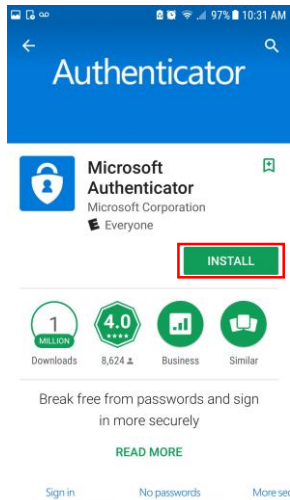# Enabling Multi Factor Authentication

2. Enabling Multi Factor Authentication

Multi Factor Authentication (MFA) helps safeguard access to HCA data and applications by enforcing a second form of authentication from your work or personal mobile. MFA must be setup on your account before remote access is possible

2.1. Prerequisites

This section demonstrates how to download the Microsoft Authenticator App on your work or personal mobile device

1. To access Multi Factor Authenticator, you must first download the Microsoft Authenticator App on your mobile device. From the Apple App Store (iOS) or Google Play Store (Android) search for **Microsoft Authenticator**

2. Tap on to **Install** or **GET** to download the App
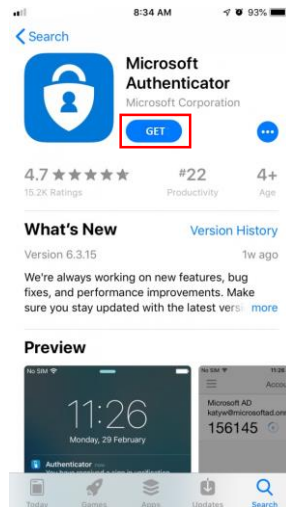
> **Please Note:** *If you are using a HCA work mobile phone, the App may already be installed, open the 'Self Service' App to check*

Google Play

App Store

HCAHealthcare UK

2. Enabling Multi Factor Authentication

Multi Factor Authentication (MFA) helps safeguard access to HCA data and applications by enforcing a second form of authentication from your work or personal mobile. MFA must be setup on your account before remote access is possible

2.2. Enrolment steps

This section demonstrates how to enrol for Multi Factor Authentication. Please ensure you have installed the Microsoft Authenticator App before continuing
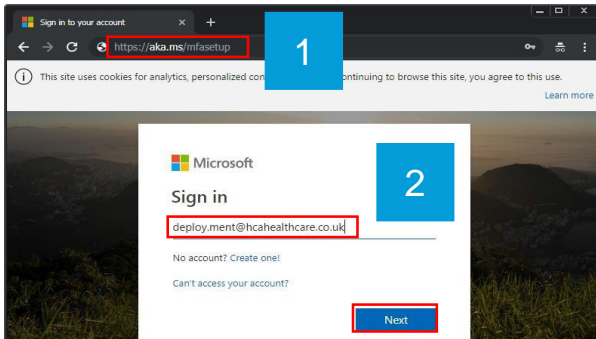
1. From a computer, open a web browser and copy and paste the following link into the address bar: https://aka.ms/mfasetup
2. Enter your HCA email address and click **Next**
3. Enter you HCA password and click **Next**. This will be the same password you use to login to your work computer
4. A message requesting more information will appear, click **Next**
5. You will now be prompted to provide additional security verification information. Choose the **Notify me through app** in the drop down menu
6. Select **Receive notifications for verification**
7. Click **Set up**

