



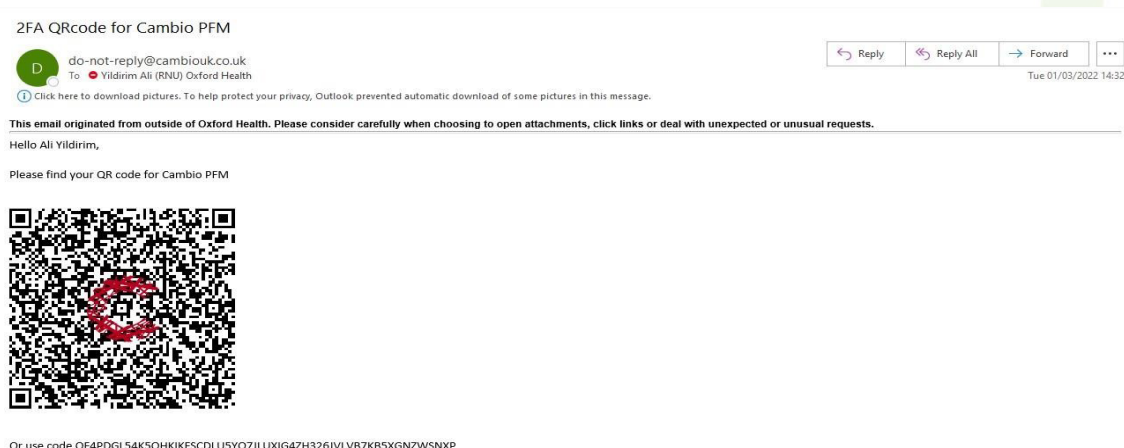
User Guide – Two Factor Authentication setup for Cambio Patient Flow

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.**

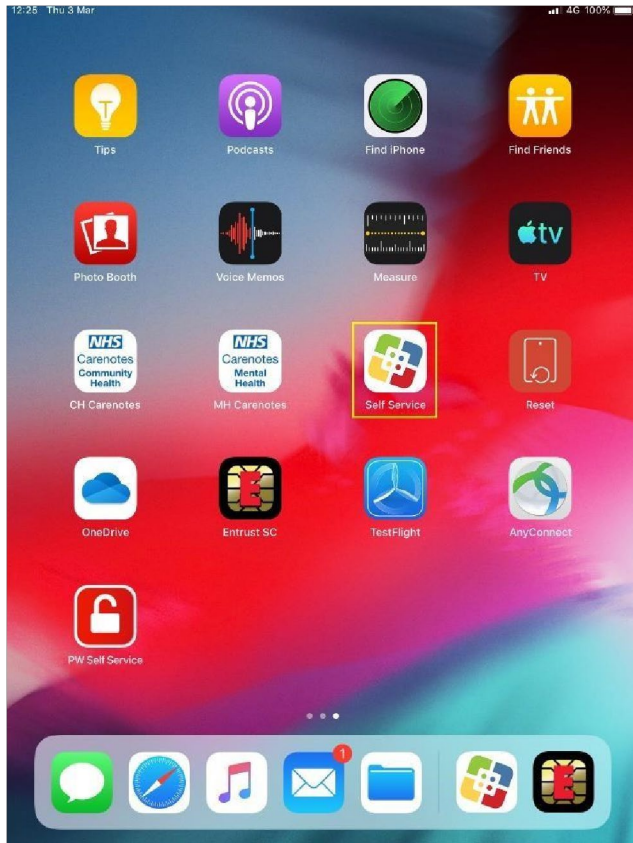
If you do not have access to a trust iDevice while accessing Cambio (e.g. you work in a secure ward where mobile devices are not permitted), please follow the Authy Authenticator instructions.

