

Multi-Factor Authentication for MyBCIB



A step-by-step guide for registering and then using MFA with MyBCIB.

What to Do

1. Choose a mobile phone number to register. It needs to be a mobile so it can receive text messages (also known as SMS). It also needs to be one you can access when you want to log into your MyBCIB account, so your personal phone is best.
2. Register the mobile number to your account. (You can do this starting September 16.) You only need to do this once.
 - When you log into your MyBCIB account with your username and password, you will be prompted to register for multi-factor authentication.
 - You will be given options for MFA: SMS or authenticator apps.
 - Choose 'Use verification codes sent to SMS.'
3. After that, one-time codes will automatically be texted to your phone whenever you log in to access your account.

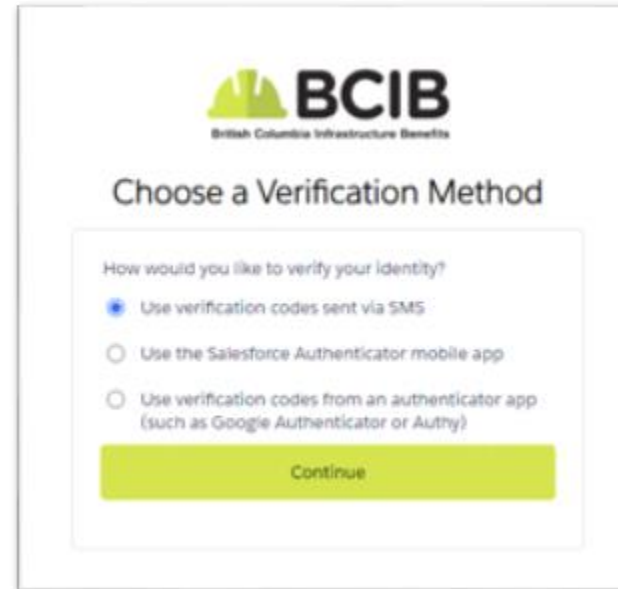
Registration: A One-Time Process

Step 1: Enter your username and Password



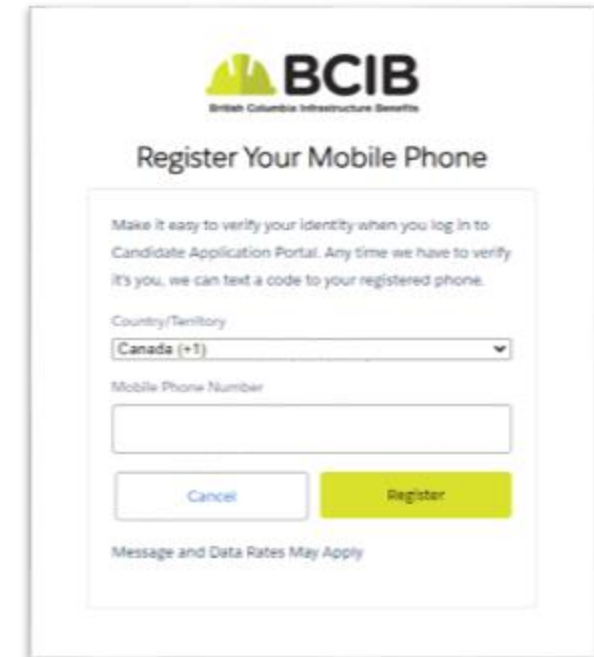
The screenshot shows the BCIB login page. At the top is the BCIB logo (British Columbia Infrastructure Benefits). Below it is a username field containing 'mfa5@bcib.ca' and a password field with masked characters. A green 'Log in' button is positioned below the password field. A link for 'Forgot your password?' is located below the 'Log in' button. At the bottom, there is a note: 'If you are having difficulty logging in, please email info@bcib.ca or call us at 1-888-567-2242 and we will be able to assist.'

Step 2: Choose a Verification Method



The screenshot shows the 'Choose a Verification Method' page. It features the BCIB logo at the top. The main heading is 'Choose a Verification Method'. Below this is the question 'How would you like to verify your identity?' followed by three radio button options: 'Use verification codes sent via SMS' (which is selected), 'Use the Salesforce Authenticator mobile app', and 'Use verification codes from an authenticator app (such as Google Authenticator or Authy)'. A green 'Continue' button is at the bottom.

Step 3: Enter Your Chosen Mobile Number



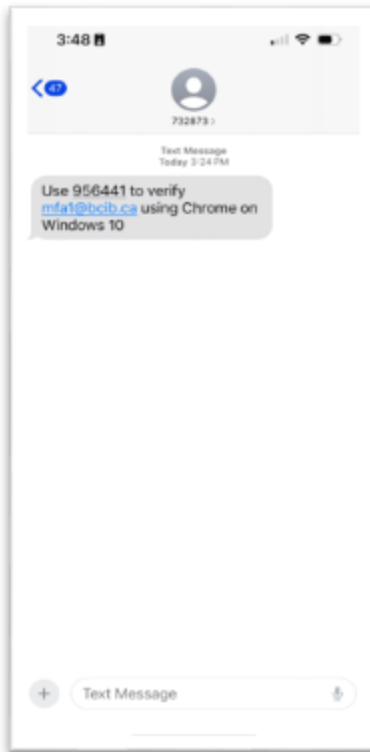
The screenshot shows the 'Register Your Mobile Phone' page. It features the BCIB logo at the top. The main heading is 'Register Your Mobile Phone'. Below this is a paragraph: 'Make it easy to verify your identity when you log in to Candidate Application Portal. Any time we have to verify it's you, we can text a code to your registered phone.' There is a 'Country/Territory' dropdown menu set to 'Canada (+1)'. Below that is a 'Mobile Phone Number' input field. At the bottom are 'Cancel' and 'Register' buttons. A note at the very bottom says 'Message and Data Rates May Apply'.

