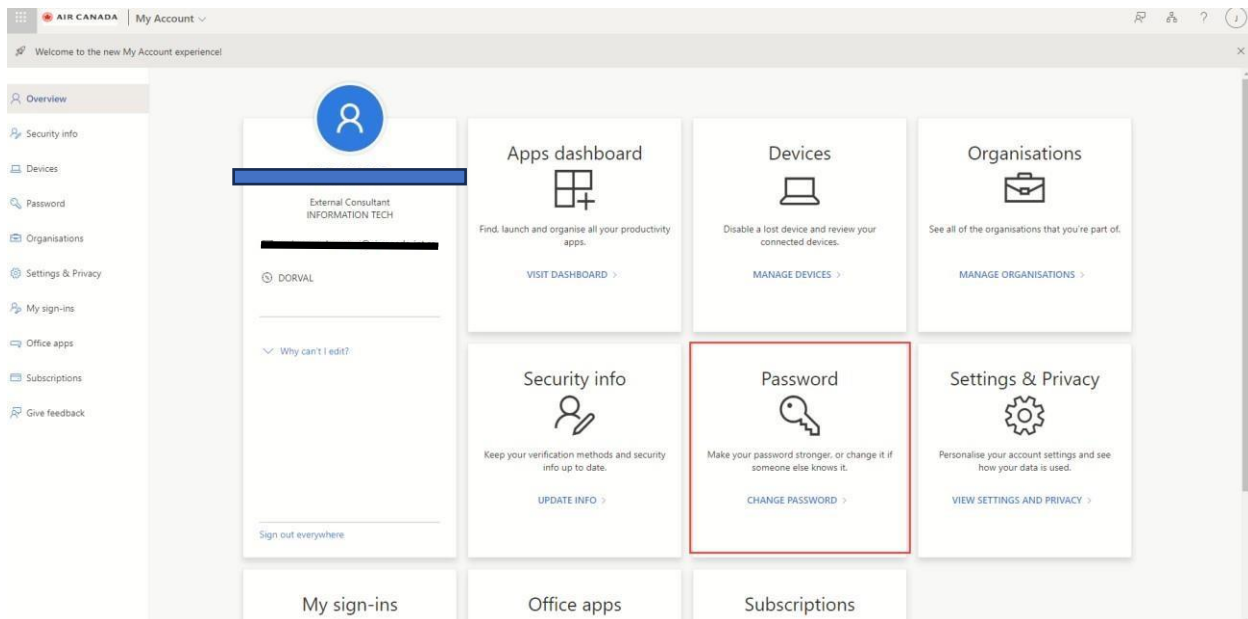
App based authentication or hardware token - code

## Section 4 – How to update your password, reset a forgotten password or unlock your account using the self-service password tool

