



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

COVAX

Multi Factor Authentication (MFA)

Set-up Guide

Last updated 14.06.2022 Ver2

If you have any issues or queries in relation to MFA, please email covid19.support@healthservice.ie using the subject of User Administration / Multi-factor Authentication (MFA)

Alternatively, you can contact the **NSD helpline on 0818 300 300** and choose Option 1 for the Covid support team.

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Commented [CD1]: Before contents, possibly include a brief and concise explanation of what MFA is. Also a specify that setup only necessary once, no data usage, no tracking/storing of personal information.

Commented [CD2]: Include links to all training videos where applicable? Installing on Android/apple. New user setup, etc.

Introduction

As a necessary security precaution, Multi-Factor Authentication (MFA) is mandatory for all users. MFA is a security measure that makes it more difficult for an unauthorized person to gain access to the HSE Covax platform. MFA requires a user to provide two or more of the following pieces of evidence to access an app or device:

- Something you know (knowledge) – password or PIN
- Something you have (possession) – an authenticator app on a smart device
- Something you make or are (inherence) – signature or biometric information such as fingerprint or voice recognition

To meet the MFA requirements, in addition to providing a password when logging into Covax, users must also enter a 6-digit code from an authenticator app. The Microsoft Authenticator App has been chosen as the preferred and supported authenticator app for this purpose. Please note the following in relation to the Microsoft Authenticator App:

- Microsoft Authenticator App works offline and does not require an internet connection
- Microsoft Authenticator App has an install footprint of approximately 129Mb which is small given the capacity of most smartphones.
- Microsoft Authenticator App does not track or store personal information and is safe to use on work and personal smartphones or smart devices.

Commented [CD3]: "As a necessary security precaution..."

Downloading the Microsoft Authenticator App

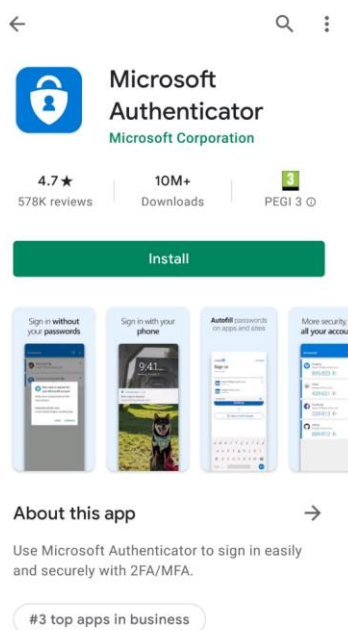
Android Users:

Please refer to the following steps when attempting to download and set up the Microsoft Authenticator App on an Android phone.

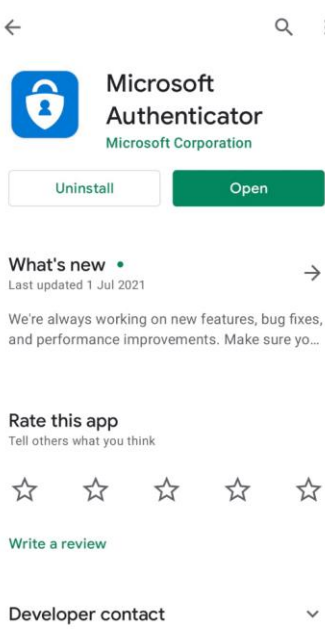
1. Click into the “Google Play store” on your phone or smart device, the icon is highlighted below. This is the official app store for android phones.



2. Search for the “Microsoft Authenticator” App. Once you have located the app click on the “install” button (seen in figure A.). The app will then begin downloading. When the download is complete, please click on the “open” button (seen in figure B.).

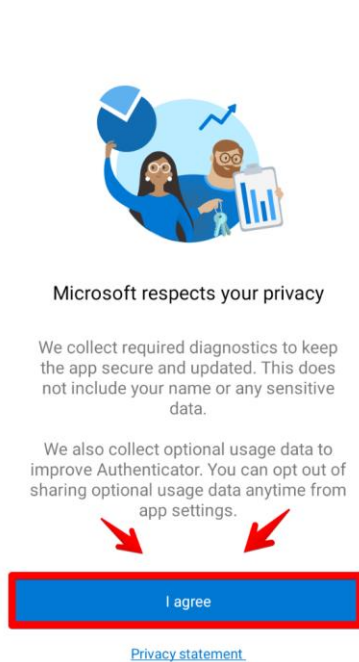


(Figure A.)

