

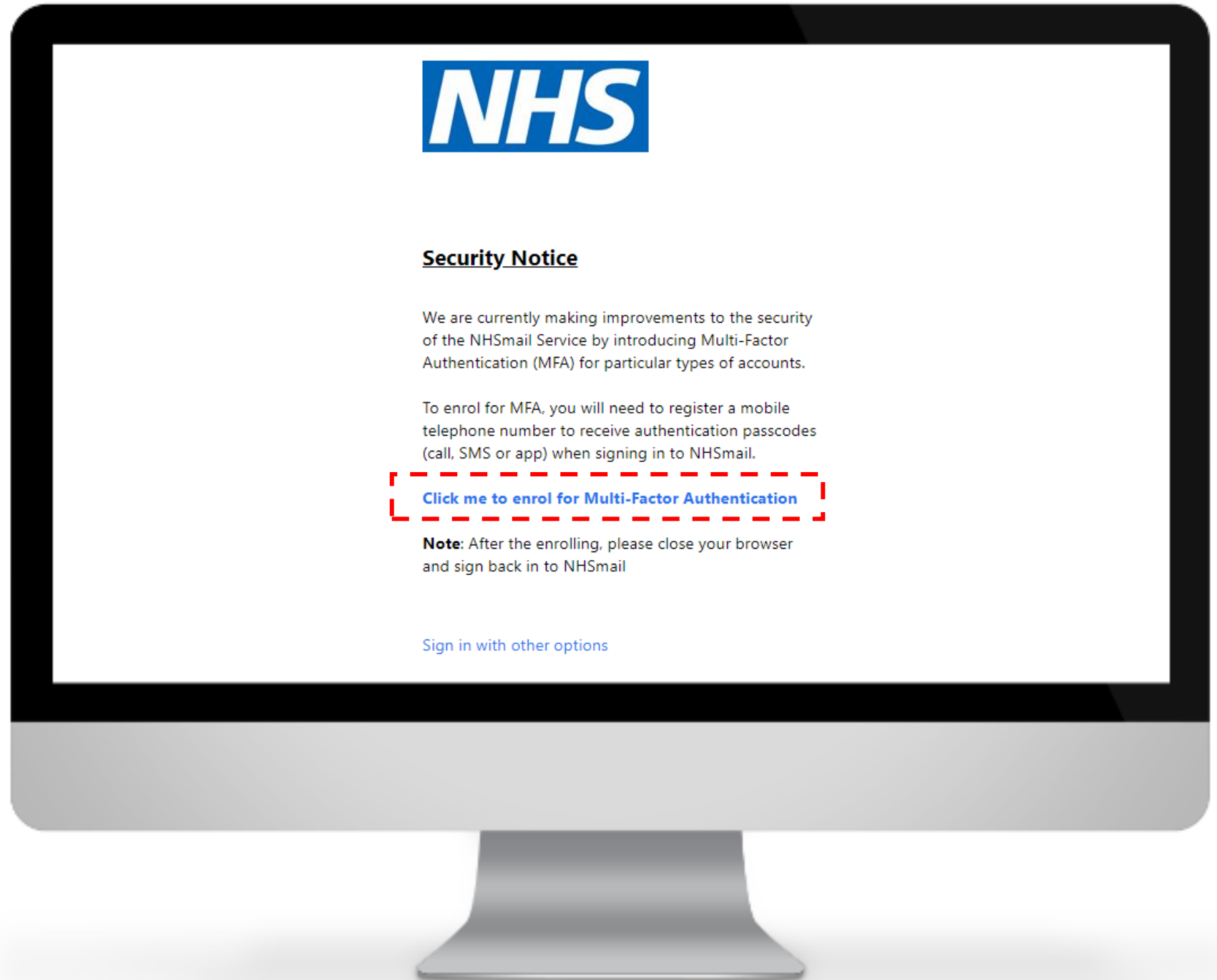
Step 1

Once Multi-Factor Authentication (MFA) is enabled on your account, sign in with your NHSmail account to begin the set up process at <https://portal.nhs.net/>



Step 2

Select 'Click me to enrol for Multi-Factor Authentication' to proceed



Security Notice

We are currently making improvements to the security of the NHSmail Service by introducing Multi-Factor Authentication (MFA) for particular types of accounts.

To enrol for MFA, you will need to register a mobile telephone number to receive authentication passcodes (call, SMS or app) when signing in to NHSmail.

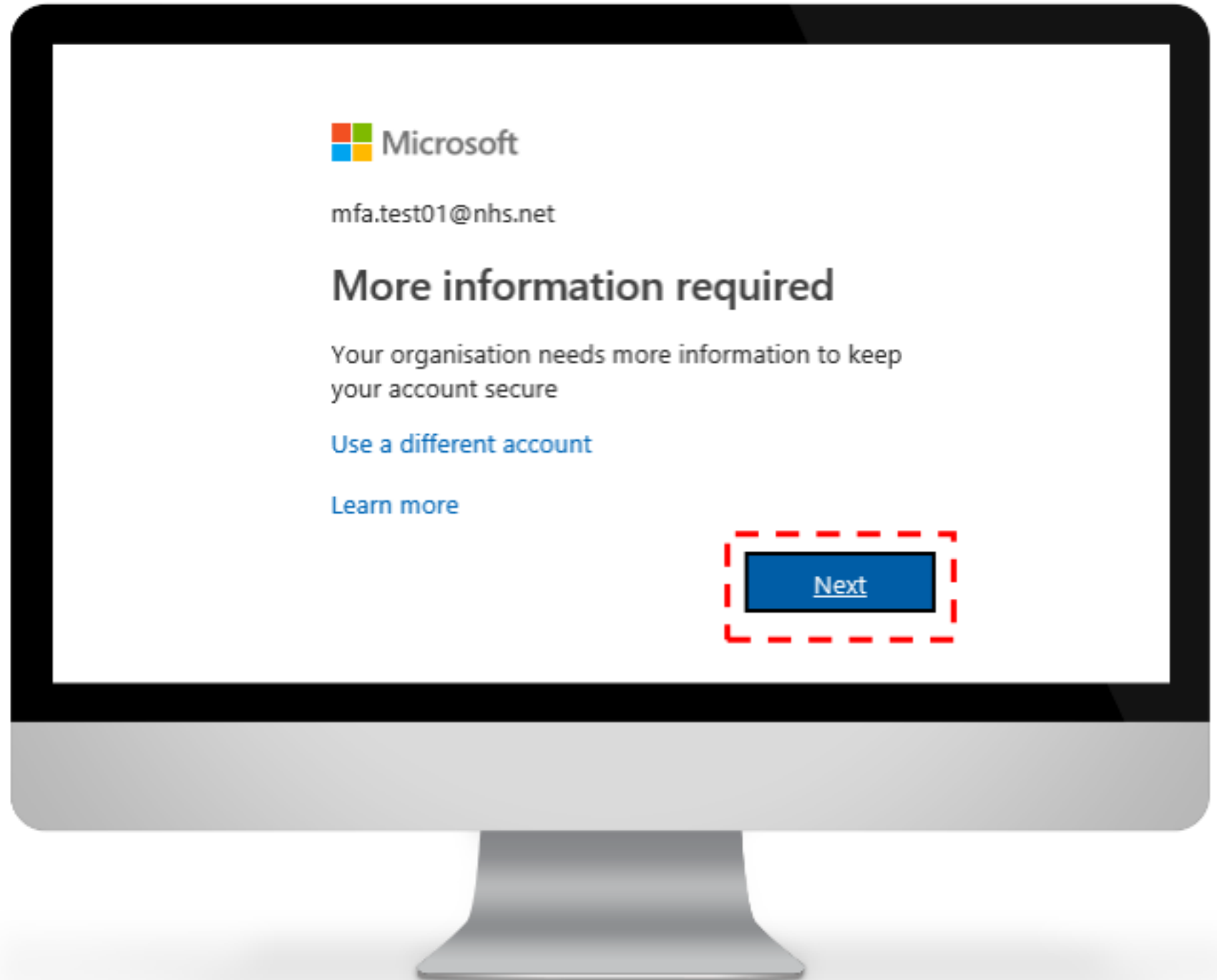
[Click me to enrol for Multi-Factor Authentication](#)

Note: After the enrolling, please close your browser and sign back in to NHSmail

[Sign in with other options](#)

