

Manage Your Service Two Factor Authentication (2FA) Guide

Introduction

2FA provides an additional layer of security to your Manage Your Service (MYS) account as well as an alternative log-in method to smartcards should this method of signing in not be suitable for your pharmacy or staff.

The 2FA alternative to smartcards allows you to sign into MYS with your NHSmail username and password. In addition to this, you will be required to authenticate your sign-in via a secondary method. The secondary methods available for Manage Your Service are SMS or via an authenticator app.

This document provides guidance on registering for and signing in with 2FA. The NHSBSA would advise reading this guidance in full, prior to starting your registration.

Why is 2FA necessary?

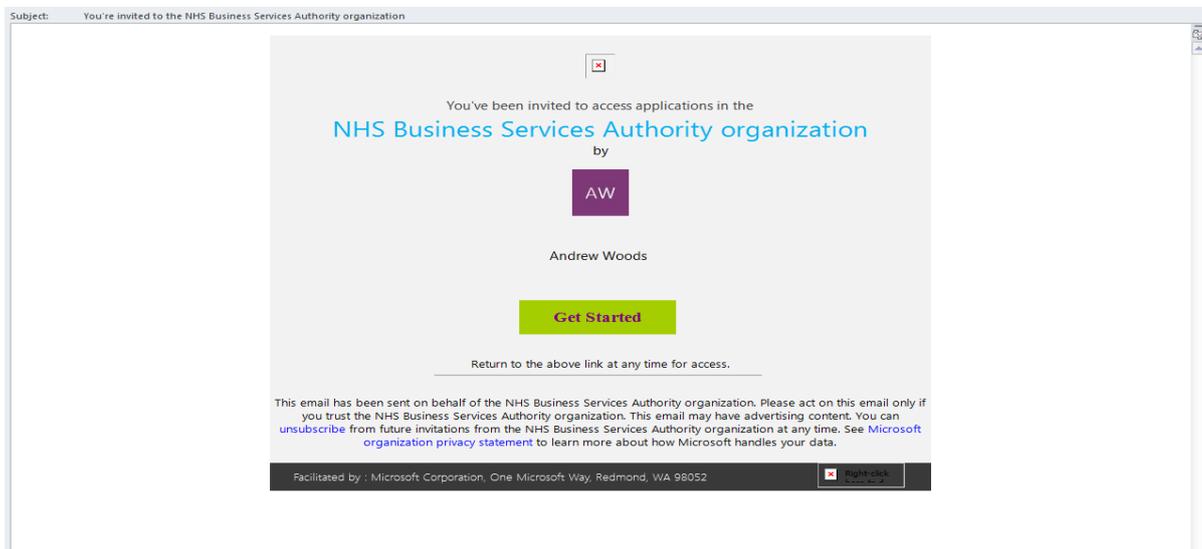
2FA helps protect users by making it more difficult for someone other than the user to access their Manage Your Service account as it requires the user's NHSmail password and access to the user's chosen contact method and/or device.

Once 2FA has been enabled on your account, it will help keep your MYS account secure: a security code will be sent to your mobile phone or generated via an authenticator app of your choosing every time you sign-in dependent on the method you have chosen to use during your initial registration.

Setting up 2FA

In order to set-up 2FA, a business owner/director or verified user of the NHSBSA Information Services Portal must have completed the [Manage Your Service Access Authorisation Form](#) providing details of the individuals they wish to be registered for the application and which pharmacy or pharmacies they require access to.

Once 2FA has been enabled by NHSBSA, each individual will receive an email to their personal NHSmail address from Microsoft Invitations (invites@microsoft.com); click get started within the email to start the individual set-up process.



