Setting up Enterprise Mobility & Security (EM&S) and accessing Outlook

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

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)

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/Mobile Phone

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)

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.
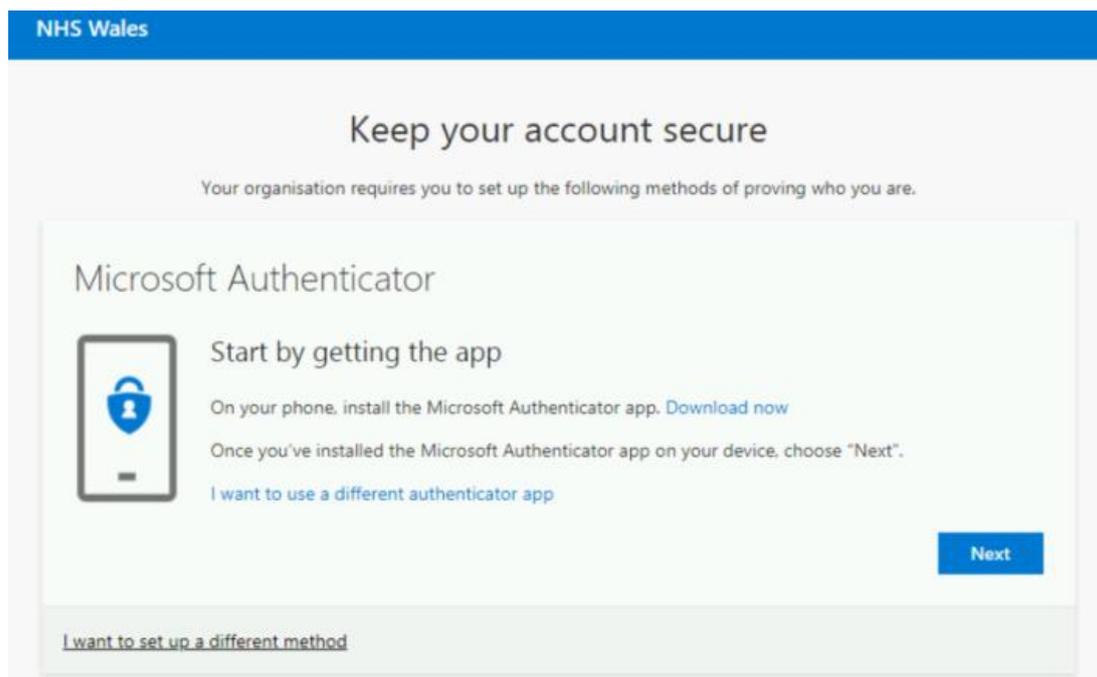
Now on your mobile phone or mobile device

