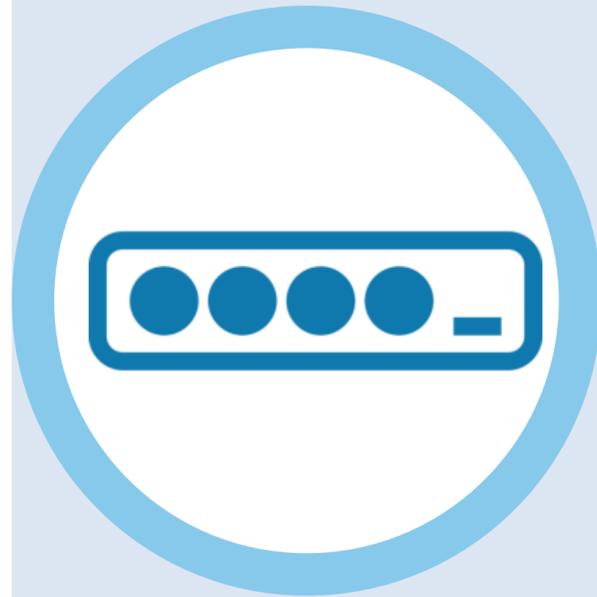


Multi-Factor Authentication

Your 60- second primer



What is Multi Factor Authentication (MFA)?

Multi-factor authentication (MFA) is an extra layer of security, required each time to log into your CVUHB Microsoft account from a browser or a device that's not on the NHS Wales network.

MFA can take the form of a prompt sent to an app, or a numeric code you enter when logging in.



What can I do with MFA?

Multi-factor authentication means you can log in securely to your CVUHB account from any device in any location – and be confident that, even though you're not on the NHS Wales network, or may not be using a CVUHB device, your account is protected from unauthorised access.



What problems does MFA solve?

MFA reduces the risk of unauthorised access and confidential data being exposed by ensuring that everyone who logs in to a CVUHB account from outside the NHS Wales network provides extra authentication.



How do I use MFA?

You can choose your preferred method and device for receiving codes:

- Codes generated by the Microsoft Authenticator app
- Codes sent via text message (SMS)
- Codes received over phone calls



Setting up Multi-Factor Authentication

Steps 1-5 – all methods



[Click me to watch a step-by-step guide on YouTube](#)

1. Choose your preferred option

- Before you begin, decide which device and methodology you'd like to use to receive authentication codes.
- You can change these settings at a later date – but can only nominate one device and method at a time.
- Choose a device you often have close to hand
- You can choose to receive authentication codes by either:
 - Microsoft Authenticator app (**recommended**)
 - Text message (choose if no access to smart phone)
 - Automated phone message



The text and phone call options only work in the UK; use the Authenticator app if travelling overseas

2. Get prepared

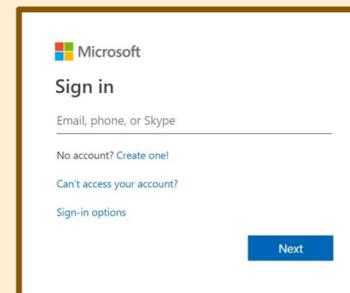


Make sure you're on the NHS network before you begin

- It takes around 10 minutes to set up MFA for the first time, so find some time when you won't be disturbed
- You will need a computer and your preferred smart device (the smart phone or tablet you want to use to receive codes)
- Set yourself up at a computer on the NHS network – you won't be able to set up MFA otherwise
- Make sure your preferred device is also on the NHS network – this will help if you download the app

3. Log in for the first time

- Go to: <https://aka.ms/mfasetup>
- Log in using your NHS email address

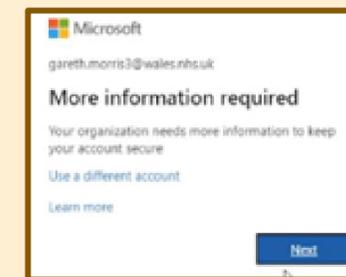


- Enter your usual password and click **Next**

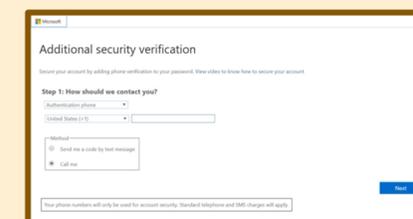


4. Respond to the prompts

- You'll now see a pop-up screen headed **More information required**. Click **Next**.

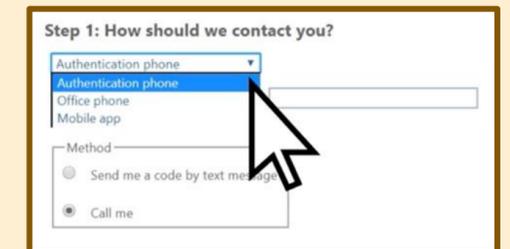


- You'll now see a pop-up screen headed **Additional security verification**. This is where you choose whether you want to receive texts or calls, or use the Microsoft Authenticator app.



