

HSC Pharmacy Multi-Factor Authentication Set-up

MICROSOFT AUTHENTICATOR APP

Prepared for
Community Pharmacies
Version 0.1

Prepared by
Noel O'Kane

Date: 25/07/2025

Revision and Signoff Sheet

Change Record

| Date | Author | Version | Change Reference |
|------|--------|---------|------------------|
| | | | |
| | | | |
| | | | |
| | | | |

Reviewers

| Name | Version Approved | Position | Date |
|------|------------------|----------|------|
| | | | |
| | | | |
| | | | |

Terms & Abbreviations

| Term/Abb | Meaning |
|----------|---|
| HSCNI | Health and Social Care Northern Ireland |
| MFA | Multi-Factor Authentication |
| VDI | Virtual Desktop Infrastructure |

Table of Contents

| | |
|---|---|
| Introduction | 3 |
| Audience | 3 |
| Pre-Requisites | 3 |
| Section 1 - Connect to VDI | 4 |
| Section 2 – Setup Using Microsoft Authenticator | 8 |

Introduction

The purpose of this document is to guide Community Pharmacists on the process of setting up Multi-Factor Authentication use the Authenticator App on an Android or iPhone.

Audience

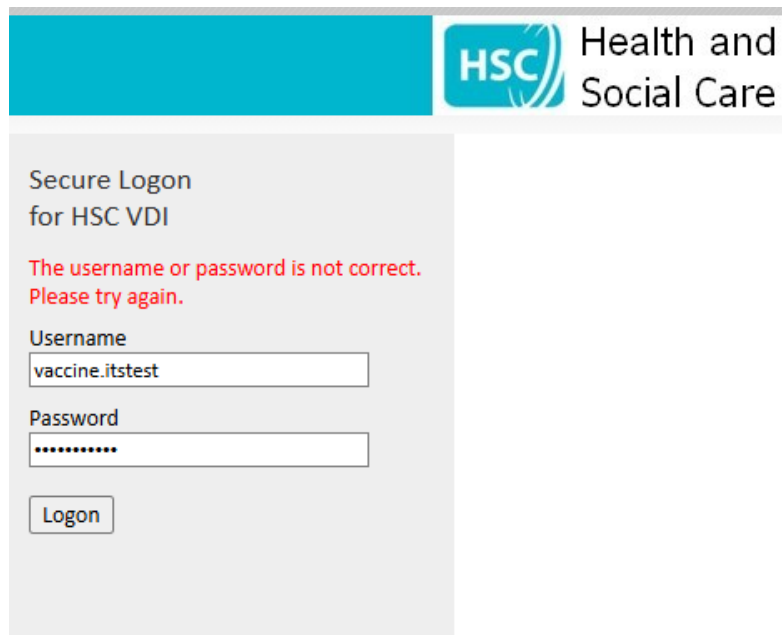
Community Pharmacies in Northern Ireland.

Pre-Requisites

1. Pharmacy PC to log in to VDI
2. Access to Pharmacy / Vaccine email address
3. Microsoft Authenticator App downloaded from Google Play Store / Apple Store – other authenticator apps can also be used.
4. This must be completed with both your Pharmacy and Vaccine email addresses.

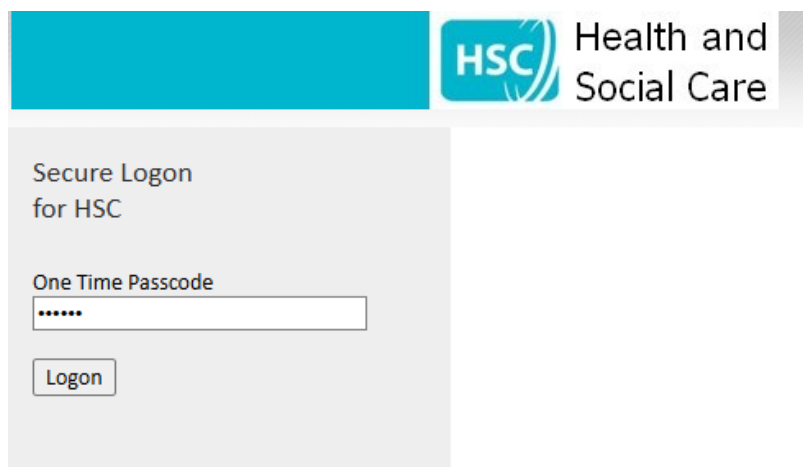
Section 1 - Connect to VDI

1. Open Microsoft Edge and navigate to the below web address. The below screen will appear <https://vdi.hscni.net/portal/webclient/#/home>