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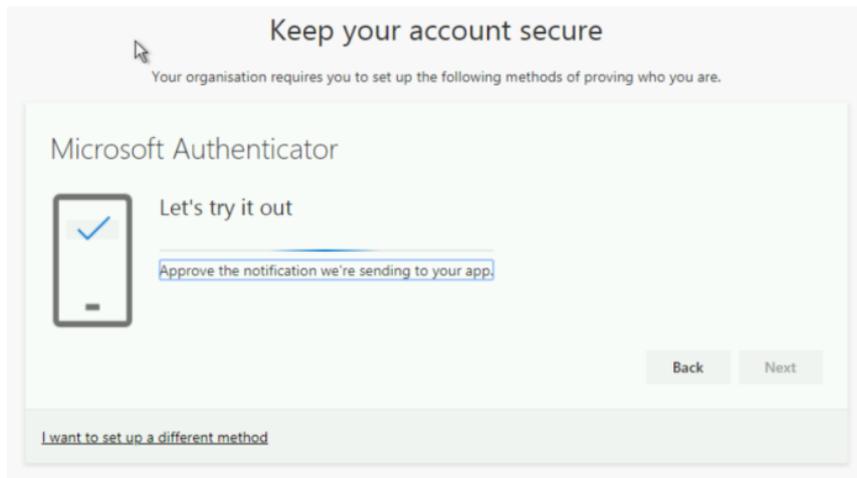You will then be prompted to allow access to your device's camera. Please allow this as you will be asked to scan a QR Code on the screen. This will speed up this process.
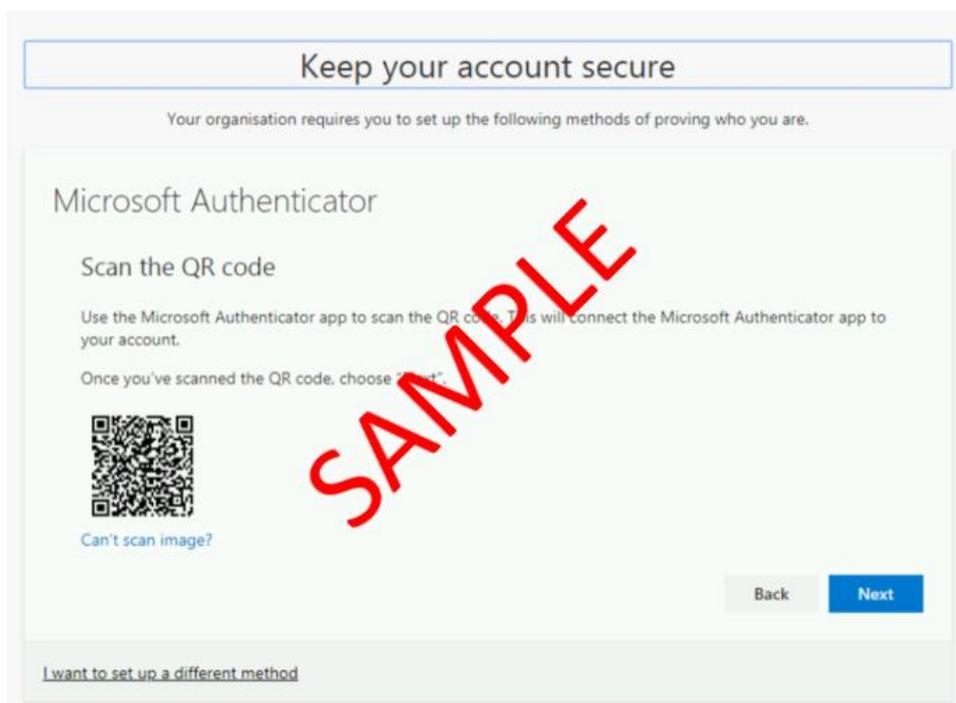

Click **Next** and using your mobile phone scan the QR code on the screen

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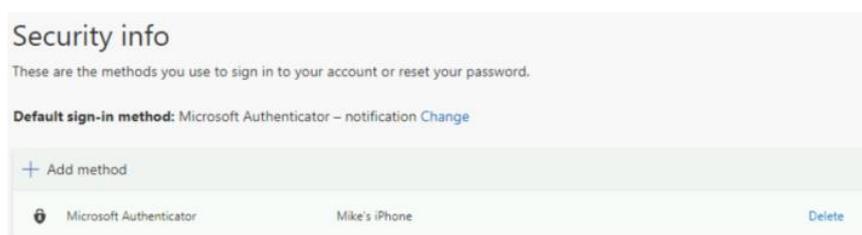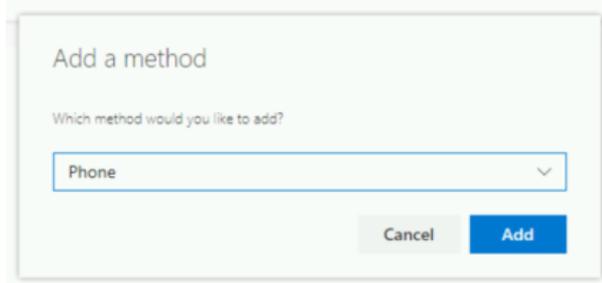
Click **Next** on your Phone Screen

