Step 1
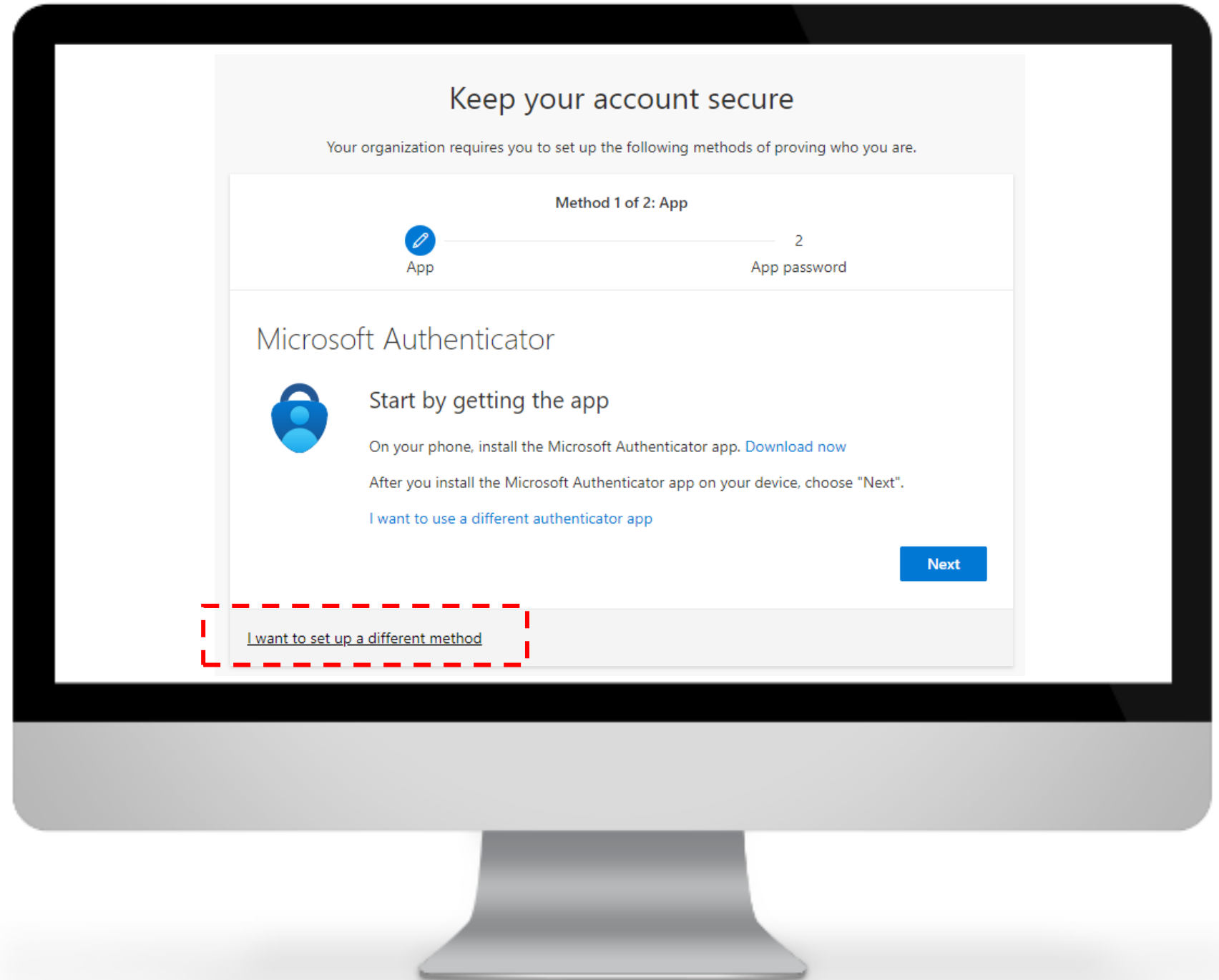
Once Multi-Factor Authentication (MFA) is enabled on your account, sign in with your NHSmail account to begin the set up process at https://portal.nhs.net/

Select at the bottom of the box **'I want to set up a different method'** to add another option to authenticate your account