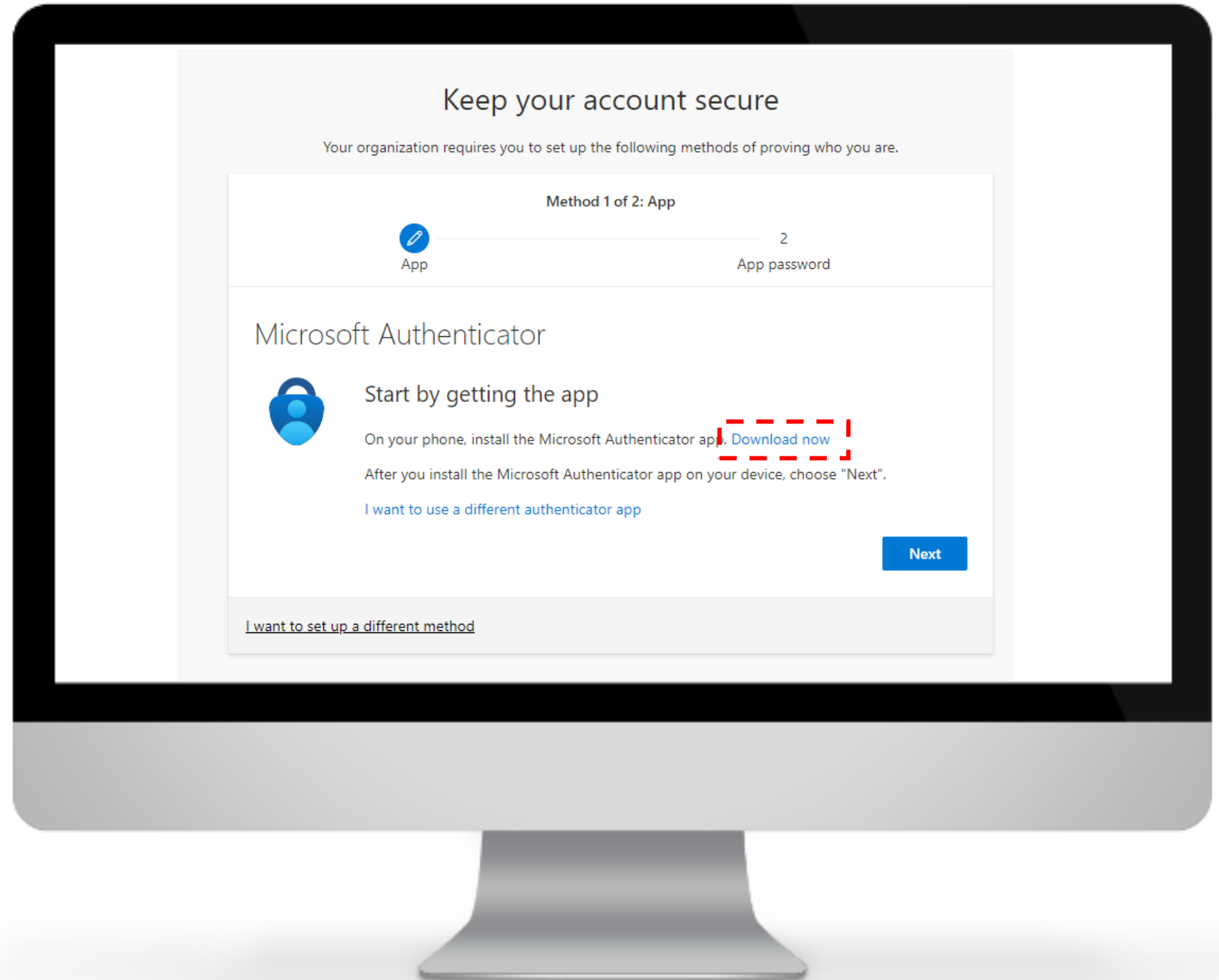
Step 3

Once redirected to this page, select '**Next**' to start the MFA set up process



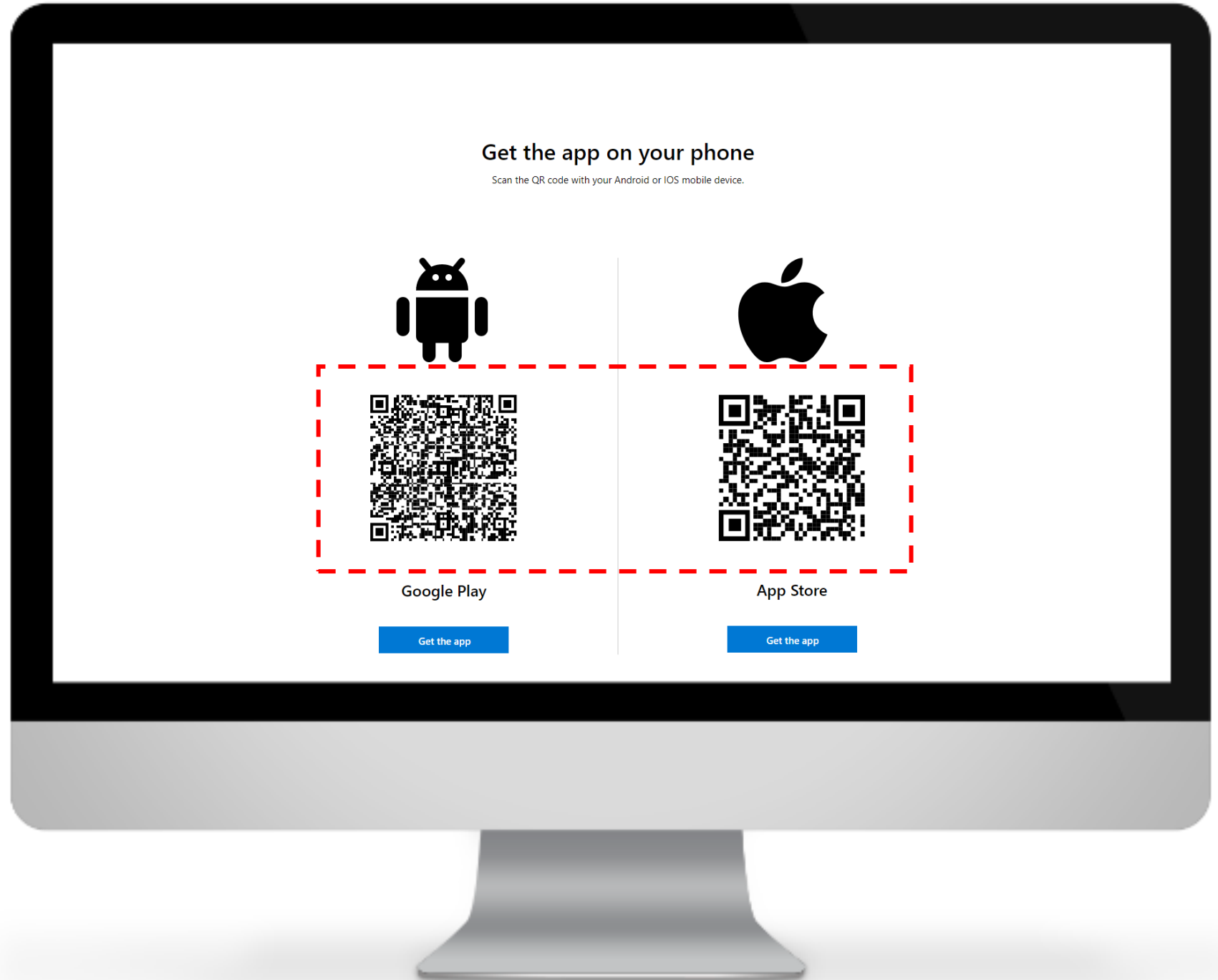
Step 4

Click '**Download Now**' to open a new window with the QR code to download the Microsoft Authenticator App



Step 5

Scan the QR code that is displayed with the camera on your mobile phone, pointing your mobile phone at the QR code (for Android use the QR code displayed on the left side and for iPhone scan the code on the right side). Then tap on the pop-up banner or QR code icon that appears on your mobile phone screen to be directed to download the Microsoft Authenticator App on your mobile phone



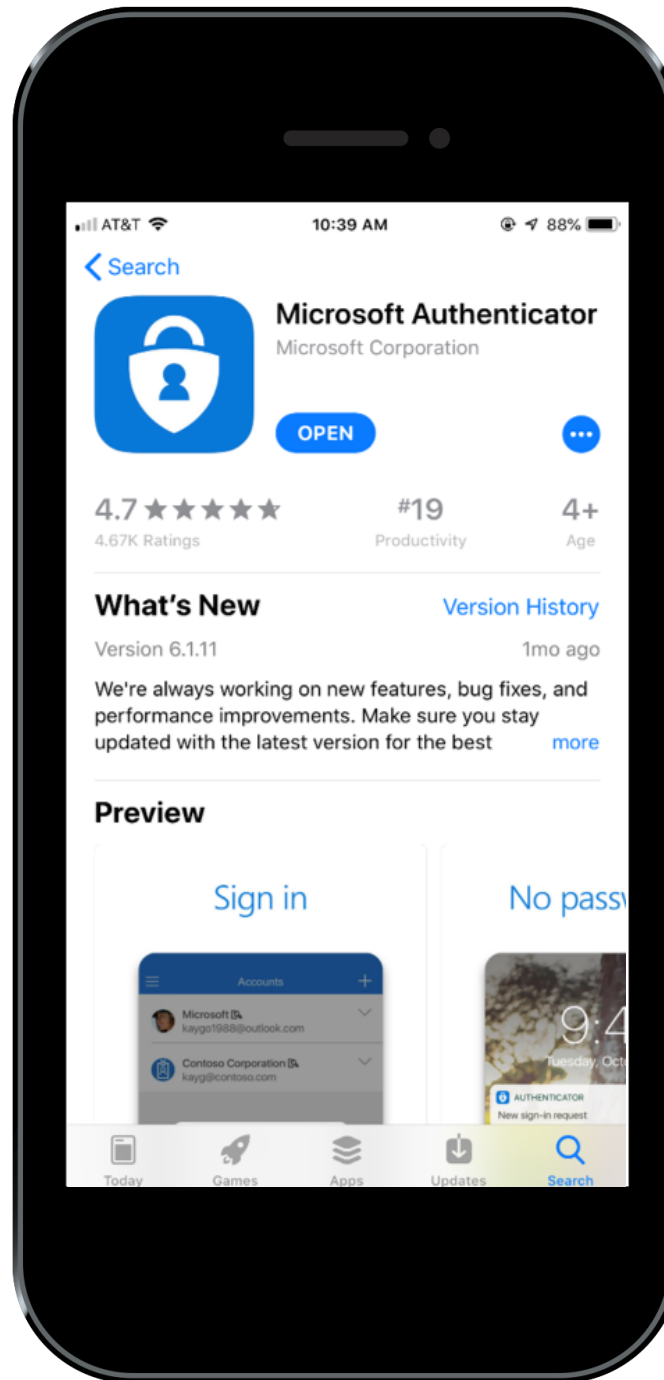
Step 6

Click **'Get'** or **'Install'** to download the Microsoft Authenticator app on your mobile phone and then click **'Open'**