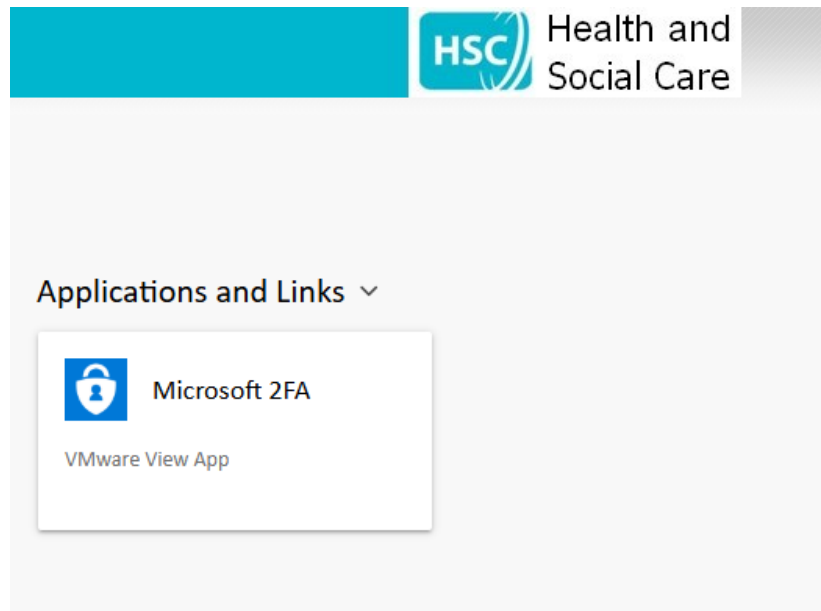
The screenshot shows the 'Secure Logon for HSC VDI' page. At the top right is the HSC Health and Social Care logo. The main content area has a light gray background. It displays the title 'Secure Logon for HSC VDI' and a red error message: 'The username or password is not correct. Please try again.' Below this are two input fields: 'Username' with the text 'vaccine.itstest' and 'Password' with masked characters '*****'. A 'Logon' button is positioned below the password field.

2. Enter in your pharmacy/vaccine username and password. This will be pharmacy.XXXX or vaccine.XXXX with your pharmacy code replacing the Xs.

