

# Setting up Enterprise Mobility & Security (EM&S) and accessing Outlook

You have been enabled for the Enterprise Mobility & Security (EM&S) Multi-Factor Authentication service for Office 365 which will allow you to securely access your NHS email on your mobile device, or via a premise based PC using [www.office.com](http://www.office.com)

There are two steps to enable access to your e-mails.

Step 1; Preferred method: Set up the Microsoft Authenticator app on a mobile device (phone or tablet). Microsoft Authenticator is available from your mobile device's app store. Follow steps for Option 1. (Pages 1-8)

If you do not want to download the app then you can simply click, [I want to set up a different method](#) when you get to that stage in the process. Follow steps for Option 2. (Pages 9-13)

Step 2; Set up Outlook on your PC/Laptop/Tablet/Mobile Phone

## Option 1 Setting up Microsoft Authenticator on your Mobile Device (Phone or Tablet)



The process to use this on your mobile device is straight forward and consists of two main steps:

1. Download the Microsoft Authenticator App from PlayStore or App Store:-



2. Please make sure you install the correct app (as shown below) there are number of different ones

Microsoft Authenticator -

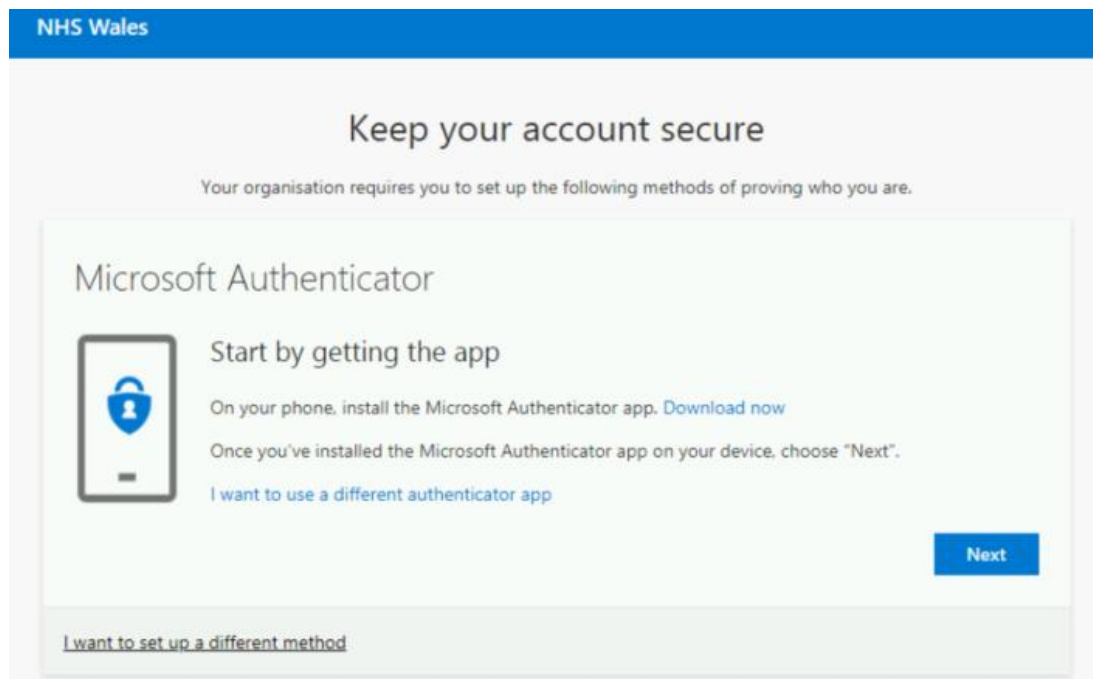


3. Set-up Multi-Factor Authentication (for Security purposes and only required once)

## **Step 1; Set-up Multi-Factor Authentication (MFA)**

To do this - **on any PC, laptop or iPad connected to the Internet** - please browse to <http://aka.ms/mfasetup> and login with your E-mail Address ([firstname.lastname@wales.nhs.uk](mailto:firstname.lastname@wales.nhs.uk)) and your NADEX password associated with this e-mail address.

