



**MENTAL HEALTH  
FIRST AID®**  
INTERNATIONAL

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## **Multifactor Authentication (MFA) and Single Sign-On (SSO) with the Instructor Portal and the MHFAI Online Shop**

### **Instructions for existing MHFA Instructors**

#### **Executive Summary**

MHFAI takes the security and privacy of user data seriously and aims to implement MFA and SSO for its core customer facing systems i.e. Salesforce (Instructor Portal), WooCommerce (Online Shop) and Moodle (Learning Management System).

The purpose is twofold:

1. Protect instructor and participant data from unauthorised access
2. Provide a single identity/set of credentials across core systems, improving the sign in experience.

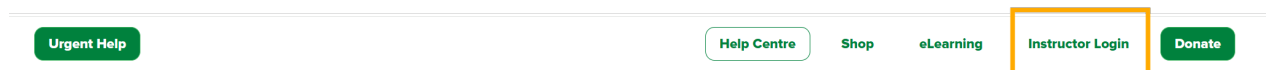
Phase 1 involves the implementation of MFA and SSO for all Salesforce and WooCommerce users. Phase 2 (early 2026) will expand the implementation to include all Moodle users.

#### **Instructions in this document**

- Instructions for setting up MFA and SSO for the first time – Instructor Portal
- Logging in to the MHFA Shop – Existing Instructor with Portal login

## Instructions for setting up MFA and SSO for the first time – Instructor Portal

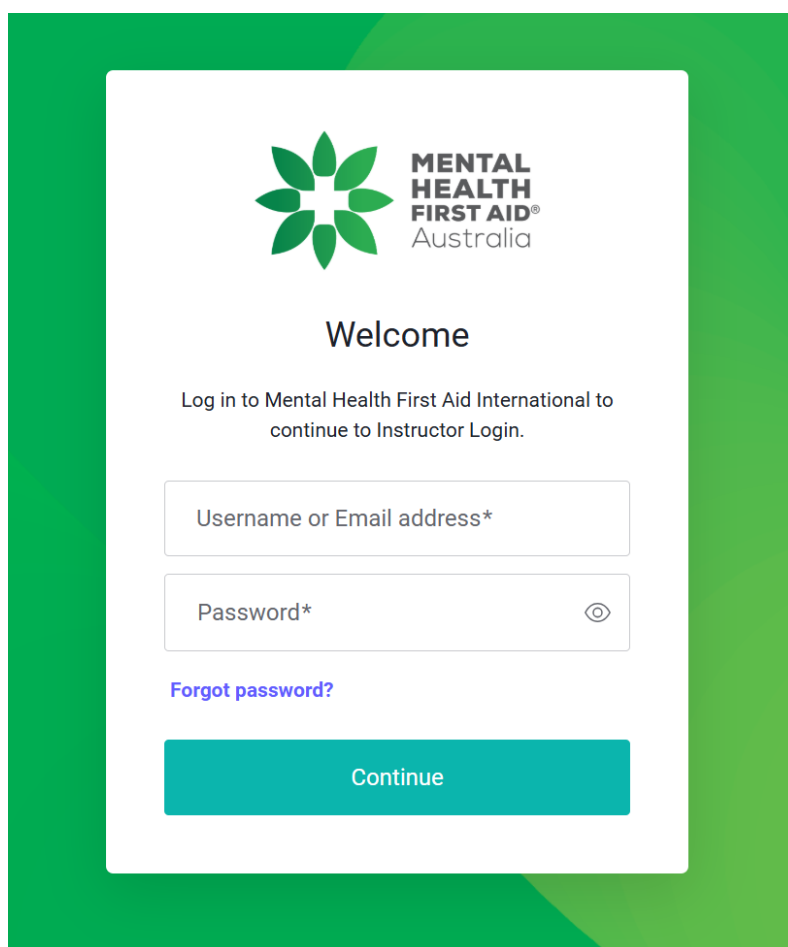
**Step 1:** Navigate to your Instructor Portal by navigating to the [MHFA website](#) and selecting the Instructor login option. This will take you to the Instructor Portal login.



