



BGIS RPS ASSIST

Step 1 of 2: Guest Access and MFA Setup for Non-Ontario.ca Users

Last updated: May 22, 2024

[Need Help?](#)

Call 1-877-590-5090

Trouble Registering?

Trouble using the application?

Urgent Service Request?

Emergency? Call 9-1-1.

When it is safe to do so, also call the above number

STEP 1 OF 2: REGISTER AS A GUEST USER

*If you are an **Ontario.ca** user, this process is not required.*

Before a **non-Ontario.ca** user can access RPS Assist, you must first set up multi-factor authentication (MFA) with Ontario.ca and request guest access. This is required to maintain the security of our application and to allow for single-sign on.

- a) Start by clicking on the [myaccess](https://myaccess.microsoft.com/@Ontariogov.onmicrosoft.com#/access-packages/) link, or copying and pasting it into a browser:
<https://myaccess.microsoft.com/@Ontariogov.onmicrosoft.com#/access-packages/>
- b) If you have not previously accessed any Ontario.ca applications, you will be prompted to accept the invitation and may be asked to set up multi-factor authentication. Proceed to the [next page](#) and follow the instructions.
- c) If you have previously accessed any Ontario.ca applications and are already set up, proceed to [Requesting Access to BGIS applications](#).
- d) Once you have completed all the steps required in this document, return to the [RPS Assist website](#) and complete Step 2 to register for the RPS Assist application.

Background

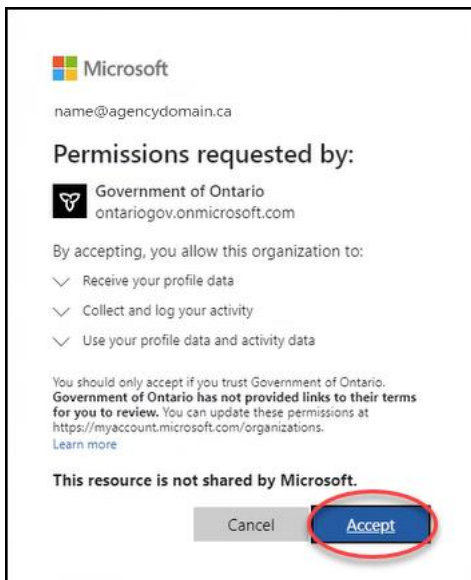
This quick start guide provides the basic steps for accepting an invitation to Azure AD.

The screens below may slightly differ based on your agency's identity provider and/or your current Microsoft settings.

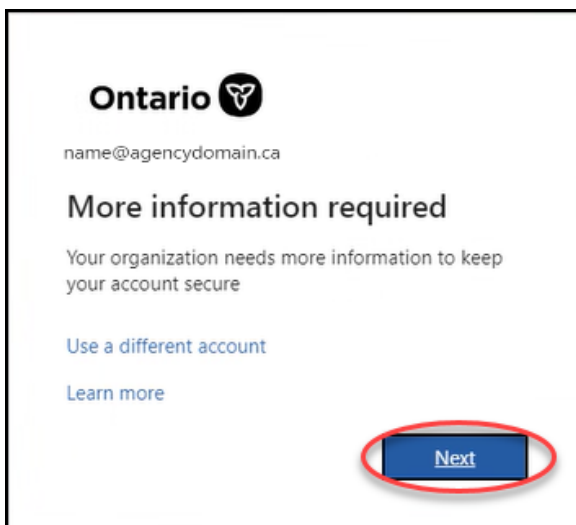
Accepting the Invitation

1. After clicking on the [myaccess](#) link, a Review permissions page opens in the browser. Select **Accept**.

NOTE: Prior to this page, you may be asked to login to your Microsoft account. This will depend on your agency's identity provider.



