

# Update to how you login to CPMS and ODP

## Introduction of Multi-Factor Authentication

### What is changing?

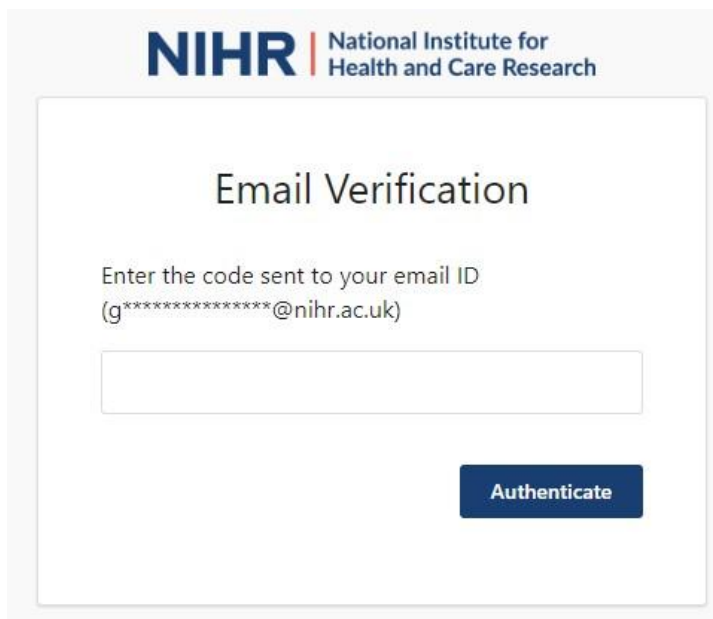
To ensure our systems are compliant with the security standards recommended by the NCSC (National Cyber Security Centre), we are implementing Multi-Factor Authentication (MFA) when logging into the NIHR Clinical Research Network Central Portfolio Management System (CPMS) and the Open Data Platform (ODP).

This will mean when you log in, the email address associated with your account will be sent a **One Time Passcode (OTP)**.

This change is due to be implemented on **Tuesday 4th July 2023**.

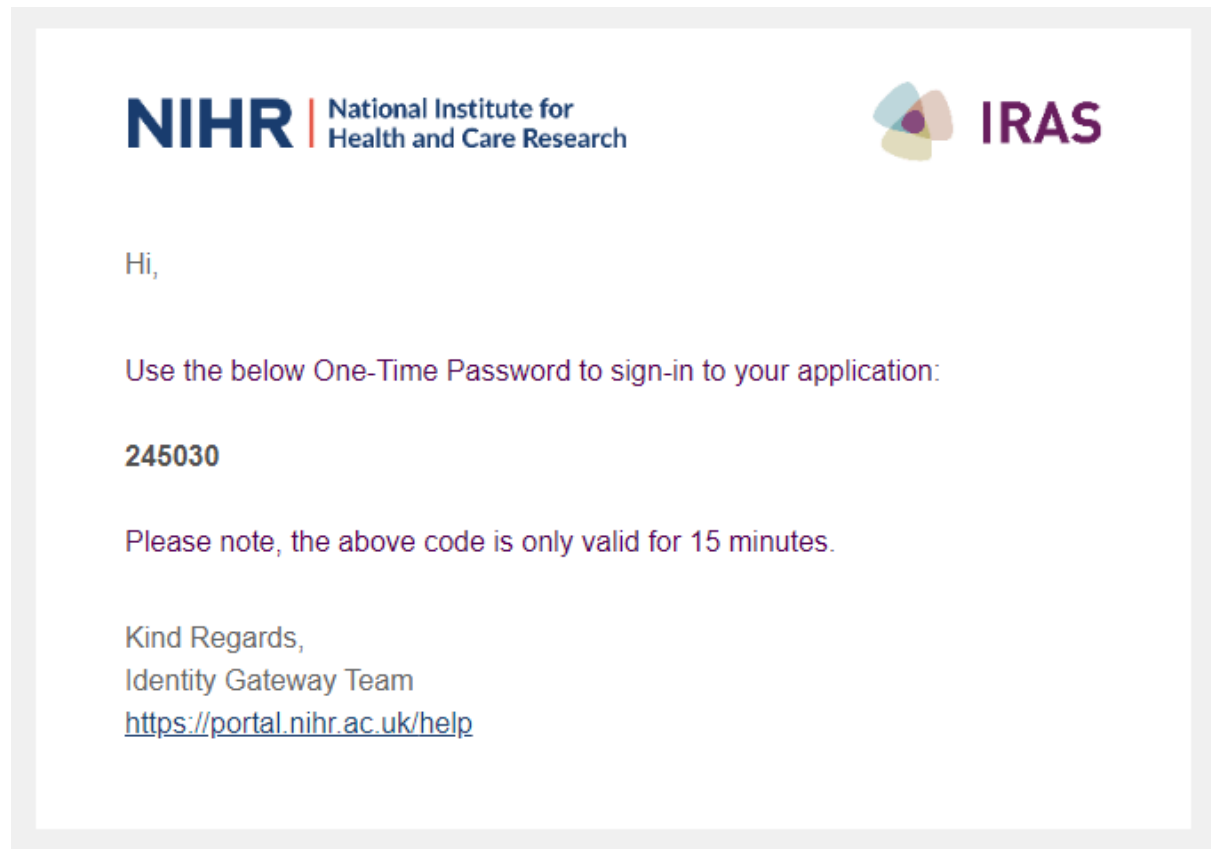
### How will it work?

When you log into CPMS or ODP for the first time from Tuesday 4th July 2023, you will be shown a screen where you will need to input a One-Time Passcode.



The screenshot shows a web interface for NIHR (National Institute for Health and Care Research). At the top is the NIHR logo. Below it, the title "Email Verification" is centered. The instruction "Enter the code sent to your email ID" is followed by a placeholder email address "(g\*\*\*\*\*@nihr.ac.uk)". Below this is a text input field for the passcode. At the bottom right is a blue button labeled "Authenticate".

The Passcode will be sent via email from [identity@nihr.ac.uk](mailto:identity@nihr.ac.uk) and it will be valid for 15 minutes.



In order to finish logging into CPMS (or ODP), you will need to copy the six digit Passcode into the box on the login screen and click the Authenticate button. Once you have been authenticated, you will be able to use CPMS (or ODP) as normal.

## What happens after I authenticate?

Once you have logged into the system with your Passcode you will not need to do so again for CPMS, or any other system connected to the NIHR's Identity Gateway including ODP, for another 30 days, providing that:

- Your account is accessed from the same browser and device
- You have not cleared your browser cookies/cache
- You are not logging through a private/incognito window
- You are not logged in via a new browser profile
- You are not logged in with a different account
- You are not logged in via a different browser

After 30 days, or if you clear the cookies in your browser, you will be sent a new Passcode which will be good for a new 30 day period.

## How to prepare for this update

Ensure that you have access to the email inbox associated with your CPMS and ODP accounts and can easily retrieve the passcode once sent. The passcode will only be valid for 15 minutes.

If you do not receive the code within 15 minutes of signing in, please contact your local IT team and ask them to add [identity@nihr.ac.uk](mailto:identity@nihr.ac.uk) to the allowed list on the local IT mail gateway.

You may also need to check your Spam folder, in case the email has been marked as "spam".

## What if I have trouble authenticating?

If you have any questions or concerns about these changes or any trouble using the One-Time Passcode, please contact the helpdesk by emailing [crn.servicedesk@nihr.ac.uk](mailto:crn.servicedesk@nihr.ac.uk)