

Multi-Factor Authentication

Introduction

Multi-Factor Authentication (MFA) provides an additional layer of security to your NHSmail account when signing in to NHSmail via a web browser. As a Local Administrator (LA) you will have MFA automatically enabled on your NHSmail account.

You will continue to sign in to NHSmail with your username and password. In addition to this, you will be required to authenticate your sign-on via a secondary method (for example, a text message code).

This guide provides guidance on registering for and signing in with MFA.

Why would a Local Administrator need MFA on their account?

MFA helps protect users by making it more difficult for someone else to sign in to their NHSmail account. It uses two different forms of identity: the user's password, and a contact method. Even if someone else finds the user's password, they will be prevented from gaining access to the NHSmail account if they do not also have access to the user's preferred contact method.

Once MFA has been enabled on your account, two-step verification will help keep your NHSmail account secure: a security code will be sent to your mobile phone or generated via the Microsoft authenticator app every time you sign in.



Use of Office Phones for Authentication

Verification of your sign-in can be completed via the Microsoft authenticator app on your mobile device, a security code sent to your mobile device or a telephone call.

The use of the office phone option is not recommended or supported by NHSmail.

This option is available to users as Multi-factor Authentication is an off-the-shelf feature that cannot be customised. The limitations observed of using this option are outlined on page 4 of this guide.

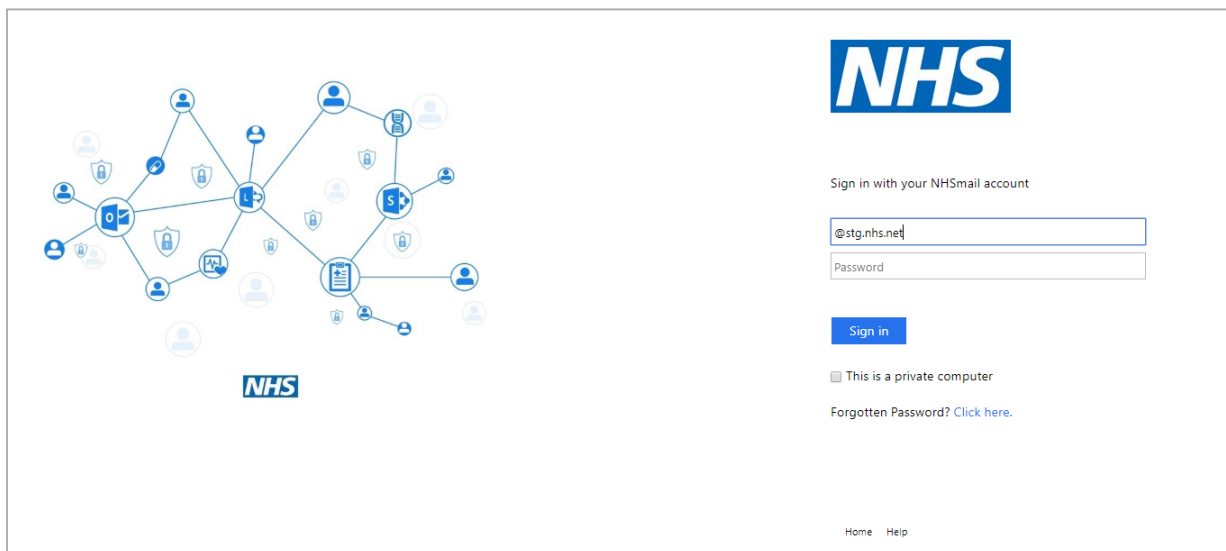
The recommended option for verification is to use the Microsoft authenticator app.

Mobile phone numbers are stored for the sole purpose of supporting verification and will not be used for other purposes.

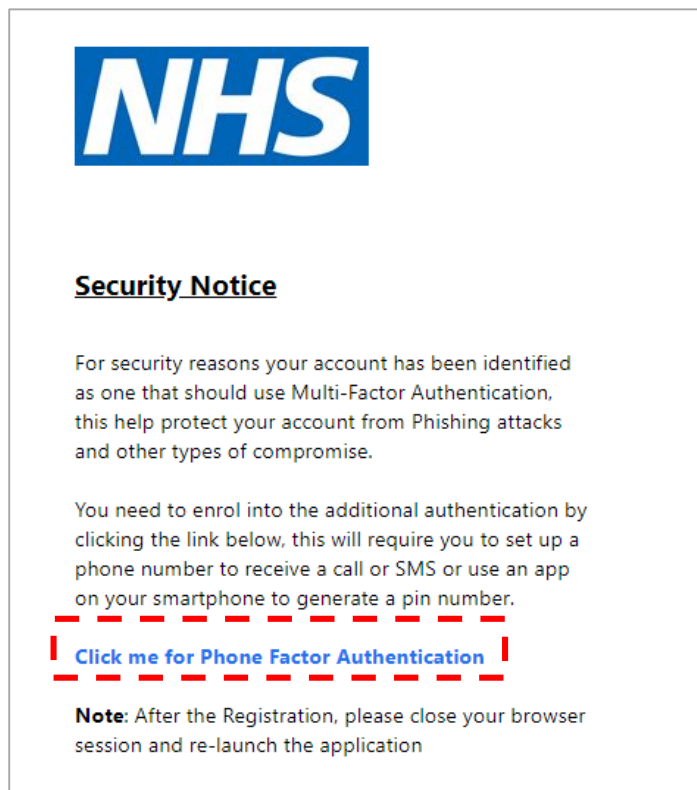
Multi-Factor Authentication

Setting up Multi-Factor Authentication

- 1 Once Multi-Factor Authentication (MFA) is enabled on your account, you will be taken through the set up process the next time you sign in.



