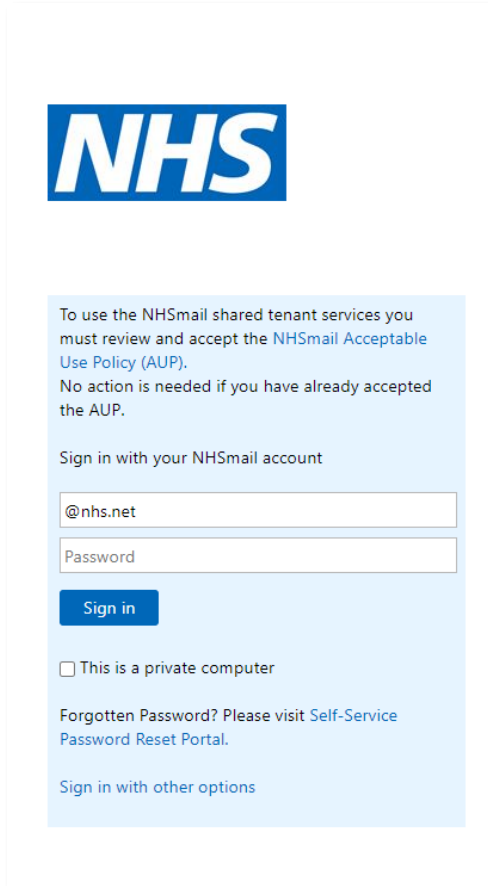
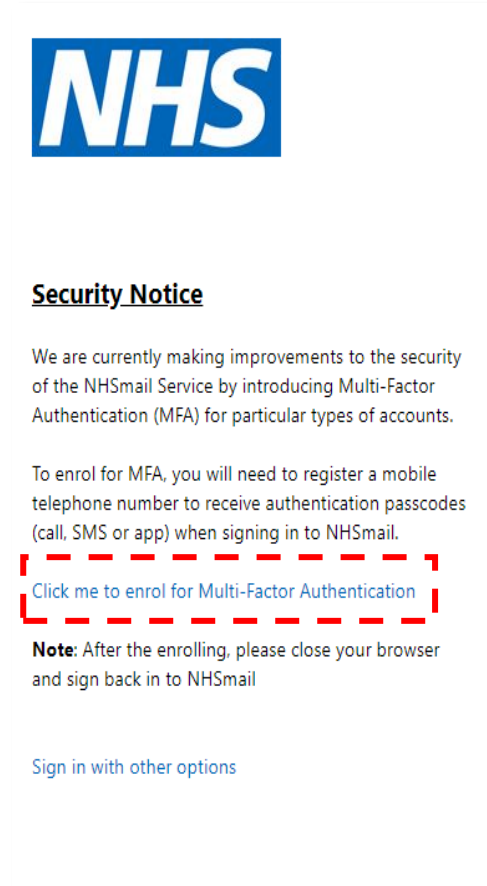


Step 1: On your PC

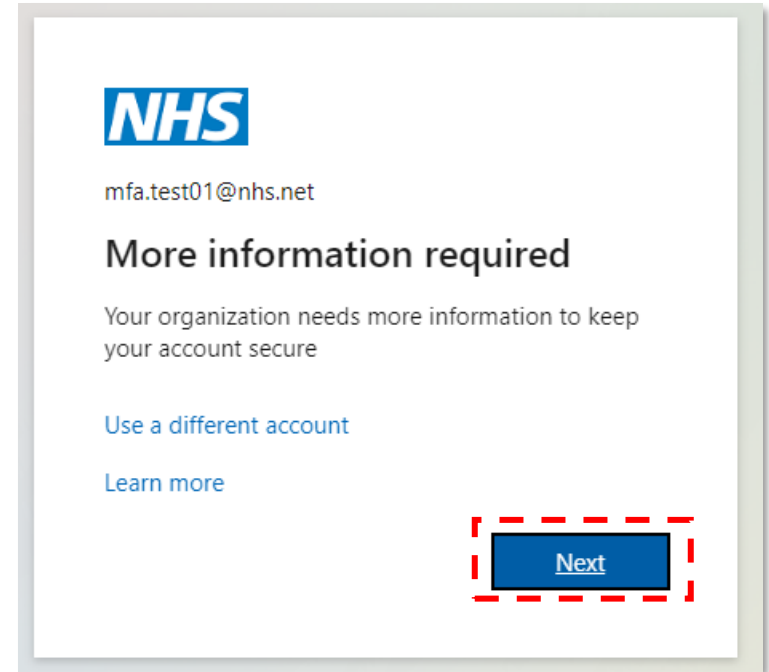
Once Multi-Factor Authentication (MFA) is enabled on your account, please follow the steps below.