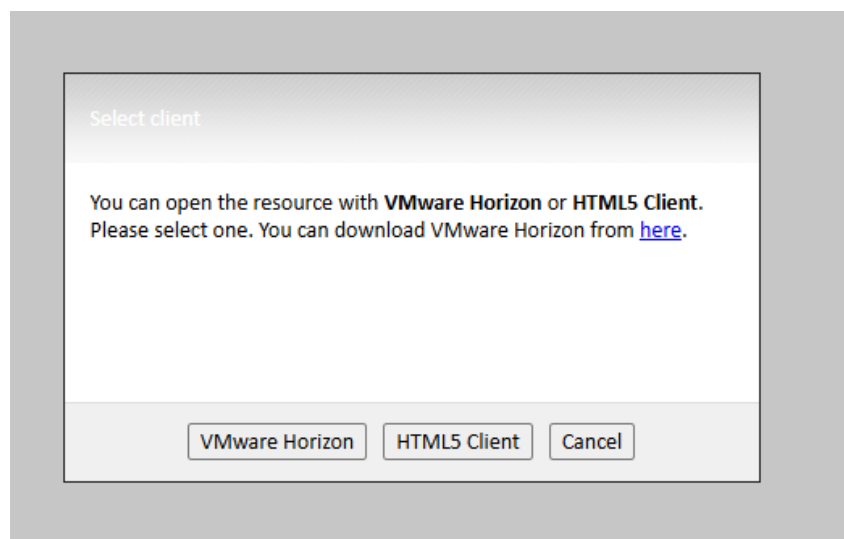


The screenshot shows the 'Secure Logon for HSC' page. At the top right is the HSC Health and Social Care logo. The main content area has a light gray background. It displays the title 'Secure Logon for HSC' and a 'One Time Passcode' input field with masked characters '*****'. A 'Logon' button is positioned below the passcode field.

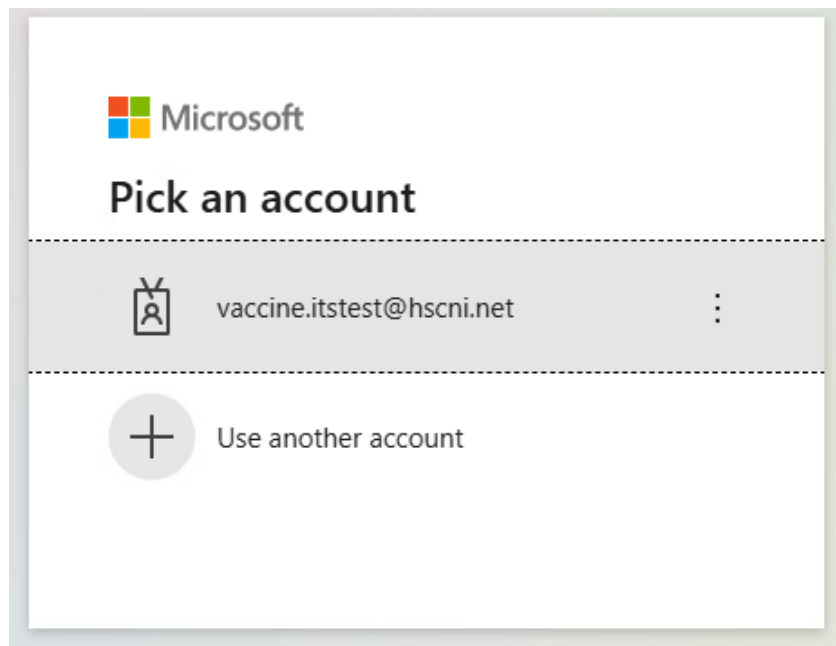
3. Log on to your pharmacy.XXXX@hscni.net email address and you will have received a One Time Passcode, enter this in as shown in the above screenshot and click on Logon.



