Guide

Set up multi-factor authentication (MFA)

An initiative of
TELEFILM CANADA
CANADA MEDIA FUND

Multi-factor authentication setup guide

Multi-factor authentication (MFA) is now required to improve the security of your data. This guide explains your verification options for Dialogue (including PERSONA-ID, Events & Initiatives, and Telefilm Data Collection).

When you sign in, you can receive your verification code by email or from an authenticator app.

The authenticator app is optional. You can access Dialogue and receive verification codes by email without installing an authenticator app.

What is an authenticator app? It is an app on your mobile phone that provides a 6-digit verification code when you sign in. Examples include Microsoft Authenticator, Google Authenticator, and Authy.

Important: If you do not set up an authenticator app, you will not be able to reset a forgotten password yourself. You will need to create a service request at:

Dialogue-forgot-password@telefilm.ca

Response within one business day.

This guide uses **Microsoft Authenticator** for all examples and screenshots. If you use a different authenticator app, the screens and steps may vary slightly, but the process is generally the same.

Configure Microsoft Authenticator

You may skip this section if you prefer to receive verification codes by email.

However, without an authenticator app, self-service password reset will not be available.

If you choose to set up Microsoft Authenticator, you will need:

- Make sure you have a mobile phone (iPhone or Android).
- Open the App Store (iPhone) or Google Play Store (Android).
- To enable self-service password reset, download and install Microsoft Authenticator using the appropriate QR code below:

App store (iPhone)	Google Play Store (Android)

Sign in and verify your identity

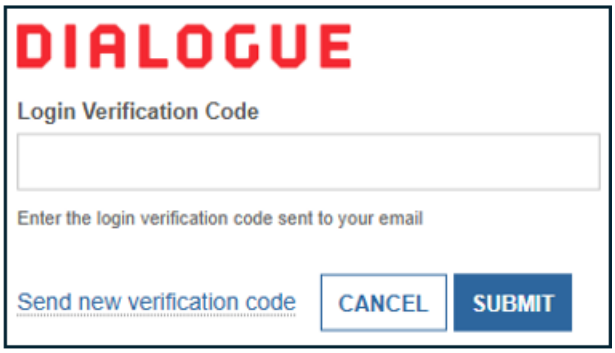
1. Sign in to your account

Open the Dialogue sign-in page and enter your username and password as usual:



2. Verify your identity

Enter the code you received in your email and click the “SUBMIT” button.



3. Choose whether to set up the authenticator app now

Once your identity has been verified, you can select **“SET UP APP”** or **“SKIP.”**

If you select **“SKIP,”** your session will open immediately, and you will not need to complete the remaining steps.

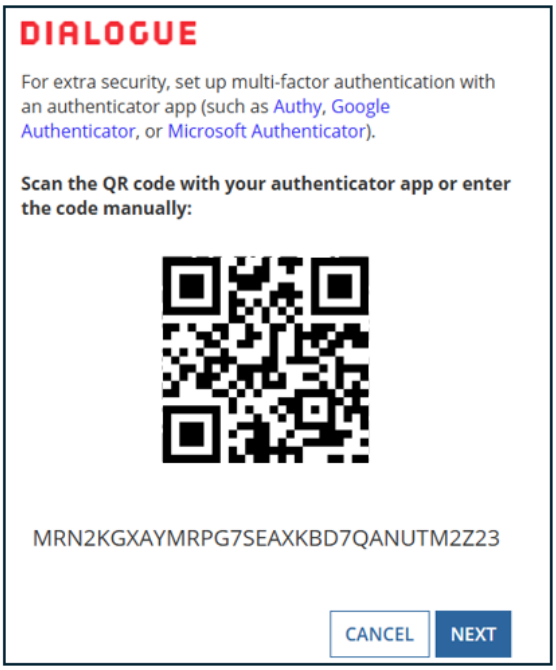
Important: If you select “SKIP,” you can continue using Dialogue, but if you forget your password, you will need to create a service request at: Dialogue-forgot-password@telefilm.ca to regain access to your account.



4. QR code setup

The MFA setup screen with the QR code appears. Keep the page opened. In the next step, you will connect your authenticator app by scanning the QR code displayed on screen.

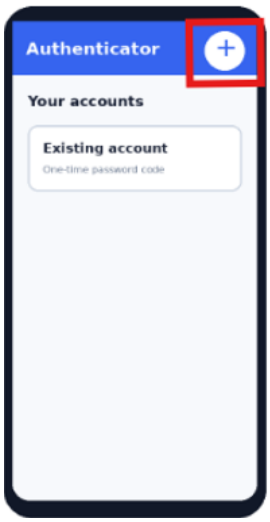
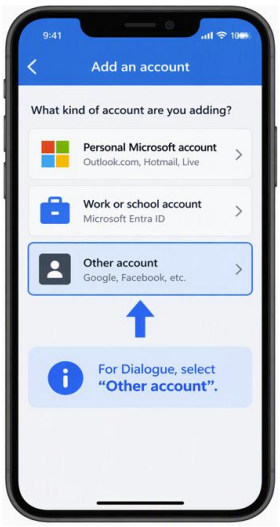
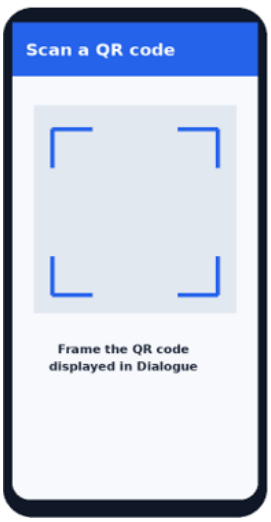
Important: Do not close this Dialogue page. Leave it open and continue to the next section to connect Dialogue to Microsoft Authenticator