**Step 2:** You will be presented with a login screen.

This is the screen you will see for all future logins. After setting up MFA and SSO, you will login here with your email address and password and be prompted to confirm your MFA.

To set up MFA and SSO for the first time, proceed to step 3.

A login screen for Mental Health First Aid Australia. The background is a solid green color. In the center is a white rectangular box containing the login form. At the top of the box is the Mental Health First Aid Australia logo, which consists of a green stylized flower icon and the text 'MENTAL HEALTH FIRST AID® Australia'. Below the logo is the word 'Welcome' in a large, black, sans-serif font. Underneath 'Welcome' is the text 'Log in to Mental Health First Aid International to continue to Instructor Login.' in a smaller, black, sans-serif font. Below this text are two input fields: 'Username or Email address\*' and 'Password\*'. The 'Password\*' field has a small eye icon to its right. Below the input fields is a link that says 'Forgot password?' in a blue, sans-serif font. At the bottom of the form is a large, teal-colored button with the word 'Continue' in white, sans-serif font.

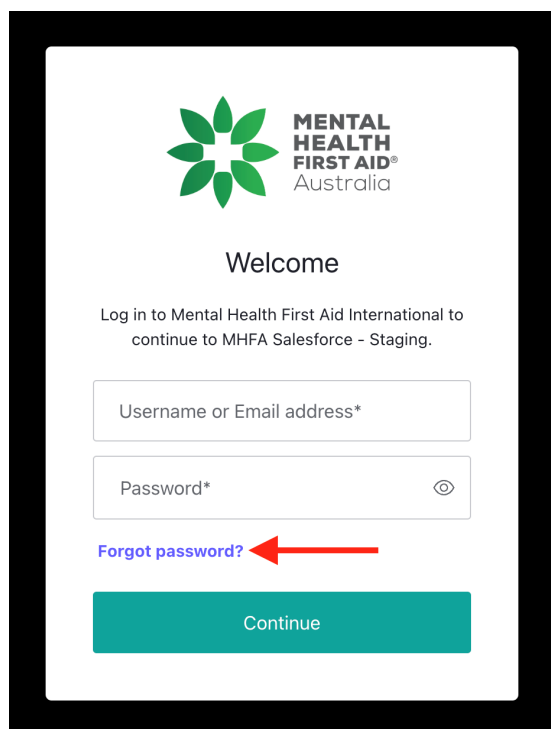
### Important note


By using the Single-sign-on function, you will no longer be required to use the **.mhfa** suffix at the end of your email address.

Your actual email address will be used in all of our core customer facing systems.

**Step 3:** If you are setting up MFA and SSO **for the first time**, click on the **Forgot Password** link.

**NOTE:** This step is only the first time you set up single-sign-on. You will not be required to do this after your email address and password has been set up in MFA and SSO.





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Australia

Welcome

Log in to Mental Health First Aid International to continue to MHFA Salesforce - Staging.

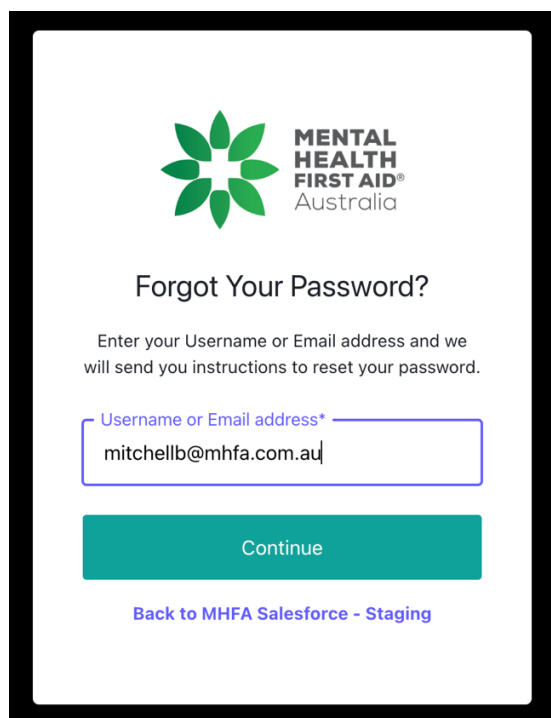
Username or Email address\*


Password\* 

[Forgot password?](#) 

Continue

**Step 4:** Input your email address and click **Continue**.



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Australia

Forgot Your Password?