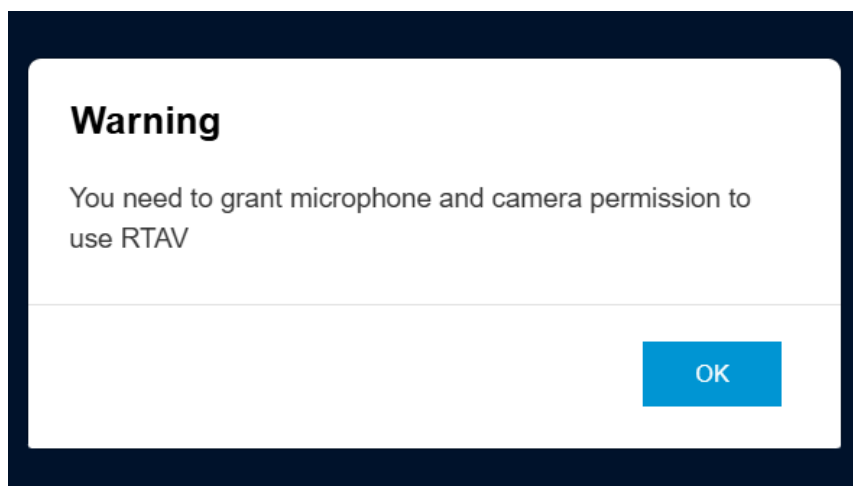
4. Click on the Microsoft 2FA box



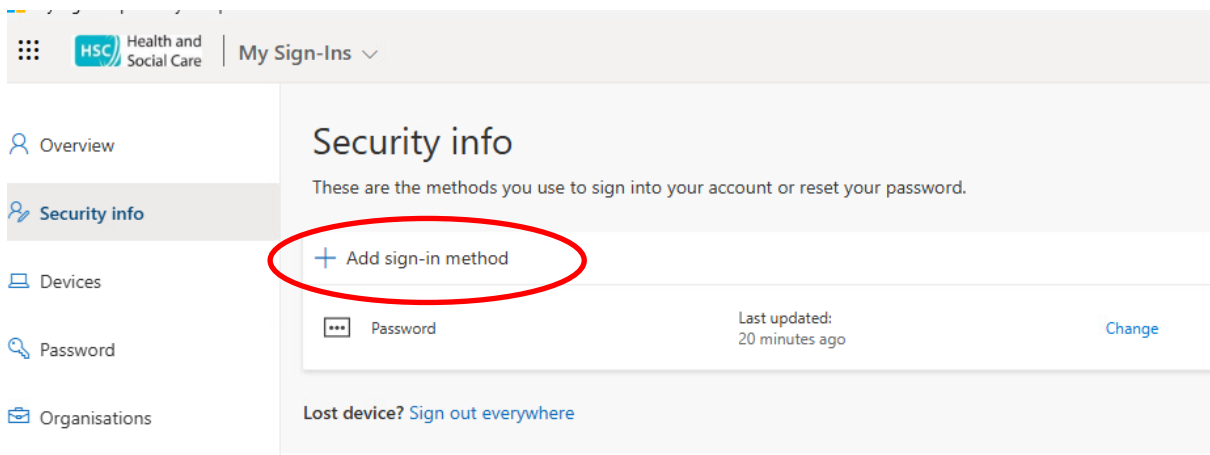
5. Click on HTML5 Client – this opens the VMWare Horizon Web Application



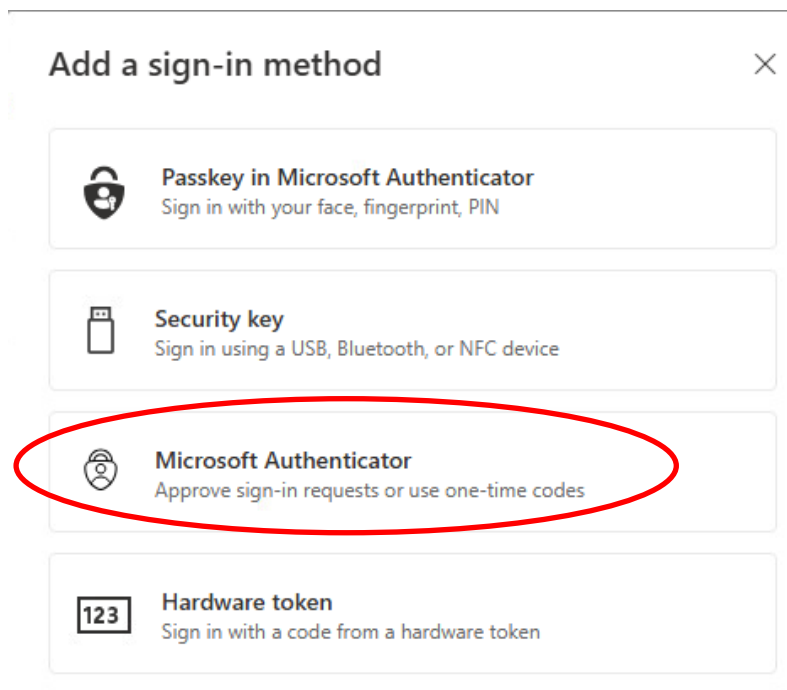
6. Click on your pharmacy/vaccine email – whichever one you have logged in to