5. Make your choice

- On the **Additional security verification** screen, choose your preferred option using the drop-down menu under **Step 1: How should we contact you?**



- To use the Microsoft authenticator app, choose **Mobile app**
- For texts or calls to a mobile device, choose **Authentication phone**, and then select **Send me a code by text message** or **Call me**



Setting up Multi-Factor Authentication

Steps 6-9 – Microsoft Authenticator app

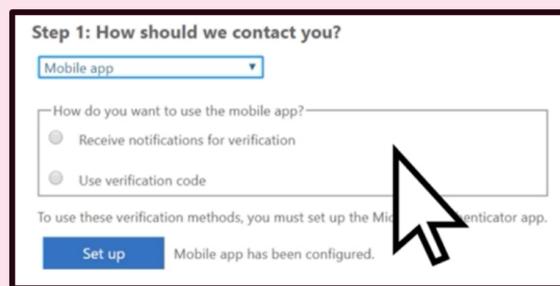


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6. Choose Authenticator

 For steps related to text messages or calls, go to Step 14-17

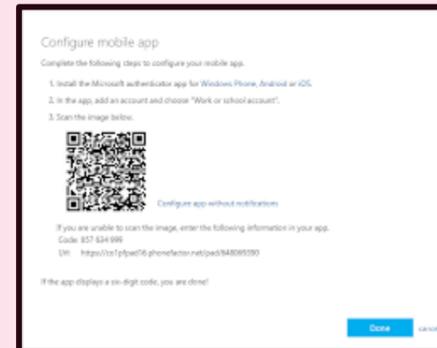
- Select **Mobile app**
- Under **How do you want to use the mobile app?**, make your choice
- **Receive notifications for verification: the app** will send you a pop-up notification for you to approve
- **Use verification code:** the app will generate a six-digit code for you



- Then click **Set up**

7. Download the app

- You will now see a Configure mobile app screen with a QR code appear. **Leave this screen open** – and pick up your phone or tablet.

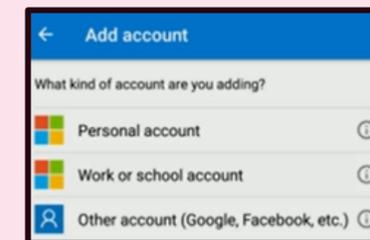


- It is now time to download the **Microsoft Authenticator** app
- Visit the relevant app store on your phone or tablet, search for **Microsoft Authenticator**, and download

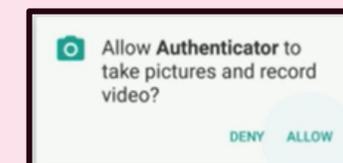


8. Respond to the app's prompts

- Open the Authenticator app on your phone
- Read any initial screens – and choose **Accept** for notifications, data, and other requests
- Choose **Add a new account**
- Select **Add a Work or School account**



- Press **Allow** when asked if Authenticator can take pictures and record video



9. Scan the QR code with app

- Using the Authenticator app on your mobile or tablet, hold your mobile up to your computer and scan the QR code on the computer screen (*see step 7*)



- Scanning the QR code will add your NHS account to your Authenticator app; this will take a few seconds
- Hit **Got it** when your account has been added.
- (*If the QR code doesn't work, there is a code on the computer screen that you can type into the app*)



Setting up Multi-Factor Authentication

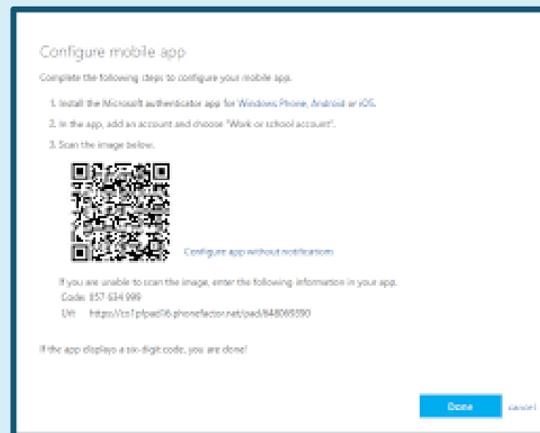
Steps 10-13 – Microsoft Authenticator app



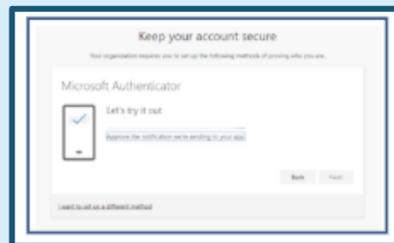
[Click me to watch a step-by-step guide on YouTube](#)

10. Return to your computer screen

- Go back to your computer screen, and on the page with the QR code, click **Next**