Step 2

A box with a drop list with the different options to register for MFA will appear on the screen
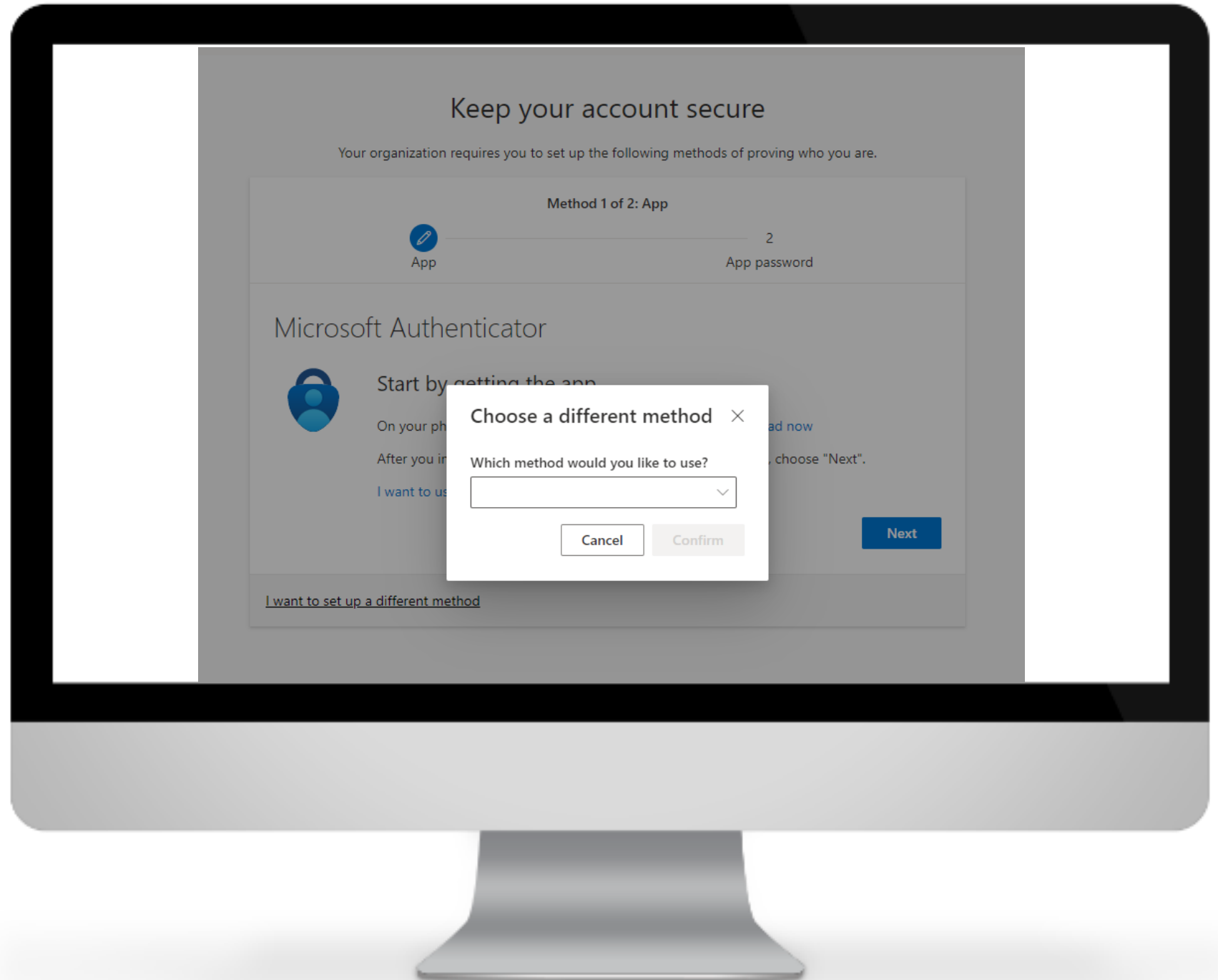
Step 3

This page allows you to choose an alternative option to authenticate your NHSmail account. Select **'Phone'** Option

