User Guide – Two Factor Authentication setup for Cambio Patient Flow

This guide is separated into two sections. The first section is for Cambio users who will have access to a trust iPhone or iPad when using the Cambio system. If this applies to you, please follow the instructions for Microsoft Authenticator. **This is the preferred method for accessing Cambio.**
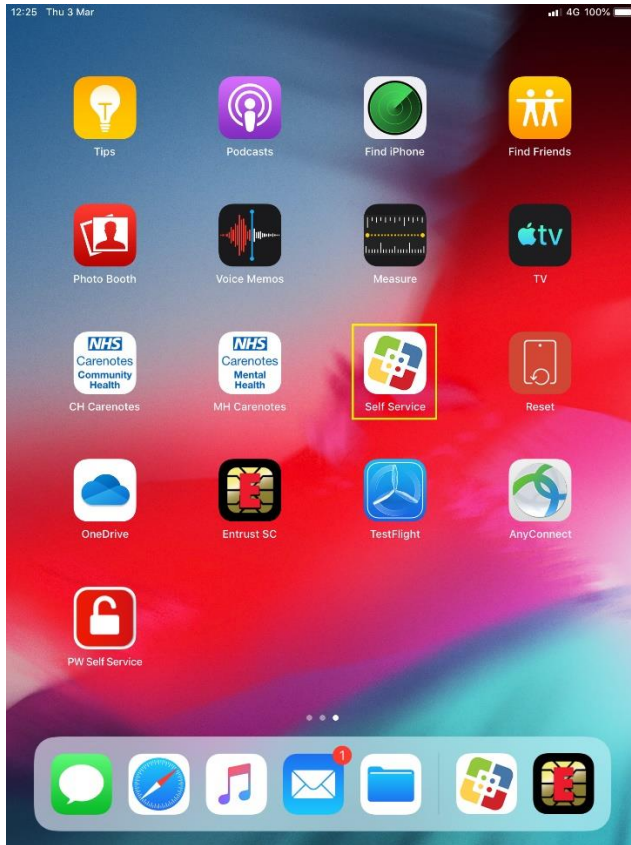
If you do not have access to a trust iDevice while accessing Cambio (e.g. You work in a secure ward where mobile devices are not permitted) Please follow the Authy Authenticator instructions.

Microsoft Authenticator

1. Before starting, please ensure you have received an email from do-not-reply@cambiouk.co.uk. The email subject will be "2FA QRcode for Cambio PFM" and will look like this:

2FA QRcode for Cambio PFM

do-not-reply@cambiouk.co.uk
To ● Yildirim Ali (RNU) Oxford Health

Reply | Reply All | Forward | ...
Tue 01/03/2022 14:32

(i) Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

This email originated from outside of Oxford Health. Please consider carefully when choosing to open attachments, click links or deal with unexpected or unusual requests.

Hello Ali Yildirim,

Please find your QR code for Cambio PFM

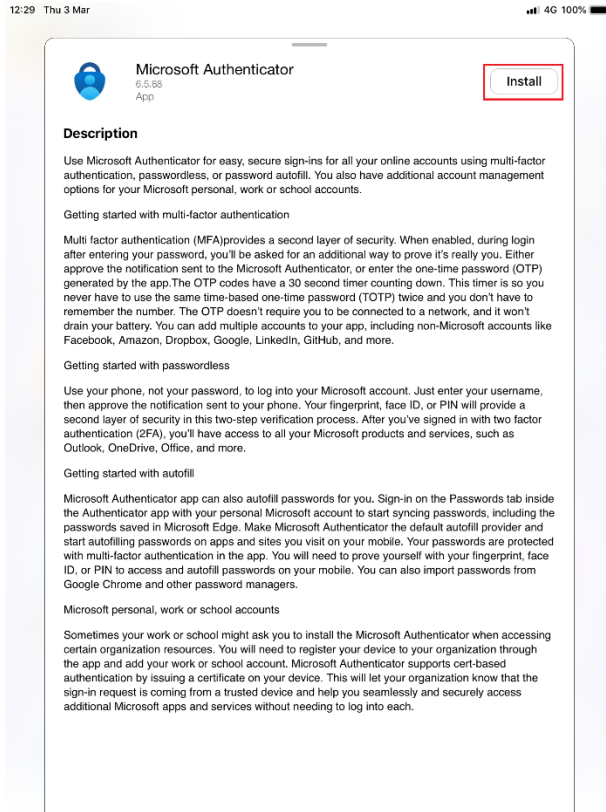Or use code OF4PDGL54K5QHKIKFSCDLU5YO7JLUXIG4ZH326JVLVB7KB5XGNZWSNXP