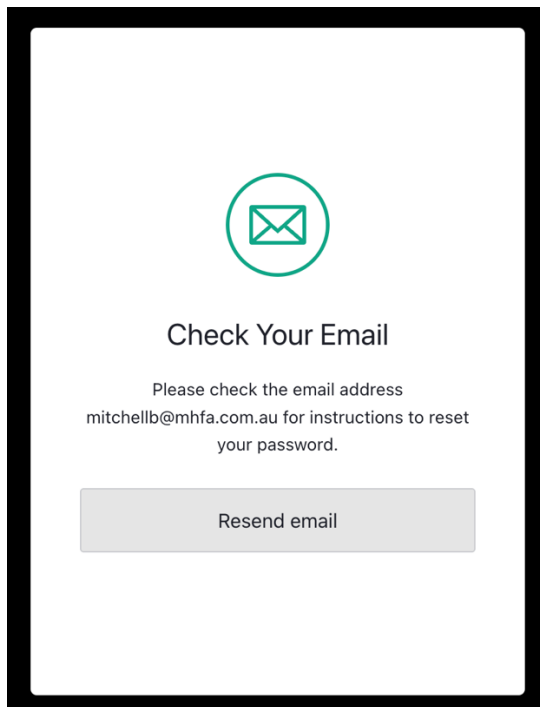
Enter your Username or Email address and we will send you instructions to reset your password.

Username or Email address\*

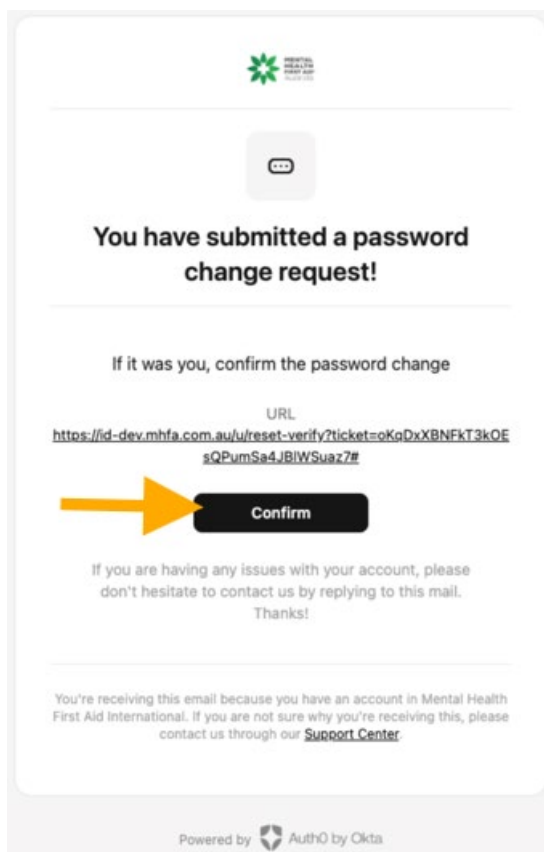
Continue

[Back to MHFA Salesforce - Staging](#)

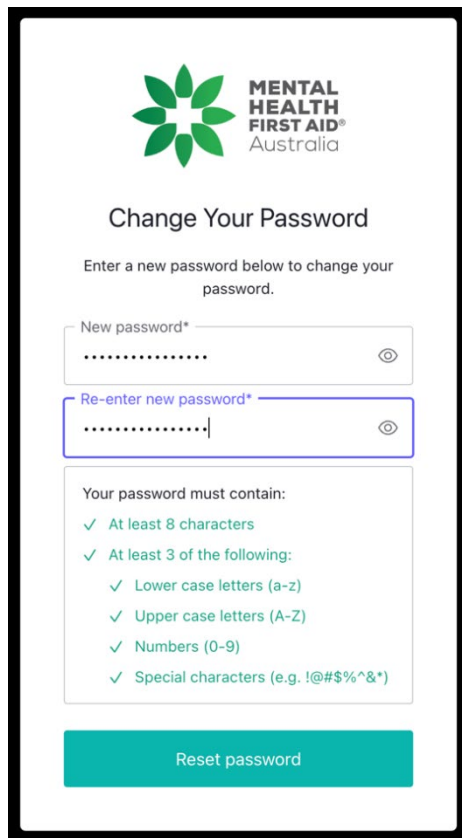
This will generate an email with a password reset link, which will be sent to your Inbox.



