Setting up Enterprise Mobility & Security (EM&S) and accessing Outlook on a mobile device

You have been enabled for the Enterprise Mobility & Security (EM&S) Multi-Factor Authentication service for Office 365 which will allow you to securely access your NHS email on your mobile device or via a premise based PC using www.office.com

There are two steps to enable access to your e-mails.

Preferred Method (Option 1)

Step 1;   Set up the Microsoft Authenticator app on a mobile device (phone or tablet). Microsoft Authenticator is available from your mobile device's app store. Follow the steps outlined in Option 1 below. (Pages 1-8)

Please note: If you do not want to download the app then you can use the "I want to set up a different method" link when you get to that stage in the process. To do this follow steps outlined in Option 2. (Pages 9-11)

Step 2;   Set up Outlook on your PC/Laptop/Tablet **(optional)**

Option 1
Setting up Microsoft Authenticator on your Mobile Device (Phone or Tablet)

The process to use this on your mobile device is straight forward and consists of two main steps:

1. Download the Microsoft Authenticator App from PlayStore or App Store:-

Please make sure you install the correct app (as shown below) there are number of different ones

Microsoft Authenticator -

2. Set-up Multi-Factor Authentication (for Security purposes and only required once)

<u>Step 1</u>

<u>Set-up Multi-Factor Authentication (MFA)</u>

To do this - **on any PC, laptop or iPad connected to the Internet** - please browse to http://aka.ms/mfasetup and login with your E-mail Address (firstname.lastname@wales.nhs.uk) and your NADEX password associated with this e-mail address.

If you don't know or have forgotten your password then please log a call with the Primary Care service desk at primarycare.servicedesk@wales.nhs.uk quoting your NADEX user name (XX123456) who will reset it for you.
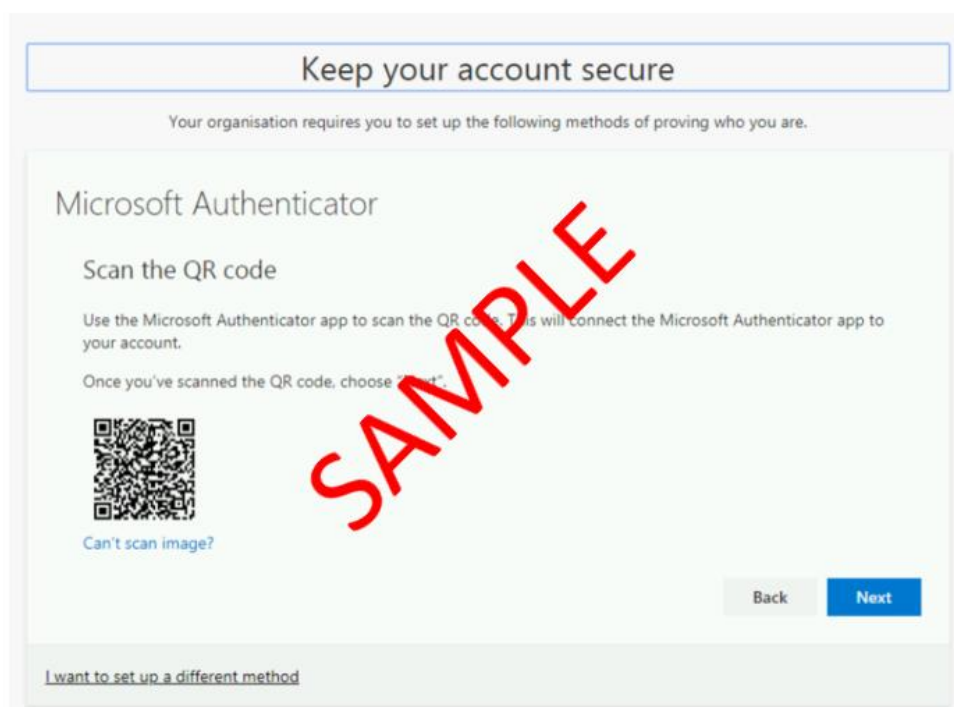
Now on your mobile phone or mobile device

