

PharmRefer

Multifactor Authentication (MFA)

Guidance

- PharmRefer is the preferred IT platform for GP practices which use SystmOne to send referrals to community pharmacy for the Pharmacy First Service.
- PharmRefer has recently added MFA as an additional cybersecurity method to maintain the integrity of patient data.
- The following key points will support GP Practices to use the platform.

Single User Login

1. All users need a separate, individual account and log in details. Previously, practices could use a single, generic, practice login, but **MFA does not work with multiple users accessing a single practice login**.
2. All practices need to have someone with an administrator role who can create individual users. If you need support to create administrator roles, please contact the Pinnacle Help Desk (see contacts below).
3. The administrator needs to then create individual logins for each staff member that needs access to [PharmRefer](#) by logging into the [PharmOutcomes](#) website. Instructions on how to create individual log-ons are available below, and the Pinnacle Helpdesk can be contacted for support.



PharmOutcomes -
Guide for Creating I

4. Most PharmRefer login issues are due to sites continuing to try and use single, generic, practice logins.

Authenticator Application

1. All users using LHS-supplied devices will need access to an approved authenticator application to access PharmRefer. If you are using your own device, then you are free to use any authenticator application.
2. In LLR, the supported authenticator applications are:
 - Microsoft Authenticator for mobile devices
 - 2Fast Authenticator for desktop devices
3. Other authenticator applications may work with PharmRefer, however these are not approved by the NHS for use in Leicester, Leicestershire & Rutland. If you choose to use another authenticator application the Leicestershire Health Informatics Service (LHS) will not be able to provide support.
4. For support with downloading and installing authenticator applications please contact the LHS Service Desk.
5. Pinnacle have produced some guides to support the multifactor authenticator log in process:



PharmOutcomes
MFA FAQs.pdf



PharmOutcomesNe
wMFAProcess.pdf



Desktop
Authenticator step 1

Troubleshooting

If you cannot log in to PharmRefer:

1. Are you using an individual login? If not, get your practice administrator to create one for you using your own NHS email address. **Contact Pinnacle for support with this.**
2. Ensure you have an approved authenticator application available, **contact LHS for support** if this is not in place.
3. If you are using an individual log in and have an authenticator application but PharmRefer will still not allow you to log in **contact Pinnacle for support.**

PharmRefer times out when I send a referral and I need to log back in.

1. This is being resolved but **contact Pinnacle for support with this.**

PharmRefer won't send a referral once created and will only send after repeated attempts.

1. This is potentially a connectivity issue, please **contact LHS for support.**
2. If LHS advise there are no connectivity issues, please then **contact Pinnacle.**

Service Desk Contacts

Pinnacle	LHS
For issues with PharmOutcomes and PharmRefer	For issues with Microsoft Authenticator or for installation of 2Fast Authenticator
Tel: 0345 4506279	Tel: 0116 2953500
Email: pst@emishealth.com	
Web portal: https://outcomes4health.org/o4h/help/home	Web portal: https://hisservicedesk.leicestershire.nhs.uk

If neither service desk can support you with your query please inform

Paul Gilbert
Community Pharmacy Clinical Lead, LLR ICB
Paul.gilbert7@nhs.net

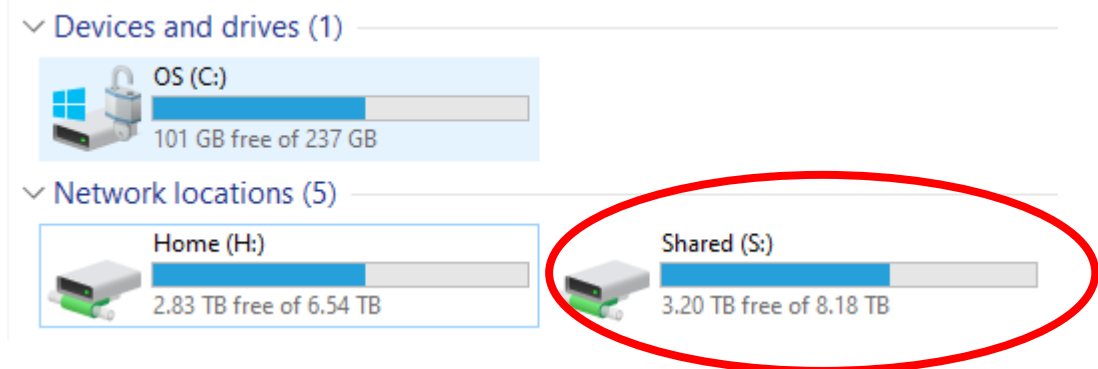
Mel Burdett
Integration and Transformation Manager, LLR ICB
melanie.burdett@nhs.net

Appendix 1 – 2Fast Desktop Authenticator Set-up

1. Contact the LHS Service Desk to install the 2Fast desktop authenticator application on your device. Once installed on your device they will only be able to provide further support on a best endeavours basis. The first 4 minutes of [this video](#) explain the installation process.
 - a. If you need to hot desk on multiple devices, **ask LHS to select a file path on the practice shared drive** when they choose local path (screen shot below) that is accessible from all computers you may need to use.