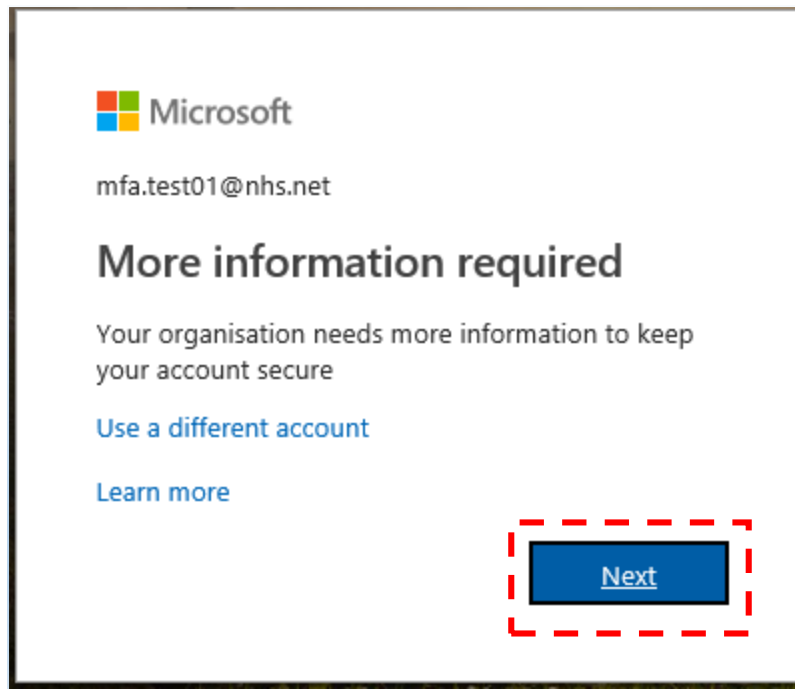
- 2 Select 'Click me for Phone Factor Authentication' to proceed.



Setting up Multi-Factor Authentication

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Once redirected to this page, select '**Next**' to start. The page below allows you to choose a preferred authentication method.



Microsoft

mfa.test01@nhs.net

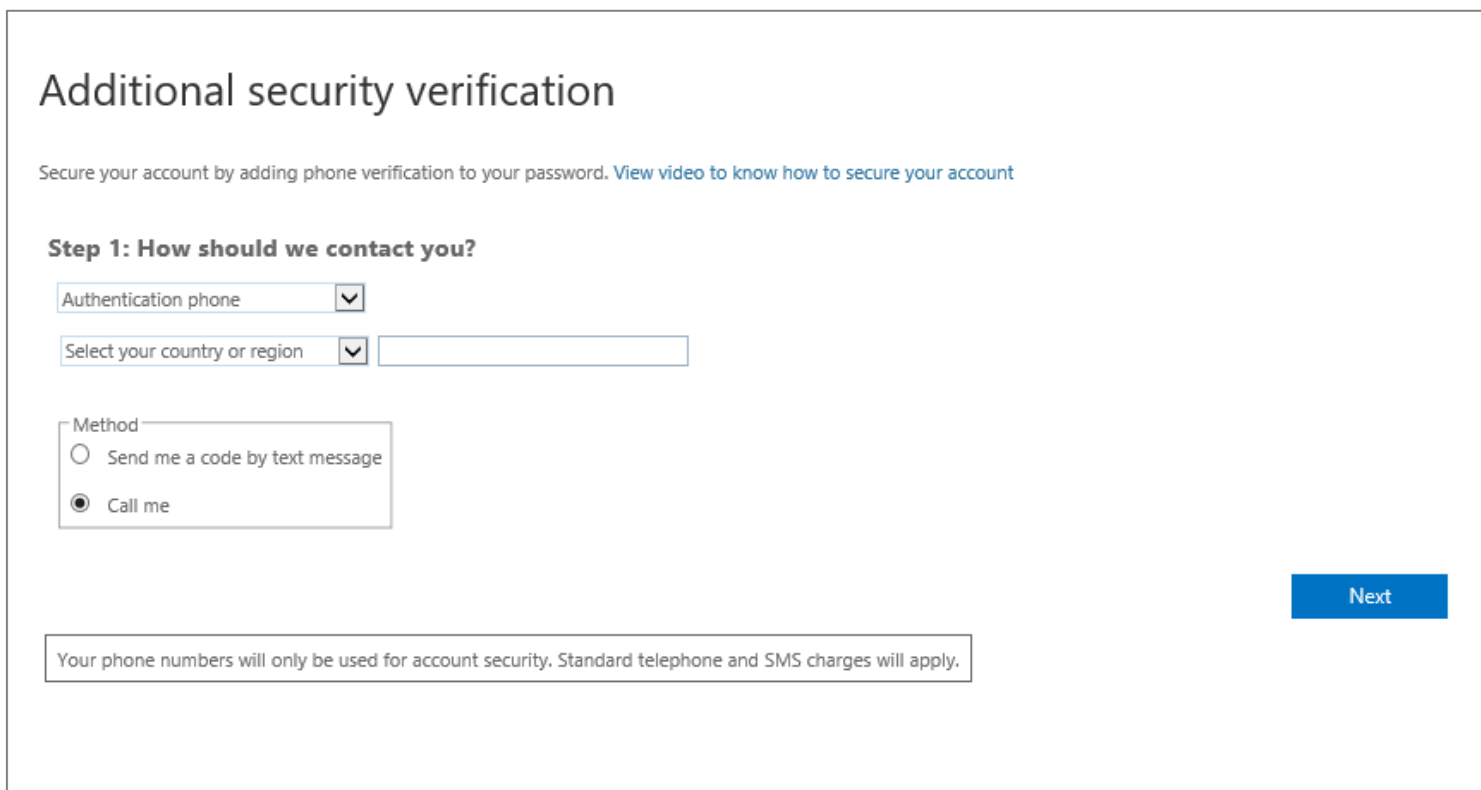
More information required

Your organisation needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next



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

Select your country or region

Method

Send me a code by text message

Call me

Next

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

Multi-Factor Authentication

Setting up Multi-Factor Authentication

Additional information: choosing the authentication method

There are three options that you can choose from to authenticate your account; **mobile app**, **authentication phone**, **office phone**, or. It is recommended that you choose the mobile app option. The options are described below:

- The '**Mobile app**' option requires you to download the Microsoft Authenticator app to your smartphone which will prompt you to verify your sign-in attempt. Going forward it will generate a verification code each time you sign in.
- The '**Authentication phone**' option allows you to receive a text message containing a verification code to enter in to the sign-on screen or receive a phone call to verify your sign-in attempt. Please note, the time taken to receive the text message containing your secure code may vary based on your mobile network provider.

The [Mobile app](#) and [Authentication phone](#) methods are covered in the following sections.



Use of Office Phones for Authentication

Verification of your sign-in can be completed via the Microsoft authenticator app on your mobile device, a security code sent to your mobile device or a telephone call.

The use of the office phone option is not recommended or supported by NHSmail. This option is available to users as Multi-factor Authentication is an off-the-shelf feature that cannot be customised.

Where users choose to use an office phone to verify their sign-in attempt, the following limitations have been observed:

- Office phones must support **Dual Tone Multi-Frequency (DTMF)**.
- Users will require access to the specific office telephone number to verify their sign-in.
- MFA does not support routing of calls via switchboards or other telephony routing services. **A direct dial telephone number is required.**
- Office phone verification cannot be used by NHSmail Office 365 Hybrid users.

The recommended option for verification is to use the Microsoft authenticator app. Mobile phone numbers are stored for the sole purpose of supporting verification and will not be used for other purposes.

Mobile App Method Enrolment

- 1 Select '**Mobile app**' from the menu illustrated below. You will be prompted to choose whether to receive app notifications or a verification code. Click '**Set up**' once you have made your choice.

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.

- 2 The **Configure mobile app** screen below will provide instructions on how to configure the mobile app. Follow the instructions shown, starting by downloading the **Microsoft Authenticator** app for the mobile device you have – the app can be downloaded onto Windows Phone, Android or iOS devices.

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](#)

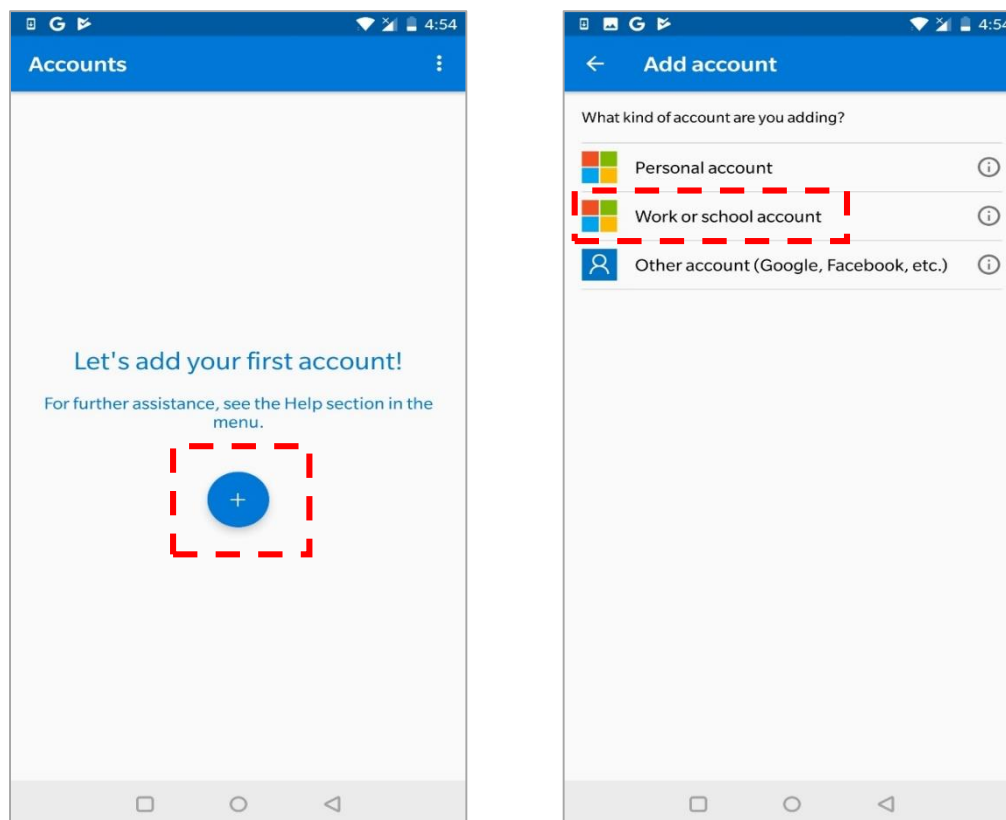
If you are unable to scan the image, enter the following information in your app.
Code: 412 410 715
Url: <https://bn1pfpad11.phonefactor.net/pad/273818868>