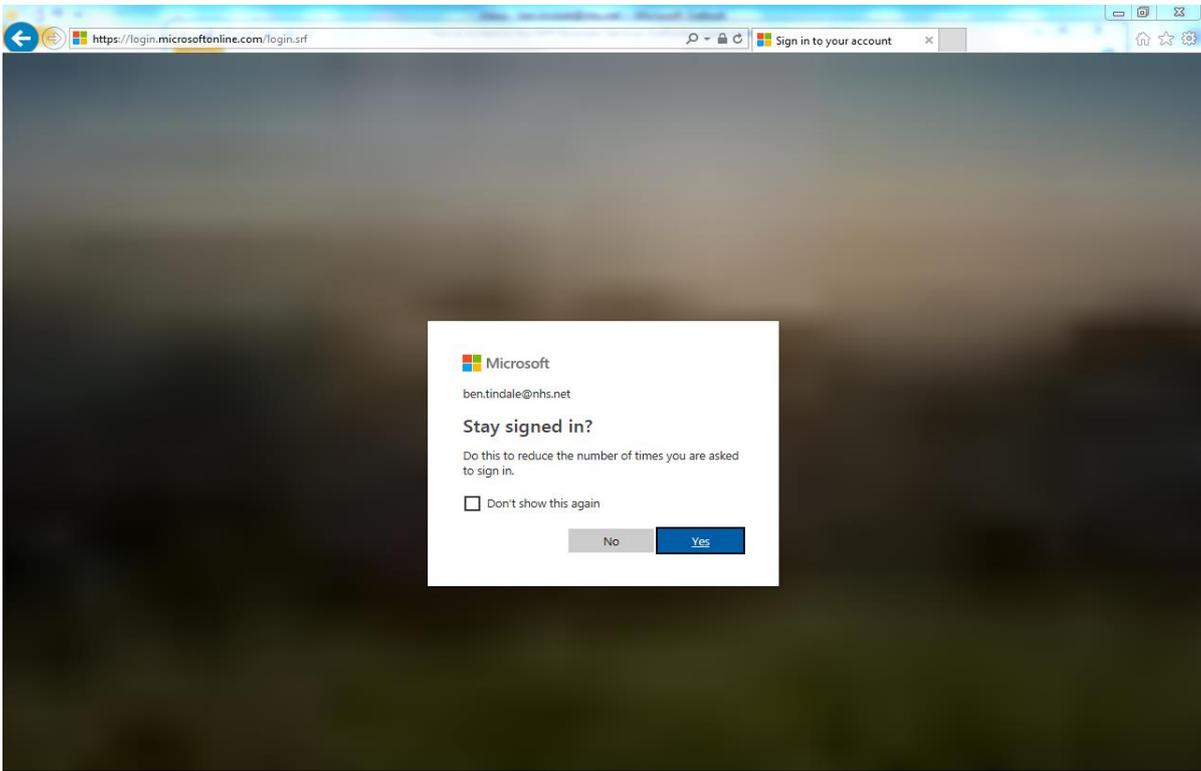
NOTE: It is possible that this email will go into your junk mail so please check there periodically before calling NHSBSA to query. NHSBSA will endeavour to send invitations out within 2 working days upon receipt of the user access authorisation form; however this may take longer. We would ask that you wait up to 5 working days before raising any calls with the Manage Your Service admin team.

You may be presented with the NHSmail log-in screen at this time. If so, enter your personal NHSmail address and password.



NOTE: This screen may not appear if you are already logged into NHSmail.

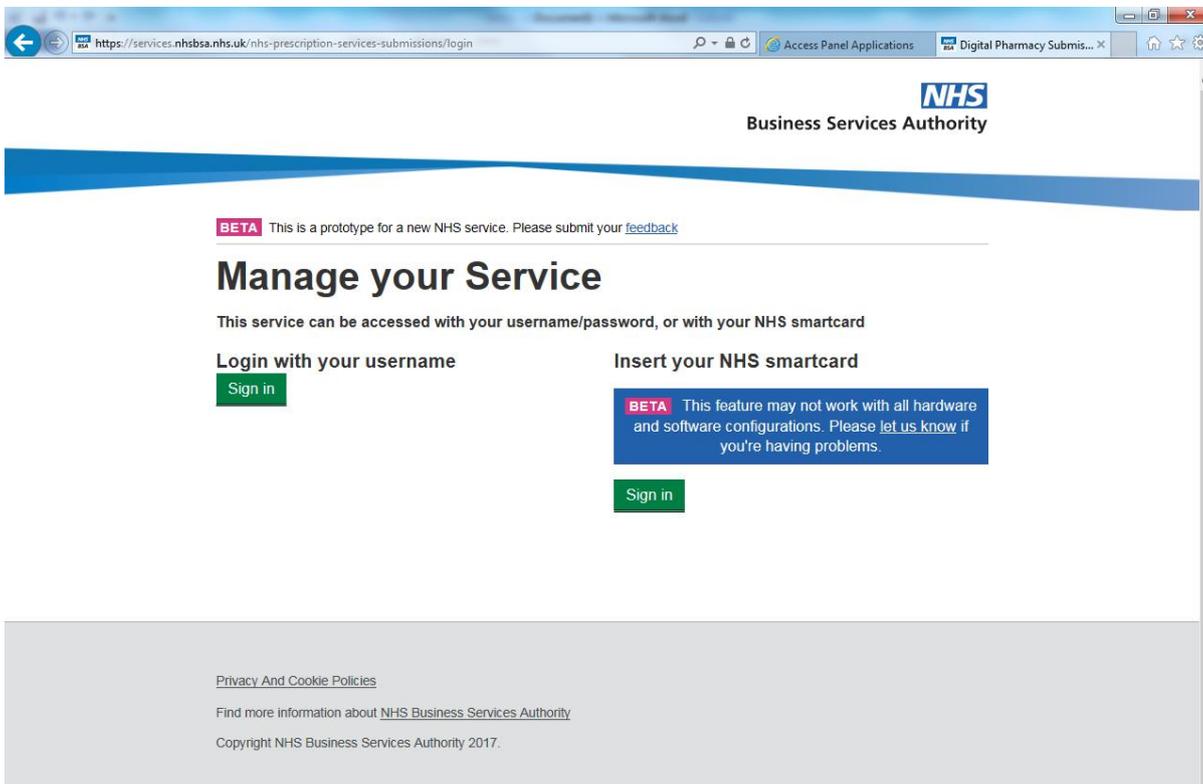
Once you have successfully logged-in to your NHSmail account, you will be presented with the following screen. We would advise you click No at this stage.