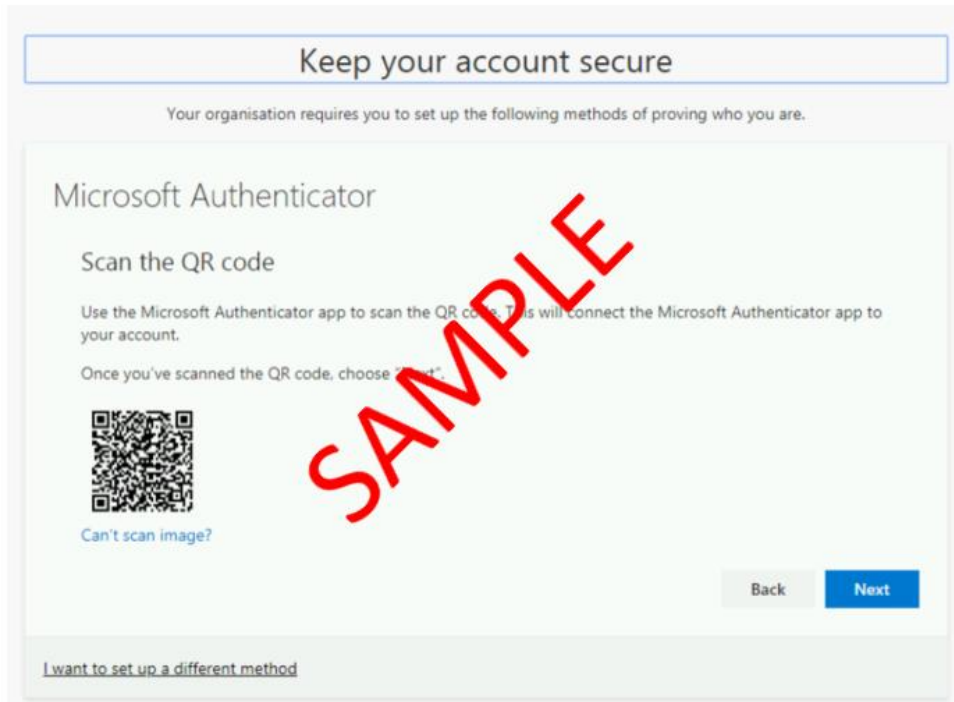
If you don't know or have forgotten your password then please log a call with the Primary Care service desk at [primarycare.servicedesk@wales.nhs.uk](mailto:primarycare.servicedesk@wales.nhs.uk) quoting your NADEX user name (XX123456) who will reset it for you.



Now on your mobile phone or mobile device

When you open the app, press skip until you see **Add work or school account**. Tap this.

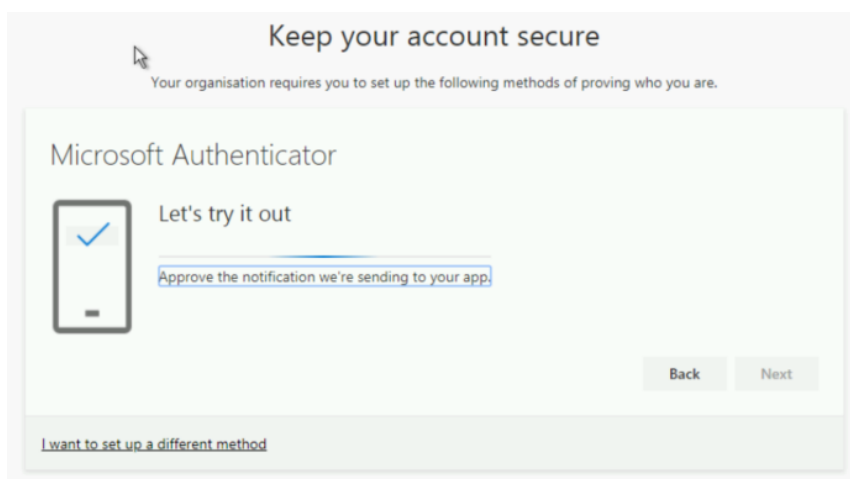
You will then be prompted to allow access to your device's camera. Please allow this as you will be asked to scan a QR Code on the screen. This will speed up this process.