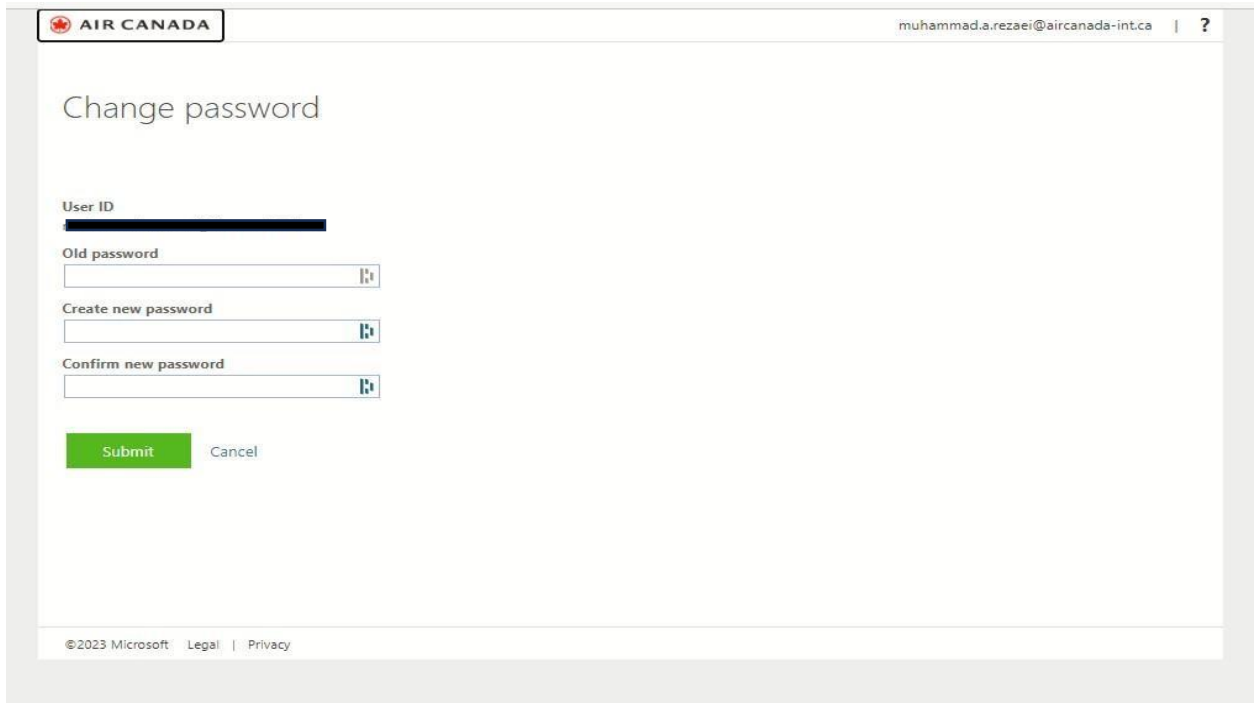
Whether you completed your initial setup with the support of an IT Service Desk agent or on your own by following the steps outlined above, you can now use these step-by-step guides to update your password, reset a forgotten password or unlock your account.

### Self service password change from a web browser (if this is not your first password change)

1. Go to <https://account.activedirectory.windowsazure.com/ChangePassword.aspx>.
2. Sign in with your Air Canada credentials and current password.
3. After signing in, select “password” on the dashboard that appears.



4. Complete the fields on the page – keeping in mind your password must still be in line with Air Canada’s password policy (outlined in the first section of this document).



**AIR CANADA** muhammad.a.rezaei@aircanada-int.ca | ?

## Change password

User ID  
[Redacted]

Old password  
[Input field with visibility toggle]

Create new password  
[Input field with visibility toggle]

Confirm new password  
[Input field with visibility toggle]

**Submit** Cancel

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5. If your password is accepted, it will be updated in our system within 5 minutes, and you will need to enter the new password the next time you attempt to sign in.

### Resetting a forgotten password

This is only possible through the self-service tool if you have already enabled MFA on your account. If you have not, you will need to call the IT Service Desk for assistance at 1-866-274-5444.

If you have MFA set up on your account, please follow these steps to reset a forgotten password:

1. Go to <https://passwordreset.microsoftonline.com>.
2. Enter your email address and the code shown to you.



Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

Next

Cancel

### 3. Choose "I've forgotten my password."



Get back into your account

Why are you having trouble signing in?

☒ I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

☐ I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel

### 4. Authenticate using MFA.

### 5. Complete the fields on the page to reset your password in line with the Air Canada password policy (outlined in the first section of this document).



## Get back into your account

verification step 1 ✓ > **choose a new password**

\* Enter new password:

\* Confirm new password:

Finish

Cancel

If your password is accepted, it will be updated across our servers within 5 minutes, and you will need to enter the new password the next time you attempt to sign in.

### Unlocking your account

If you have attempted to sign in with an incorrect password too many times, you may be locked out of your account. If that occurs, you will need to follow these steps to regain access to your account:

1. Go to <https://passwordreset.microsoftonline.com>.
2. Enter your email address and the code shown to you.
3. Choose "I know my password but still can't log in" and follow the steps provided afterward.



## Get back into your account

Why are you having trouble signing in?