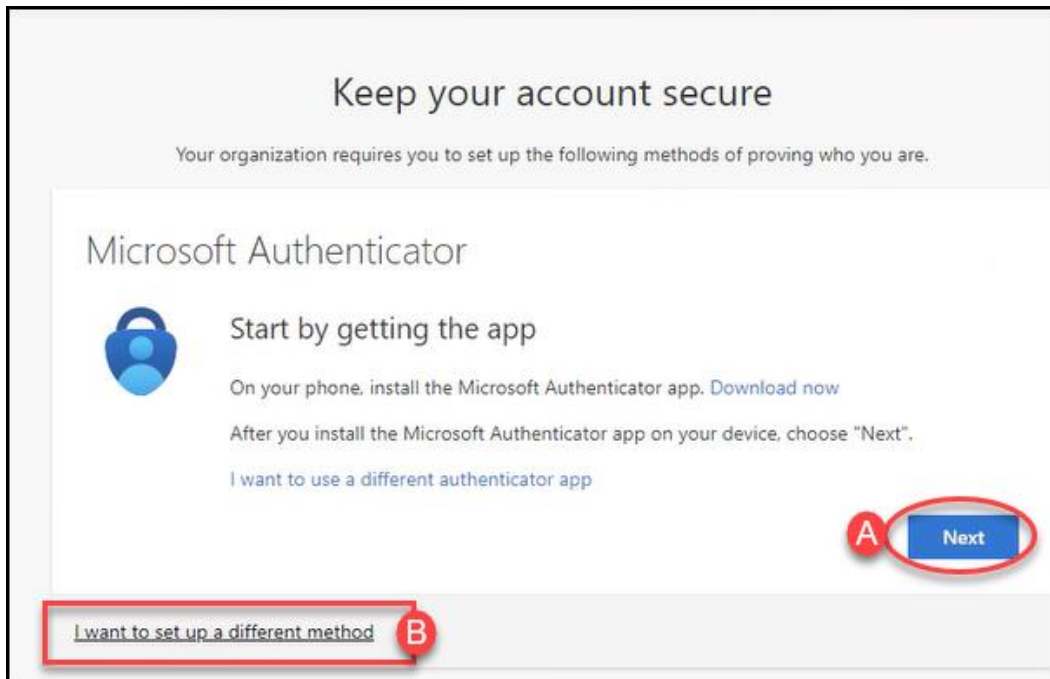
2. A More information required page opens. Select **Next**.



3. The Microsoft Authenticator page opens. At this point, you can select how you wish to receive your 6-digit code. Your options include:
 - a. Microsoft Authenticator App
 - b. Phone (via text or call)

To use the [Microsoft Authenticator App](#), select **Next** (A).

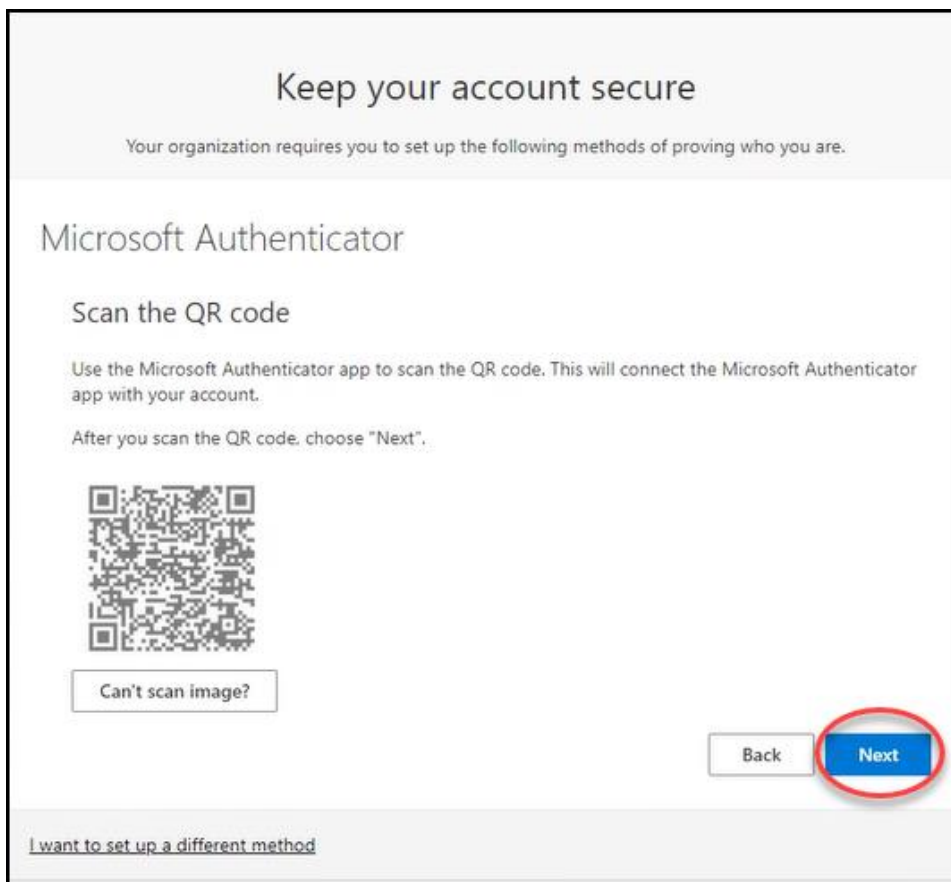
To use [Phone](#), select **I want to set up a different method** (B).



