

How to Login to Smart Assessor as an Applicant Apprentice

Queen Mary, University of London

Version: 1.3

Applicant Apprentice

General Notes

As an applicant apprentice, you will have forms to sign before you start your programme. You will receive links to these forms and will be able to access them without logging in for the first time. However, before you can start signing the forms, you need to finish setting up your account. To do this, follow the instructions in this guide and then re-access the forms via the link. Please don't worry if the link expires, the form does not expire and we will continue to send out links. You can also follow the instructions on [this guide](#) to access the forms at any time from your Smart Assessor dashboard.

When you fill out and sign the forms, please always remember to click 'Save' as the form does not save automatically. Please also click 'Return without Saving' (called 'cancel' in the [guide to filling out forms](#)) once you have finished everything needed on the form so that others can access the form.

If you don't yet have a QMUL email and password, please follow the instructions below.

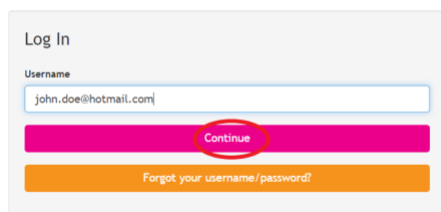
Pre-steps:

Please white list the email address 'noreply@smart-assessor.co.uk' in your personal email address so that you can receive relevant emails.

Steps

1. Use the following link to access Smart Assessor:
<https://www.smartassessor.co.uk/Account>. *If there is a box for a password on the page that this opens, clear all cookies and then use the link above again.*
2. Enter your username in the box and click "continue". Your username is the personal email address you provided during the application process. **(Do not click 'Forgot your username/password' on this screen).**

Welcome to Smart Assessor: Next Generation E-Portfolio Software



Smart Assessor is an electronic collection of a learner's skills and knowledge, which is assessed by their tutor against a training standard or qualification and replaces paper portfolios.

Perfect for apprentices, work based learners, classroom students and anyone undertaking training, as you can replace paper evidence with videos, photos and voice recordings as evidence of competence and the portfolio is always available, both offline and securely on the web.

Assessors and tutors can track learner progress dynamically to achieve timely completions.

3. The SSO authentication page will open. Login with the second option (see below). **Do not** click on 'QMUL Azure AD'. Enter your username. **If logging in for the first-time**, click 'reset password?'. **(For future logins, enter your username and the password you created and click continue, this will take you to Step 7).**

Log in

QMUL Azure AD

Or log in with

Username or email

Password

Log in

[Reset Password](#)

4. Selecting 'Reset Password', will redirect you to another page where you enter your username again and click send.

Reset password

Enter your username or email and we'll send you instructions for resetting your password (if the account exists).

Username or email

Back

Send

5. You will then receive a password reset link to your personal email address. Click the 'change password' link in the email.

EMAIL VERIFICATION:

6. You will be redirected to the multi-factor authentication setup page as shown below. **Select the email option** and click continue. **Please do not select the 'App' option** even though this says 'recommended'. If you do not have the option to setup for email verification, please get in touch with your school contact to address this.

Multi-factor authentication

To log in to your account, we need to check it's you by sending you a verification code. How would you like to receive the code?

Verification method*

App (recommended)
Install an authenticator app on your mobile

Email
We'll send the code to your email address

Continue

7. Input your personal email address again and a 6-digit verification code will be sent to your personal email address. On the next page, enter the 6-digit verification code sent via email into the verification code box and click submit.

Multi-factor authentication

We've sent a verification code to your email address. Please enter the code below to log in.


Verification code

Submit

[Resend code](#)

8. If logging in for first time only, this will redirect you to a Security page question. Select one of the security questions and provide an answer below then click Save.

Please select your security question.

What is the name of your favourite club 

Answer:

Save

For future logins, entering the 6-digit verification code at Step 7 will direct you straight to your Smart Assessor account.

9. If logging in for the first time, on the next screen, create a new password which must be at least 14 characters, including at least one uppercase letter and one number. Once done and you click Save, you will be redirected to your Smart Assessor account.

Update password

To log in, you need to update your password.
Enter a new password below and select Save.

New Password

Confirm password

Save

Note: If your MFA does not work after following these instructions, please take a screenshot of the issue you are having and get in touch with your school contact to assist you in resolving the matter. Some troubleshooting solutions can be found below.

[Next Steps:](#)

One of your first tasks is to fill in and sign your onboarding forms before you start your learning. You can either access these by the link sent to you via email from noreply@smart-assessor.co.uk and signing in when prompted using the Username and password process above. Alternatively, you can access the forms via your Smart Assessor dashboard at any time (even if the link has expired). Instructions on how to do this can be found [here](#).

Potential Challenges when logging in.

1. Unable to login (after trying to login and continuously getting redirected to the login page).
2. MFA not working due to change of phone; app deleted etc.

Solutions

1. Clear your cache and cookies of your browser to reset it and then try to login again only using this link and not a bookmarked link on your browser: <https://www.smartassessor.co.uk/Account>

How to clear cache and cookies in each browser:

- Google chrome

How to delete history on Google Chrome:

1. Click the **Tools** menu (i.e., three dotted lines in the upper-right corner).
2. Select **History**.
3. Select **Clear Browsing Data** from the left-hand side. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.
4. If you are on a Windows computer, close and reopen Chrome to save your changes. If you are on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.

- Firefox

How to clear history on Google Chrome for iOS:

1. Open Google Chrome on your iOS device.
2. Click on the menu toolbar in the bottom right corner
3. Select **Settings**.
4. Select **Privacy**.
5. Select **Cookies, Site Data, and Cached Images and Files**. At the top, set the **Time Range** set to **All Time**.
6. Click **Clear Browsing Data** at the bottom of the screen.

How to delete history on Firefox:

1. Click on the **Tools** bar.
2. Click on **Options** (On Mac, it is labeled **Preferences**).
3. On the menu to the left, select **Privacy & Security**.
4. Under the **Cookies and Site Data** option, click the **Clear Data** button.
5. Select only the two options and hit **clear now**.

If you are on a Windows computer, close and reopen Firefox to save your changes. If you are on an Apple computer, go to the **Firefox** menu on the top menu bar and select **Quit** for the changes to take effect.

- Safari

How to clear history on Safari for macOS:

1. Click on **Safari** on the top menu bar.
2. Click **Preferences**.
3. Click the **Privacy** tab.
4. Click **Manage Website Data**.
5. Click **Remove All**.
6. Click **Remove Now**.
7. Go to the **Safari** menu on the top menu bar.

Select **Quit** to close Safari and save your changes.

How to delete history on Safari for iOS – how to delete cookies on iPhone:

1. Go to the Settings app on your device.
2. Scroll down to the **Safari** menu.
3. Scroll down and select **Clear History and Website Data**.
4. You will see a pop-up asking if you want to clear the History and Data. Select **Clear History and Data**.

The button for Clear History and Website Data will turn gray when the cache and cookies have been successfully cleared.

- Edge

How to clear history on Microsoft Edge for Windows 10:

1. Click the **Tools** menu (three dotted lines in the upper-right corner), and open the **Settings** menu
2. Click **Privacy, search, and services** on the left-side menu.
3. Under the section **Clear browsing data**, click **Choose what to clear**.
4. Select **Cookies and other site data** and **Cached images and files**.
5. Click **Clear Now**.
6. Close Microsoft Edge for your changes to take effect.

1a). Go into incognito mode in the web browser and try to login again via this link:
<https://www.smartassessor.co.uk/Account>

2. Reset MFA

If your MFA does not work and you need to reset it, please get in touch with your school contact to raise this on your behalf for it to be reset.