

# Install Workday on your mobile device

**Prerequisite:** You must have access to a device other than the one on which you wish to install the Workday mobile app.

For information security reasons, when connecting outside iA's secure network, an additional identity check will now be **required**. This requirement affects all mobile apps authorized by the company, including **Workday**.


## Why do we need an additional identity check?

iA Financial Group wants to offer its employees the ability to work where they want, on the device they want, like a cell phone, tablet or personal computer.


This mobility must take into account the fact that iA Financial Group's credibility is based on its ability to protect employee and client information. Additionally, in a technological environment where risks continue to increase (hacking, phishing, identity theft, etc.), it is necessary to strengthen your level of security.

For any questions please refer to our Frequently asked Questions document ([FAQ](#)).

## Step 1: Download the Workday app on your mobile device

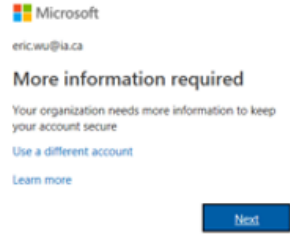
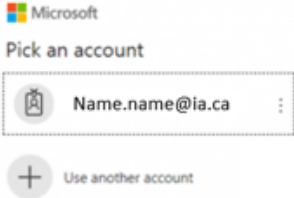
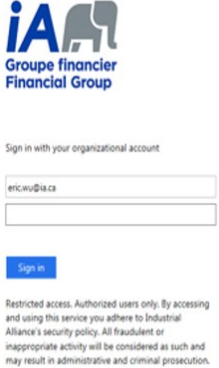
<p>Download the Workday mobile app.</p> <p>Follow one of the following procedures to install the app.</p> <p><b>Do not open the app once it has been downloaded.</b></p> <p>Please proceed to step 2.</p>		<ul style="list-style-type: none"><li>○ <a href="#">Apple device</a></li><li>○ <a href="#">Android device</a></li></ul>
---	---	---

## Step 2: Download the Microsoft mobile authentication app

<p>Download the Microsoft Authenticator app.</p> <p>Follow one of the following procedures to install the app.</p>		<ul style="list-style-type: none"><li>○ <a href="#">Apple device</a></li><li>○ <a href="#">Android device</a></li></ul>
--	---	---

## Step 3: Link Workday and Authenticator

**Note: For security purposes, Microsoft may slightly change the order of steps.**

<p>1. On a computer, go to the Microsoft website to set up your authentication account.</p>	<p><a href="https://aka.ms/mfasetup">https://aka.ms/mfasetup</a></p>	
<p>2. Click on “Next”.</p>	 <p>The screenshot shows the Microsoft account setup interface. At the top, it says 'Microsoft' and 'eric.wu@ia.ca'. Below that, it says 'More information required' and 'Your organization needs more information to keep your account secure'. There are two links: 'Use a different account' and 'Learn more'. A blue 'Next' button is at the bottom right.</p>	
<p>If you are on the network, step 3 may not be necessary.</p> <p>3. Sign in using your work email address. If you already have an account, click on the “+” to use another account.</p>	<p>If you are on the corporate network, choose your email address.</p>  <p>The screenshot shows the Microsoft account selection page. It says 'Microsoft' and 'Pick an account'. There is a selection box containing 'Name.name@ia.ca' with a dropdown arrow. Below that is a plus sign icon and the text 'Use another account'.</p>	<p>If you are not on the corporate network, enter your work email address and the associated password.</p>  <p>The screenshot shows the sign-in page for IA Groupe financier Financial Group. It features the IA logo and the text 'Groupe financier Financial Group'. Below that, it says 'Sign in with your organizational account'. There are two input fields: one for the email address (pre-filled with 'eric.wu@ia.ca') and one for the password. A blue 'Sign in' button is at the bottom. At the very bottom, there is a copyright notice: '© 2013 Microsoft'.</p>

4. Choose “Mobile app” and “Use verification code”.

Click on “Set up”.

## 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?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Please configure the mobile app.

5. A QR code will appear.

Proceed to step 6 of this procedure **without clicking on “Next”**.

If unsuccessful, repeat step 4.

## Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose “Work or school account”.
3. Scan the image below.



Configure app without notifications

If you are unable to scan the image, enter the following information in your app.

Code: 993 304 961

Url: <https://bn1p1pad08.phonfactor.net/pad/154312066>

If the app displays a six-digit code, choose “Next”.

You can now use your mobile device.

