Multi-Factor Authentication (MFA)

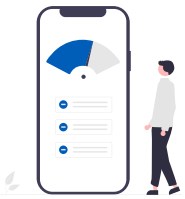
NHS England

Multi-Factor Authentication (MFA) is an additional way of checking that it is really you when you log in to your account.

Myths and facts about MFA...

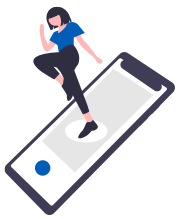
Myth: I do not need MFA because my account has never been compromised.
Fact: **No matter how strong your password is, there is always the threat of a cyber attack. MFA is important because it makes it harder for hackers to steal your information.**

Myth: MFA is difficult to set up and use.
Fact: **MFA is quick and easy for most people to set up and you can select the authentication method that best suits your needs.**



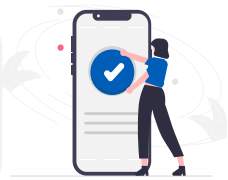
Myth: The Microsoft Authenticator app will collect my personal data.
Fact: **The Microsoft Authenticator app does not collect or store any personally identifiable data. Your personal mobile device details are not used for any purpose other than protecting your account.**

Myth: I need an internet connection to use the Microsoft Authenticator app.
Fact: **You need an internet connection to receive a push notification on the Microsoft Authenticator app but not to access a one-time passcode.**



Myth: I do not need to enable MFA via mobile app, text or call if I use an NHS Smartcard or FIDO2 token.
Fact: **You should enable MFA using mobile app, text or phone call in addition to using an NHS Smartcard or FIDO2 token.**

Myth: I only have one option for authenticating my log in.
Fact: **The three core MFA authentication methods are; Microsoft Authenticator app, text message or phone call.**



Find out how to register on the Support Site (https://support.nhs.net/article-categories/multi-factor-authentication-mfa)