

NHSmail and multi-factor authentication

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

What is MFA? NHSmail 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 NHSMail 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 NHSmail MFA began from August 2024.

Enabling MFA on your personal NHSmail account	4. Select the 'Self-enroll for MFA' button
1. Login at <u>portal.nhs.net</u> .	Profile > My Profile Q Profile
2. Choose 'Profile' in the navigation bar at the top of the screen and select 'My Profile' from the drop- down menu	My Profile Security Questions Self-Service
<complex-block><section-header></section-header></complex-block>	Nominate Myself as Leaver Please note by submitting the self-service leaver/joiner nomination you agree to understand terms and conditions associated with it. Please refer guidance material here. Self-enroll for MFA MFA Status: Not Enabled Please note by using disable MFA through self-service you agree to understand terms and conditions associated with it. Please refer guidance material here. 5. Select the method for which you would prefer to
	 receive You can receive MFA notifications via: A Microsoft authentication app on your
Home Regile Finder Profile Email Help NHSmall Enabling collaboration for health and social care	 smartphone (<i>recommended option</i>); text message; phone call; or a '<u>FIDO2 token</u>' (a hardware device used for authentication).
Profile Charge Passord	Feeding back
My Profile Security Questions Self-Service This information is displayed in the directory to other users of the email system	Report NHSMail MFA feedback via <u>cpe.org.uk/itfeedback</u> so that collated feedback can be passed to the NHSmail team.

Read more: <u>cpe.org.uk/mfa;</u> <u>cpe.org.uk/nhsmailFAQs;</u> <u>cpe.org.uk/nhsmail</u> and <u>support.nhs.net MFA</u> <u>guidance</u>.

Updated August 2024. Contact <u>it@cpe.org.uk</u> for queries about this factsheet.