Step 1

Open the portal and **sign in with your NHSmail account at https://portal.nhs.net/** to begin the MFA disablement process
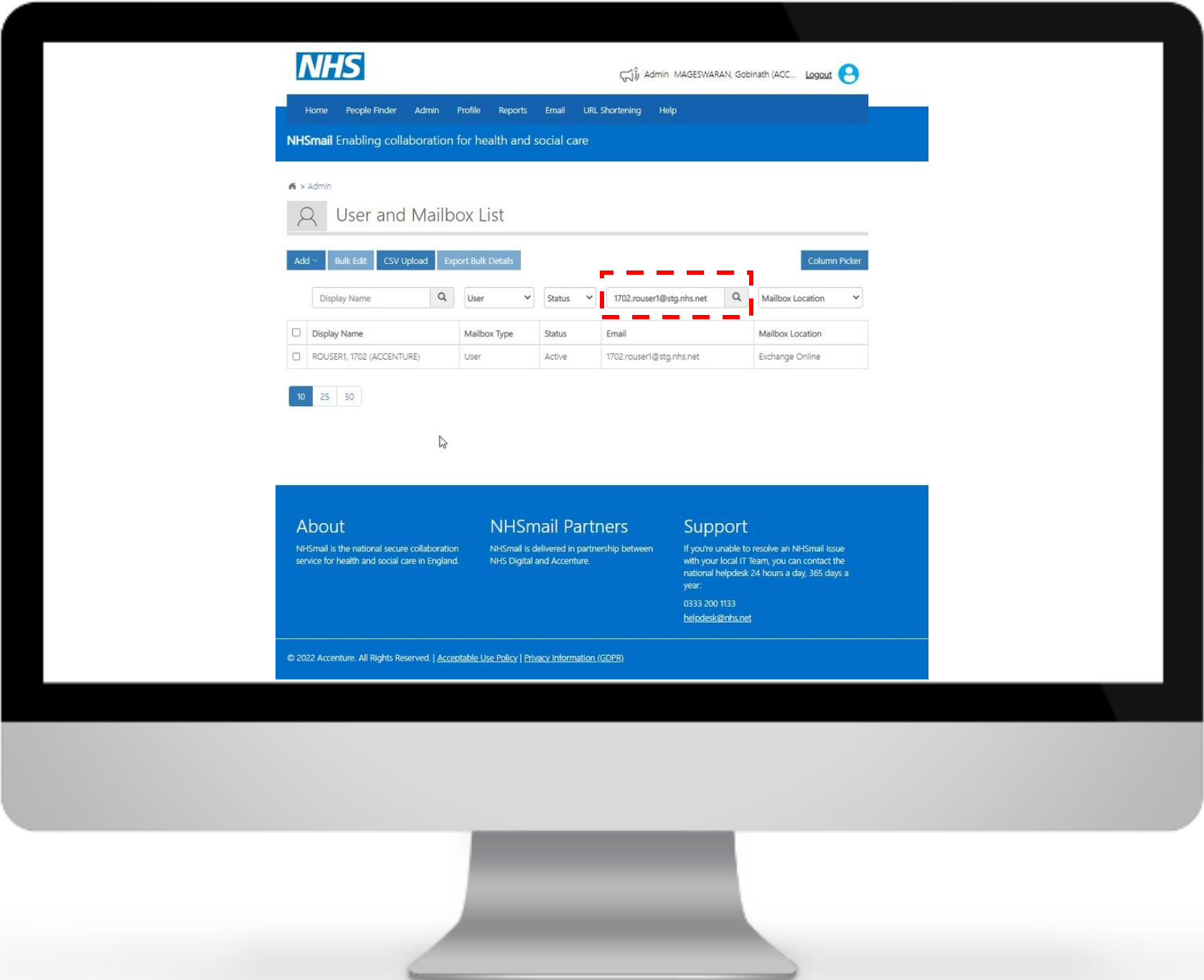
Step 2

