How to Login to Smart Assessor as an External User (Employer)

Queen Mary, University of London

Version: 1.1

Logging into Smart Assessor for the First Time

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.

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.

2. On the Page that loads, click 'forgot password?' to reset your password and set up your account. **Do not** click on 'QMUL Azure AD'.

Advanced

Log in

QMUL Azure AD

Or log in with

Username or email

Password

Log in

Forgot Password?

3. After selecting 'Forgot Password', you will then be redirected to a page where you will need to enter your work email 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
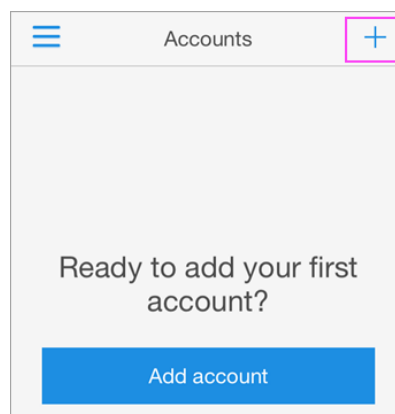
[   ]

[Back]   [Send]

Upon doing that you will receive a password reset link to your work email. Click the '**change password**' button in the email and you will be redirected to the multi-factor authentication setup page as shown below.

Setting up multi-factor authentication

Microsoft Authenticator

Pre-Step: **Download and install the Microsoft Authenticator app for Android (via Google Play store); iOS (via Apple app store); Windows Phone (via Microsoft apps).**

1. Open the Microsoft Authenticator app on your phone.
2. Tap the **+**, then **work or school account**.
3. Use your phone to scan the QR code that is on your computer screen.
4. Enter the 6-digit verification code you get from your app into the verification code box on your computer screen and click **verify**. Continue with the instructions from Step 4 of the guide.

☰   Accounts   +

Ready to add your first account?

Add account

Google Authenticator

Pre-Step: Download and install the Google Authenticator app for Android (via Google Play store); iOS (via Apple app store); Windows Phone (via Microsoft apps).

1. Open the Microsoft Authenticator app on your phone.
2. Tap the **+**
3. Then select Scan a QR code.
4. Use your phone to scan the QR code that is on your computer screen.
5. Enter the 6-digit verification code you get from your app into the verification code box on your computer screen and click **verify**. Continue with the instructions from Step 4 of the guide.

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.

After setting up your Authenticator, enter the 6-digit verification code you get from your app into the verification code box on your computer screen and click **verify**.

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?

3. Enter the verification code from the authenticator and select Verify

Verification code

Verify

4. 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

5. 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
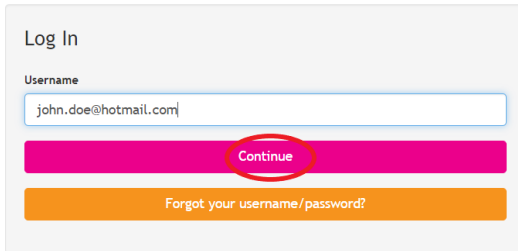
Username or email

aax113@qmul.ac.uk

Password

Log in

Forgot Password?

Logging Into Smart Assessor (Not for the First Time)

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

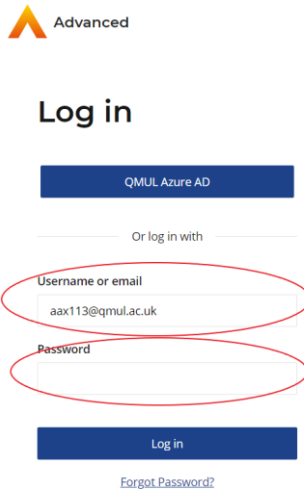2. Login using your work email and password via the Advanced SSO as shown below, then click 'login' to be redirected to the multi-factor authentication page.

3. Open the authenticator app on your mobile device 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

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

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.

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

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.