



Reference guide for setting up the Microsoft Authenticator app for Multi-Factor Authentication (MFA)

This document will highlight how to download and set up the Microsoft Authenticator application if you already have MFA enabled for your account but want to change the way you currently receive your code (i.e.: if you currently receive your MFA code via text message or phone call).

Why would I want to change to the Authenticator application method?

Using the Authenticator app to receive your MFA code is handy if you plan on travelling outside of the country. If you need to log in to your account while overseas, you can continue to receive your MFA codes through the Authenticator app (while being connected to Wi-Fi), without needing to active roaming and incur charges on your phone bill.

Follow the steps outlined below to set up the Microsoft Authenticator app for your account:

1. Go link to update your MFA preferences: <https://aka.ms/mfasetup>.
2. Click on the “Add sign-in method” box highlighted in the red box below:

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](#)


+ Add sign-in method		
Phone	Change	Delete
Password	Last updated: a month ago Change	


3. Select the “Microsoft Authenticator app” option:




Add a sign-in method



**Microsoft Authenticator**
Approve sign-in requests or use one-time codes

**Hardware token**
Sign in with a code from a hardware token

**Security questions**
Answer these to reset your password

- Follow the prompt to download the Authenticator app on your phone by clicking "Download now".

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app [Download now](#)

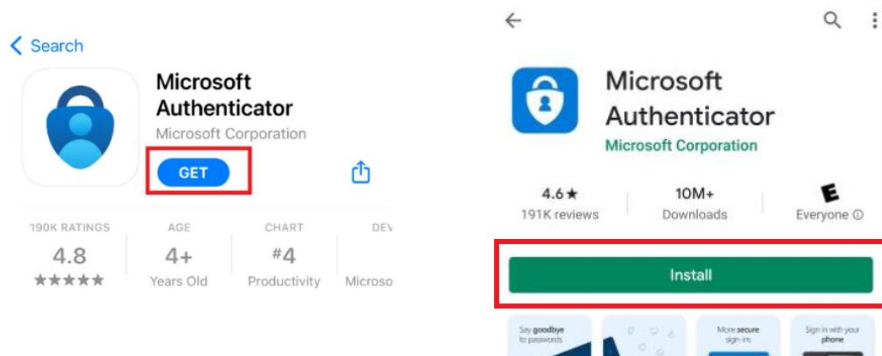
After you install the Microsoft Authenticator app on your device, choose "Next".

[I want to use a different authenticator app](#)

Cancel

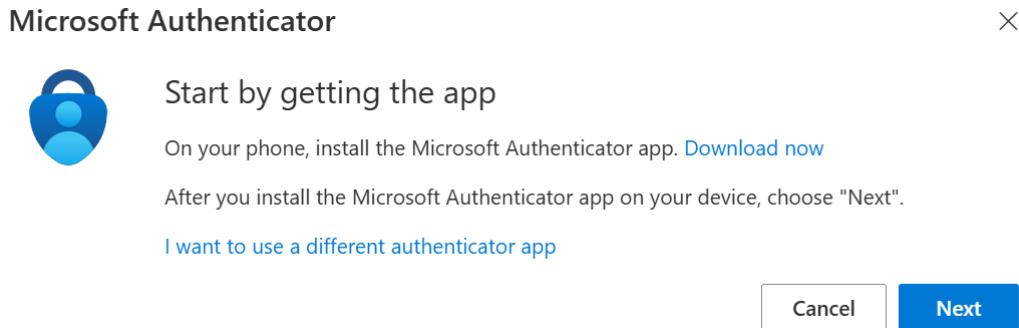
Next

You can also search for the app in your app store by searching for the "Microsoft Authenticator app" and looking for the following icons:





5. After you've downloaded the app, click "next" on the prompt telling you to download the app:



Follow the steps that appear afterwards to finish setting up the app. You may also follow along the how-to video available [here](#), at the 00:50 second mark. (The password to view the video is MFAhowtovideos).

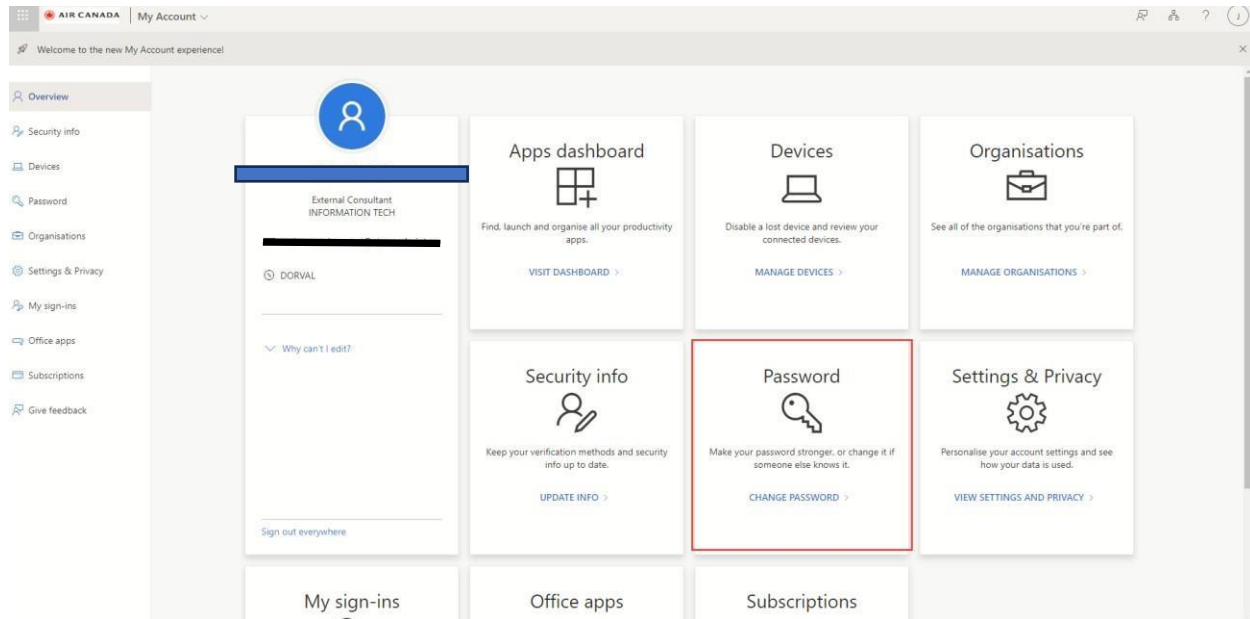
Air Canada Password Policy

Since 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).

Please note: The Service Desk will no longer handle password resets via the phone, and all password resets must be completed through the mypassword.aircanada.ca. The steps on how to reset your password through the website are outlined further down in this guide.

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

The screenshot shows a web browser window with the Air Canada logo in the top left and the email address 'muhammad.a.rezaei@aircanada-int.ca' in the top right. The main heading is 'Change password'. Below this, there are four input fields: 'User ID' (with a blacked-out value), 'Old password', 'Create new password', and 'Confirm new password'. Each password field has a small icon on the right to toggle visibility. At the bottom of the form are two buttons: a green 'Submit' button and a grey 'Cancel' button. The footer of the page contains the text '©2023 Microsoft | Legal | Privacy'.

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.

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

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	nuir	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



AIR CANADA

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	

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