Note: The use of the office phone option is not supported by NHSmail. This option is available to users as Multi-factor Authentication is an off-the-shelf feature that cannot be customised.
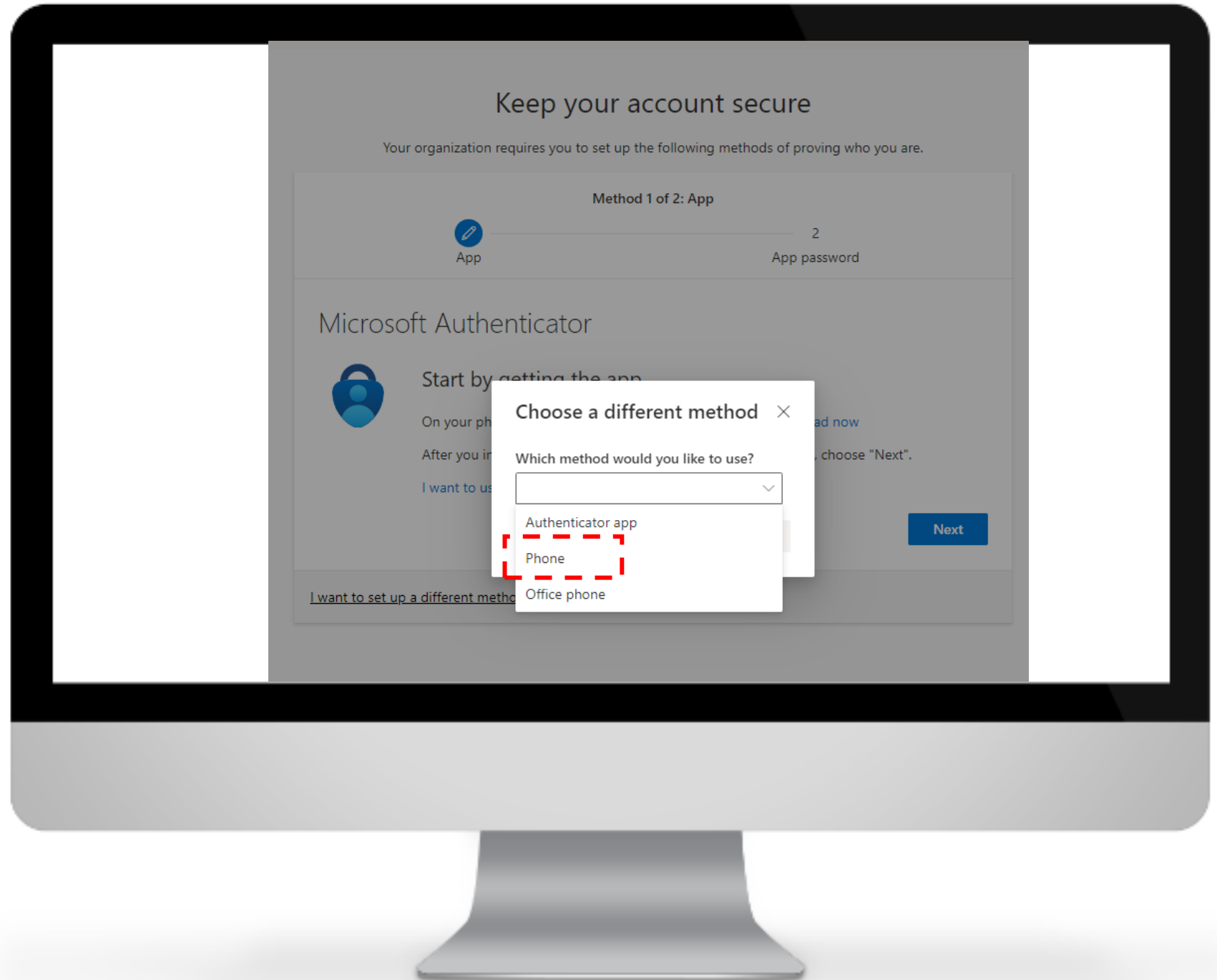
Step 4
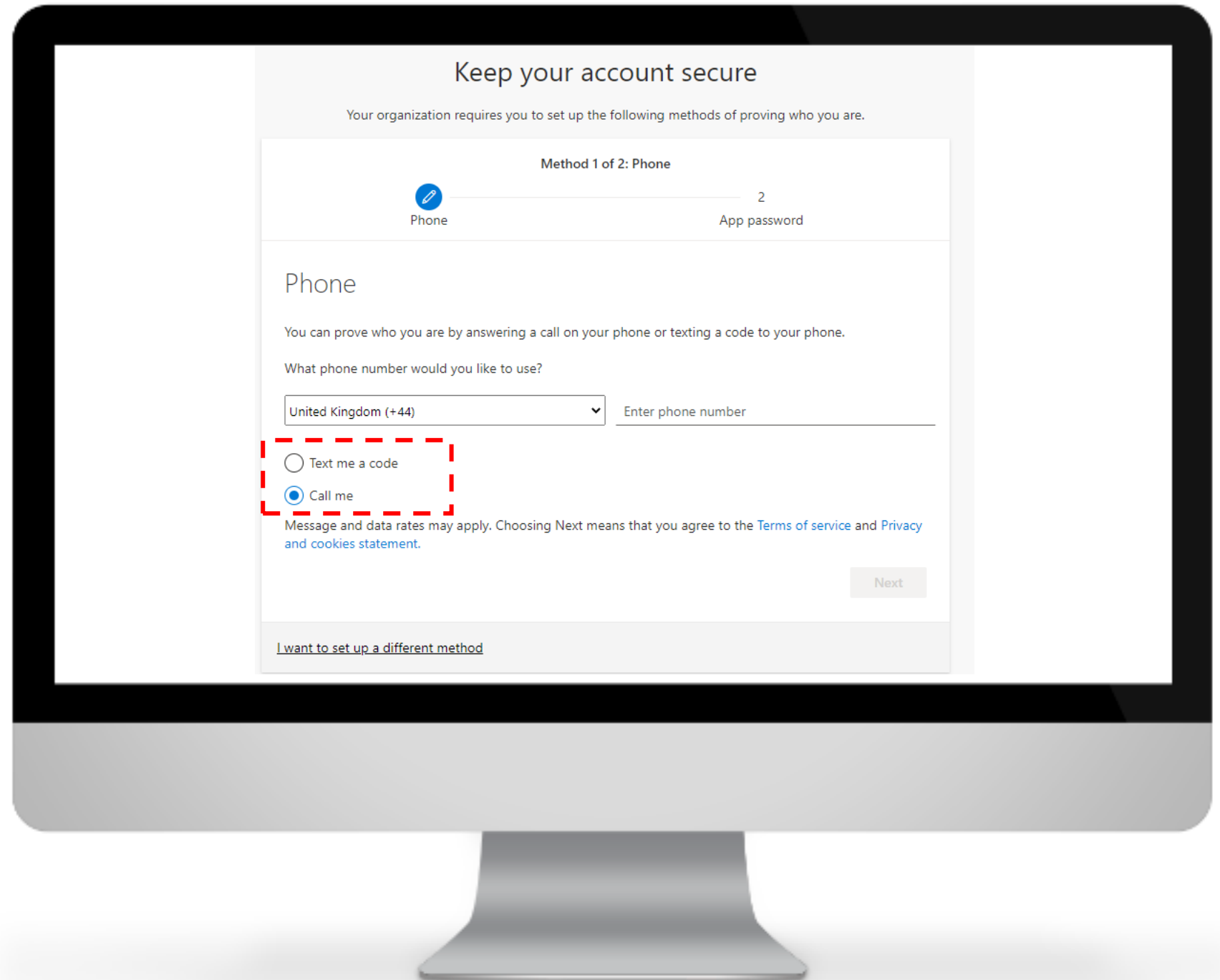
Click **'Confirm'** to continue the register process