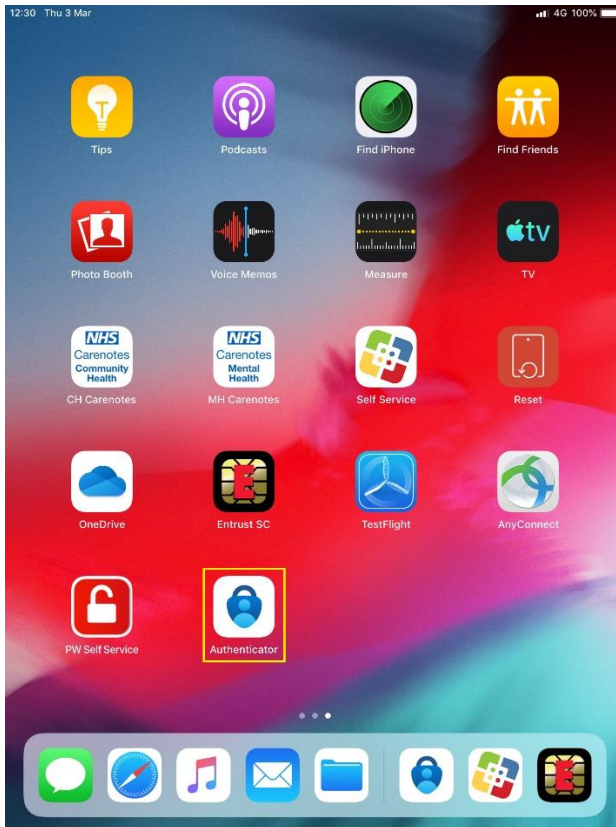2. On your iPhone or iPad, find the 'Self Service' app.

3. Open the app and find the 'Microsoft Authenticator' app from the list.
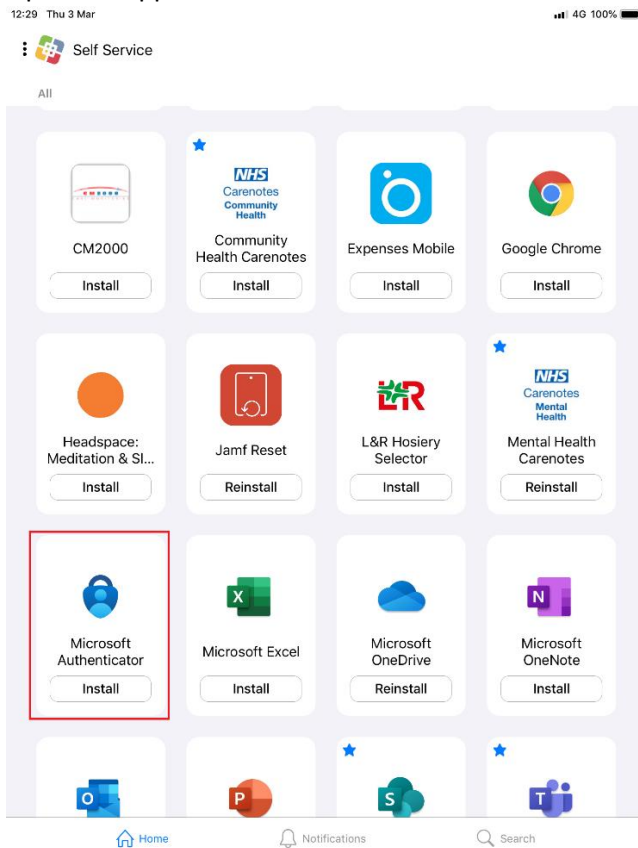
4. Tap on this and tap install.

5. When the installation is complete, you should be able to see the app on your home screen called 'Authenticator'.

6. Tap on the app to open. Tap on 'I agree' to proceed.

12:30 Thu 3 Mar   4G 100%

Your privacy matters

We collect required diagnostics to keep the app secured and
updated. This does not include your name or any sensitive data.

You can also opt in anytime from app settings to share usage data
that will help us improve Authenticator.

