



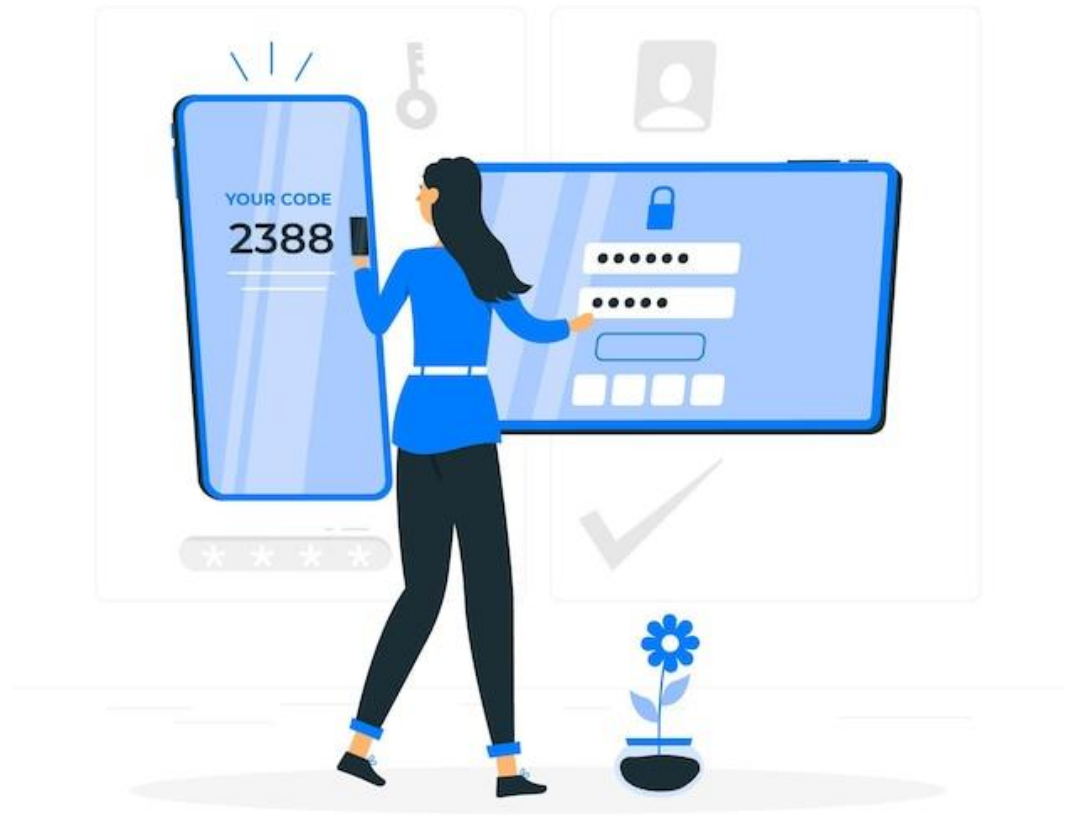
**Multi-Factor
Authentication for
NHSmail is here!**

What is MFA?

Multi-factor authentication (MFA) is an additional way of checking that it is really you when you log in to your account.

In addition to your email address and password, you will need to **set up a second form of authentication**, such as an authentication app on your mobile phone, text message, call, FIDO2 or NHS smartcard (coming soon...). This second layer of security is designed to prevent anyone but you from accessing your account, even if they know your password.

The rollout of MFA will help NHSmail meet industry and cyber security best practice, helping to **protect NHS data, user personal data and patient data**.



Multi-Factor Authentication



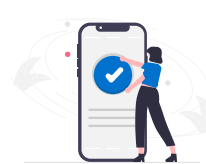
Why is MFA important to the NHS?



Keeps any **patient data** in a more protected environment



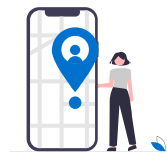
Helps you gain access to your account should you **forget your password**