Please go to the next page to continue the setup
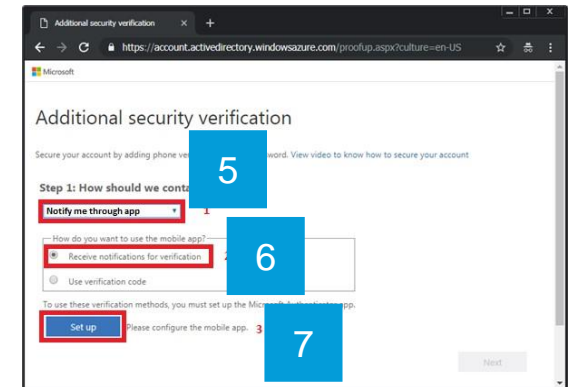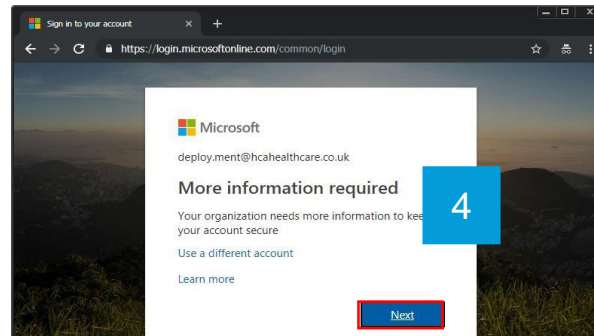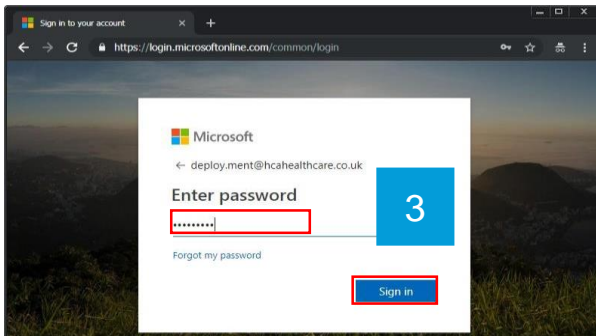
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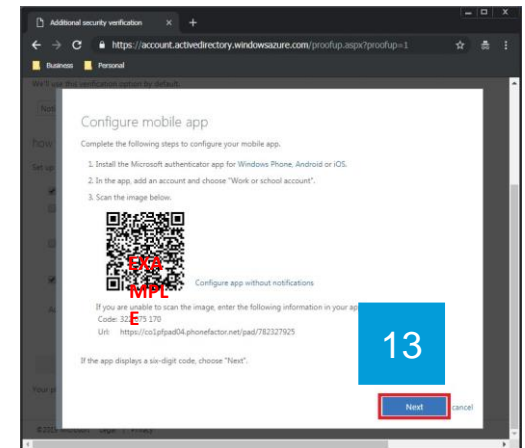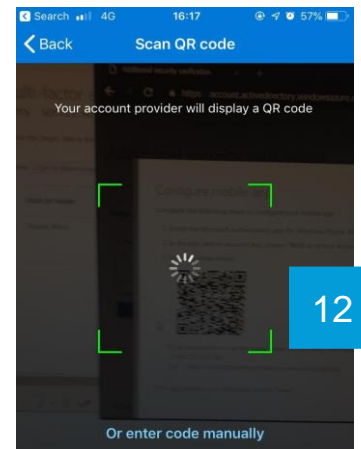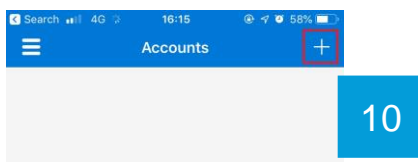
2. Enabling Multi Factor Authentication

Multi Factor Authentication (MFA) helps safeguard access to HCA data and applications by enforcing a second form of authentication from your work or personal mobile. MFA must be setup on your account before remote access is possible

2.3. Step two continued
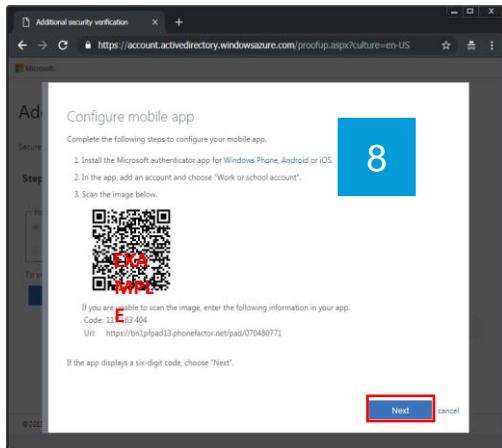
8. You will now see the *Configure mobile app* page. <u>DO NOT</u> click Next
9. Open the **Authenticator App** on your mobile device
10. Tap on the "**+**" icon in the top right corner
11. Click on **Work or school account**
12. You will now be prompted to scan the QR code on the *Configure mobile app* page using you phone's camera. Please scan the QR code that was generate in step 8
13. Once your phone has scanned the QR code and shows a code on the screen, go back to the browser and click **next**.