[I agree]

Privacy statement

7. Click 'skip' in the top right-hand corner.

12:30 Thu 3 Mar   4G 100%

12:30 Thu 3 Mar   4G 100%

Skip

Peace of mind for your digital life

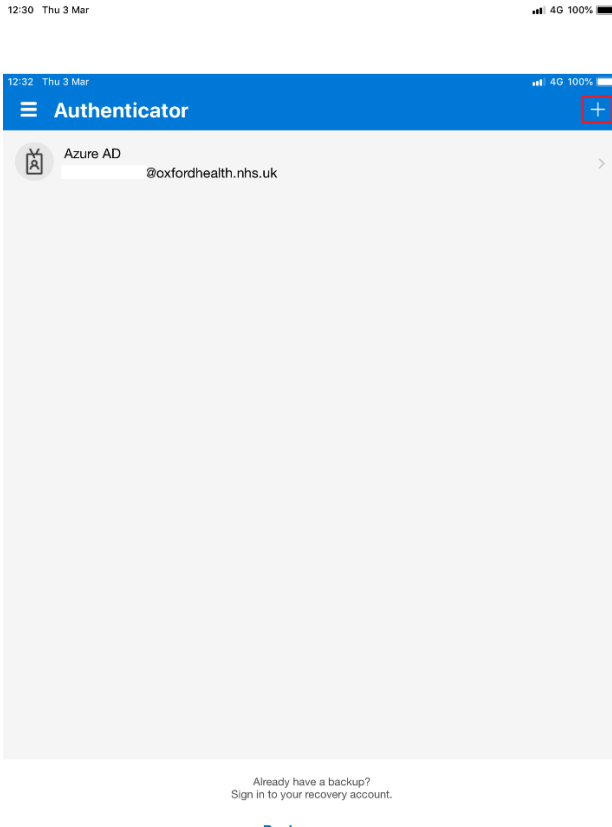Secure your accounts with multi-factor authentication.

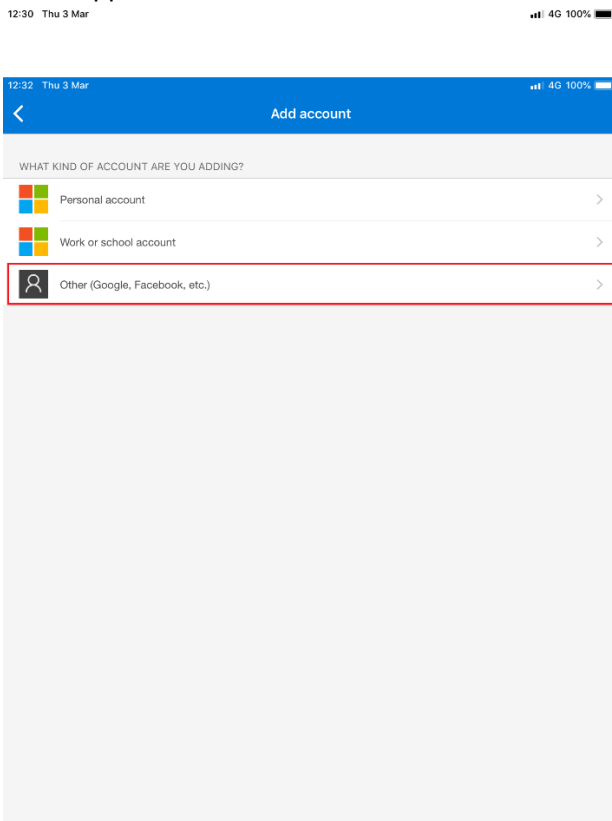[Sign in with Microsoft]

[Add work or school account]

[Scan a QR code]

You can get a QR code from your organization or account provider, such as
Microsoft, Google, or Facebook

8. Click on the + icon in the top right-hand corner. If a prompt pops up, press continue.

9. Tap on 'Other'. This will open your camera, you may need to approve the use of your camera in the app.

10. With the 2FA QRcode email open on your desktop or laptop screen, line up the image of the QR code with the blue box on your iDevice screen. If you have any issues using the QR code to set up the Authenticator, please tap on 'Or enter code manually'.
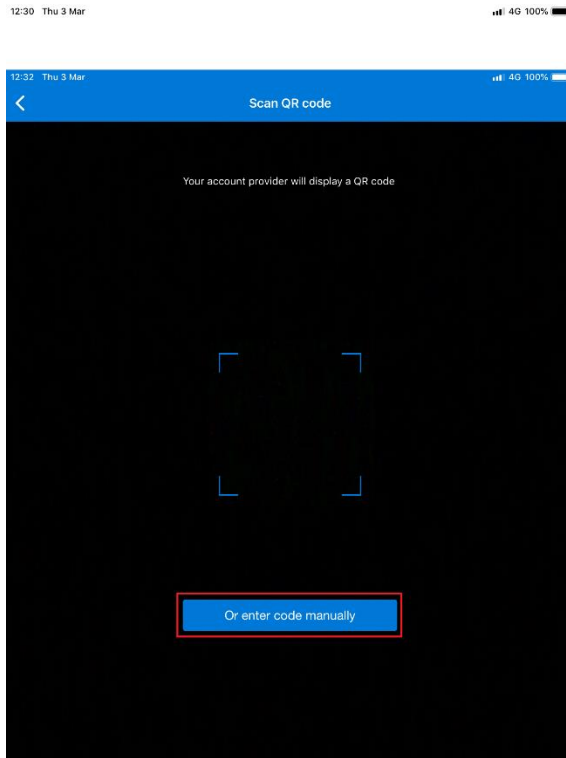