Microsoft Authenticator

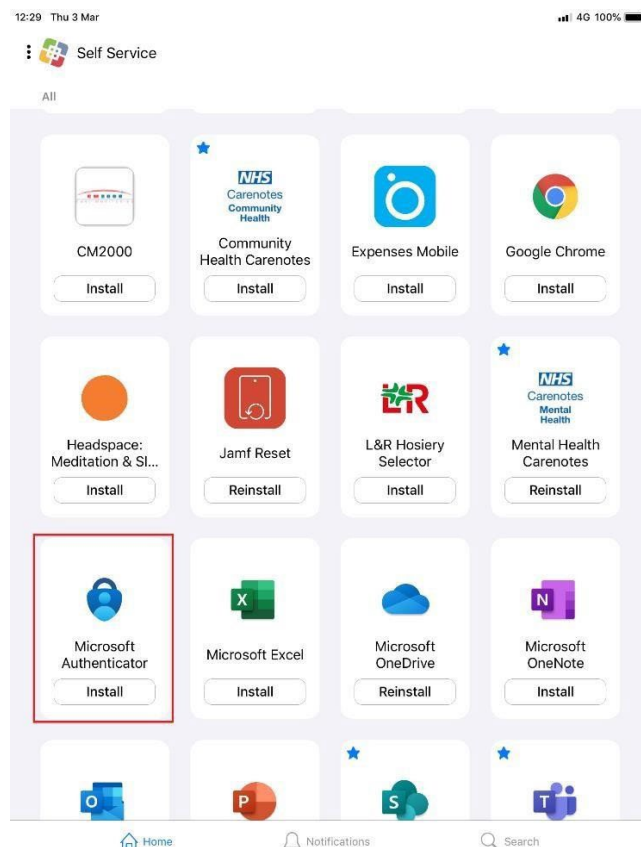
1. Before starting, please ensure you have received an email from donotreply@cambiouk.co.uk. The email subject will be “2FA QRcode for Cambio PFM” and will look like this:



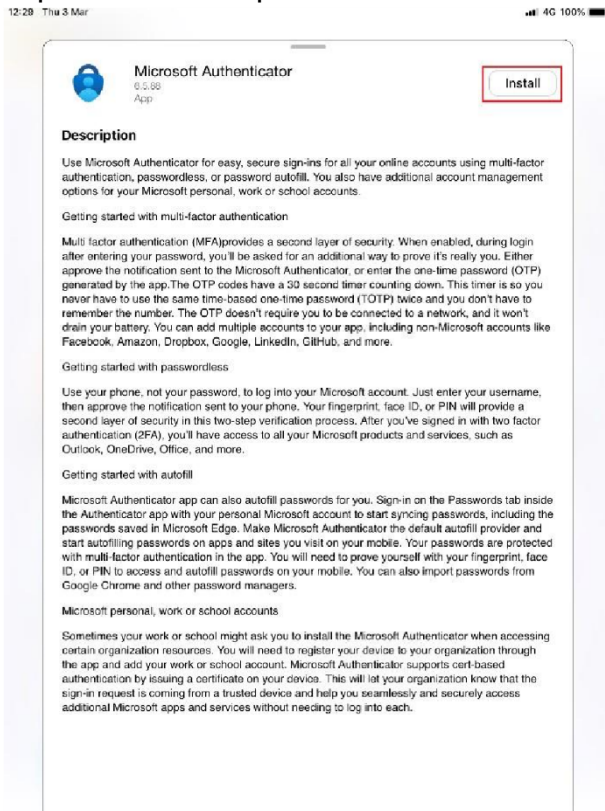
2. On your iPhone or iPad, find the 'Self Service' app.



