NHS
Business Services Authority

Multi-Factor Authentication in ESR

To ensure that ESR security is consistent with National Cyber Security Centre (NCSC) guidelines, **https://www.ncsc.gov.uk/guidance/multi-factor-authentication-online-services,** multi-factor authentication (MFA) is now available for ESR internet access.

MFA gives all ESR users the option to use extra security when logging in to their ESR account.

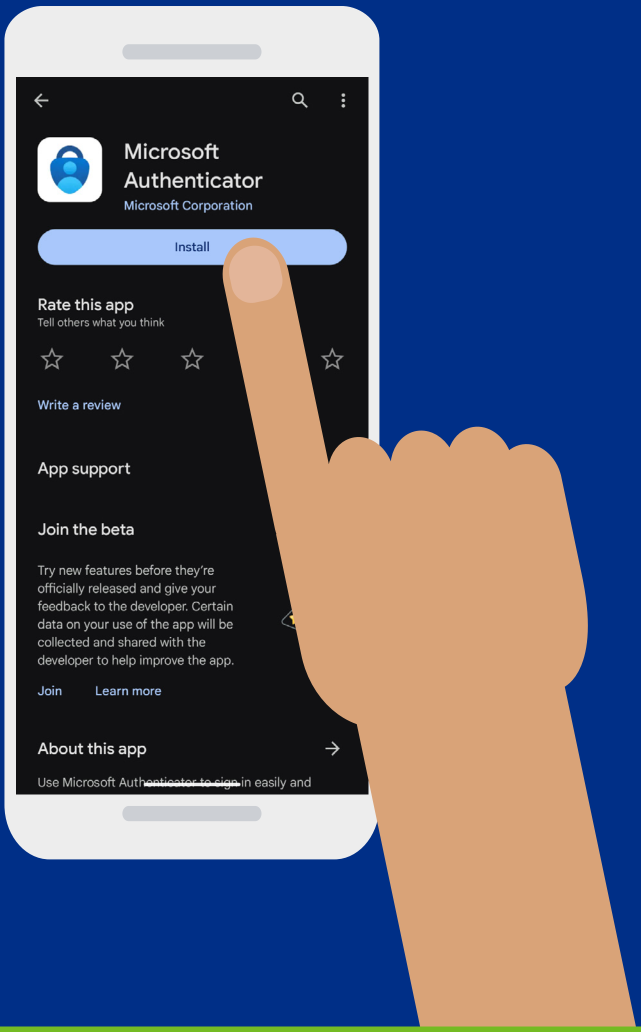
Note:

- Users can continue to log in using their username and password and managers and core users can continue to use the step up functionality. It should be noted that that MFA is optional for all users.
- Once MFA is enabled, it is not possible to revert to the previous method.

Prerequisites

Before registering to use MFA, users **must have Internet access for ESR approved** and have an authentication app installed in their personal device.

Microsoft Authenticator is the supported authentication method and users must download and install Microsoft Authenticator on their mobile device from either Google Play or the iOS App Store.



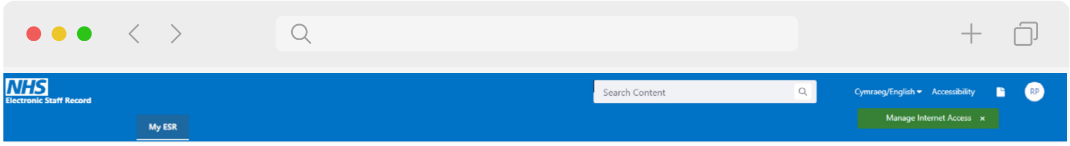
Try new features before they're officially released and give your feedback to the developer. Certain data on your use of the app will be collected and shared with the developer to help improve the app.