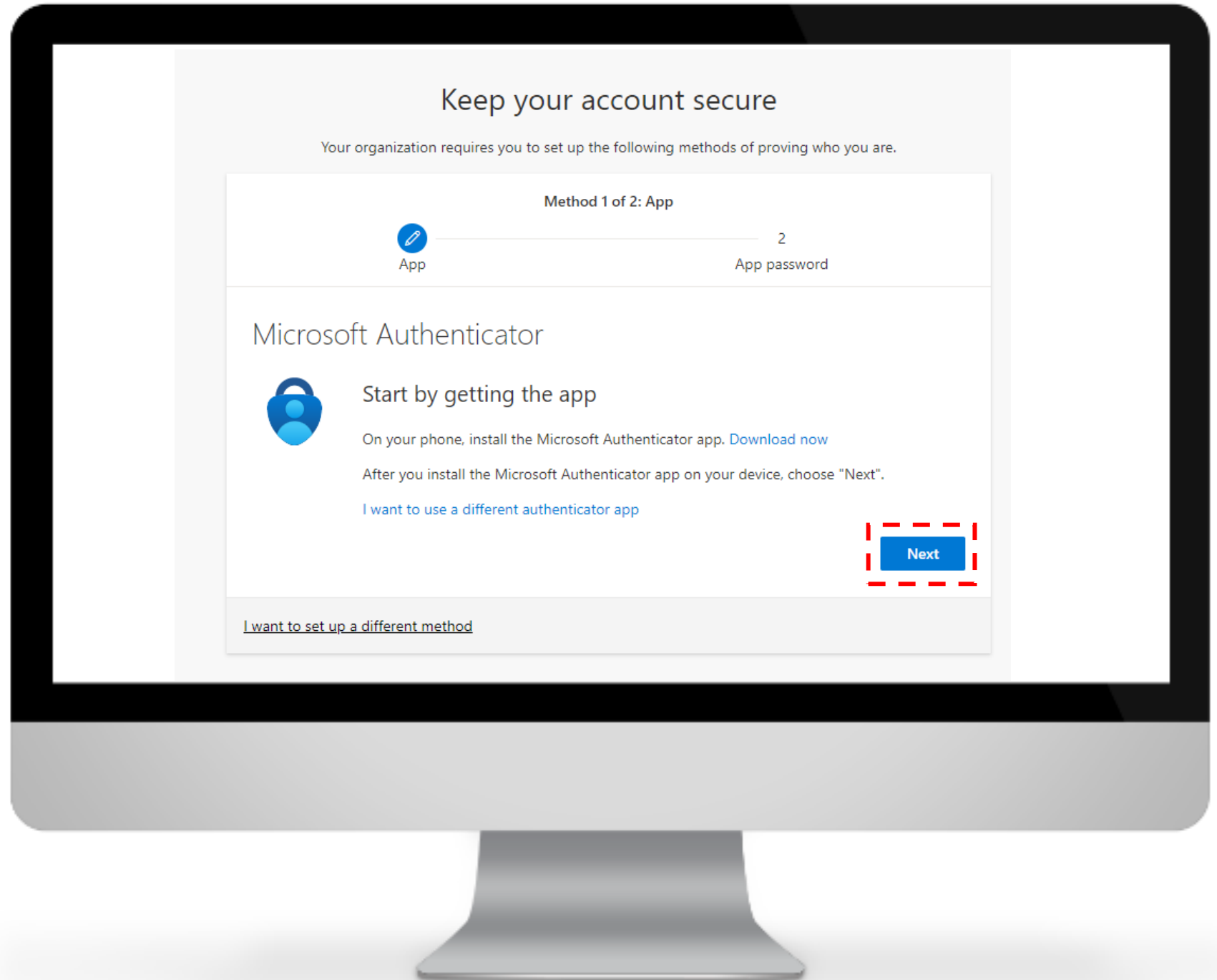
Step 7

Click **'Open'** to launch the Microsoft Authenticator app on your mobile phone



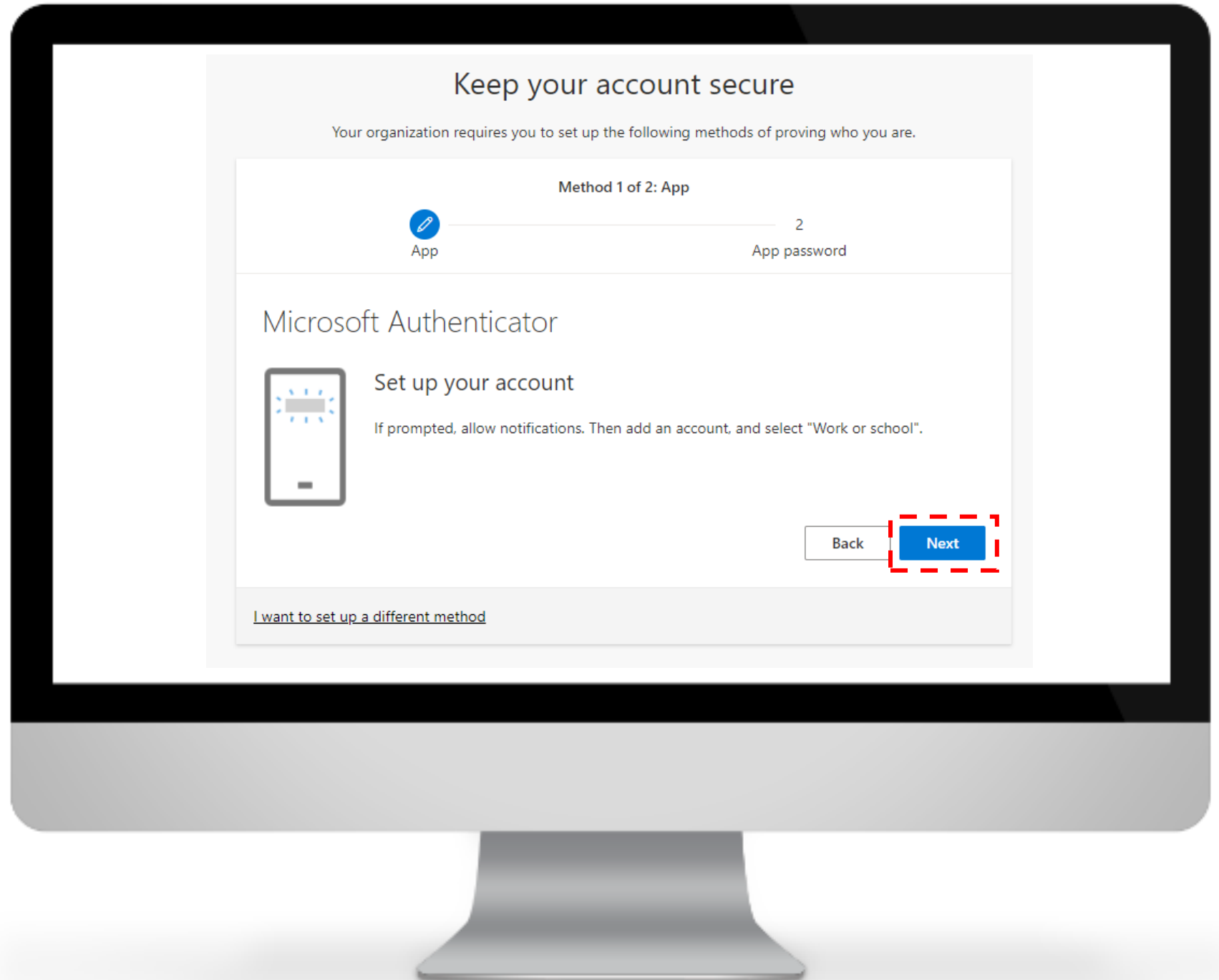
Step 8

After downloading the **Microsoft Authenticator App** on your mobile phone click **'Next'**