7. If the above screen appears, click on OK. It may appear again on the top left-hand side of Edge, if it does click on Allow

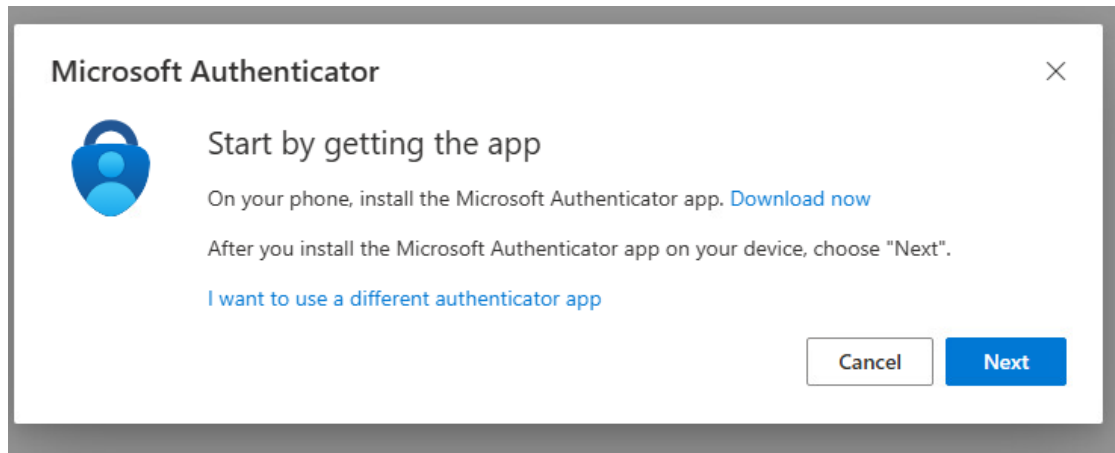


8. Click on + Add sign-in method

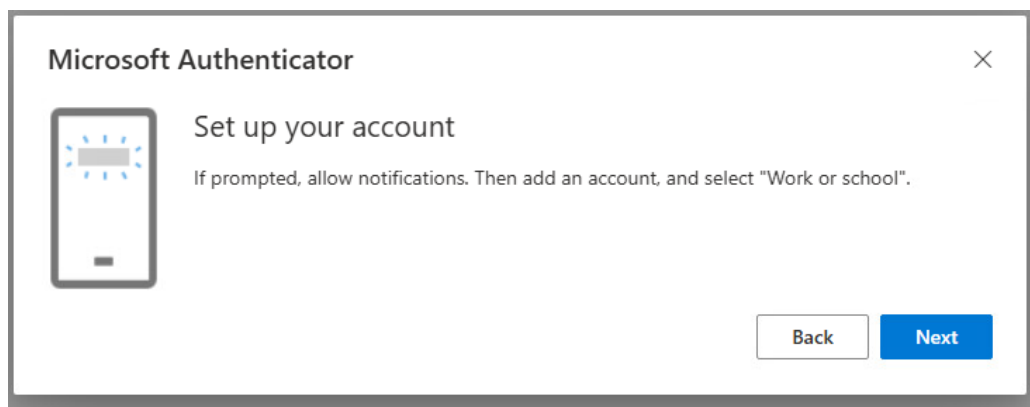


9. Click on Microsoft Authenticator

Section 2 – Setup Using Microsoft Authenticator



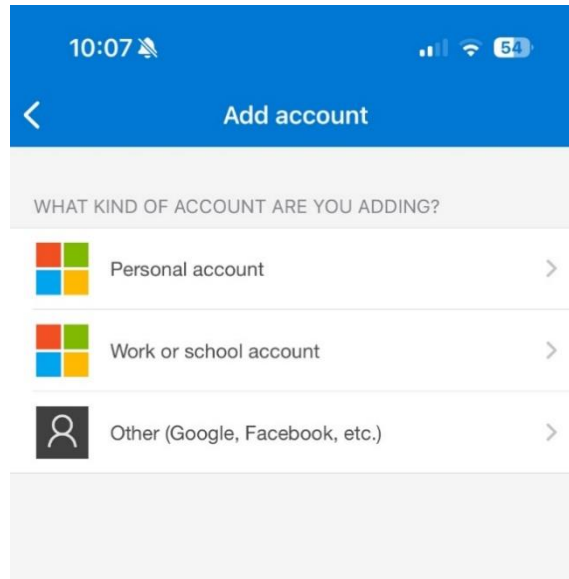
1. If using the Microsoft Authenticator App which is on an Android Mobile or Apple Mobile phone click on Next.



