

A top-down view of a desk with a laptop, a notebook, and a cup of coffee. A dark blue rounded rectangle is overlaid on the center of the image, containing the text 'AUVENIR Multifactor Authentication' in white.

# **AUVENIR**

## **Multifactor**

### **Authentication**

# Things to consider before setting up your multi factor access to the Avenir application

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Avenir's Multi Factor Authentication process meets all the required security guidelines. We use the services of [Microsoft B2B](#) for the conditional access to our SaaS applications. We hold a resource tenant level account called DMC Hosting within the Microsoft network.

Before accepting the invite, please note the below issues may arise:

- You may be asked to enter your existing MS Office password. This is because the Microsoft ID can be used across different platforms such as an Apple, Google or AWS ID. These platforms are managed separately.
- For Admin users, you may be using an alias account and would need to make this email address the primary account within Microsoft. Please see this [guide](#).
- You may see your email presented as such: clientemail\_clientdomain.(ca / com)#EXT#@DMCHosting[onmicrosoft...] – this is a perfectly normal set up within our DMC Hosting tenant account.
- If you are using a firewall you may need to whitelist the following URL's:
- <https://ca.auvenir.com>; <https://ap.auvenir.com>; <https://helpdesk.auvenir.com>; <https://crm.auvenir.com>

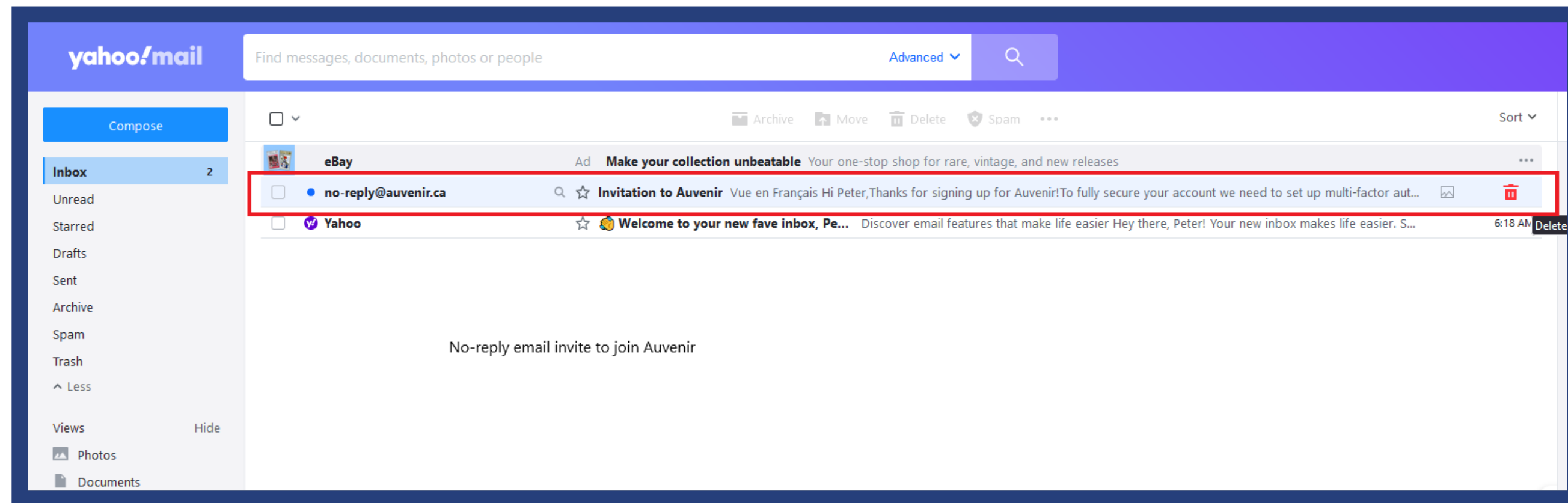
A few advantages to this set up:

- You do not need to create a new user ID. It will follow the email address you provided when signing up.
- You can use your cell phone number to receive a text or set up the DMCHosting tenant within the Microsoft Authenticator Application. It will send you a distinct code for the Avenir application.