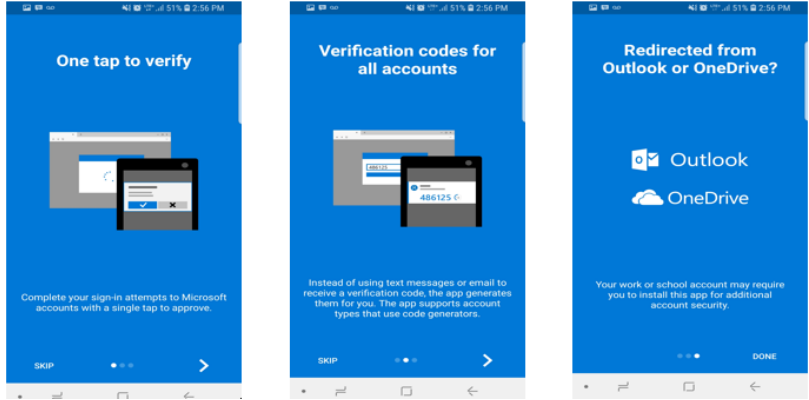
6. Open the Microsoft Authenticator app.



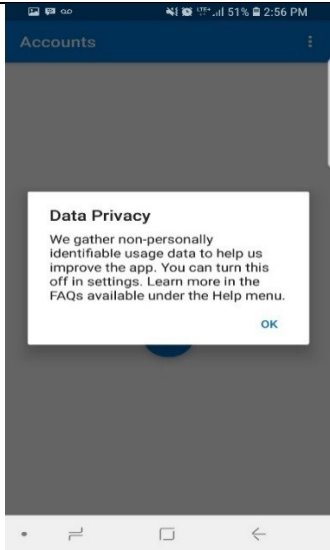
7. Authorize Authenticator to send notifications.  
This applies to Apple devices only. This step was already completed when downloading the app on Android devices.

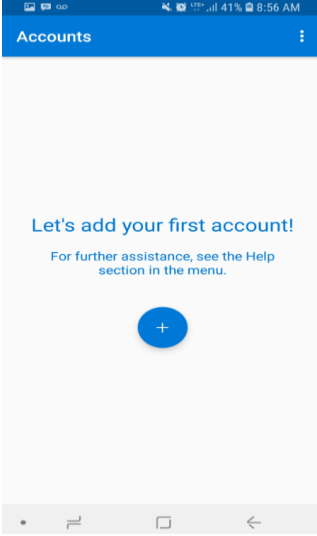
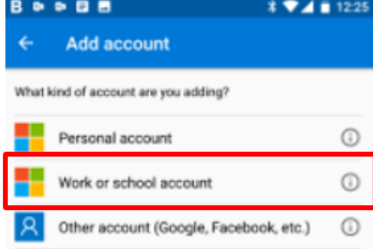
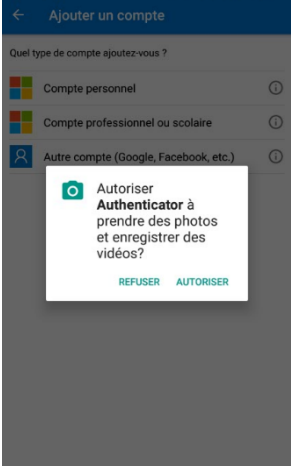



8. Scroll through the following screens.

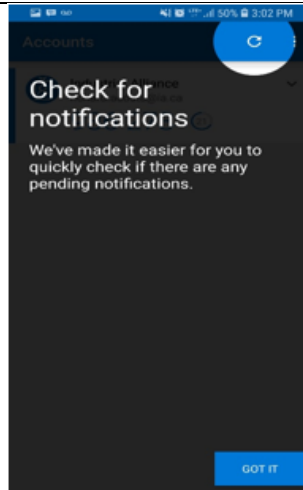


9. Click on "OK" in the Data Privacy notification.



<p>10. Add an account.</p>	
<p>11. Click on <b>“Work or school account”</b>.</p>	
<p>12. Click on <b>“Authorize”</b>.</p>	
<p>13. Scan the QR code on the computer screen (code from step 5).</p> <p>Note: If the code has expired, redo steps 4 and 5, then steps 9, 10 and 12 of this procedure to generate a new code. Scan this new code.</p>	<p>Configure mobile app</p> <p>Complete the following steps to configure your mobile app.</p> <ol style="list-style-type: none"> <li>1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.</li> <li>2. In the app, add an account and choose "Work or school account".</li> <li>3. Scan the image below:</li> </ol>  <p>Configure app without notifications</p> <p>If you are unable to scan the image, enter the following information in your app.  Code: 993 304 961  Url: <a href="https://bn1pfpad08.phonefactor.net/pad/154312066">https://bn1pfpad08.phonefactor.net/pad/154312066</a></p> <p>If the app displays a six-digit code, choose "Next".</p>

