

Multi-Factor Authentication

What is Multi-Factor Authentication (MFA)?

Normally you use your username and password to log into your ESR account.

In addition to your username and password, you can set up a second form of authentication known as multi-factor authentication to add an additional layer of security for your personal data in ESR.

Enabling MFA in ESR is a personal choice. If you choose not to use MFA, you will still be able to log in to your ESR account using your username and password only.

Note - you are not able to register for MFA if you have left the trust.

What are the benefits of MFA?

- *Keeps your personal data in a more protected environment.*
- *Helps you gain access to your account should you forget your password.*
- *Provides increased protection against cyber-attacks.*
- *Checks if an attempt is made to access your account from an unusual location or device.*

Watch a helpful video that explains the steps to setting up MFA in ESR. Click the following link to access the video: [Multi Factor Authentication video](#)



There is also a step by step guide to help you set up MFA in ESR. Click the following link to access the guide: [MFA step by step guide](#)

Multi-Factor Authentication in ESR

To ensure that ESR security is consistent with National Cyber Security Centre (NCSC) guidelines, <https://www.ncsc.gov.uk/guidance/multi-factor-authentication-online-services>, multi-factor authentication (MFA) is now available for ESR internet access.

MFA gives all ESR users the option to use extra security when logging in to their ESR account.

Note:

- MFA is optional, users can continue to log in using their username and password and managers and core users can continue to use the step up functionality.
- Once MFA is enabled, it is not possible to revert to the previous method.

Prerequisites

Before registering to use MFA, users **must have Internet access for ESR approved** and have an authentication app installed in their device.

Microsoft Authenticator is the supported authentication method and users must download and install Microsoft Authenticator on their mobile device from either Google Play or the iOS App Store.