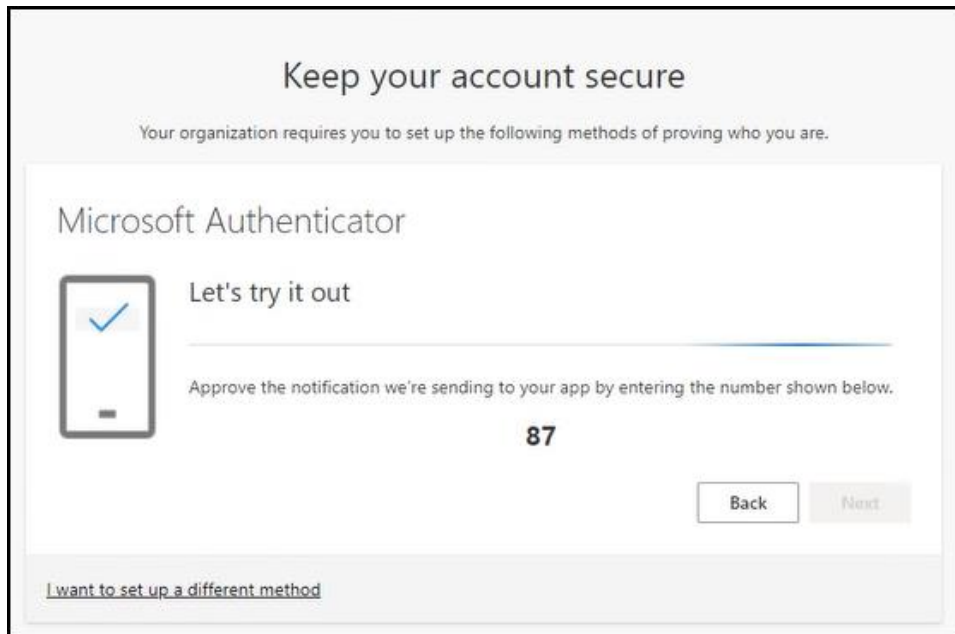
A. Microsoft Authenticator App (Mobile phone only)

Note: Before you can use the Microsoft Authenticator app you must install the app on your mobile phone <https://www.microsoft.com/en-ca/security/mobile-authenticator-app> and complete account set up.

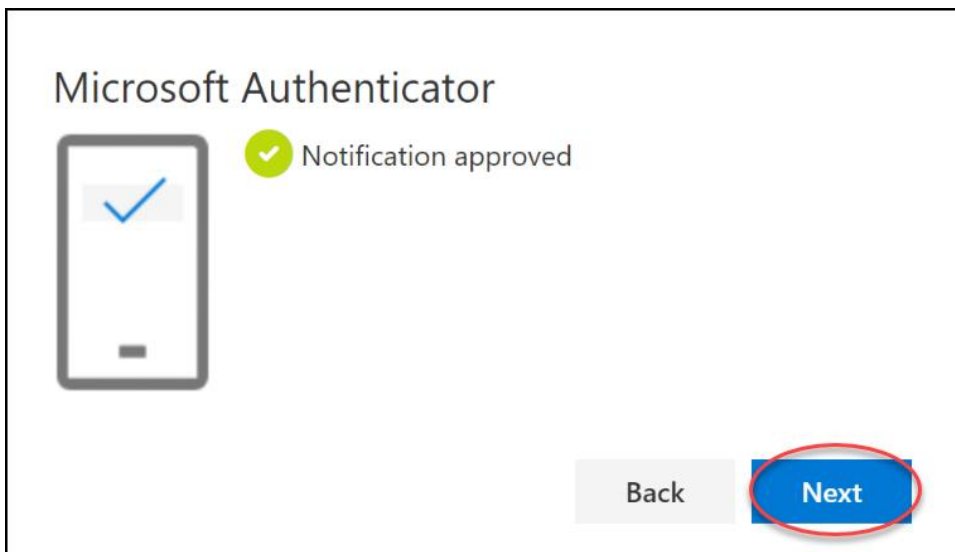
4. Open the Microsoft Authenticator App on your phone.
5. Tap the + > Work or School Account.
6. Use your phone to scan the QR code on your computer. This will connect the Microsoft Authenticator app with your account. After you scan the QR code, select **Next**.