Note: This phone number is your preferred contact method, and is not linked to the number listed in your NHSmail Portal profile.
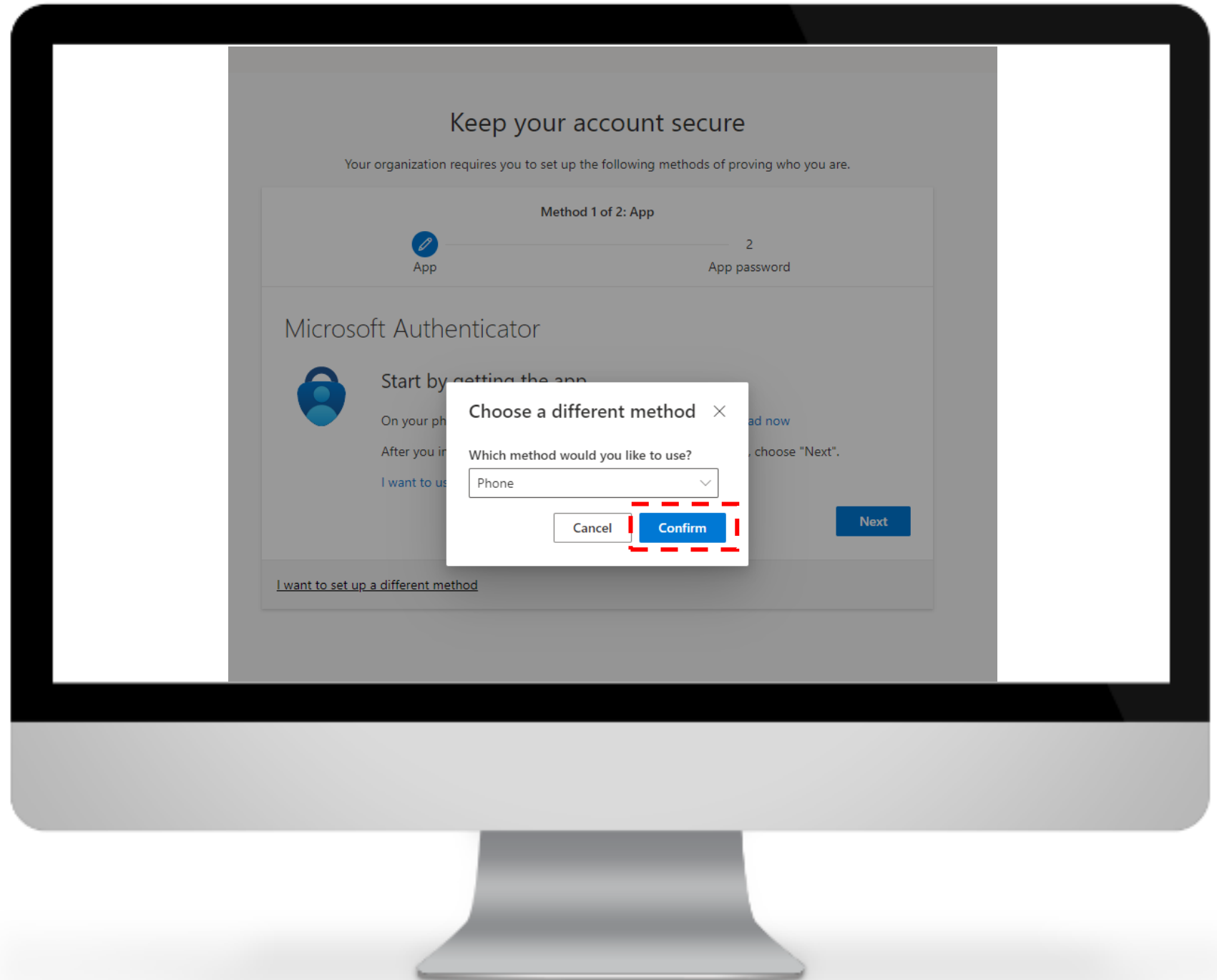
Step 5