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

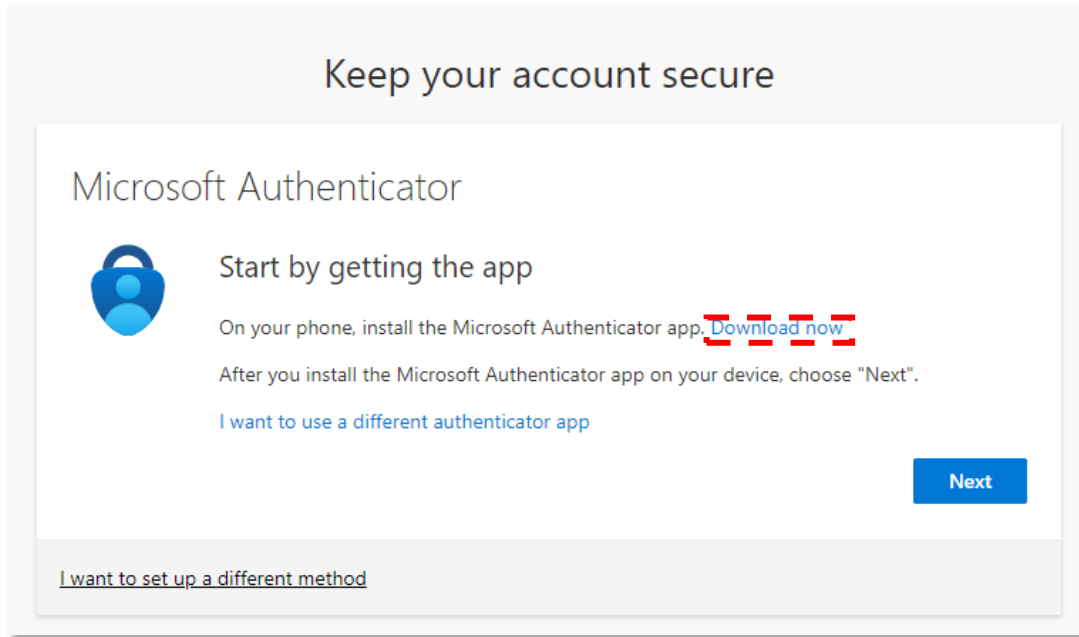


1.2 Select 'Click me to enrol for Multi-Factor Authentication' to proceed.

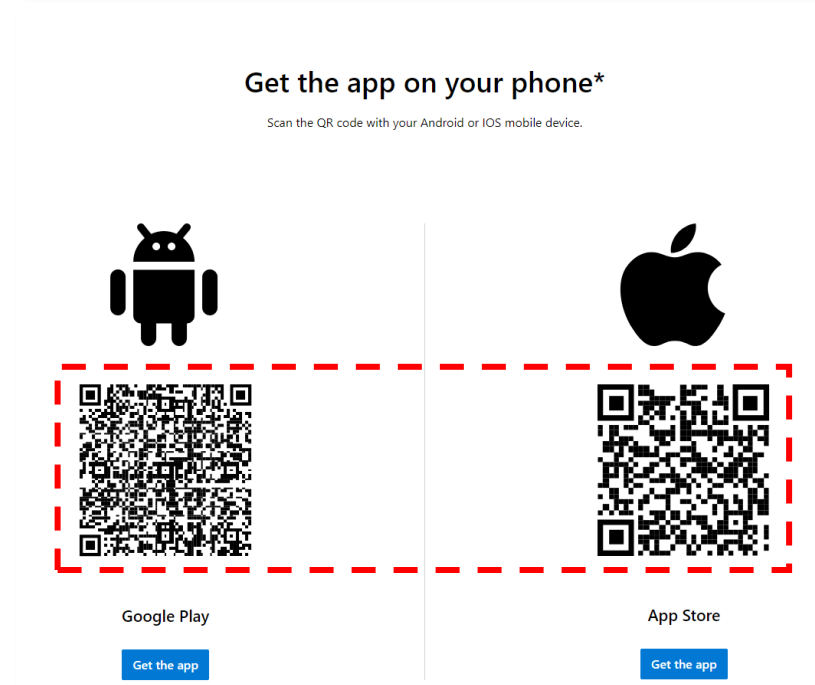


1.3 Once redirected to this page, select 'Next' to start the MFA set up process. Please proceed to the next step using your mobile.

