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WCP Mobile Setup Manual

User Instructions to Setup WCP Mobile

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INTERNAL

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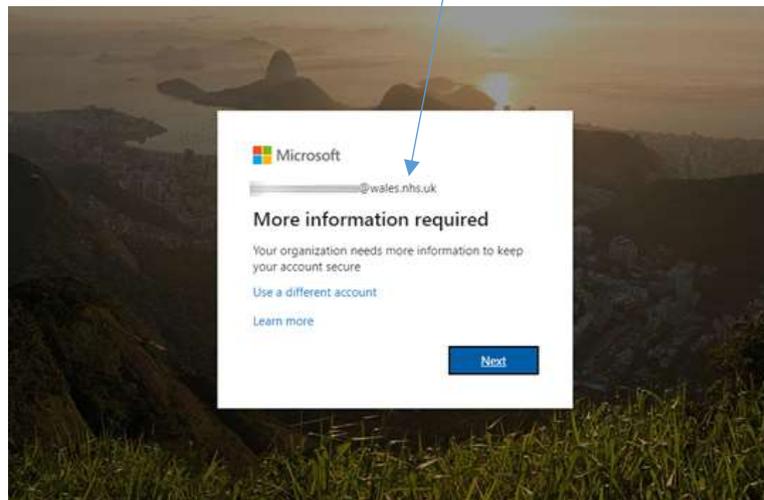
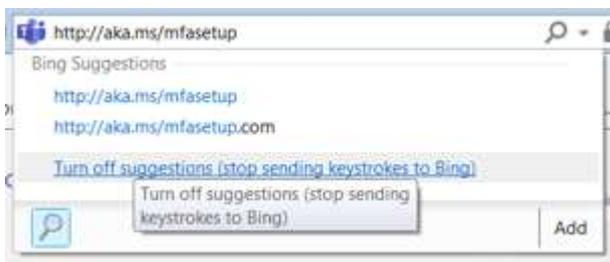
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1 Setting up Multi-Factor Authentication

To Access WCP on mobile devices users will need to install the Microsoft authenticator app. The process is similar for both iOS and Android mobile devices and is not limited to mobile devices. The process is straight forward and consists of the following steps:

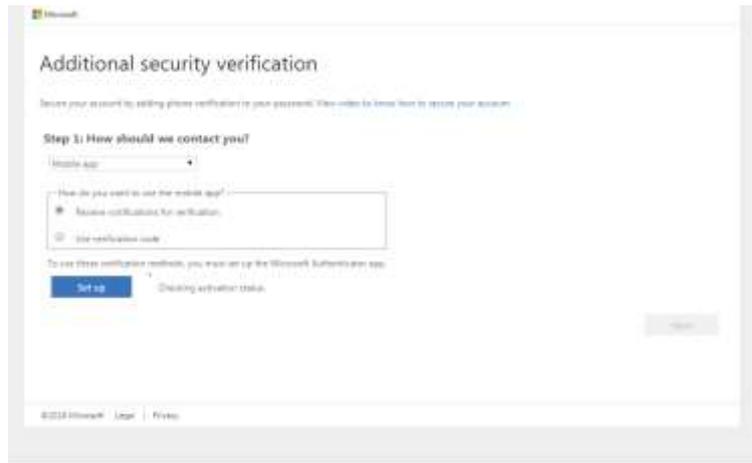
Step 1

This step is to ensure safe and secure access to patient data. To do this you **MUST** be logged onto a network desktop at your place of work, or if using your laptop at home again on the network – add this URL to your browser <http://aka.ms/mfasetup> and login with your **email address** and **password (not your NADEX ID)**.



Click “Next”

For **Step 1** of the **Additional security verification**, please select **Mobile app** from the drop down list and **Receive notifications for verification** and click **Set up**



You will be asked to install Microsoft Authenticator on your mobile device. **This is an essential app.** When you install this app, you will be prompted to allow access to your device’s camera. Please allow this as you will be asked to scan a QR Code on the screen. This will speed up this process.