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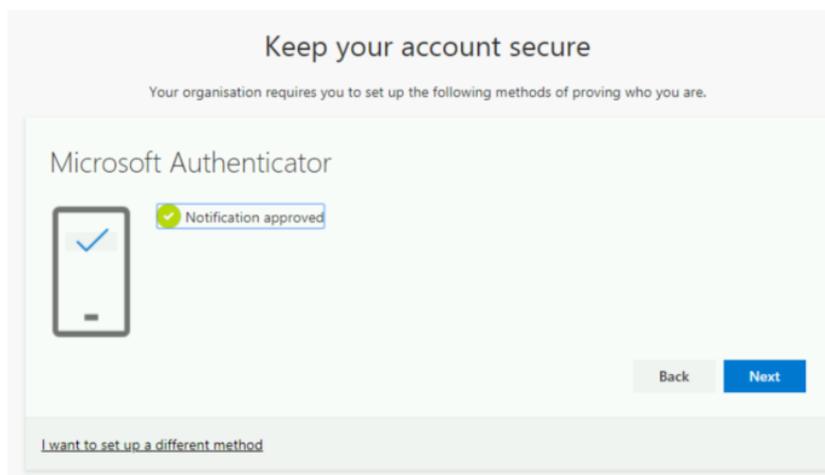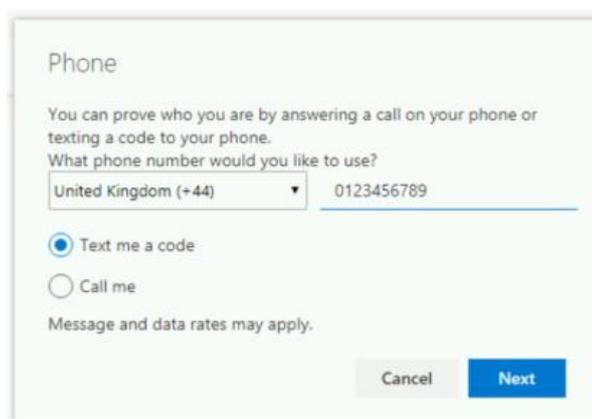

You will then be shown your security info

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

Add a method

Which method would you like to add?

Phone

Cancel   Add

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)   0123456789

⦿ Text me a code

◯ Call me

Message and data rates may apply.

Cancel   Next
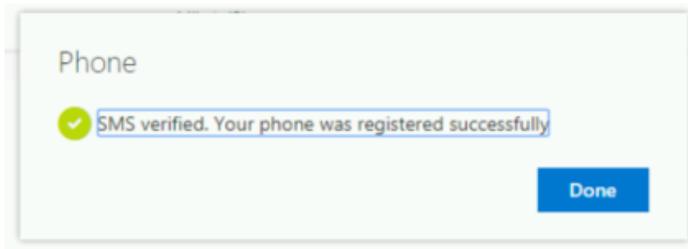
Click on **Next**

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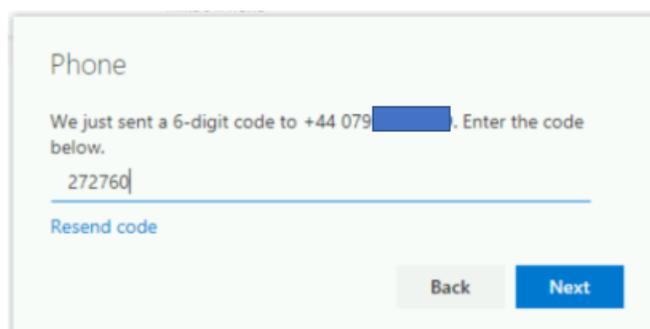
Phone

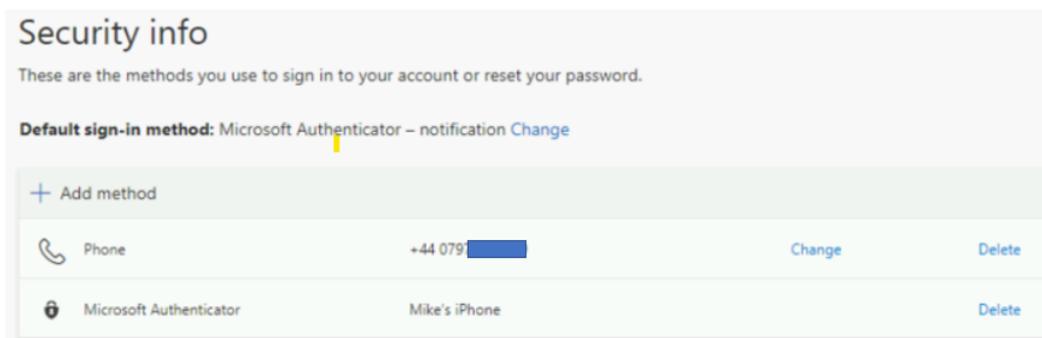We just sent a 6-digit code to +44 079⬛⬛⬛. Enter the code below.

