

EQ+

Getting set up on Tableau and FAQs – March 2022

Step by step guide on how to access Tableau online

In order to access and view the Tableau online dashboard, you must have a licence, the EQ+ programme will include x3 annual licences (free of charge) to every participating hospital site and will provide named individuals with the licences on set-up. To login to view the EQ+ dashboard on a PC or laptop **you are then required to set up Multi-Factor Authentication (MFA) on a smartphone device or tablet**. You will need to set this up the first time you login. Once setup you will be required to enter your login details followed by a randomly generated code every time you login.

What is MFA?

MFA is a secure account authentication method that requires users to prove their identity by providing two or more pieces of information, also known as “factors”, when they sign into Tableau Online. The first factor is unique information that you will know —your username and password. Additional factors are verification methods that users have in their possession, such as an authenticator app.

By enforcing multiple factors when users sign into Tableau Online, MFA makes it more difficult for common threats like phishing attacks and account takeovers to succeed. MFA is an effective tool for enhancing sign-in security and protecting KSS AHSN and its data against security threats.

Why can I not have a generic licence for my organisation?

As of 1st February 2022, MFA authentication will be a Tableau Online requirement, meaning **each user will be required to download an authenticator application onto their work or personal mobile device or tablet**. This makes each licence unique to the user to whom it is assigned.

Step by step guide for apple and android as to how to download and create and account for the Microsoft Authenticator app

[Download and install the Microsoft Authenticator app](#)

Step by step guide for android and apple as to how to download and create and account for the Google Authenticator app

[Get verification codes with Google Authenticator - Android - Google Account Help](#)



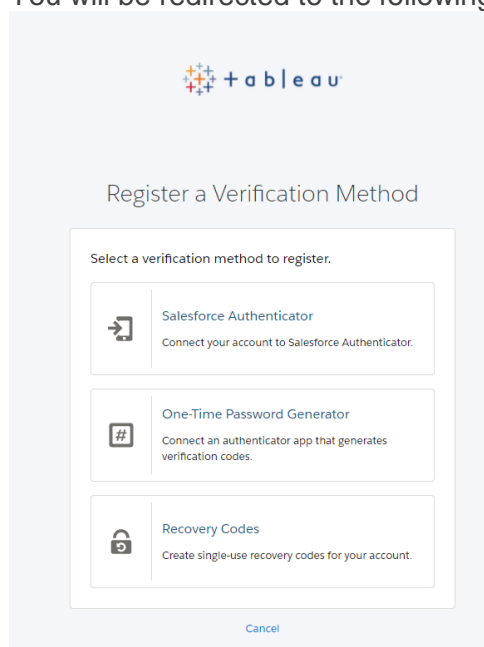
How do I login to view a dashboard?

You will receive an email from KSS AHSN with a link to view the dashboard. You will also receive an email from Tableau inviting you to join the KSS Insights Tableau site – it is crucial that you set up your account in the email from Tableau before trying to access the dashboard.

Adding Tableau to your Authenticator app

You will be required to link your Tableau account to your Authenticator app when you first login to Tableau. These instructions detail how to add Tableau to the Microsoft Authenticator app.

1. Login to Tableau with your new username and password
 - a. You will be redirected to the following screen:




2. Select 'One-Time Password Generator'

Connect an Authenticator App

Connect an authenticator app that generates verification codes. You can use the codes when we need to verify your identity.

1. Download and install an authenticator app on your mobile device.
2. Use the app to scan this QR code.
3. Enter the code generated by the app.



Verification Code

Verifier Name

[I Can't Scan the QR Code](#)

- Note:** we would recommend accessing the 'recovery codes' and storing these safely in case access to Tableau is required without access to your phone
3. Open your Microsoft Authenticator app and select 'ADD ACCOUNT'
 4. Select 'Other account'
 5. **Scan the QR code on the Tableau webpage**
 - a. **Do not scan the QR code in this document**
 6. Enter into Tableau the six-digit code currently on your phone screen

Each subsequent login to Tableau will require you to access your Microsoft Authenticator app, select the Tableau Online account, and enter the six-digit figure on your phone.

Contact details for any issues whilst using Tableau

If you experience any problems logging in, viewing, using, or navigating the dashboard please contact kssahsn.eqplusdata@nhs.net who will be able to assist.

FAQs: What is Tableau?

Tableau is a visual analytics platform transforming the way we use data to solve problems, empowering people, and organisations to make the most of their data.

Why has KSS AHSN decided to use Tableau?

KSS AHSN has traditionally used Microsoft (MS) Excel to create dashboards but there comes a point when a dashboard has a vast amount of data that it becomes too large a file to run optimally. This causes issues when sharing via email as some organisations limit the file size allowed to receive. Further issues have arisen around compatibility, with KSS AHSN using the latest version of MS Office, some functions may not be available for users on older versions of MS Office. We feel that it is a great opportunity to give our dashboards a refresh, increase useability with fast dynamic views that put the user in control and most importantly, the dashboards are hosted online.

What is a 'Tableau Viewer' licence?

Tableau Viewer is a role-based licence option which allows users to access and interact with KSS AHSN's dashboards without putting the security of the data at risk. Data security is paramount in what we do, and this extra online security enables KSS AHSN to share the dashboards securely.

What is the cost of a 'Tableau Viewer' licence?

The cost per licence is £150 per annum as of February 2022. Please be aware that the cost is determined by Tableau therefore KSS has no control of any future cost raises.

How long does the licence last?

The licence is valid for a period of 12 months from the day it is issued. Before expiry of the licence, you will be contacted to ask if you would like to renew. You will receive an email 3 months prior to expiry, and a further email 1 month prior to expiry.

Can I buy additional licences and who do I contact?

Yes, you can buy additional licences for £150 per licence. To purchase additional licence(s), please contact kssahsn.eqplusdata@nhs.net with how many licences you would like to buy, and the name and email addresses of the user(s).

The user assigned a Tableau licence has left the organisation, can I re-assign?

Yes, you can reassign a licence by contacting kssahsn.eqplusdata@nhs.net

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