

# LCBO

## **Creating an account and using Multi-Factor Authentication (MFA) on LCBO Gateway**

March 6, 2026

# How to use this guide?

This reference guide provides step-by-step instructions with screenshots to show you how to register and sign-in to LCBO Gateway using the Microsoft Authentication app.

## Multi-Factor Authentication (MFA)

Multi-factor authentication increases your account security by requiring multiple forms of verification to prove your identity when signing into your LCBO Gateway account.

This helps keep your data and documents secure against breaches due to lost or stolen credentials or devices.

Multi-factor authentication is an LCBO cyber security requirement.

### This guide will help you:

- Set up MFA required to securely log into LCBO Gateway
- Guide you through subsequent logins to LCBO Gateway

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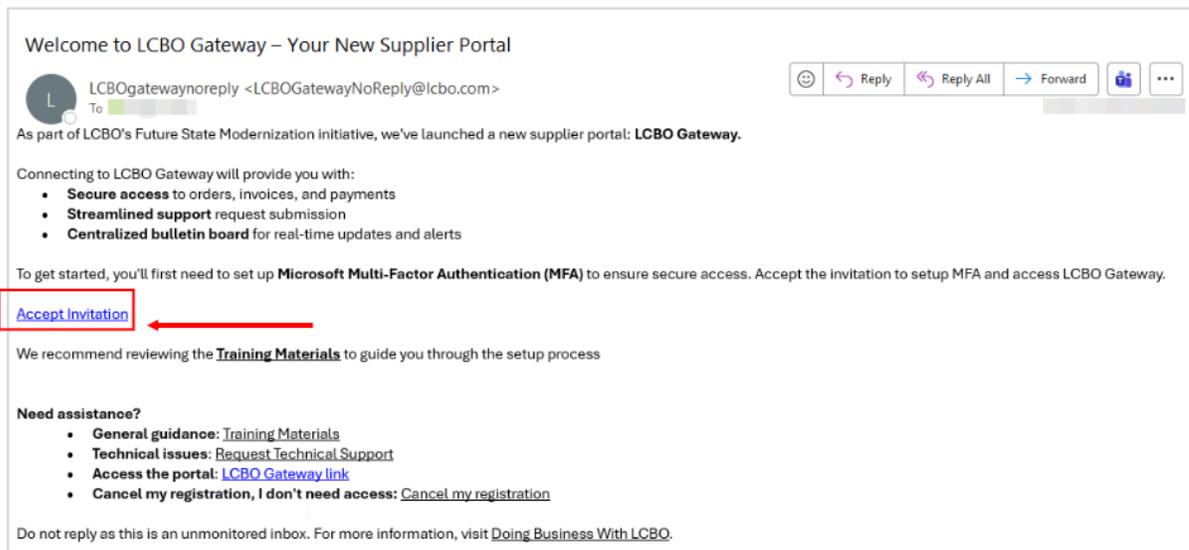
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# New Invitation (Initial registration + login)

You will need access to your email and desktop / laptop / phone to perform these steps

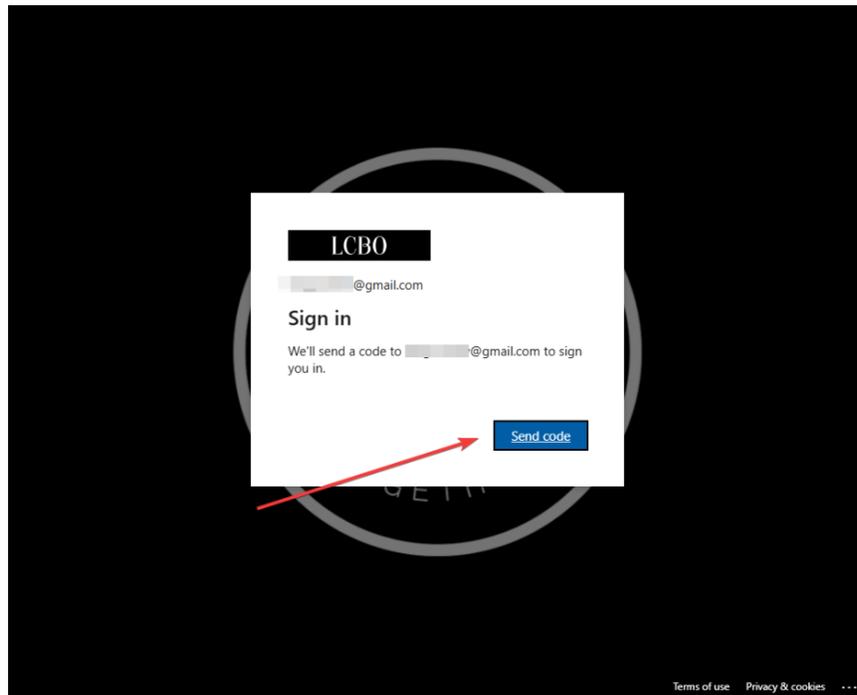
1. When you are invited to access LCBO Gateway, you will receive an email notification from **noreplyLCBOgateway@lcbo.com**.