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

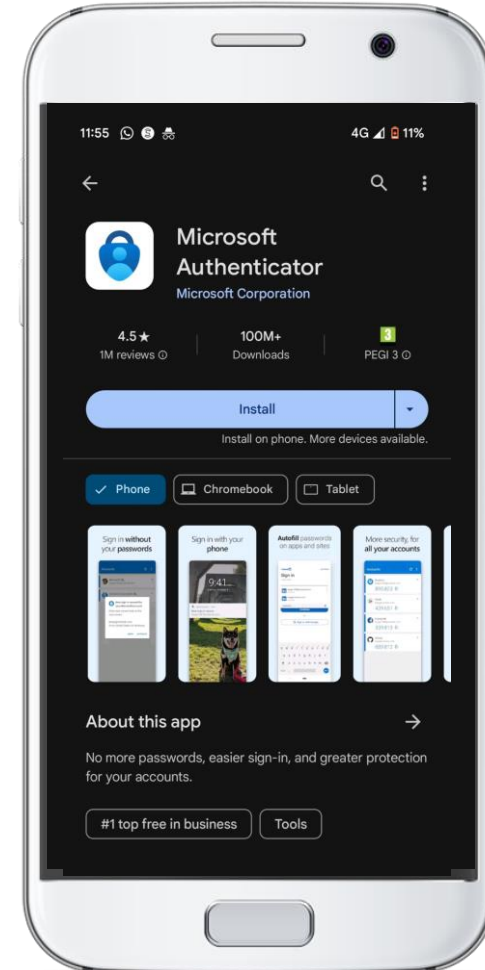
3.1 Tap on the pop-up banner or QR code icon that appears on your mobile phone screen to be directed to download the Microsoft Authenticator app on your mobile phone.

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.