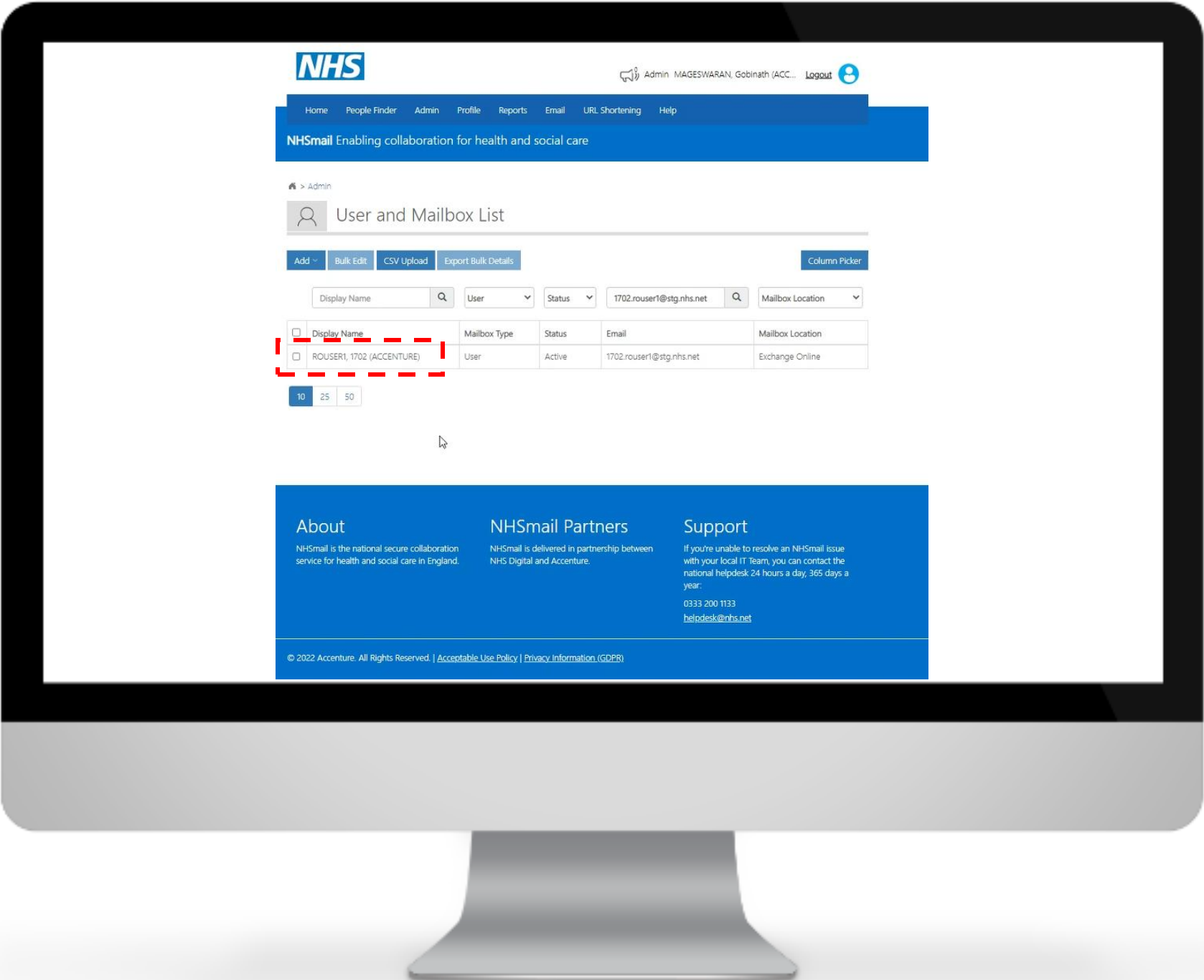Select **'Admin'** on the top menu and click on