# Step - 1

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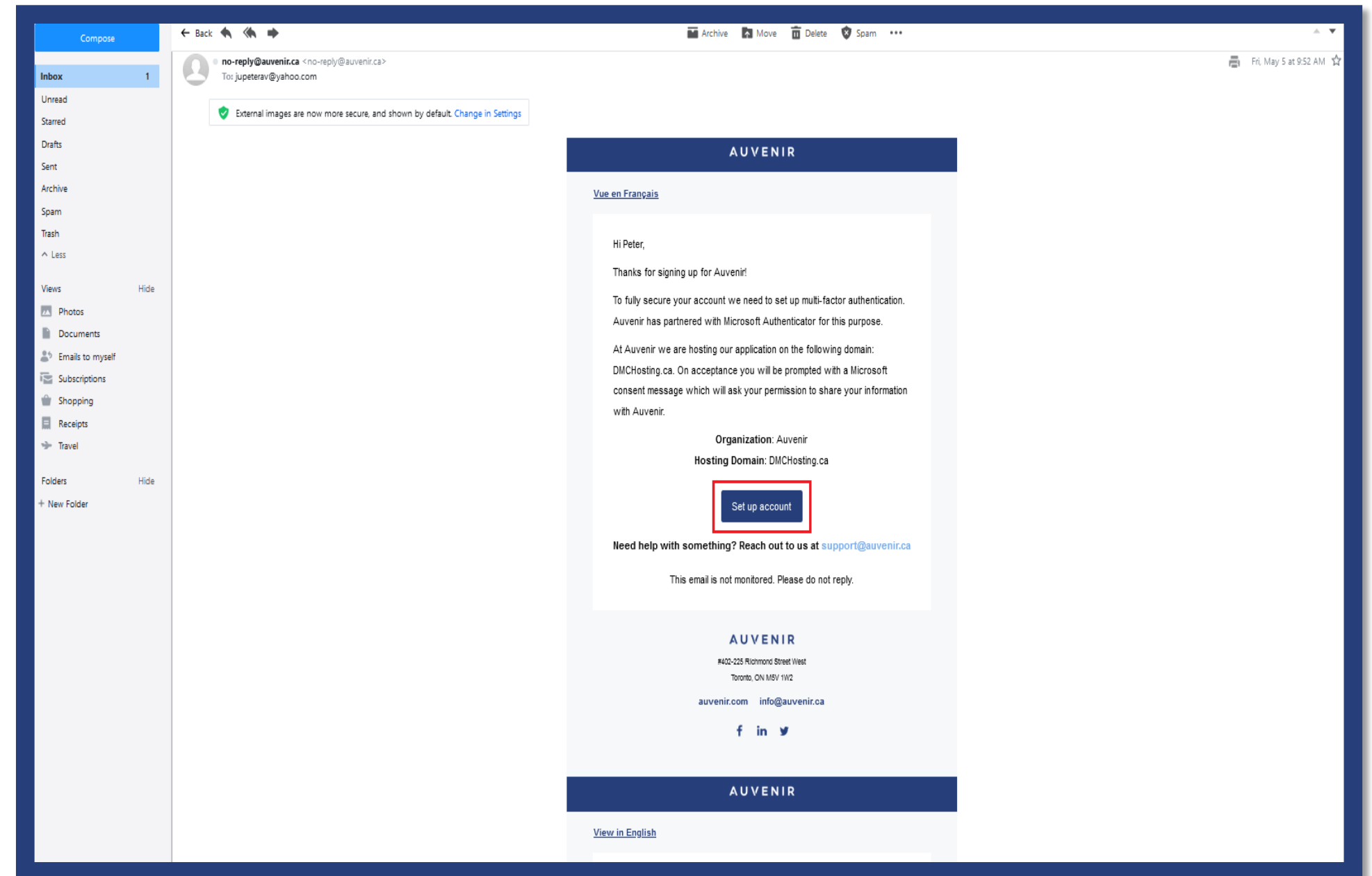
You will receive an email from “no-reply@auvenir.ca”



# Step - 2

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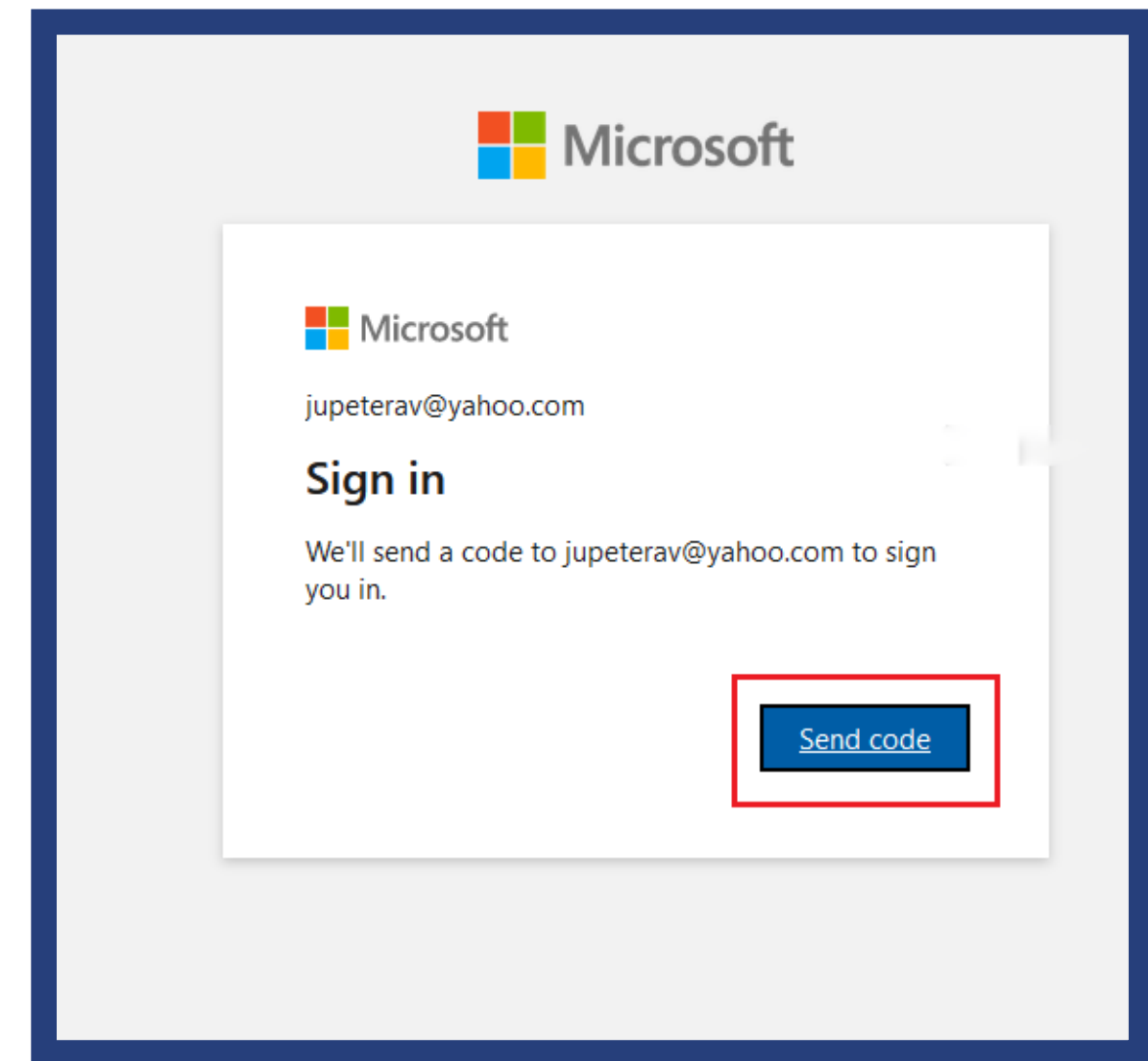
Select “Set up Account”



