How to Login to Smart Assessor as an External User- Using Multi-Factor Authentication (MFA)

Queen Mary, University of London

Version: 1.3

General Notes

As the manager/employer contact of an apprentice, you will have forms to sign before your apprentice starts the 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.

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' once you have finished everything needed on the form so that others can access the form.

Logging into Smart Assessor for the first time (using email verification)

Please note, most employers will be able to login using email verification and this is detailed below, however, if your employer has stipulated that you must login using app authentication, the instructions for this can be found <u>here</u> in this guide.
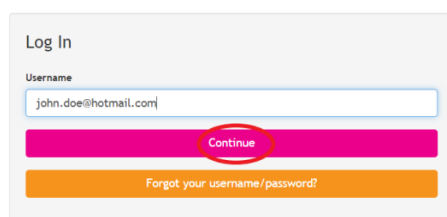
<u>Pre-steps:</u>

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

<u>Steps:</u>

1. Use the following link to access Smart Assessor- <u>https://www.smartassessor.co.uk/Account.</u> *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 your **work email**. *(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.
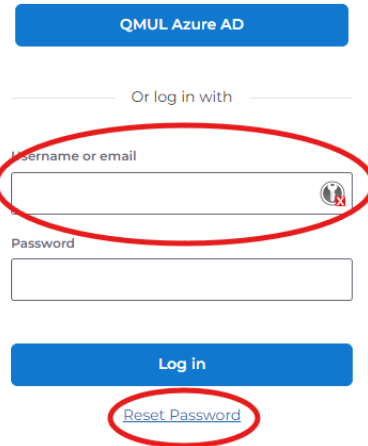
   Perfect for apprentices, work based learners, classroom students and anyone undertaking training, as you can replace paper evidence with videos, photos and voice recordings as evidence of competence and the portfolio is always available, both offline and securely on the web.

   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, follow the instructions here)*.

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 work email address. Click the 'change password' link in the email.

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 follow the instructions here in this guide instead.

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 work email address again and a 6-digit verification code will be sent to your 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. You will be redirected to a page to create a Security question. Please select one of the security questions and provide an answer below the selected question, once done click **Save**.

Please select your security question.

What is the name of your favourite ch ∨

Answer:

Save

9. On the next screen, create a new password which must be at least 14 characters (needs to include at least one uppercase letter and one number). Once 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

············

✓ Your password is compliant
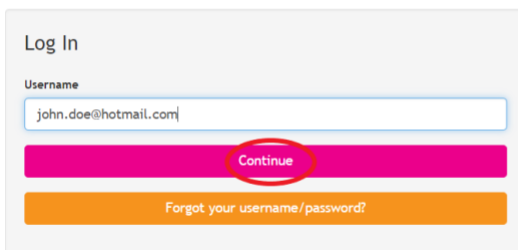✓ 14 characters

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 at the end of this guide.

Logging into Smart Assessor (not for the first time (using email verification)

Use the following link to access Smart Assessor-
https://www.smartassessor.co.uk/Account

1. To login to your account, you will need to use your **work email** as your Username and click "**Continue**" to be redirected to the SSO authentication page.

Welcome to Smart Assessor: Next Generation E-Portfolio Software

Log In

Username

john.doe@hotmail.com

Continue

Forgot your username/password?

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.

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Advanced

Log in

QMUL Azure AD

Or log in with

Username or email

aax113@qmul.ac.uk

Password

Log in

Forgot Password?

2. Login using your work email and password via the Advanced SSO as shown below, then click 'login' to be redirected to the multi-factor authentication page.

3. Access your email to retrieve the 6-digit code that has been sent into your inbox and input the 6-digit generated number to the verification code box, then click **submit** to login to the Smart Assessor site.

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

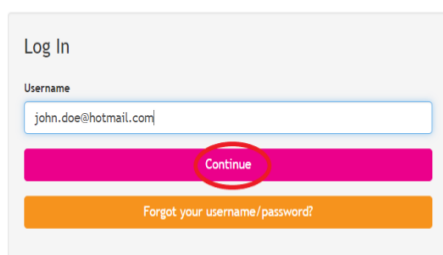# Logging into Smart Assessor for the first time (using app verification)

Pre-steps:

Please white list the email address 'noreply@smart-assessor.co.uk' in your work 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 your work email address. *(Do not click 'Forgot your username/password' on this screen).*