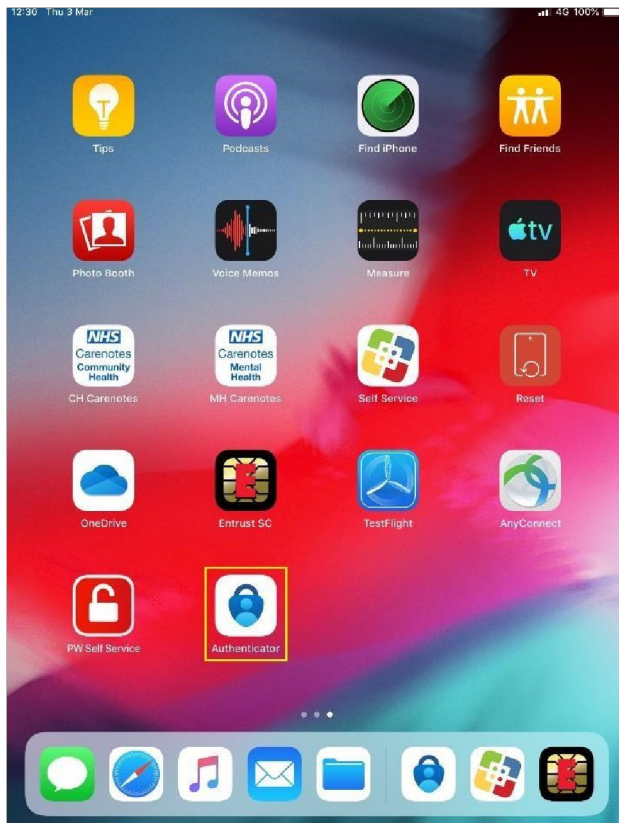
3. Open the app and find the 'Microsoft Authenticator' app from the list.



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.

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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.

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Skip



Peace of mind for your digital life

Secure your accounts with multi-factor authentication.