You should then be presented with the 'Apps' screen below. Left click on the MYS icon to proceed to the MYS application.

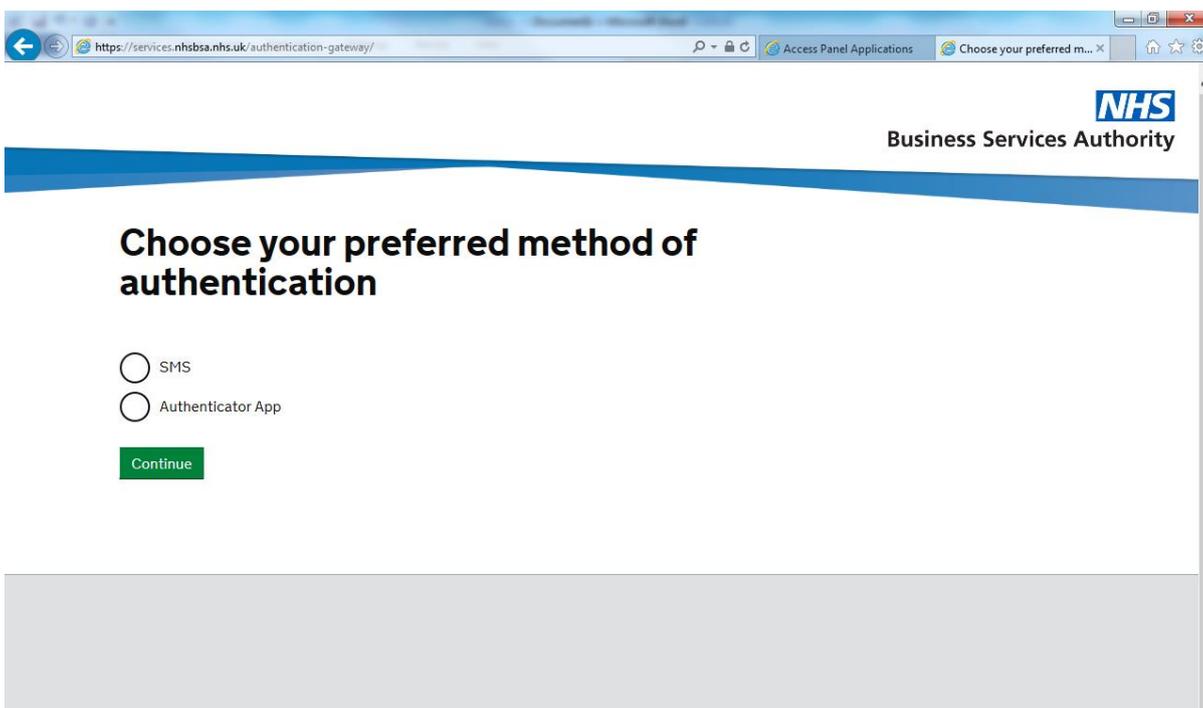


You will then be presented with the Manage Your Service sign-in screen. At this stage you can choose whether to sign in with a smartcard or username and 2FA.



NOTE: As stated on the screen, smartcard access may not work dependent on your hardware or software configurations. Further information on smartcard access can be found in the FAQs at the end of this guide.

If logging in with Username and 2FA, click the sign in option on the left hand side of the screen. You should then be presented with a screen to choose your preferred method of authentication.



