NHSmail and multi-factor authentication

This factsheet explains what NHSmail multi-factor authentication (MFA) is and how to use it.

What is MFA? NHSmail MFA adds an extra layer of security to your account. In addition to your email address and password, you'll set up a second form of authentication. This can be an authentication app on your mobile phone, a text message, a phone call, or a 'FIDO2 token.' The goal is to ensure that only you can access your account, even if someone finds out your password.

Why is MFA Important? MFA helps protect patient privacy by preventing unauthorised access to NHSMail accounts. Cyberattacks pose risks to patient safety and care delivery. Enabling MFA can prevent up to 80% of data breaches. MFA benefits include:
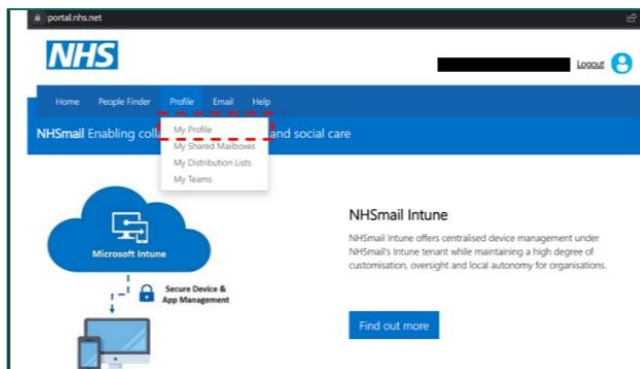
- Safeguarding patient data
- Helping you regain access if you forget your password
- Protecting the reputation of pharmacy and the NHS
- Increases defense against cyber attacks
- Monitoring unusual login attempts

The rollout of mandatory NHSmail MFA began from August 2024. This followed earlier announcements from late 2023 onwards – and the ability to enable MFA during the optional phase.
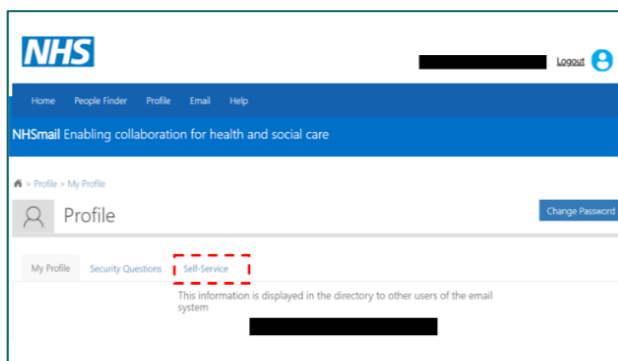

Enabling MFA on your personal NHSmail account

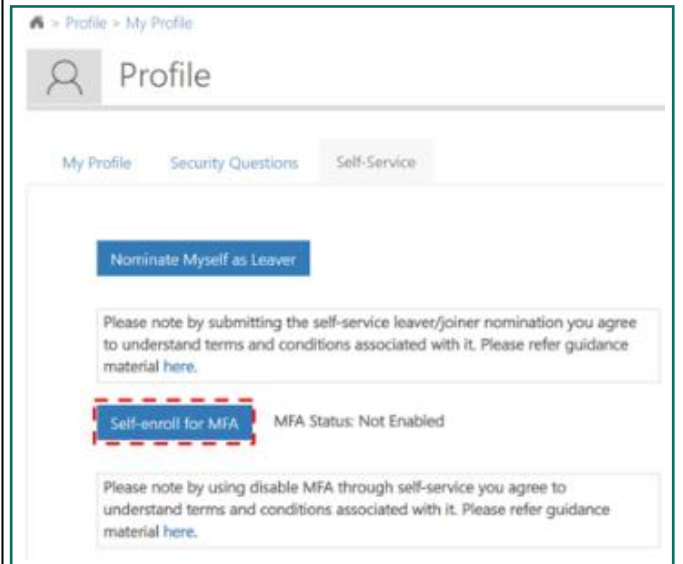*1. Login at* **portal.nhs.net**.

2. Choose 'Profile' in the navigation bar at the top of the screen and select 'My Profile' from the drop-down menu

3. From 'My profile' page, select 'Self-Service'

4. Select the 'Self-enroll for MFA' button

5. Select the method for which you would prefer to receive
You can receive MFA notifications via:

- A Microsoft authentication app on your smartphone (*recommended option*);
- text message;
- phone call; or
- a '**FIDO2 token**' (a hardware device used for authentication).

Feeding back

Report NHSMail MFA feedback via **cpe.org.uk/itfeedback** so that collated feedback can be passed to the NHSmail team.

Read more: **cpe.org.uk/mfa**; **cpe.org.uk/nhsmailFAQs**; **cpe.org.uk/nhsmail** and **support.nhs.net MFA guidance**.

Updated August 2024. Contact **it@cpe.org.uk** for queries about this factsheet.