When you open the app, press skip until you see **Add work or school account**. Tap this.
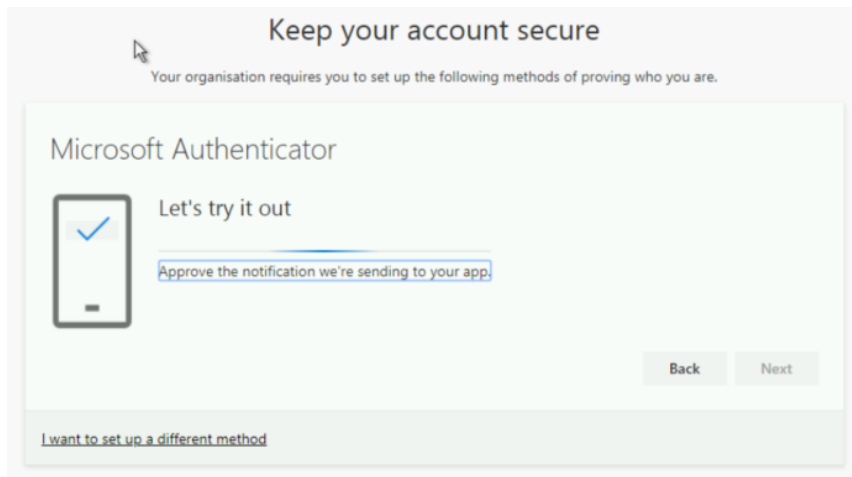You will then be prompted to allow access to your device's camera. Please allow this as you will be asked to scan a QR Code on the screen. This will speed up this process.

Click **Next** and using your mobile phone scan the QR code on the screen

The Authenticator app will be configured with an entry for this process and will display NHS Wales and your email address.
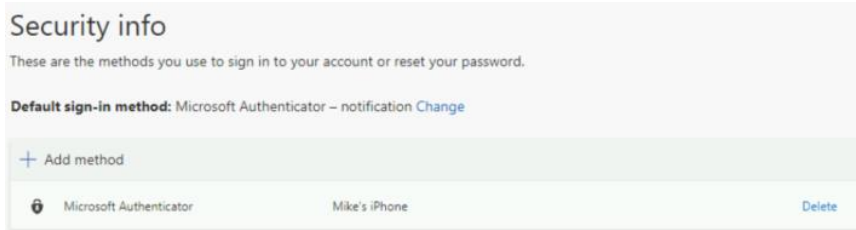
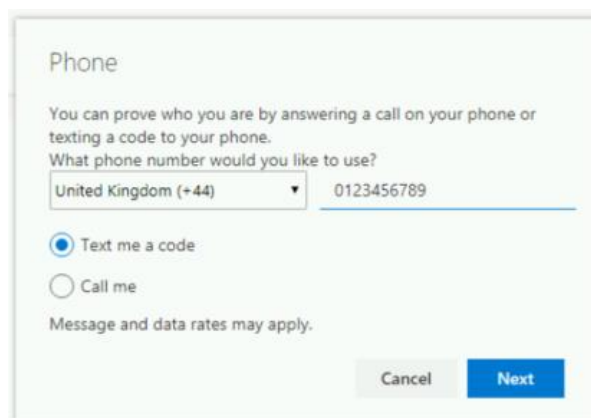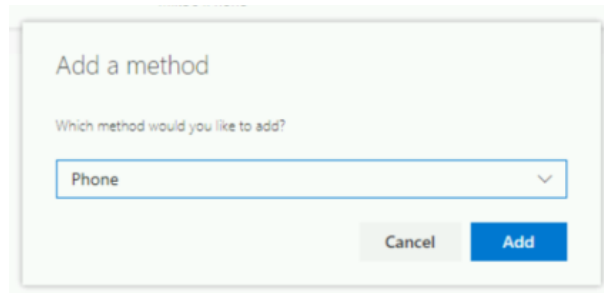Click **Next** on your Phone Screen screen