**Step 5:** Open the email message and click **Confirm**.



**Step 6:** Enter a new password ensuring you meet the complexity requirements shown in the box. Click **Reset Password**.



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### Change Your Password

Enter a new password below to change your password.

New password\*  
.....

Re-enter new password\*  
.....

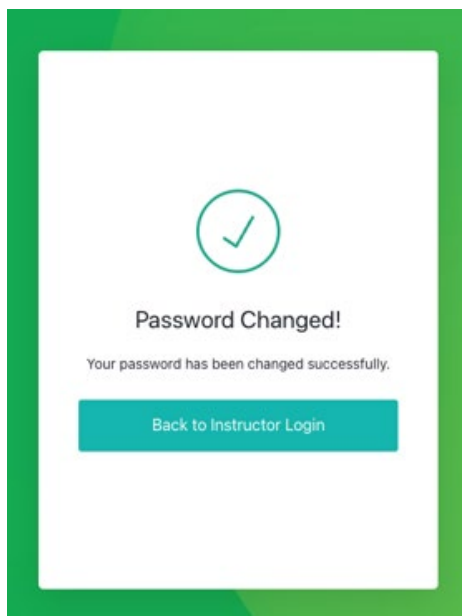
Your password must contain:


- ✓ At least 8 characters
- ✓ At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - ✓ Upper case letters (A-Z)
  - ✓ Numbers (0-9)
  - ✓ Special characters (e.g. !@#\$\$%^&\*)

Reset password

Important: Remember the password you use here. You will need this at Step 8 of these instructions.

A confirmation screen will display showing that your password was reset successfully. Select **Back to Instructor Login**





### Password Changed!

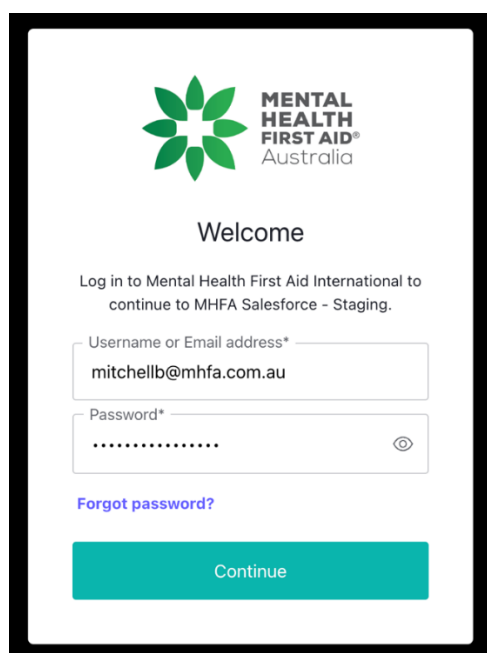
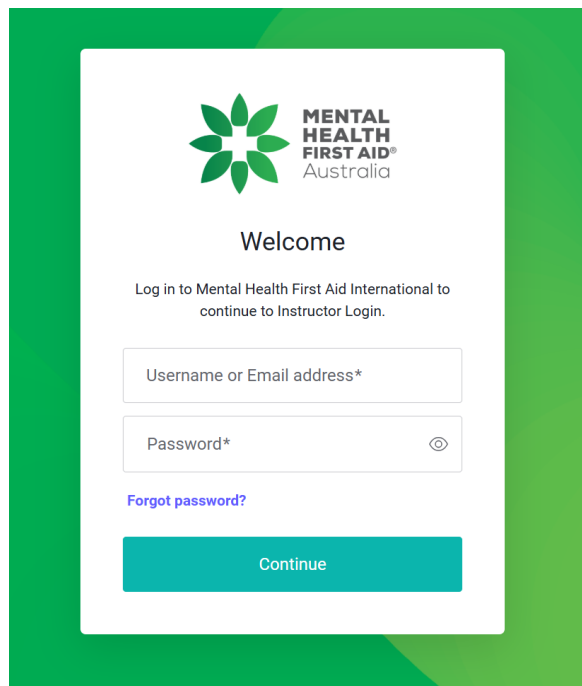
Your password has been changed successfully.