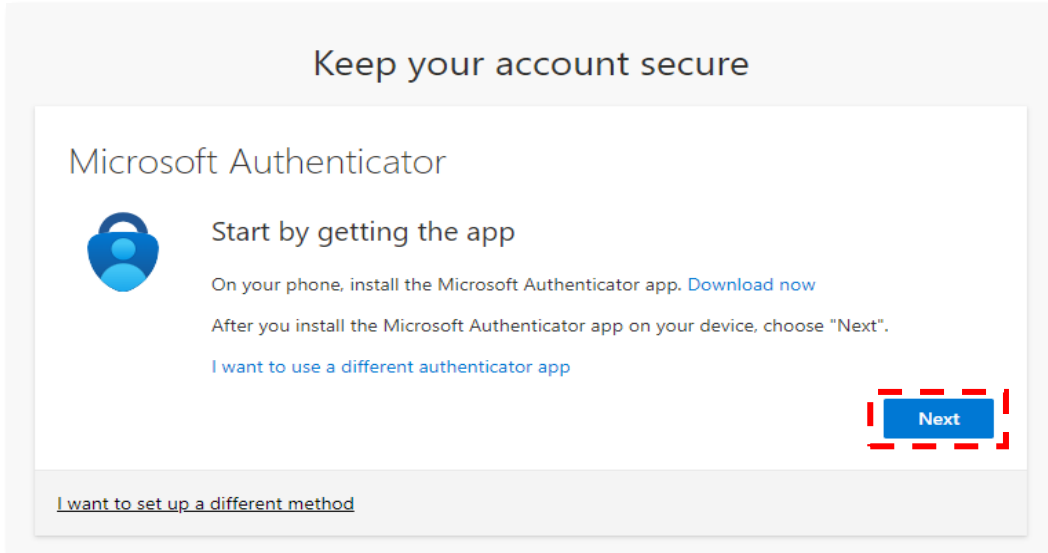


iOS App Store

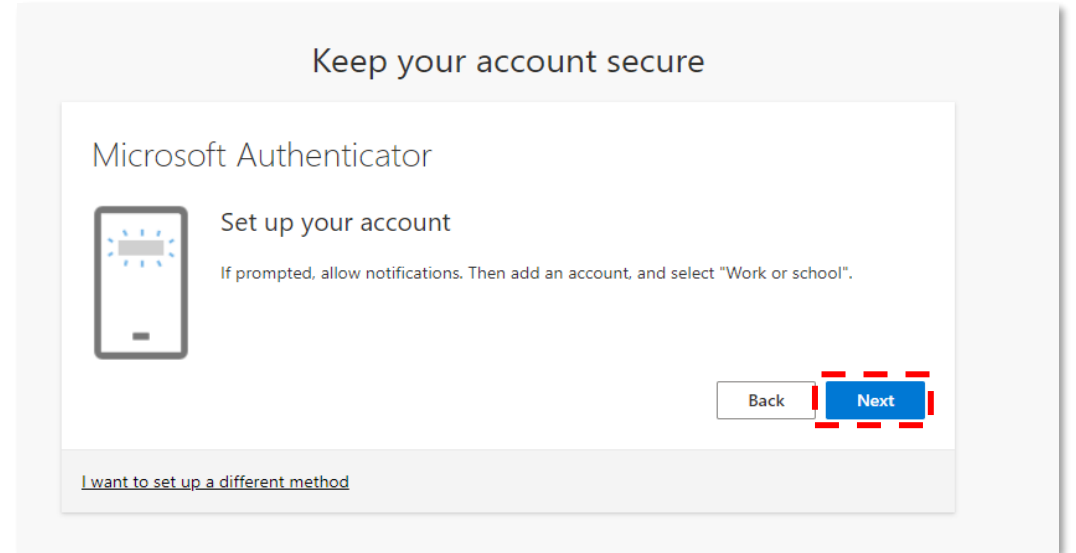


Android Google Play Store

Step 4: On your PC

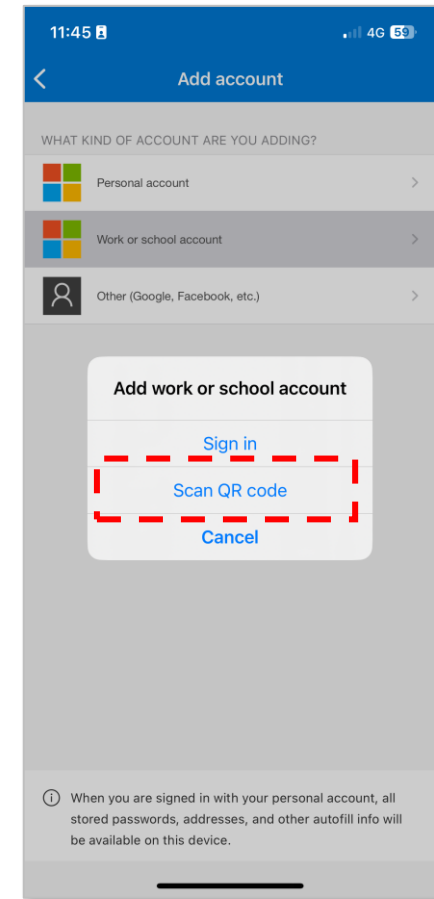
