Setting up your NHS Care Identify to allow access to eRS from any secure practice computer using the Microsoft Authenticator App.

Step 1 – Download the Microsoft Authenticator App

Follow the link below and follow the instructions to download the authenticator app to your smartphone If you already have the app downloaded you can skip this step.

Microsoft Mobile Phone Authenticator App | Microsoft Security

Step 2 – Login to your NHS Care Identity profile

This step must be completed using your existing NHS laptop. Login to the VPN in the normal way and then follow the link below:

Care Identity Management start page

Use your NHS Smart Card to login to your NHS Care Identity Profile.

Step 3 – Add a email address to your NHS Care Identity profile

Once logged in click on 'View your profile'

Add an email address to your profile. The email address used does NOT have to be an nhs.net email address. Accepted email domains include nhs.net, gov.uk, ac.uk, gmail, hotmail, yahoo, live, outlook etc. A full list of accepted email domain names can be found at the link below:

Care Identity email domain allow list - NHS England Digital

Once you have added an email address to your profile and saved follow the instructions to verify your email address.

Step 4 – Add authenticator app to your NHS Care Identity profile

Return to the home page of your NHS Care Identity login and select 'Add other authenticators'

From the list of possible authenticators, select 'Microsoft Authenticator' and select 'Continue'.

Select authenticator type

You can register one of each type of authenticator. Learn more about NHS CIS2 authenticators (opens in new window)

○ iPad
Uses fingerprint biometrics on an iPad to authenticate

○ Microsoft Authenticator
Uses an approved email and security code to access National Care Records Service

○ Windows Hello
Uses facial recognition, fingerprint or PIN on supported Windows devices

○ Security key
Uses a small physical device that is a software free alternative to smartcards

Continue

You'll now see a screen with instructions on how to register the device. Select the check box and 'Register Microsoft Authenticator' when you're ready to proceed.

Register Microsoft Authenticator with your Care Identity

Set up the device

If you need help setting up the device, use the registering a Microsoft Authenticator device guidance (opens in new window).

Register this device

When you are ready to register this device:

- check you have an email address saved on your Care Identity profile
- check the Microsoft Authenticator app is installed on your phone
- use the register link on a supported browser (Chrome or Edge)
- follow the prompts to complete the registration

Registration link

The register link will expire after 3 minutes

☐ I confirm only I will have access to the device with Microsoft Authenticator installed while it can connect to my Care Identity profile.

Register Microsoft Authenticator

Enter your email address so that the service can send you a one-time password. This must be the email address registered to your NHS Care Identity.

What is your Care Identity email address?

We will send you a single-use, 8-digit One Time Password.

Email address

[   ]

Send One Time Password

Enter the one-time password that has been sent to your email address and select 'Continue'.

Check your inbox

We've sent you a single-use, 8-digit One Time Password to the email address you provided. It may take a few minutes to arrive.

One Time Password

[   ] 👁

Continue

You must now create a password for your NHS Care Identity login. Enter a new password into both boxes and select 'Continue'.

Create a password

Password must be at least 8 characters long

Password

Confirm password

Continue

Open the Microsoft Authenticator app on your smartphone. Use the app to scan the QR code shown in Care Identity Management, then select 'Next'.

Open the Microsoft Authenticator app to scan the QR code below. This will create a verification code which you will be able to enter on the next page.
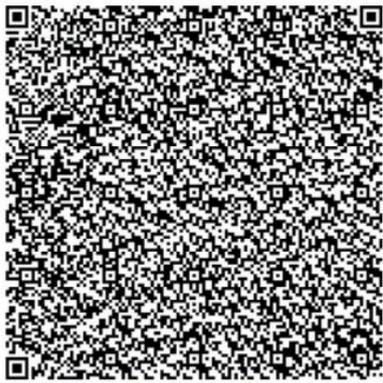
On a mobile device?

Next

Your Microsoft Authenticator app (on your smartphone) will show a verification code. Enter this code into Care Identity Management.

Check your authenticator app

Enter the 6-digit code generated by your authenticator app.

Enter verification code

[   ]

Submit

You'll now see a confirmation message.

Registration successful

Your device is registered.

You can now close this page.

Step 5 - Logging into eRS using your NHS Care Identity

From now on you can use your NHS Care Identity email address, password and the authenticator app to login to eRS. This can be done from any secure practice computer via the web link below:

https://Ers.nhs.uk/main