Back to Instructor Login

You are now back at the Instructor Portal Login Page (for reference: <https://mhfa.my.site.com/MHFA/s>)

**Step 7:** This time, enter your email address and the new password you created at Step 6.

Select **Continue**.



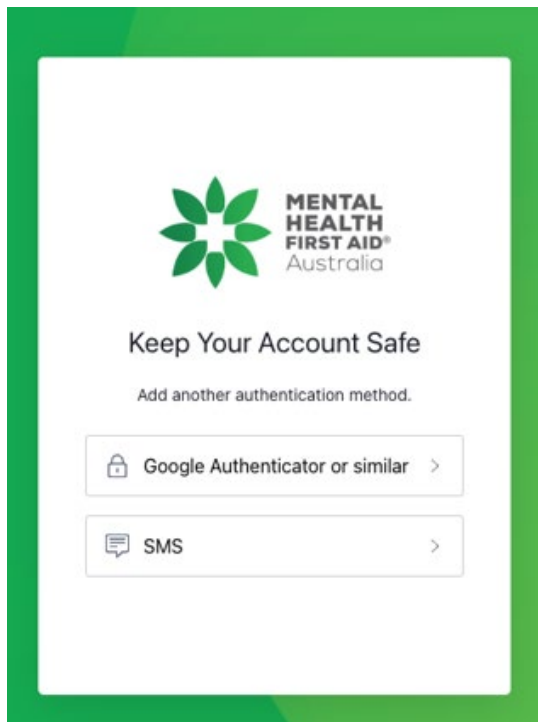
**Step 8:** You will now be presented with two Multi-factor authentication (MFA) options:

- Google Authenticator or similar\* (Go to **Step 9**)
- SMS (Skip to **Step 10**)

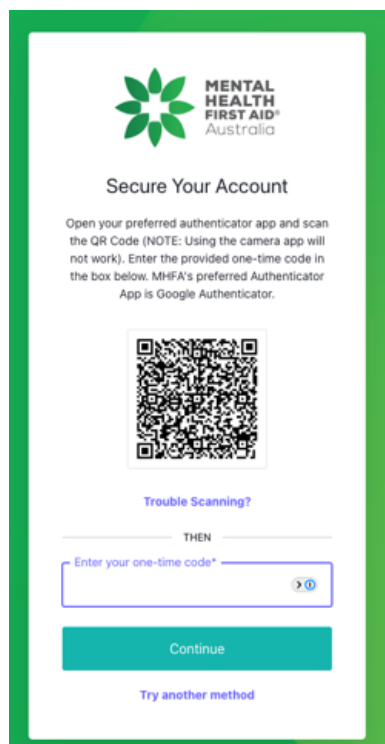
*\* Instructors can choose which authenticator app they wish to use.*

**NOTE:** Using an Authenticator app is the recommended method for securing data.

Select your preferred option.



## Step 9: Using an Authenticator App



When using the Authenticator app to create your MFA, you are presented with a QR code.

**Important:** The QR code works within your chosen Authenticator app. It will not work if you use your smartphone's camera app.

The instructions below will guide you on how to set up an authenticator app as your preferred MFA method.

## Step 10a: Install an Authenticator App

If you haven't already, download and install an authenticator app on your smartphone:

### Google Authenticator (iOS/Android)



### Microsoft Authenticator (iOS/Android)



### Authy (iOS/Android/Desktop)



## Step 10b: Open the Authenticator App

- Open your chosen authenticator app.
- Tap “+” or “**Add Account**”.
- Choose “**Scan a QR code**” (you may need to allow camera access).