# Step - 3

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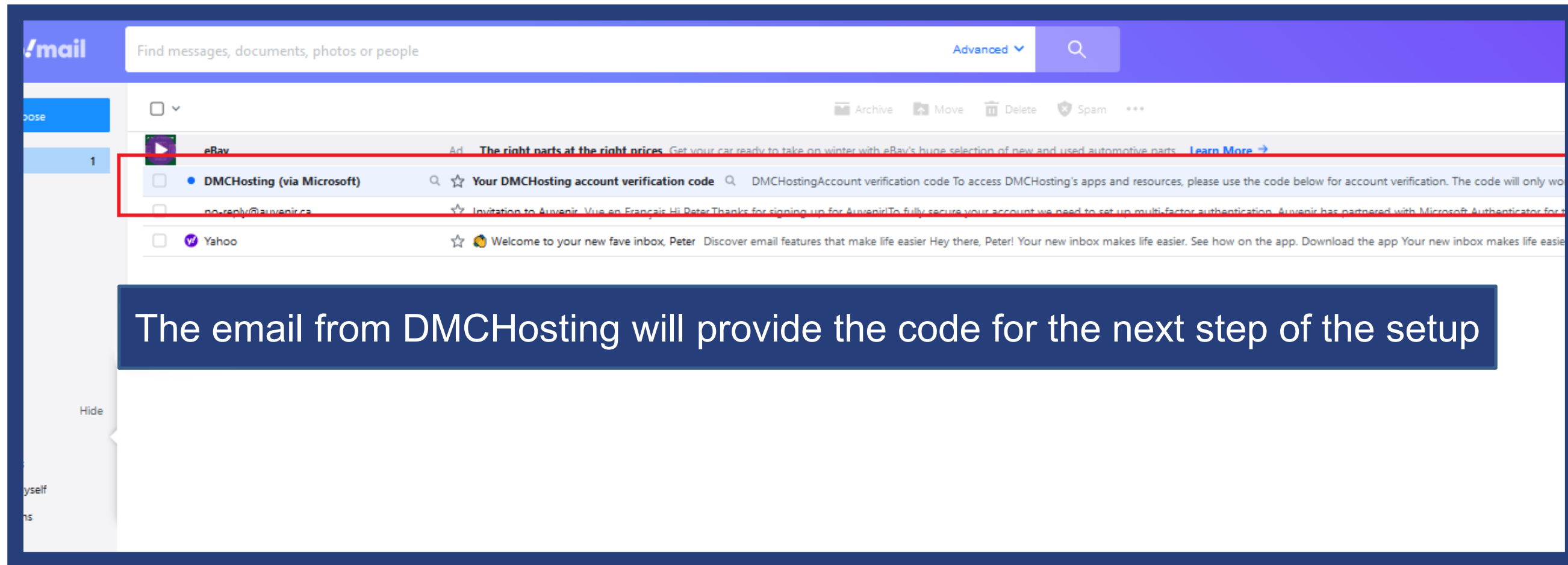
- The Microsoft B2B process will request to send a code to the same email address.
- Select “Send code”



# Step - 4

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The code will be sent from DMCHosting (via Microsoft)