Select **your country code** from the country options and **enter the mobile phone number** you would like to use, select **'Call me'** option and click **'Next'**

Note: Mobile numbers used to register for an NHSmail account must be UK based.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: Phone

✏️
Phone

2
App password

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

| United Kingdom (+44) | Enter phone number |

○ Text me a code

◉ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.

Next

I want to set up a different method

Step 6

You will get a call to the registered mobile number

Note: It is not expected that you will be charged to use this service as no outgoing calls during 2-step verification. However, standard call charges may apply if you try to access your account from outside the UK (incurring roaming charges).

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: Phone

Phone

2
App password

Phone

We're calling +44 ███████ now.

Back

I want to set up a different method
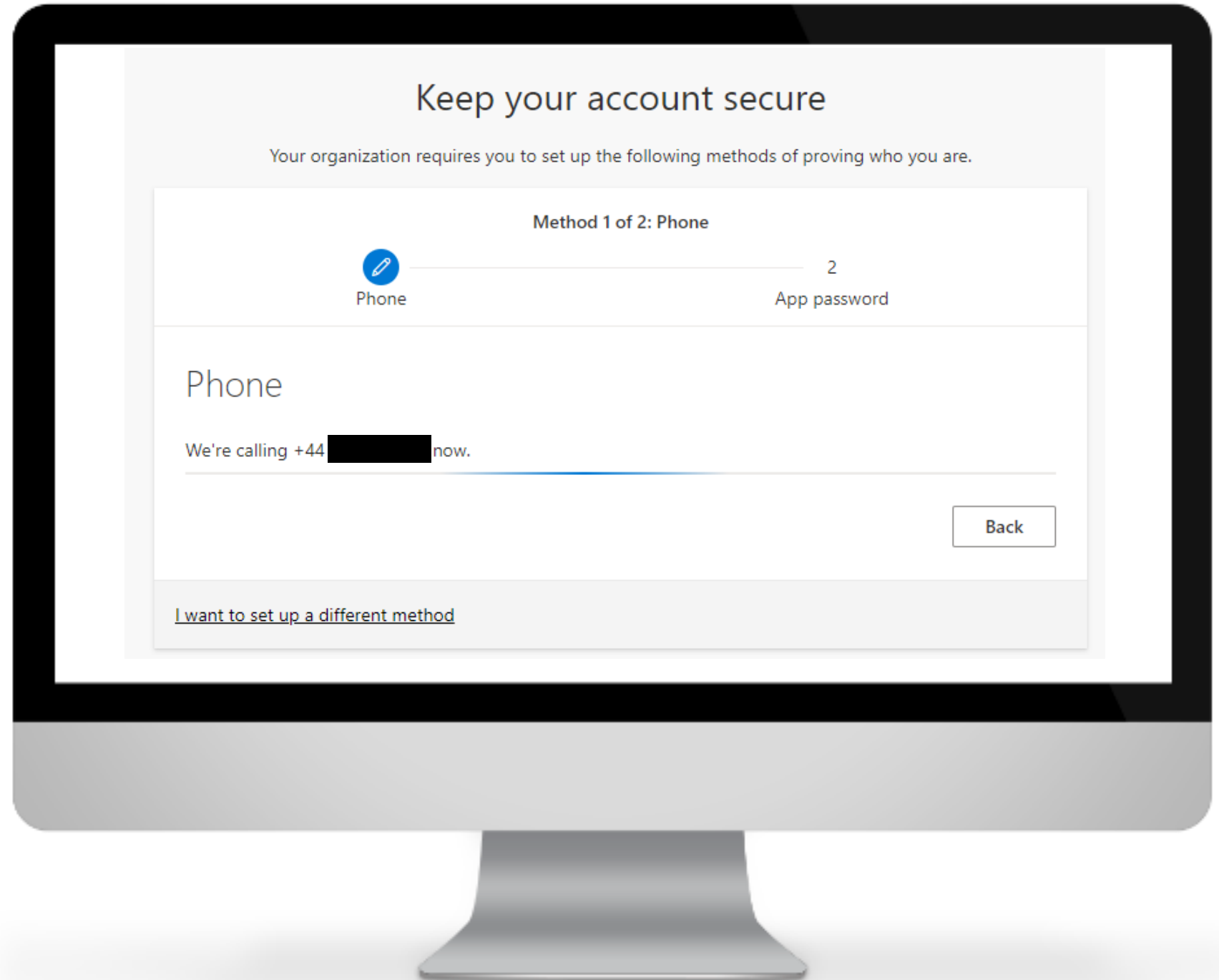
Step 7