7. Approve the notification sent to your app by entering the number provided.



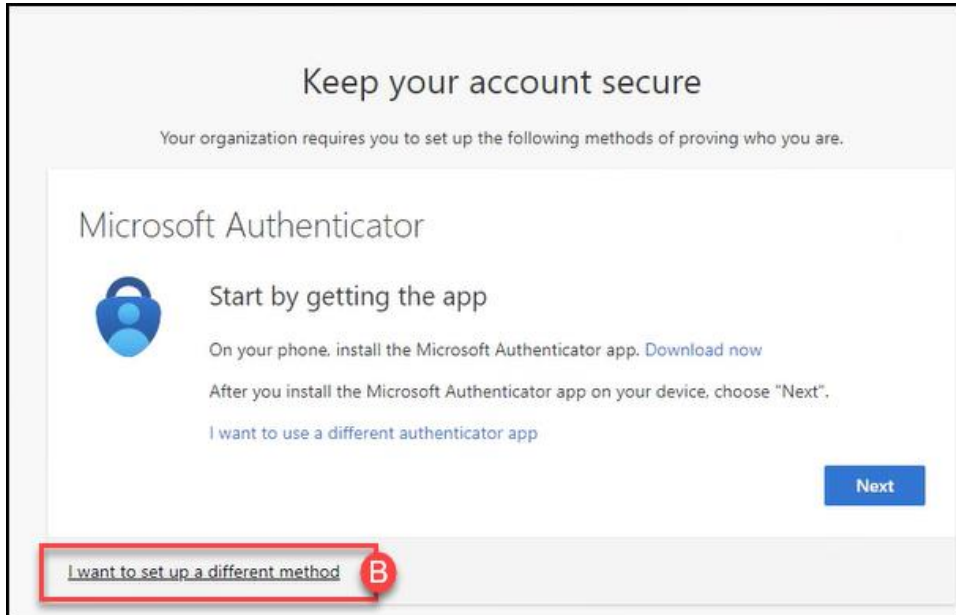
8. Once the notification is approved, select **Next**. Your security info is updated to use the Microsoft Authenticator app by default to verify your identity when using two-step verification or password reset.



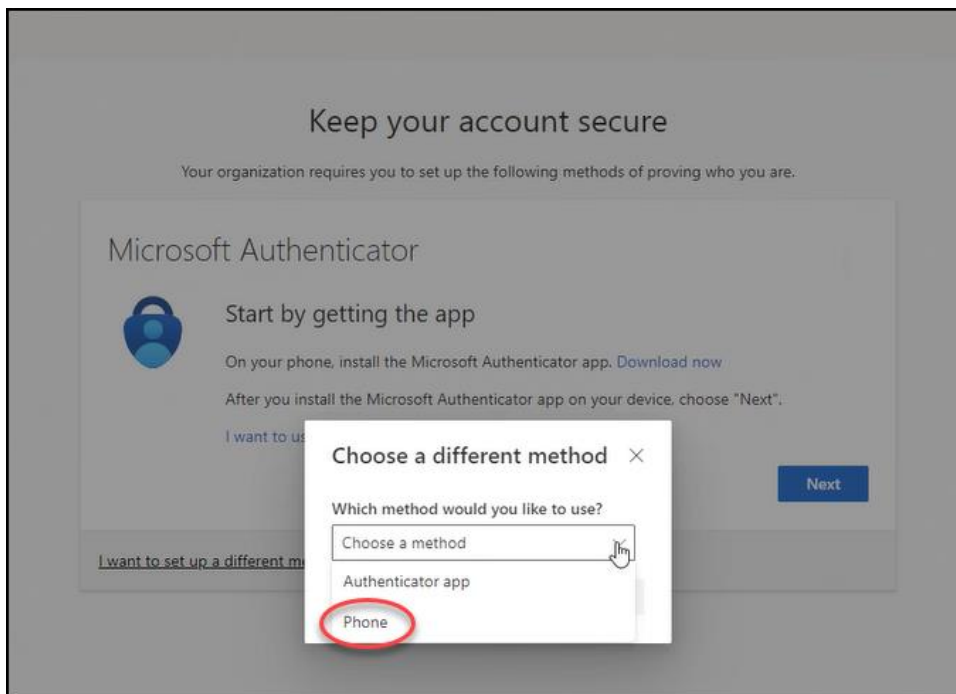
You have successfully registered the authenticator app.