Please go to the next page to complete the setup

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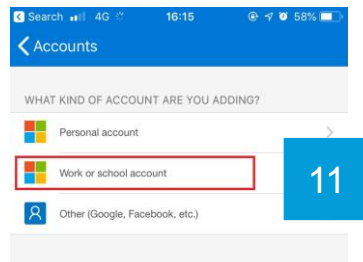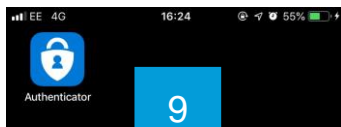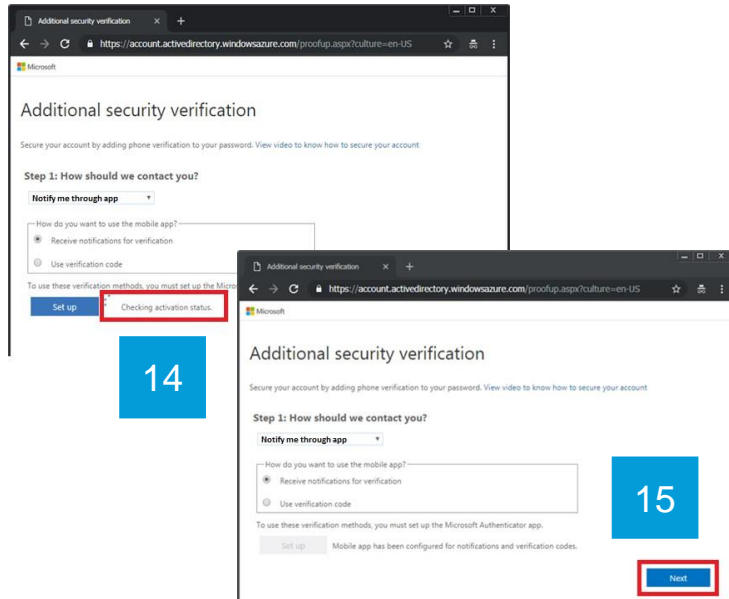
2. Enabling Multi-Factor Authentication

Multi Factor Authentication (MFA) helps safeguard access to HCA data and applications by enforcing a second form of authentication from your work or personal mobile. MFA must be setup on your account before remote access is possible

2.4. Step two continued

14. Your computer will now update with the following message "Checking activation status". This may take a few seconds, <u>please do not close the browser or the App on your phone during this process</u>
15. Once this is complete, click **Next**
16. Your Multi-Factor Authentication will now be tested. The page will inform you that it is about to send an approval request to your phone. A message on your phone will pop up asking you to approve a login request, tap **Approve** on your phone
    a. If you miss the pop up message, open the Authenticator App, tap **Menu** and tap **Check for notifications**
17. Click **Next** on the computer
18. Enter your full 11-digit mobile number (required if you lose access to the App), and click **Next**

You have now successfully enrolled for MFA and can close the browser
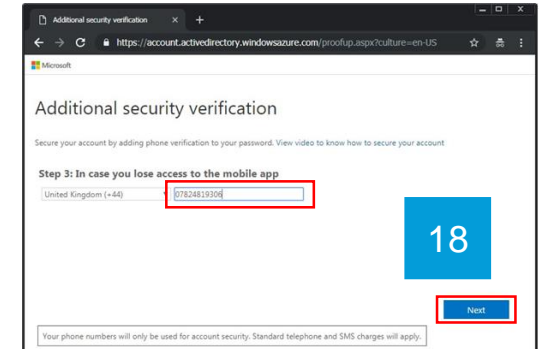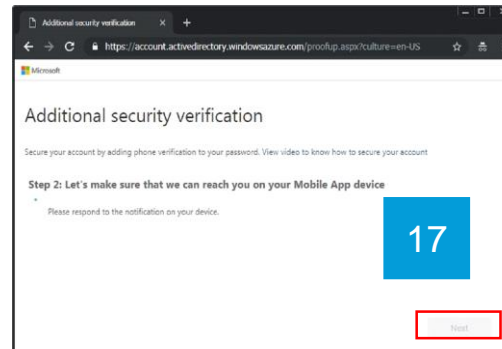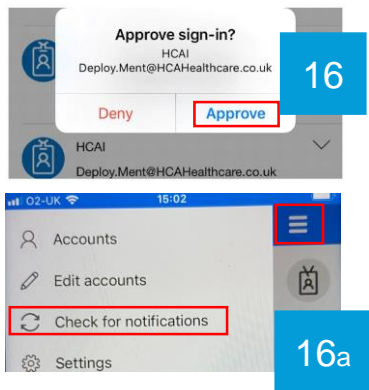
Support

