

NHSmal and multi-factor authentication

This factsheet explains what NHSmal multi-factor authentication (MFA) is and how to use it.

What is MFA? NHSmal MFA adds an extra layer of security to your account. In addition to your email address and password, you'll set up a second form of authentication. This can be an authentication app on your mobile phone, a text message, a phone call, or a 'FIDO2 token.' The goal is to ensure that only you can access your account, even if someone finds out your password.

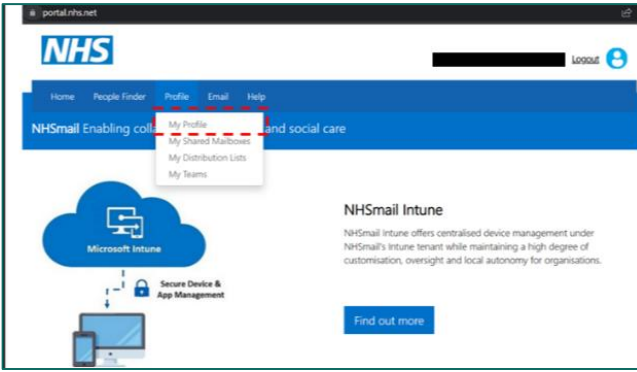
Why is MFA Important? MFA helps protect patient privacy by preventing unauthorised access to NHSmal accounts. Cyberattacks pose risks to patient safety and care delivery. Enabling MFA can prevent up to 80% of data breaches. MFA benefits include:

- Safeguarding patient data
- Helping you regain access if you forget your password
- Protecting the reputation of pharmacy and the NHS
- Increases defense against cyber attacks
- Monitoring unusual login attempts

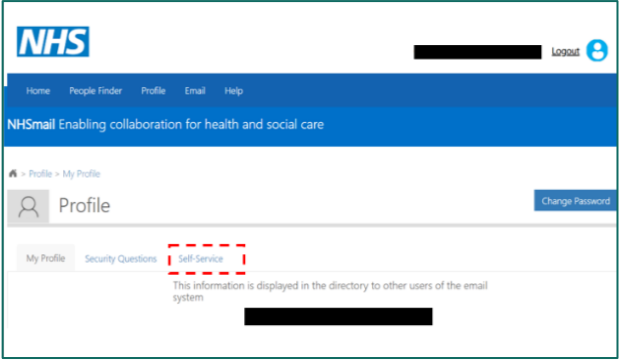
The rollout of mandatory NHSmal MFA began from August 2024.

Enabling MFA on your personal NHSmal account

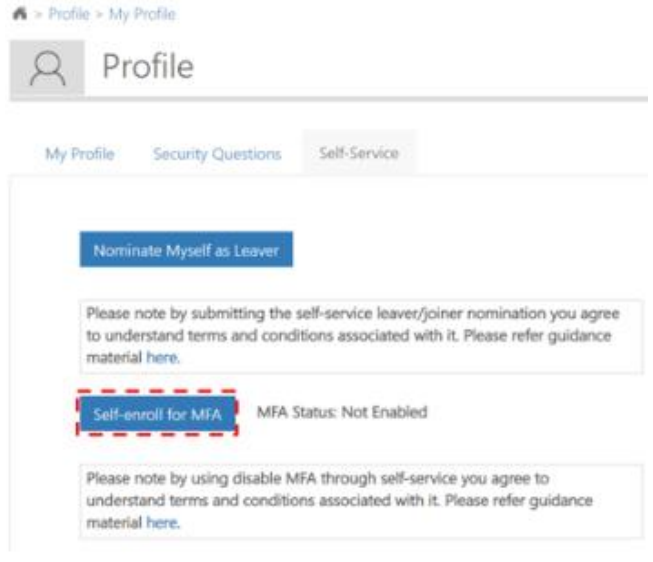
1. Login at portal.nhs.net.
2. Choose 'Profile' in the navigation bar at the top of the screen and select 'My Profile' from the drop-down menu



3. From 'My profile' page, select 'Self-Service'



4. Select the 'Self-enroll for MFA' button



5. Select the method for which you would prefer to receive

You can receive MFA notifications via:

- A Microsoft authentication app on your smartphone (*recommended option*);
- text message;
- phone call; or
- a 'FIDO2 token' (a hardware device used for authentication).

Feeding back

Report NHSmal MFA feedback via cpe.org.uk/itfeedback so that collated feedback can be passed to the NHSmal team.

Read more: cpe.org.uk/mfa; cpe.org.uk/nhsmalFAQs; cpe.org.uk/nhsmal and support.nhs.net **MFA guidance**.

Updated August 2024. Contact it@cpe.org.uk for queries about this factsheet.