272760

Resend code

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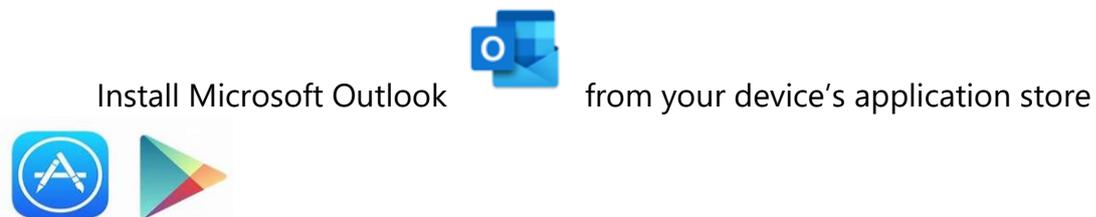
Once installed, open the application and enter your work email address (e.g. first name.second name@wales.nhs.uk) and click **Add Account** and continue to enter your NADEX password (eg XX123456)
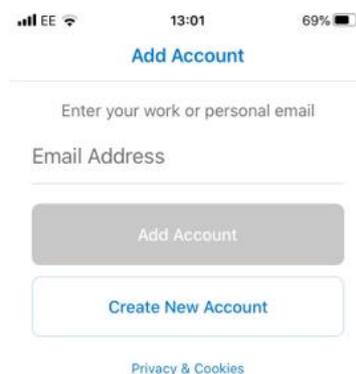
You will then need to authenticate using the Microsoft Authenticator (previously installed as per step 1). You will be prompted to **Open**

‹   Not Office 365 ⑦

Please Authenticate

Please go to the Authenticator app
to continue.

Open Authenticator

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 your 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 , or call 0333 200 8048 quoting your NADEX user name (XX123456) who will reset it for you.
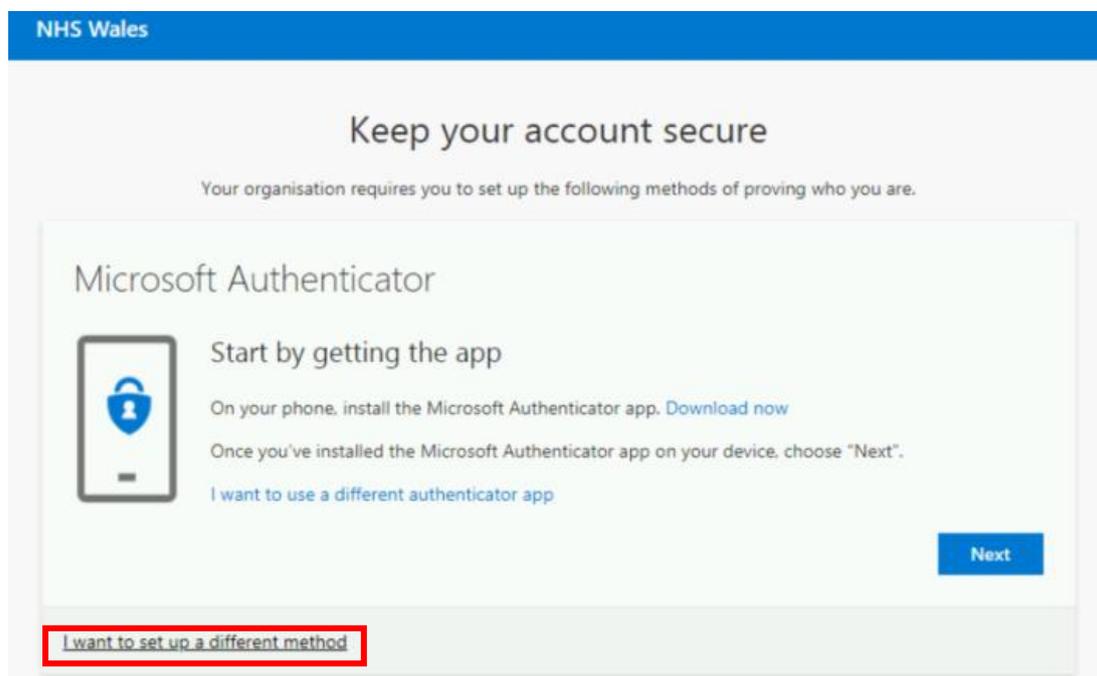