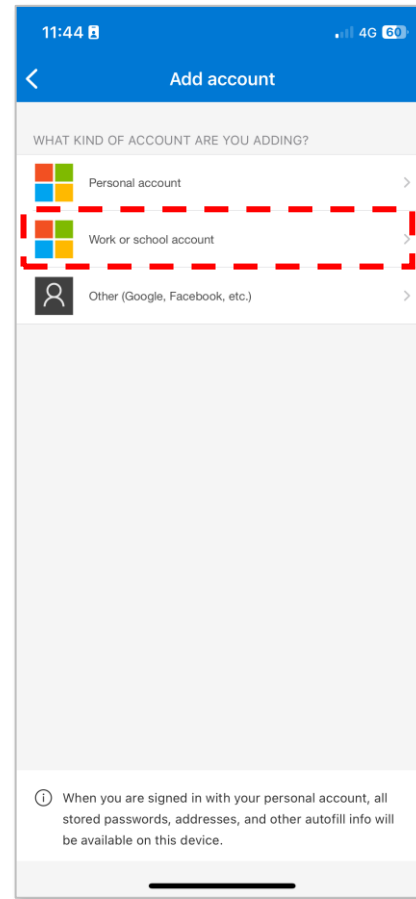
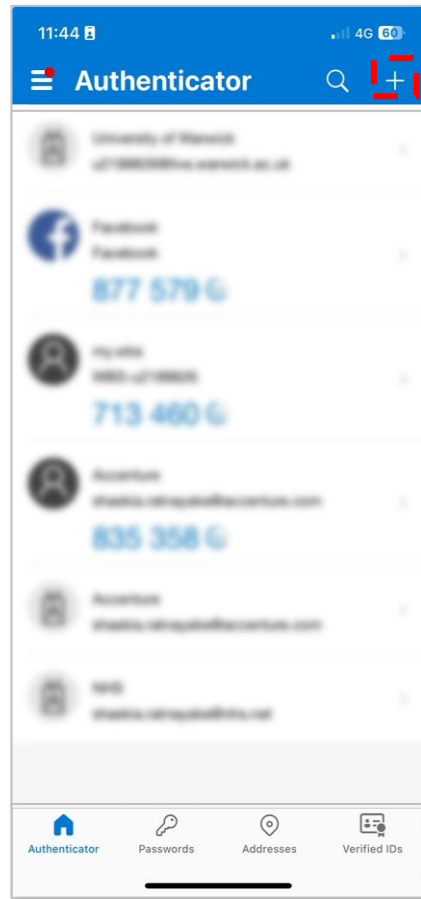


4.1 Once the **Microsoft Authenticator app** is downloaded on your mobile phone click '**Next**' on the registration page on your PC.