## Step 10c: Scan the QR Code

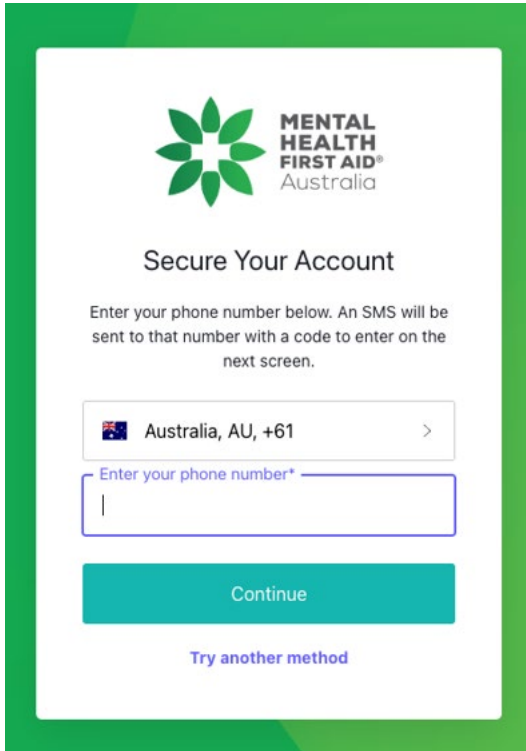
- Point your phone's camera at the QR code on your computer screen.
- The app will automatically add the account and start generating 6-digit codes.

## Step 10d: Enter the Code to Verify

- Back on the website, enter the 6-digit code shown in your app to verify the setup.
- Click Continue.



## Step 10: Using SMS



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### Secure Your Account

Enter your phone number below. An SMS will be sent to that number with a code to enter on the next screen.

Australia, AU, +61

Enter your phone number\*

Continue

[Try another method](#)

When using SMS as your preferred MFA method, this screen will save the phone number that will be registered against your login.

**Important:** Once you set up this number, this is the number that must always be used for future logins.

To change your mobile phone number for future logins, you will need to contact our [Support Services](#) team on (03) 9079 0200 to change this.

### Australian phone numbers only

The Australian area code is selected by default. Ensure this is selected.

### Step 11a: Enter Your Mobile Number

- Type in your mobile phone number.
- Make sure it's a number you have access to and can receive texts on.

### Step 11b: Receive and Enter the Verification Code

- You'll receive a 6-digit code via SMS.
- Enter this code on the website to verify your phone number.