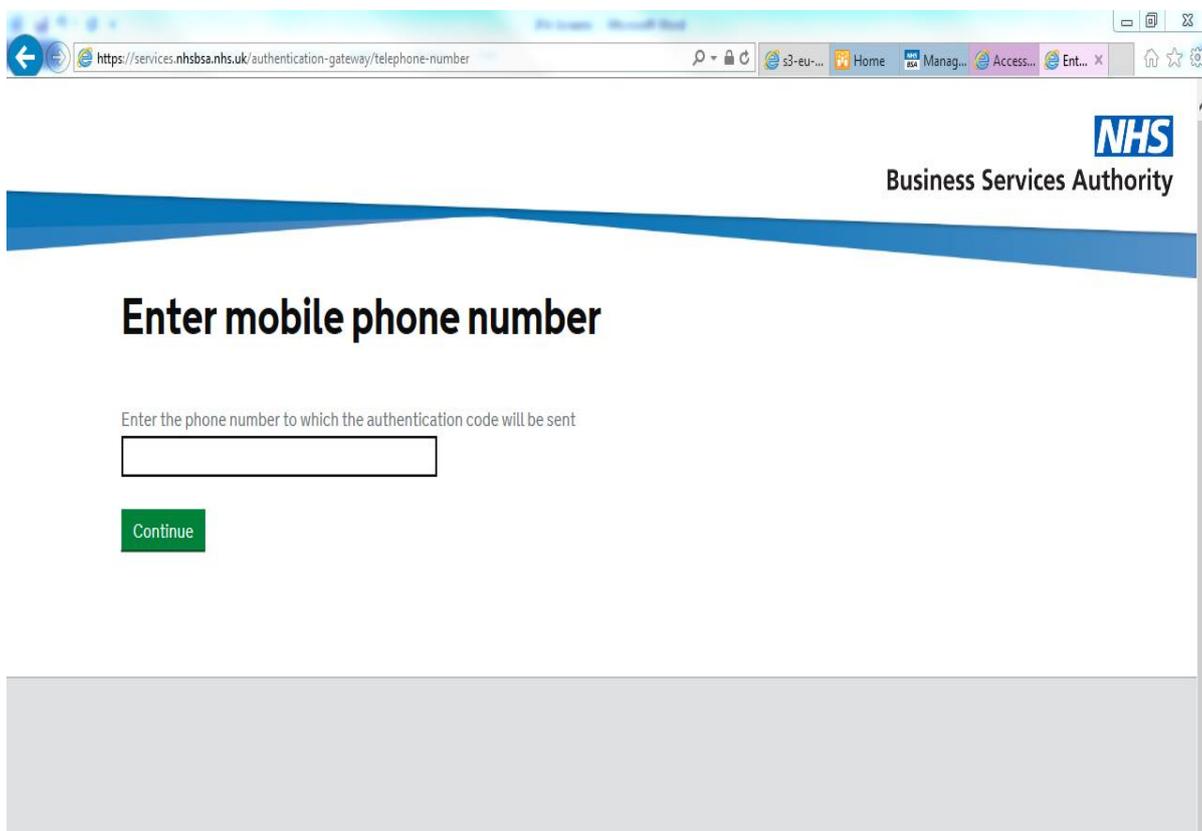
Choosing Your Authentication Method

There are two options you can choose from to authenticate your MYS account; SMS and authenticator app.

Authentication via SMS

Selecting the SMS option will require you to have access to your personal/or works supplied mobile phone whilst using the MYS application. This is viewed as the easiest option available.

After selecting SMS and clicking continue, you will be asked to provide a mobile phone number for your authentication codes to be sent to. Press continue once you have entered the number.



The screenshot shows a web browser window with the URL <https://services.nhsbsa.nhs.uk/authentication-gateway/telephone-number>. The page header features the NHS logo and the text 'Business Services Authority'. The main heading is 'Enter mobile phone number'. Below this, there is a text prompt: 'Enter the phone number to which the authentication code will be sent'. A text input field is provided for the user to enter their mobile number. A green 'Continue' button is located below the input field.