Use Microsoft Authenticator to sign in easily and

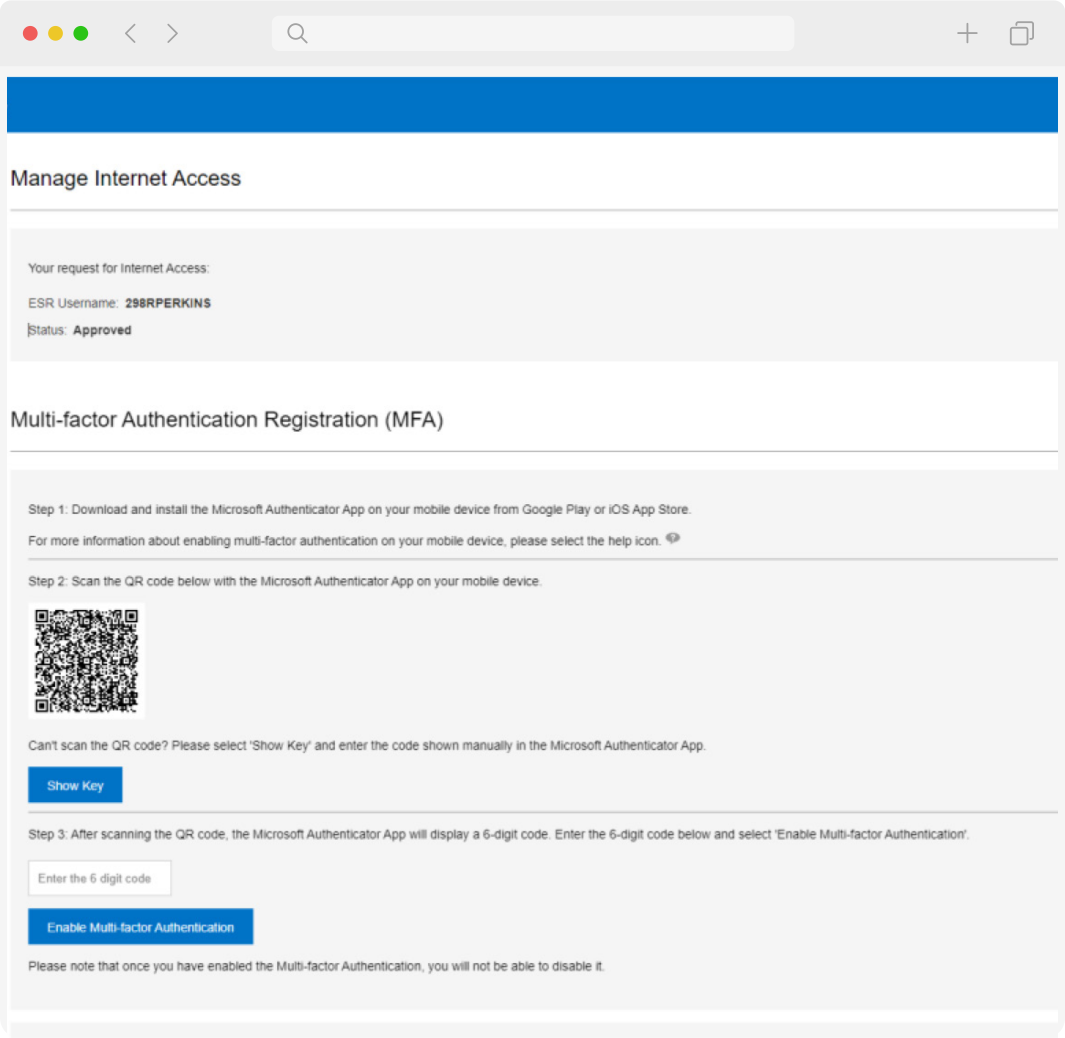
Initial Registration

Users can register to use MFA by logging in to ESR on HSCN (at work).

The registration screen can be accessed via the ESR Portal > Manage Internet Access button as shown below.



This will open the Manage Internet access page, with the MFA registration form:



Manage Internet Access

Your request for Internet Access:

ESR Username: **298RPERKINS**

Status: **Approved**

Multi-factor Authentication Registration (MFA)

Step 1: Download and install the Microsoft Authenticator App on your mobile device from Google Play or iOS App Store.

For more information about enabling multi-factor authentication on your mobile device, please select the help icon.

Step 2: Scan the QR code below with the Microsoft Authenticator App on your mobile device.

Can't scan the QR code? Please select 'Show Key' and enter the code shown manually in the Microsoft Authenticator App.