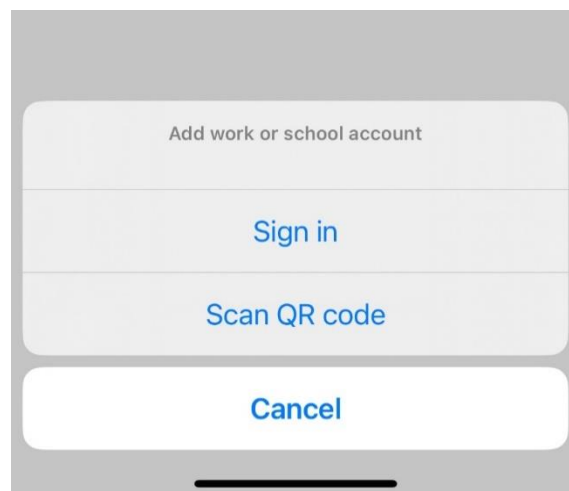
2. Click on Next



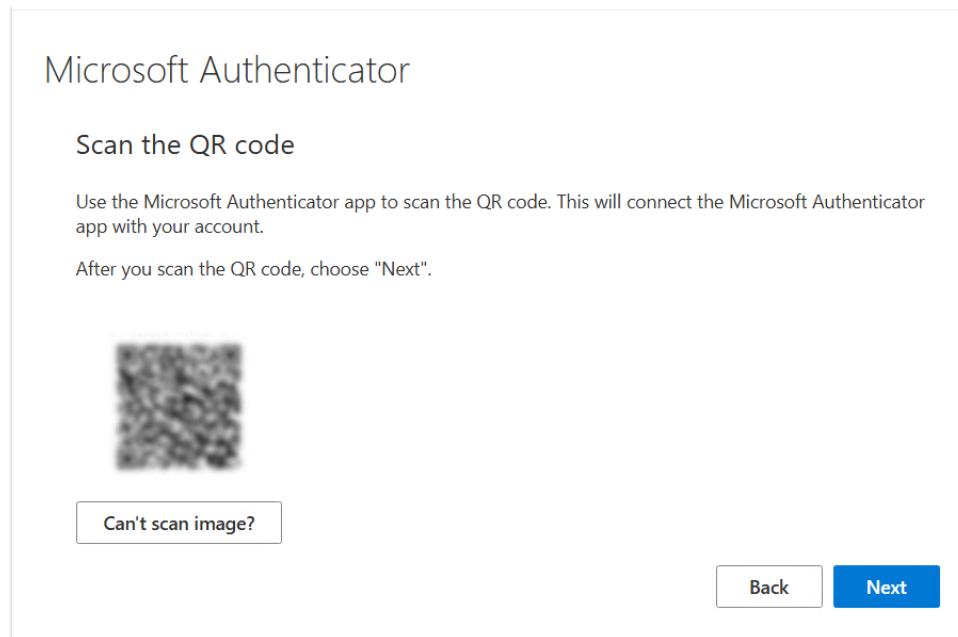
3. Open the Authenticator App on your mobile device and tap on the Plus symbol within the App