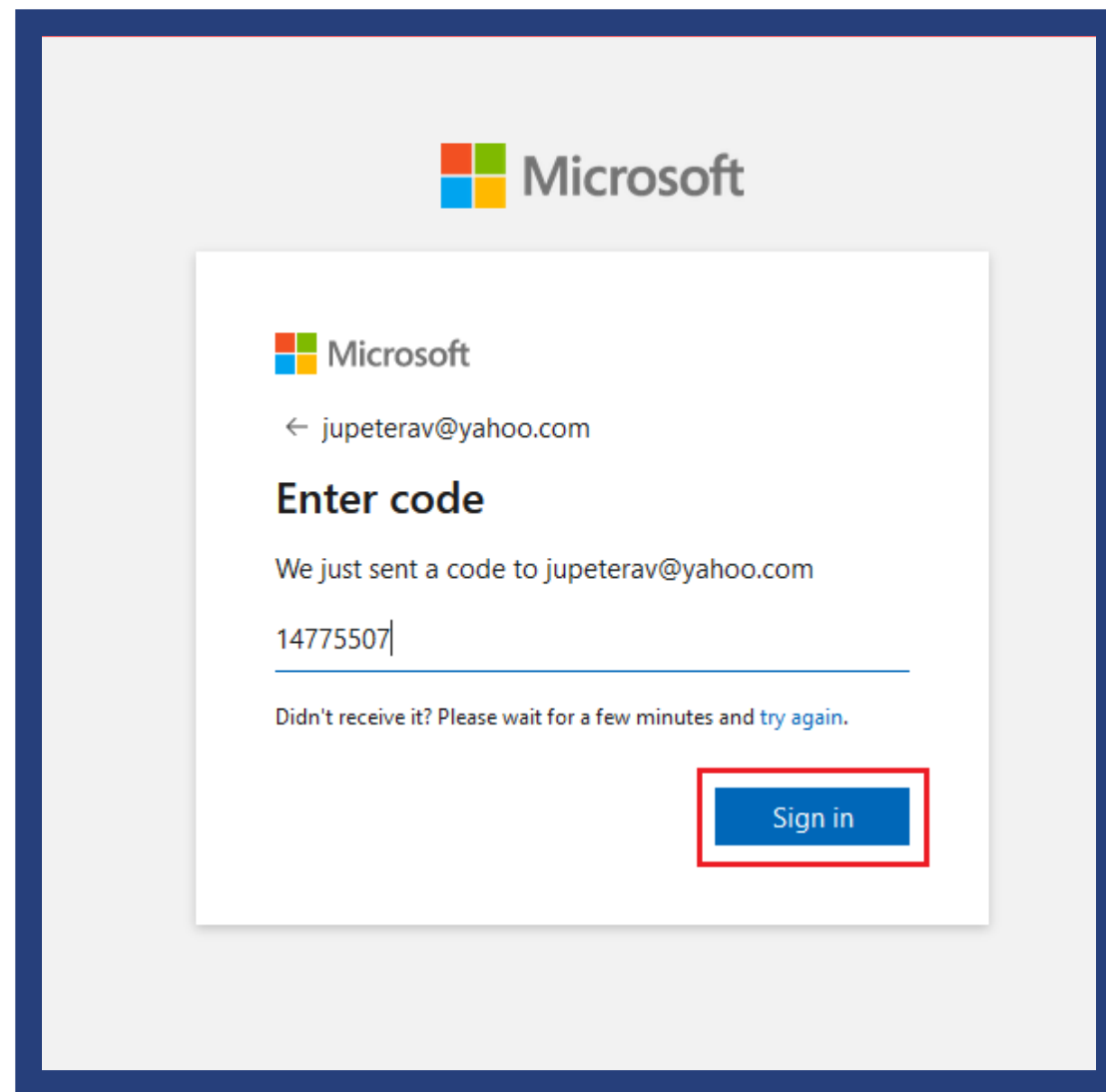


The screenshot shows an email client interface. On the left is a sidebar with navigation options: Compose, Inbox, Unread, Starred, Drafts, Sent, Archive, Spam, Trash, Less, Views (Photos, Documents, Emails to myself, Subscriptions, Shopping, Receipts, Travel), and Folders (New Folder). The main area displays an email from Microsoft with the subject "Your DMCHosting account verification code". The email content includes the DMCHosting logo, the title "Account verification code", a message about using the code for 30 minutes, the code "14775507", and a note to ignore the email if not requested. The email header shows it was sent on Friday, May 5 at 9:55 AM. A red box highlights the email content area.

# Step - 5

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Enter the code you have received and select “Sign in”