Show Key

Step 3: After scanning the QR code, the Microsoft Authenticator App will display a 6-digit code. Enter the 6-digit code below and select 'Enable Multi-factor Authentication'.

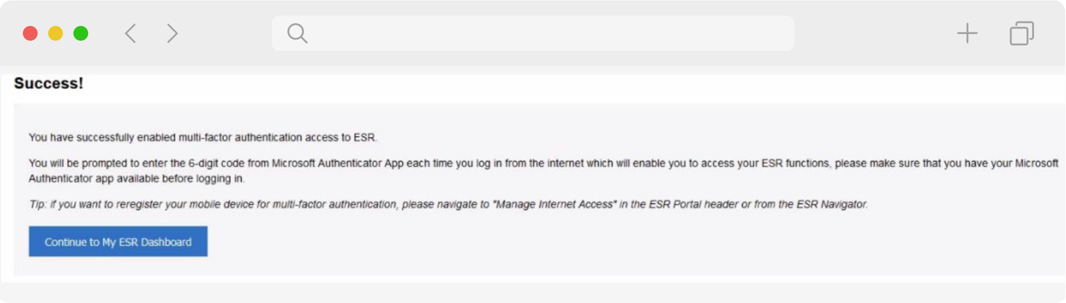
Enter the 6 digit code

Enable Multi-factor Authentication

Please note that once you have enabled the Multi-factor Authentication, you will not be able to disable it.

Users can then follow the instructions on screen to link their account to the Authenticator app.

Following successful registration, the following screen will be displayed:



Success!

You have successfully enabled multi-factor authentication access to ESR.

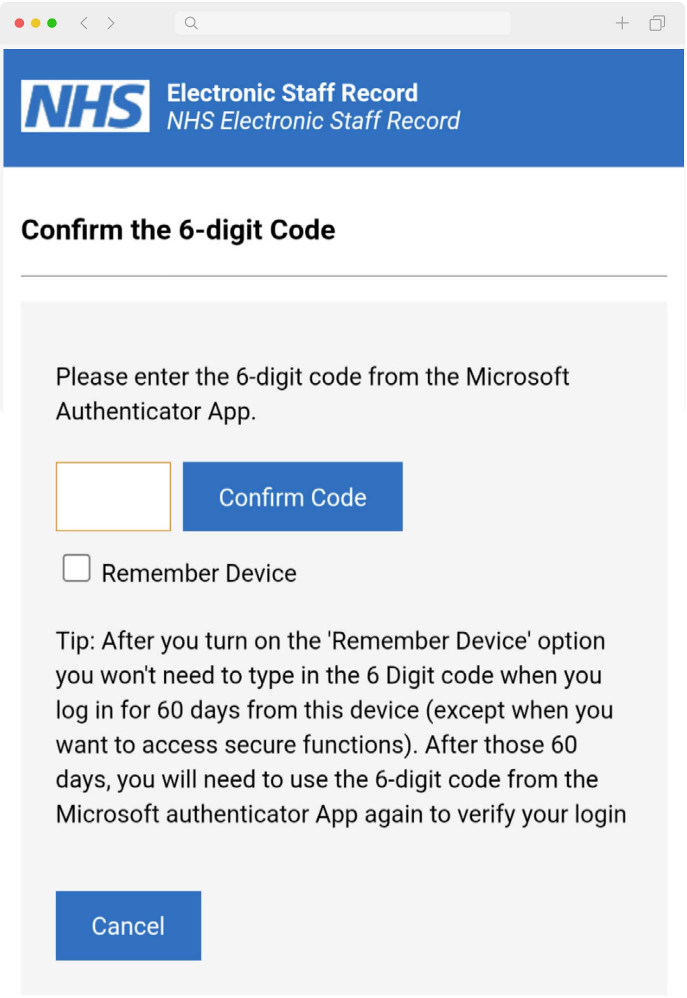
You will be prompted to enter the 6-digit code from Microsoft Authenticator App each time you log in from the internet which will enable you to access your ESR functions, please make sure that you have your Microsoft Authenticator app available before logging in.

Tip: if you want to reregister your mobile device for multi-factor authentication, please navigate to "Manage Internet Access" in the ESR Portal header or from the ESR Navigator.