B. Phone (Mobile or Landline)

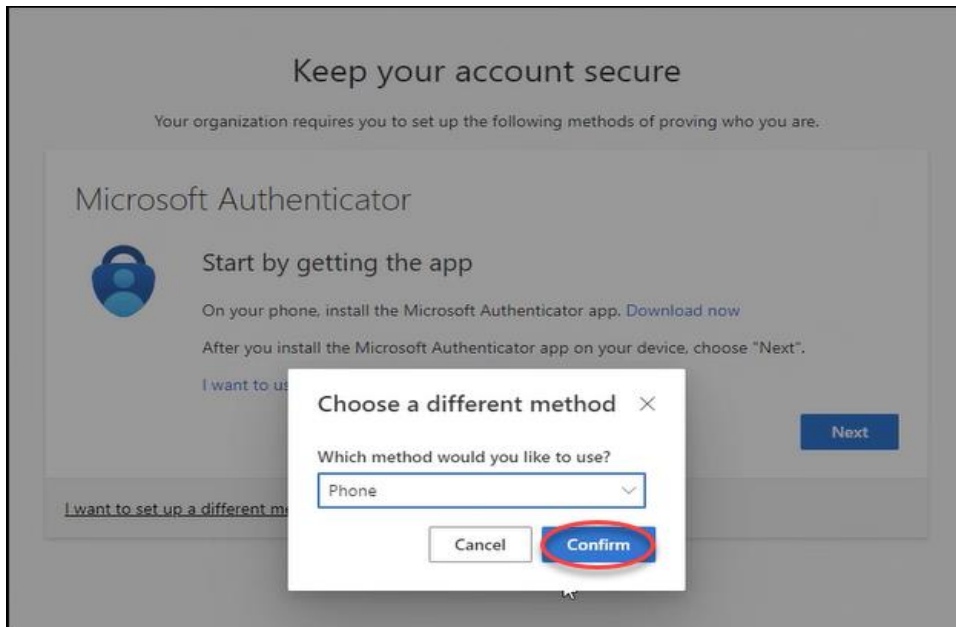
4. Select **I want to set up a different method** (B).