**1a.** To accept the invitation, click the **Accept invitation** link in the email.

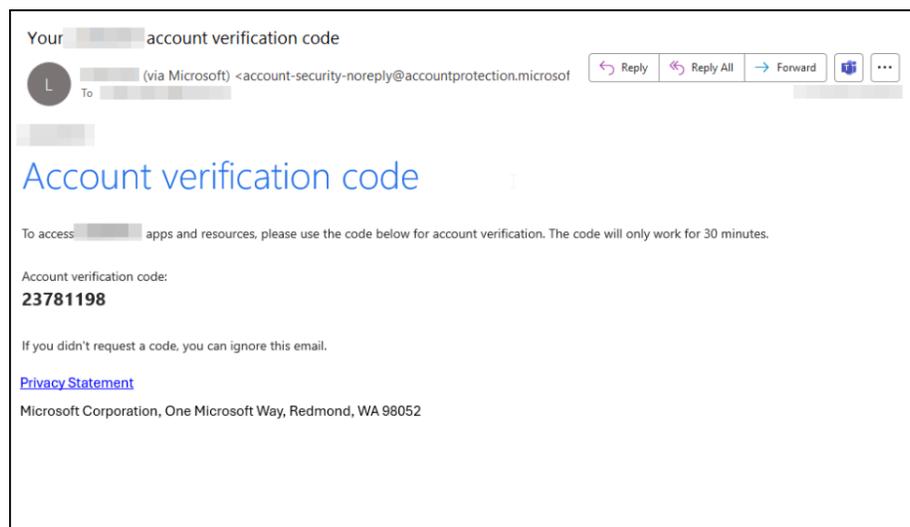


2. After opening the link in a web browser, you will be presented with 1 of 2 screens:
  - a. An LCBO branded screen with a message to send a code to your email address – go to Step 3.
  - b. A login window in the browser – go to Step 6.

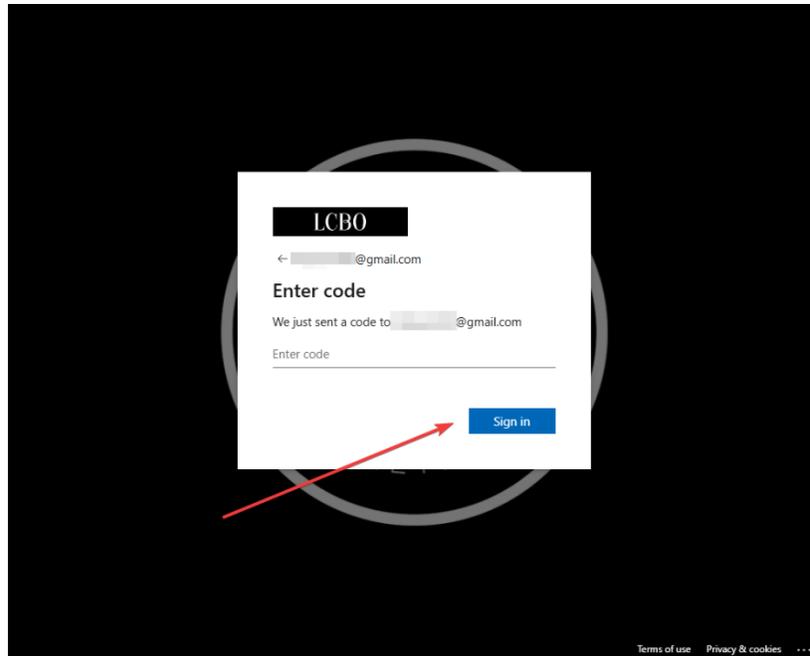
3. Click the **Send code** button.



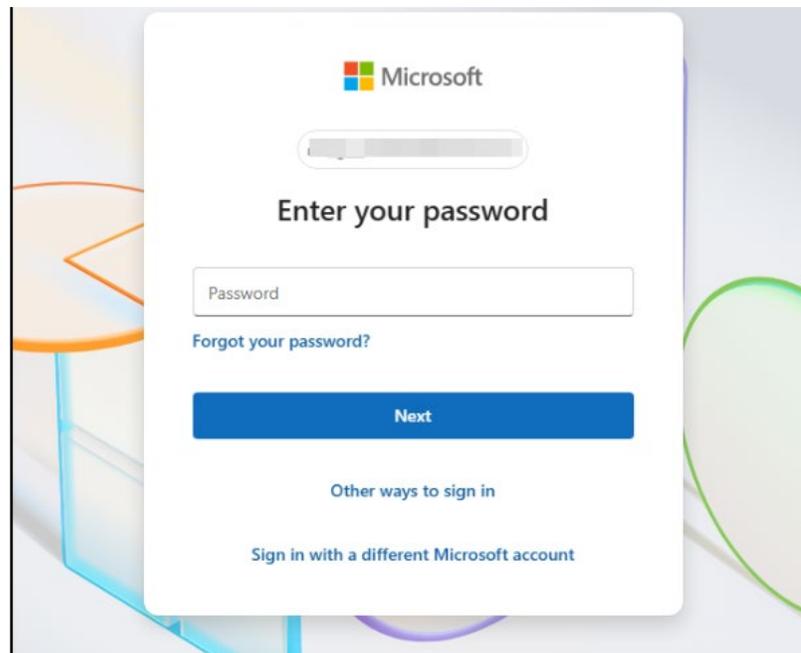
4. You will receive an email containing a one-time passcode. This passcode is valid for 30 minutes.