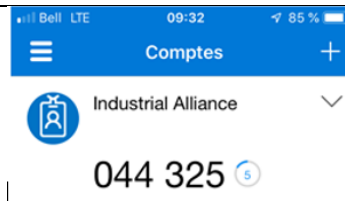
14. Click on **“GOT IT”** on the **Check for notifications** screen.



15. An authentication code appears and confirms that you have successfully set up your account.

Do not close the app.

Set your mobile device aside and return to the device showing the QR code.



## Return to the device on which you generated the QR code.

16. Click on “Next” in the window containing the code you have just scanned.

### Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for Windows Phone, Android or iOS.
2. In the app, add an account and choose “Work or school account”.
3. Scan the image below.



Configure app without notifications

If you are unable to scan the image, enter the following information in your app.

Code: 993 304 961

Url: <https://bn1pfpad08.phonefactor.net/pad/154312066>

If the app displays a six-digit code, choose “Next”.

Next

Cancel

17. Select “Use verification code” and click on “Set up”.

### 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?

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Checking activation status.

18. Enter the six-digit code shown on the Microsoft Authenticator app.

Click on “Verify”.

Wait while the code is verified. This can take a few minutes.

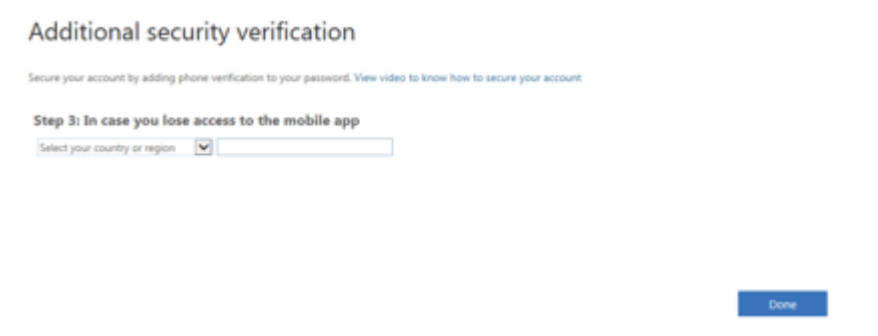
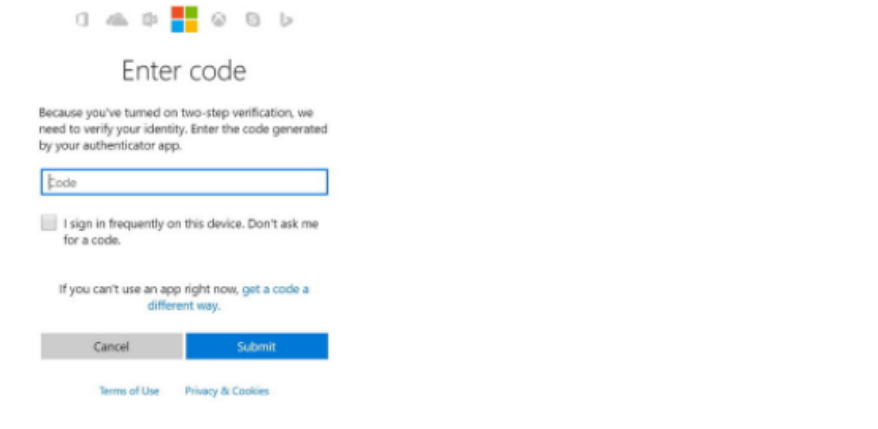
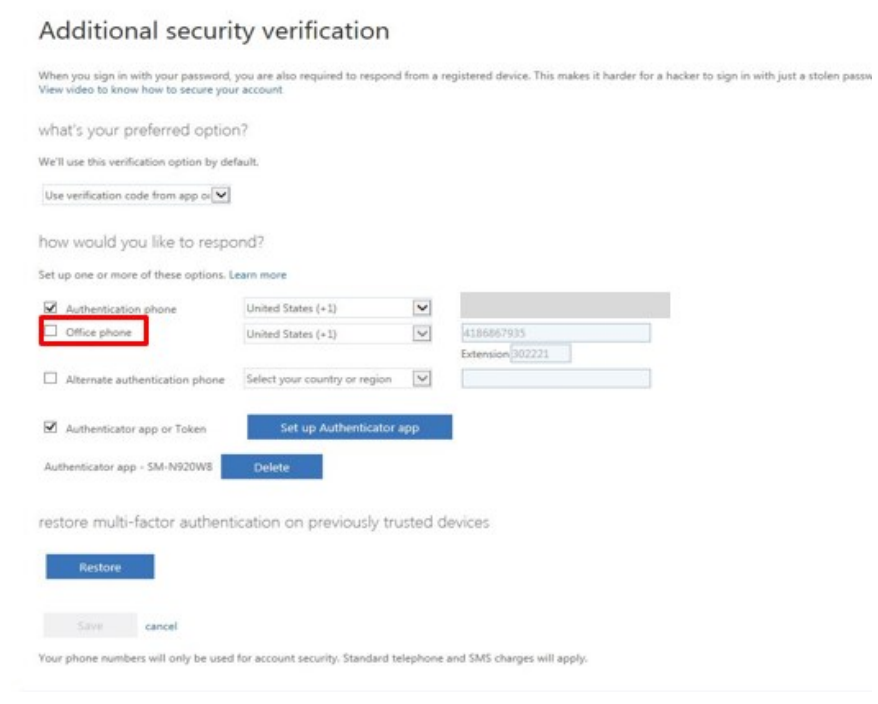