And then a shared drive (such as that shown below, although note your practice shared drive may have a different name):



Make a note of the folder location if you need to use on more than one computer.
Use a password that will be easy for you to remember as you will need this each time you log in to 2Fast.

2. After installation, if you have not already created MFA for your PharmRefer / PharmOutcomes log in then proceed to step 3. If you are switching to 2Fast desktop authenticator application from another MFA application (such as Microsoft Authenticator on a mobile device) please contact the Pinnacle Service Desk and request an account reset for PharmOutcomes. You will need to know your GP practice C-code for the service desk to do this and you **must be using your own personal log in for PharmRefer**, not a generic practice log in.

3. Go to the PharmRefer [log in page](#), and attempt to log in with your username and password. You will see the following page:

PharmOutcomes
outcomes4health®

for PharmRefer App

Your Username

.....

Your site name

Your site address

Please scan this barcode or enter the activation code using your Authenticator App on your device in order to setup Multi-factor Authentication.

If you are prompted to choose a code length, then select "6".

Keep this device safe as you will require a code to login.

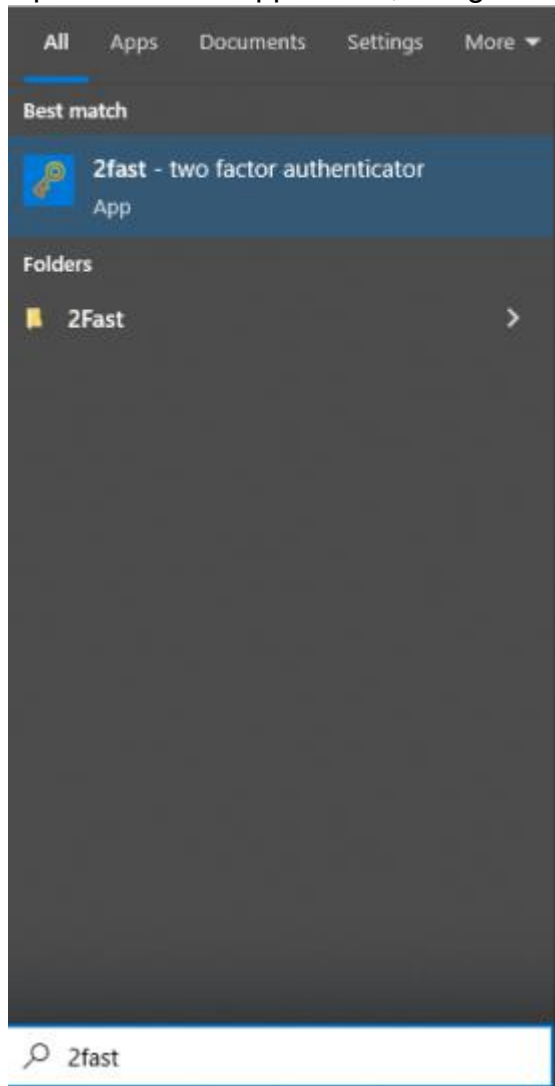
Or enter this code into your app.
S;D.FHDS;FNA'DF';LKFMV/FD'/M'FR;FJ'R'JRGJ'

Now enter 6-digit verification code:

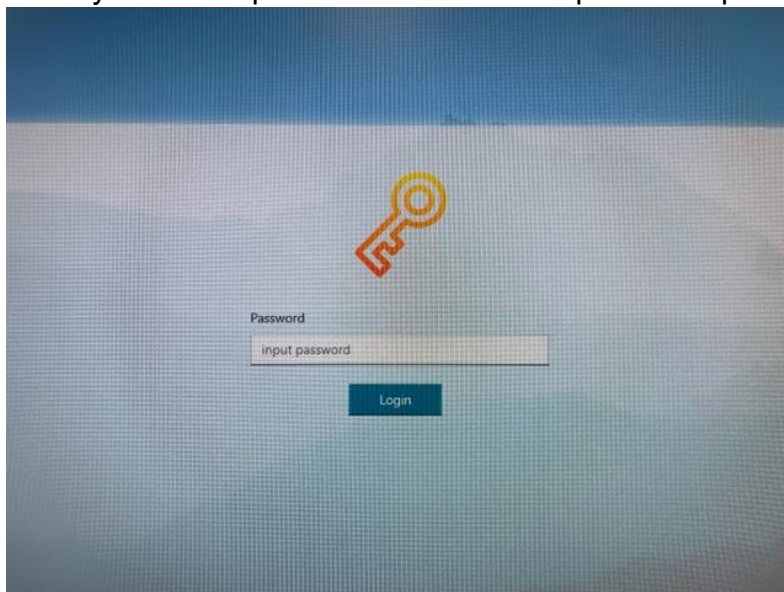
Sign in

Leave it open while you complete steps 4 – 9 and then return to it at step 10.

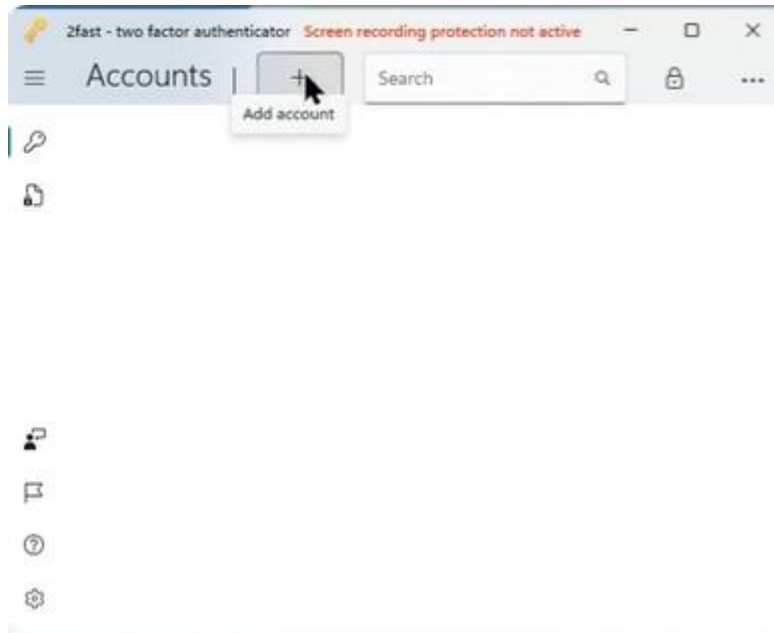
4. Open the 2Fast application, using the windows search bar:



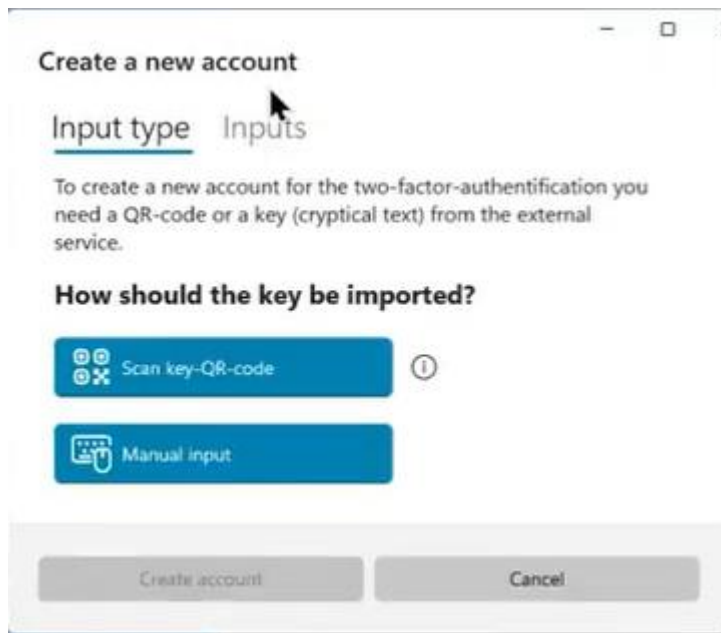
5. Enter your 2Fast password at the 2Fast password prompt.



6. Click on + Add account:



7. You will see this window:



Select Manual Input

8. This will bring up the Inputs tab

Leave the account icon blank

In the label field add
PharmOutcomes

In the Account name copy and past
your PharmRefer username exactly
as it appears on the PharmRefer
screen.

