# Troubleshooting Guide

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- **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_ _ _ _)

- **QR code not working**
  This can be reset by calling the service desk.

- **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

- Unable to access [www.office.com](www.office.com) on an Apple device
  If they are using an iPad or Macbook then they will not be able to access their email on [www.office.com](www.office.com). They need to download the Outlook app on these devices otherwise they will receive an error stating:
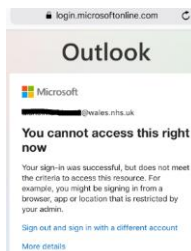
  

- Easily switch between accounts
  If you have a Microsoft 365 work or school account, it's easy to switch between them without leaving any of your Office apps. Click your name and picture at the top right of the window.  If you've already added your account to Office, click the account name. Otherwise,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

- Unable to access [http://aka.ms/mfasetup](http://aka.ms/mfasetup) or [www.office.com](www.office.com)
  Check to make sure your organisation is not blocking the URL

- Previous emails from GPHC email have not carried over to Office 365
  This may be due to inactivity on the GPHC email account resulting in the account being disabled. A call needs to be logged with Primary Care Service Desk requesting "Archive emails to be restored by Client Services"

- Cannot print documents from Office 365 emails
  There is a printing block due to NWIS policy. This is currently being reviewed. A workaround may be to save the document to OneDrive, print then delete the document from Onedrive

- Error Message "Incorrect username or password"
  Account may be suspended if not been used in a while, not been updated or migrated to O365. Raise a call with service Desk and ask for Permissions to be checked.

- Unable to locate User on Implementation plan or MFA registered report
  This may be because the account has been inactive for a period of time and has been suspended. Raise a call with Service desk to reactivate account and add to O365 group.

- I am being asked for a password to sign into O365 What is this.                    It is your Nadex password which you use to access Choose Pharmacy, if you don't know what it is or have forgotten it then log a call with our Service Desk who can reset it for you.


- If I start the MFA process but can't complete it can I get the QR code reset.             Yes, log a call with our service desk and they will reset it for you.


- I cant access the URL http://aka.ms/mfasetup                              Try a different Browser and if this doesn't work check your organisation doesn't block this website.

    I get the following error
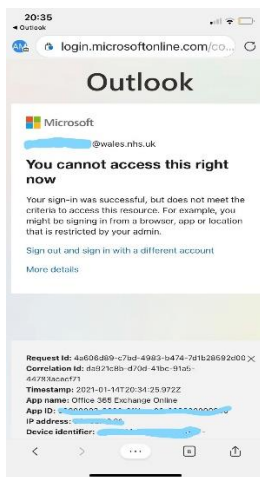
    

    The user is not in the Untrusted Network Access group to access mfasetup. As soon as MFA is authenticated user is removed from this group.


- Cannot find Outlook app in App Store
    iPhone model and IOS version can affect the Outlook app being downloaded from the App Store. iPhone older than model 6, and IOS less than 13 could mean the app is not there to be downloaded. User may get the option to download an older version

# 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_ _ _ _)