



## Important information: Changes to PharmOutcomes login – Unique user emails and multi-factor authentication (MFA)

### **Important information: Changes to PharmOutcomes login - unique user emails and multi-factor authentication (MFA)**

The security of our systems is priority. As part of our ongoing programme of security improvements we are making changes to how you log-in to PharmOutcomes (including Outcomes4Health and OcularOutcomes). You will need to comply with the new mandatory multi-factor authentication (MFA) process from Tuesday 5<sup>th</sup> March 2024.

**The new process is being rolled-out with a software update during the day today (Tuesday 5<sup>th</sup> March).**

**NB. if you are logged in at the time the update starts you will be forced out of the system and will need to log back in once it has completed, using the new MFA process. During this update you will see an error message if you try to log-in. We expect this to be a short period of time.**

**Please ensure you have appropriate business continuity in place to reduce clinical risk during this brief downtime.**

MFA is an industry standard method common to many applications and most users will have experience of using MFA on things like mobile banking and social media. We understand however that these changes may cause some temporary disruption as you adjust to the new process. We are working hard to keep this to a minimum by providing clear and comprehensive training guidance and additional customer support teams.

### **What you need to do:**

#### **Step One: All users must have a unique email address associated with their account**

Each PharmOutcomes user **must have their own login**, which must be linked to a **unique email address**. 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.

**NB usernames with a shared email address can no longer be used.**

We have created guidance on [how to change your email address](#) and [specific guidance for administrators to update email addresses](#) for their users.

You will not be able to set up multi-factor authentication or access PharmOutcomes without a unique email address.

#### **Step Two: Setting up multi-factor authentication**

When you next attempt to log-in to PharmOutcomes, you will be prompted to set-up multi-factor authentication for your account.

This will involve downloading an appropriate authenticator application. You then need to scan a QR code (on a mobile) or input a serial number (desktop application) to set up your MFA account.

The NHS recommends the [Microsoft Authenticator](#), however you can use a different authentication application you are used to, if it complies with your local IT policy.

Going forward, each time you log-in to PharmOutcomes, you will need to input a unique one-time password (OTP) from your authenticator application as well as your usual log-in credentials.

### Further Information and Support:

We have [created an FAQ](#) to help with any queries you may have following this update. If you have any further questions or need additional support with MFA, please contact us: 0345 450 6279.

(For any queries not relating to MFA, please use the [Contact Us](#) page)

We thank you for your understanding and cooperation as we continue to improve and prioritise the security of our systems and users.