

# 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.

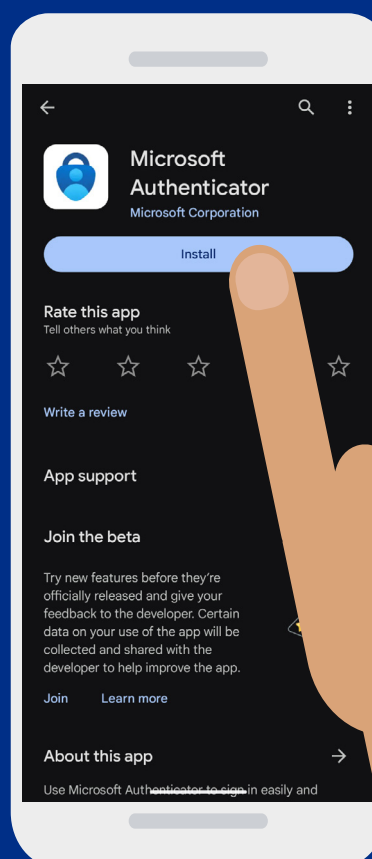
## Note:

- MFA is optional, users can continue to log in using their username and password and managers and core users can continue to use the step up functionality.
- 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 device.

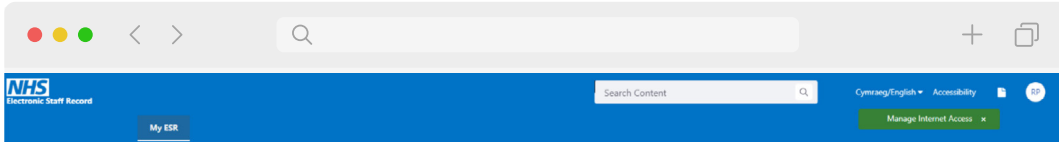
Microsoft Authenticator is the supported authentication method and users must download and install Microsoft Authenticator on their mobile device from either Google Play or the iOS App Store.



## 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.

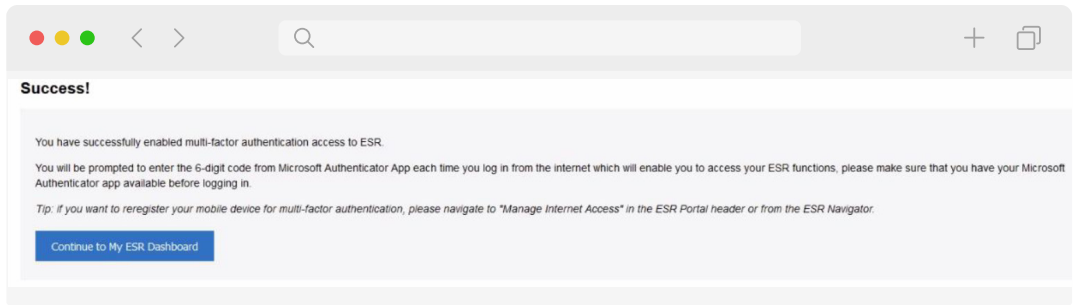


This will open the Manage Internet access page, with the MFA registration form:

A screenshot of the 'Manage Internet Access' page. The page title is 'Manage Internet Access'. Below the title, it displays the user's request for Internet Access, including the ESR Username '298RPERKINS' and Status 'Approved'. The main section is titled 'Multi-factor Authentication Registration (MFA)'. It contains three steps: Step 1: Download and install the Microsoft Authenticator App on your mobile device from Google Play or iOS App Store. Step 2: Scan the QR code below with the Microsoft Authenticator App on your mobile device. A QR code is displayed. 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'. A text input field for the 6-digit code and a blue 'Enable Multi-factor Authentication' button are shown. A note at the bottom states: '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.