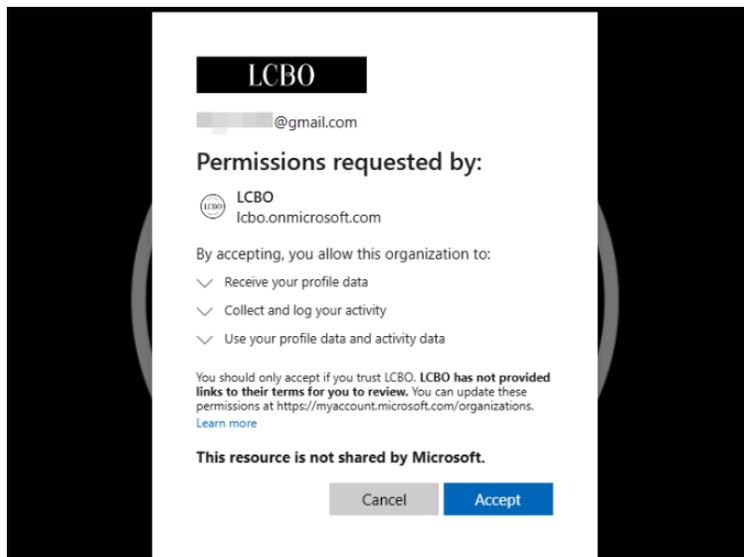
5. Enter the code into the web browser field, and click **Sign in**. Go to Step 7.



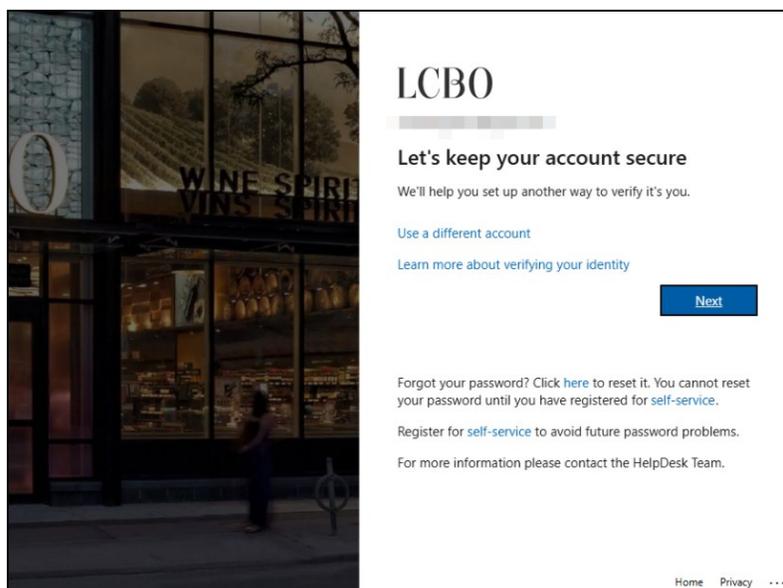
6. You will be prompted to login using the same password (or other method) you use for your email account. Login.



7. A Permissions request page will open in the browser. Select **Accept**.

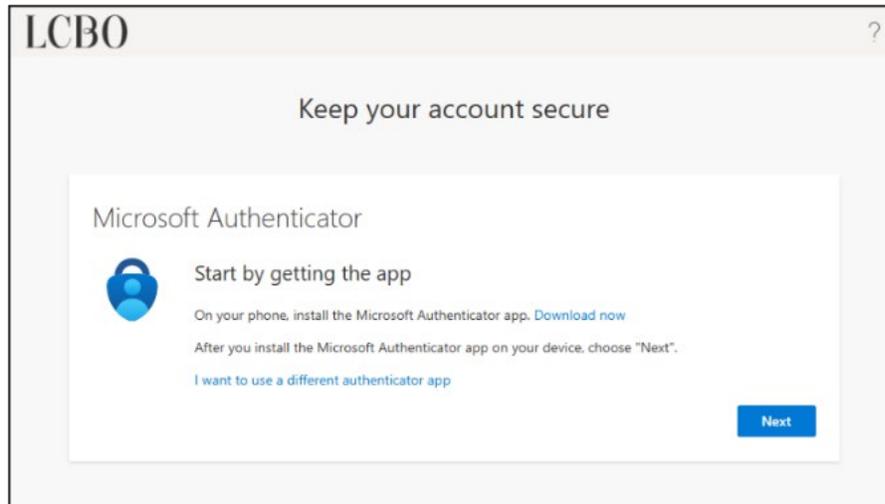


8. You will be prompted to setup multi-factor authentication (MFA). Select **Next**.



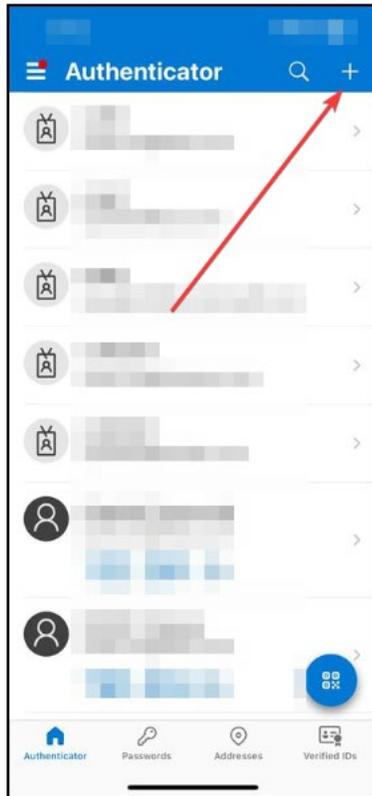
9. You will be prompted to download the Microsoft Authenticator app on your smartphone. Go to your AppStore or Google Play to download the Microsoft Authenticator app.