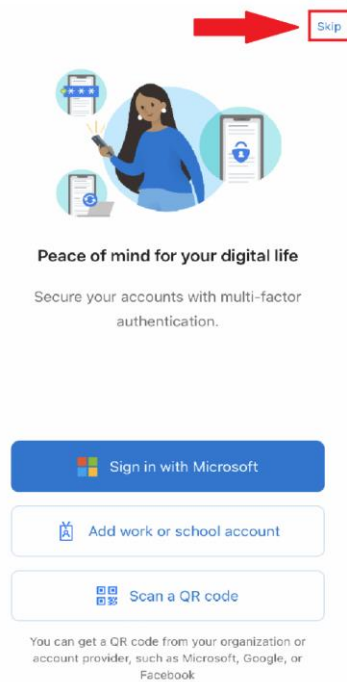


(Figure B.)

3. The next screen will show the Microsoft privacy statement. To proceed please click “Agree” (seen in Figure C.). In the next screen you will then click the “Skip” option in the top right corner of the screen (Seen in Figure D.).



(Figure C.)



(Figure D.)

4. The rest of the set up for the “Microsoft Authenticator” App setup will continue with “MFA Setup on Covax” on page 8 of this guide.

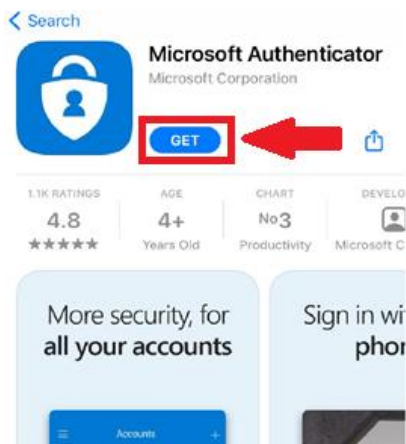
Apple Users:

Please refer to the following steps when attempting to download and set up the Microsoft Authenticator App on an iPhone.

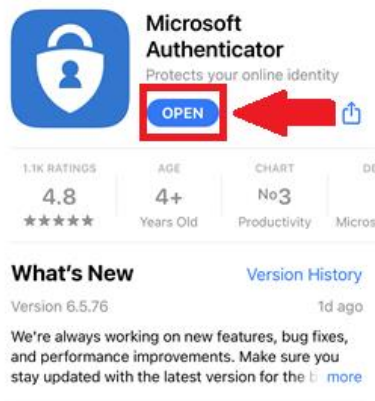
1. Click into the “App Store” on your phone or smart device. The Icon is highlighted below. This is the official app store for iPhones.



2. Search for the “Microsoft Authenticator” App. Once you have located the app click on the “GET” button (seen in figure A.). The app will then begin downloading. When the download is complete, please click on the “OPEN” button (seen in figure B.).

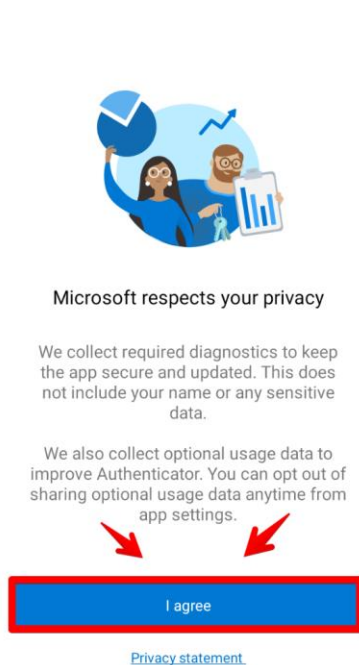


(Figure A.)

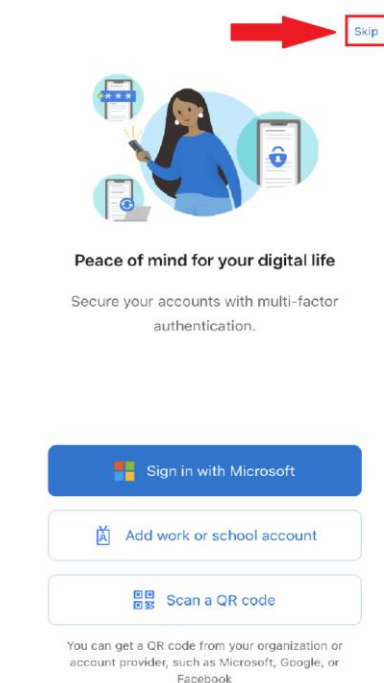


(Figure B.)