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

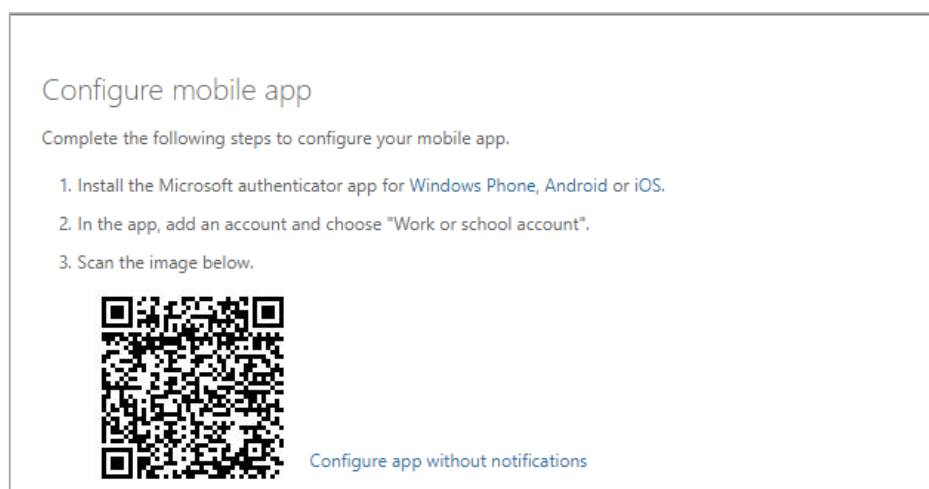
Mobile App Method

3 Following downloading the app, **open it on your mobile device.**

4 Tap the '+' icon to add an account and **select 'work or school account'.**



5 The **Configure mobile app** screen will display a QR code. You will be prompted by the Authenticator App to **scan the QR code with your mobile device.**

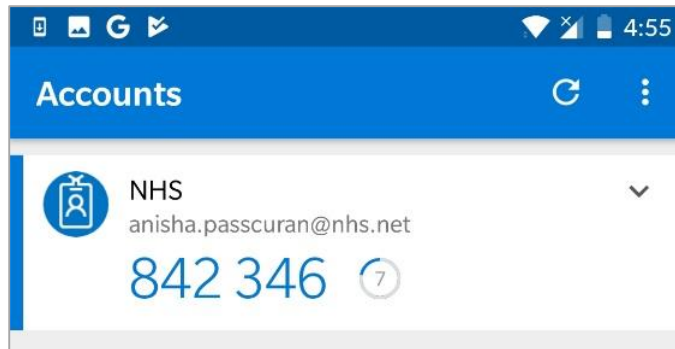


Multi-Factor Authentication

Mobile App Method

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Once the app recognises the QR code it will **generate a six-digit code** (as shown below). This code expires in 30 seconds but a new one will be generated if it is not used in time.




7

On the Configure mobile app screen on your workstation, choose **'Next'** to finish configuring the app.

Configure mobile app

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Code: 412 410 715
Url: <https://bn1pfpad11.phonefactor.net/pad/273818868>

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

[Next](#) [Cancel](#)

Multi-Factor Authentication

Mobile App Method

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After successful registration of your mobile app, you will receive acknowledgement that **'mobile app has been configured for notifications and verification codes'**. Select **'Next'** as illustrated below.

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.

Mobile app has been configured for notifications and verification codes.


9

You will be directed to confirmation from the mobile app.

Additional security verification

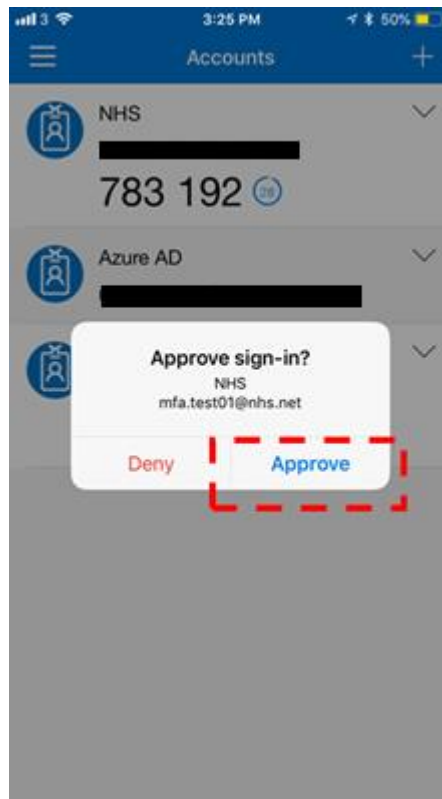
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: Let's make sure that we can reach you on your Mobile App device

 Please respond to the notification on your device.

Mobile App Method

10 On your mobile app, you will be prompted to **'Approve'** sign-in as illustrated below.



11 You will be notified verification is successful.

Additional security verification

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

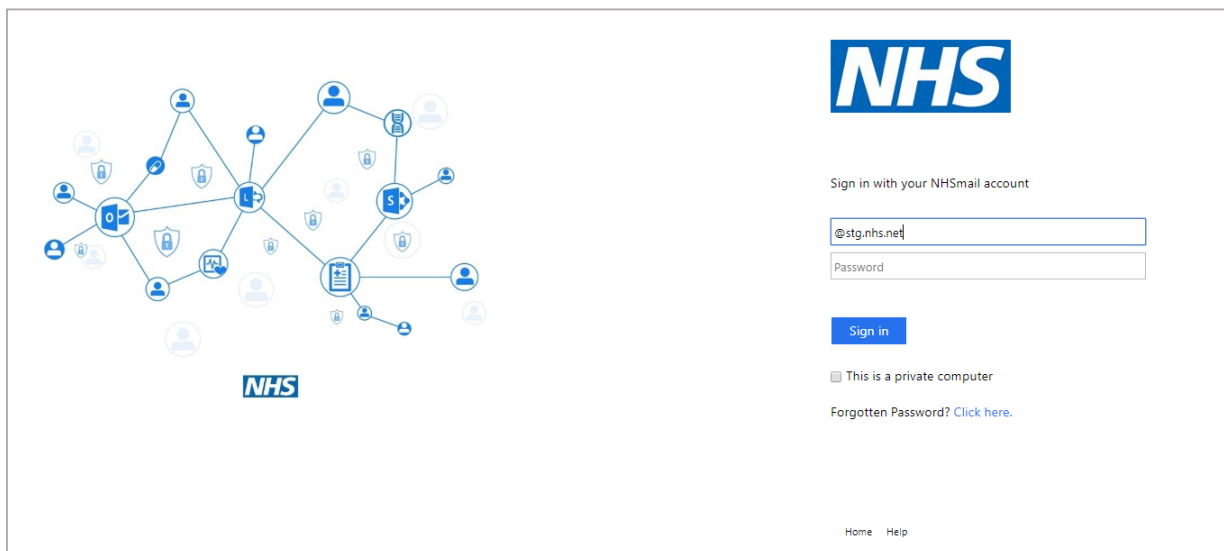
Step 2: Let's make sure that we can reach you on your Mobile App device