4. Tap on Work or school account

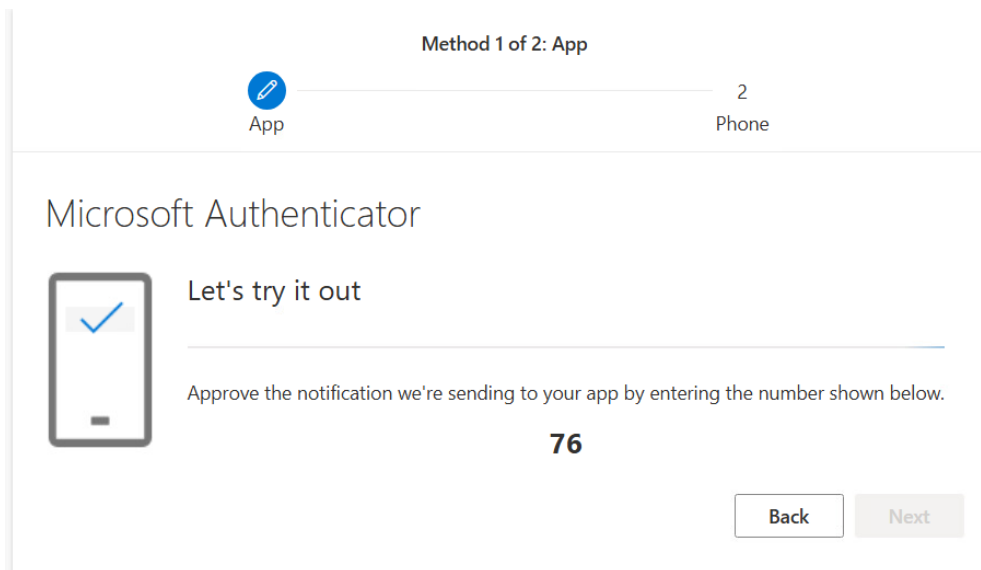


5. Tap on Scan QR code



6. Scan the QR code that appears on your own monitor, this will then add the Pharmacy or Vaccine account to the Authenticator App as seen on the below screenshot. Click on Next

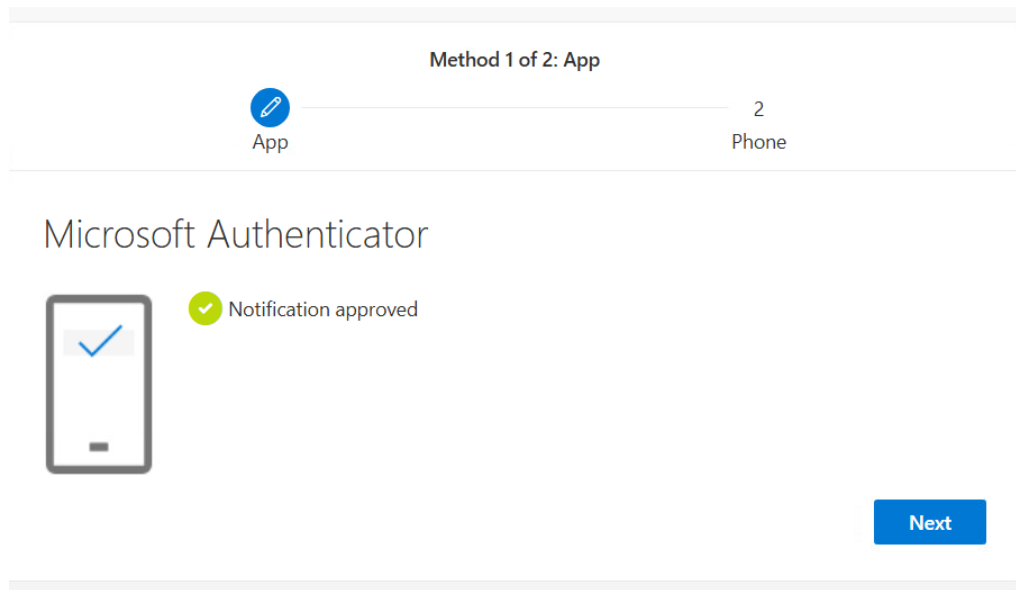




7. The above screen then appears to test out the Authentication, a notification will appear on your mobile device and when you tap it, it will bring up the below screenshot asking are you trying to sign in.