Registration continued

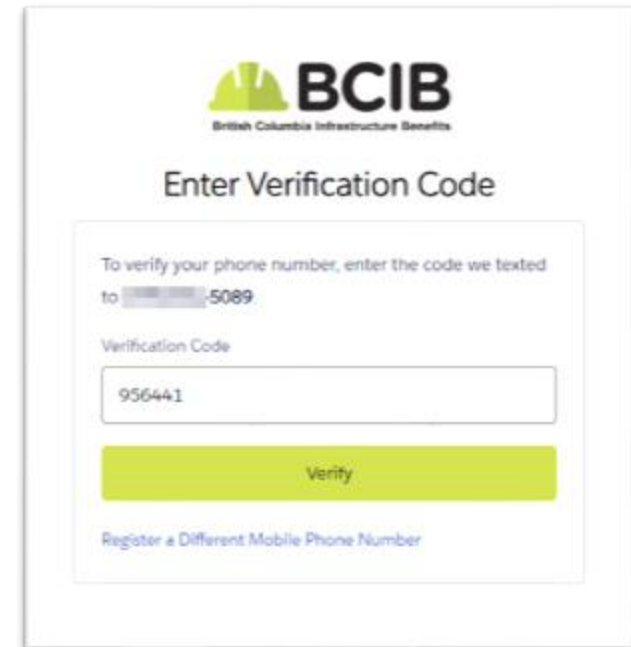
Step 4: The box on the left pops up on your MyBCIB screen at about the same time as a code is sent to your mobile phone (image in the centre.)



The image shows a mobile app screen for BCIB (British Columbia Infrastructure Benefits). At the top is the BCIB logo. Below it, the heading "Enter Verification Code" is displayed. The main text reads: "To verify your phone number, enter the code we texted to [redacted] 5089." There is a text input field labeled "Verification Code" which is currently empty. Below the input field is a green button labeled "Verify". At the bottom of the screen, there is a link that says "Register a Different Mobile Phone Number".



Step 5: Enter the code from your phone and click 'Verify.'










The image shows the same mobile app screen as in Step 4, but now the verification code "956441" has been entered into the "Verification Code" input field. The "Verify" button remains green and is ready to be clicked. The rest of the screen, including the BCIB logo and the "Register a Different Mobile Phone Number" link, is identical to the previous screen.

Registration: Email confirmation

After you have registered your mobile number to your account, an email will be sent to the email address on your MyBCIB account to confirm that an identity verification method was added to the account. This is an FYI message. No action is required.


A new verification method was added to your Candidate Application Portal account

 BCIB Notification
To 

  Reply  Reply All  Forward 

Mon 2024-08-19 3:54 PM

The following identity verification method was recently added to your mfa5@bcib.ca account:

Use verification codes from texts to (-5089

If you didn't add this verification method, contact your Candidate Application Portal admin immediately to prevent unauthorized access to your account.

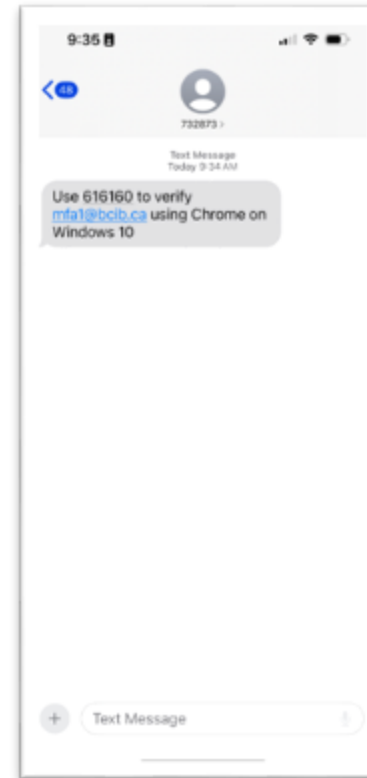
After Registration: MyBCIB Login Process with MFA

Note: This is an ongoing process after registration.

Log in Screen:
Enter username
and password.

After you enter your email and password,
you will see the 'Verify Your Identity' screen
and you will get a one-time code texted to your phone.

Enter the code from your
phone to enter your
account.



Final Notes

1. If you need help, you can:
 - Talk to your site rep.
 - Call 1-888-567-2242 and press 2 to leave a message. Someone from HR will get back to you.
 - Go to BCIB.ca and see the [FAQ page for workers](#).
2. You can choose an Authenticator App as a method of MFA, but BCIB will not be able to provide tech support. That's why we recommend choosing SMS (texts).
3. If you do not have access to a cell phone, please talk to your site rep.

Thanks.