3. The next screen will show the Microsoft privacy statement. To proceed please click “Agree” (seen in Figure C.). In the next screen you will then click the “Skip” option in the top right corner of the screen (Seen in Figure D.).



(Figure C.)



(Figure D.)

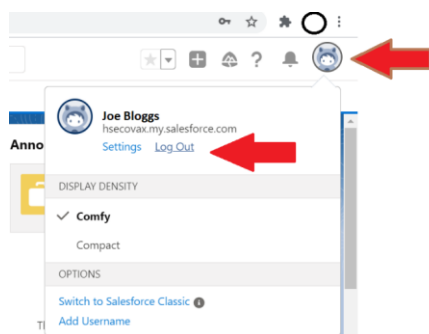
4. The rest of the “Microsoft Authenticator” App setup will continue with “MFA Setup on Covax” on page 8 of this guide.

MFA Setup on Covax

First Login

For new users, the MFA setup process will not trigger upon your first login. Instead, this will occur on your second sign in.

1. You will first verify your new Covax account via the Salesforce Verification email sent to your inbox, following this you will complete your password and security question. Once this information has been provided and you click "Change password", you will then be signed into your Covax account without having to set up MFA.
2. From here you will then log out of your Covax account in order to begin the MFA set-up. You may log out by clicking on the View Profile Icon in the top right-hand corner of your screen. Following this you must then click on the "Log out" option.



3. Once you have logged out and then logged back in again successfully using your username and password, you will then trigger the MFA set up. You will be presented with the below screen and may now proceed with MFA setup. **NOTE: If the first log in is via a password reset then the user must log out and log back in again successfully in order to prompt MFA set up.**



MFA Setup

MFA can be setup as follows:

1. Ensure you have downloaded the necessary “Microsoft Authenticator” App from the relevant app store, outlined on page 4 for android users and page 6 for apple users. It is important that this app is downloaded before proceeding to the next step.

Commented [CD4]: As outline on page 3 for android users and page 6 for Apple users.



2. When you attempt to log into your Covax account with your username and password, you will be directed to the screen shown below. From here, you must select the “Choose another Verification Method” option that is highlighted at the bottom of the image.



Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the [App Store](#) or [Google Play](#) and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

[Back](#) [Connect](#)

[Choose Another Verification Method](#)

3. You will now be asked to choose a verification method. You must click on the “Use Verification Codes from an Authenticator App” option as highlighted below.



Choose a Verification Method

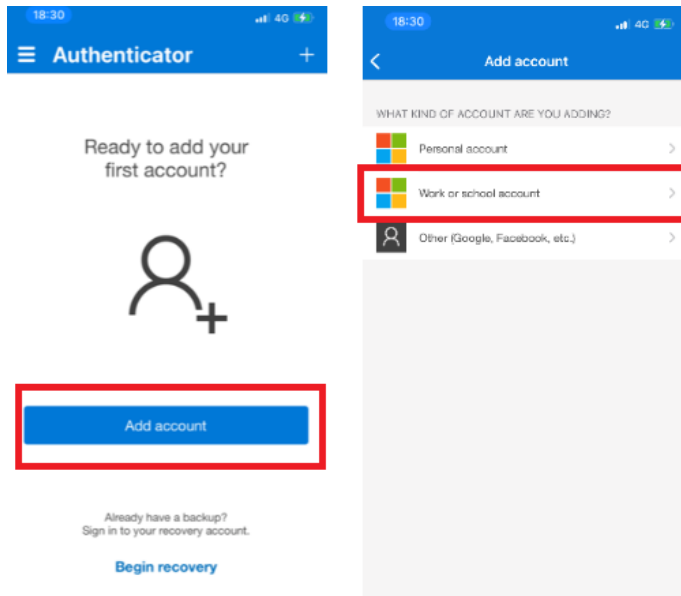
How would you like to verify your identity?