After you've installed the app on your phone, return to the web browser page and click **Next**.

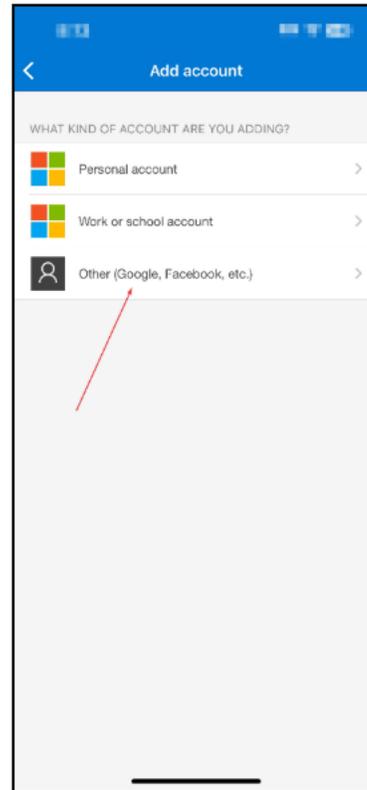


**10.** In the **Authenticator** app, you will need to add your email account.

Additional instructions can be found [here](#).

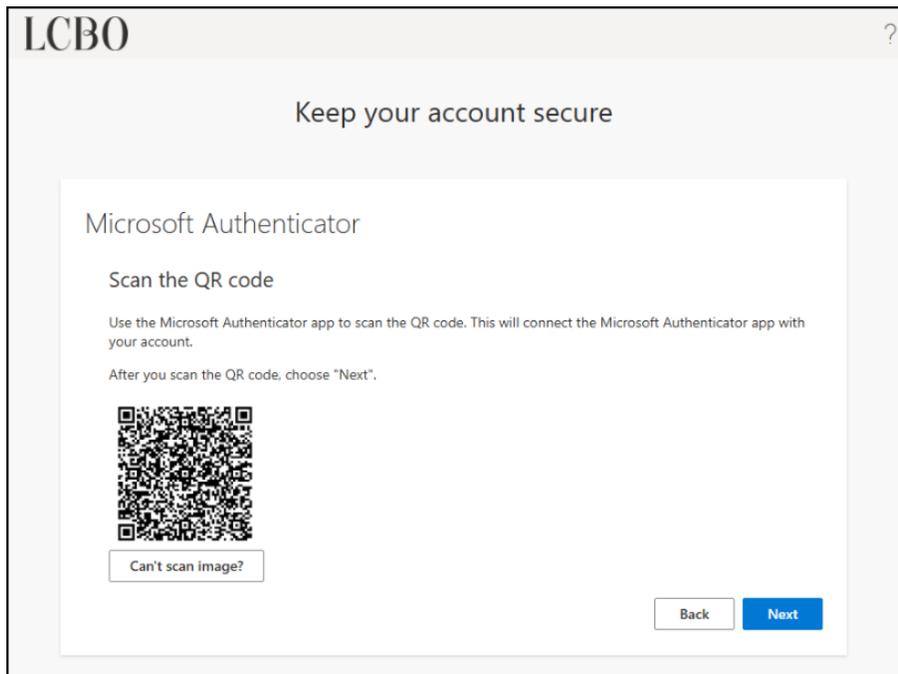


**11.** Select the **plus icon ( + )** in the upper-right corner on the top menu bar.

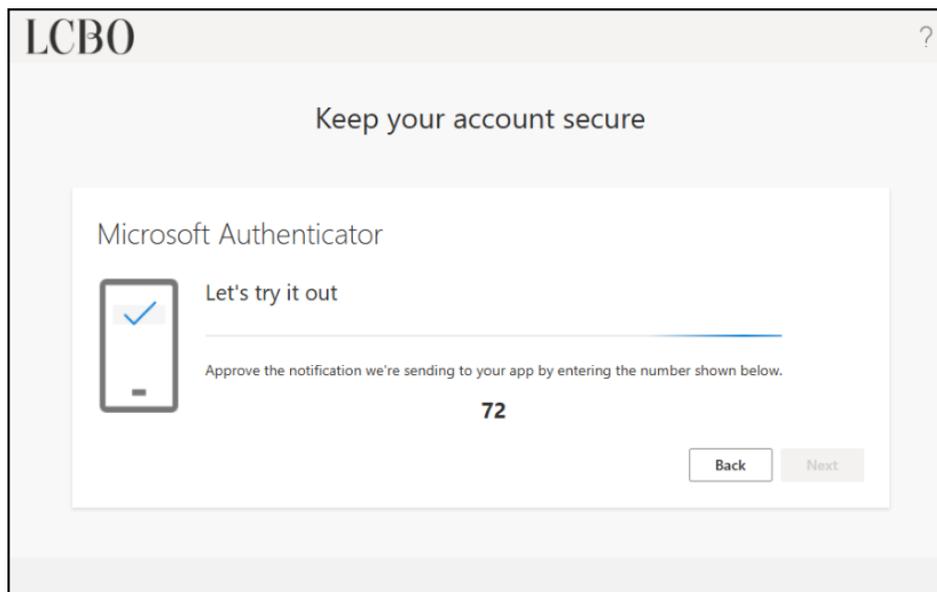