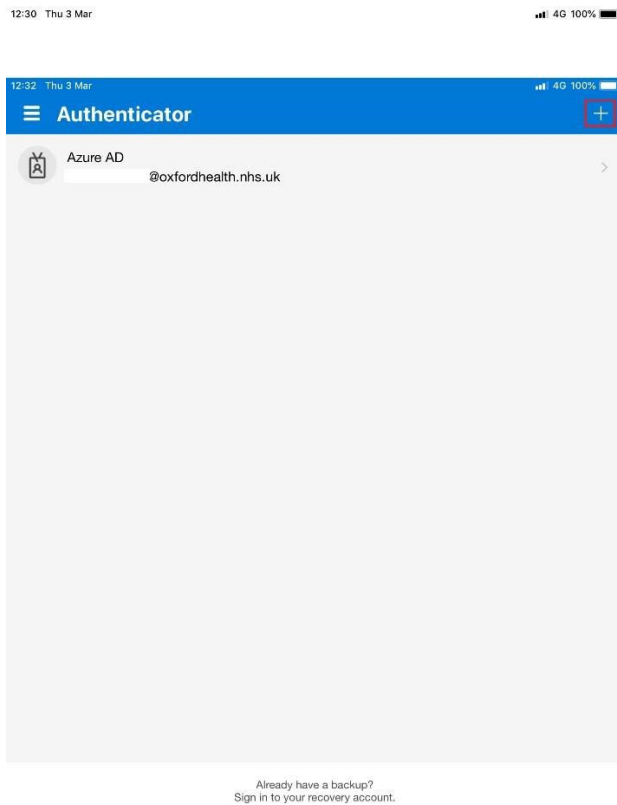
Sign in with Microsoft

Add work or school account

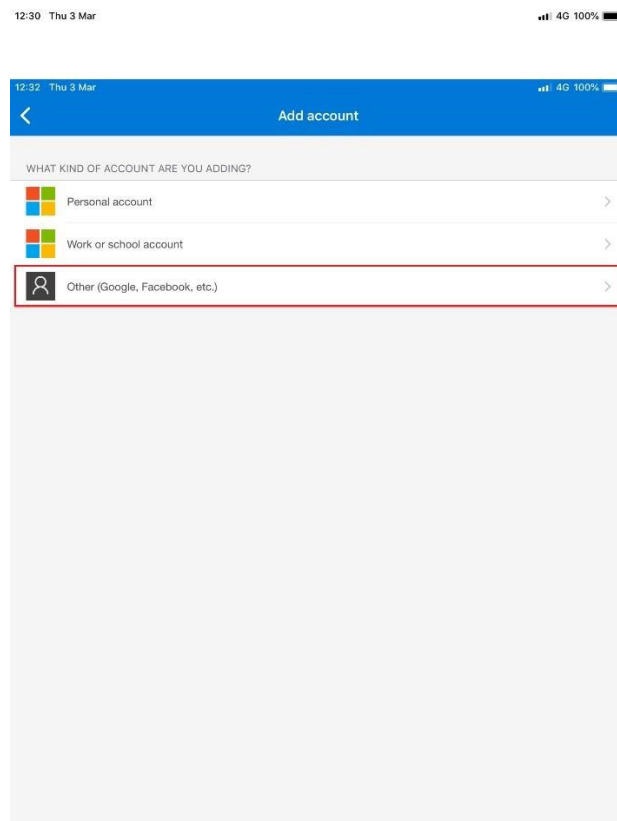
Scan a QR code

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

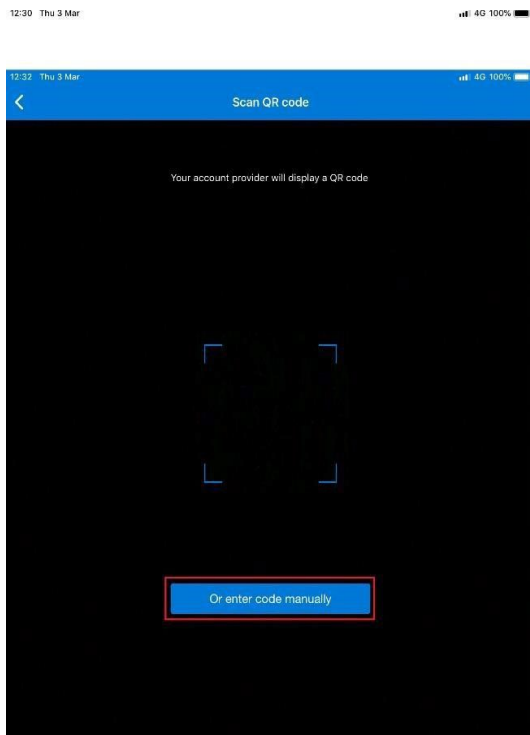
8. Click on the + icon in the top right-hand corner. If a prompt pops up, press continue.



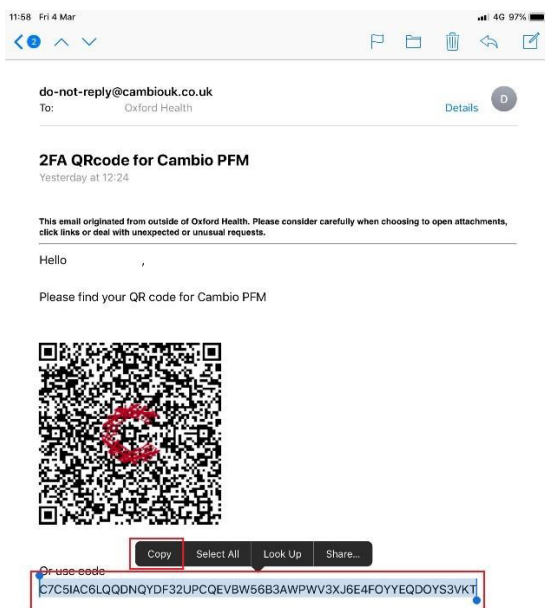
9. Tap on 'Other'. This will open your camera; you may need to approve the use of your camera in the app.



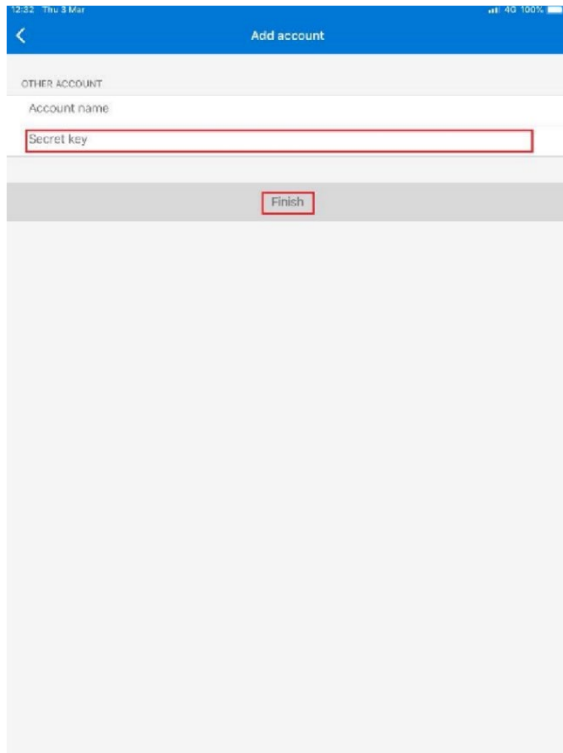
10. With the 2FA QRcode email open on your desktop or laptop screen, line up the image of the QR code with the blue box on your iDevice screen. If you have any issues using the QR code to set up the Authenticator, please tap on 'Or enter code manually'.