11. If entering the code manually, go into your emails on your iDevice and open the 2FA QRcode email from Cambio. Press and hold on the code at the bottom of the email until you can see it is highlighted in blue, then let go and you should see an option pop up to copy. Make sure the whole of the code is highlighted.
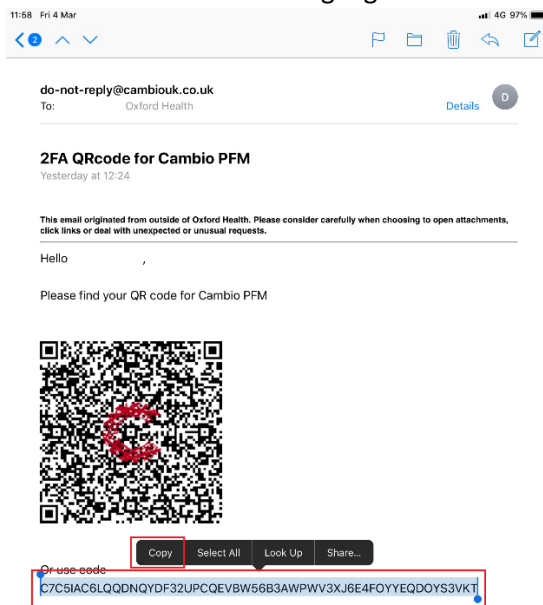
12. Paste the code by tapping on the text box named 'Secret key' and then 'Paste'. You also need to enter an account name, this can be anything you like but make sure it's clear what the account will be for. Once both fields have been filled in, tap on finish.
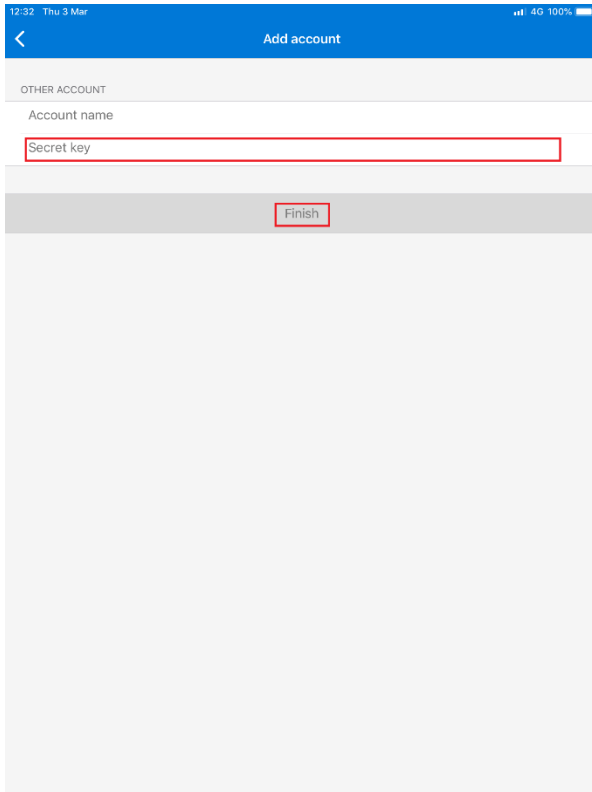
13. Your two factor authentication should now be set up! When logging into Cambio, after you enter your username and password, it will ask for a passcode. Please enter the 6-digit code that appears on screen. Please note that it will update every 30 seconds.
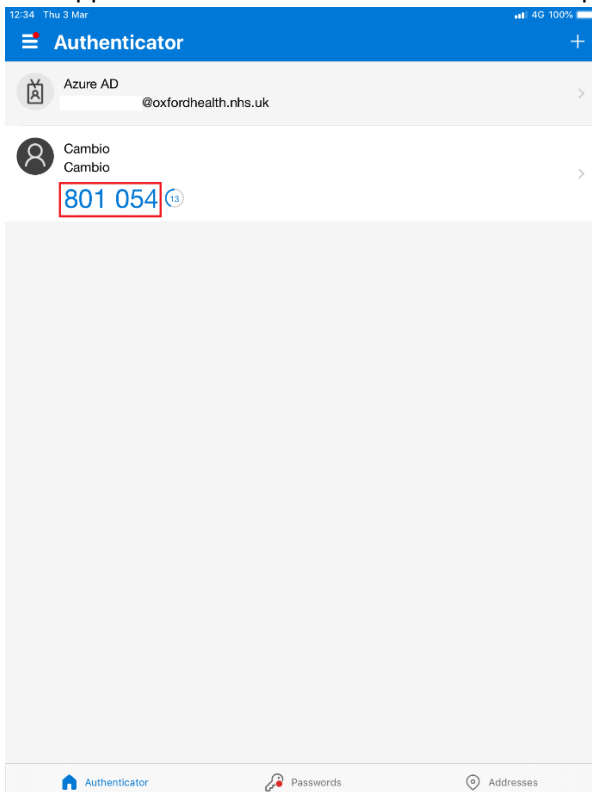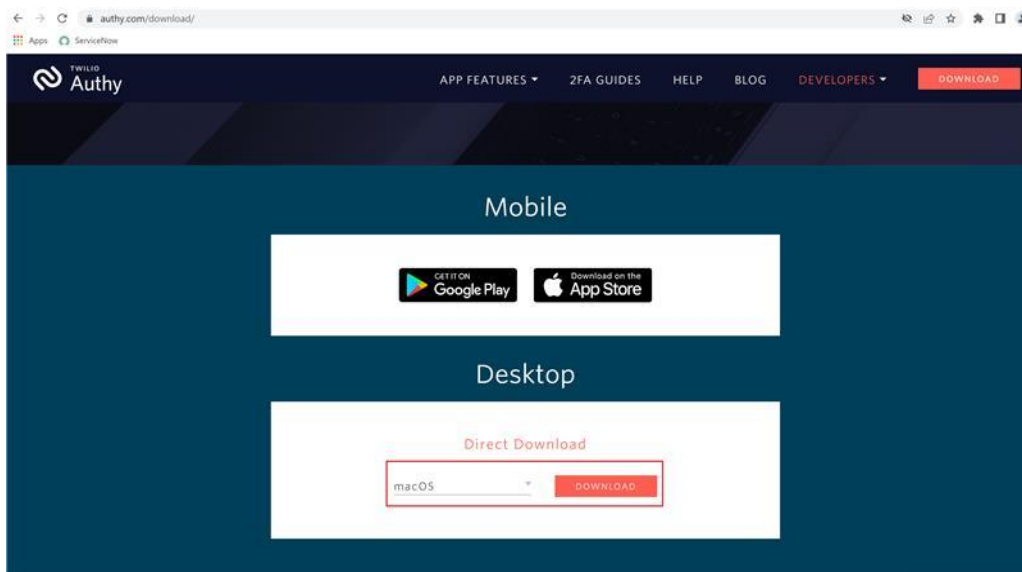
Authy Desktop