**12.** On the Add account page, click on the type of account you are adding.

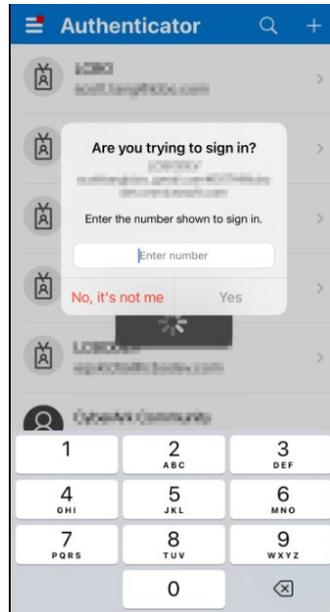
13. Scan the QR code shown on the web browser, and then select **Next**.



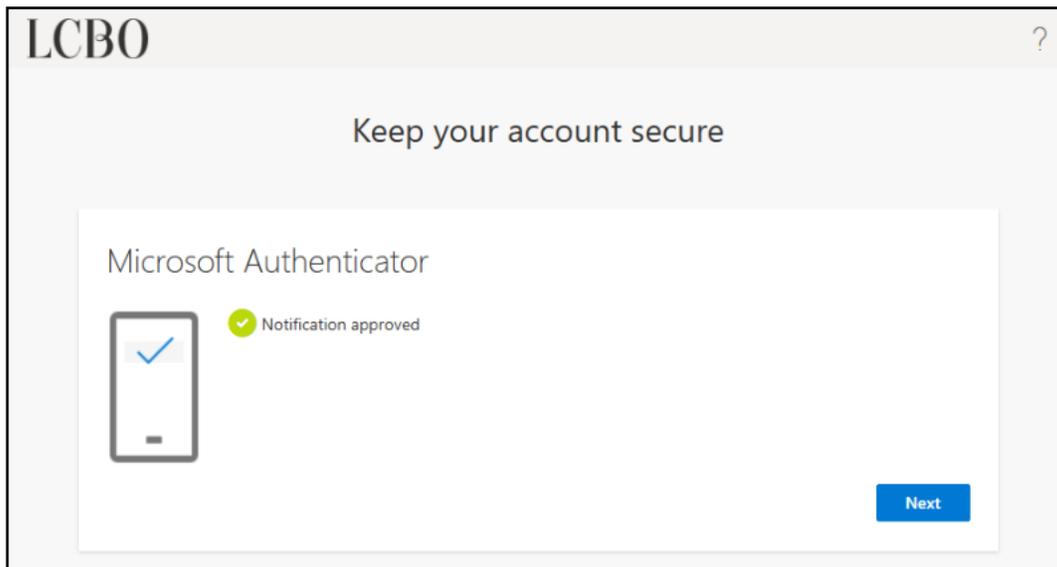
14. The web browser will display a number on the screen.



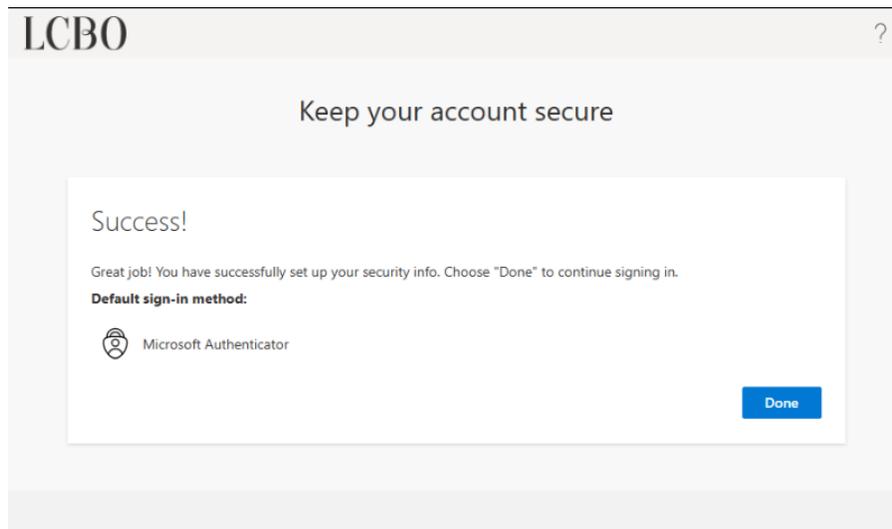
15. On your phone a prompt should appear in your app. Enter the number here and select **Yes**.