If the verification is unsuccessful, re-enter the six-digit code and click on “Try again”.

### Additional security verification

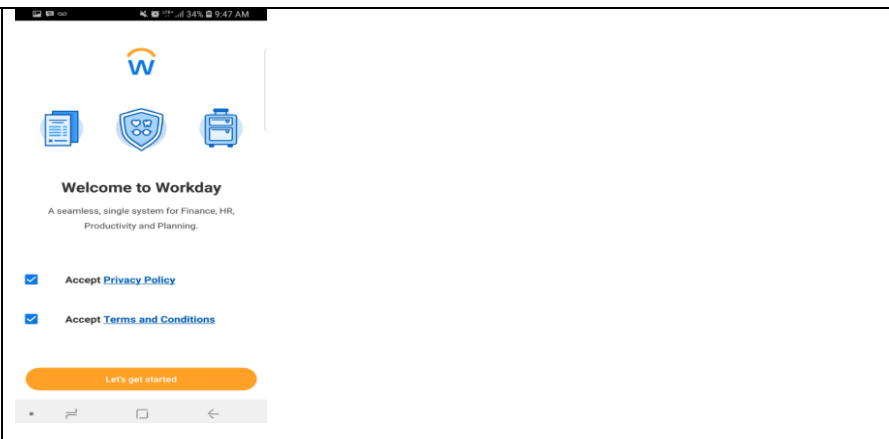
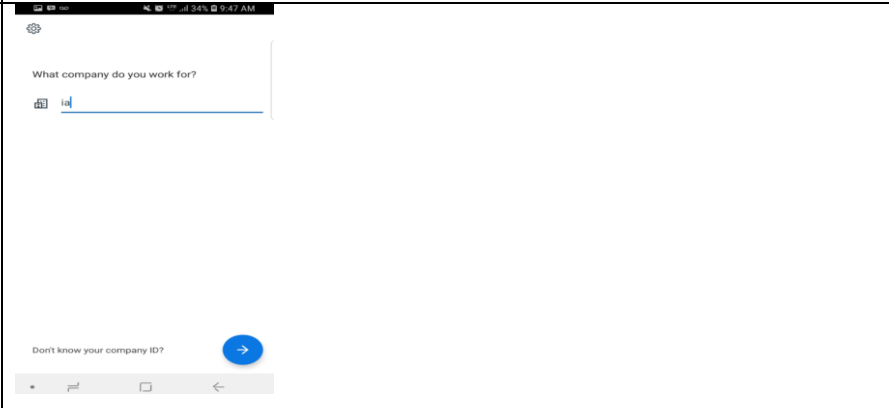
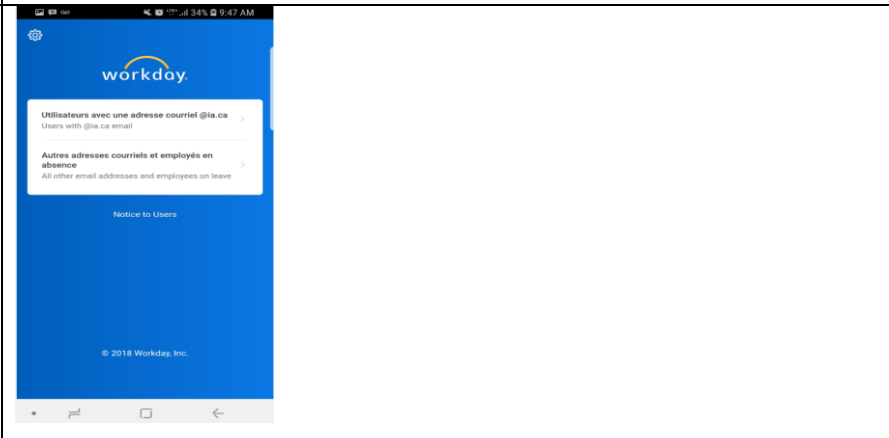
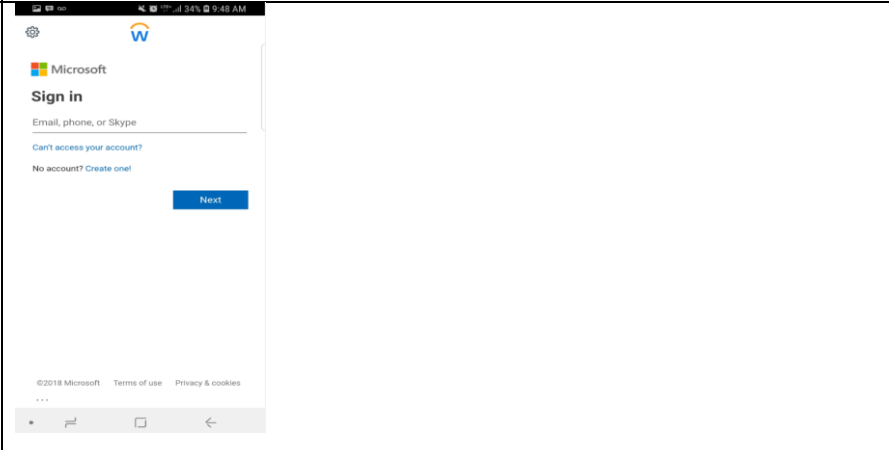
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