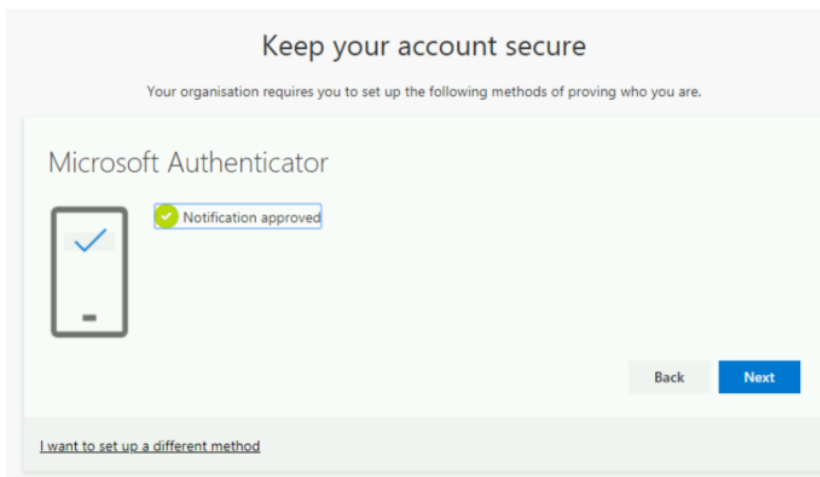
Click **Next** and using your mobile phone scan the QR code on the screen

The Authenticator app will be configured with an entry for this process and will display NHS Wales and your email address.

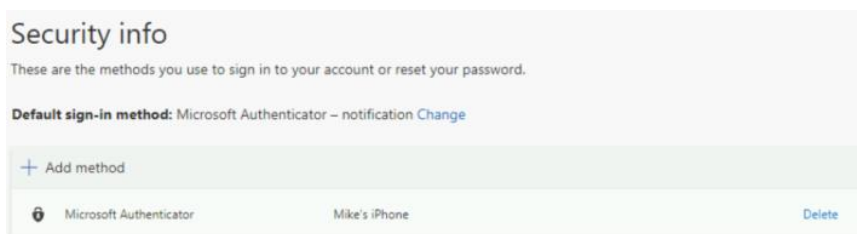
Click **Next** on your Phone Screen



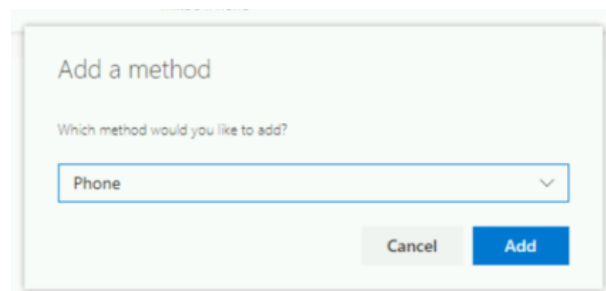
The verification process will ensure that your mobile device can be reached. You will be prompted to **Approve** the connection on your mobile device.

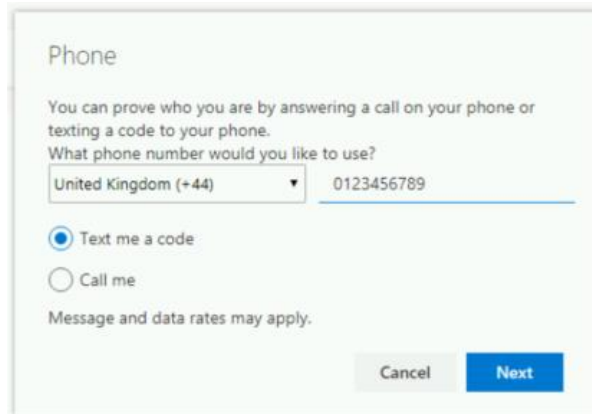


You will then be shown your security info



In case you lose access to the mobile app, click **Add method** and select **Phone** and click **Add**:





Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.  
What phone number would you like to use?

