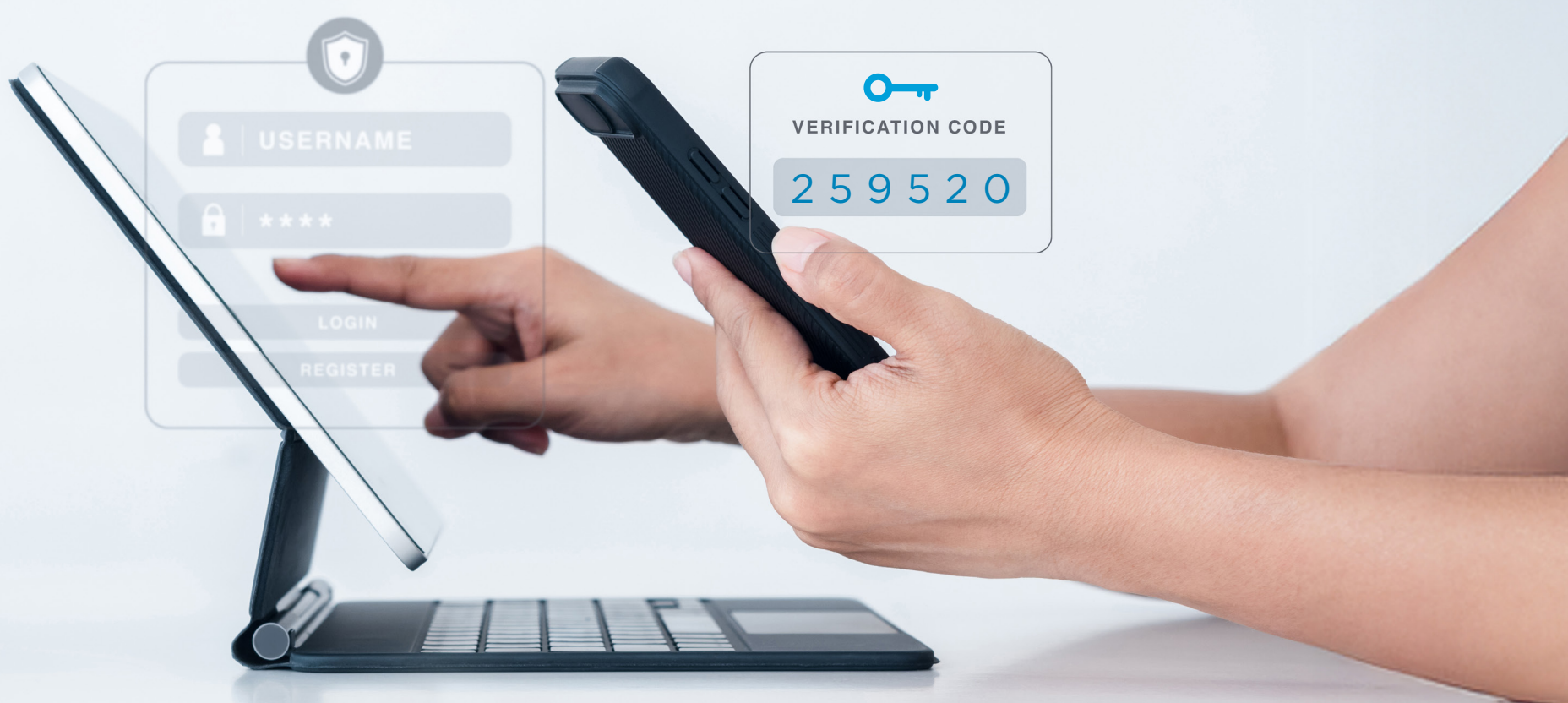




HOW TO SET UP MICROSOFT AND GOOGLE AUTHENTICATOR

WE RECOMMEND THE MICROSOFT AUTHENTICATOR APP. IF IT CANNOT BE INSTALLED, GOOGLE AUTHENTICATOR IS AN ACCEPTABLE ALTERNATIVE.



1. Download the app

- Search for Microsoft Authenticator or Google Authenticator on the App Store (iPhone) or Google Play (Android).
- Install the app on your mobile device.



2. Open the MyPatients app (MPA) and begin the login process.



3. Select Authenticator (for first-time enrolment)

- If you are logging in to MPA from a mobile device, use the secret key to complete your enrolment.

Devices not supported by the Microsoft Authenticator app:

iPhone 7 and earlier, Samsung Galaxy S5-S7, Samsung Galaxy Note 5, LG G4, Motorola Moto G3



MICROSOFT AUTHENTICATOR

1. On the screen displaying the QR code, tap **Enter code manually**. This option appears just below the scan window. If it is hidden by your device's navigation bar, scroll up or temporarily hide the navigation controls to access it.
2. The Authenticator screen should display the title **Add Account**. Select Other account — this option supports manual entry for external or local accounts.
3. Enter a Code name (a descriptive label to identify your account) and the **Secret key provided on the device** enrolment screen (located below the QR code).
4. If prompted to select a key type, **keep the default setting** Time-based.



GOOGLE AUTHENTICATOR

1. Open Google Authenticator and select **Enter a setup key**.
2. Enter a Code name (a friendly label to identify your account) and **paste the Secret key** into the key field.
3. If prompted, ensure the **key type is set to Time-based (TOTP)**, then save.
4. The app will immediately begin **generating one-time passcodes** for your account.
5. **Return to MPA** and enter the code displayed in Google Authenticator to complete the setup.

For assistance, please contact Service Desk on **0860 122 123**.