5. Select **Phone** from the dropdown authentication methods.

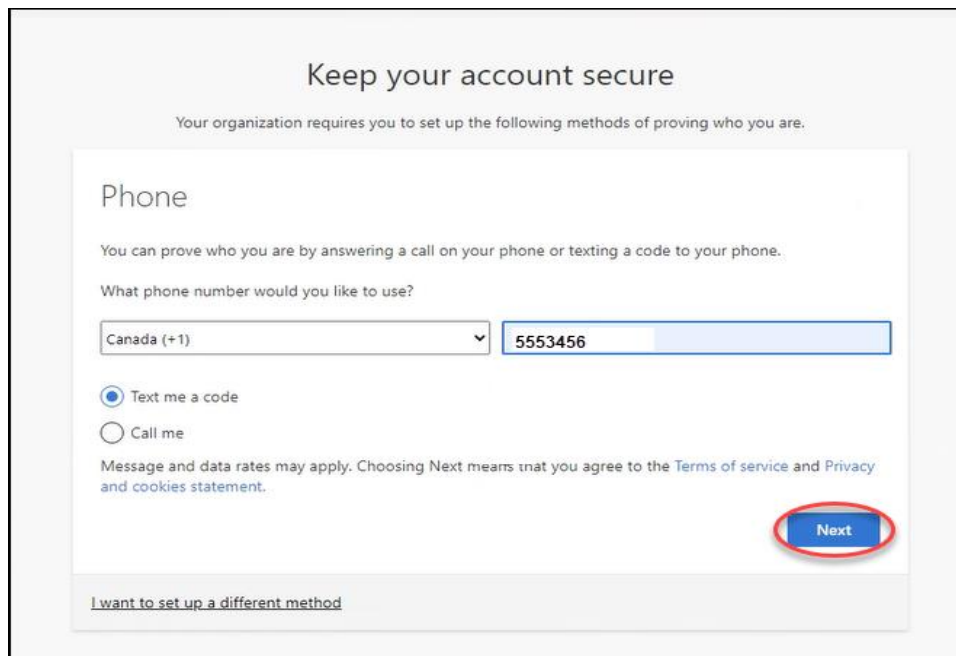


6. Select **Confirm**.



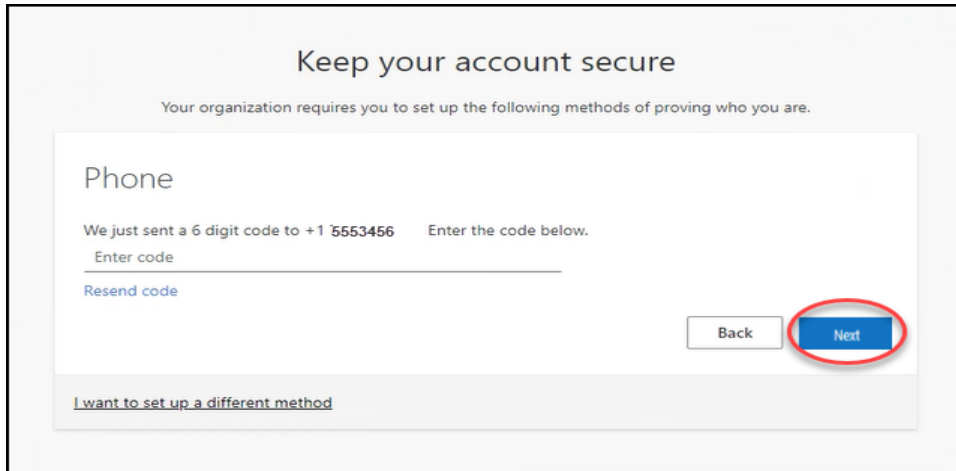
7. On the Phone verification page, select your country or region from the drop-down list, and then type your mobile device or landline phone number. Your phone number cannot include extensions.

8. Select your preferred option (**Text me a code** or **Call me**), and then select **Next**.



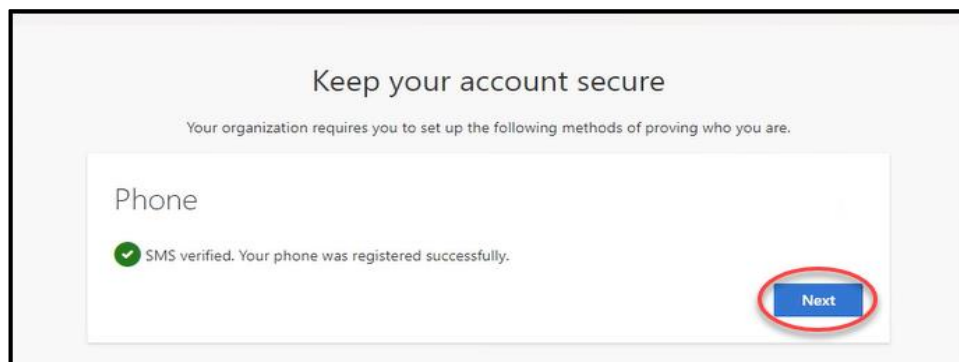
9. If you requested your code by text, type the verification code from the text message sent from Microsoft. Select **Next**.

If you requested your code by call, you'll receive a phone call from Microsoft, asking you press the hashtag (#) sign on your mobile device to verify your identity.