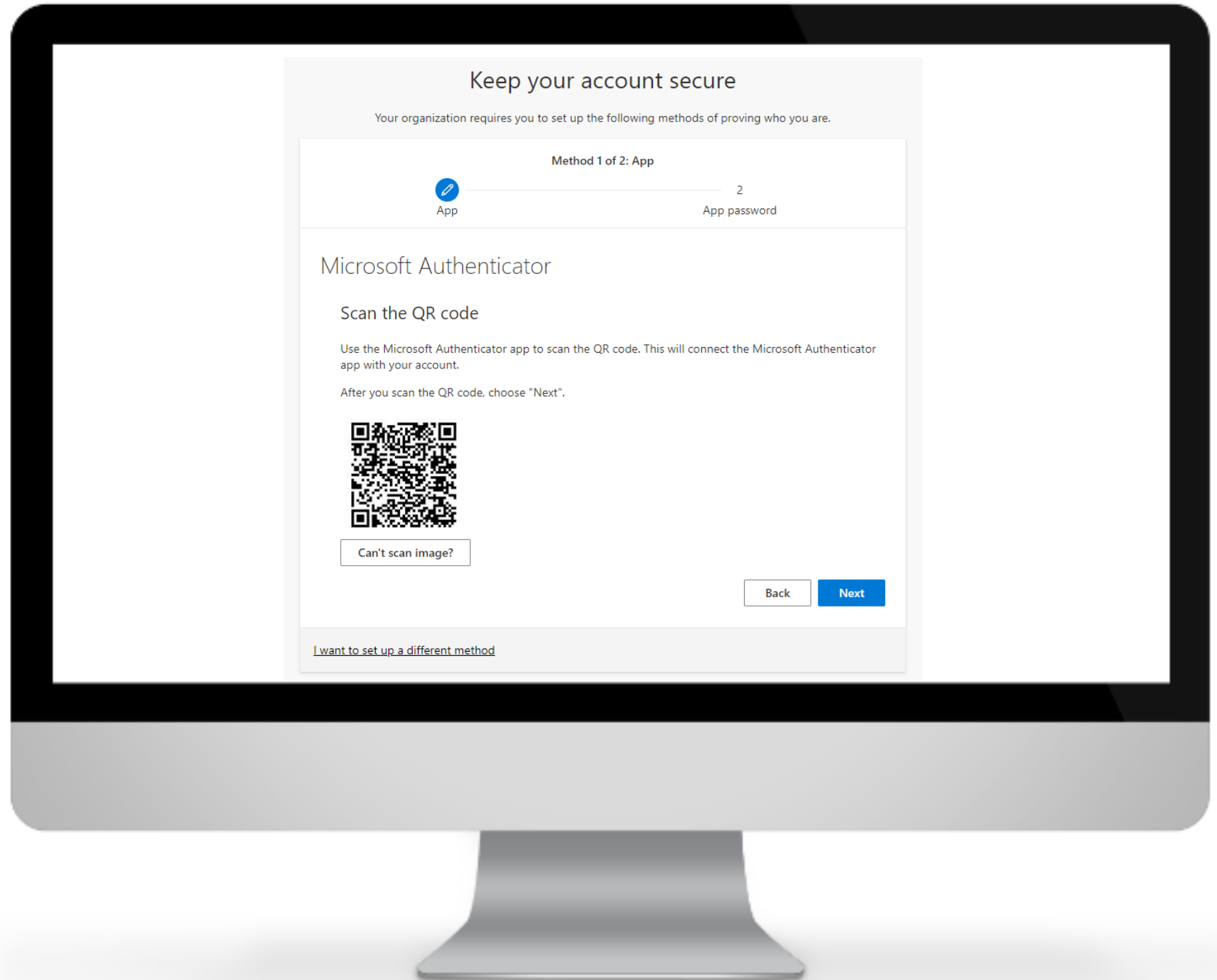
Step 9

Open the **Microsoft Authenticator App** on your mobile phone to set up and then click **'Next'**



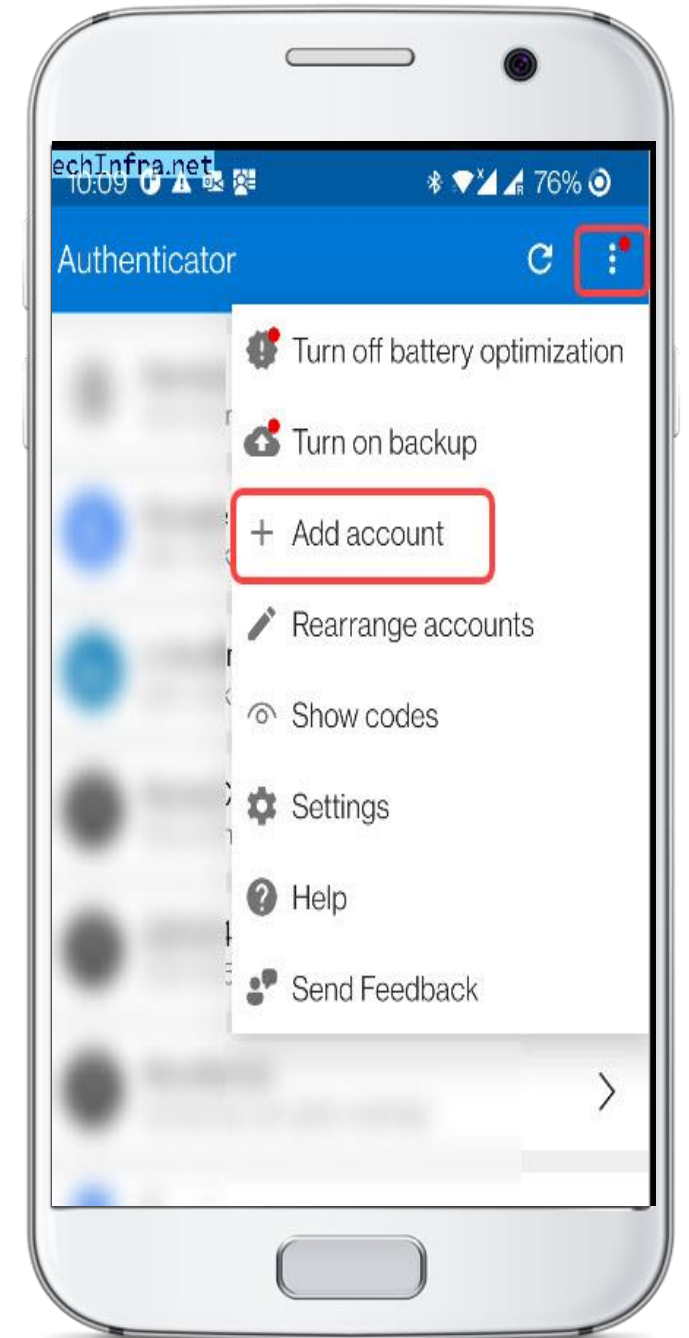
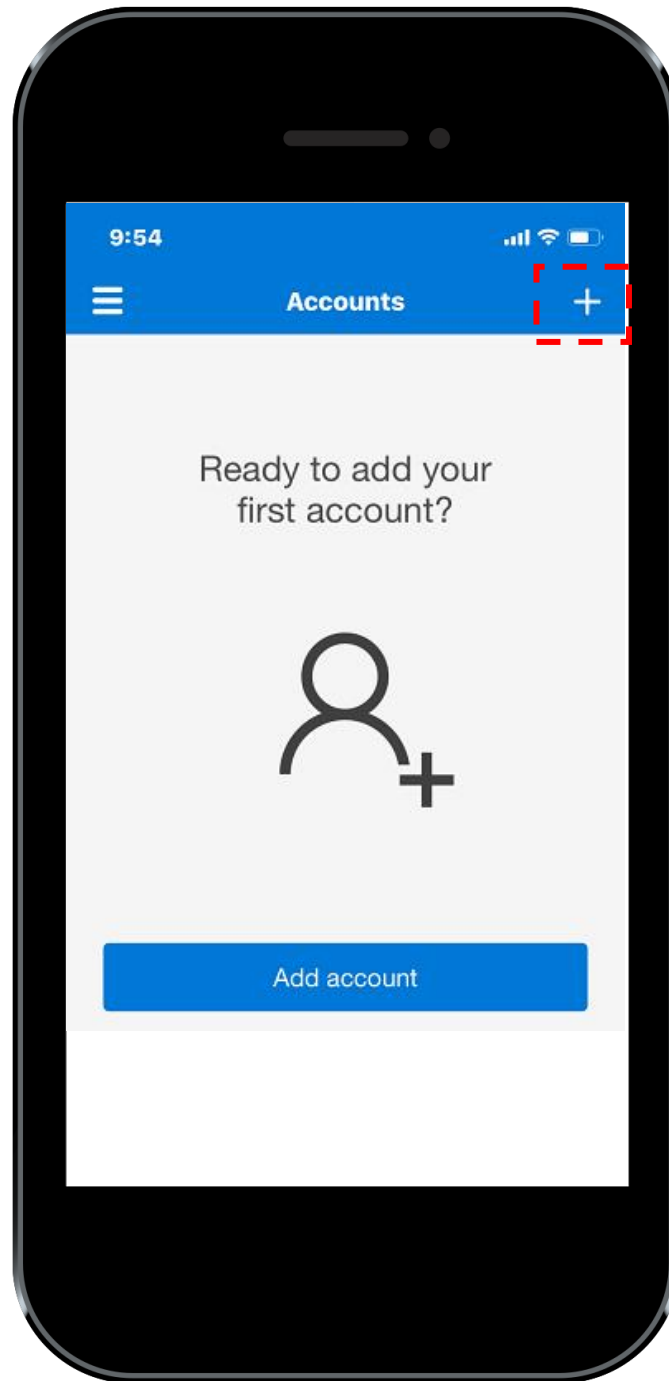
Step 10

On this screen, **open your Microsoft Authenticator App** on your mobile device and follow the next steps