United Kingdom (+44) 0123456789

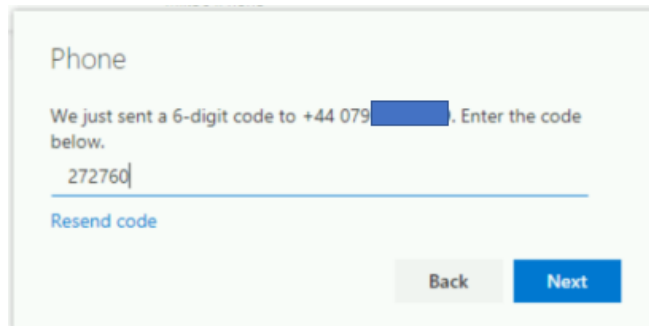
Text me a code  
 Call me

Message and data rates may apply.

Cancel Next

Click on **Next**

A text will be sent with a code to be input onto the page. Enter the code and click **Next**



Phone

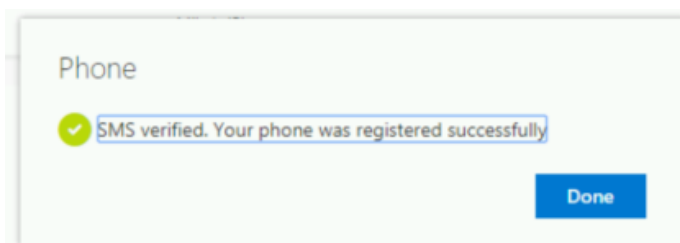
We just sent a 6-digit code to +44 079 [REDACTED]. Enter the code below.

272760

Resend code

Back Next

You will be advised your phone has been registered successfully

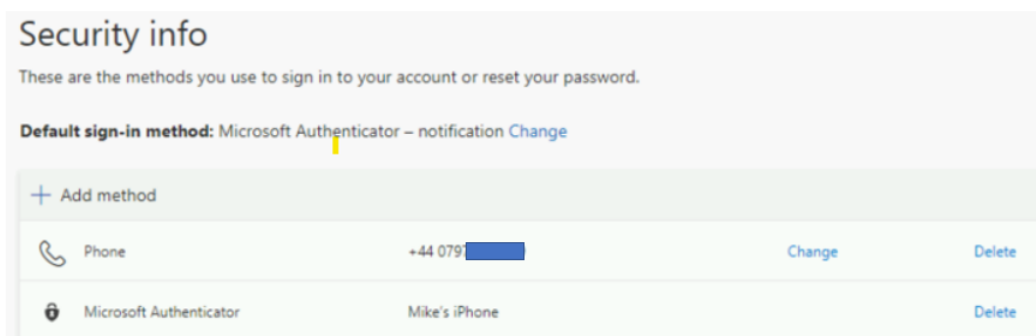


Phone

✓ SMS verified. Your phone was registered successfully

Done

At the end of the process your security verification settings should look like this:



To sign out of this page, click the My account icon top right of the page and click **Sign Out**