7 Support

How to contact ITG support for any issues experienced whilst following steps in this remote access guide

7.1. Raising a support request

This section demonstrates how log a ticket and contact the ITG Service Desk

Telephone:

Call the ITG Service Desk on **0207 759 3737** or extension **23737**

General IT Support (Service Desk): Option **2** > **5**
Consultant Support: Option **1** > **3**
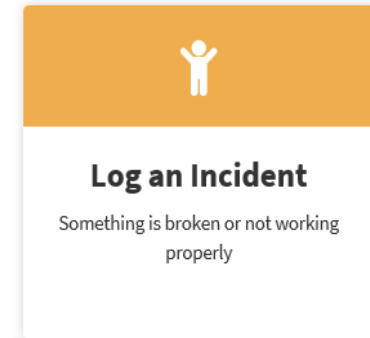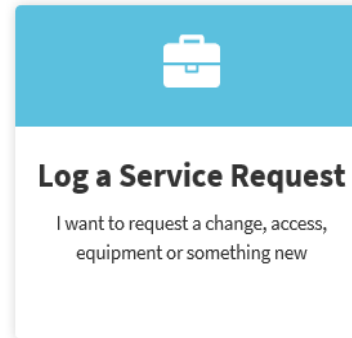Remote Access Support: Option **2** > **7**
DGL: Option **1** > **1**
PACS & Patient Keeper: Option **2** > **4**
Password Reset: Option **2** > **1**

Service Portal:

To log a ticket via the **ServiceNow Portal**, use a web browser to navigate to https://hcauk.service-now.com/sp

Log a Service Request
I want to request a change, access, equipment or something new

Log an Incident
Something is broken or not working properly

Once logged into the portal select the service you wish to log a ticket for:

Service request: to add or change an existing service
Incident: to report a service problem or outage

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7 Support

How to contact ITG support for any issues experienced whilst following steps in this remote access guide

7.2. Using the ServiceNow Portal

This section demonstrates how log an incident and raise a service request using the ServiceNow Portal

Incident:

- **Log an Incident** is a one page form that allows you to report problem to the Service Desk
- Mandatory fields of **Location**, **Contact Number** and **Subject** description are required. All marked with a red asterisk ✱
- Any further details or additional instructions can be entered under the **Full Description** section

1. Navigate to https://hcauk.service-now.com/sp or click on the ServiceNow icon on the HCA Portal homepage
2. Click **Log an Incident**
3. Complete and submit the form
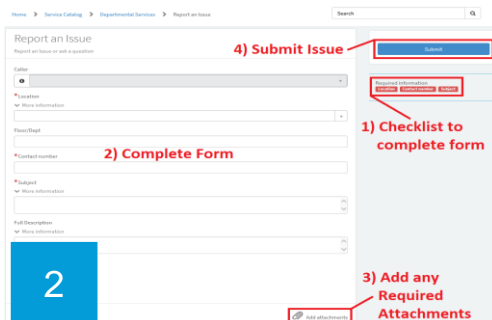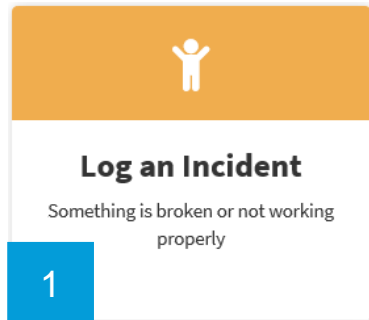
Service requests:

- **Log a Service Request** consists of multiple request forms under a Categories list
- Mandatory fields are dependant on the form selected. These fields are marked with a red asterisk ✱
- Any further details or additional instructions can be entered under the **Further Information** section

1. Navigate to https://hcauk.service-now.com/sp or click on the ServiceNow icon on the HCA Portal homepage
2. Click **Log a Service Request**
3. Select the category and complete and submit the required form

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