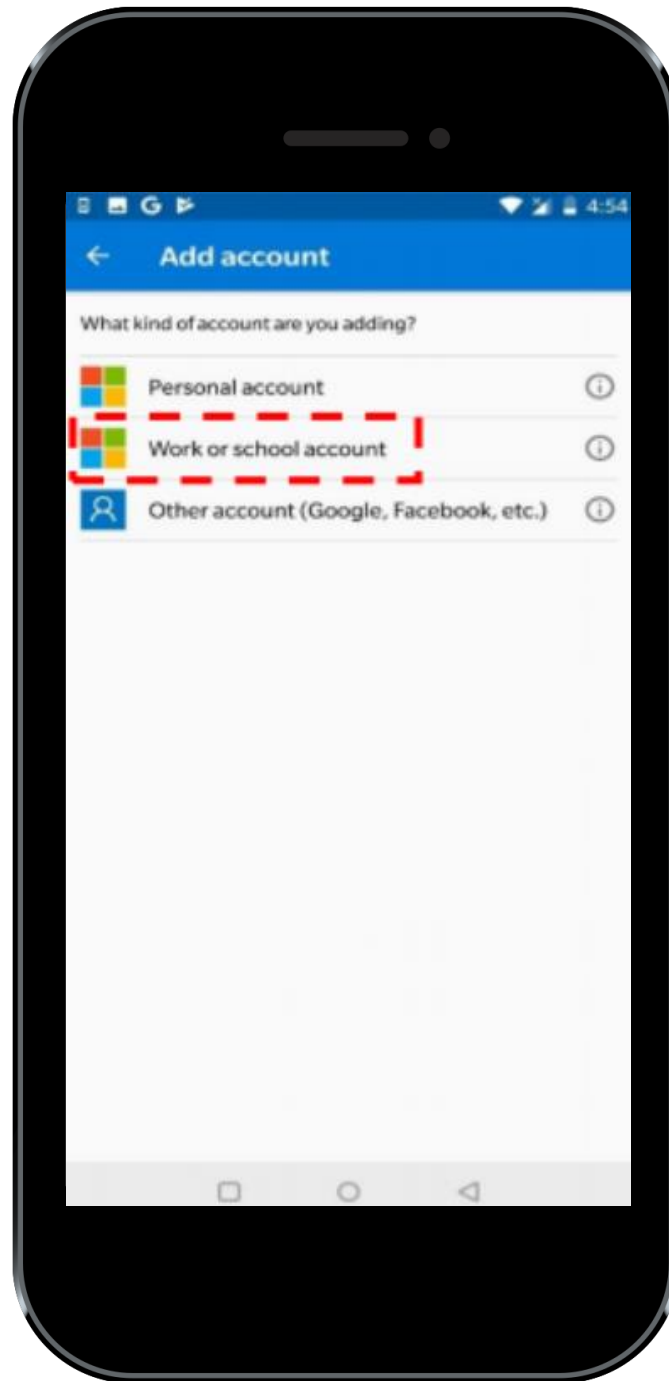
Step 11

Tap the '+' or '+ Add account' icon to add an account and continue the enrolment process



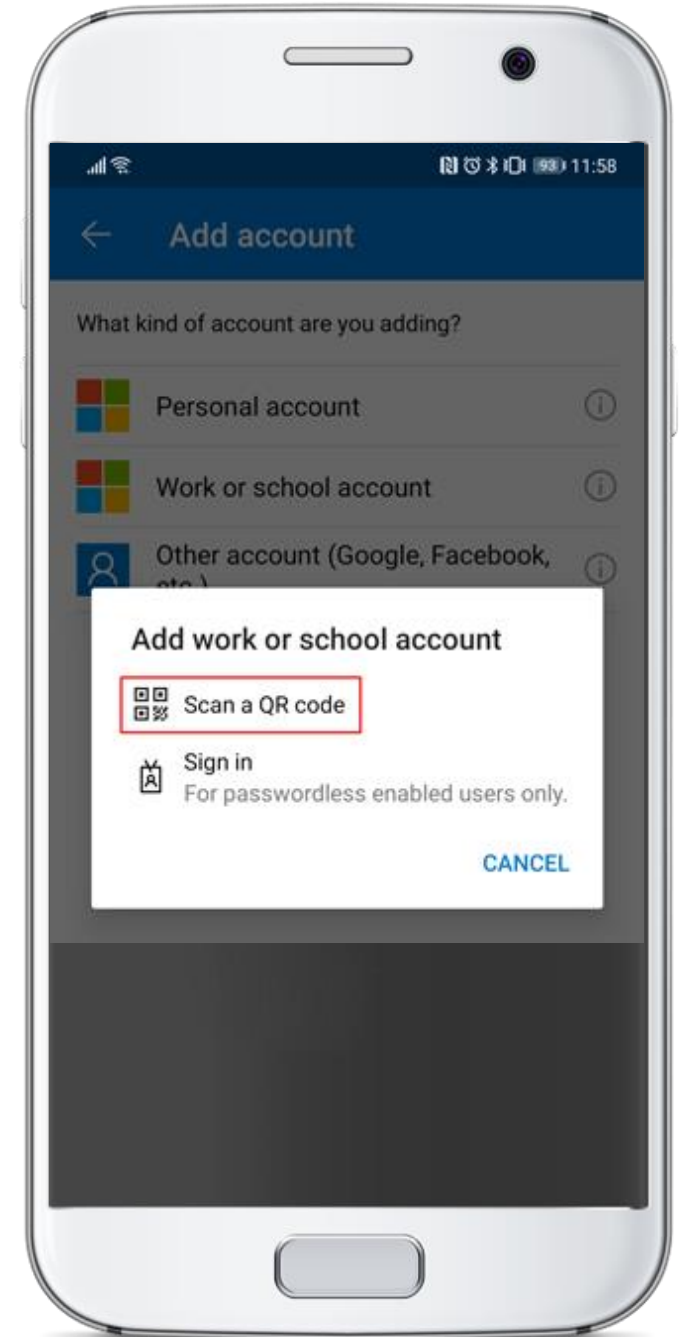
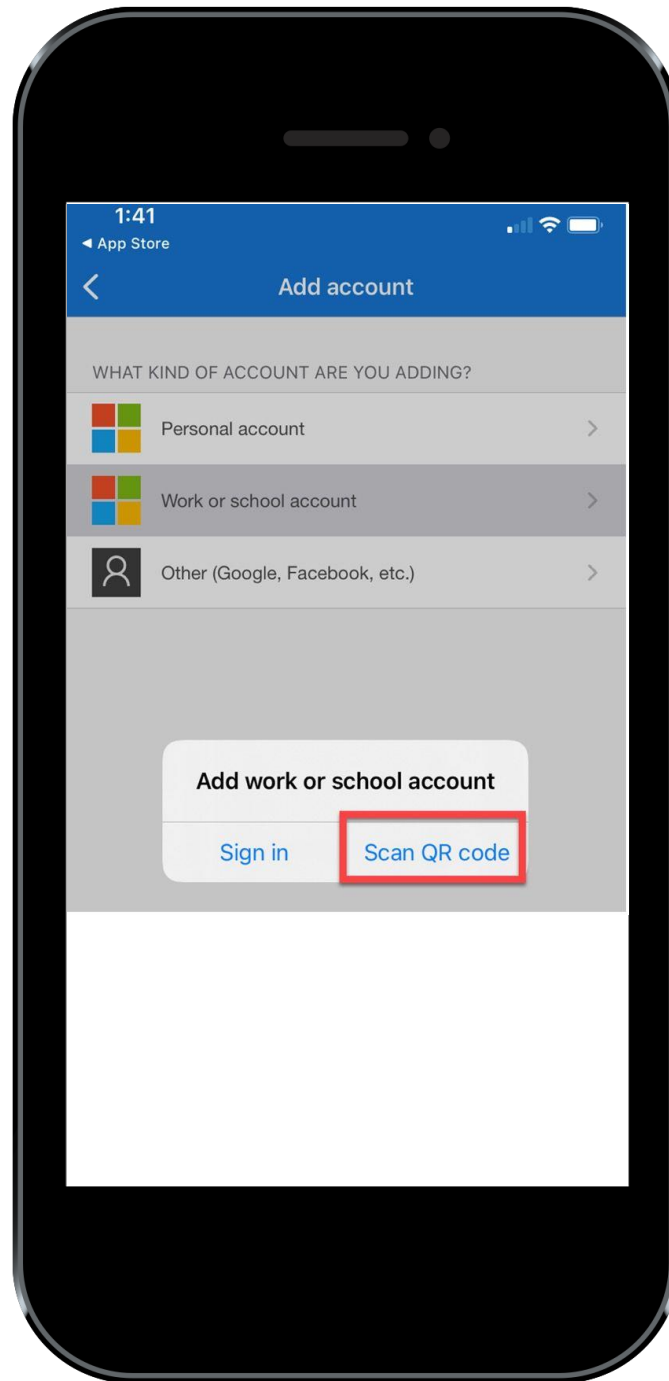
Step 12