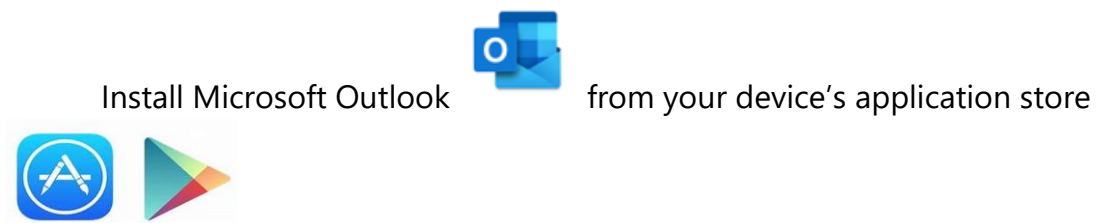
## STEP 2

### Using Outlook on your PC/phone/mobile device

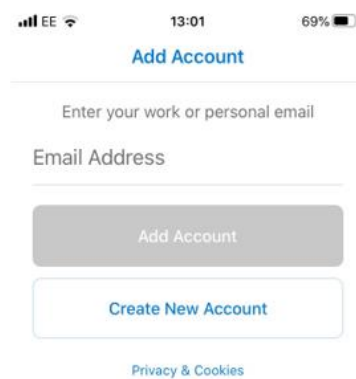
To access your NHS e-mails from a **PC** you will need to log into [www.office.com](http://www.office.com)

Enter your NHS e-mail address and password, then complete the authentication using the notification that the Microsoft Authenticator App sends you.

If you wish to access your e-mails outside of your work premise on a **phone/mobile device**, you can however you should only do this where this has been authorised by your Superintendent Pharmacy/pharmacy owner. Follow the steps below:



Once installed, open the application and enter your work email address (e.g. [first.name.second.name@wales.nhs.uk](mailto:first.name.second.name@wales.nhs.uk)) and click **Add Account** and continue to enter your NADEX password (eg XX123456)



You will then need to authenticate using the Microsoft Authenticator (previously installed as per step 1). You will be prompted to **Open**



Please Authenticate

Please go to the Authenticator app  
to continue.

[Open Authenticator](#)

**Authenticator.** Tap to continue

Outlook will then use Authenticator to perform the multi-factor authentication necessary to connect to Outlook.

The first time the Outlook client is configured, the application will restart as required to continue to protect the data within the application and you will be asked to setup a PIN.

(Android users only) You will be asked to install **Intune Company Portal** also from the Play Store. This application just needs to be on the device and doesn't require any configuration.

You will then be connected to your email in Outlook.

