How to set up MFA to use the Microsoft Authenticator App

For the best user experience, we recommend using the Microsoft Authenticator app for MFA. You can set this up by following this guide. You will need to own a smartphone for this method.

 1. Before proceeding make sure you are logged into your OUH account. It's important that you set this up on your OUH account (@ouh.nhs.uk) as this will link it to your OUH username and password.

 2. If you are on a PC or tablet go to https://mysignins.microsoft.com/security-info. NB If you are not near a PC you can also complete the process on a smartphone by going to https://mysignins.microsoft.com/security-info - the steps will be slightly different but easy to follow.

 3. If prompted make sure you log in with your OUH email address and password.

 4. You will now see the 'my sign ins' security info page. Click **+Add method.**
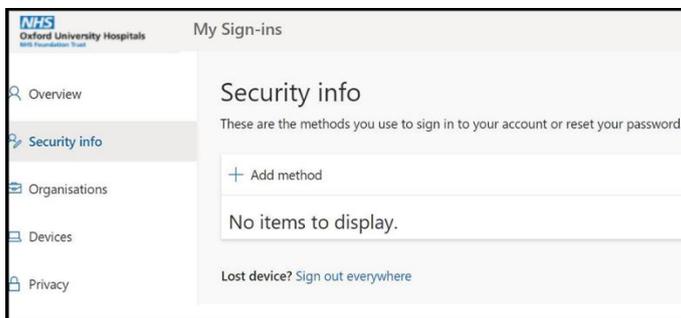
 5. Select **Authenticator app** from the drop-down list and then click **Add.**
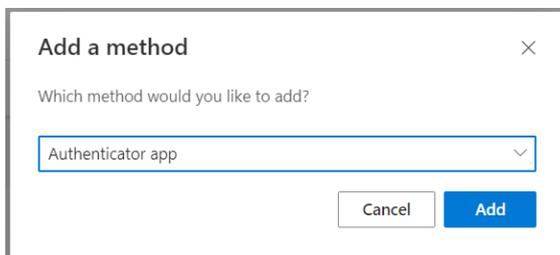
 6. The next screen will ask you to **Start by getting the app**. Leave this window open while you download the **Microsoft authenticator App** to your smartphone and then click **Next**.
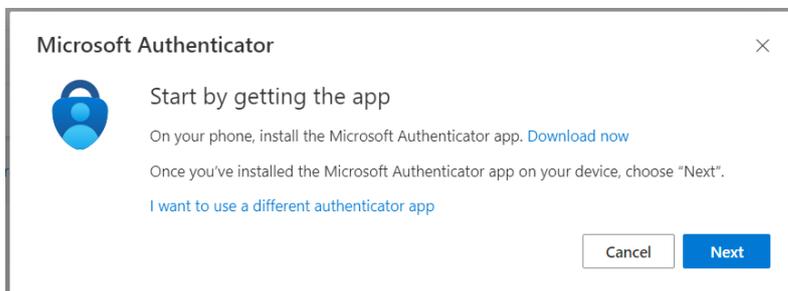
 7. The below screen will now appear on your PC. On your smartphone and from within the Authenticator app you will need to **add account** and choose **work or school**. Now on the PC click **Next.**
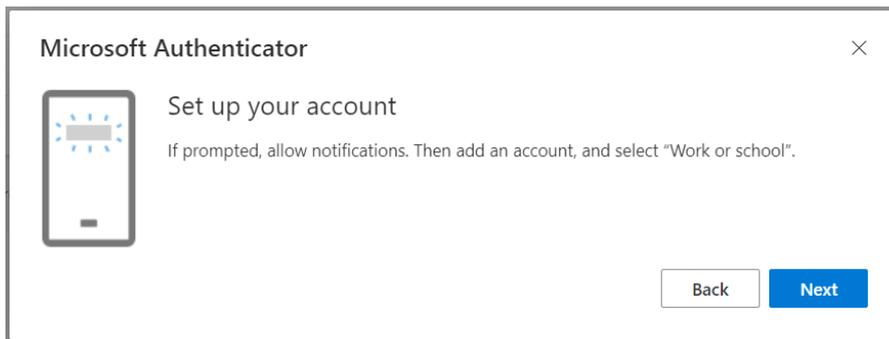
8. If requested select the required app permissions such as 'use camera,' which you will need as part of the set-up process.

9. On the PC a QR code will be generated which you need to scan with your phone's camera. You may need to select **Scan a QR code** from within the app. Once you have scanned the QR code click **Next** in the PC. If you can't scan the image, you can enter the QR code and URL manually. If the QR code times out, simply repeat.
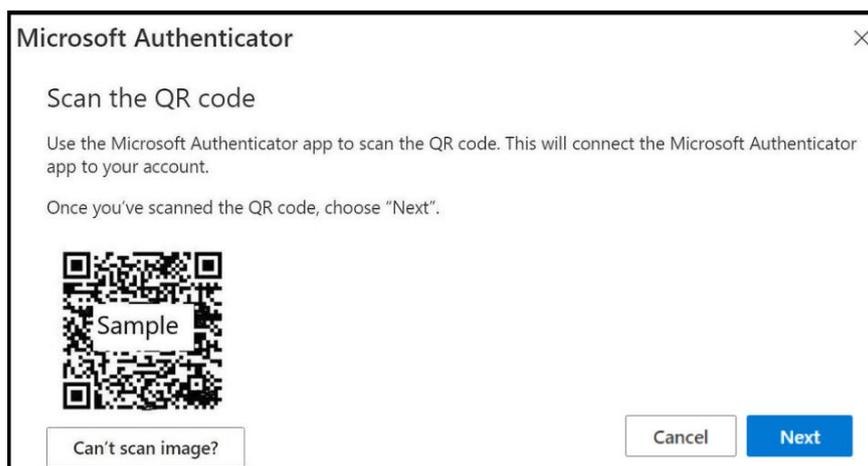
10. The Authenticator app will now send your smartphone an **Approve sign in messsage?** Click **Approve** on your smartphone and then on your PC click **Next**.
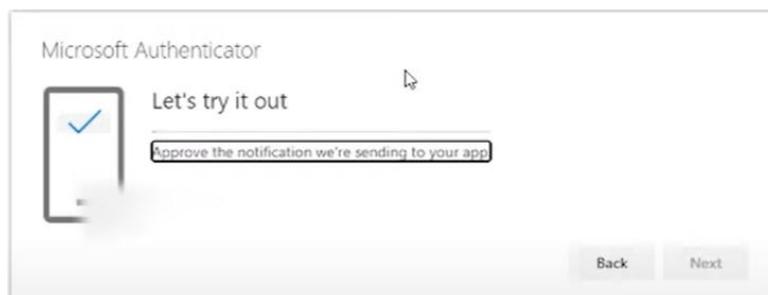
11. **Congratulations** - You have now set up MFA.

For all users: We strongly recommend that you add at least one alternative authentication method if you can.

- Being able to authenticate on a second device will enable you to access your accounts if you lose or forget your primary mobile device or if you need to set up MFA on a new phone. It's also a good idea to set up different authentication methods on the same phone if you can, so you can choose between the app, phone call, or SMS.

- To set up another authentication method simply return to https://mysignins.microsoft.com/security-info and follow the on-screen instructions.

- You can also choose your default authentication method here, although we always recommend using the app whenever possible.

Remember that you need to have your authentication device with you when logging in with your OUH username and password.

If you are having difficulties with MFA please contact the IM&T Service Desk:

Tel: 01865 (2)22822

Email: imandtservicedesk@ouh.nhs.uk, Web: http://ouhimtservicedeskonline.oxnet.nhs.uk/hes/