#### Step 2: Enter the verification code from the mobile app

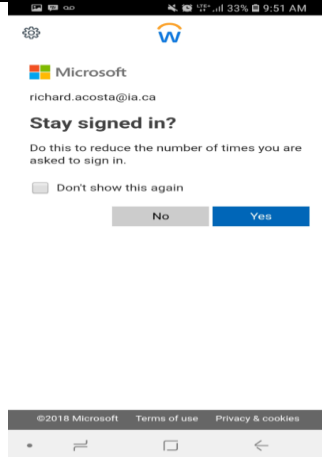


<p>19. Enter a telephone number in case you lose access to the mobile app.</p> <p>Click on “Done”.</p>	
<p>20. Enter the six-digit code shown on the Microsoft Authenticator app.</p>	
<p>21. Enter additional security verification information.</p> <p>You must check “Office phone” to save the information.</p> <p>Click on “Save”.</p> <p>Note: It is normal that the work phone number is not the same as your regular number.</p> <p>It is also normal that the country is the United States.</p>	
<p>22. Open the Workday app on your mobile device.</p>	

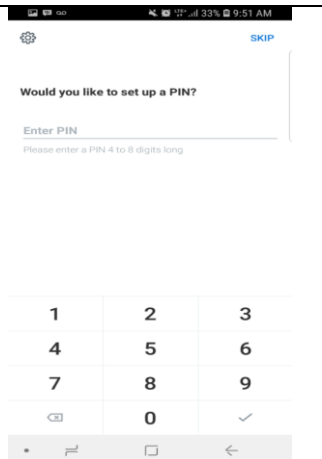


<p>23. Accept the Privacy Policy and the Terms and Conditions. Click on "Let's get started".</p>	
<p>24. In the Workday app, at the "What company do you work for?" question, enter "ia" <i>in all lowercase letters</i>.</p>	
<p>25. Choose the appropriate option.</p>	
<p>26. Sign in using your work email address.</p>	

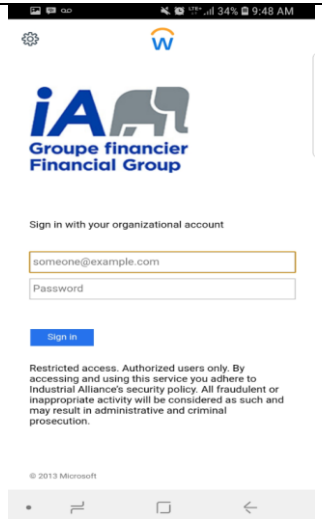
27. Click on “Yes” to stay signed in.  
This will make it easier to sign in in the future.