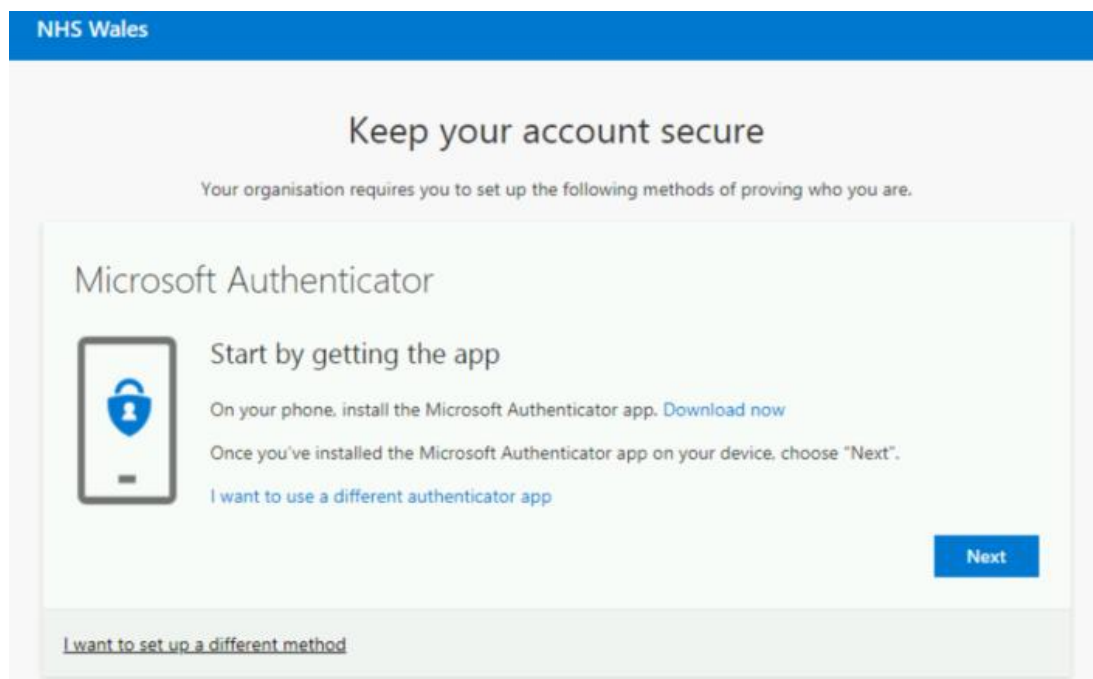
## Option 2

# Setting up Microsoft Authenticator without downloading the app

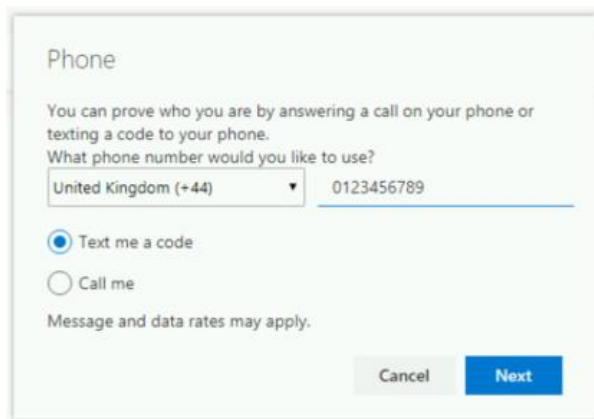
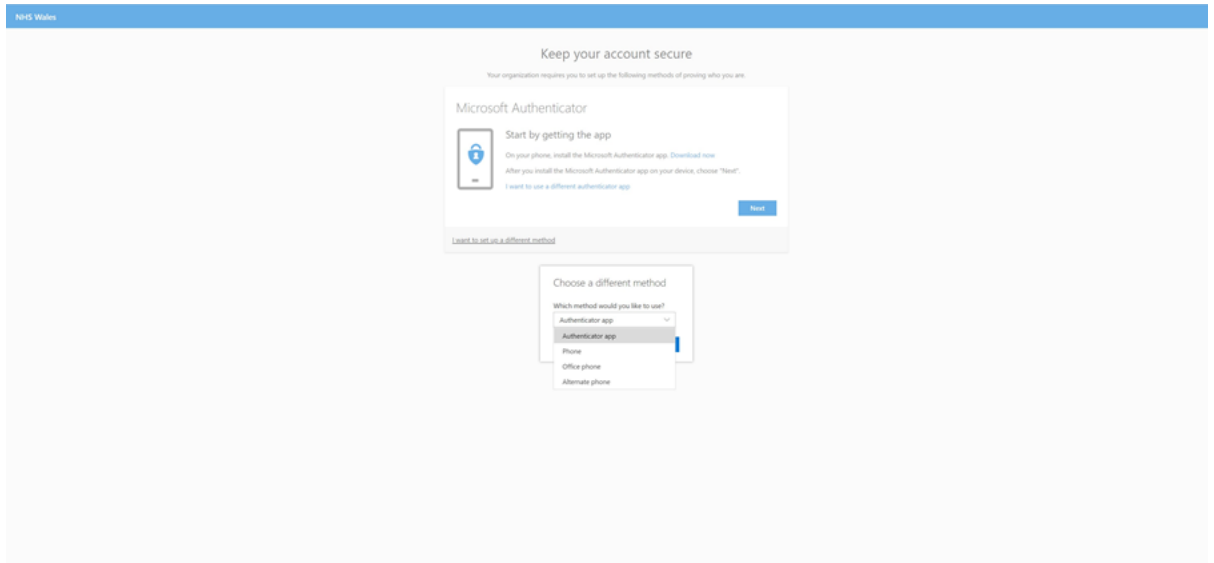
### **Step 1; Set-up Multi-Factor Authentication (MFA)**