Verification successful. Taking you to the next step...

Next

Mobile App Method Verification

- 1 **Sign-in to your NHSmail account** via the NHSmail Portal. You will then be prompted to set up Multi-Factor Authentication.

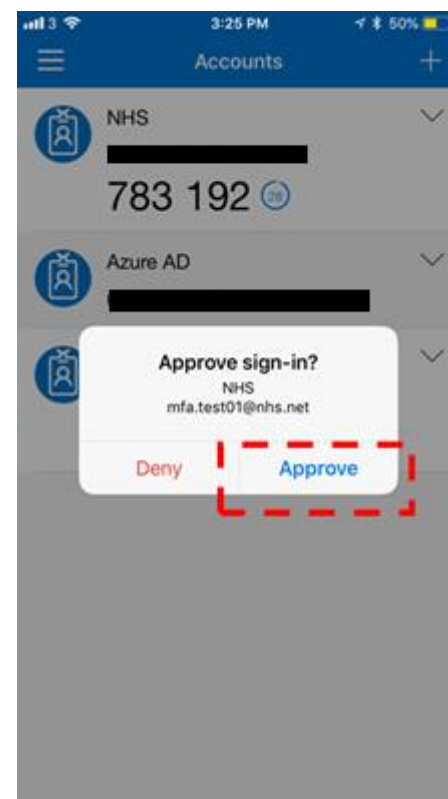


- 2 You will be prompted for MFA. Select '**Approve**' from your mobile app.

For security reasons, we require additional information to verify your account ([REDACTED]@nhs.net)

We've sent a notification to your mobile device. Please respond to continue.

[Use a different verification option](#)

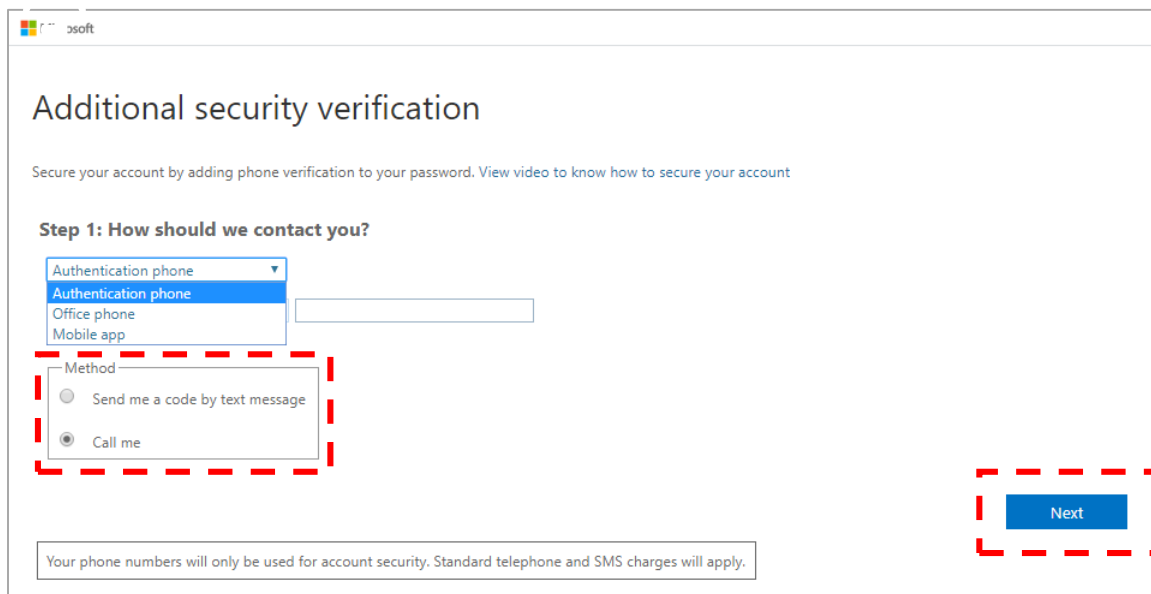


Multi-Factor Authentication

Authenticating Phone Method

1

Enter phone details and choose whether to receive a text message with a verification code, or a phone call. This phone number is your preferred contact method, and is not linked to the number listed in your NHSmail Portal profile, i.e. it can be the same number, or you can opt for a different one.