Select **'Work or school account'**



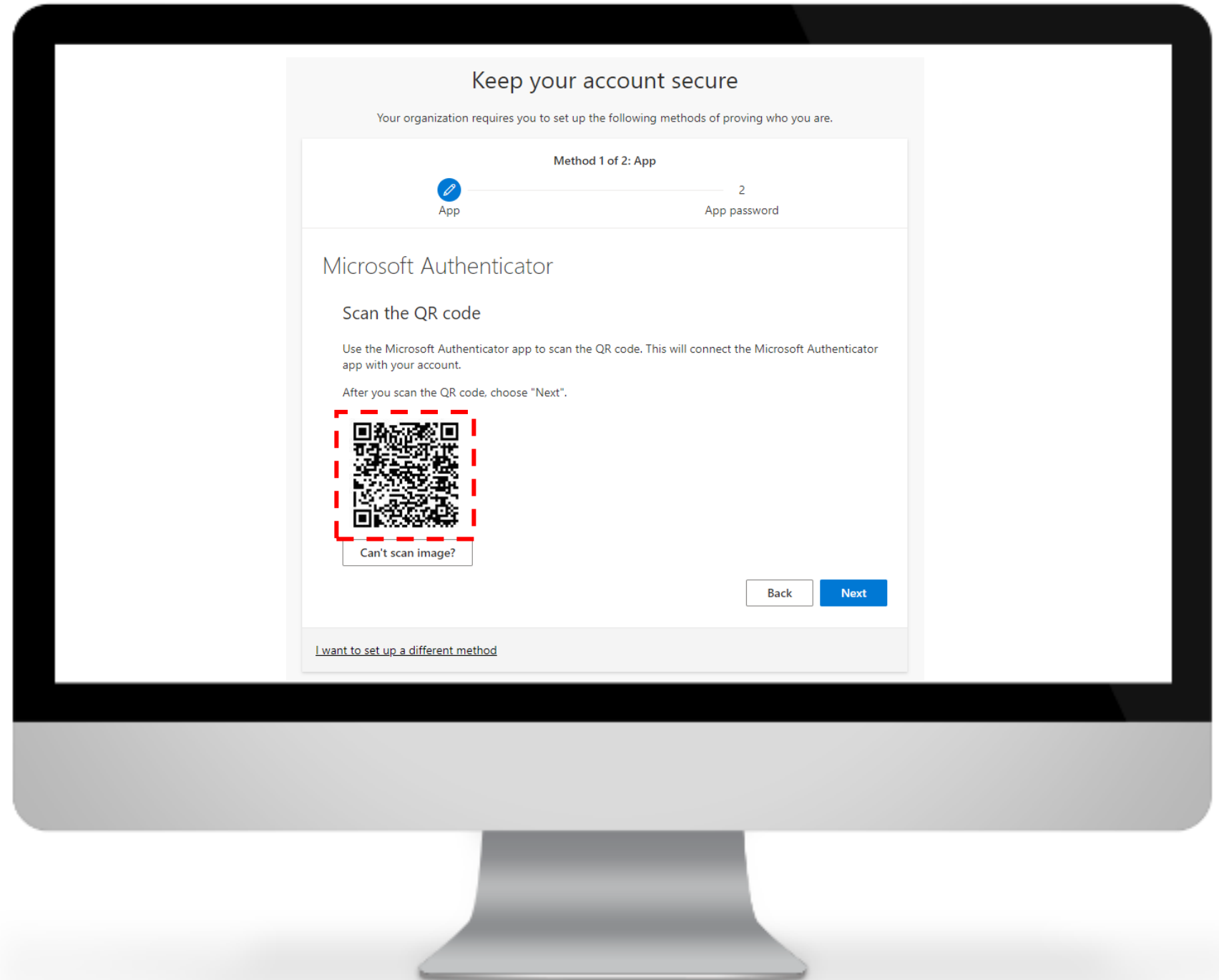
Step 13

A pop-up box will appear on your Microsoft Authenticator App screen, click **'Scan QR code'**



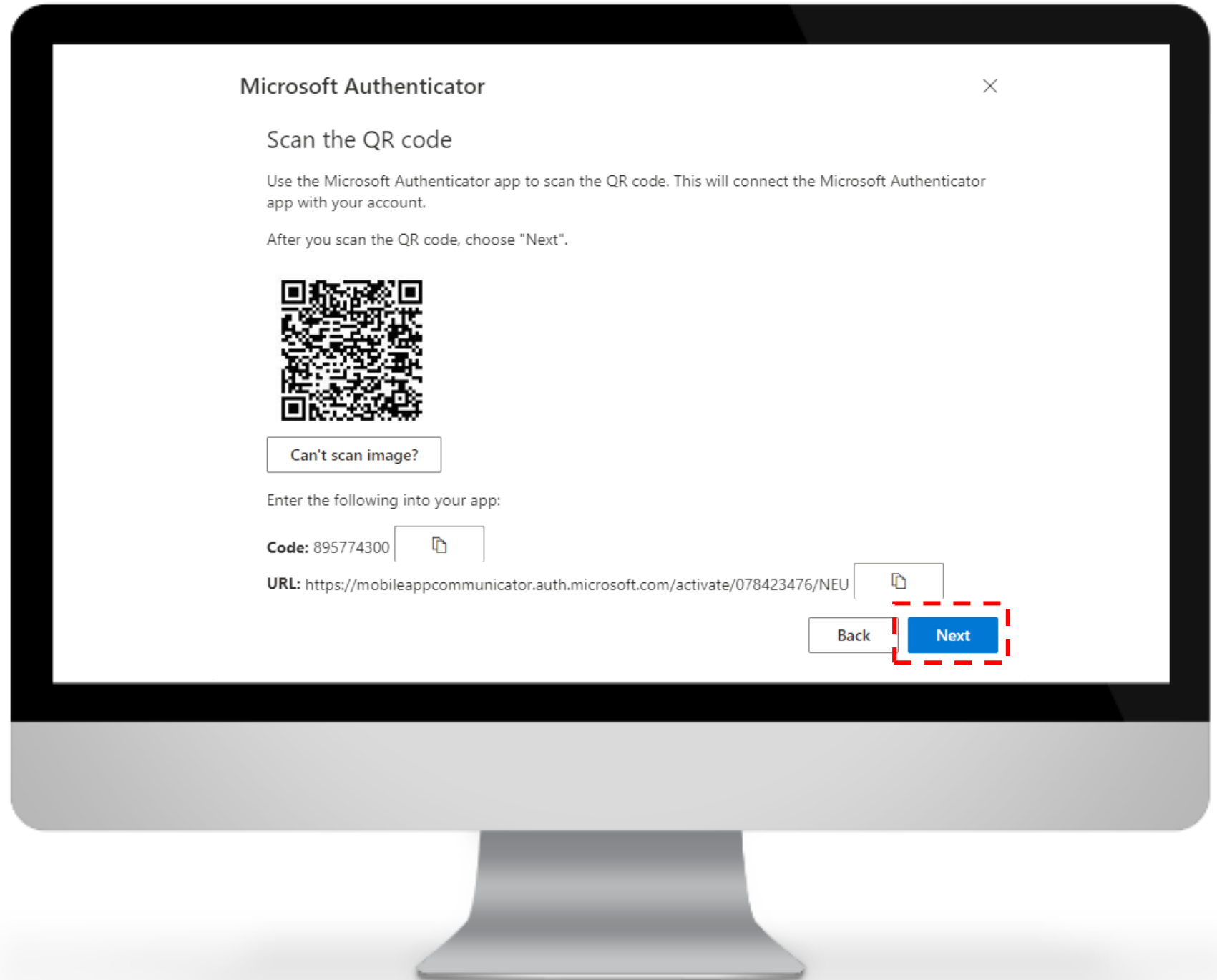
Step 14

On the Microsoft Authenticator App screen a **QR code reader will appear**. Point the mobile device to the screen and scan the QR code



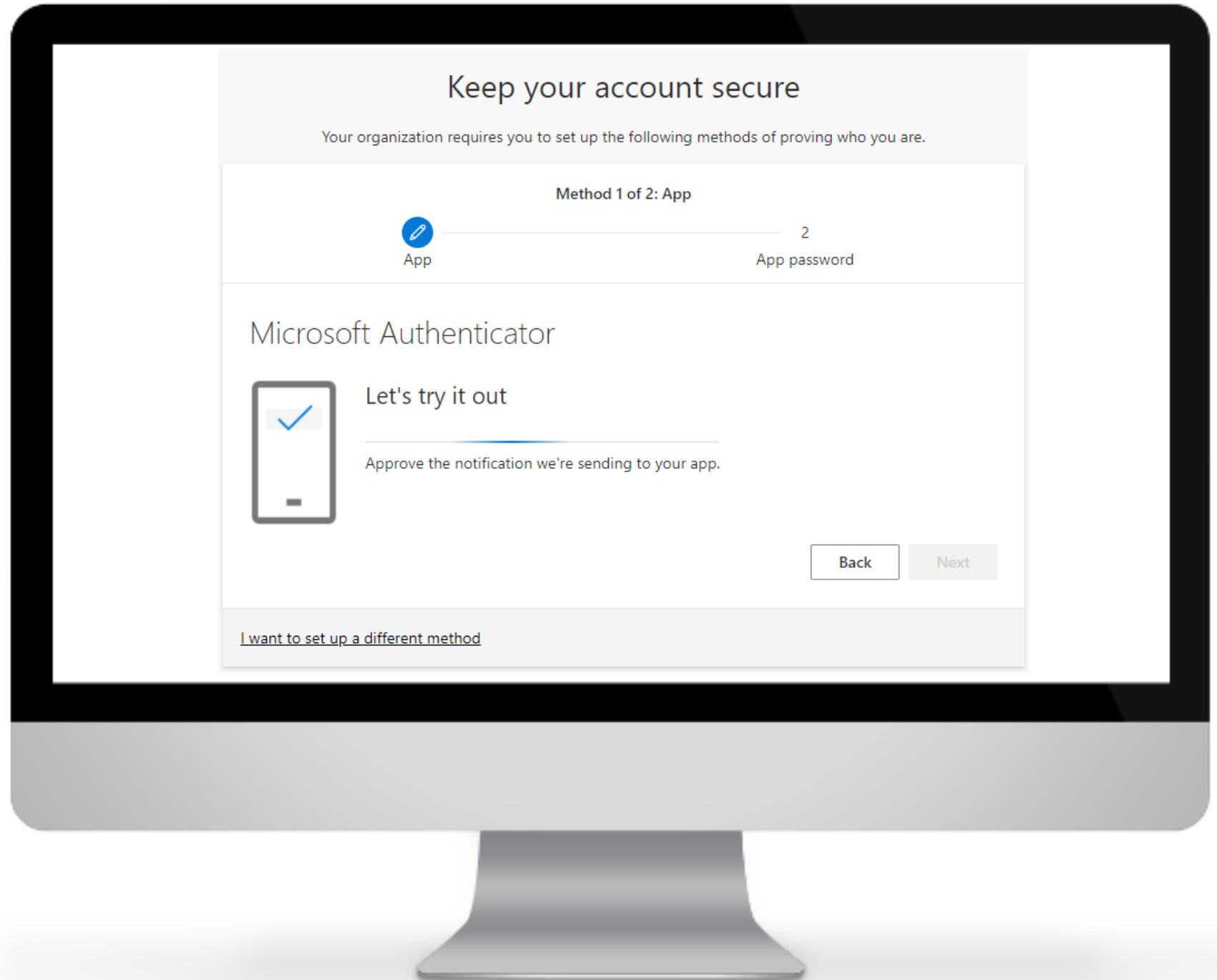
Step 15

Click **'Next'** to be directed to the next step and continue the enrolment process