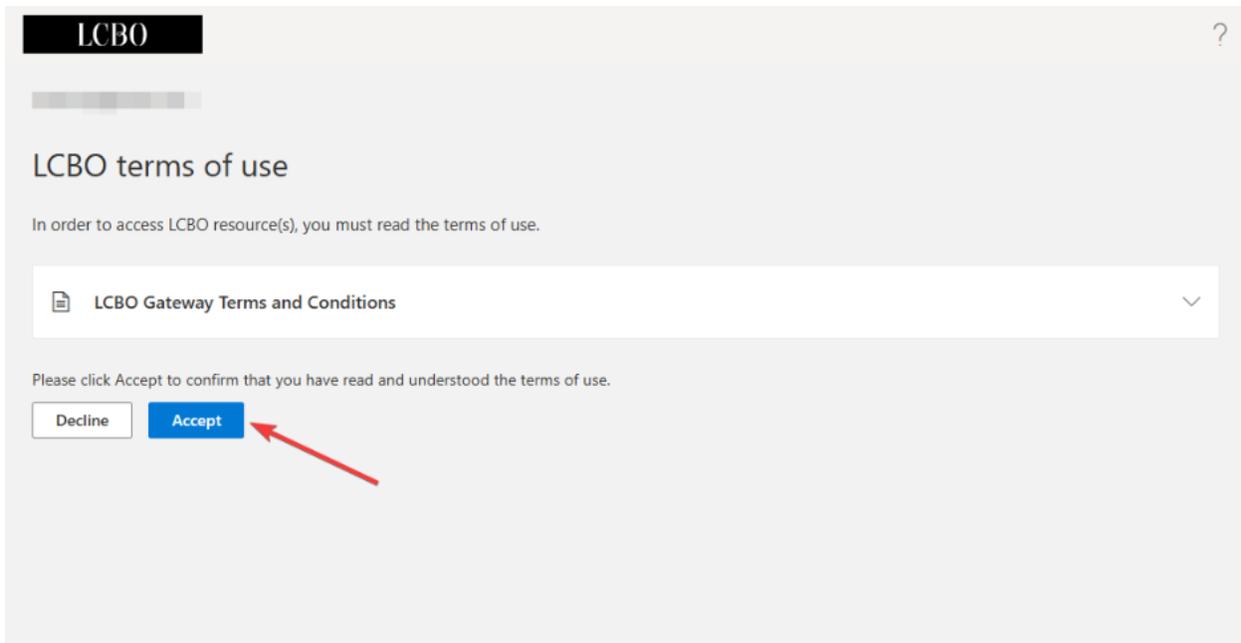
16. On the web browser, select **Next**.



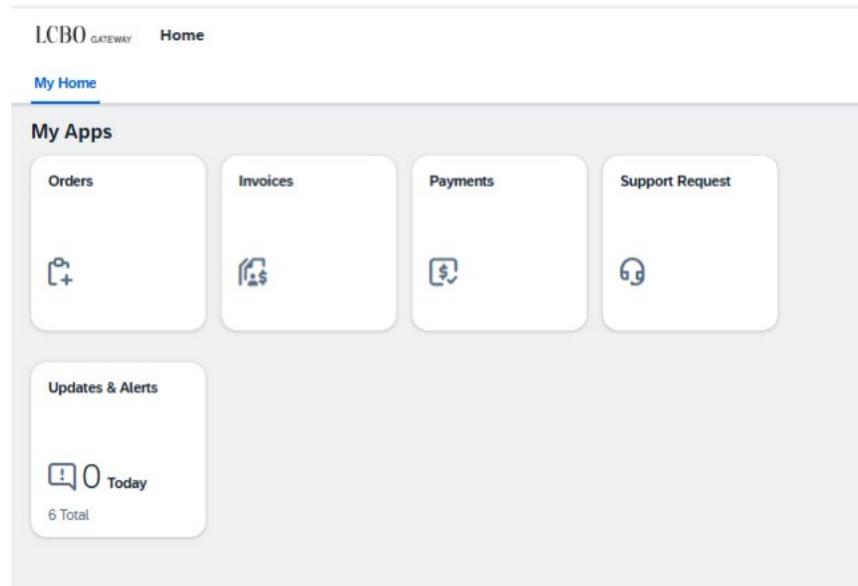
17. Select **Done** to finish the MFA registration.



18. You will be prompted to accept LCBO's terms of use. To continue, select **Accept** to confirm that you have read and understood the terms of use.