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
Authentication phone
Office phone
Mobile app

Method

Send me a code by text message

Call me

Next

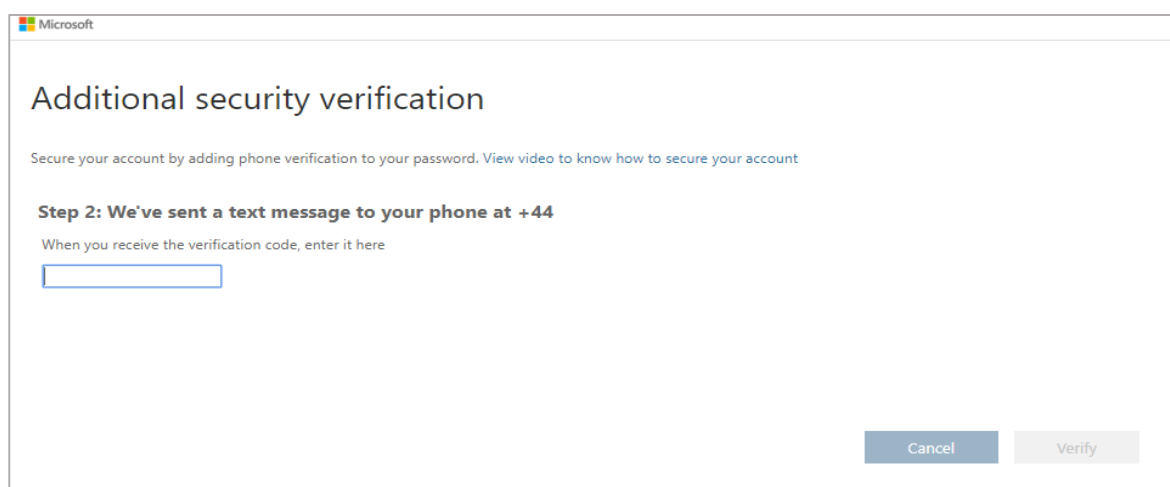
Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

Note:

- It is not expected that you will be charged to use this service as no outgoing calls or messages will be sent during 2-step verification.
- However, standard call and SMS charges may apply if you try to access your account from outside the UK (incurring roaming charges)
- These charges may also apply if your telecommunications provider has set charges for incoming calls or messages

2

Click on '**Next**' to proceed with authentication. If you have chosen to receive a text, you will be redirected to a verification page – follow the prompt and enter the code. If 'Call me' is chosen instead, answer the call and follow the instructions to be verified.



Additional security verification

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

Step 2: We've sent a text message to your phone at +44

When you receive the verification code, enter it here

Cancel Verify

3

You will be directed to further information on use of 'app passwords'. Please refer to the [App Passwords](#) section of this guide for further guidance.

Multi-Factor Authentication

App Passwords

- 1 Following setup, you will be directed to a screen with further information on your app password. Click **'Finished'** once you have reviewed the information and password.

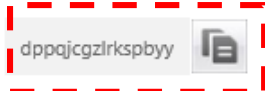
Additional security verification

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

Step 3: Keep using your existing applications

In some apps, such as Outlook, Apple Mail and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:



Finished

Additional information: app passwords

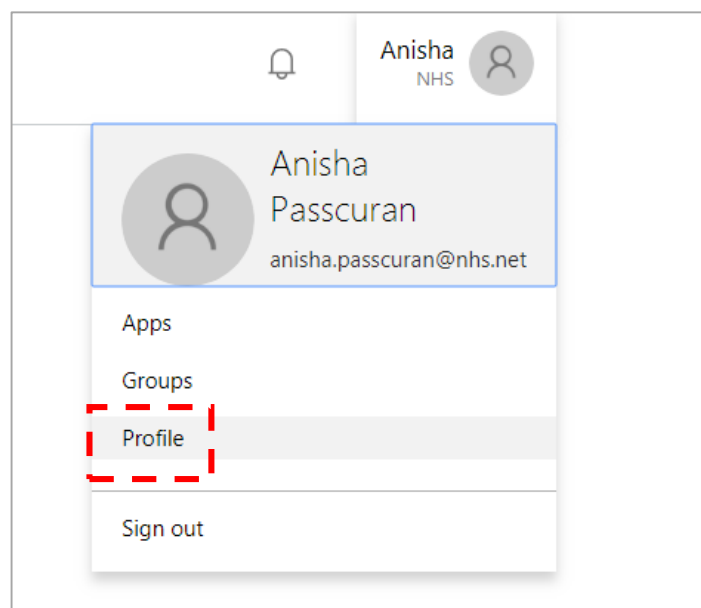
App passwords can be used with legacy non-browser apps that do not support multi-factor authentication. This includes the Office 2010 app suite (or earlier) and Apple Mail.

It is not expected that you will need to use the app password for NHSmail sign-in on the majority of devices. Further information is available from the [Microsoft website on app passwords](#).

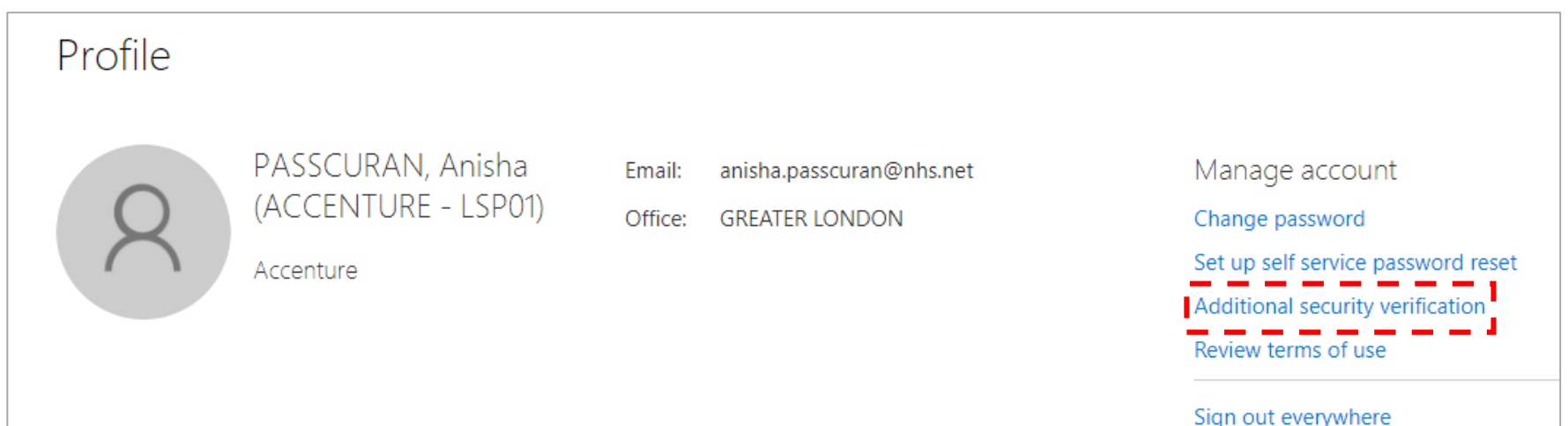
Changing authentication method after registration