the **'User Management'** drop down option
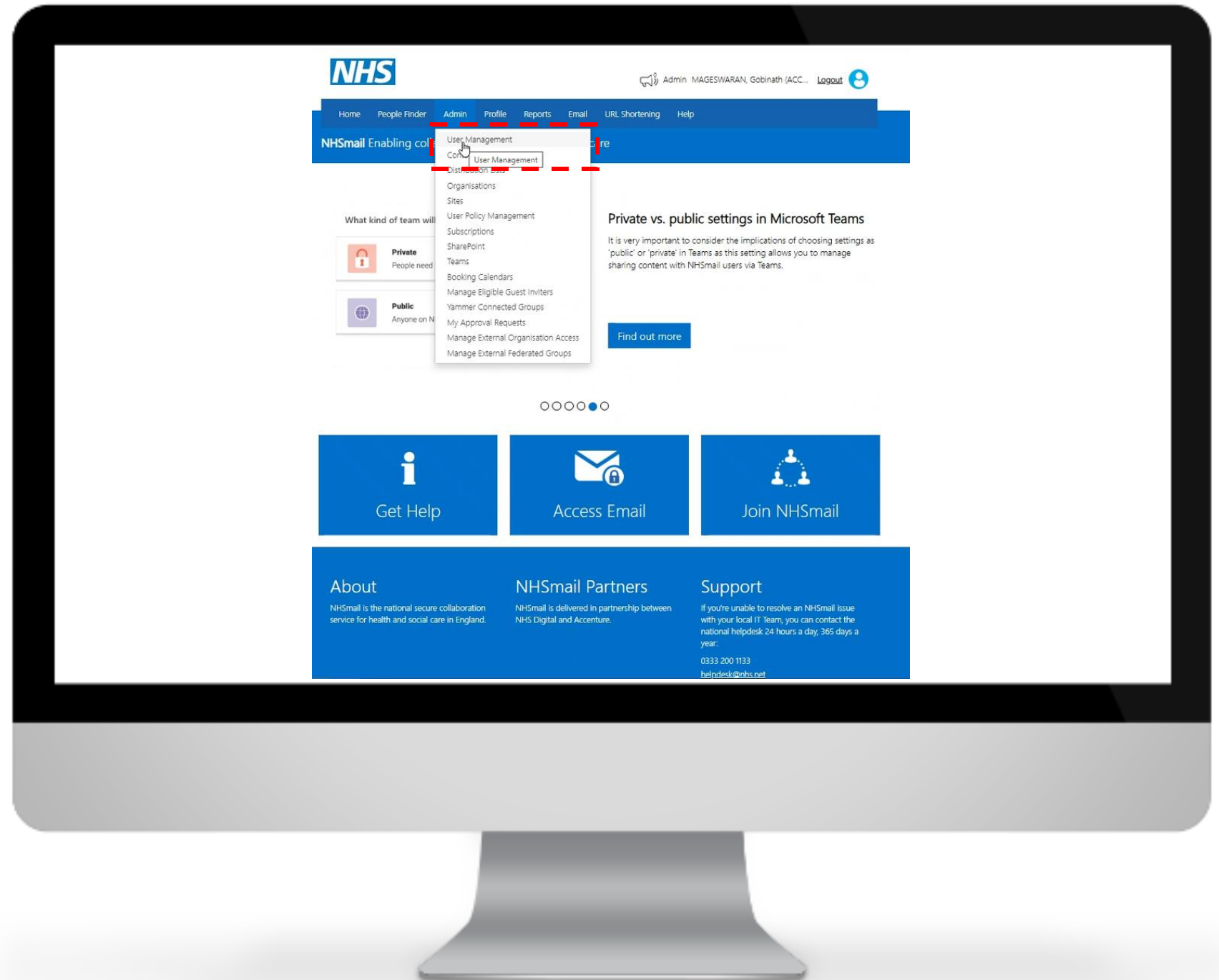
Step 3