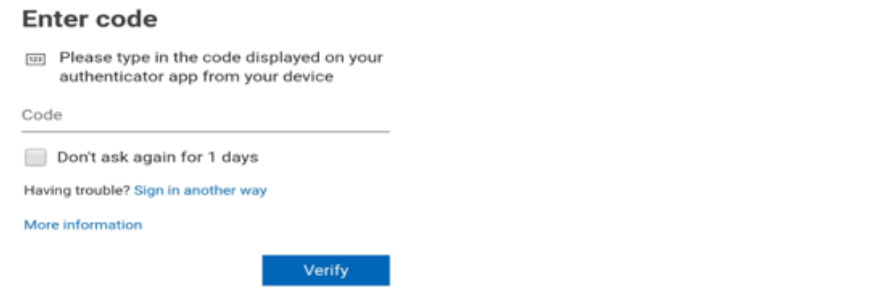

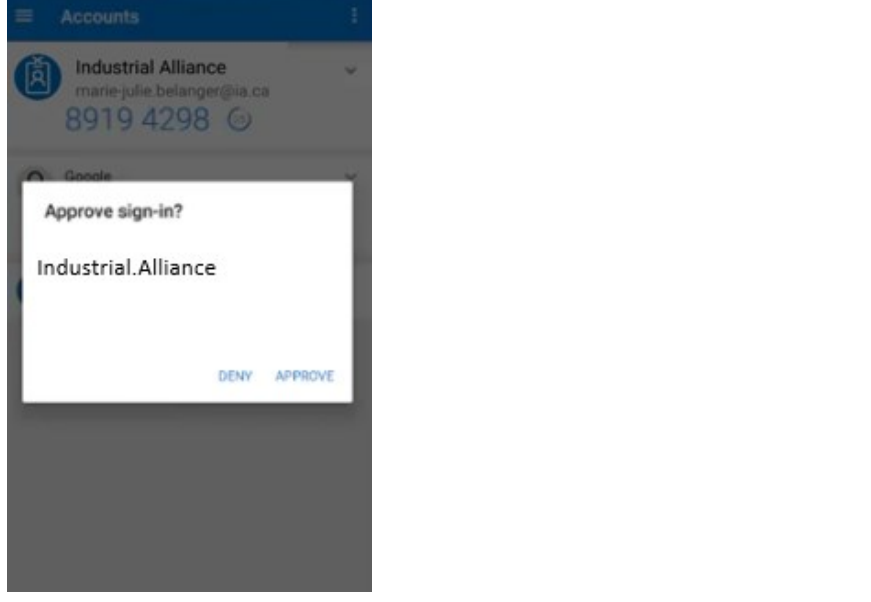
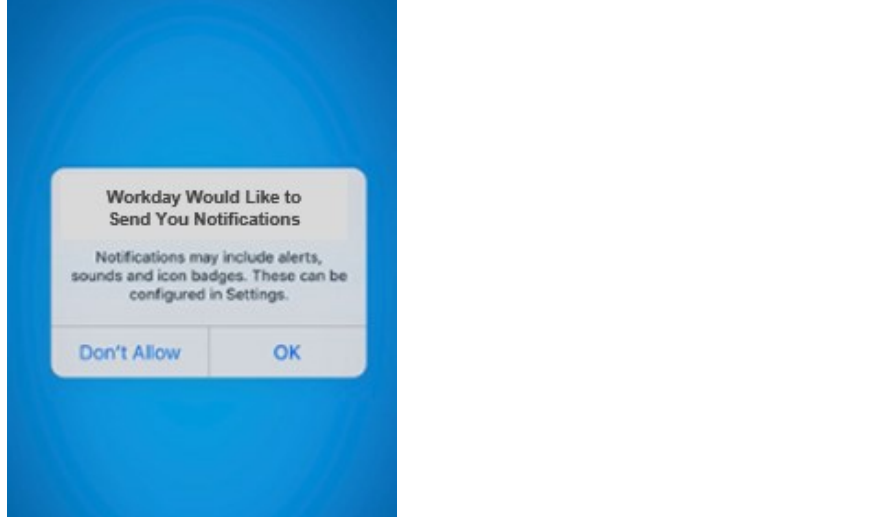