Click on I want to set up a different method
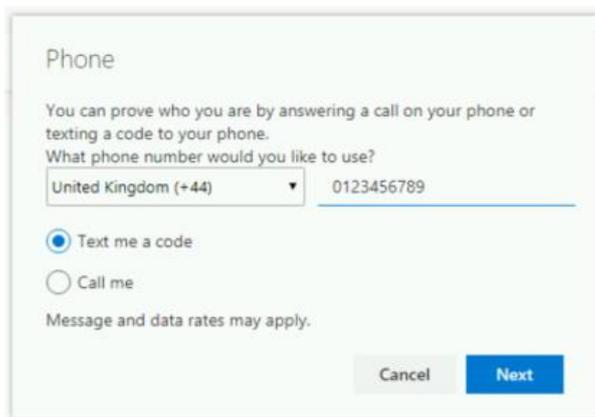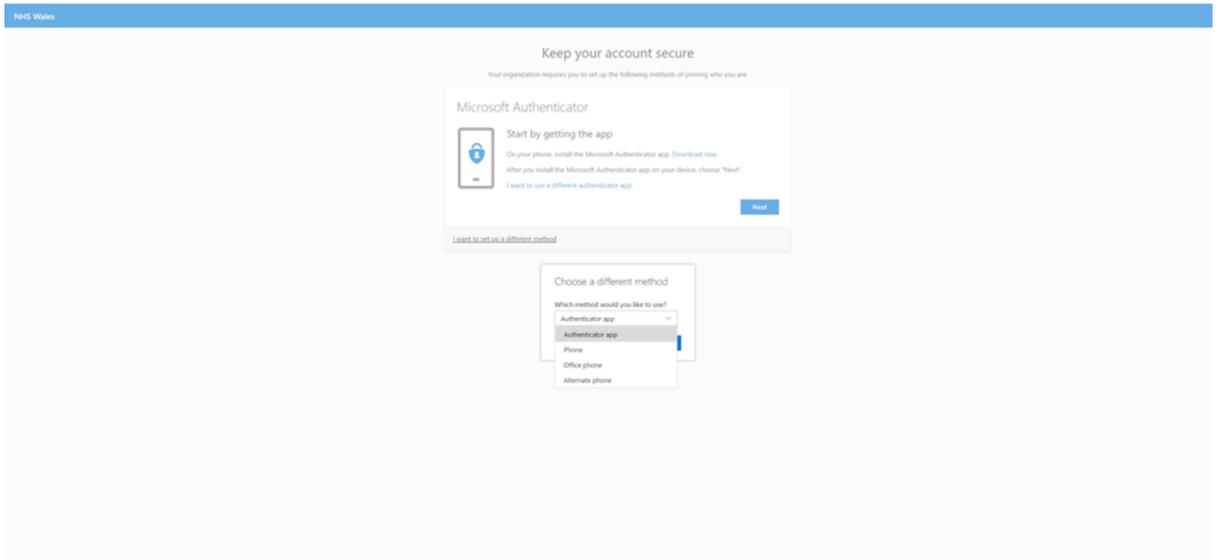
Choose the method you wish to use and complete then click **Next**

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.
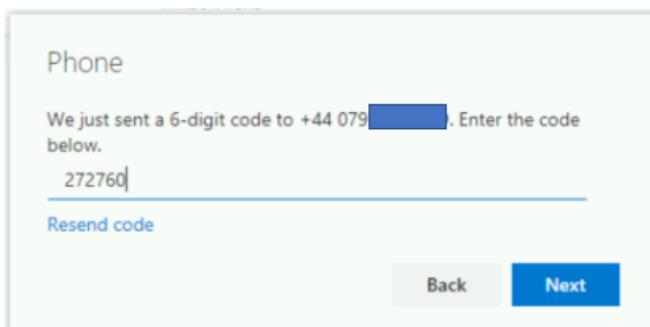
You will be advised your phone has been registered successfully

You will then be shown your security info:

The sign-in method will be aligned to your preferences set above i.e. mobile phone, text or call, or landline.
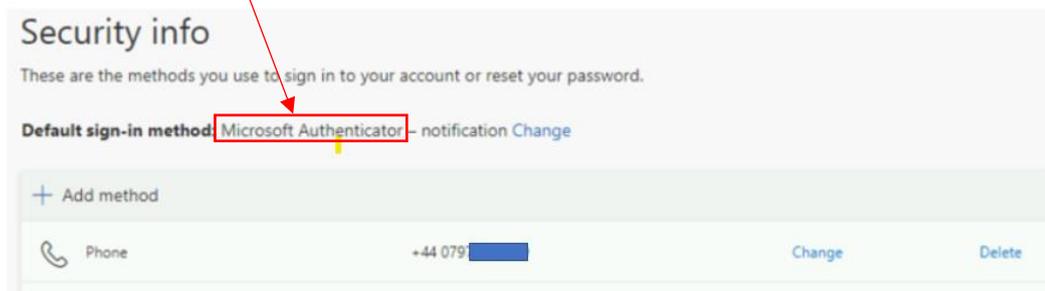
To sign out of this page, click the My account icon top right of the page and click **Sign Out**

STEP 2

<u>Using Outlook on your PC</u>

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.