This section of the guide provides information on how to change your authentication method, for example if your mobile number or your preferences change.

- 1 Sign in to <https://myapps.microsoft.com>. Following sign-in select your name in the top-right and choose profile.



- 2 Select 'Additional security verification' to navigate to your current settings.



Changing authentication method after registration

3

From the Additional Security Verification Screen, choose the settings that you wish to change or add.

Additional security verification App Passwords

When you sign in with your password, you are also required to respond from a registered device. This makes it harder for a hacker to sign in with just a stolen password. [View video to know how to secure your account](#)

what's your preferred option?

We'll use this verification option by default.

Use verification code from app

how would you like to respond?

Set up one or more of these options. [Learn more](#)

- Authentication phone United Kingdom (+44) Phone number can contain only the digits 0-9, dash, space, period and parentheses.
- Office phone Select your country or region Extension
- Alternate authentication phone Select your country or region
- Authenticator app [Configure](#) Mobile app has been configured.

Changing phone number or adding a secondary number

To change the primary phone number:

1

On the 'Additional security verification' page, select the text box with the current phone number and edit it with the new phone number.

how would you like to respond?

Set up one or more of these options. [Learn more](#)

- Authentication phone United Kingdom (+44)
- Office phone Select your country or region Extension
- Alternate authentication phone Select your country or region
- Authenticator app [Configure](#)

[Save](#) [cancel](#)

2

Select **Save**. If this is the number used for the preferred verification method, the new number will need to be verified before it can be saved (this will be via text message verification code or phone call). This number is independent of the mobile number listed in your NHSmail Portal profile.

Multi-Factor Authentication

Changing authentication method after registration

To add a secondary phone number:

- 1 On the 'Additional security verification' page, check the box next to '**Alternate authentication phone**'. Enter a secondary phone number in the text box. Select **Save** and changes are complete.

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone United Kingdom (+44) [text box]

Office phone Select your country or region [text box] Extension [text box]

Alternate authentication phone Select your country or region [text box]

Authenticator app [Configure](#)

[Save](#) [cancel](#)

Adding or switching to mobile app authentication

- 1 On the 'Additional security verification' page, check the box next to '**Authenticator app**'. Select **Configure** and follow the steps in the mobile app section of this guidance document.

how would you like to respond?

Set up one or more of these options. [Learn more](#)

Authentication phone United Kingdom (+44) [text box]

Office phone Select your country or region [text box] Extension [text box]

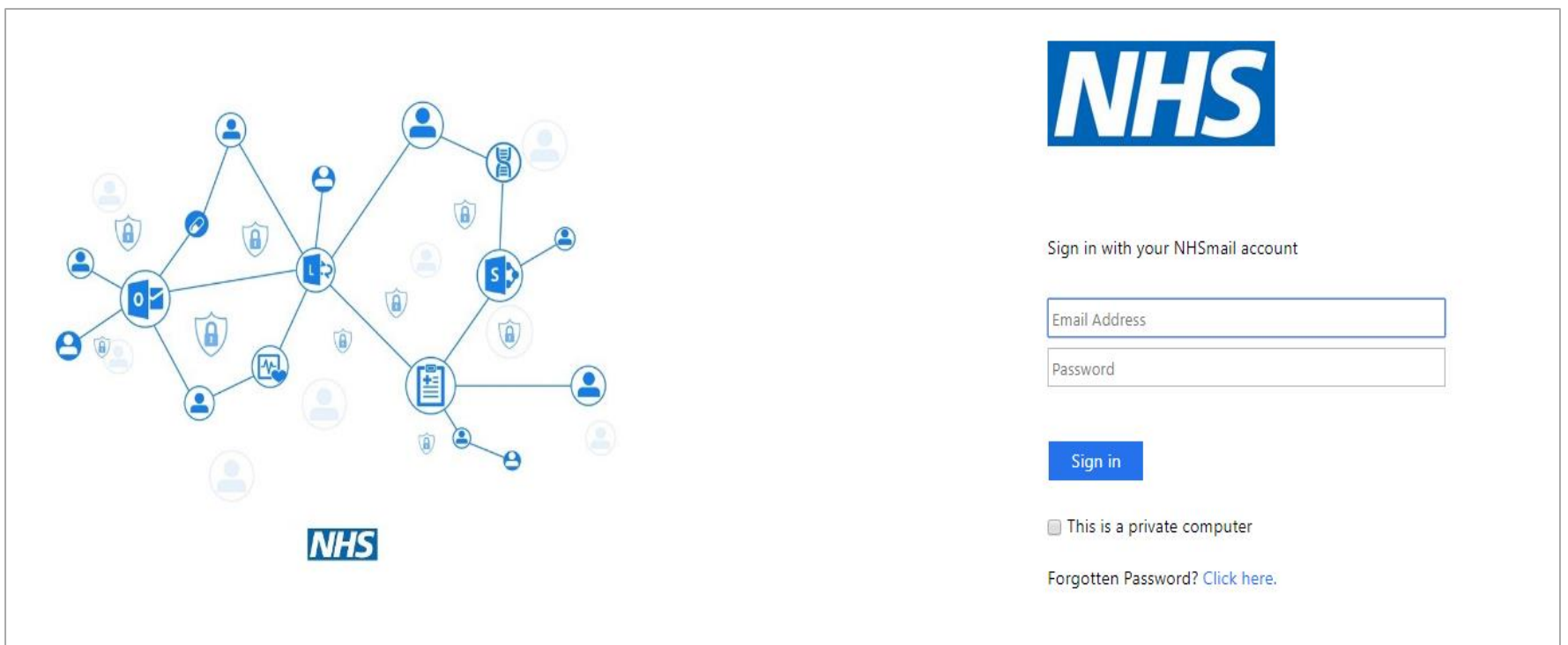
Alternate authentication phone Select your country or region [text box]