NOTE: You will only be asked for your mobile phone number during this initial registration. If you need to change the number provided at any time, you will need to email nhsbsa.mys@nhs.net from your personal NHSmail account, stating the following information:

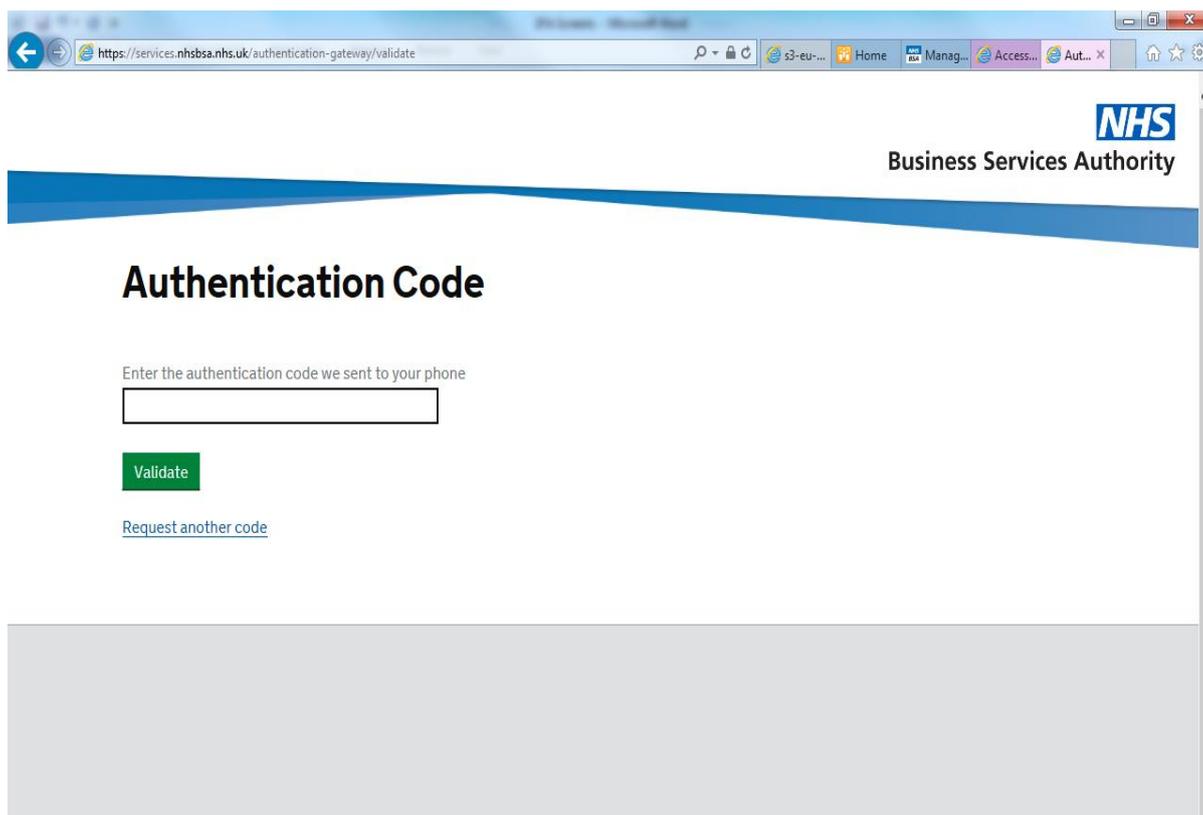
- Your name
- ODS/Fcode
- Previous mobile phone number
- New mobile phone number

You will then receive a text from NHSBSA with your authentication code.



NOTE: The time taken to receive your code may vary depending on your network provider.

Input the authentication code you receive and click validate.



NOTE: Access codes expire 5 minutes after they are requested. If the 5 minutes elapses prior to entering it into the application, click on the request another code link and try again.

Once you have successfully entered your access code, you will be presented with the Manage Your Service Dashboard screen for your pharmacy.

BETA This is a prototype for a new NHS service. Please submit your [feedback](#)

[Dashboard](#) > [Summary](#)

[Sign out](#)

Manage your Service

FYYYY

Robutenia

154 Washington Walk, Earthtown, San Francisco, 23311

[Paper prescription request](#)

NOTE: Screen displayed is for demonstration purposes only; the screen you see may vary.

Authentication via Authenticator App

Selecting the authenticator app will require you to download an authenticator app or plugin to your smartphone or to a device (i.e. tablet, desktop). The NHSBSA does not recommend a specific authenticator app to use as this will be dependent on your chosen web browser etc. and set-up within your own pharmacy or pharmacy group. The NHSBSA has however, successfully tested an authenticator app/plugin for Chrome, Firefox, Internet Explorer and Windows desktop. These can be found with an internet search for authenticator and your chosen web browser or Windows (i.e. authenticator for Chrome).

NOTE: The NHSBSA would advise investigating the feasibility of using an authenticator app or plugin within your pharmacy or pharmacy group and that this is an agreed approach and available prior to selecting this option.

If you have successfully downloaded an authenticator app and are progressing with this method, you will be presented with a QR code on screen.

