

This guide will take you through the steps required to log on to the LVS Online Portal for site readiness assessment and online ordering. **You will need**:

- 1. **Google Chrome** or **Microsoft Edge** installed on your workstation. The LVS Online Portal is not optimised to work in other internet browsers, and will not work in Internet Explorer.
- 2. Your iPhone or Android smart phone.

Setting up two-factor authentication and accessing the LVS Online Portal

In order to access the LVS Online Portal for site readiness assessment and online ordering, you must verify your identity through a process called "two-factor authentication". This is also known as "multi-factor authentication". It is an increasingly common and important security step that ensures only you can use your account and ensures the security of the data in the LVS Online Portal.

Two-factor authentication requires using a second device that only you have access to, such as a mobile phone, to generate short temporary passcodes every time you want to log in.

The instructions below describe how to register your phone as a two-factor authentication device with your account.

1. Verifying your email address

When you have logged into your insights account, you should see a screen that looks like the below (the applications available to you may be slightly different). Look for the tile titled "Foundry" and click the link.

Insights Platform		Profile Sign out
Insights Platfo	rm	
Discover insights products and services public Improvement.	hed by NHS England and NHS	
Browse by category, or view recommendatio be particularly useful to you, because of the role.	ns for products and services that may organisation you work for and your	
Recommended		
Browse		
Recommended (0) Favourites (0)	All (10)	
All 10 products and services	~	
Accident and Emergency Monthly Performance	ACT2Improve suite	Cancer Training
Dashboard Collects the total number of attendances in the calendar month for all A&E types, inclu read more	Digital versions of a range of improvement tools including the sustainability model, process templates and stakeholder read more	A resource for all staff involved in the delivery or management of cancer services. Provides an overview of national c read more
Request access	Access approved. 2 Sep 2020	Access approved. 2 Sep 2020
Categories: Emergency care	Categories: Quality improvement	Categories: Elective care
Cancer Waiting Time Dashboard	Executive Information	Foundry ¹







You will be taken to the screen below prompting you for a two factor registration code:

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This code will have been sent to your email, the same email address you used to register for your Okta/NHS Improvement account. It may take a minute to arrive. *If you do not see this page please go to the troubleshooting section.*

Remember to check your Spam / Junk Email for the code. The Email will have the subject "Complete your account registration".

The code is the long string of characters highlighted in red below. Copy it and paste it back into the screen shown above, or click the link in the email body - either will bring you to the same page shown in the next steps.





2. Registering your two-factor authentication device

Now that you've validated your email address, the next step is to register your phone as a twofactor authentication device. Two-factor authentication is in place to further verify your identity.

We recommend Google Authenticator, a trusted method for two-factor authentication.

3. Downloading Google Authenticator

If you already have Google Authenticator, skip to Step 4 below.

Search for "Google Authenticator" in the appstore app on your smartphone, or open the camera app on your phone and point your device at the code below. Your smartphone should open your app store on the correct page.



The App Store page will look similar to this:



Download the app, open it, and you should see this screen, explaining how it works. Click Begin Setup at the bottom of the screen:





4. Using Google Authenticator

You'll need to use your phone's camera to scan a barcode; hit "Scan barcode" in the app, and say "OK" to the prompt that pops up granting Authenticator access to your phone's camera. You can always revoke this access later in your phone's Settings menu.





Back on your computer, you will see this page. Using the Google authenticator app only, scan the QR code on your screen – not the one shown in this guide.

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e 9 C ppus,palantin huntury, cu.uk/(wurant	Set up two-factor authentication Two-factor authentication is an extra layer of security for your account. When logging in you'll be required to insert an additional code that helps identify you and make sure that only you have access to your account. This set up is mandatory, you must complete it in order to proceed. You can set up two-factor authentication using an app on your phone. Smartphone Download the app
	Download and install the Google Authenticator app: Phone - Android Image: Scan the QR code or an error the private key into your authenticator app. Private key FGFShTBLHM6L02RPPFTAUVV7FVDQZI If you are having trouble scanning the QR code, enter the private key manually in your authenticator app.
	3 Enter the code Once you scanned the QR code or entered the private key, your authenticator app will provide a code that you can enter below to enable two-factor authentication. 123 ©ode Sign in

This will register the LVS Online portal in Google Authenticator. A six-digit code will flash on your phone's screen. Enter the code into the field at the bottom of the page. Note that the code is both one-time-use and time-based and will change every 30 seconds.

You are now set up with two-factor authentication. **Do not delete the app** - on every log in you'll need to look up a new temporary time-based code from the Google Authenticator app.

Please ensure that the clocks on your phone and computer are in sync – in order for the OTP code to auntenticate, they need to be within 1 minute of each other.

If you change phones you will need to have your Google Authenticator token reset. Please contact <u>agem.vaccinationstocktake@nhs.net</u> to initiate the reset. You will then need to follow the steps below again.



5. Agreeing to the End User License Agreement

Once you've authenticated, you'll be prompted to agree to the LVS Online Portal end user license agreement. Read the text in the box and then click "I agree" once content.



Your registration is complete. You will now be logged in to the LVS Online Portal.

6. Accessing the correct workspace

Once in the LVS Online Portal click the link below or copy and paste into your browser address bar. This will take you to the correct workspace.

https://ppds.palantirfoundry.co.uk/workspace/carbon/ri.carbon.main.workspace.8a82681c-7f9d-478c-b487-dce12b14cbbd/home

Save this as a bookmark/favorite to use for quick, direct access in future.



Troubleshooting:

When I try and log in to the LVS Online Portal I see the following screen:



Your account is yet to be activated – please try and log in again later. If this persists for more than 24hrs please reach out to <u>agem.vaccinationstocktake@nhs.net</u>

My OTP generated by Google Authenticator is not being recognised or I get the "Incorrect OTP Error"

Please check that the clocks on your phone and computer are in sync. They need to be within 1 minute of one another.

Only Scan the QR code shown at Step 4 with your authenticator app. Using any other QR reader, including the one built into your phone's camera app will not produce a useable code.

I have got a new phone and need to reset my Google Authenticator token.

- 1. Reach out to <u>agem.vaccinationstocktake@nhs.net</u> who will request your token reset and confirm back to you once it has been completed.
- 2. Once you have confirmation please follow the authorisation process in Step 2.a