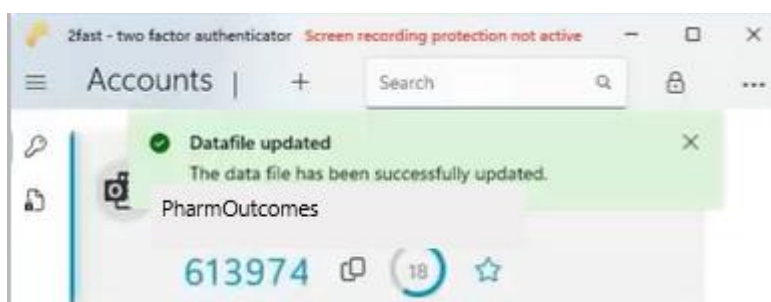


And copy and paste the code from
the PharmRefer log on screen into
the secret key field.




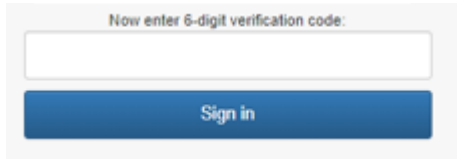
Click create account, if this is greyed out click anywhere else in the 2Fast input box and the create account button will go blue.

9. You will then get a success message as the account is successfully added to the 2Fast authenticator





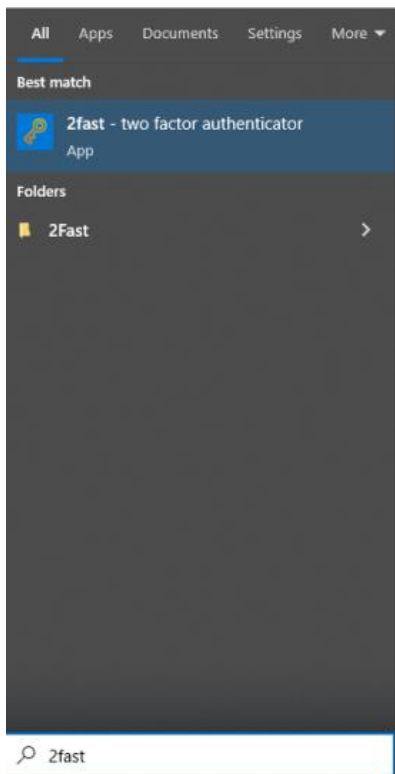
Copy the 6 digit code displayed in 2Fast using the  icon into the PharmRefer log in screen



and click sign in.

You should now successfully be logged into PharmRefer.

10. Logging in to PharmRefer after the first log in and creation of MFA




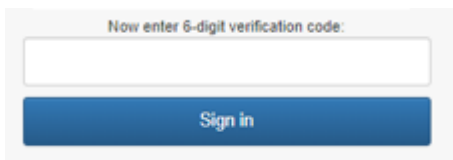
Open the 2Fast application, using the windows search bar and PharmRefer in your browser.

Enter your 2Fast password.

This will open up 2Fast and immediately display the verification code to use to log in to PharmRefer.




11. Copy the 6 digit code displayed in 2Fast using the  icon into the PharmRefer log in screen and sign in, you should now be logged in to PharmRefer.



12. Key points

- a. Passwords created for the 2Fast Datafile cannot be reset by LHIS – please ensure when creating this password, it is something easy to remember – If this password is forgotten you will need to have the MFA reset on your PhamaOutcomes account by the Pinnacle Service Desk.
- b. PharmOutcomes MFA resets can only be done by contacting the Pinnacle Service Desk.



13. Adding to another PC/Laptop

If you Hot Desk and need the MFA on another PC or Laptop please follow :

- a. Login to PC/Laptop with your own Windows login
- b. Ensure 2Fast is installed on this device (if it is not contact LHS to install it for you).
- c. When you open 2Fast for the first time (LHS may be doing this if it is not already installed on your device):
 - i. Select 'Skip' On Tutorial
 - ii. Select 'Load Existing Data File'
 - iii. Select 'Choose Local Path'
 - iv. Browse To Your 'Shared (S) Drive' location you previously stored your data file in (created in Step 1 Above) & Select the '2Fast' Folder & then select your 'Data File' & press 'Open'
- d. Enter your Password for the Datafile & Select 'Load Data File'
- e. You should now see your account with a Code timing down,
- f. Open up PharmRefer and use this code to verify your PharmRefer log in and log in to PharmRefer

You should now be able to open up the 2Fast authenticator app and use the PharmOutcomes verification code displayed every time you need to on this device following step 11 above.