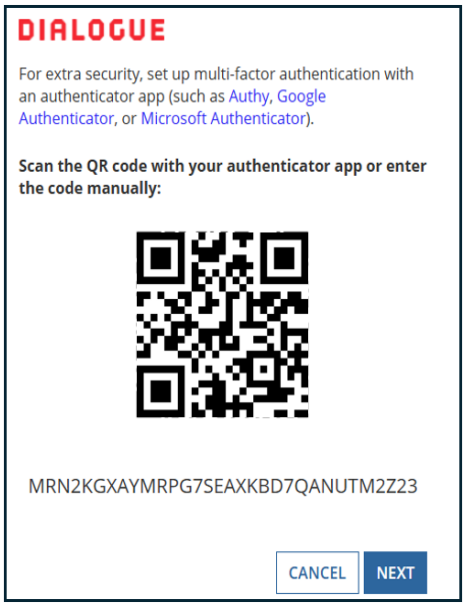
5. Connect Dialogue to Microsoft Authenticator

The following Microsoft Authenticator screens are illustrative and may vary slightly between iOS and Android versions.

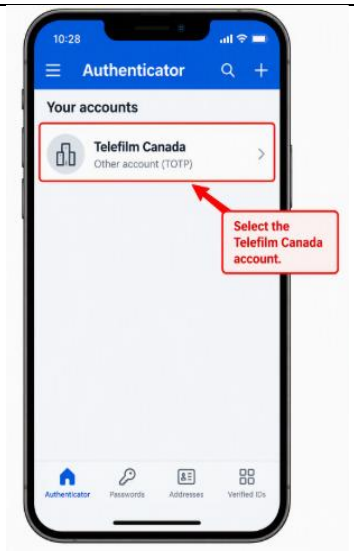
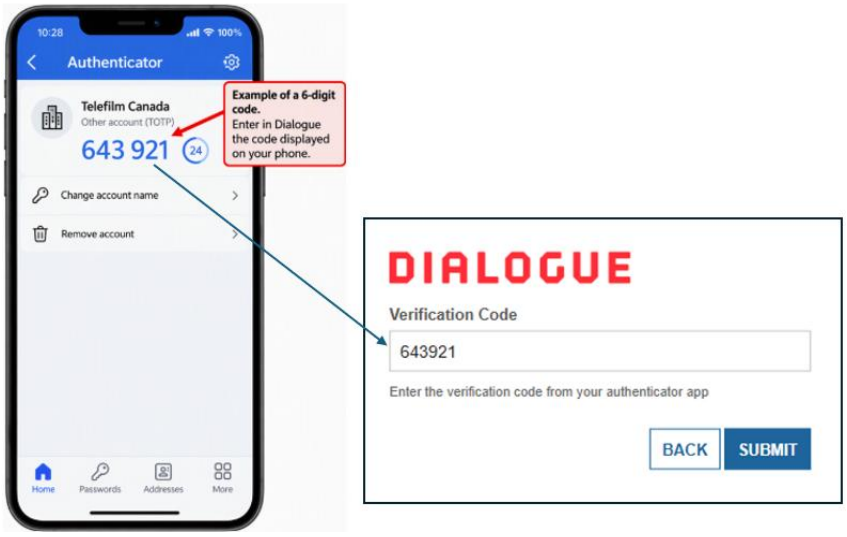
- Open the authenticator app on your mobile phone.
- Follow these 4 steps to connect Dialogue to Microsoft Authenticator.

STEP 1: Select +	**STEP 2:** In Microsoft Authenticator, choose **"Other account (Google, Facebook, etc.)"**.	**STEP 3:** Scan the QR code displayed in Dialogue.
		

STEP 4:
Back to Dialogue, click next on this page:



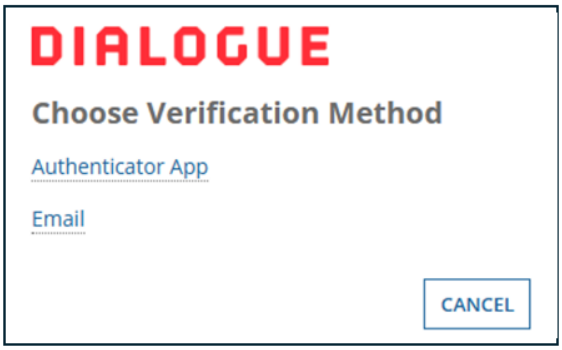
6. Enter the verification code in Dialogue

STEP 1	STEP 2
In Microsoft Authenticator, locate the Telefilm Canada account you just added and click on it.	In Dialogue, enter the 6-digit code currently displayed in the Microsoft Authenticator app, then click “SUBMIT.”
	

Your Dialogue session will open, and your authenticator app setup is complete.

Sign in after activation

For future sign-ins, you will need to enter a verification code. You can now receive the code by email or get it from your authenticator app (recommended):



DIALOGUE

An initiative of

TELEFILM CANADA

CANADA MEDIA FUND