The verification process will ensure that your mobile device can be reached. You will be prompted to **Approve** the connection on your mobile device.
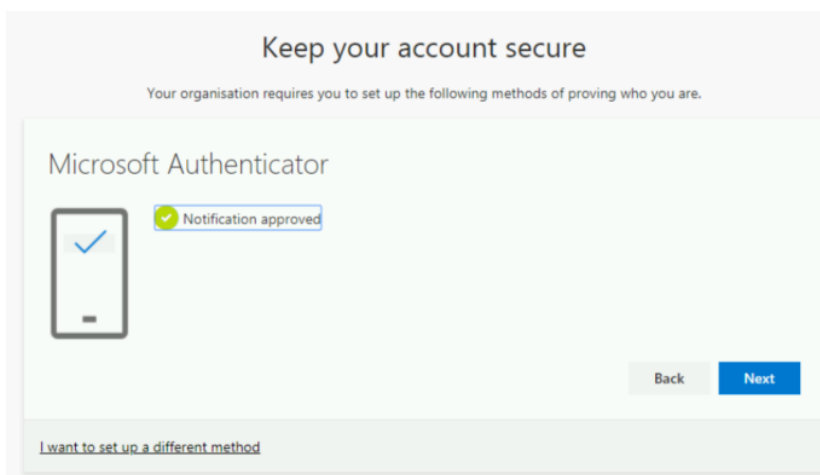
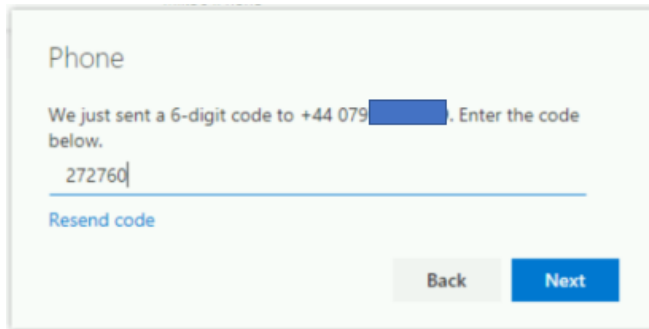You will then be shown your security info

In case you lose access to the mobile app, click **Add method** and select **Phone** and click **Add**:

Click on **Next**

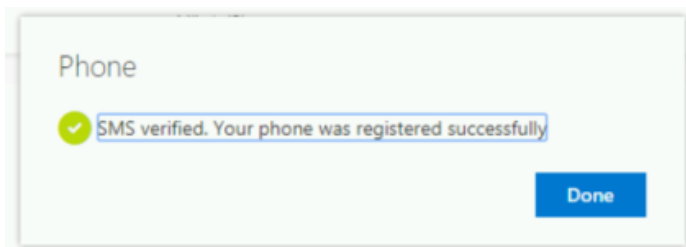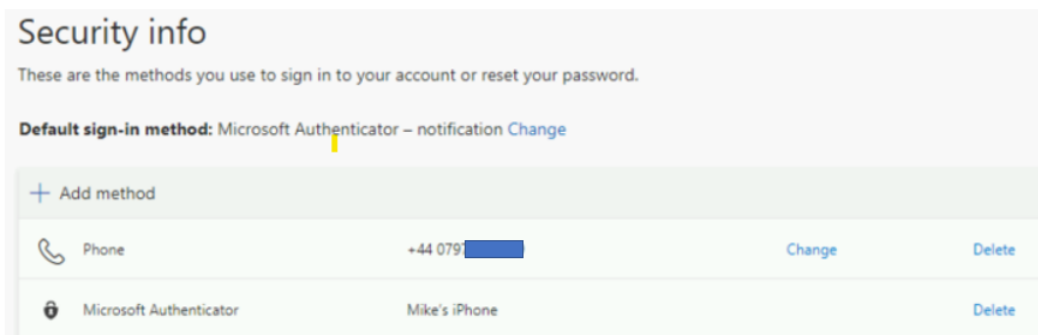A text will be sent with a code to be input onto the page. Enter the code and click **Next**