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

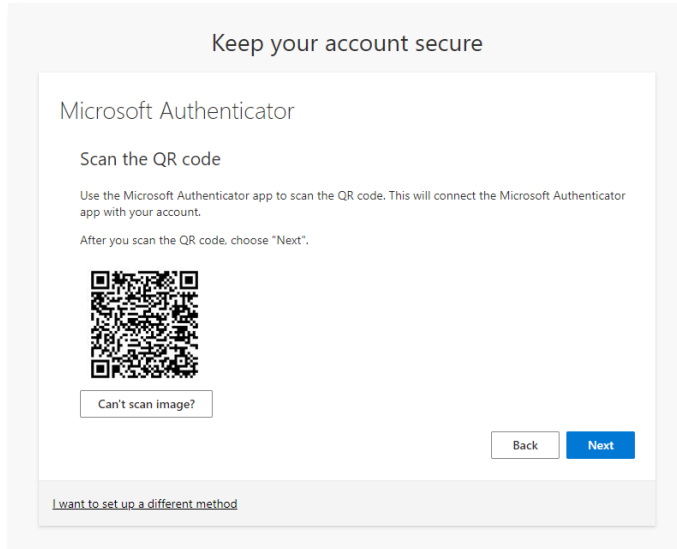


5.1 Tap the '+' or '+ Add account' icon on your mobile device, to add an account and continue the enrolment process.

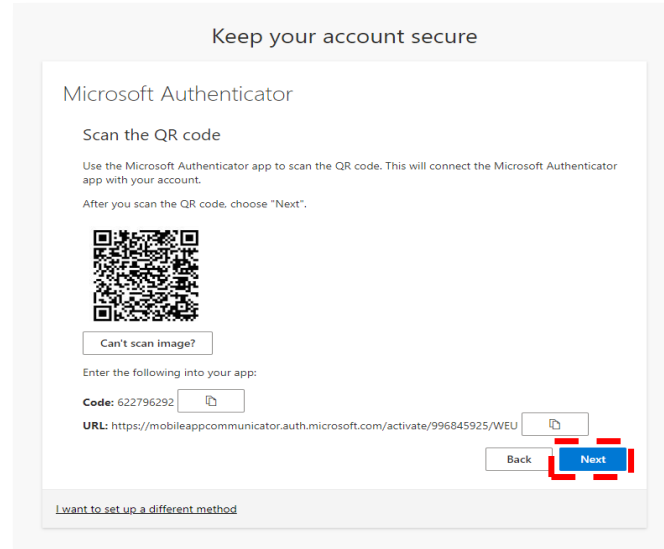
5.2 Select 'Work or school account'.

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.

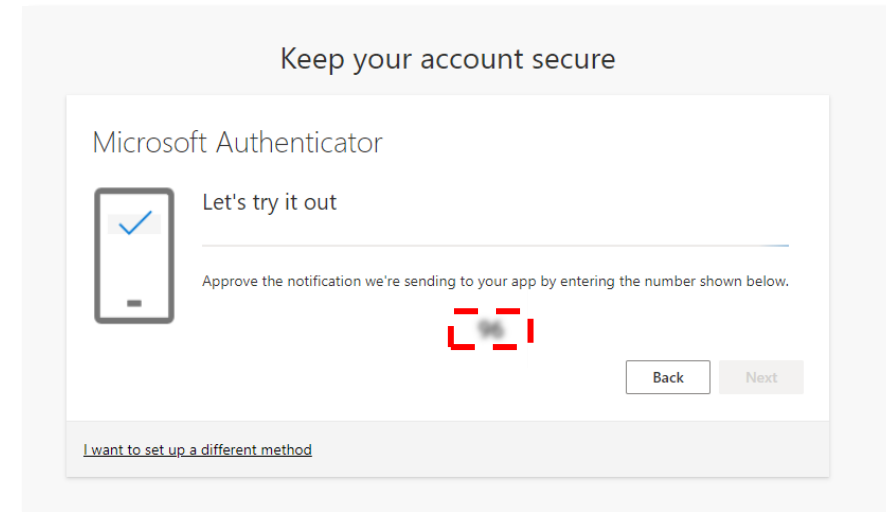
Step 6: On your PC



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.



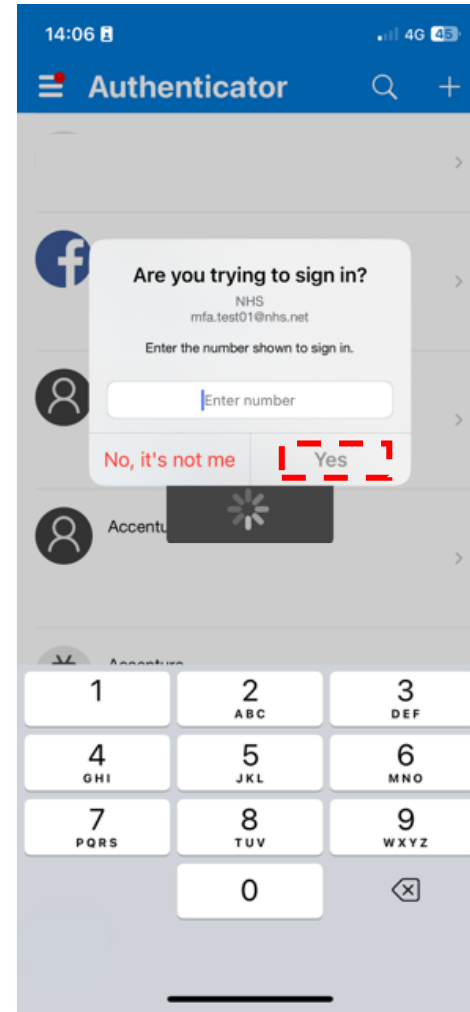
6.2 Click **'Next'** to be directed to the next step and continue the enrolment process.



