

PharmOutcomes Multi-Factor Authorisation guidance

Following recent changes PharmOutcomes now requires Multi-Factor Authorisation (MFA) to access the system. Amongst other benefits MFA ensures that patient data is kept in a more protected environment and provides increased protection against cyber-attacks.

Links to the documents are included in the section header.

Getting started with MFA

Users are not able to access the system using a shared email address. Each pharmacy can have up to 10 NHS Mail users accounts but personal email accounts can also be used. Information on NHS Mail can be found [here](#).

Each user account that is paired with the authenticator app is unique and has its own 6 digit code which is generated every 30 – 60 seconds. You should ensure that you are using the correct code for the account you wish to access.

Creating new users

Each user must have their own account at the site linked to their own email address.

Pharmacy professionals working across more than one site, e.g. locums, should contact the PharmOutcomes helpdesk via the [Contact Us](#) page to link their accounts and allow them to use the same log credentials across all sites.

It is recommended that there is more than one person with administration permission in the pharmacy to allow another pharmacy colleague to set up users when the regular pharmacist is absent.

Administrators can also re-set passwords and MFA QR codes. If there is no site administrator present, locums can be set up as a user via the PharmOutcomes support team using the [Contact Us](#) page.



FAQs for using MFA on PharmOutcomes.

These include information on barcodes, authenticators, locums etc.

If you are still experiencing difficulties in accessing the system you can contact the PharmOutcomes helpdesk by:

- Using the [Contact Us](#) page on PharmOutcomes
- Emailing helpdesk@phpartnership.com
- Calling **0345 450 6279**.

This enables the PharmOutcomes technical issues to be addressed and their processes and guidance to be enhanced.

Other useful guidance

[Advice to pharmacy teams on regaining access to the platform after setting up MFA](#)

[Resetting MFA secret](#) – how to reset QR codes