After selecting **'User Management'** you will be taken to this page. On the **'Email'** field include the user email and enter. The list below will show the user's information
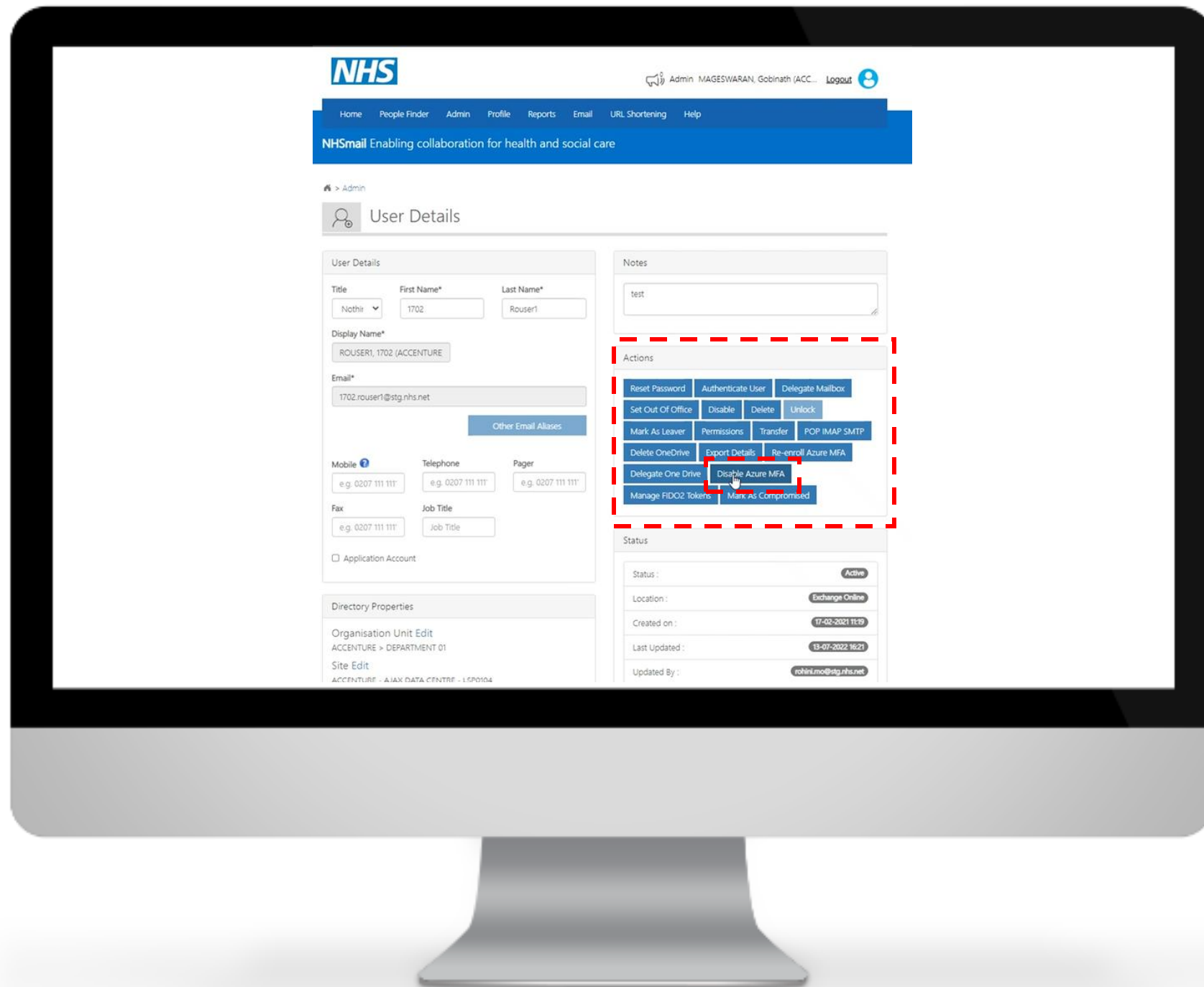
Step 4

Select the user using the tick box

Step 5

The user details will appear on the screen. In the **'Action'** box select the option: **'Disable Azure MFA'**

Step 6

After selecting the 'Disable Azure MFA' option you will get the confirmation that the disablement was completed with a message reading **'success: MFA disabled successfully for user'**