1. Before starting, please ensure you have received an email from do-not-reply@cambiouk.co.uk. The email subject will be "2FA QRcode for Cambio PFM" and will look like this:

2. Click on this link https://authy.com/download/ . You should be able to see a web page like this:
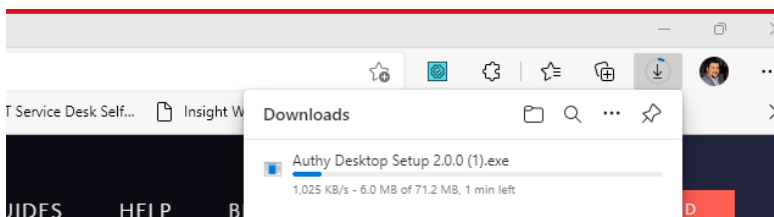
3. Choose the **Windows 64bit** option from the **dropdown menu** and click Download.


4. If you are using Microsoft Edge, you should be able to check the download progress in the top-right corner of your screen.


5. Once the download has completed, click on the downloads icon, and underneath 'Authy Desktop Setup, click open file. The installation should complete automatically and Authy should open.
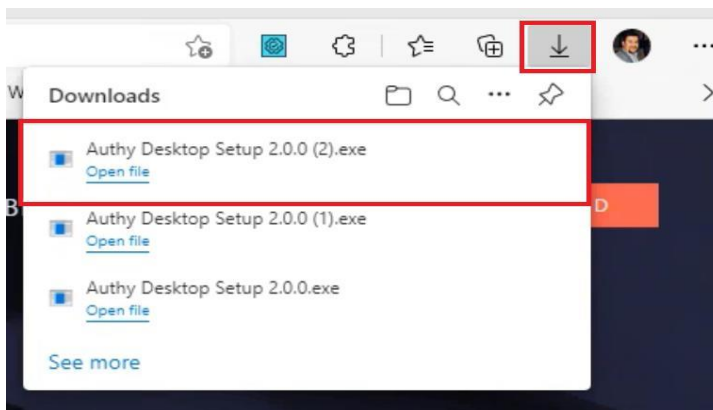
6. To set up your Authy account, type '+44' into the country code box and click on United Kingdom from the list that appears.
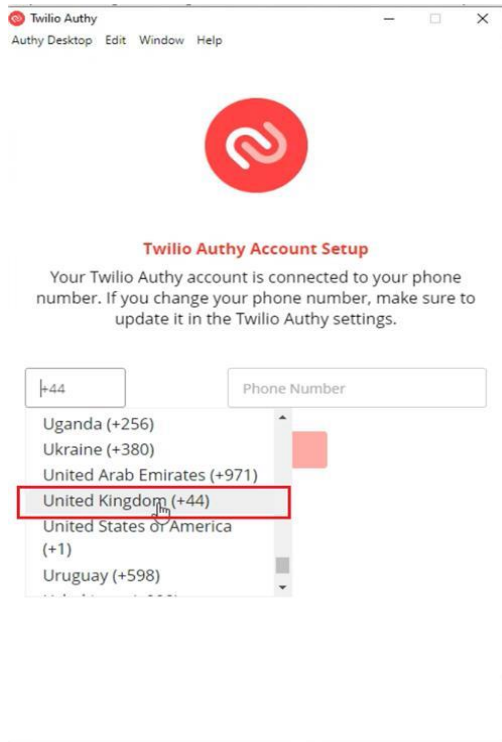

7. In the phone number box, enter the number of a nearby desk phone, but without a 0 at the start (*For example: 1865901999*). After both of these boxes are filled, click Next.
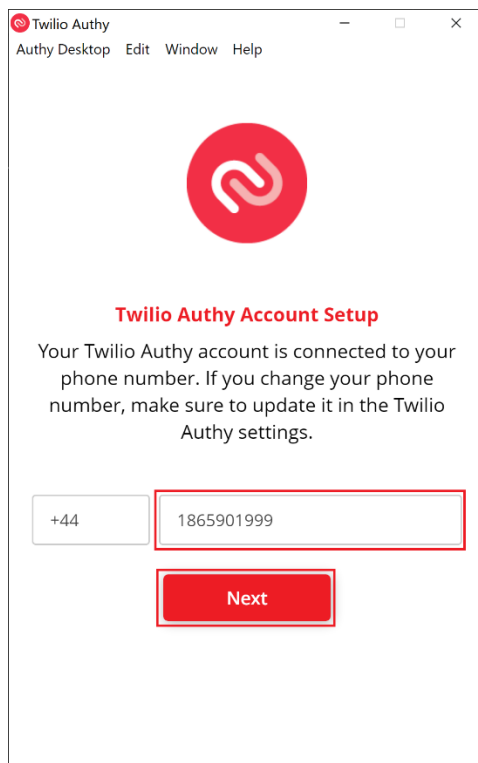
8. You may get prompted to enter an email address. If you get asked for this, enter Cambio.Patientflow@Oxfordhealth.nhs.uk. Click Next again.
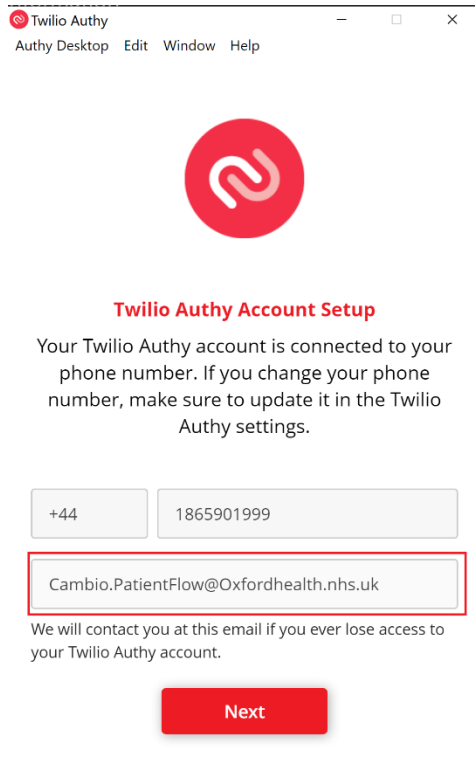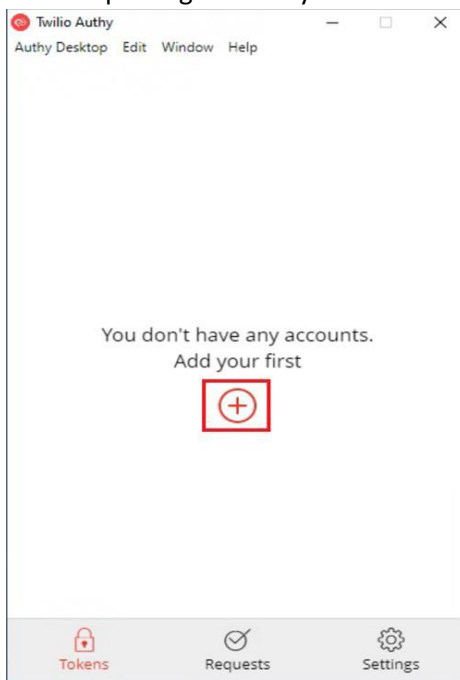