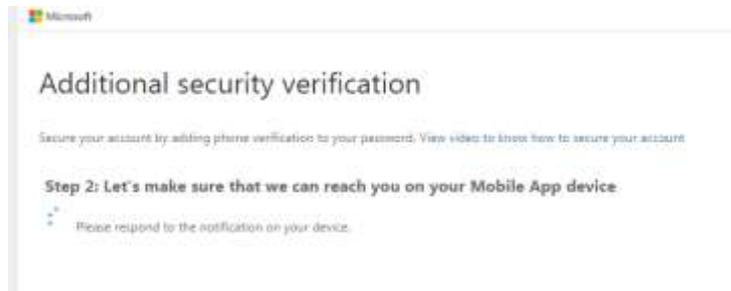
The **Microsoft Authenticator App** has this symbol:

Once you have set up the Authenticator App on your phone scan the bar code below when you are prompted.

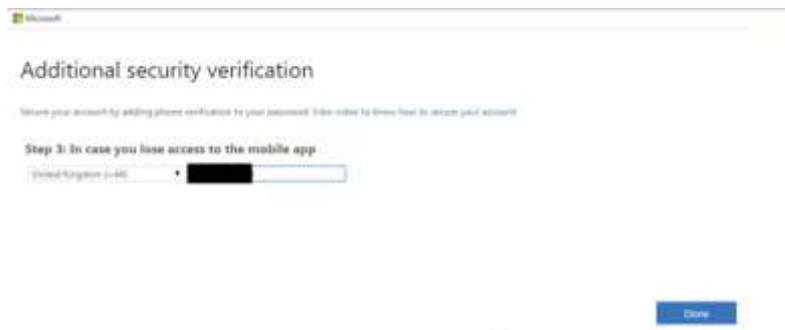
Follow the instructions as below and click **Next**:



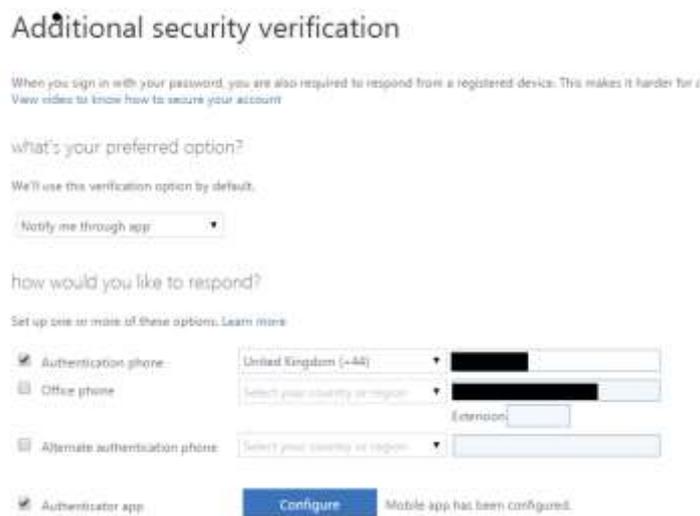
For **Step 2** of the process, the website will ensure that your mobile device can be reached. You will be prompted to **Approve** the connection on your mobile device



For **Step 3**, enter your mobile number in case you lose access to the mobile app and click **Done**:



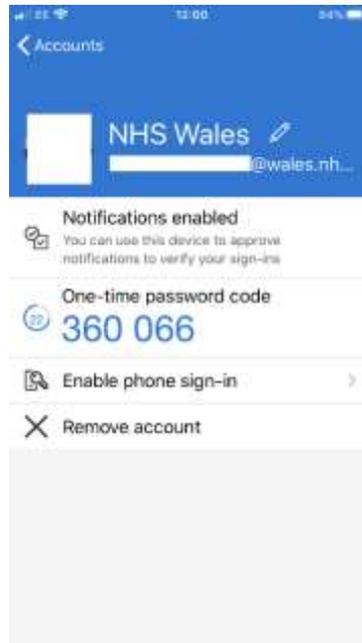
At the end of the process your security verification settings should look like this:



To sign out of this page, click your name at the top right of the page and click **Sign Out**