QR Code

Scan this barcode using an Authenticator app on your phone or PC



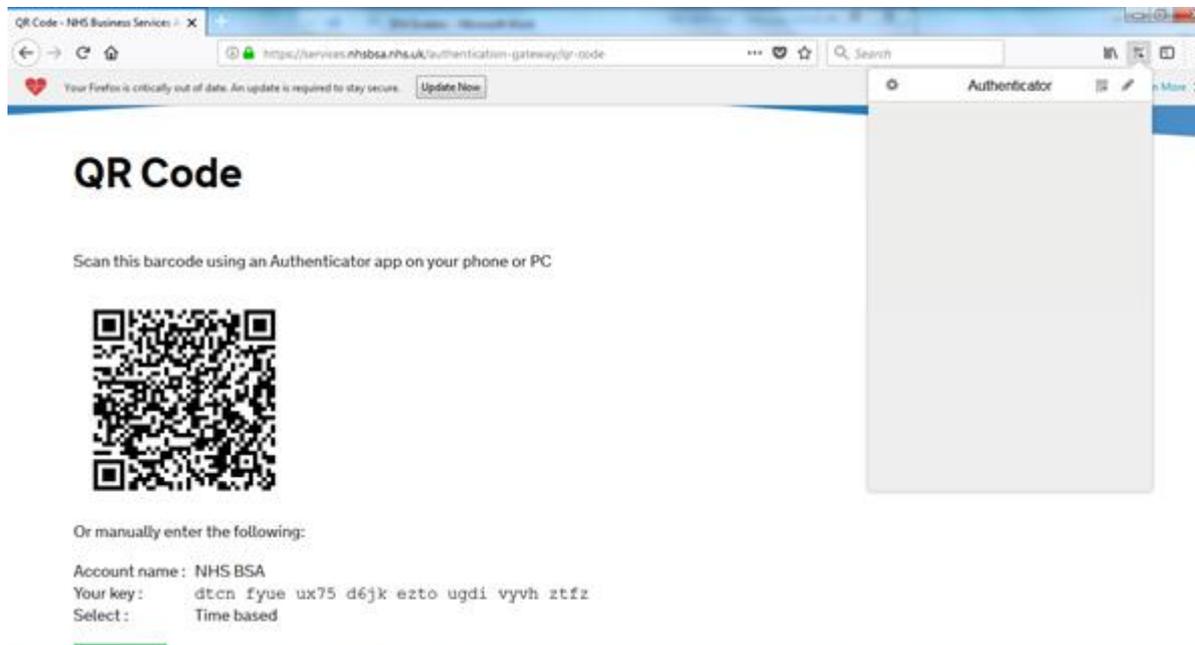
Or manually enter the following:

Account name: NHS BSA
Your key: dtcn fyue ux75 d6jk ezto ugdi vyvh ztff
Select: Time based

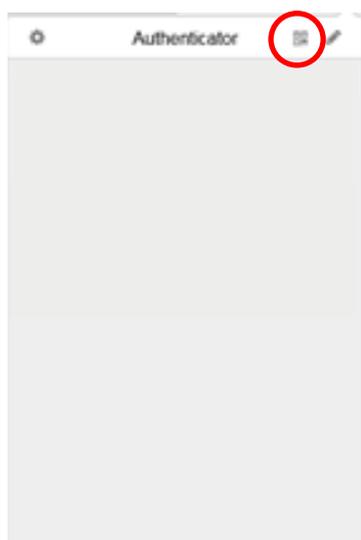
[Continue](#)

If using the authenticator app on your smartphone, open your authenticator app, scan the QR code on screen and click continue.