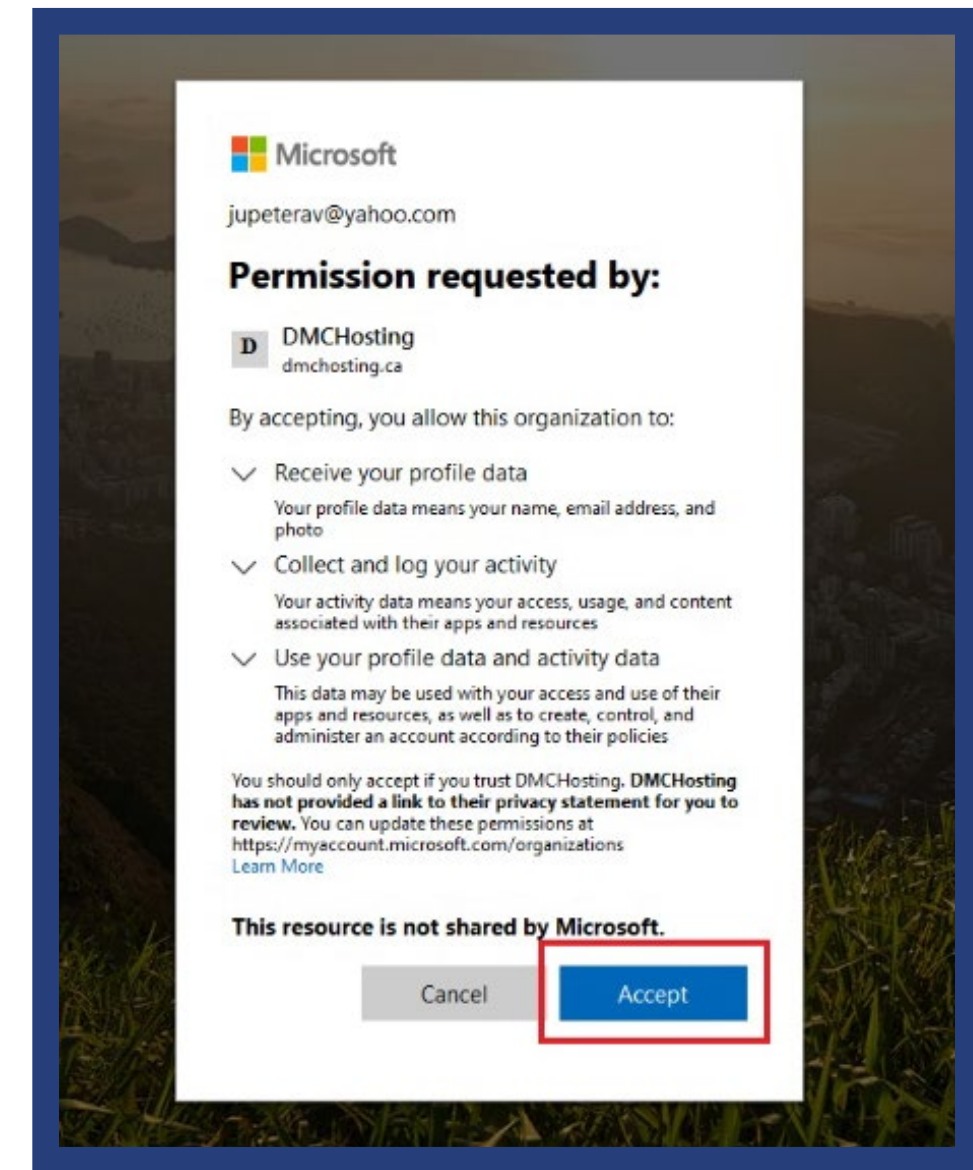




# Step - 6

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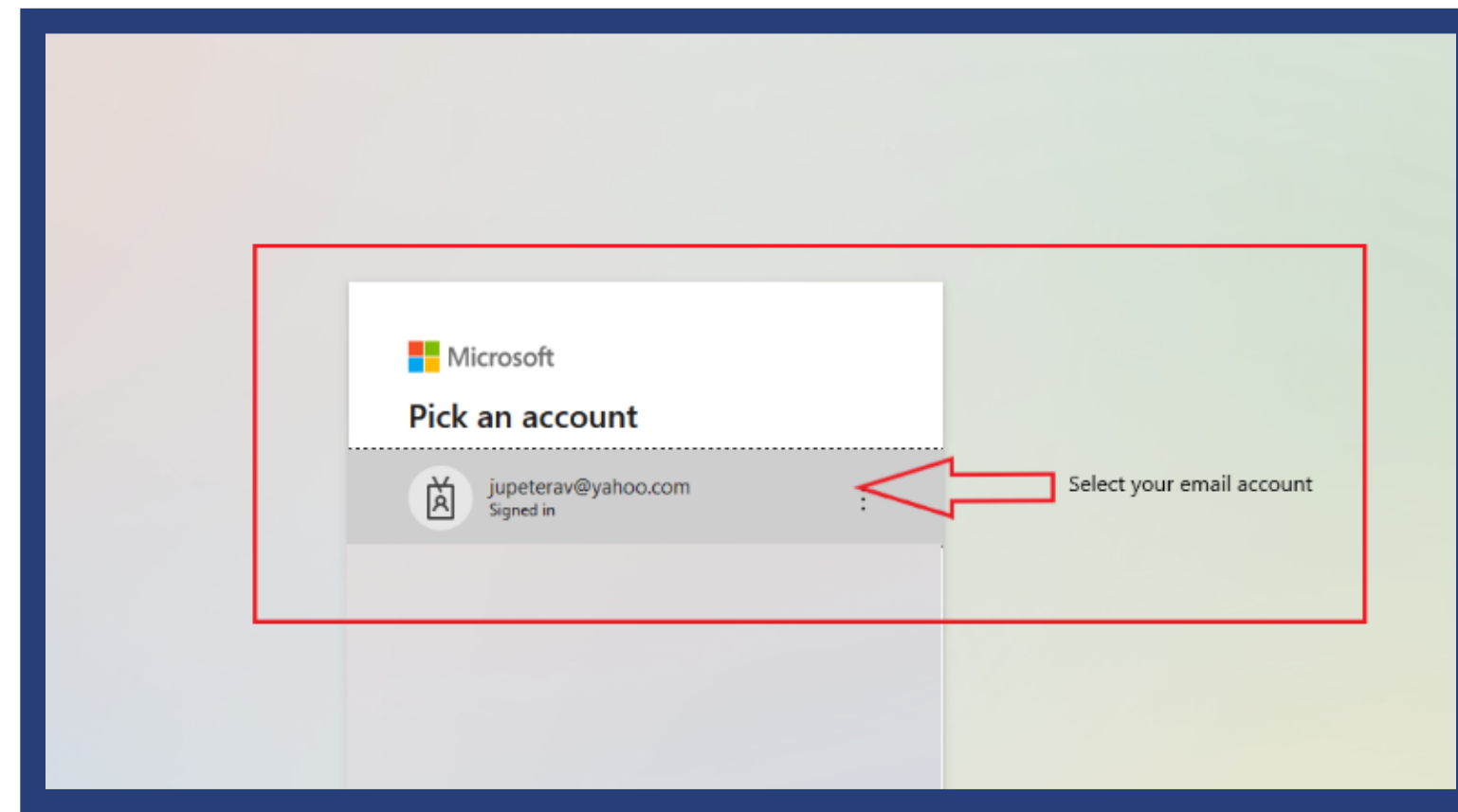
Please read and select “accept” to approve the permissions agreement by the DMC Hosting account