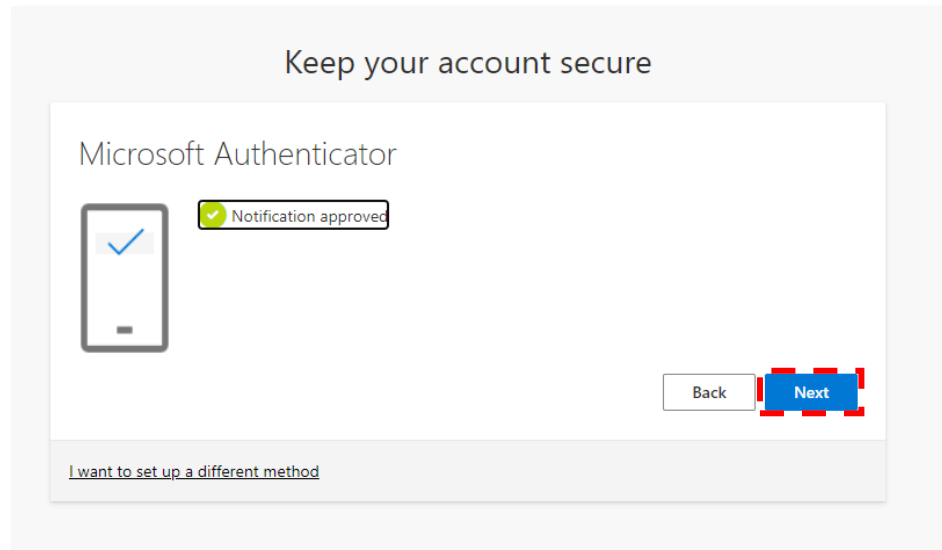
6.3 Take note of the unique number that will appear on your PC screen and proceed to the next step using your mobile.

Step 7: On your mobile

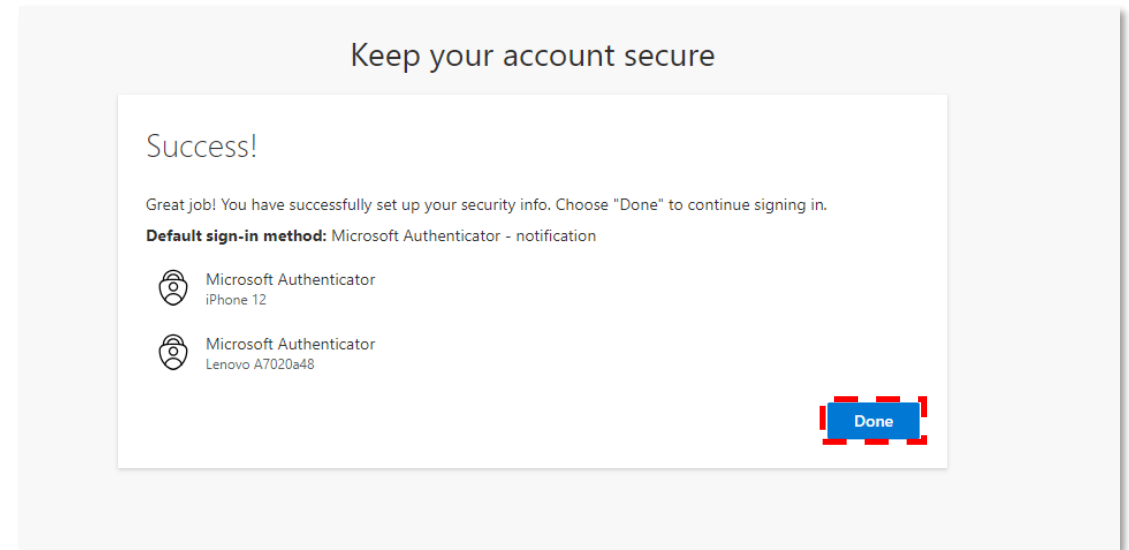
7.1 A pop-up box will appear on your Microsoft Authenticator app, enter the unique number and select **'Yes'**. Please proceed to the next step using your PC.