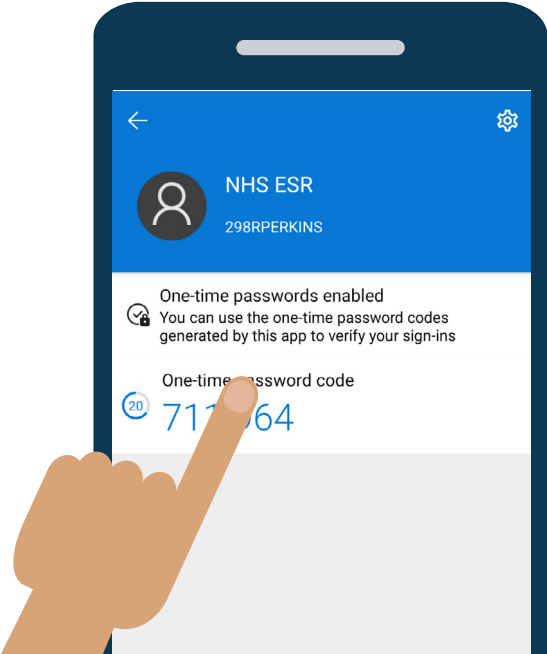
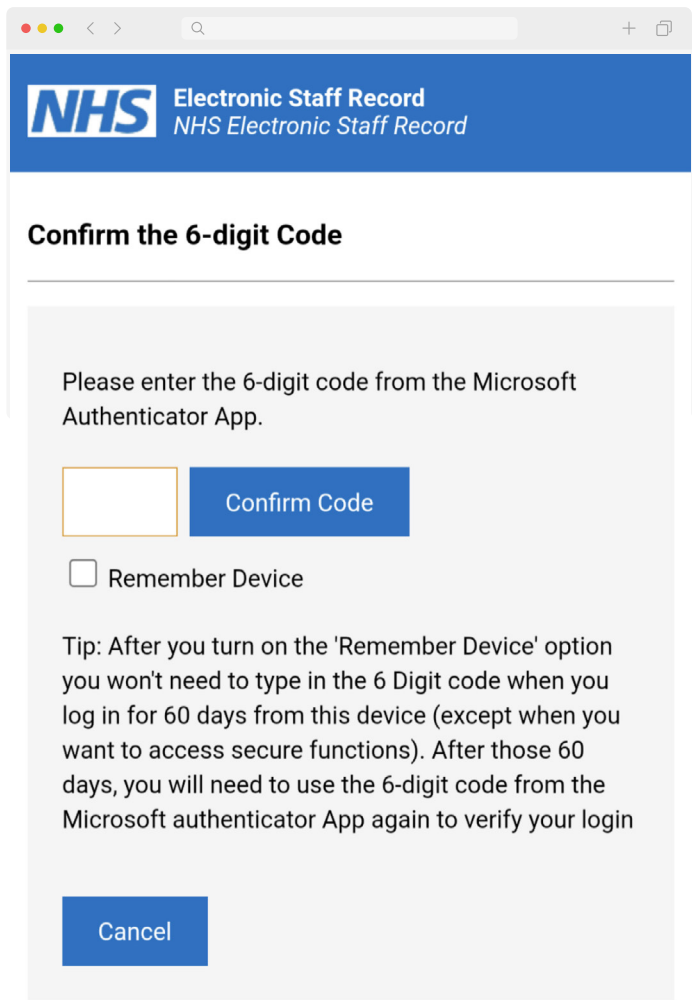
Following successful registration, the following screen will be displayed:



## 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.



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

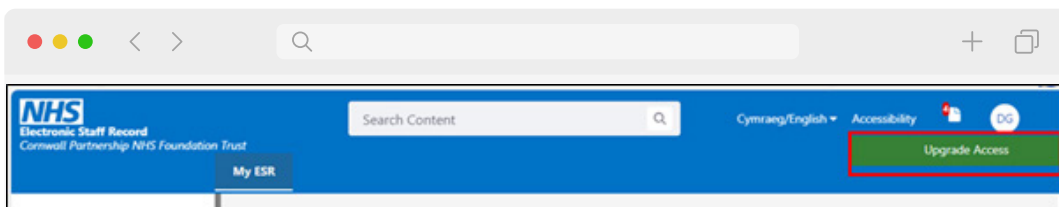
Once entered, the user will click on the Confirm Code button and will be redirected to the ESR Portal.