Authenticator app [Configure](#)

[Save](#) [cancel](#)

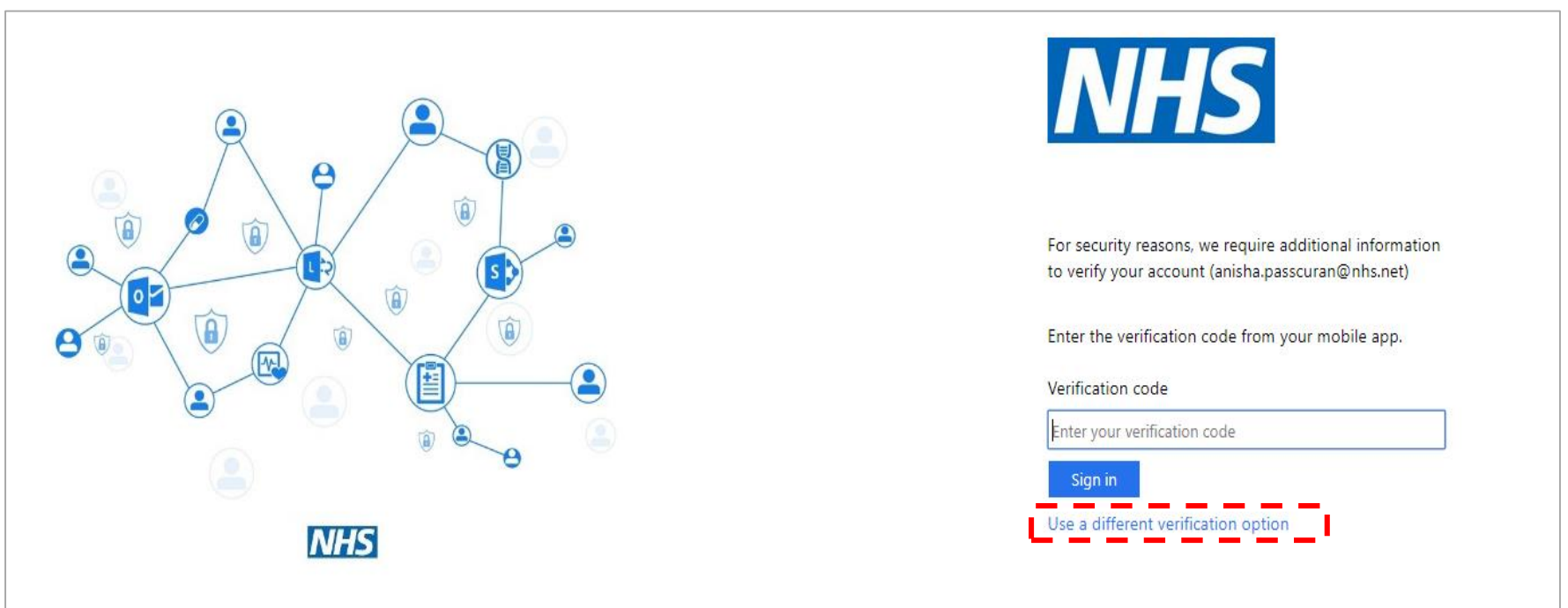
Signing In

- 1 Following setup, visit <https://portal.nhs.net> and select 'Login'. Sign in with your NHSmail account on the screen below.



The screenshot shows the NHS login page. On the left is a network diagram with various icons representing different services. The NHS logo is at the bottom left. On the right, the NHS logo is at the top. Below it, the text "Sign in with your NHSmail account" is displayed. There are two input fields: "Email Address" and "Password". A blue "Sign in" button is below the fields. Below the button is a checkbox labeled "This is a private computer" and a link "Forgotten Password? Click here."

- 2 After **entering your login details**, the authentication process will default to the verification method you selected. You can also choose a different authentication method if needed.



The screenshot shows the NHS login page at the verification step. On the left is the same network diagram as in the previous screenshot. The NHS logo is at the bottom left. On the right, the NHS logo is at the top. Below it, the text "For security reasons, we require additional information to verify your account (anisha.passcuran@nhs.net)" is displayed. Below that, the text "Enter the verification code from your mobile app." is shown. There is a "Verification code" label above an input field with the placeholder text "Enter your verification code". A blue "Sign in" button is below the input field. At the bottom, there is a red dashed box around the text "Use a different verification option".

- 3 Open the Authenticator app to access the verification code, or have it sent to you via text message or phone call. Once you have **entered the code or approved the sign-in attempt** you will be logged in.