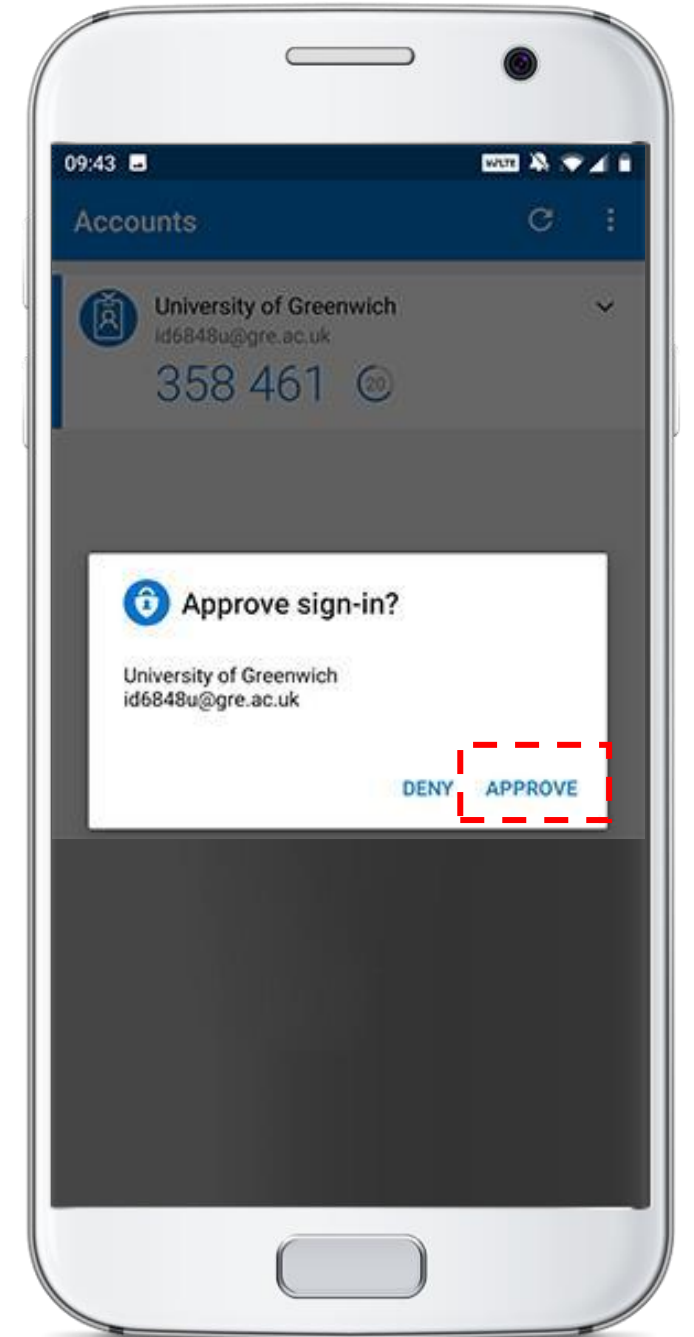
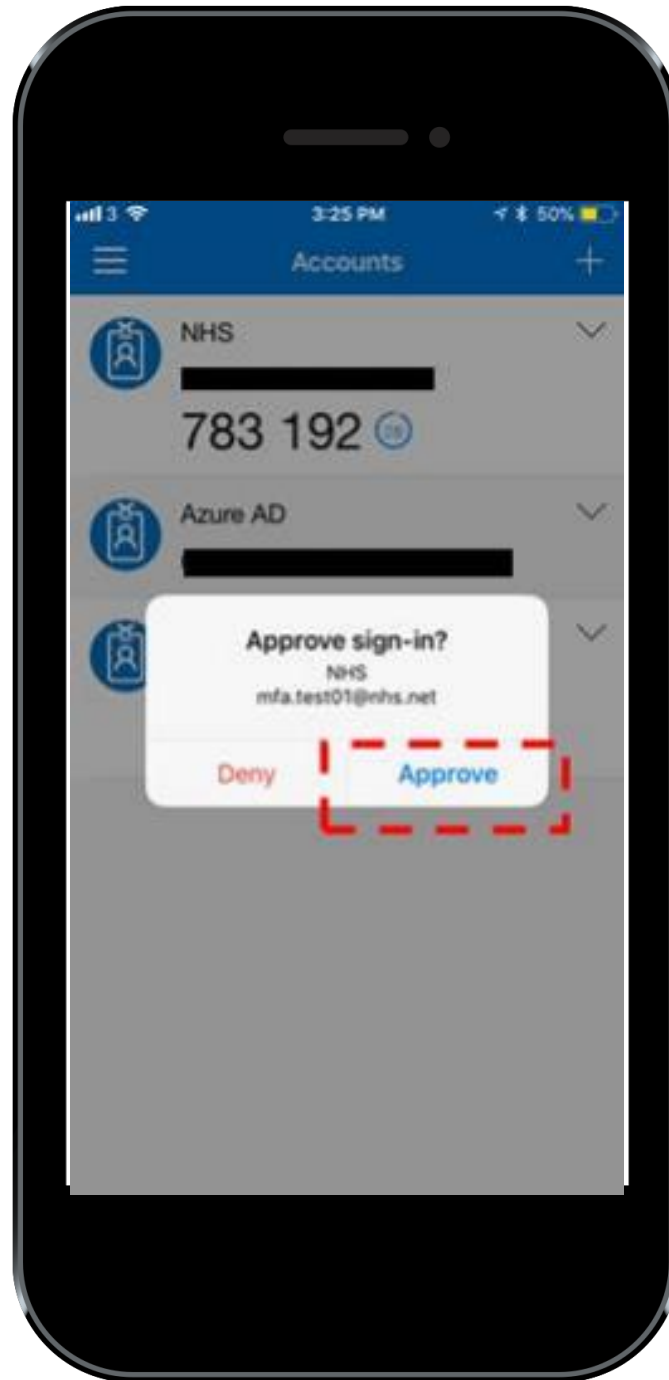
Step 16

Following the approval on the Microsoft Authenticator App this screen will appear – no action needed in this time



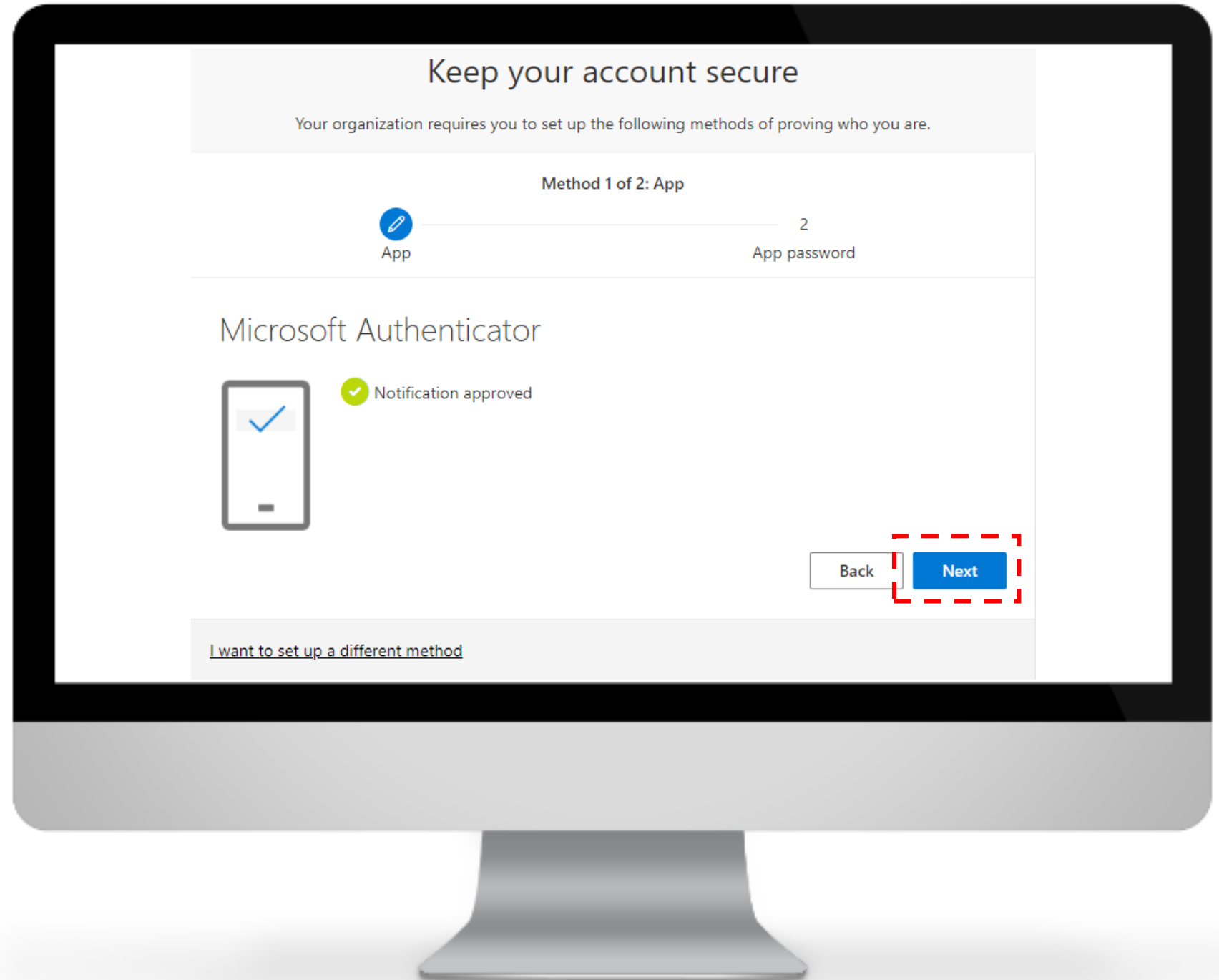
Step 17

A pop-up box will appear on your Microsoft Authenticator App screen, select **'Approve'**