Log in to ESR on the Internet

Once enabled users will now be able to use MFA when accessing their ESR account/s via the internet.

Following log in with a username and password, the following form will be displayed.

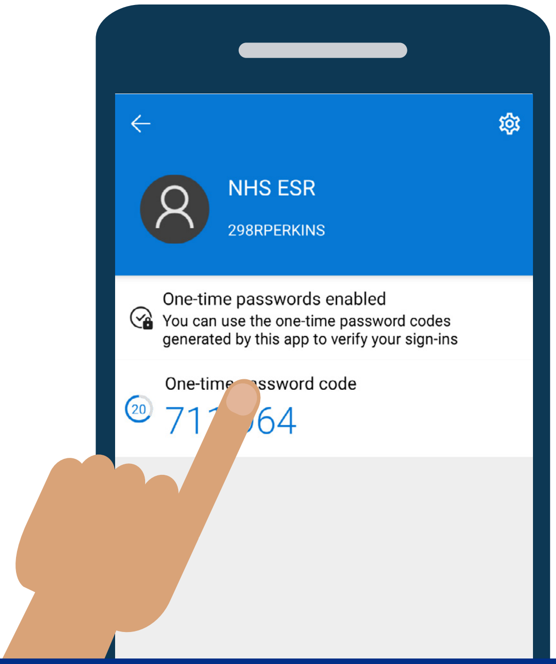


Confirm the 6-digit Code

Please enter the 6-digit code from the Microsoft Authenticator App.

□ Remember Device

Tip: After you turn on the 'Remember Device' option you won't need to type in the 6 Digit code when you log in for 60 days from this device (except when you want to access secure functions). After those 60 days, you will need to use the 6-digit code from the Microsoft authenticator App again to verify your login



NHS ESR
298RPERKINS
One-time passwords enabled
You can use the one-time password codes generated by this app to verify your sign-ins
One-time password code
20
71 64

Users must now open the MS Authenticator app on their phone and type in the 6 digit code supplied.

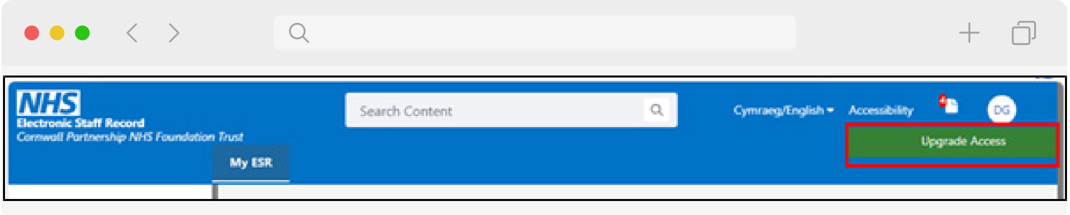
Once entered, the user will click on the Confirm Code button and will be redirected to the ESR Portal.

Remember Device

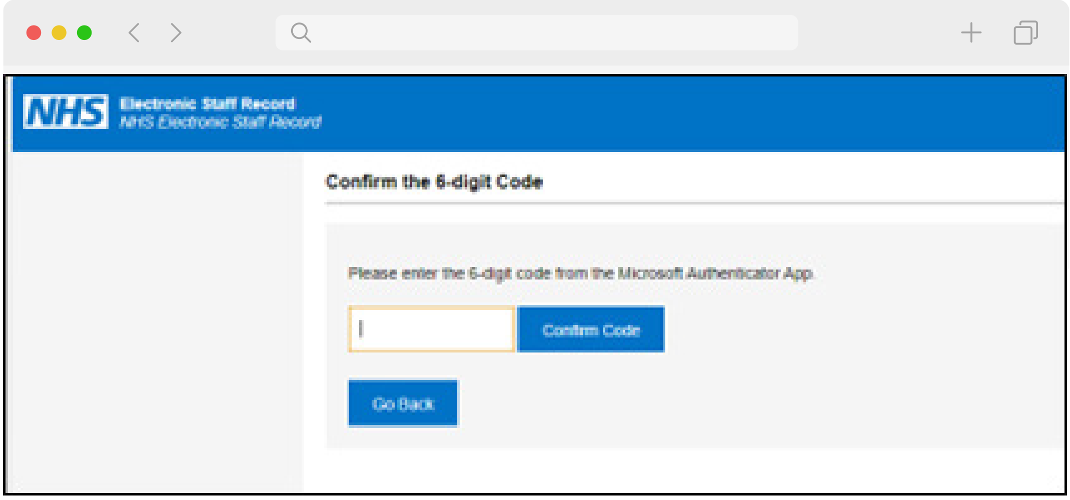
There is an option to ‘Remember Device’. If selected, a code will not need to be entered for another 60 days to access the My ESR Dashboard.