**19.** You will now be logged in to LCBO Gateway.

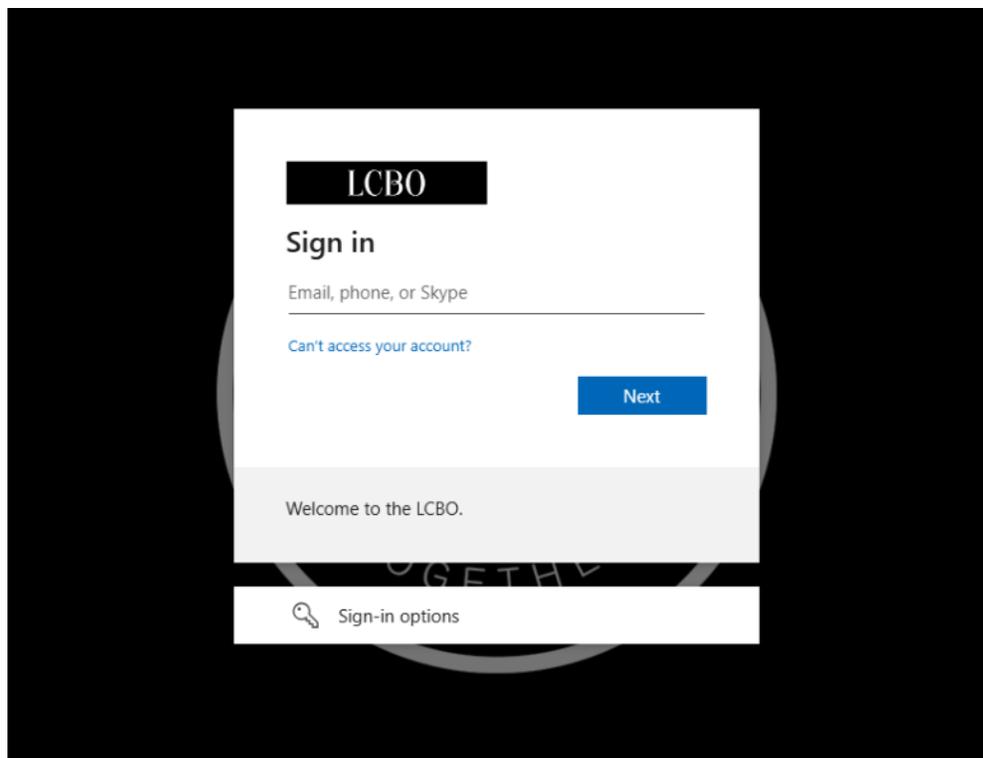


**20.** Bookmark this page.

## Subsequent logins

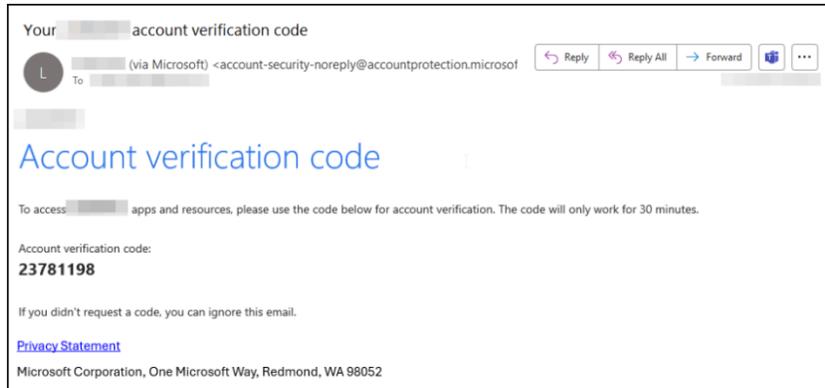
*You will need access to your mobile device and your desktop / laptop to perform these steps*

1. Open your bookmarked page or go to **the link available on Doing Business with LCBO.**
2. You will be prompted to enter your email address and select **Next.**

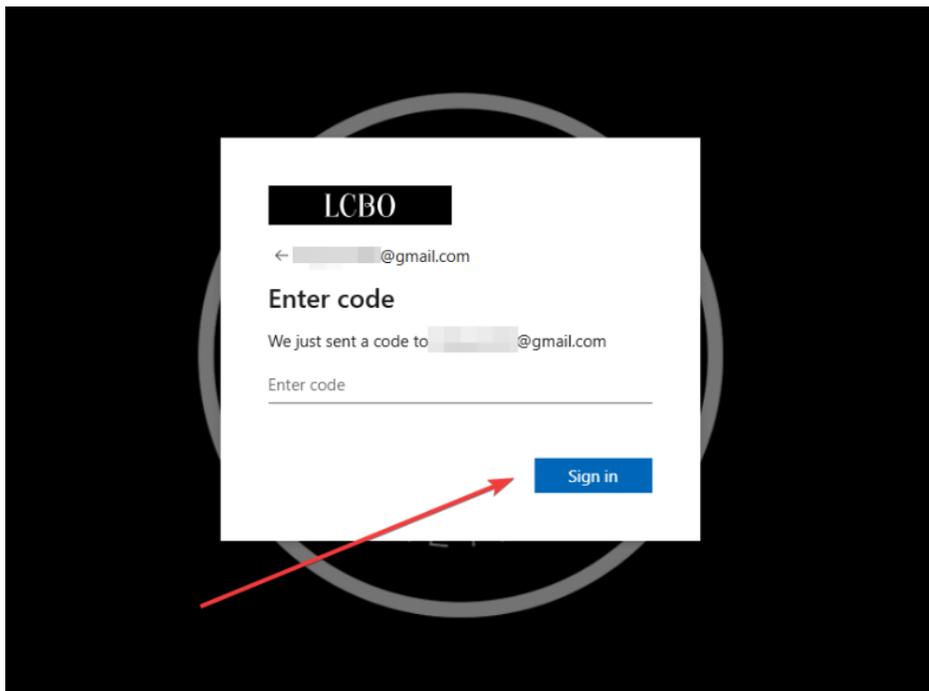


3. You will be presented with 1 of 2 options:
  - a. An LCBO branded screen with a message to enter a code sent to your email address – go to Step 4.
  - b. A login window in the browser – go to Step 6.

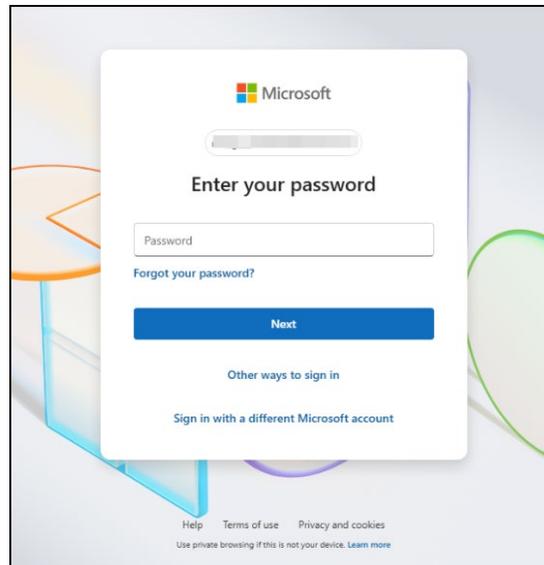
4. You will receive an email containing a one-time passcode. This passcode is valid for 30 minutes.