Answer the call and press the # key on the device to verify your identity

Note: the automated message may ask you to press the "pound" key or the "hash" key, but you should always press the # symbol on your telephone keypad#.

11:53

+1 (855) 330-8653

Remind Me

Message

slide to answer
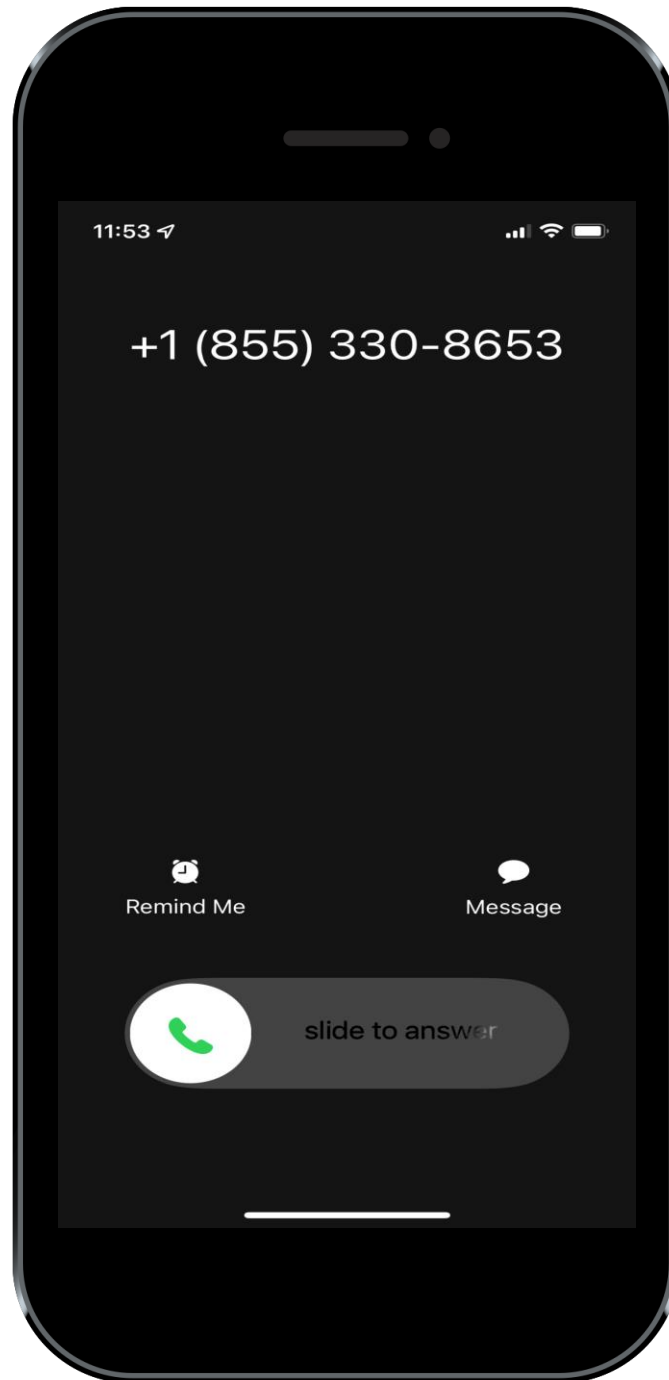
Step 8

Click **'Next'** to continue the registration process

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 1 of 2: Phone

Phone

2
App password

Phone

✓ Call answered. Your phone was registered successfully.
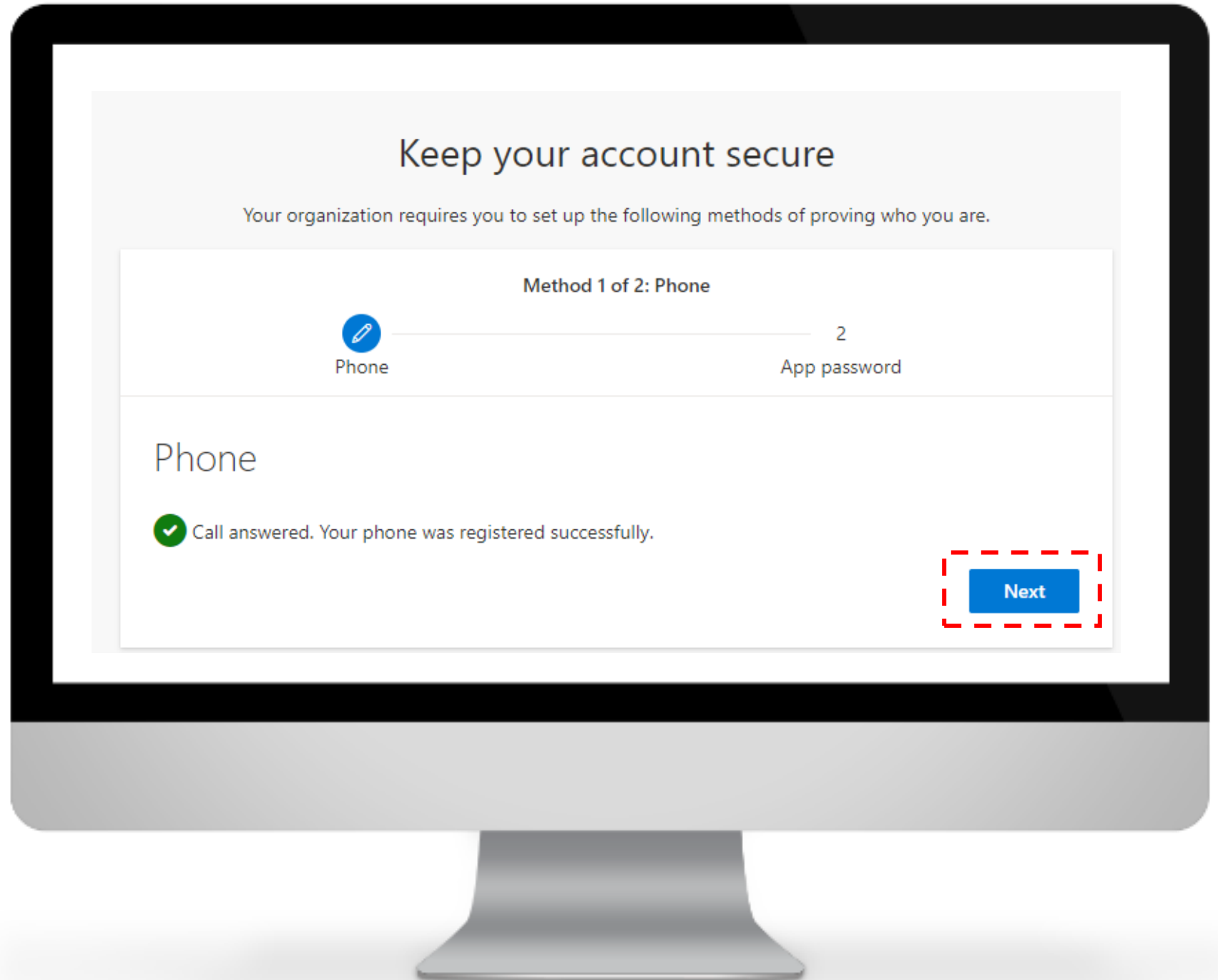
Next

Step 9

Insert a password name of at least 8 characters and then click **'Next'**

Note: The App password is required for legacy applications that MFA does not support.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: App password

Phone

App password

App password

Start by creating a name for your app password. This will help differentiate it from others.

What name would you like to use? Minimum length is 8 characters.