# Step - 7

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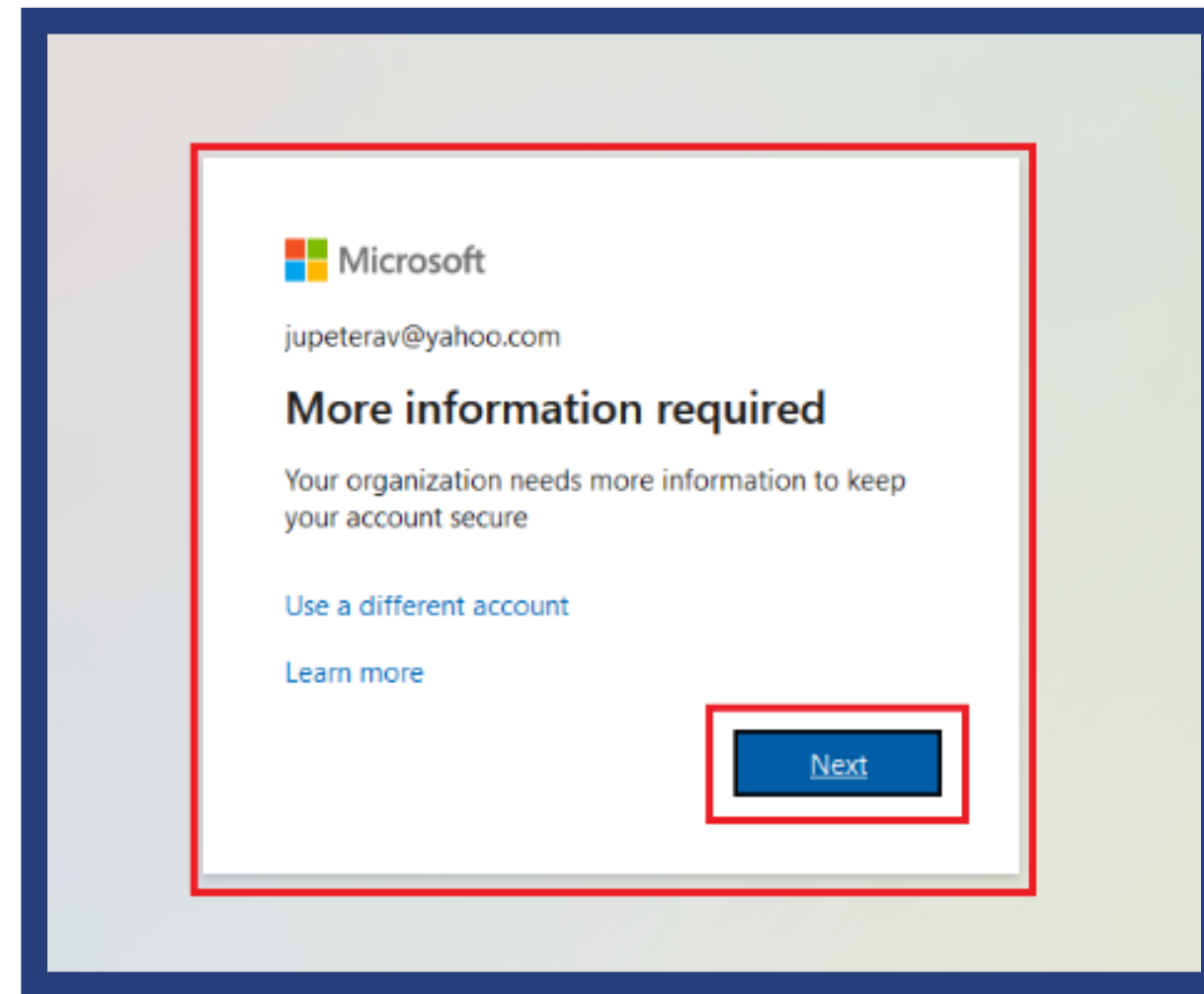
Select your email account