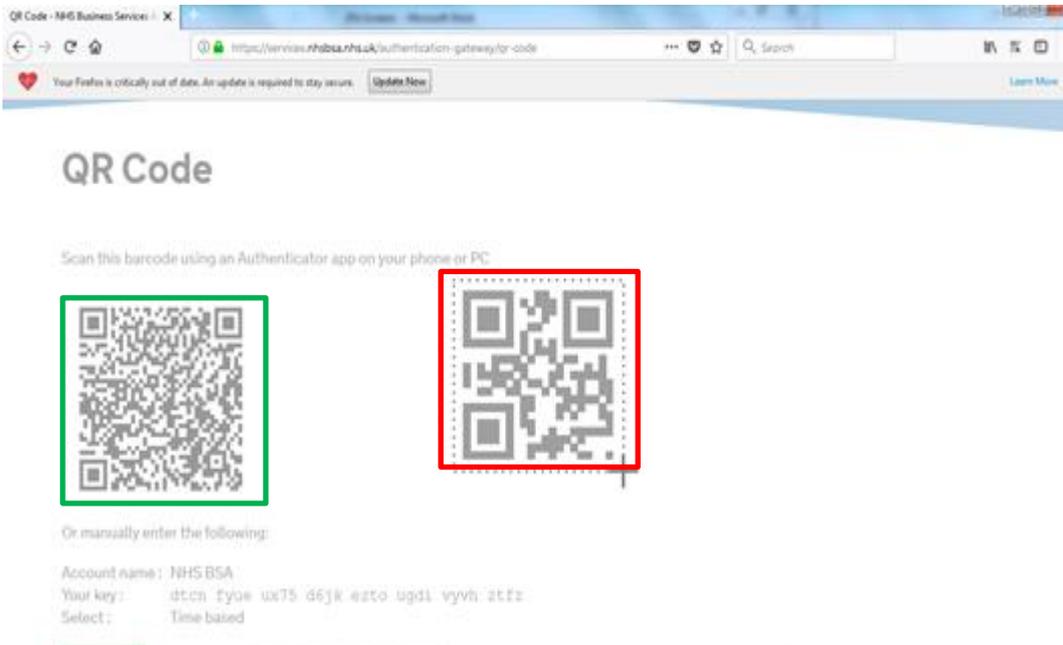
If using a desktop application or browser plugin, open your app or plugin, this should appear on screen as a pop-up box as shown below.



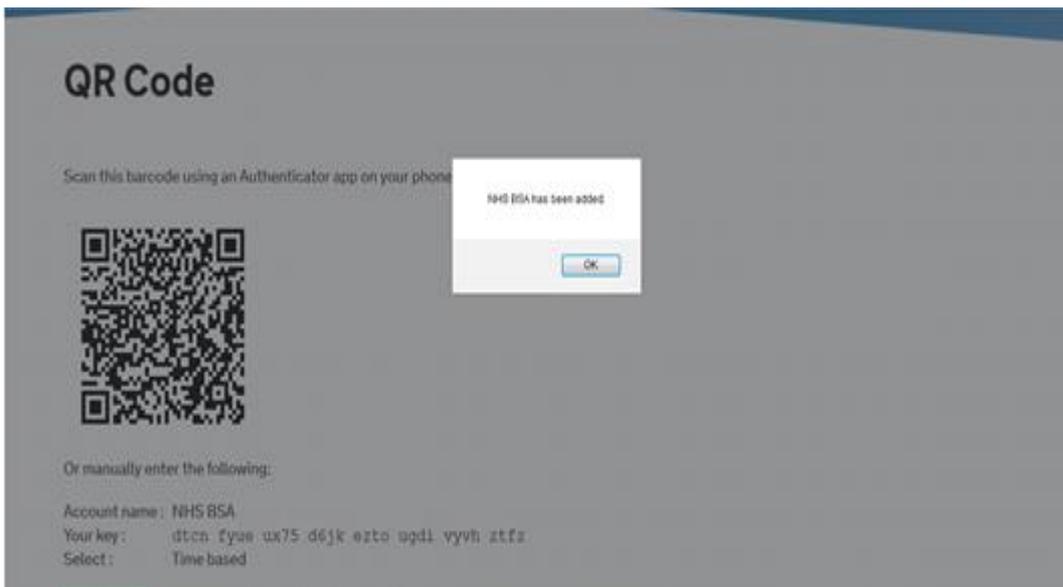
To scan the QR code you may be required to select an option on the authenticator pop-up as circled below



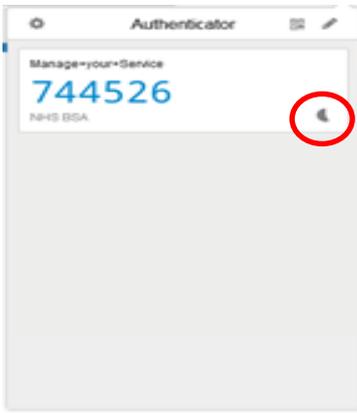
Depending on your chosen authenticator app, you may be presented with an on screen demonstration of how to click and drag to scan the barcode as shown in red below. Click and drag the box across the QR code on the left hand side of the screen as shown in green to scan it.



You should be presented with an “NHS BSA has been added” pop-up box if you have successfully scanned your QR code. Click “OK”.



NOTE: You should also see the authentication code on your phone or desktop/tablet which needs to be keyed into the application.



NOTE: Authentication codes using the authenticator app or plugin time-out after 60 seconds; a new code should be automatically generated after 60 seconds if it is not used in time. Your authenticator app may give an indication of the time you have remaining as shown in the circle above.