Enter app password name

Next
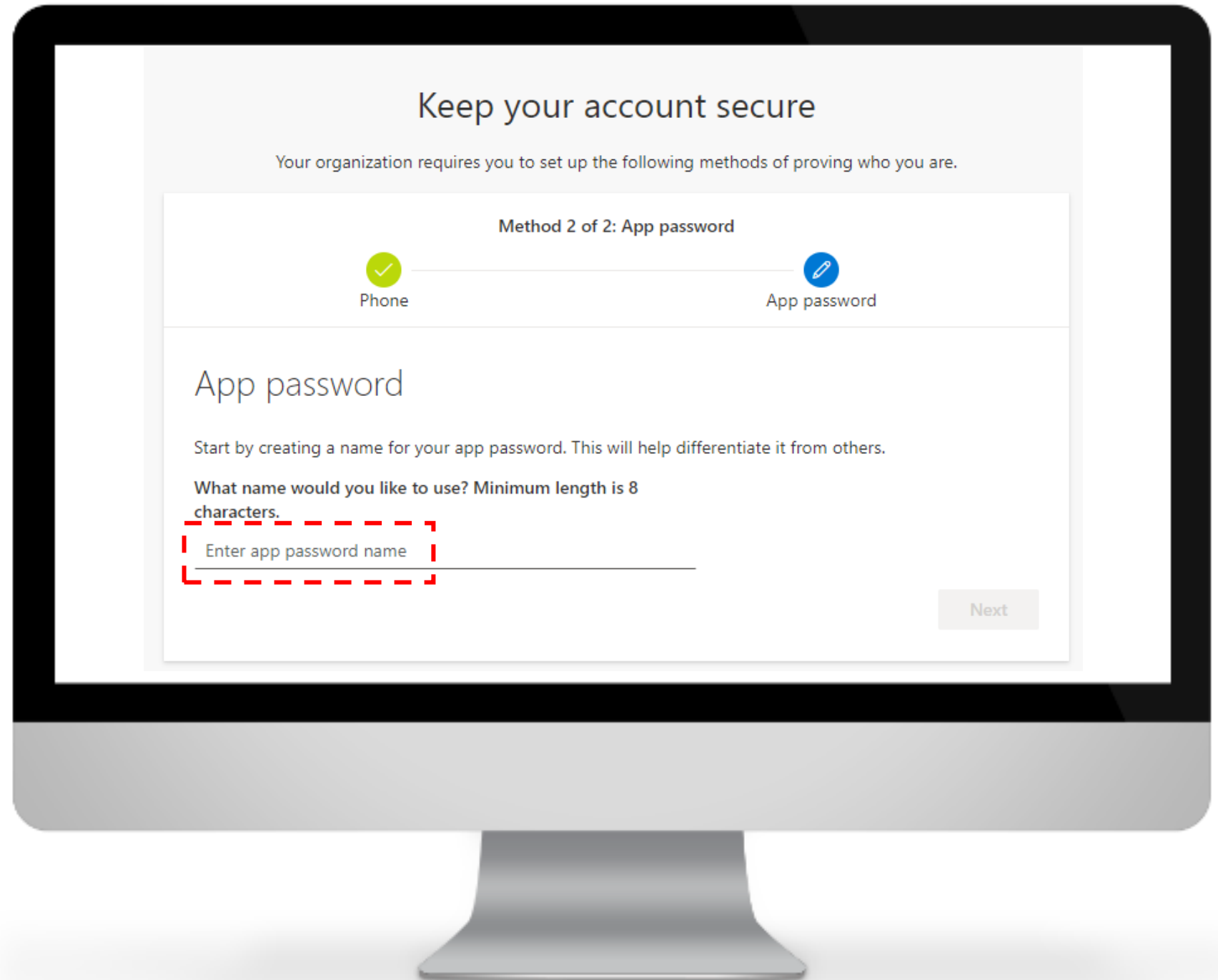
Step 10

After creating a password name you will be provided with a key password – store this password in a safe place and click **'Done'**

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: App password

Phone ✓ ————————— App password ✎

App password

App password was successfully created. Copy the password to clipboard and paste into your app. Then return here and choose 'Done'

Name:
PASSWORD

Password:
nblgfyjdztrbmdgj

Note: Keep this password in a safe place. It will not be shown again.

Back   Done

Step 11

This message will confirm that you have finished your Microsoft Authenticator App set up. Click **'Done'** and you will be taken to the application initially selected

Congratulations, you have successfully set up MFA!

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Method 2 of 2: Done

✓ Phone   ✓ App password

Success!

Great job! You have successfully set up your security info. Choose "Done" to continue signing in.

Default sign-in method:

📞 Phone
+44 ▓▓▓▓▓

▦ App password
PASSWORD

Done