# Step - 8

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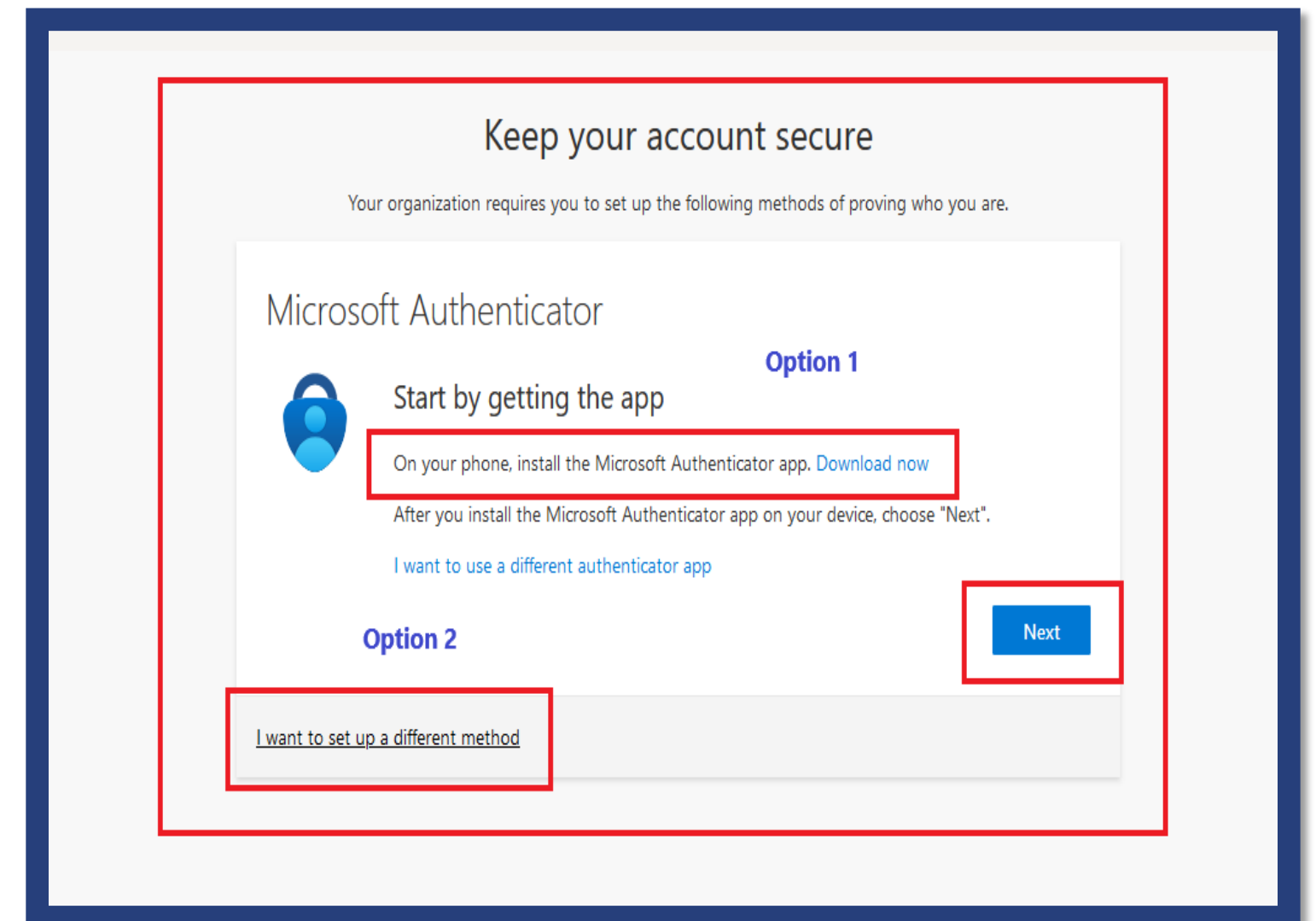
Select “Next”