- You will now see a **Let's try it out** message
- Click **Next**

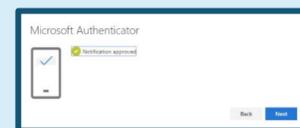


11. Accept the app's prompt

- If you chose **Notifications for verification**, You'll now see a message appear on your Microsoft Authenticator app asking you to **Approve sign-in?**

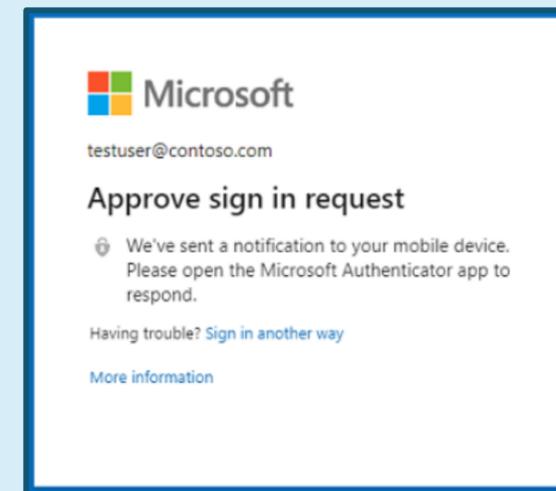


- Click **Approve**
- If you chose **Use verification code**, you will see a six digit code on your app which you need to type into your computer
- Click **Approve**
- Go back to your computer screen, and you will now see a **Notification approved** message. Click **Next** to finish setting up MFA.



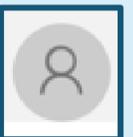
12. Using MFA when logging in

- From now on, every time you sign in to your Microsoft account from a non-NHS device, once you have entered your email and password, you will be prompted to authenticate via the Authenticator app



13. Changing your MFA settings

- You can change your MFA settings if you want to:
 - Change phone number or device
 - Change how you receive requests
 - Add a back-up device
- Sign in at <https://mysignin.microsoft.com>
- Click on your account name in the top right
- Select **Profile** from the drop-down
- Select **Additional security verification**
- From here, you can change your settings



Setting up Multi-Factor Authentication

Steps 14-17 – Text or phone call

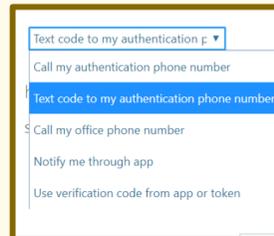


See Step 13 for guidance on changing MFA settings (new phone, or change method)

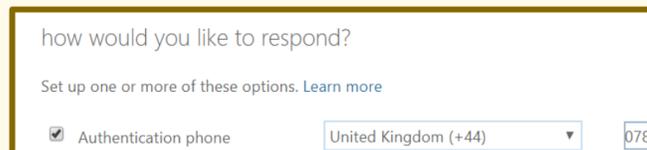
14. Choose Text code

 This step follows on from Step 6

- Select **Text code to my authentication phone number** from the drop-down



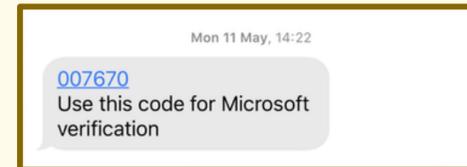
- Check the box next to Authentication phone
- Select the United Kingdom as your country from the drop-down list



- Enter your preferred mobile phone number
- Press **Next**

15. Receive verification code via text

- You will now receive a text message with a six digit verification code on the phone you nominated



- Enter the code on the computer screen
- Press **Verify**
- Click **Finished** once it completes
- From now on, every time you sign in to your Microsoft account from a non-NHS device, once you have entered your email and password, you will be prompted to authenticate using the code sent to you by text

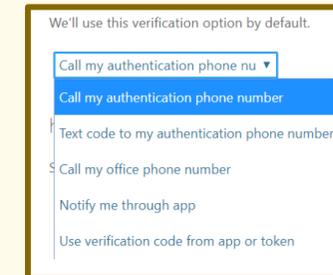


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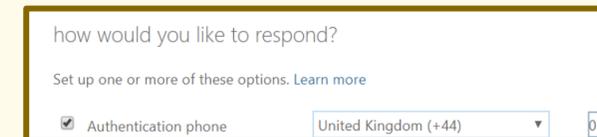
16. Choose Phone call

 This step follows on from Step 6

- Select **Call my authentication phone number** from the drop-down



- Check the box next to Authentication phone
- Select the United Kingdom as your country from the drop-down list



- Enter your preferred mobile phone number
- Press **Next**

17. Receive verification code over phone

- On the phone you nominated, you will now receive a phone call, with an automated message reading out a six digit verification code
- Make a note of the code and enter the code on the computer screen
- Press **Verify**
- Click **Finished** once it completes
- From now on, every time you sign in to your Microsoft account from a non-NHS device, once you have entered your email and password, you will be prompted to authenticate by using the code shared with you over phone call