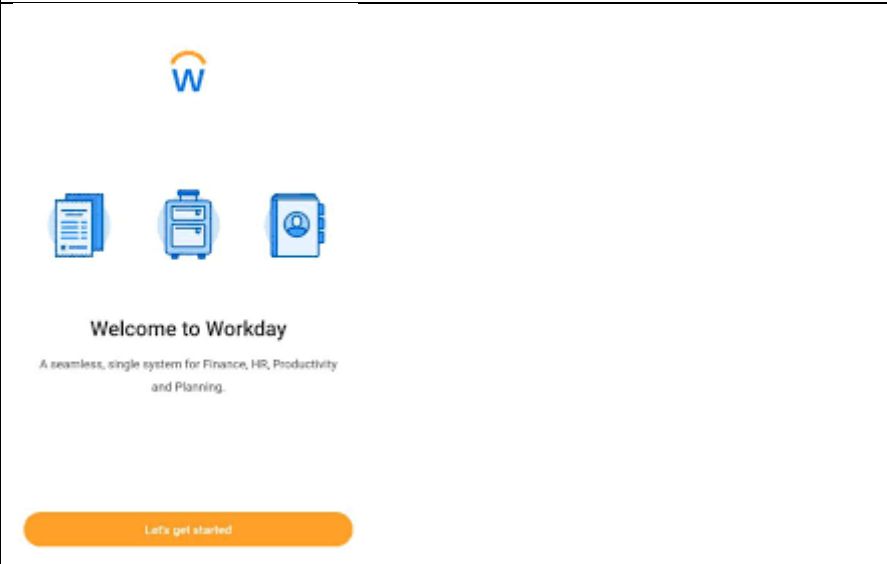
28. Set up a PIN.  
This will make it easier to sign in in the future.



29. Sign in using your work email address and your work Windows password.  
  
Note: If your phone has a built-in password keeper, it may prompt a notification.



<p>30. Enter the six-digit code shown on the Microsoft Authenticator app.</p>	
<p>31. Click on "Yes".</p>	
<p>32. You will be asked to approve the sign-in.</p>	
<p>33. Allow notifications.</p>	

<p>34. Agree to receive notifications from Workday.</p>	<p><b>Workday Notifications</b></p> <p>Would you like to receive push notifications on this device?</p> <p><a href="#">DON'T ALLOW</a> <a href="#">OK</a></p>	
<p>35. You have now signed in to Workday.</p>	 <p>The screenshot shows the Workday welcome interface. At the top is the Workday logo, a blue 'W' with an orange arc above it. Below the logo are three blue icons: a document, a server rack, and a person's profile. The text reads 'Welcome to Workday' followed by 'A seamless, single system for Finance, HR, Productivity and Planning.' At the bottom is an orange button with the text 'Let's get started'.</p>	

## Frequently Asked Questions

### Additional identity check

#### What is a mobile app?

A mobile app is an app that can be accessed on the internet on all your personal and work communication tools, cell phone, tablet and computer. Apps can generally be downloaded from your providers:



#### What mobile apps are authorized by the company?

A few examples:

- Power BI
- Visual Studio
- One Drive
- Office 365
- Workday
- Etc.

#### Will this authentication system replace Rave and the RSA token when I work remotely?

No. If you want to access the network remotely, as if you were at your workstation, you must follow the existing procedure and use your RSA token.

#### If I provide my home phone number, can I only authenticate from home?

Yes. The principle is that the service will call you at the number provided to confirm your identity. This means the operation will be done on your home phone.

#### What do I do if I get a new cell phone?

There are two scenarios:

- 1) If you have used several methods to identify yourself using the three options, you can do it yourself. This means that if you get a new cell phone, you can reconnect using your home phone (if you have chosen this second option) or your work phone (if this is one of your options).
- 2) If you have chosen only one of the three available options, contact the IT Service Desk at extension 105200.