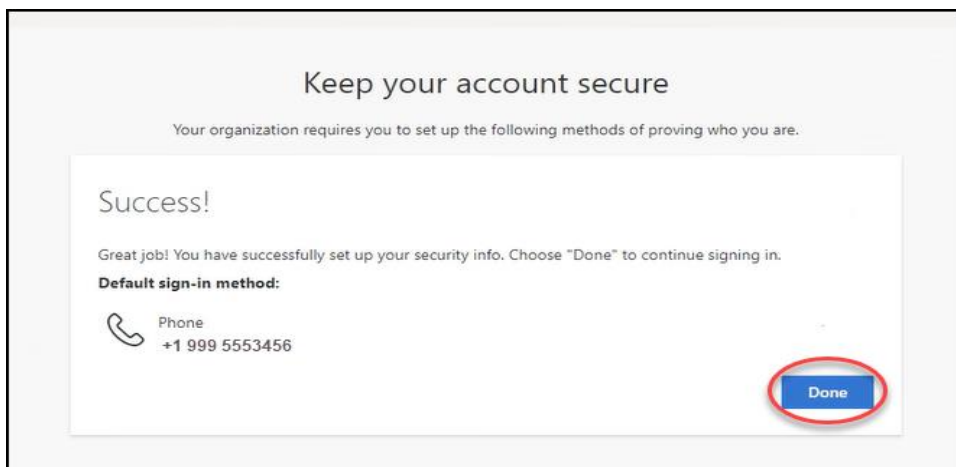
The screenshot shows a web page titled "Keep your account secure" with the subtitle "Your organization requires you to set up the following methods of proving who you are." Below this is a white box labeled "Phone". Inside the box, it says "We just sent a 6 digit code to +1 5553456 Enter the code below." There is a text input field with the placeholder "Enter code" and a "Resend code" link below it. At the bottom right of the box are two buttons: "Back" and "Next". The "Next" button is highlighted with a red circle. At the bottom left of the white box is a link that says "I want to set up a different method".

10. Your phone has been successfully registered. Select **Next**.



The screenshot shows the same "Keep your account secure" page. The white box now displays a green checkmark icon followed by the text "SMS verified. Your phone was registered successfully." The "Next" button at the bottom right is highlighted with a red circle.

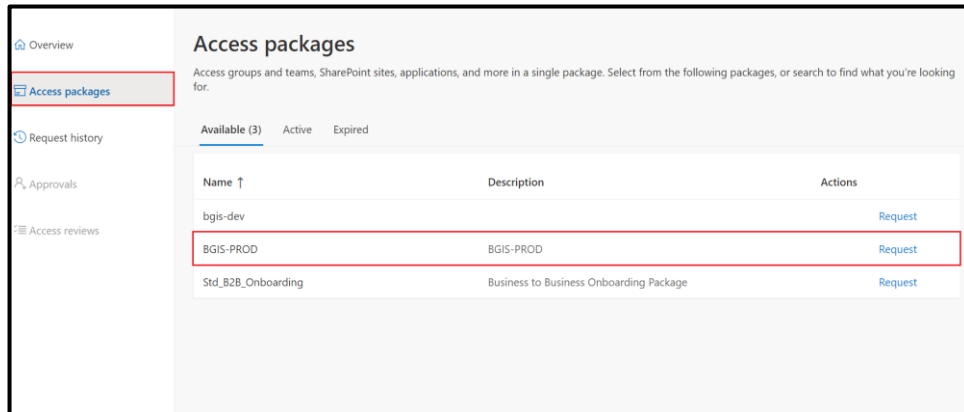
11. Select **Done**. You have successfully registered your phone.