9. You will then be asked to verify your Authy account. Click 'Phone call' and a 2-digit code will appear on screen.
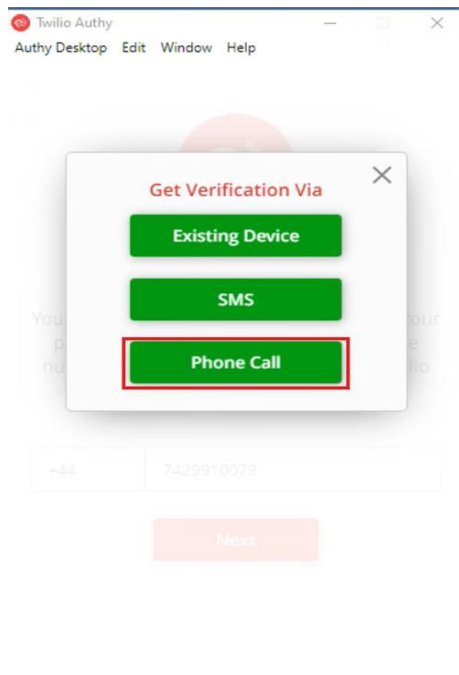
10. You will then receive an automated phone call from Authy. Answer the phone and input the code on the phone keypad when prompted by the phone message.
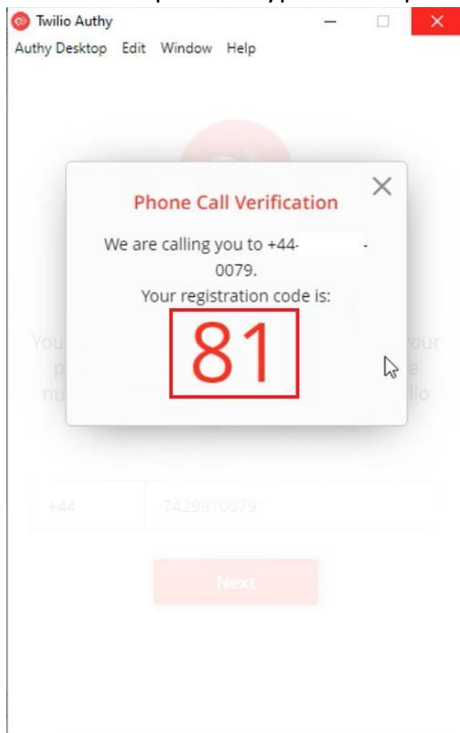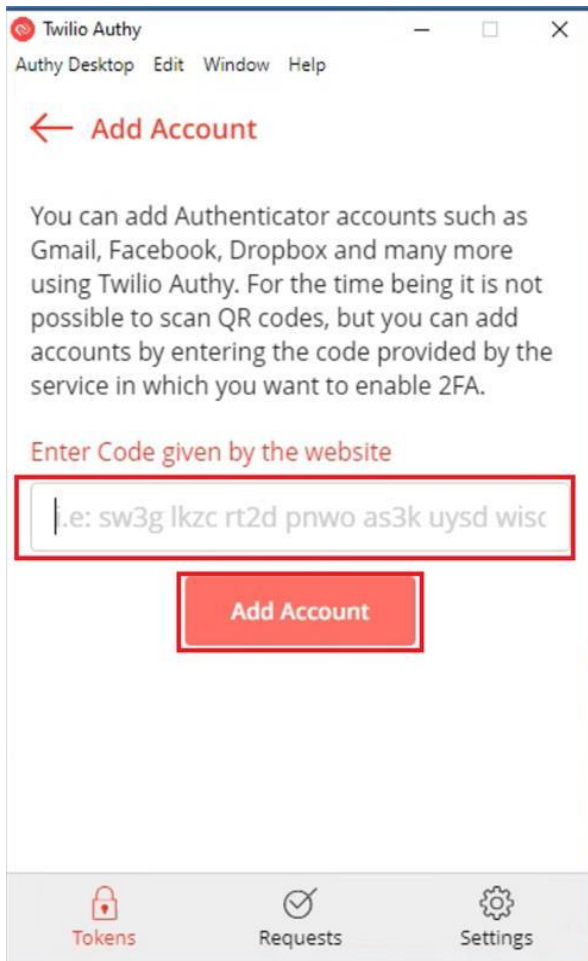