☐ Use the Salesforce Authenticator mobile app

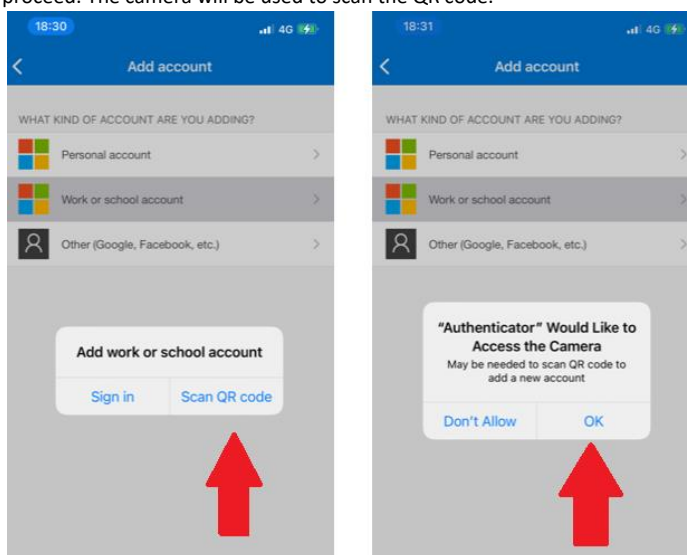
☐ Use verification codes from an authenticator app

[Continue](#)

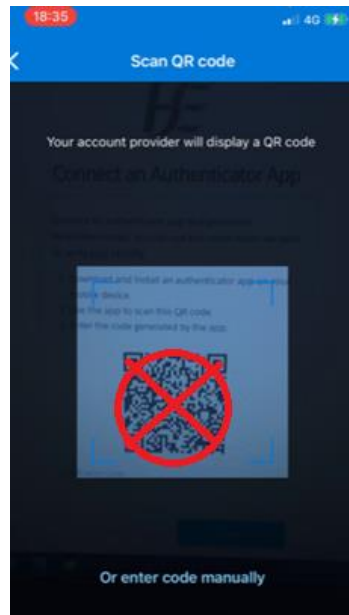
4. Now you will be asked to scan the QR code that appears on your screen with an authenticator app. This QR code can be scanned by opening the previously downloaded “Microsoft Authenticator” app on your smart device. Click on “Add account” under the authenticator app on your smart device, then choose “Work or school account”.



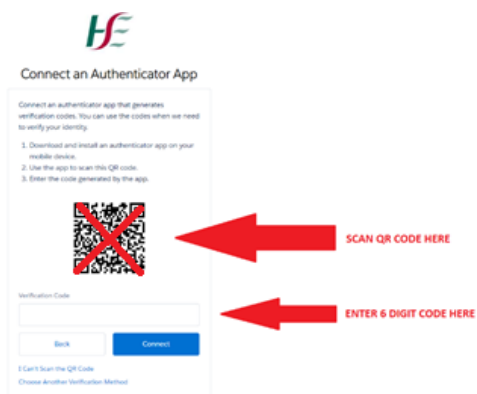
5. After clicking on “Work or school account” then click on “Scan QR code”. Once you click this you will be asked to give the app permission to use your camera. Please click “ok” to proceed. The camera will be used to scan the QR code.



6. At this stage your smart device will open the camera function and you will be directed to scan the QR Code that appeared on your laptop/device screen (seen at step 4.). An example of this view is provided below:



7. Once the code has been scanned, the app will generate a 6-digit verification code which can then be entered into the Verification Code field that can be seen beneath the QR code. Once the 6-digit code is entered you will then click "Connect". (**NOTE:** If the code cannot be scanned, please refer to the "**UNABLE TO SCAN QR CODE**" in the troubleshooting guide.)



8. When this 6-digit verification code has been entered you will have access to your Covax account and the MFA Setup is complete.

Commented [CD5]: "...and the MFA Setup will be complete". Inform the users that the app cannot be deleted and if a new phone is to be used MFA must be disconnected from previous and set up on new. App is tied to the device, not cloud based.

PLEASE NOTE THE FOLLOWING:

The QR code will only need to be scanned once. When you attempt to log into your Covax account again after successfully setting up MFA, you will only need to enter your username, password and the 6-digit verification code from the authenticator app on your smart device.

Do not delete the authenticator app from your smart device after setup. If you lose your smart device or a new smart device is to be used for the authenticator app, please raise a case by sending an email to covid19.support@healthservice.ie with User Administration/Multi-factor Authentication (MFA).

It will be necessary to unlock the Microsoft Authenticator app on your smart device each time you click into it. An example of this lock screen can be seen below. This can be unlocked by entering your smart devices PIN/unlock code/fingerprint scan/faceID or relevant security measure enabled on your smart device.