Welcome to Smart Assessor: Next Generation E-Portfolio Software
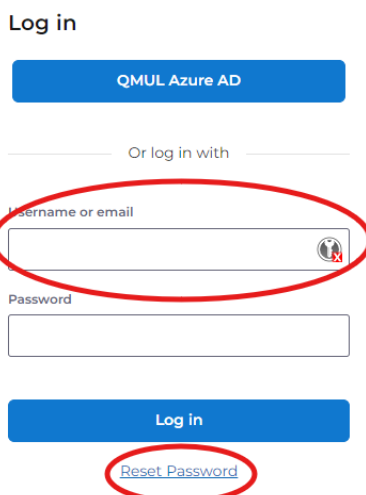
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3. The SSO authentication page will open. Login with the second option (see below). **Do not** click on 'QMUL Azure AD'. Enter your username. **If logging in for the first-time**, click 'reset password?'. *(For future logins, follow these instructions).*

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 work email address. Click the 'change password' link in the email.

6. You will be redirected to the multi-factor authentication setup page as shown below. Follow the 'Setting Up Multi-Factor Authentication' instructions below and scan the QR code when prompted.

Multi-factor authentication

To log in to your account, you need to set up multi-factor authentication (MFA) by following the steps below.
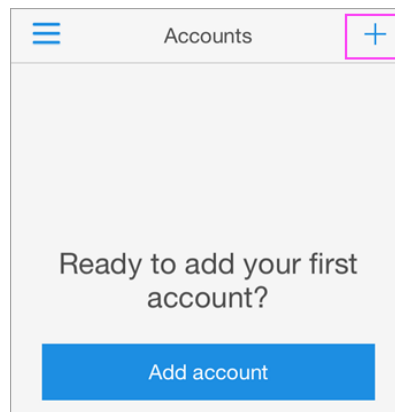
1. Install and configure an authenticator app like Microsoft Authenticator or Google Authenticator on your mobile device

2. Add an account and scan this QR code when prompted:

Unable to scan?

Setting up multi-factor authentication

I. You will need to install an authenticator app on your phone. This can **either** be a Microsoft Authenticator or a Google Authenticator. You can download and install either of these for Android (via Google Play store); iOS (via Apple app store); Windows Phone (via Microsoft apps).

II. Open the Authenticator app on your phone.

III. Tap the **+**. For the Microsoft Authenticator only then select '**work or school account**'.

IV. Use your phone to scan the QR code that is on your computer screen from Step 6 above.

V. Enter the 6-digit verification code you get from your app into the verification code box on your computer screen and click **verify** and continue to Step 7 below.

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.

7. On the next screen, create a new password which must be at least 14 characters (needs to include at least one uppercase letter and one number).

Update password

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

New Password

Confirm password

Save

8. Once you have successfully reset your password you can then login using your work email and new password via the Advanced SSO as shown below, then click 'login' to be redirected to Smart Assessor.

Advanced

Log in

QMUL Azure AD

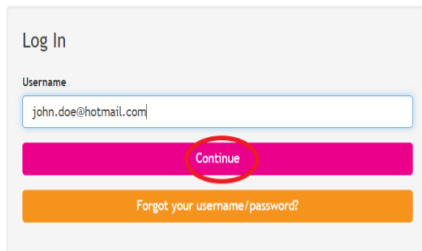Or log in with

Username or email
aax113@qmul.ac.uk

Password

Log in

Forgot Password?

Logging into Smart Assessor (not for the first time (using app verification))

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 your **work email**. *(**Do not** click 'Forgot your username/password' on this screen).*

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Username

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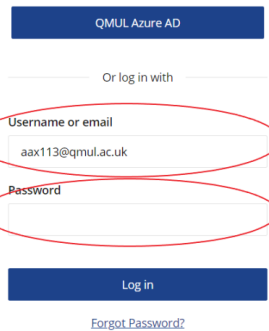
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3. The SSO authentication page will open. Login with the second option (see below). (**Do not** click on 'QMUL Azure AD'). Enter your username and password and click 'Log In'.

Advanced

Log in

QMUL Azure AD

Or log in with

Username or email

aax113@qmul.ac.uk

Password

Log in

Forgot Password?

4. The below page will open. Open the authenticator app on your mobile device, select the correct account and input the 6-digit generated number to the verification code box, then click submit to login to the Smart Assessor site.

Multi-factor authentication

Open your authenticator app and enter the verification code below to confirm your identity.

Verification code

Submit

Potential issues 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

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.

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.

Firefox

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

9. 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.