Key the code into the authentication code field and click validate.

A screenshot of the NHS Business Services Authority website's authentication page. The top right corner features the NHS logo and the text "Business Services Authority". The main heading is "Authentication Code". Below this, there is a prompt: "Enter the authentication code from your authenticator app". This is followed by a text input field. Below the input field is a green button labeled "Validate". The page has a blue header bar and a grey footer bar.

Once you have successfully entered your access code, you will be presented with the Manage Your Service Dashboard screen for your pharmacy.

A screenshot of the NHS Business Services Authority "Manage your Service" dashboard. The top right corner shows the NHS logo and "Business Services Authority". Below the header, there is a "BETA" warning: "This is a prototype for a new NHS service. Please submit your [feedback](#)". Below this, there is a breadcrumb trail: "Dashboard > Summary" and a "Sign out" link. The main heading is "Manage your Service". Below this, it displays "FYYYY", "Robutenia", and "154 Washington Walk, Earthtown, San Francisco, 23311". At the bottom right, there is a button labeled "Paper prescription request".

NOTE: Screen displayed is for demonstration purposes only; the screen you see may vary.

FAQs

What do I need to sign in with my smartcard?

If you want to attempt to sign in with a smartcard, you will need the following on your PC:

- Internet Explorer version 11
- Java plugin, version 8
- Smartcard reader + smartcard
- Identity Agent 2

You also need one of the following RBAC roles on your smartcard:

- R1290 – Pharmacist OR
- R8003 – Health Professional Access Role OR
- R1979 – Pharmacy Technical Officer OR
- R8008 – Admin/Clinical Support Access Role OR
- Any role with additional activity B0572 - Manage Pharmacy Activities

If you meet this criteria and have successfully inserted your smartcard and PIN you should be presented with the MYS dashboard when you click sign in.

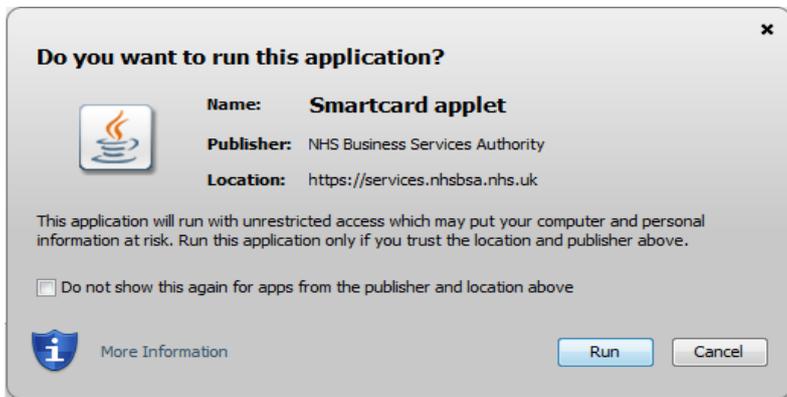
NOTE: If you have an older version of the Java plugin, you may see a warning like one of these: **Do NOT update your Java plugin – it may impact access to other Spine services that you use**



In this instance, click Run this time.



In this instance, click Later



In this instance, click Run

I've have everything the NHSBSA has mentioned to use my smartcard but it still isn't working, what should I do?

If Internet Explorer is not your default browser, ensure the application is being opened with Internet Explorer. You may have to open the browser first and input the link to Manage Your Service into the search bar. The link to input is:

<https://services.nhsbsa.nhs.uk/nhs-prescription-services-submissions/login>

Whilst meeting the criteria above, there may be other restrictions in relation to your IT set-up which don't allow access to our application. We would advise discussing this with your IT providers in the first instance or accessing the application using your personal NHSmail address and following the steps outlined in the guide for your second factor.

How do I register extra users?

To register additional users you will need to submit another access authorisation form providing details of the extra users to be registered.

How do I remove users?

To remove users from the application, email nhsbsa.mys@nhs.net providing details of the individual to be removed and which pharmacy or pharmacy group they are assigned to.

How do I get access to the other features of MYS in addition to the QPS declaration?

The MYS team will contact contractors who have registered for MYS to discuss using the other features in a phased rollout. If you are particularly interested in using these other features please email nhsbsa.mys@nhs.net to let us know.

How do I update my phone number if it changes?

If you need to change the number provided at any time, you will need to email nhsbsa.mys@nhs.net from your personal NHSmail account, stating the following information:

- Your name
- ODS/Fcode
- Previous mobile phone number
- New mobile phone number