You will be advised your phone has been registered successfully

At the end of the process your security verification settings should look like this:

To sign out of this page, click the My account icon top right of the page and click **Sign Out**

Step 2

Using Outlook on your PC/phone/mobile device

To access your NHS e-mails from a PC you will need to log into
www.office.com

Enter your NHS e-mail address and password, then complete the authentication using the notification that the Microsoft Authenticator App sends you.

If you wish to access your e-mails outside of your work premise on a **phone/mobile device**, you can, however you should only do this where this has been authorised by your Superintendent Pharmacy/pharmacy owner. Follow the steps below:

Install Microsoft Outlook from your device's application store

Once installed, open the application and enter your work email address (e.g. first name.second name@wales.nhs.uk) and click **Add Account** and continue to enter your NADEX password (eg XX123456)
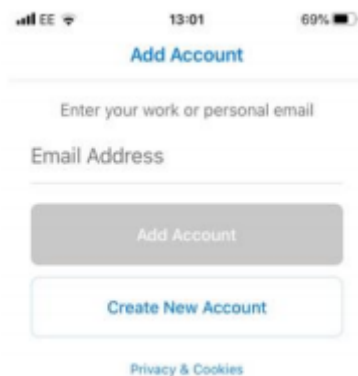
You will then need to authenticate using the Microsoft Authenticator (previously installed as per step 1). You will be prompted to **Open Authenticator**. Tap to continue
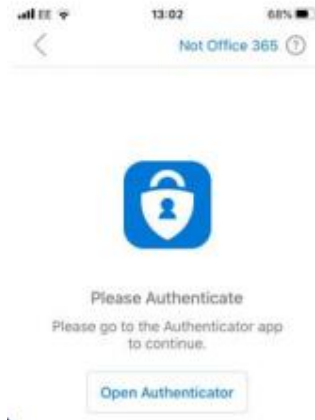
Outlook will then use Authenticator to perform the multi-factor authentication necessary to connect to Outlook.

The first time the Outlook client is configured, the application will restart as required to continue to protect the data within the application and you will be asked to setup a PIN.

(Android users only) You will be asked to install **Intune Company Portal** also from the Play Store. This application just needs to be on the device and doesn't require any configuration.

You will then be connected to your email in Outlook.

Option 2

Setting up Microsoft Authenticator without downloading the app

Step 1

Set-up Multi-Factor Authentication (MFA)

To do this - **on any PC, laptop or iPad connected to the Internet** - please browse to http://aka.ms/mfasetup and login with your E-mail Address (firstname.lastname@wales.nhs.uk) and your NADEX password associated with this e-mail address.

If you don't know or have forgotten your password then please log a call with the Primary Care service desk at primarycare.servicedesk@wales.nhs.uk quoting your NADEX user name (XX123456) who will reset it for you.
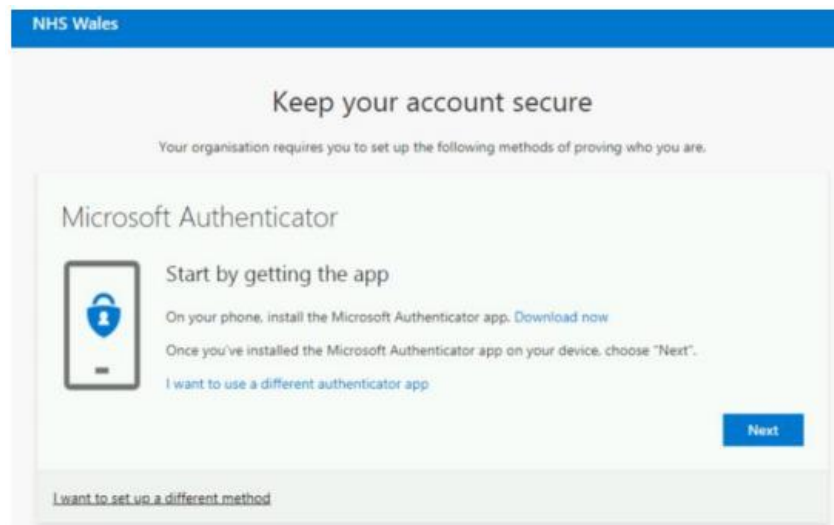
Click on I want to set up a different method