Step 18

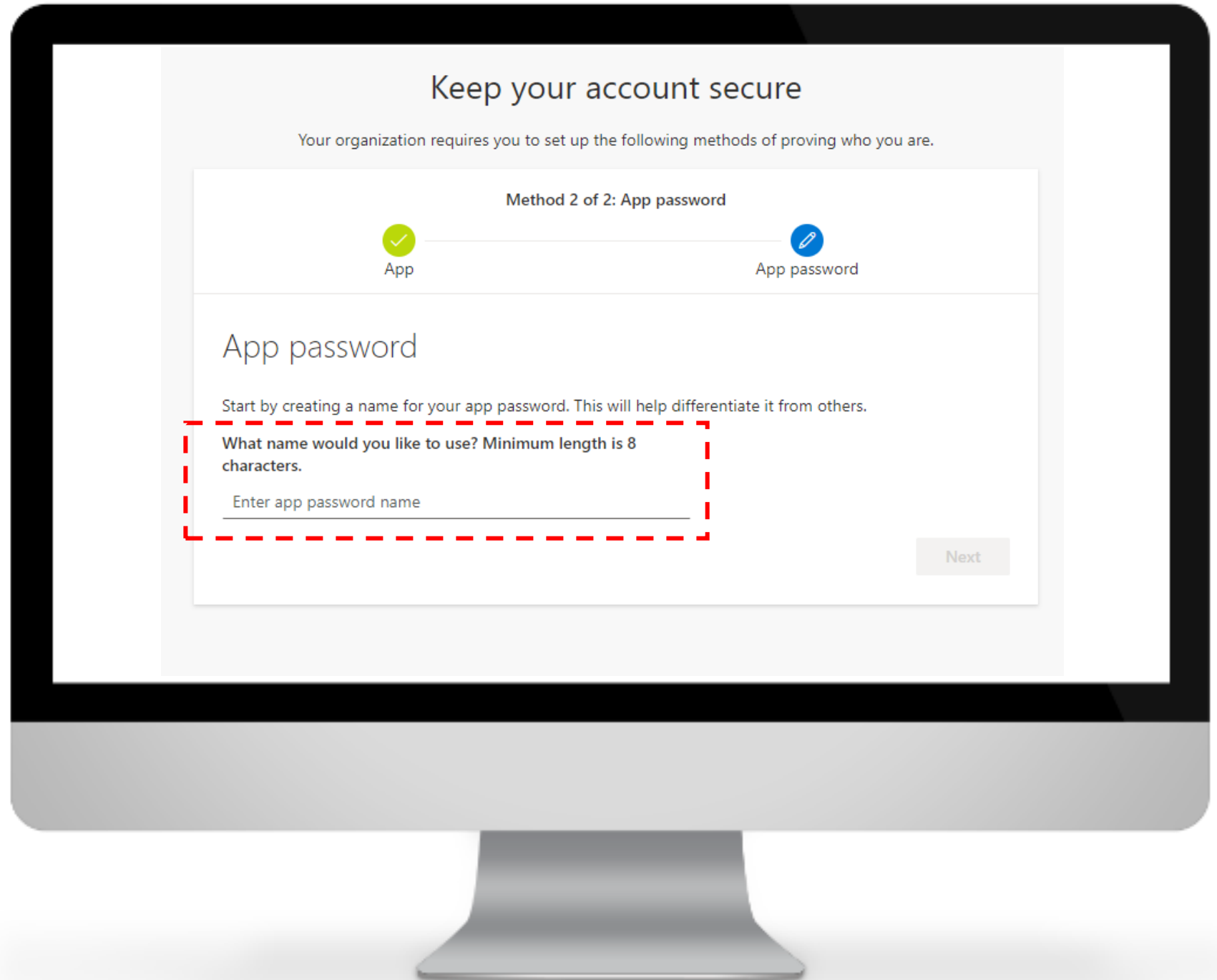
After approving the notification in your mobile phone app you will receive the following message **'Notification approved'**, click **'Next'**



Step 19

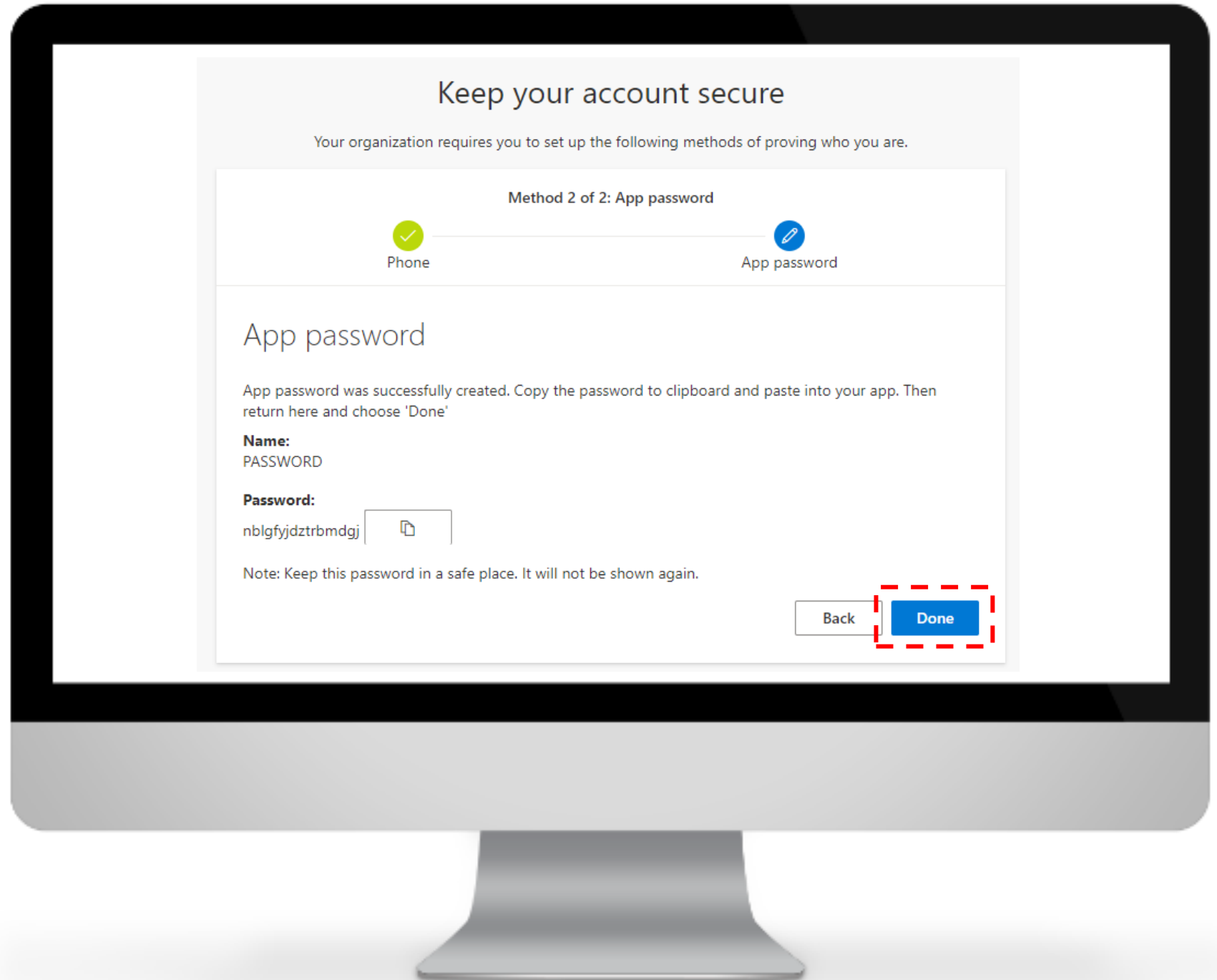
Insert a password name of at least 8 characters and then click **'Next'**

Note: The App password is required for legacy applications that are not supported by MFA.



Step 20

After creating a password name you will be provided with a key password – store this password in a safe place and click **Done**



Step 21

This message will confirm that you have finished your Microsoft Authenticator App set up. Click **'Done'** and you will be taken to the application initially selected

Congratulations, you have successfully set up MFA!

