Step 1: On your PC

Once Multi-Factor Authentication (MFA) is enabled on your account, please follow the steps below.



1.1 Sign in with your NHSmail account to begin the set up process at https://portal.nhs.net/.



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

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



1.3 Once redirected to this page, select 'Next' to start the MFA set up process.Please proceed to the next step using your mobile.

Step 2: On your PC





2.1 Clicking on **'Download Now'** will open a new window with the QR code.

2.2 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). Please proceed to the next step using your mobile.

Step 3: On your mobile

3.1 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.

3.2 Click **'Get'** or **'Install'** to download the Microsoft Authenticator app on your mobile phone.

3.3 Once installed, click '**Open'** to launch the Microsoft Authenticator app on your mobile phone. Please proceed to the next step using your PC.



iOS App Store



Android Google Play Store

Step 4: On your PC



4.1 Once the **Microsoft Authenticator app** is downloaded on your mobile phone click '**Next**' on the registration page on your PC.

	Keep your account secure
Microso	ft Authenticator
	Set up your account If prompted, allow notifications. Then add an account, and select "Work or school".
l want to set up	a different method

4.2 To set up your account on the Microsoft Authenticator app, please proceed to the next step using your mobile.

Step 5: On your mobile





5.2 Select 'Work or school account'.

5.3 A pop-up box will then appear on your Microsoft Authenticator app screen, click **'Scan QR code'**. Please proceed to the next step using your PC.

1 4G 59

Add account

Add work or school account

Sign in Scan QR code

Cancel

(i) When you are signed in with your personal account, all

be available on this device.

stored passwords, addresses, and other autofill info will

WHAT KIND OF ACCOUNT ARE YOU ADDING?

Personal account

Nork or school account

Other (Google, Facebook, etc.)

11:45 🖪

5.1 Tap the '+' or '+ Add account' icon on your mobile device, to add an account and continue the enrolment process.

Step 6: On your PC



Mi	crosoft Authenticator
9	Scan the QR code
l	Jse the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator pp with your account.
1	\fter you scan the QR code, choose "Next".
[Can't scan image?
E	inter the following into your app:
	:ode: 622796292
	IPI + https://mobileapp.communicator.authmicrosoft.com/activate/095845035/04511
,	. https://mobileappcommunicator.autinincrosoft.com/activate/550045525/web
l	Back Next

Micros	soft Authenticator Let's try it out
Ŀ	Approve the notification we're sending to your app by entering the number shown below.

6.1 On your system on the Microsoft Authenticator app screen a **QR code reader will appear**. Point the mobile device to the screen and scan the QR code.

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

6.3 Take note of the unique number that will appear on your PC screen and proceed to the next step using your mobile.

Step 7: On your mobile

7.1 A pop-up box will appear on your Microsoft Authenticator app, enter the unique number and select 'Yes'.Please proceed to the next step using your PC.



Step 8: On your PC

Keep your account secu	re
Microsoft Authenticator	
	Back
l want to set up a different method	

8.1 Following input of the unique number in the Microsoft Authenticator app, you will receive the following message '**Notification approved**' on your PC. Click '**Next'** to proceed.



8.2 A message will appear confirming that you have finished your Microsoft Authenticator app set up. Click **'Done'** to complete the process.

Congratulations, you have successfully set up MFA!

When you next log in to portal.nhs.net, you will be presented with a two-digit number. Please proceed to the next step to log in to NHSmail using MFA.

Step 9: Logging into NHSmail using MFA



9.1 When logging in to 'portal.nhs.net' you will be presented with a two-digit number.

9.2 The Microsoft Authenticator app on your mobile device will prompt you to authenticate the log in.

9.3 Type the two-digit number into the Authenticator app to complete the approval and the NHSmail portal will then open.

You have now successfully logged into NHSmail using MFA!