Choose the method you wish to use and complete then click **Next**

To complete the authentication set up you will receive a text message or phone call, dependant on your preferences earlier in the process.

The verification process will ensure that your mobile device or telephone number can be reached. You will be prompted to **Approve** the connection on your PC by entering the code provided.

You will be advised your phone has been registered successfully

You will then be shown your security info:
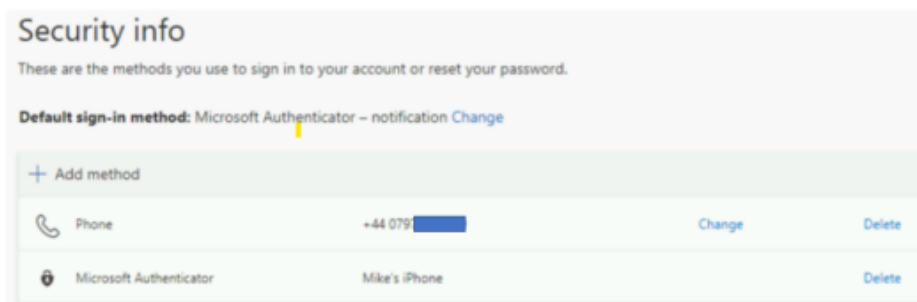
To sign out of this page, click the My account icon top right of the page and click **Sign Out**

Step 2

Using Outlook on your PC

To access your NHS e-mails from a **PC** you will need to log into www.office.com

Enter your NHS e-mail address and password, then complete the authentication using the notification that Microsoft Authenticator sends you.

FAQ's

- **My screen doesn't have same screen shots as those presented in the set up guide?**
  Please ensure you have entered the correct URL http://aka.ms/mfasetup
  at the top of the screen

- **User name not recognised when signing in at Microsoft office.com?**
  Ensure you are entering your new e-mail address e.g.
  firstname.secondname@wales.nhs.uk

- **Unable to authenticate-undefined reason?**
  Android Phone- Check time on phone is exactly the same as the PC
  Allow Authenticator number to change 4/5 times before inputting code.
  Microsoft Authenticator App will not work on some older Samsung or iphones

- **Unable to add account in MS Authenticator?**
  iPhone click on the + symbol and select 'add work or school account';
  Android phones click on the 3 dots in the top right-hand corner and select 'add work or school account'

- **No QR Code being presented?**
  Please ensure you have entered the correct URL http://aka.ms/mfasetup
  If still not working e-mail primarycare.servicedesk@wales.nhs.uk quoting your personal nadex user name (eg Ab123456) and PPA code (60_ _ _ _)

- **How do I access my e-mails?**
  Enter "office.com" into your web browser. Open Microsoft Office and click sign in.
  You will need to enter your new firstname.secondname@wales.nhs.uk e-mail address followed by your nadex password.
  If this is a new account then use the password given to you by the service desk.

  Then click on the outlook icon and your e-mail inbox will open

- **Easily switch between accounts**
  If you have a Microsoft 365 work or school account, it's easy to switch between them without leaving any of your Office apps. Click your name and picture at the top right of the window. If you've already added your account to Office, click the account name. Otherwise, select Sign in with a different account and follow the sign-in prompts.

If you are still experiencing issues please e-mail the primarycare.servicedesk@wales.nhs.uk quoting your nadex credentials (eg Ab123456) and PPA code (60_ _ _ _)