Step 8: On your PC



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.

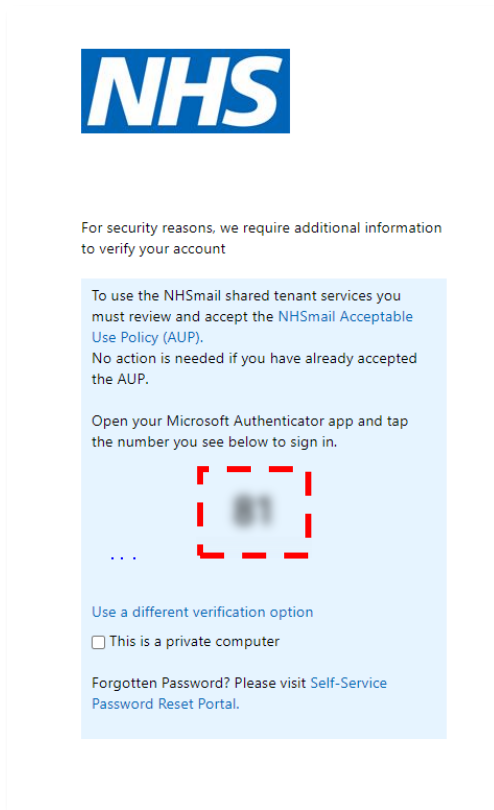


8.2 A message will appear confirming that you have finished your Microsoft Authenticator app set up. Click **'Done'** to complete the process.

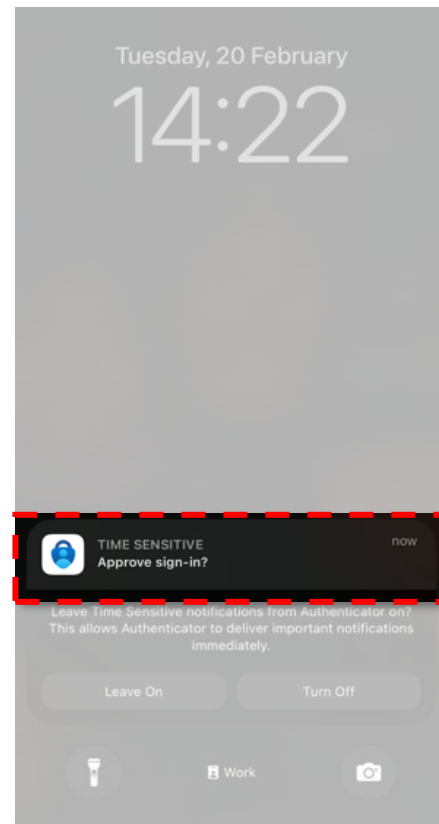
Congratulations, you have successfully set up MFA!

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.

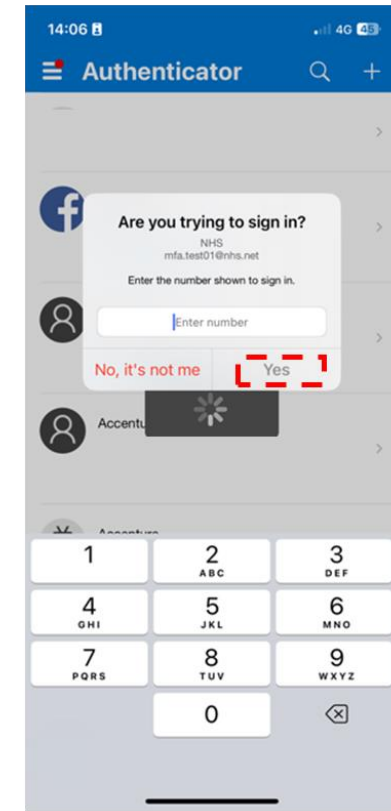
Step 9: Logging into NHSmail using MFA



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!