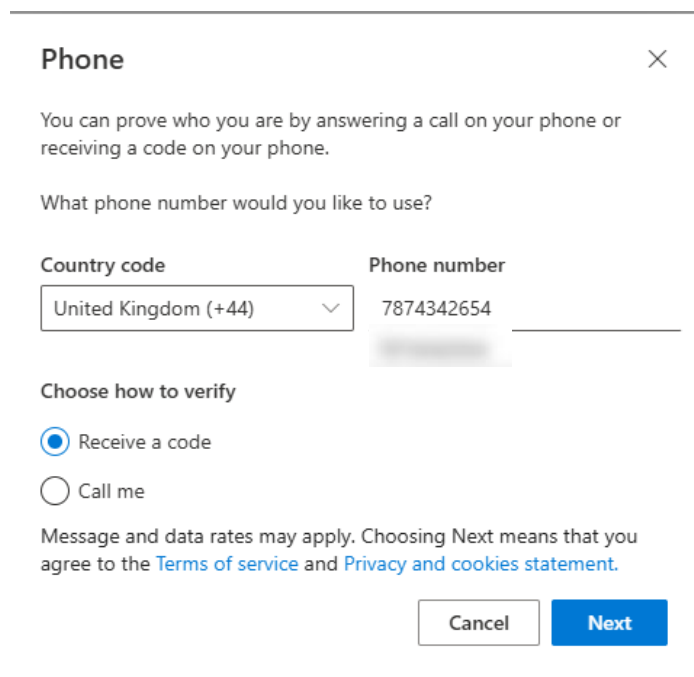
8. Input the number displayed on the PC Monitor and tap on Yes



9. Once authenticated the above screen appears. Click on Next

Attaching Mobile Number to Authenticator App

You may be prompted to attach your mobile number to the Microsoft Authenticator App. This process will not be required if using a different Authenticator App on a Surface Pro/Tablet



The screenshot shows a 'Phone' setup window. It includes a close button (X) in the top right. The text reads: 'You can prove who you are by answering a call on your phone or receiving a code on your phone.' followed by 'What phone number would you like to use?'. There are two input fields: 'Country code' with a dropdown menu showing 'United Kingdom (+44)' and 'Phone number' with the text '7874342654'. Below these is a section 'Choose how to verify' with two radio buttons: 'Receive a code' (selected) and 'Call me'. At the bottom, there is a note: 'Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).' and two buttons: 'Cancel' and 'Next'.

1. Change country code to United Kingdom and put in your phone number minus the 0 at the start beside it. Ensure the Receive a code Radio button is selected and click on Next



The screenshot shows the same 'Phone' setup window, but now it has a CAPTCHA challenge. The text reads: 'Please show you are not a robot.' Below this is a blurred image of a computer monitor with a large 'C' icon and a speech bubble icon to its right. Below the image is a text input field with the placeholder 'Enter characters'. At the bottom, there are two buttons: 'Back' and 'Next'.

2. If prompted, enter in the characters that appear on your computer monitor and click on Next

Phone



We just sent a 6 digit code to [redacted] Enter the code below.

536228

[Resend code](#)

Back

Next

3. Enter in the 6-digit number which you receive by Text Message and click on Next

Phone



Verification complete. Your phone has been registered.

Done

4. Click on Done and your mobile number will appear as a Sign in Method as shown in the screenshot below

| | | | |
|----------------------|---|-----------------------------|---|
| + Add sign-in method | | | |
| | Phone | [redacted] | Change Delete |
| | Password | Last updated: 8 days ago | Change |
| | Microsoft Authenticator Push multi-factor authentication (MFA) | Pixel 9 Pro | Delete |

If you have any issues with your Multi-Factor Authentication log a call with the BSO Service Desk for Attention of the Cloud Services Team – include as much detail as possible and any error messages you may be receiving.

If you get a new Mobile phone or Tablet Device, you will need to log a call with the BSO Service Desk to get the Multi-Factor Authentication reset. You will then need to follow these instructions again to set it up again.

Service Desk email address is – supportteam@hscni.net