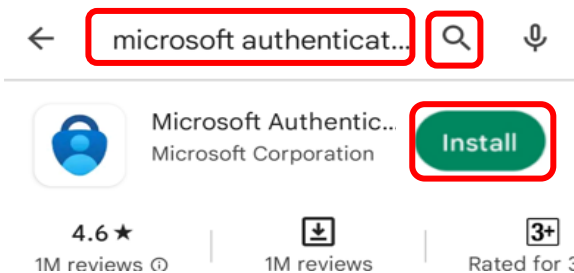# Multi factor authentication set up guide (Microsoft authenticator app version)

To set up multi factor authentication (MFA) you will need your computer, your mobile phone and unique login details to ProCare platforms (members' website/Tableau/Provider portal/web-based Profusion) that nobody else in your practice/organisation uses. You will also need the Microsoft authenticator app downloaded on your phone. If you don't have the app downloaded, start at step 1 below. If you already have the app downloaded start at step 1 on page 5.

**For those who don't have the Microsoft authenticator app downloaded**

1. On your mobile phone, in your app store search for the 'Microsoft authenticator' app and click 'Install'
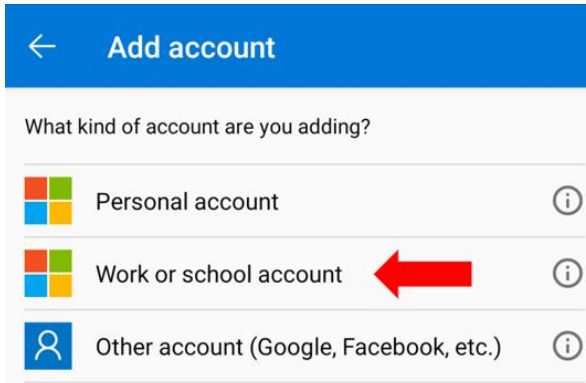

2. On your computer, login to the ProCare platform of your choice (members' website/Tableau/Provider portal/web-based Profusion) and tick 'Let Me Setup MultiFactor Authentication' and click 'Next'.
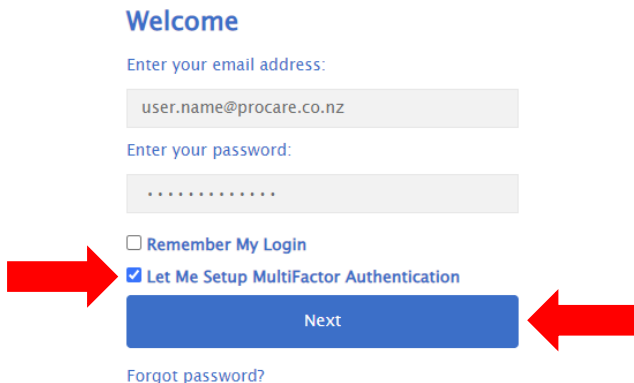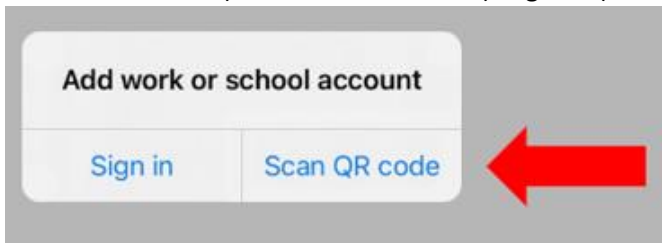

3. On your mobile phone, open your authenticator app. Click 'Add Account'
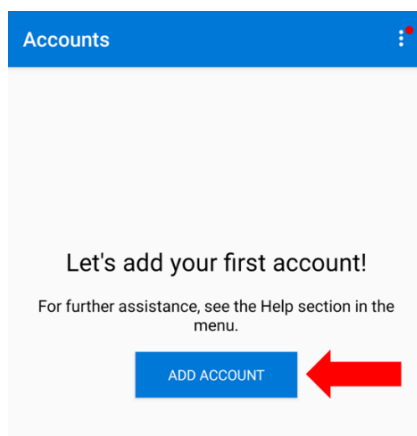
4. You will be asked 'What kind of account are you adding?'. Select 'Work or school account'.

5. Choose to either a) 'Scan QR code' **OR** b) 'Sign in' (i.e. adding a code manually).

Setup Security On Your Account

Download and/or open an authenticator application on your phone. We recommend Microsoft or Google Authenticator if you do not have one already.

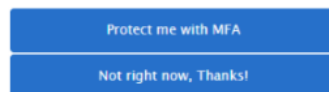Open your authenticator application and scan the below QR code to add your account.

Or enter the below code manually.

L376SB3YQDXEGWPUPAART72HHR632XJO

Once you have completed this process, enter the generated code shown in the application below.

| Code |

| Protect me with MFA |
| Not right now, Thanks! |

If you need assistance, for ProCare practice staff please call the practice Helpdesk on (09) 374 6759, for everyone else please call the ProCare IT helpdesk on 0800 735 900

a) **If you choose to 'Scan QR code'**
Your mobile phone's camera will open (if prompted, allow the app to access your phone's camera), point it at the QR code on the login page on your computer.

b) **If you choose to 'Sign in'**
On your mobile phone enter the code that appears here on the login page on your computer.

6. On your mobile phone 'ProCare IDAM' will be listed on the Authenticator app home page. Click on 'ProCare IDAM'

7. On your mobile phone a one-time password code will appear. On your computer enter this password code on the login page and click 'Protect me with MFA'. You will now have access to the ProCare platform.