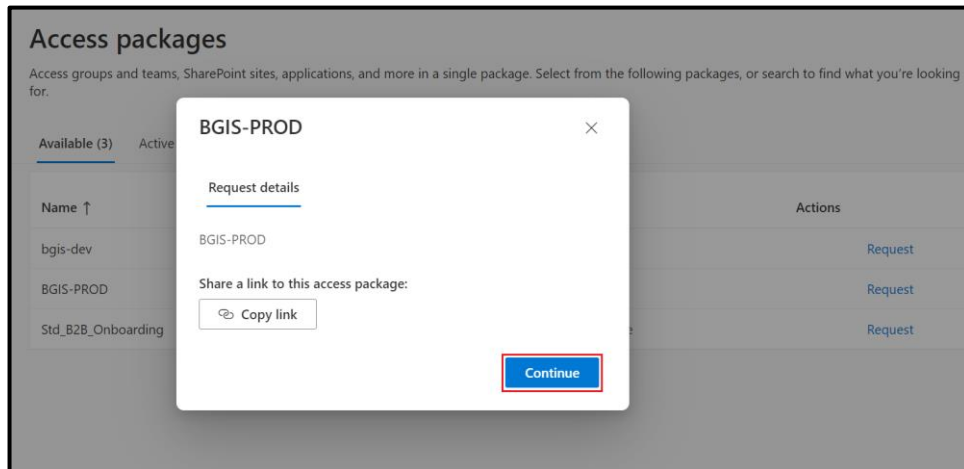
The screenshot shows the "Keep your account secure" page with a white box titled "Success!". The text inside says "Great job! You have successfully set up your security info. Choose 'Done' to continue signing in." Below this is the heading "Default sign-in method:" followed by a phone icon, the word "Phone", and the number "+1 999 5553456". The "Done" button at the bottom right is highlighted with a red circle.

Request Access to BGIS RPS Assist Application

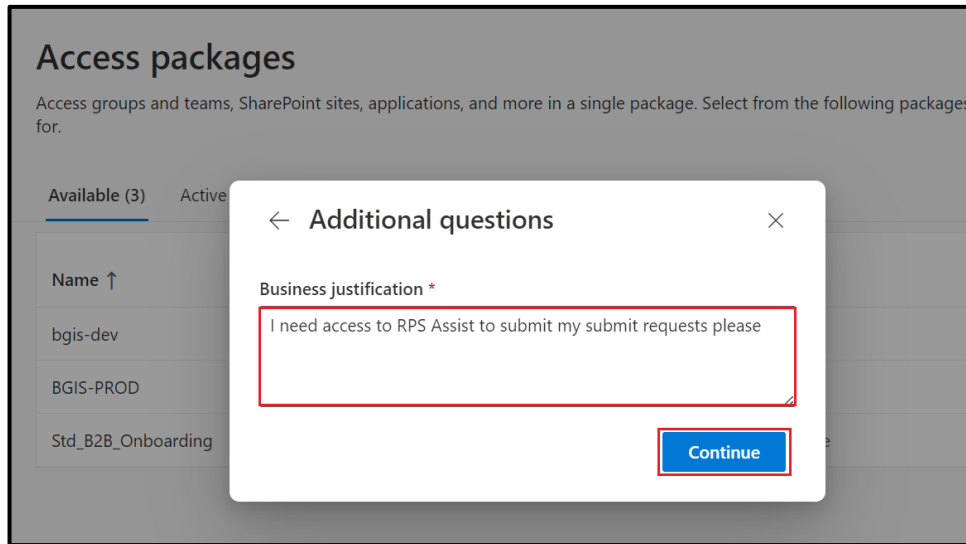
1. Click [myaccess](https://myaccess.microsoft.com/@Ontariogov.onmicrosoft.com#/access-packages/) link, or copy and paste it into your browser:
<https://myaccess.microsoft.com/@Ontariogov.onmicrosoft.com#/access-packages/>
2. Follow the login and authentication steps again, if prompted.
3. Select **Access Packages** on the left, if it is not already selected.
4. Find the **BGIS-PROD** access package in the list and click on the **Request** link on the right. If you see both **BGIS-PROD** and **BGIS-PROD-HOMETENANT** access packages, request access to both.



5. Click **Continue**.



6. Enter a business justification and click **Submit request**.



7. **IMPORTANT NOTE:** Your request will be sent to our BGIS SSO Support Specialist who will review and approve your request. Please note that this may take up to 5 days, however most requests will be processed the same day. If you need immediate assistance with a facilities issue, please call 1-877-590-5090 to log your request.
8. Once your access has been granted, you will receive a confirmation email like the one below. Once you have received this email, you will also receive a reminder from our BGIS SSO Support Specialist to return to the website to complete Step 2 of 2.

