The City of Surrey **Employee Portal** allows staff to access City applications anytime, on most devices, from almost anywhere in the world.

To access Employee Portal, you must add security verification to your City Account, aka multifactor authentication (MFA). You will need:

- A computer (City or non-City-issued)
- Your City Account credentials (your email address and the password you use to sign into a work computer)
- Your mobile phone (either a smartphone or cellphone), or a landline phone, and its phone number
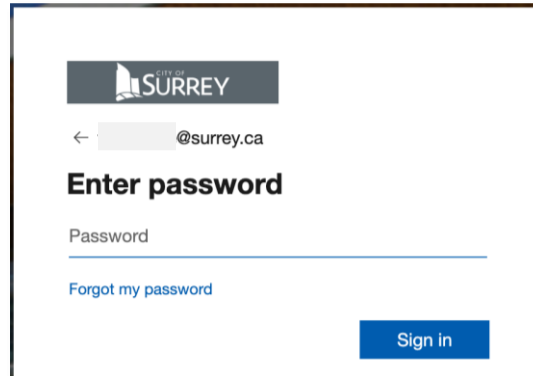
Once Employee Portal is setup, you can access it by visiting microsoft365.com or citynet.surrey.ca

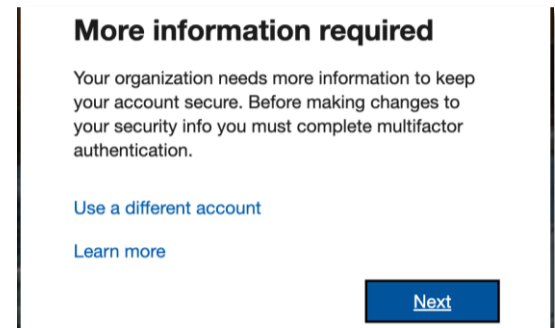**PART 1: Sign in** for the first time from your computer:

- Visit surrey.ca/employeeportal (or from the homepage of surrey.ca click the **Employees** link at the very bottom)
- Enter your City Account credentials to Sign In (your email address and the password you use to sign into your work computer)
- Being your first[1] Employee Portal sign in, you will be prompted to setup MFA. Click **Next** to continue.
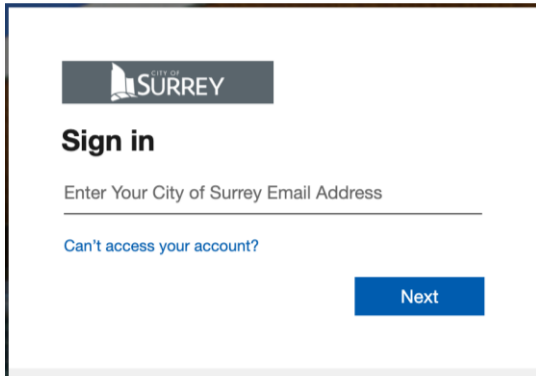


*enter your email address*             *enter your password*             *first sign in? click next*

**PART 2: Decide which "How should we contact you?" option to setup first for multifactor authentication (MFA)**

There are three "How should we contact you?" options in total, but choose one of these two for your first-time setup:

1. **Authentication phone** – provide your 10-digit mobile phone number (smartphone or cellphone), then select either:
   - **Send me a code by text message**[4] – a 6-digit code is sent by SMS text to your mobile phone, which you enter during your sign in
   - **Call me**[2] – a call to this number will ask you to press # to complete your sign in
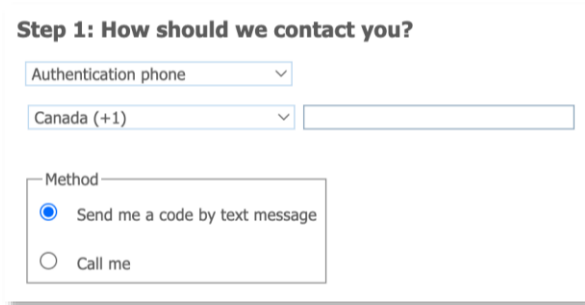


2. **Office phone**[3] – provide a 10-digit landline phone number: a call to this number will ask you to press # to complete your sign in
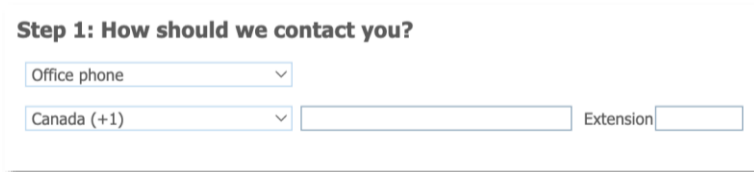


The third MFA option can be setup later, after one of the above two options is setup <u>first</u>:

**Mobile app**[4] – requires a smartphone – prior to setting up the Authenticator app on your smartphone, you select either:
   - **Receive notifications for verification** – a 2-digit number is shown to you during your sign in, which you type into the Microsoft Authenticator app on your smartphone
   - **Use verification code** – you open the Microsoft Authenticator app on your smartphone to see a 6-digit number, which you enter during your sign in