# Step - 9

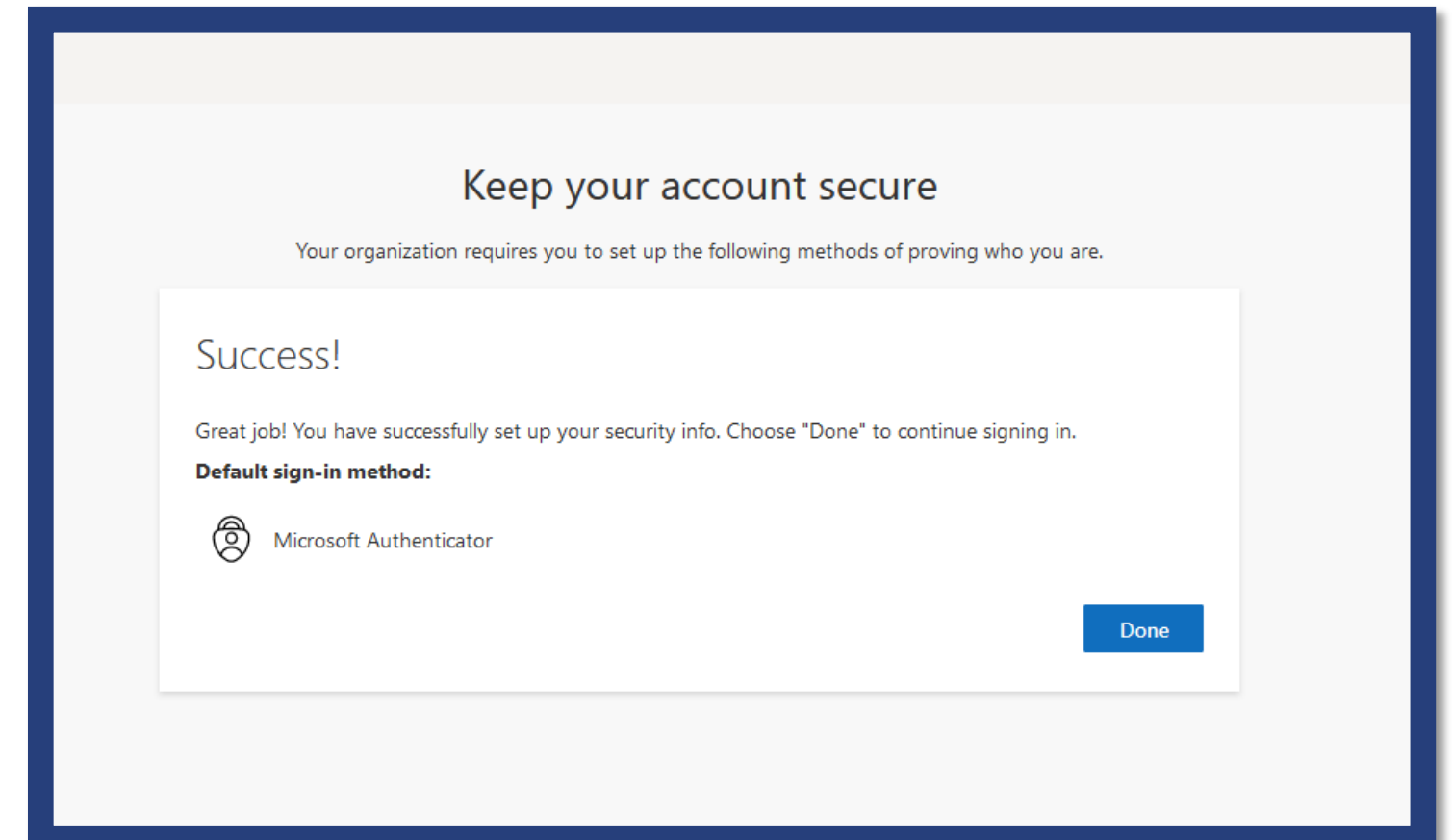
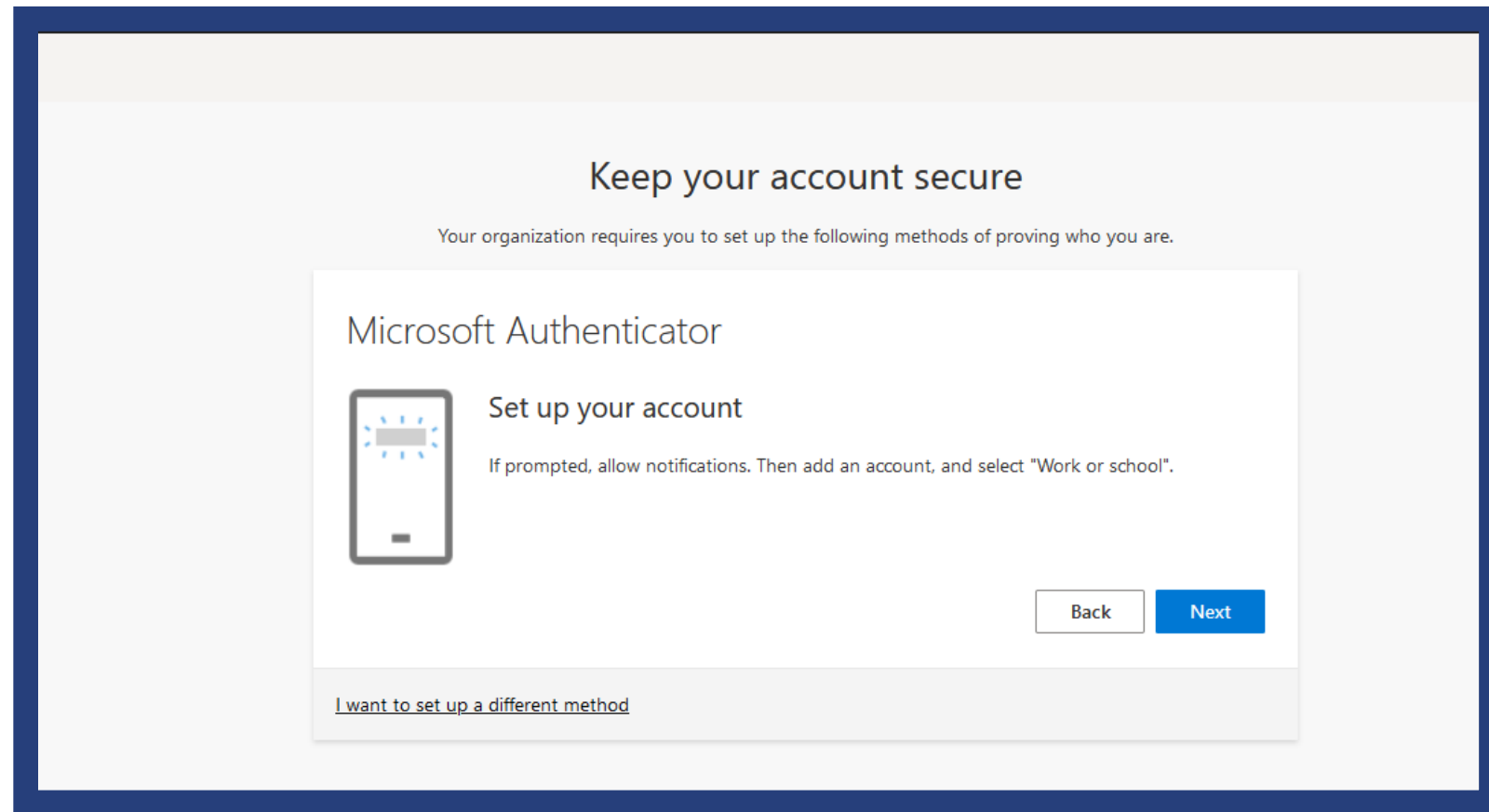
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- Option 1 will direct you to download the Microsoft Authenticator application, to complete the Two-Factor Authentication (2FA)
- Option 2 will request your mobile number to send a code to complete the Two-Factor Authentication (2FA)



# Option 1

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# Option 2

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Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Authentication phone


Canada (+1)  647:

Method

Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.



Please enter your mobile number to receive a code by text message

# Customer Success is our priority!



## Email Us!

Email us with any question or query.

We will respond in 24 hours.\*

[support@auvenir.ca](mailto:support@auvenir.ca)



## Call Us!

Call us to speak directly with our support team  
about your questions.\*

[+1 \(855\) 528-8364](tel:+1(855)528-8364)