A code will still be required if they need to use the Manager Dashboard or use ESR BI.

For a subsequent login, users will enter username and password and then click the Upgrade Access button.



This will then show the page to enter a new MS Authenticator code.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Confirm the 6-digit Code

Please enter the 6-digit code from the Microsoft Authenticator App

When this has been entered then the upgraded access will be available to the user.

Entering Invalid Codes

If the wrong code is entered more than 5 times, then the user must wait one minute before attempting to enter again.

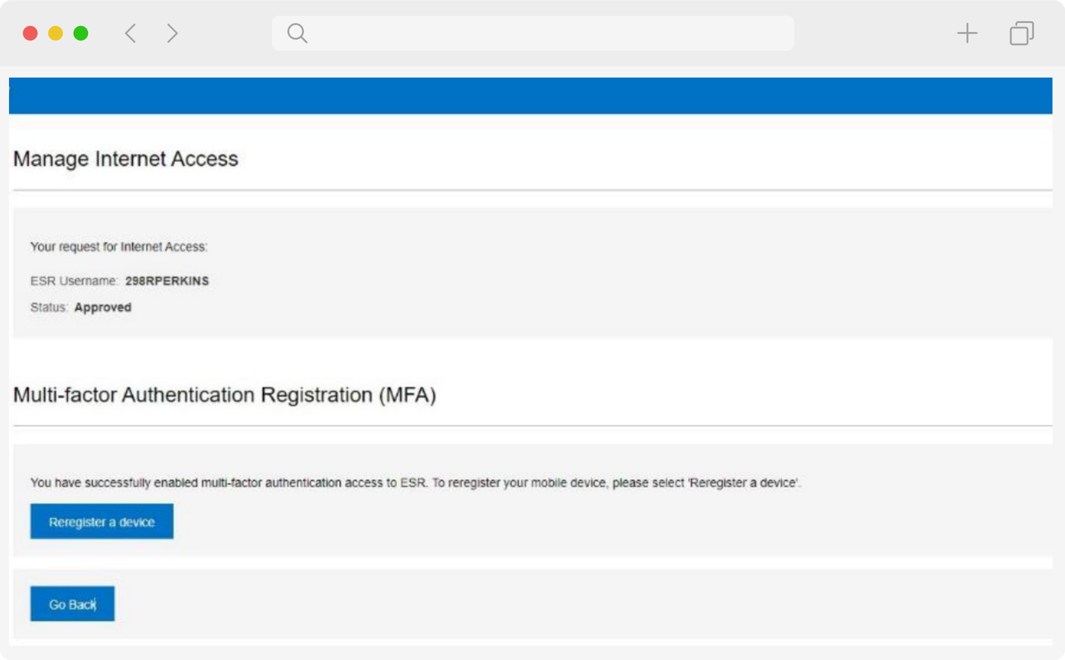
Timeout

Users will need to enter a code if their session times out.

Number of Devices

A user can access ESR on the Internet on multiple devices, however, only one mobile device can be set up as the authentication source at a time. It is recommended that the device used is a personal device.

Registering a new device, will require the user to log in on HSCN (at work) and use the Reregister device option available on the Manage Internet Access form as shown below.


Manage Internet Access

Your request for Internet Access:

ESR Username: **298RPERKINS**

Status: **Approved**

Multi-factor Authentication Registration (MFA)

You have successfully enabled multi-factor authentication access to ESR. To reregister your mobile device, please select 'Reregister a device'.

Registering a new device will automatically invalidate any previous device that was registered against their account.

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