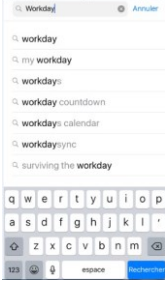
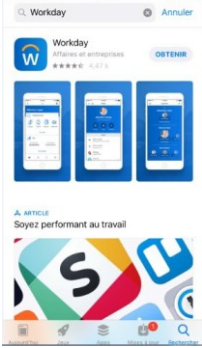

#### Will I have to authenticate myself every time I connect to a mobile app?

You will authenticate yourself once per day. This means that if you exit an app and you return in the same day, you will not be required to authenticate yourself again.


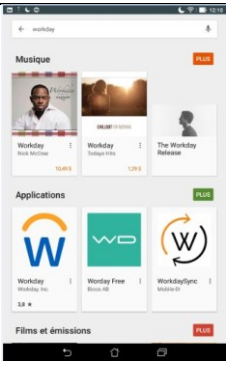


#### Do I need 3G for the authentication app to work?

No, 3G is not required. However, you will see some differences in how the app works.

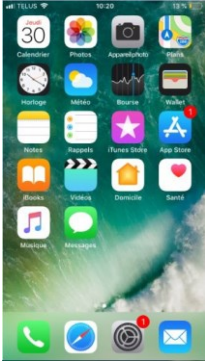


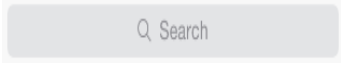
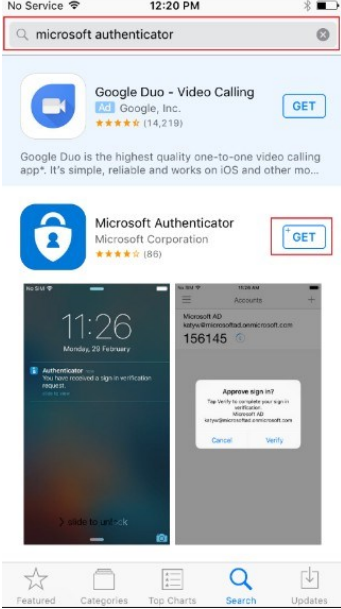
## How to download the Workday app on an Apple device

<p>1. Unlock your device to get to the menu.</p>	
<p>2. Click in the app <b>Store</b> app.</p>	
<p>3. Click on <b>Search</b>.</p>	
<p>4. Enter <b>Workday</b> and click on <b>Search</b>.</p>	
<p>5. Select the <b>Workday</b> app, then click on <b>Get</b>.</p>	
<p>6. Click on <b>Install</b>.</p>	
<p><b>Do not open the app immediately.</b> Click <a href="#">here</a> to return to the main procedure.</p>	

## How to download the Workday app on an Android device


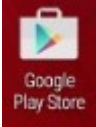
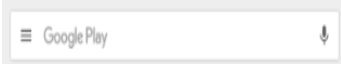



<p>1. Unlock your device to get to the menu.</p>	
<p>2. Click on the <b>Google Play Store</b> app.</p>	
<p>3. Click in the <b>Google Play</b> bar at the top.</p>	
<p>4. Enter <b>Workday</b> and click on <b>Search</b>.</p>	
<p>5. Click on the <b>Workday app</b>.</p>	
<p>6. Click on <b>Install</b>.</p>	
<p><b>Do not open the app immediately.</b> Click <a href="#">here</a> to return to the main procedure.</p>	

## How to download the mobile authentication app on an Apple device

<p>1. Unlock your device to get to the menu.</p>	
<p>2. Click in the app <b>Store</b> app.</p>	
<p>3. Click on <b>Search</b>.</p>	
<p>4. In the search bar, enter <b>Microsoft Authenticator</b> and click on <b>Search</b>.</p>	
<p>5. Select the <b>Microsoft Authenticator</b> app and click on <b>Get</b>.</p> <p>Click on <b>Install</b>.</p>	
<p>Click <a href="#">here</a> to return to step 3 of the main procedure.</p>	



## How to download the mobile authentication app on an Android device

<p>1. Unlock your device to get to the menu.</p>	
<p>2. Click on the <b>Google Play Store</b> app.</p>	
<p>3. Click in the <b>Google Play</b> bar at the top, type <b>Microsoft Authenticator</b> and click on <b>Search</b>.</p>	
<p>4. Click on the <b>Microsoft Authenticator</b> app.</p>	
<p>5. Click on <b>Install</b>.</p>	
<p>6. Agree to receive notifications from the app.</p>	
<p>Click <a href="#">here</a> to return to step 3 of the main procedure.</p>	