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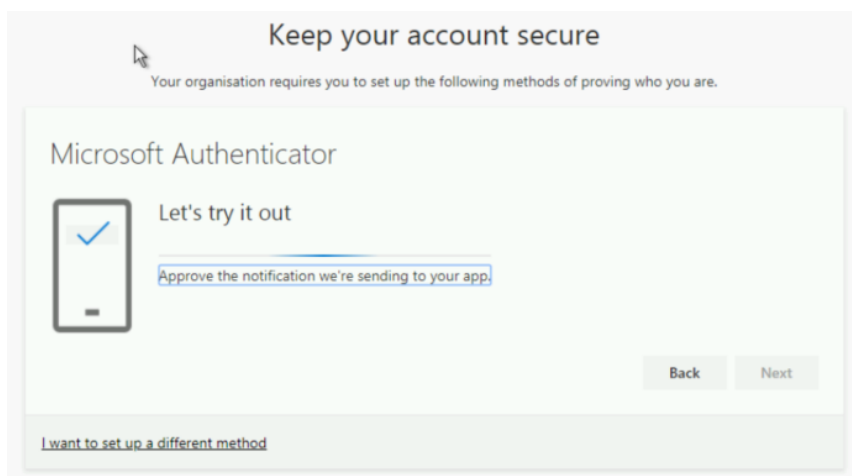
If you don't know or have forgotten your password then please log a call with the Primary Care service desk at [primarycare.servicedesk@wales.nhs.uk](mailto:primarycare.servicedesk@wales.nhs.uk) quoting your NADEX user name (XX123456) who will reset it for you.



Click on [I want to set up a different method](#)

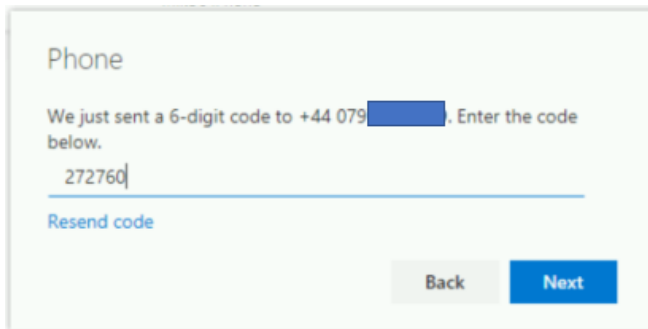


Choose the method you wish to use and complete then click **Next**



To complete the authentication set up you will receive a text message or phone call, dependant on your preferences earlier in the process.

The verification process will ensure that your mobile device can be reached. You will be prompted to **Approve** the connection on your PC by entering the code.



Phone

We just sent a 6-digit code to +44 079 [redacted]. Enter the code below.

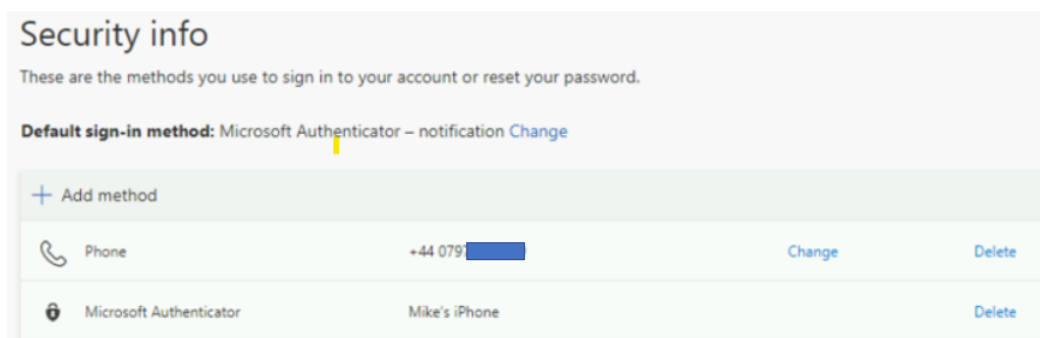
272760

[Resend code](#)

[Back](#) [Next](#)

You will be advised your phone has been registered successfully

You will then be shown your security info:





Security info

These are the methods you use to sign in to your account or reset your password.