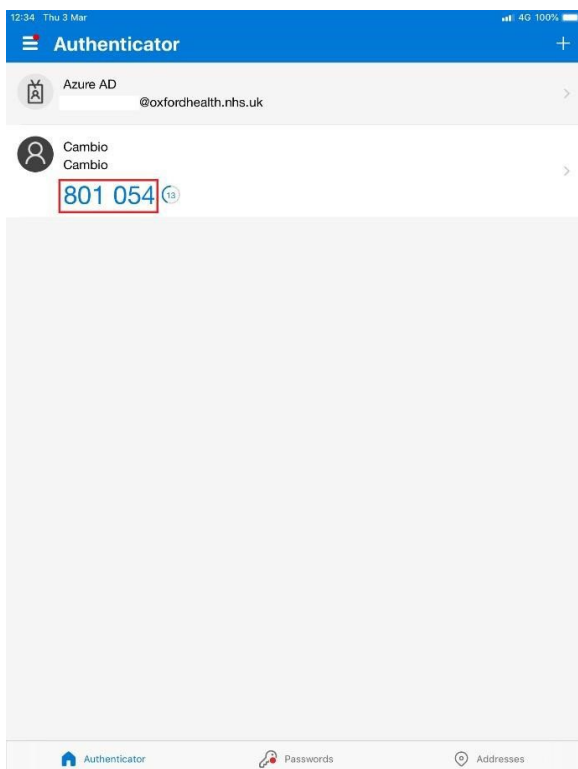
11. If entering the code manually, go into your emails on your iDevice and open the 2FA QRcode email from Cambio. Press and hold on the code at the bottom of the email until you can see it is highlighted in blue, then let go and you should see an option pop up to copy. Make sure the whole of the code 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.



Accessing Cambio with 2FA

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

The screenshot shows the CAMBIO For Me (Thames Valley & Wessex) Provider Collaborative Patient Flow System dashboard. At the top, there are logos for NHS Oxford Health, Elysium, PRIORITY HEALTHCARE, and SHAPED FOR ME. Below the logos, there is a navigation menu with tabs for 'All', 'Secure', 'CAMHS', and 'AED'. The main content area is titled 'Please select a ward or view' and contains a table with columns for 'FMPCPFS', 'Information Views', and 'Units for Secure'. The table lists various units such as 'Dorset', 'Elysium Chadwick Lodge', 'Elysium Thornford Park', 'Oxford - Lambourn/Wenic', 'Oxford - Marlborough House', 'Oxford - Oxford Clinic', 'Oxford - Thames House', 'Oxford - Woodlands House', 'Priority - Mild May Oaks', 'Southern - Ashford', 'Southern - Ravenswood', and 'Southern - Southfield'. Below the table, there are buttons for 'Config', 'PH Report', and 'List Users'. At the bottom, there are checkboxes for 'Open in New Tab' and 'Show MI Status', and a green 'Help Guide' button.

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

The screenshot shows the CAMBIO login screen. The background is a light blue gradient with the text 'Please wait, completing startup'. In the bottom right corner, there is a login dialog box titled 'Login'. The dialog box contains three input fields: 'User name' with the value 'OHFT004', 'Password' with masked characters, and 'Passcode'. Below the input fields are 'Login' and 'Cancel' buttons. The CAMBIO logo is visible in the bottom left corner of the dialog box.

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.