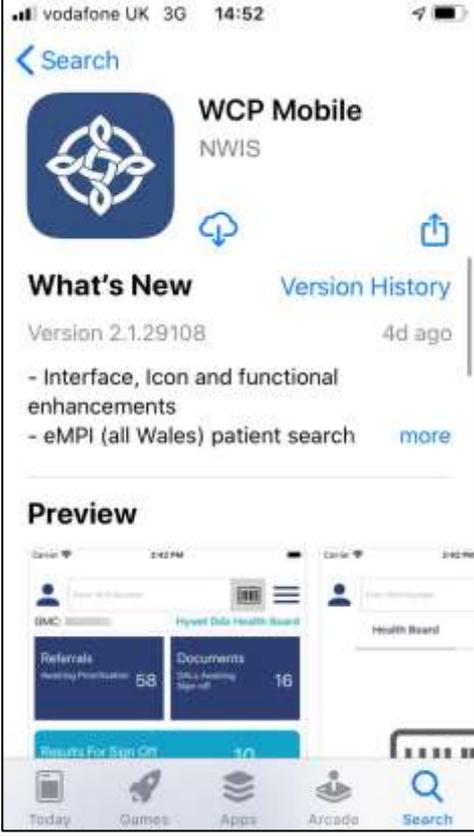
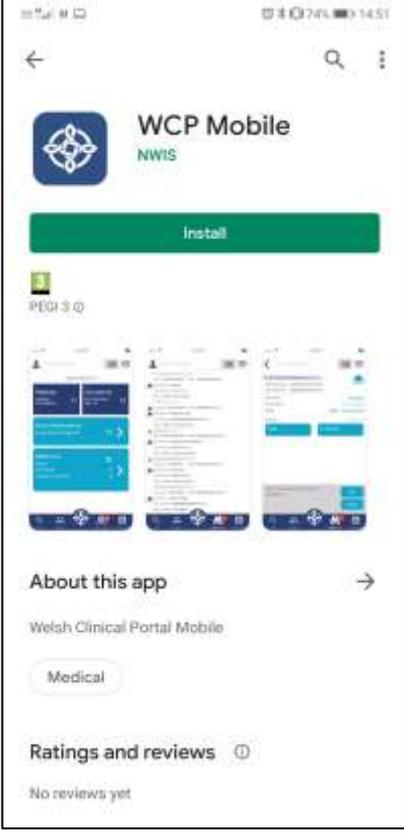
Step 4

If you can see this account screen when you click on the Authenticator App then you have successfully set it up. You are now ready to log into WCP mobile – please note you do not need to do anything with the **one-time password code**. Please close the app and continue with the App log in.



2 Installing WCP Mobile

Once authorisation has been granted through NWIS, go to the Apple App Store/Google Play on your device and search for “WCP Mobile”:

iOS	Android
	
<p>Tap “Get” / the “” icon to install the App.</p>	<p>Tap “Install” to install the App.</p>

3 Signing in for the First Time (Do not use the cloud for this step – please use 4G/other secure Wifi)



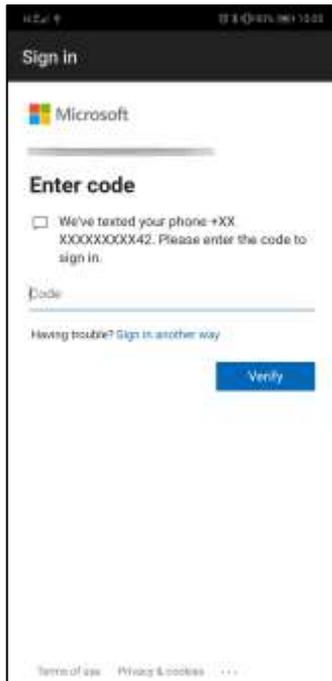
Open the WCP Mobile App and tap “Log In”



Enter your NHS email address and tap “Next”



You will be taken to the organisation’s log in screen. From here enter your NADEX password and tap “Sign in”.



Enter the verification code once you receive it and click “Verify”.



Once verified, you will need to set up a 6 digit PIN that will be used to unlock the app in future sessions. If you have a Fingerprint scanner on your device and set up you can enable this from the WCP Mobile settings screen.

4 Troubleshooting

Authentication errors:



If you have recently set up Multi-Factor Authentication and receive an error while authenticating within WCP Mobile, you may have to wait up to 1 hour for the authentication servers to synchronise.

If you have any other problems logging into WCP Mobile or with the application itself, please contact your local IT department to raise a call to the WCP Mobile Support team.