**Default sign-in method:** Microsoft Authenticator – notification [Change](#)

[+ Add method](#)

 Phone	+44 079 [redacted]	<a href="#">Change</a>	<a href="#">Delete</a>
 Microsoft Authenticator	Mike's iPhone		<a href="#">Delete</a>

To sign out of this page, click the My account icon top right of the page and click **Sign Out**

## STEP 2

### Using Outlook on your PC/phone/mobile device

To access your NHS e-mails from a **PC** you will need to log into [www.office.com](http://www.office.com)

Enter your NHS e-mail address and password, then complete the authentication using the notification that the Microsoft Authenticator App sends you.

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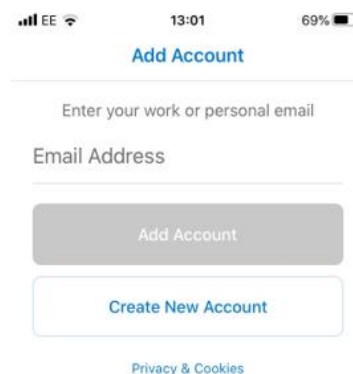
Install Microsoft Outlook



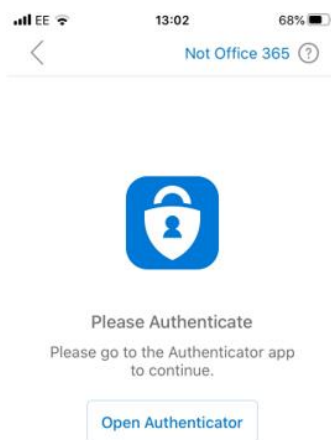
from your device's application store



Once installed, open the application and enter your work email address (e.g. [first.name.second.name@wales.nhs.uk](mailto:first.name.second.name@wales.nhs.uk)) and click **Add Account** and continue to enter your NADEX password (eg XX123456)



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**Authenticator.** Tap to continue

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(Android users only) You will be asked to install **Intune Company Portal** also from the Play Store. This application just needs to be on the device and doesn't require any configuration.

You will then be connected to your email in Outlook.

# FAQ's

Q) Computer screen doesn't have same screen shots as Guide

A) Ensure you have entered the full web address in the address bar at the top of the screen <http://aka.ms/mfasetup>

Q. User name not recognised at Microsoft office.com sign in

A. Ensure you are entering your new e-mail address [firstname.secondname@wales.nhs.uk](mailto:firstname.secondname@wales.nhs.uk)

Q. Unable to authenticate-undefined reason

A. Android Phone- Check time on phone is exactly the same as the PC  
Allow Authenticator number to change 4/5 times before inputting code.  
Microsoft Authenticator App will not work on some older Samsung or i phones

Q. Unable to add account in MS Authenticator

A. i phones 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"

Q. No QR Code being presented to the user

A. Check correct web address has been added to address bar <http://aka.ms/mfasetup>  
If still not working e-mail [primarycare.servicedesk@wales.nhs.uk](mailto:primarycare.servicedesk@wales.nhs.uk) quoting your personal nadex user name (eg Ab123456) and PPA code (60\_ \_ \_ \_)

Q. When trying to sign into Office.com with a different account getting error message "user name or password incorrect"

A. Close office.com down and re-enter office.com in the browser address bar and re open office

Q. Not sure how to access e-mails

A. Enter "office.com" into your web browser address bar and open Microsoft Office click on sign in and enter your new [firstname.secondname@wales.nhs.uk](mailto:firstname.secondname@wales.nhs.uk) e-mail account then your nadex password or if new account the password given to you by the service desk.

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

