Multi Factor Authentication FAQ

PharmOutcomes MFA FAQ

Applies to PharmOutcomes/Outcomes4Health/OcularOutcomes

These FAQs relate to PharmOutcomes, Outcomes4Health and OcularOutcomes. These products may be referred to as Pinnacle. Throughout the FAQs we will be referring to PharmOutcomes but all answers are relevant to the Pinnacle products – PharmOutcomes/Outcomes4Health/OcularOutcomes.

IMPORTANT GUIDES:

- **Advice to pharmacy teams on regaining access to platform after setting up MFA available here.**
- **Commissioners and site administrators can now reset QR codes, instructions available here**
- **Every user should have their own unique log-in, attached to their own unique email address. Guidance on setting up new user accounts available here**

Why can't I login as usual to PharmOutcomes?	We need to ensure our applications remain secure. Using Multi Factor Authentication (MFA) provides an increased level of protection and security compared with the previous method.
I cannot access the platform and I have a patient waiting for a service?	We're sorry that you're not able to complete the MFA process. Fallback paper forms are available for flu, covid and Pharmacy First and can be accessed here: • Acute Otitis Media • Acute Sinusitis • Acute Sore Throat • Impetigo • Infected Insect Bites • Shingles • Uncomplicated UTI • National pharmacy flu vaccination • COVID vaccinations Please contact Support for further assistance with setting up MFA as soon as you can.
Which authenticator app is recommended to use?	NHS England recommends the Microsoft Authenticator https://support.nhs.net/knowledge-base/getting-started-with-mfa/#1-2-microsoft-authenticator-app We are aware that the Microsoft Authenticator does not always work for users that access multiple sites. Other users have reported success with alternative applications such as Google Authenticator, but any software used must first be validated as

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	being secure by the user. You can see a list of alternative authenticators [here]().
Do I need internet connection to complete MFA?	You will need an internet connection to download and set up an authenticator app, but once set up and configured it will work with or without an internet connection and still produce the one-time passcode (OTP) you need to log in
Do I need to use my personal email account for MFA if I don't have an NHSmail account?	No, you could create a specific email address for this purpose using one of the commonly available free email platforms.
Can I use an authenticator app on my computer instead of mobile? / I don't have access to a mobile phone, how can I download an authenticator application?	It is possible to use an authenticator application on your computer (instead of on a mobile device), however, you should check with your IT controller/department or Head Office before downloading any applications.
What other authenticator applications are available?	You can see a list of alternative authenticator applications [here]()
The MFA is not allowing me to set up an account, it is indicating that the account is already registered/in use?	This might be because you are using the same email address on your account as another user. The preferred option is a unique NHSmail address. Users who do not have a personal NHSmail account can use an alternative email address as long as it is unique to that user. Your System Administrator will be able to change the email address on your account to a unique email address for you, which will allow you to complete the MFA set-up. You can find more guidance [here](). If your System Administrator is not available, please contact us via the [Contact Us]() page.
Why am I being asked to input a code, but not being presented with a QR code to set up MFA?	This is likely because you are attempting to use a log-in which has already been set up with MFA by yourself or another user. If this is your account, and you set up MFA then the code will be available in your authenticator app. You should not be attempting to use a log-in which is shared with another user. Every PharmOutcomes user **must have their own login**, which must be linked to **a unique email address** for that user. You can find guidance [here]() on setting up new users.
How do I set up a new user on PharmOutcomes?	You can find guidance [here]() on setting up new users.
How do I set up a locum pharmacist with access to PharmOutcomes?	The locum should first be set up with a login for PharmOutcomes. This can either be via a site administrator or if this is not possible via the PharmOutcomes support team using

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	the "Contact us" tab. Once the login is issued the locum can use this to complete the MFA process
I use the same email address across multiple accounts e.g. I am a Locum working across multiple sites. Do I need MFA for each username?	You will not need MFA for each username, but you will need to contact the helpdesk to link your accounts to allow you to use the same login credentials across all sites. Please contact us via the Contact Us page. If you work across multiple COVID sites, please see the questions below.
I have multiple sites linked to my username and password. How will this work?	There was an issue affecting users who access multiple sites linked to the same username and password. A fix for this was deployed at 15:00 on 6th March 2024. Users who have multiple sites linked to the same username and password will now be able to log in without having to authenticate against each site. Users who are logging in to Outcomes4Health to deliver flu or covid vaccinations should check the question below if they continue to have difficulty.
I use Outcomes4Health across multiple COVID vaccination sites and my authentication code is not working?	Please see more information in this guide. Please contact us via the Contact Us page if you have any further questions.
I cannot scan the MFA QR code. What should I do?	If you cannot scan the MFA QR code, you can use the unique code/key underneath the QR code.
Can I use the same password that I use for accessing the platform as my MFA password?	As general password policy, we do not recommend you re-use passwords.
How often do I need to re-authenticate?	Active users can stay logged in for up to 10 hours without having to re-login o After eight minutes of inactivity on PharmOutcomes, the system will ask if you wish to continue. Following this, you will have two minutes to continue before you are logged out

	- o You will then be prompted to enter a selection of letters from your "secret word" - o You will not be required to re-enter your MFA code during this - If you log out of PharmOutcomes at any point, the MFA process will need to be completed again - If you are automatically logged out of PharmOutcomes (i.e. because of inactivity), the MFA process will need to be completed again.
I have left my device at home, or I have changed my phone or it has been stolen, what do I do?	You will need to follow the reset account procedure relevant to your chosen authentication app. Your IT controller/department or Head Office should be able to assist with this.
I have set up MFA for the branch login on my personal phone and nobody else can access?	Every PharmOutcomes user **must have their own login**, which must be linked to **a unique email address** for that user. You should not be using any shared logins or email inboxes. A shared inbox/login is one that more than one person has access to.
I want to change the application that I am using to authenticate, for example I set it up on my mobile and my organisation has now installed a new app they want me to use, what do I do?	You will need to delete the MFA account within the authenticator application that you are currently using (you do not necessarily need to delete the whole authenticator app itself, just the MFA account you have set up **within** it for PharmOutcomes). You will then need to contact PharmOutcomes via the Contact Us page to reset your user account and then you'll be able to re-register on your new authenticator device.
I can't find the answer to my question?	If you cannot find the answer to your question, please contact us: 0345 450 6279.