


Troubleshooting Guide

- **My screen doesn't have same screen shots as those presented in the set up guide?**
Please ensure you have entered the correct URL <http://aka.ms/mfasetup>
- **User name not recognised when signing in at Microsoft office.com?**
Please use your new e-mail address e.g. firstname.secondname@wales.nhs.uk
- **Unable to authenticate-undefined reason?**
If using an Android device please check that the time on device is exactly the same as the PC (common issue; Allow Authenticator number to change 4/5 times before inputting code)
- **Unable to add account in MS Authenticator?**
[iPhone](#) click on the + symbol and select 'add work or school account';
[Android](#) phones click on the 3 dots in the top right-hand corner and select 'add work or school account'
- **No QR Code being presented?**
Please ensure you have entered the correct URL <http://aka.ms/mfasetup>
- **How do I access my e-mails?**
Enter "office.com" into your web browser. Open Microsoft Office and click sign in.
You will need to enter your new firstname.secondname@wales.nhs.uk e-mail address followed by your nadex password.
If this is a new account then use the password given to you by the service desk.

Then click on the outlook icon  and your e-mail inbox will open

If you are still experiencing issues please e-mail the primarycare.servicedesk@wales.nhs.uk quoting your nadex credentials (eg Ab123456) and PPA code (60_ _ _ _)