Or enter the below code manually.

L376SB3YQDXEGWPUPAART72HHR632XJO

Once you have completed this process, enter the generated code shown in the application below.

Code

Protect me with MFA

Not right now, Thanks!

If you need assistance, for ProCare practice staff please call the practice Helpdesk on (09) 374 6759, for everyone else please call the ProCare IT helpdesk on 0800 735 900

What happens in the future when I log in and I'm asked to complete MFA?

The next time you are prompted to enter the one-time password code while logging in, on your mobile phone open the authenticator app, select the 'ProCare IDAM' account and a one-time password code will appear. On your computer, enter this password code on the login page and click 'Next'.
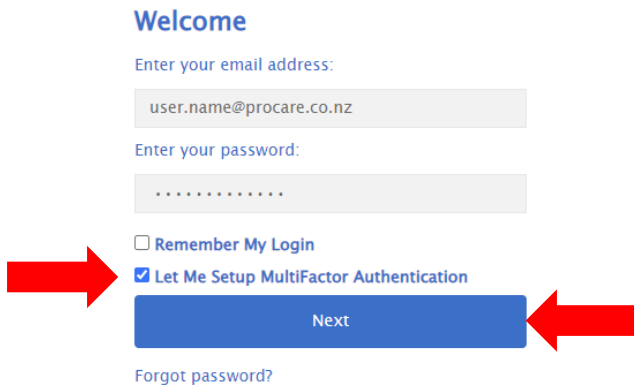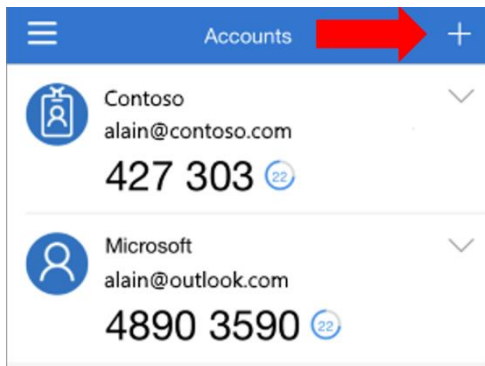
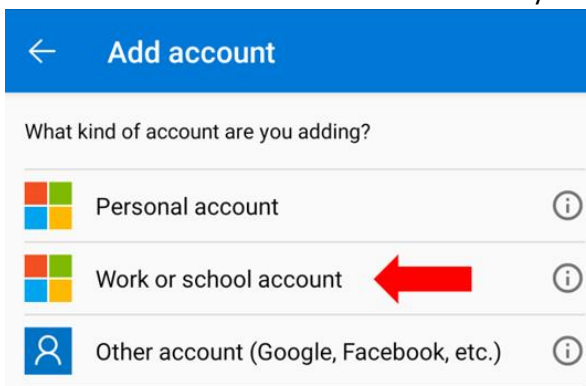**For those who already have the Microsoft authenticator app downloaded**

1. On your computer, login to the ProCare platform of your choice (members' website/Tableau/Provider portal/web-based Profusion) and tick 'Let Me Setup MultiFactor Authentication' and click 'Next'.
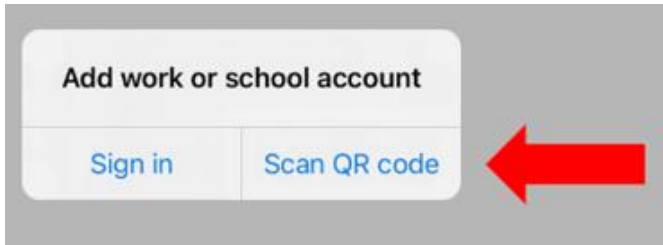

2. You will be prompted to set up authentication. On your mobile phone, open the Microsoft authenticator app. Click '+' in top right corner.

3. You will be asked 'What kind of account are you adding?'. Select 'Work or school account'.

4. Choose to either a) 'Scan QR code' **OR** b) 'Sign in' (i.e. adding a code manually).

Add work or school account

Sign in   Scan QR code

Setup Security On Your Account

Download and/or open an authenticator application on your phone. We recommend Microsoft or Google Authenticator if you do not have one already.

Open your authenticator application and scan the below QR code to add your account.

a) **If you choose to 'Scan QR code'**
Your mobile phone's camera will open (if prompted, allow the app to access your phone's camera), point it at the QR code on the login page on your computer.

Or enter the below code manually.

L376SB3YQDXEGWPUPAART72HHR632XJO

b) **If you choose to 'Sign in'**
On your mobile phone enter the code that appears here on the login page on your computer.

Once you have completed this process, enter the generated code shown in the application below.

Code

Protect me with MFA

Not right now, Thanks!

If you need assistance, for ProCare practice staff please call the practice Helpdesk on (09) 374 6759, for everyone else please call the ProCare IT helpdesk on 0800 735 900

5. On your mobile phone a 'ProCare IDAM' account will now be listed on the Authenticator app home page. Click on the 'ProCare IDAM' account.

6. On your mobile phone a one-time password code will appear. On your computer enter this password code on the login page and click 'Protect me with MFA'. You will now have access to the ProCare platform.

What happens in the future when I log in and I'm asked to complete MFA?

The next time you are prompted to enter the one-time password code while logging in, on your mobile phone open the authenticator app, select the 'ProCare IDAM' account and a one-time password code will appear. On your computer, enter this password code on the login page and click 'Next'.

Enter your ProCare IDAM MFA Code

Enter the code in your Authenticator Application for the ProCare IDAM site.

Code

Next