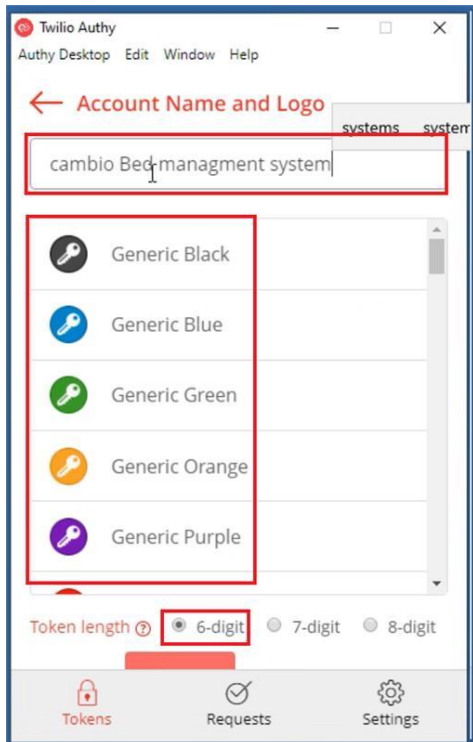11. Click on plus sign to add your account.

12. On the 2FA QRcode email from Cambio, copy the code underneath the QR code image.

13. Paste the code into the box by using the Ctrl + V keys on your keyboard. Click on 'Add Account'.

14. Type an account name. This can be anything you like but make sure it's clear what the account will be for.

15. Choose any colour of key icon you like and make sure that 6-digit option has been selected for 'Token length'. Click save.
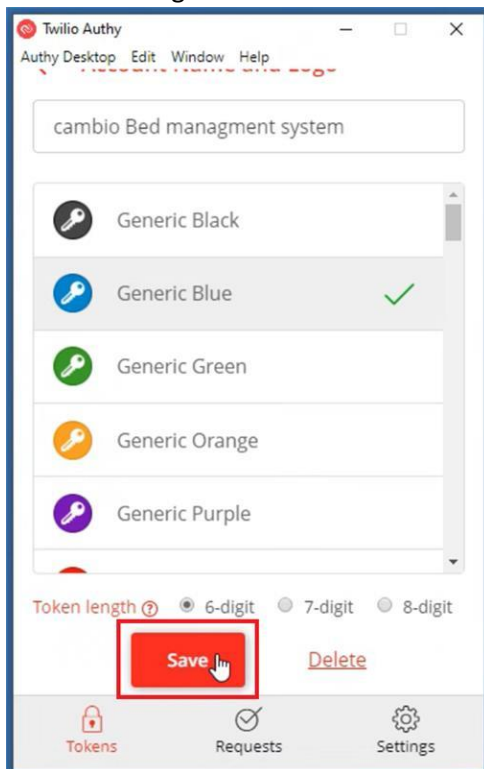
16. Your two factor authentication should now be set up! When logging into Cambio, after you enter your username and password, it will ask for a passcode. You can copy and paste the 6-digit code by clicking on the copy icon shown below. Please note that it will update every 30 seconds.
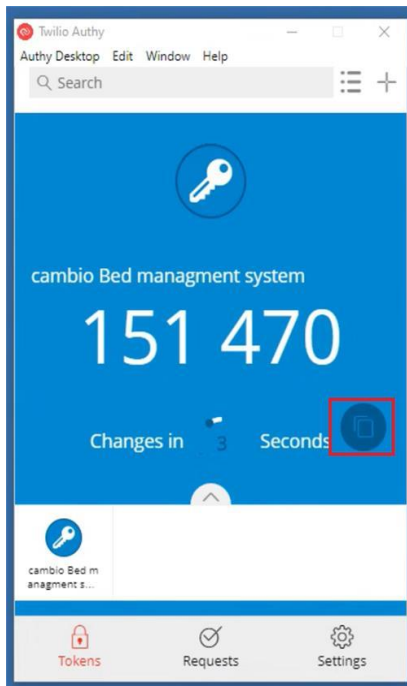
Accessing Cambio with 2FA

1. Go to https://oxfordpc.cambiouk.co.uk/pfm and click on your role tab.

2. Enter your username and password and click Login. This will cause a box to appear underneath Password for your Passcode.

3. Using the two factor authentication app that you have set up, (either Microsoft or Authy) enter the 6-digit code into the Passcode box.