Helps protect **NHS reputation**



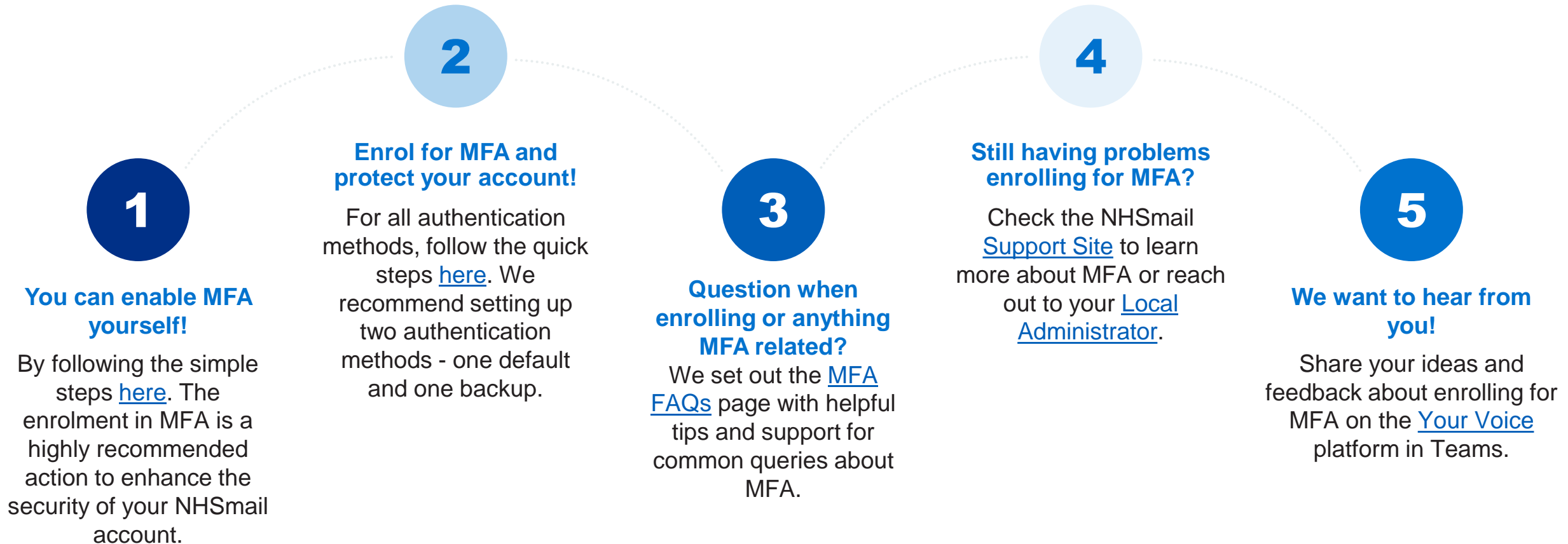
Provides increased protection **against cyber attacks**



Checks if an attempt is made to access your account from an **unusual location** or device

How do I get started with MFA?

What do you need to do as next steps to enrol in MFA?



What options do I have to enrol?

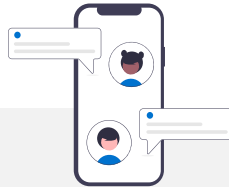
The recommended authentication method is the Microsoft Authenticator app on your Android or iOS mobile device or, in situations where mobile authentication is challenging, a FIDO2 token is a suitable alternative.



Authenticator App

Download the Microsoft Authenticator app on your smartphone to verify your sign in or to get a verification code.

[FIND OUT MORE](#)



Text message

A text message (SMS) is sent to the mobile phone number registered containing a verification code.

[FIND OUT MORE](#)



Phone Call

An automated voice call is made to the mobile phone number registered prompting the user to press # on their keypad.

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FIDO2 Token

Use FIDO2 for MFA to sign in with a choice of security keys available and supported.

[FIND OUT MORE](#)



NHS Smartcard

If you have an NHS Care Identity Smartcard, register it with NHSmail and use it as an alternative to sign into NHSmail Portal and Office 365 web-based applications.

[FIND OUT MORE](#)

Clarifying facts about MFA...

MYTHS

FACTS

MFA is difficult to set up and use.



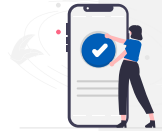
MFA is quick and easy for most people to set up and you can select the authentication method that best suits your needs.

I do not need MFA because my account has never been compromised.



No matter how strong your password is, there is always the threat of a cyber attack. MFA is important because it makes it harder for hackers to steal your information.

I only have one option for authenticating my log in.



There are five authentication methods you can choose from: Microsoft Authenticator app, text message, phone call, FIDO2 token or NHS smartcard.

I need an internet connection to use the Microsoft Authenticator app.



You need an internet connection to receive a push notification on the Microsoft Authenticator app but not to access a one-time passcode.

The Microsoft Authenticator app will collect my personal data.



The Microsoft Authenticator app does not collect or store any personally identifiable data. Your personal mobile device details are not used for any purpose other than protecting your account.



What should I do if I need help?

1. Check the Support Site articles [here](#)
2. Reach out to your [Local Administrator](#)
3. Contact the NHSmail Helpdesk by calling 0333 200 1133 or emailing helpdesk@nhs.net

For feedback, please contact us via [Your Voice](#)