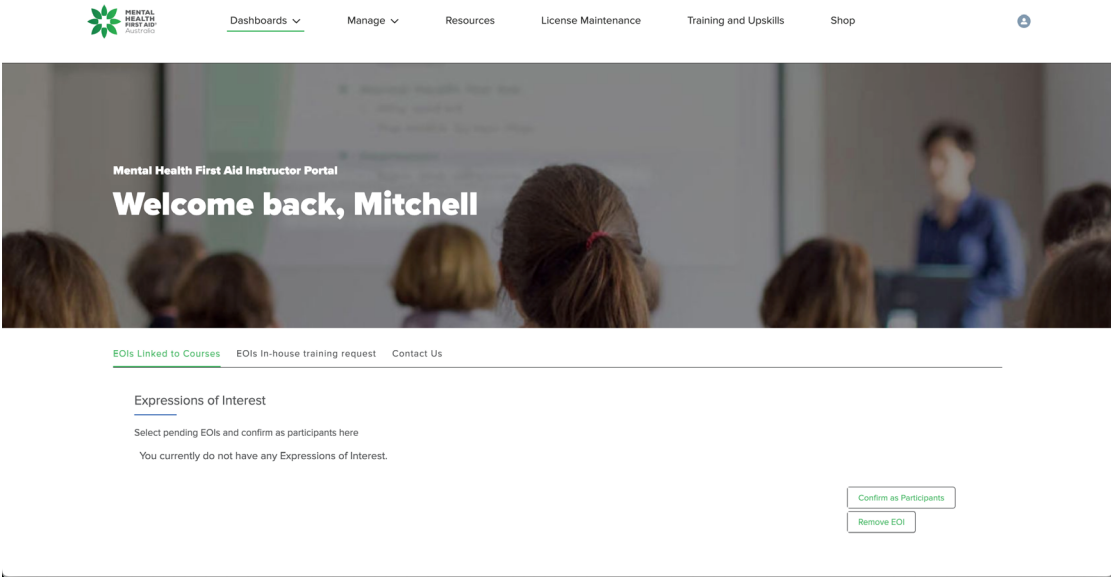
### Step 11c: Complete the Setup

- Once verified, SMS-based MFA will be enabled.
- You may be asked to confirm or save backup options (like backup codes or an alternate method).

### Step 11d: Test It

- Log out and try logging back in.
- After entering your password, you should receive a text message with a code.
- Enter the code to complete the login.

You should now have successfully signed into the Instructor Portal with multi-factor authentication set up on your account.

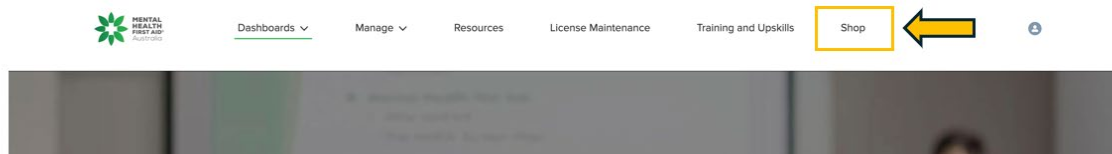


Now that you are signed in, you will be able to benefit from Single Sign-On (SSO) to access the MHFA Shop without needing to input your username and password.



## Logging in to the MHFA Shop - Existing Instructor with Portal login

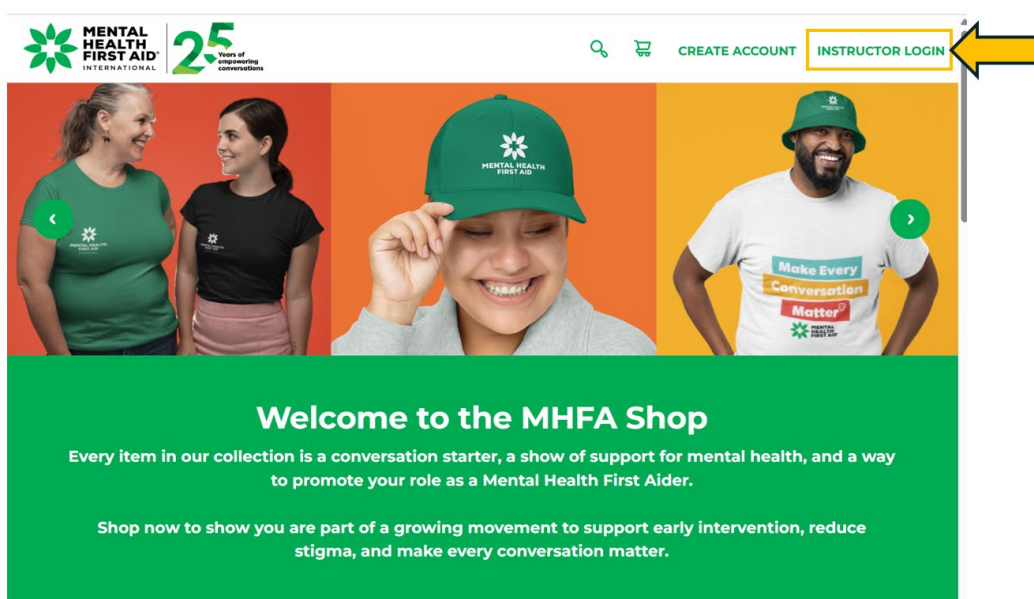
**Step 1:** If you've kept your Instructor Portal open from the previous steps, select the Shop menu item.



(If you closed, the Instructor Portal, log in to the Shop via our website)



**Step 2:** Click the **Instructor Login** menu item.



Please note: Instructors should not use the “Create Account” menu item, as all Instructor Shop accounts are created at the same time as Instructor Portal access.