☐ I've forgotten my password

No worries, we'll help you to reset your password using the security info you've registered with us.

☒ I know my password, but still can't sign in

This might happen because you've tried to sign in with an incorrect password too many times.

If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

Next

Cancel



# AIR CANADA

4. When complete, you will see a message displayed indicating that your account has been unlocked.

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If you have any problems with any of the above steps, please contact the IT Service Desk at 1-866-274-5444.

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## List of words to avoid for your password:

|            |           |            |              |              |
|------------|-----------|------------|--------------|--------------|
| abbotsford | calgary   | dream      | melon        | shine        |
| abcd       | canada    | dreamliner | mercredi     | silver       |
| access     | canadian  | earth      | midi         | soiree       |
| admin      | canadien  | edmonton   | mississauga  | spider       |
| aeronet    | canyon    | emirates   | monday       | spring       |
| aeroplan   | captain   | evening    | montreal     | stanley      |
| after      | cargo     | fall       | moon         | star         |
| airbus     | change    | february   | morning      | station      |
| aircanada  | charlotte | fevrier    | national     | story        |
| airplane   | cheese    | flight     | newfoundland | strong       |
| airport    | chocolate | football   | night        | studio       |
| alberta    | choice    | free       | noon         | sucks        |
| alliance   | christmas | fresh      | notebook     | summer       |
| alpha      | class     | friday     | novascotia   | sunday       |
| amadeus    | clean     | gate       | November     | sunny        |
| aout       | color     | ghjk       | novembre     | super        |
| apple      | colour    | good       | nuit         | sweet        |
| apres      | cool      | gray       | nunavut      | system       |
| april      | corona    | green      | oakville     | t@st         |
| asdf       | cortex    | grey       | october      | t1me         |
| atlantic   | cottage   | halifax    | octobre      | tango        |
| attendant  | covid     | happy      | ontario      | test         |
| audio      | c4n4d     | hate       | opportunity  | thank        |
| august     | calgary   | hello      | orange       | thunder      |
| automne    | canada    | help       | p@ss         | thursday     |
| autumn     | canadian  | h3lp       | pacific      | time         |
| aviation   | canadien  | here       | passw0rd     | toronto      |
| avion      | canyon    | hiver      | password     | train        |
| avril      | captain   | hockey     | peanut       | tranquility  |
| basketball | cargo     | home       | pension      | transmission |



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|            |             |          |             |             |
|------------|-------------|----------|-------------|-------------|
| batman     | change      | january  | pilot       | travel      |
| beautiful  | charlotte   | janvier  | pink        | tuesday     |
| bella      | cheese      | jazz     | plane       | v1rus       |
| belle      | chocolate   | jeudi    | play        | vacation    |
| berry      | choice      | job      | portability | vancouver   |
| bingo      | christmas   | juice    | portal      | vendredi    |
| birthday   | class       | juillet  | printemps   | victoria    |
| black      | clean       | juin     | provide     | virus       |
| blue       | color       | july     | pumpkin     | w1nt3r      |
| board      | colour      | june     | purple      | water       |
| boeing     | cool        | l@st     | quebec      | watercolor  |
| bombardier | corona      | l3tm3    | quick       | watercolour |
| bonjour    | cortex      | land     | qwert       | wednesday   |
| book       | cottage     | leaf     | rainbow     | welcome     |
| bottle     | covid       | lete     | raptor      | white       |
| bravo      | dark        | letme    | red         | winnipeg    |
| brown      | data        | life     | retire      | winter      |
| bubble     | december    | love     | retraite    | wonder      |
| bucks      | decembre    | lundi    | romeo       | work        |
| burg3r     | delta       | manitoba | rouge       | world       |
| burger     | desk        | maple    | samedi      | yellow      |
| butter     | destination | march    | saskatoon   | zxcv        |
| c0rtex     | dimanche    | mardi    | saturday    |             |
| c0vid      | disney      | mars     | september   |             |
| c4n4d      | dorval      | matin    | septembre   |             |