## Remember Device

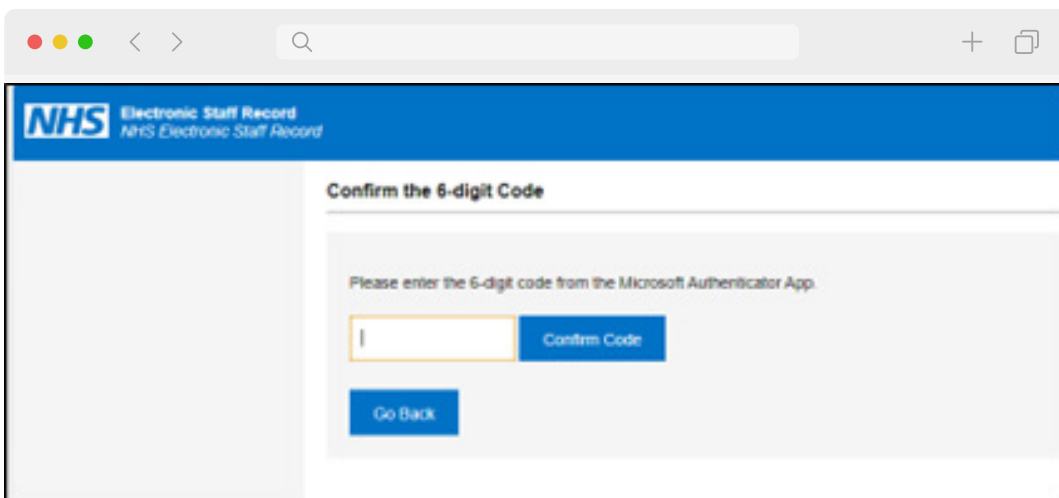
There is an option to 'Remember Device'. If selected, a code will not need to be entered for another 60 days to access the My ESR Dashboard.

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.



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.

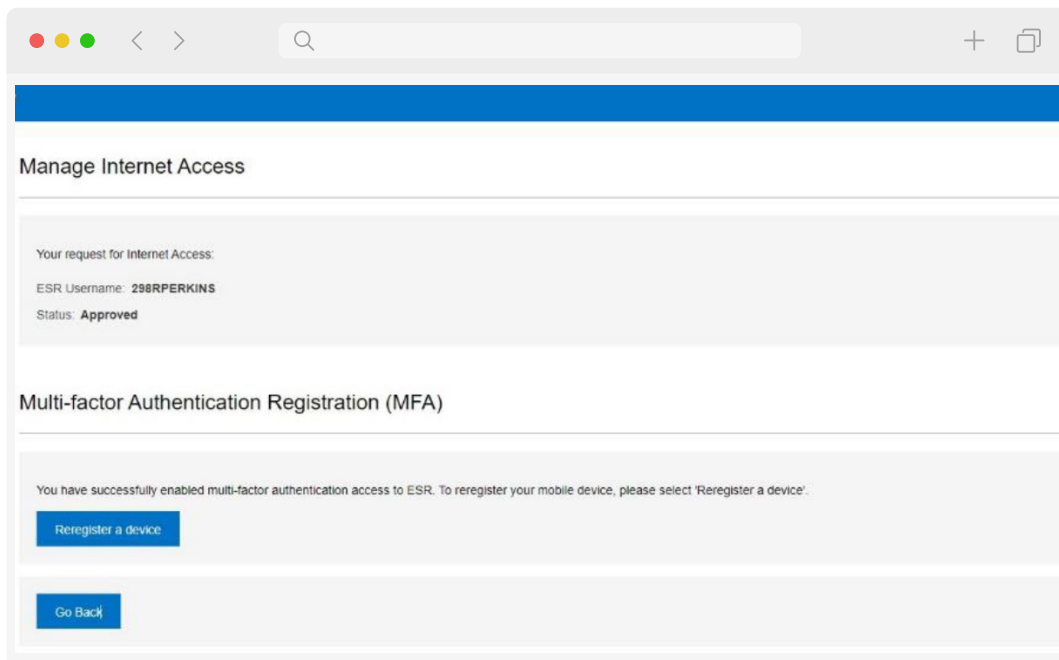
## Timeout

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.

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.



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

# Electronic Staff Record

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