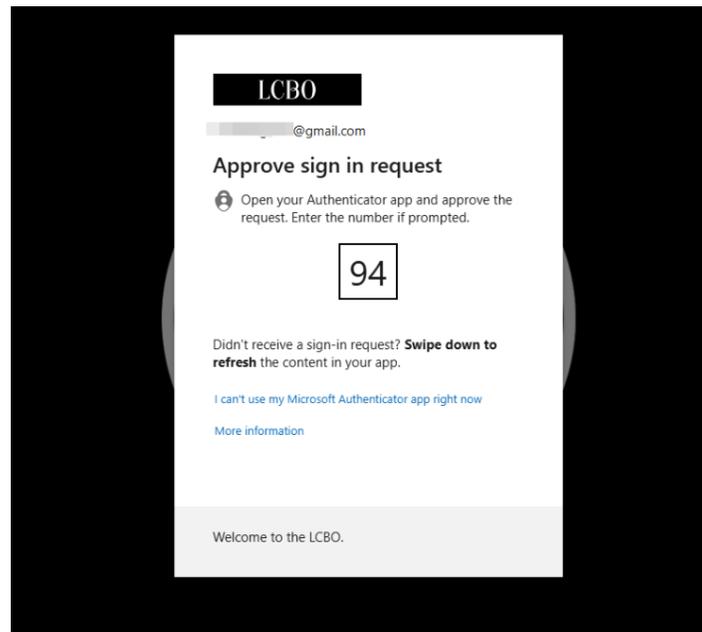
5. Enter the code into the web browser field, and click **Sign in**. Go to Step 7.



6. You will be prompted to login using the same password (or other method) you use for your email account. Login.

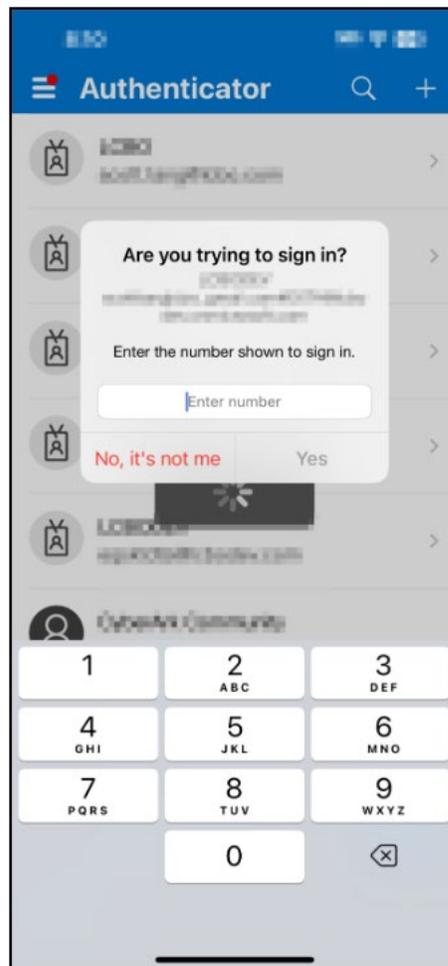


7. You will be prompted for Multi-Factor Authentication using the Microsoft Authenticator app on your mobile phone. A number is displayed on the web browser.



8. On your phone a push notification should appear from the Microsoft Authenticator app.

If no prompt appeared, open the Microsoft Authenticator app.  
In the Authenticator window, enter the number from the web browser and select **Yes**.



9. You will now be logged-in to LCBO Gateway.

# Resources and Support

## *Frequently asked questions – Multi-Factor Authentication (MFA)*

### **What is Multi-Factor Authentication (MFA)?**

Multi-Factor Authentication (MFA) is a security measure that requires more than one method of verification to confirm your identity.

### **Is MFA required to access LCBO Gateway?**

Yes. Multi-Factor Authentication (MFA) is required to access LCBO Gateway.

### **Do I have to use the Microsoft Authenticator app?**

No. Microsoft Authenticator is recommended; however, other supported authentication apps may also be used.

### **Why is MFA being used for LCBO Gateway?**

MFA helps protect vendor and LCBO information by reducing the risk of unauthorized access.

### **Can I authenticate via text or phone instead of an app on my phone?**

No. An authentication app is required, as they provide a higher level of security than text messages or phone calls.

### **What should I do if I change my phone or get a new device?**

You will need to reconfigure your MFA method on your new device. If you are unable to sign in, contact [lcbogateway@lcbo.com](mailto:lcbogateway@lcbo.com) for support.

### **Will I need to complete MFA every time I log in?**

Yes. MFA is required for each sign in to LCBO Gateway.

**Can I add another phone to my MFA account?**

For security reasons, this is not recommended by the LCBO.

**Who can help me with setting up MFA?**

For assistance, please email [lcbo.gateway@lcbo.com](mailto:lcbo.gateway@lcbo.com).