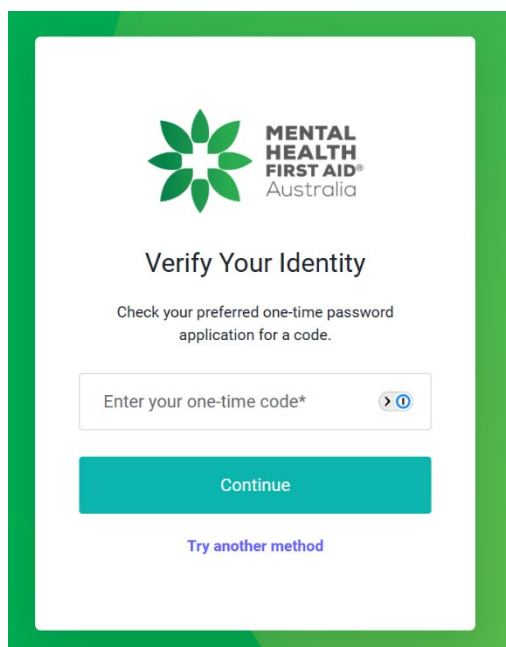
The Create Account menu item is for external customers who are not MHFA Licensed Instructors.

### Step 3: MFA verification

The first time you access the MHFAI shop, the Single Sign-On (SSO) mechanism will recognise your identity and not ask you for your email address and password.

You will be prompted to input your one-time MFA 6-digit code.

Depending on which method you used to set up MFA (Authenticator app or SMS), follow one of the set of steps below:



#### If using an Authenticator app

Open the Authenticator app on your smartphone to find your 6-digit code.

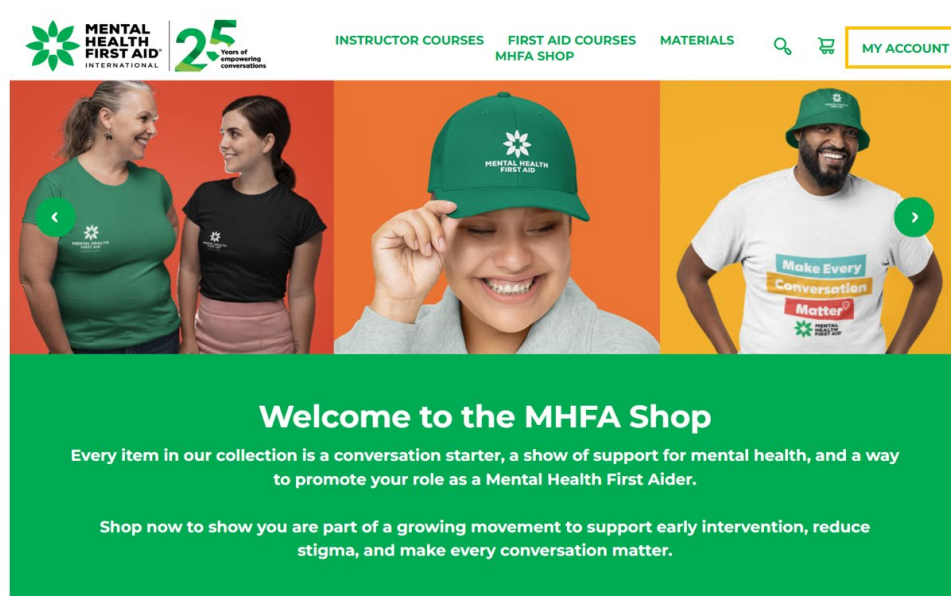
It will likely be under the heading: **Mental Health First Aid International**

#### If using SMS

A 6 digit code would have been sent to your nominated mobile phone number.

Enter the 6-digit code to complete your shop login.

You should now have successfully signed into the MHFAI Shop with multi-factor authentication set up on your account.



You will know you've successfully logged in when you see the menu items include "My Account".

## Providing Feedback

Thank you for helping us to secure instructor and participant data.

If you experience any issues or would like to provide feedback, please send an email to [mhfa@mhfa.com.au](mailto:mhfa@mhfa.com.au) with the Subject: **MHFA Single Sign-On**.