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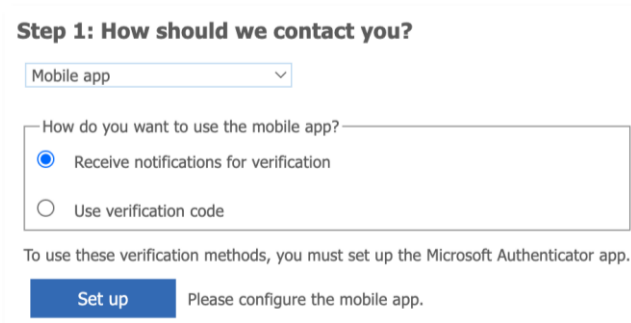
[1] Your first sign in must be done while in Canada.
[2] Best to use either for your cellphone, or just *until* your City-issued smartphone's own (initial) setup has been completed; otherwise use as an alternative MFA for when your Microsoft Authenticator app isn't available
[3] Best to use if you don't have a mobile phone, but do have a landline phone; otherwise use as an alternative MFA for when your mobile phone isn't available.
[4] If using a City-issued smartphone, it is assumed the smartphone's own (initial) setup has been completed so that either an app can be installed, or an SMS text can be received on it

**PART 3: Setup your chosen "How should we contact you?" MFA option**

Follow the relevant steps below, depending on which "**How should we contact you?**" MFA option you chose to setup:

💡 After you setup your first MFA option, you can add more, or reconfigure an existing one. The more options you setup, the more MFA options you'll have available to use during a sign in. See "Want to add another MFA option or reconfigure one?" for details.

**A. Authentication Phone**
- At "Step 1: How should we contact you?", select **Authentication Phone** (may also appear as **Phone**)
- Set the region to **Canada (+1)**
- Enter the 10-digit mobile phone number (cellphone or smartphone)
- Decide which Method you want:
  - For **Call me**, you answer a phone call and press #
  - For **Send me a code by text**, you enter a 6-digit code that is sent to your mobile phone as an SMS text message, then click **Verify**
- Click **Next,** and follow the instructions to verify your setup
- Once successfully verified, you may be asked to read and **Accept** the City of Surrey Terms of Use

**B. Office Phone**
- At "Step 1: How should we contact you?", select **Office Phone**
- Set the region to **Canada (+1)**
- Enter the 10-digit landline phone number, click **Next**, and follow the instructions to verify your setup
- Once successfully verified, you may be asked to read and **Accept** the City of Surrey Terms of Use

**C. Mobile app** (aka **Authenticator app**)

⚠️ This MFA option requires a smartphone, and can only be added after one of the above options is setup first

💡 This MFA option also allows you to unlock 🔒 or password reset/change 🔐 for your City Account (no IT support needed)
- At "How should we contact you?", select **Mobile App** (aka **Authenticator app**)
- Decide which "How do you want to use the mobile app?" you want:
  - For **Receive notifications for verification**, a 2-digit number is shown to you during your sign in, which you type into the Microsoft Authenticator app on your smartphone
  - For **Use verification code**, you open the Microsoft Authenticator app on your smartphone to see a 6-digit number, which you enter during your sign in
- On your 📱 smartphone (steps written for iPhone):
  - Check if you have the Microsoft Authenticator app on your smartphone
    - If you have a City-issued iPhone or a City-managed (BYOD) iPhone, Microsoft Authenticator may already be installed
    - Otherwise, search for "Microsoft Authenticator" in the Apple App Store (or Google Play Store) and get the app
  - Open Microsoft Authenticator. If this is the first time:
    - Tap **Allow** if prompted with **"Authenticator" would like to send you notifications**
    - Tap **Scan a QR Code** (if you don't see this, tap **+** then **Work or school account**, then **Scan QR code**)
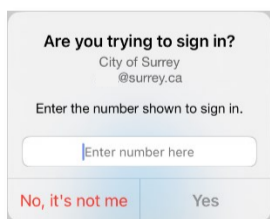    - Tap **OK** if prompted with **"Authenticator" would like to Access the Camera**
- On your 💻 computer:
  - Click **Set up** and follow the instructions to present a QR code on the screen, as this example shows
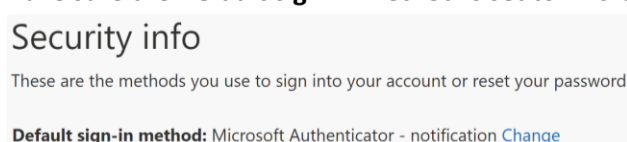


- On your 📱 smartphone:
  - With Microsoft Authenticator open and ready to scan a QR code, point the smartphone's camera at the QR code to scan it
- On your 💻 computer:
  - Click **Next** to start the verification process. A random 2-digit number will appear on the screen, as this example shows



Approve sign in
Open your Authenticator app, and enter the number shown to sign in.
11
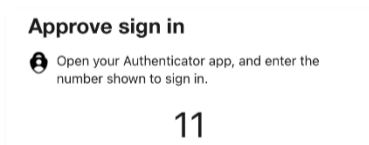
- On your 📱 smartphone:
  - With Microsoft Authenticator open, enter the 2-digit number shown on the computer and tap **Yes**



Are you trying to sign in?
City of Surrey
@surrey.ca
Enter the number shown to sign in.
Enter number here
No, it's not me        Yes

- On your 💻 computer:
  - Make sure the **Default sign-in method** is set to **Microsoft authenticator - notification**. If not click **Change** to set this.



Security info
These are the methods you use to sign into your account or reset your password.
Default sign-in method: Microsoft Authenticator - notification Change

**Ready to add another MFA option or want to reconfigure one?**
- Visit aka.ms/mysecurityinfo and sign in.
- If you are asked to "Improve your sign-ins" with the Microsoft Authenticator app, click the **Not now** link and proceed.
- To add another MFA option, click **+ Add sign-in method** and refer to the steps above.
- Or to reconfigure an existing MFA option, click the **Change** link next to it and refer to the steps above.