Queen Mary
University of London

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

Queen Mary, University of London

Version: 3

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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.

Please note that the sign in process for Smart Assessor recently changed. If you notice any errors in this new guide, please get in touch with your school contact.

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 here in this guide.

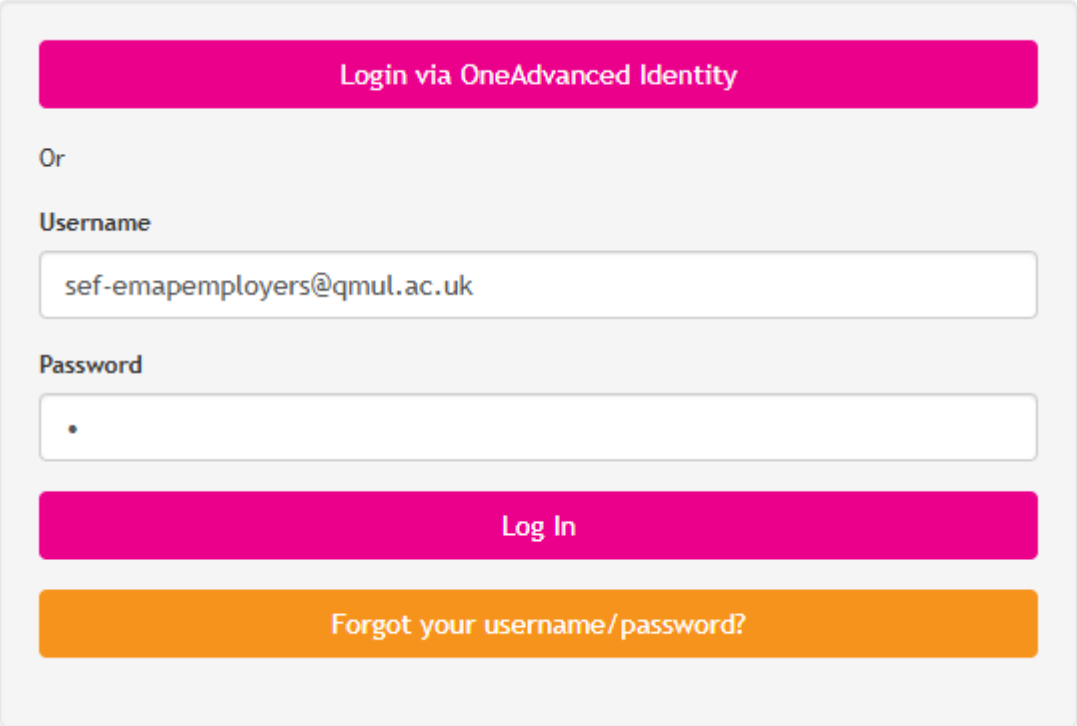
Pre-steps:

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

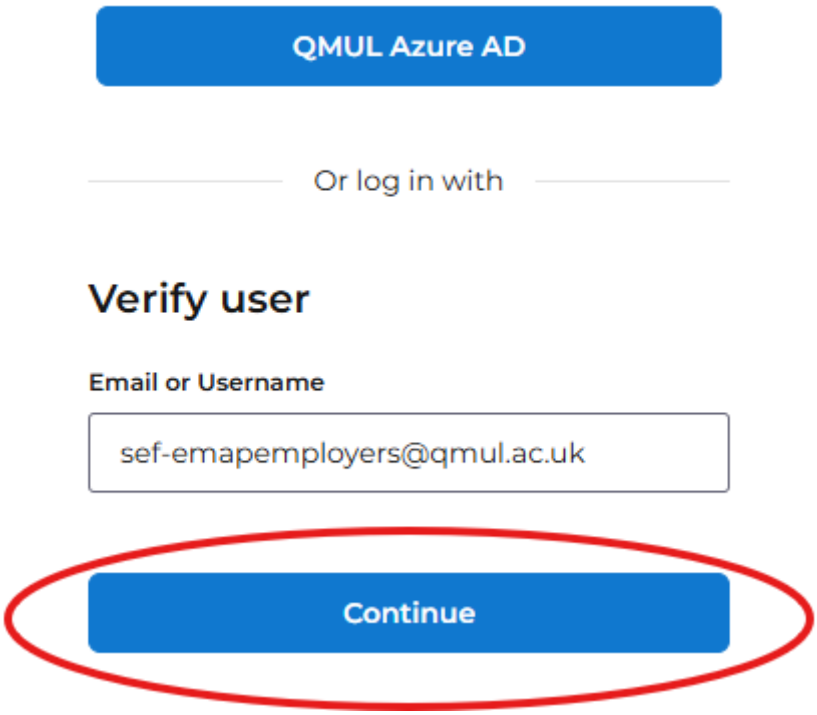
Steps:

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

2. **If logging in for the first-time**, enter your username (**work email)** in the 'username' box and then type in anything at all in the password box (this can be one character).



3. On the next page, enter your email again in the box provided and select 'continue'.



4. On the next page, select 'Reset Password'. On the next page, enter your email again and select 'send'.

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Log in

Username

sef-emapemployers@qmul.ac.uk

Password

Log in

Reset Password

Reset password

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

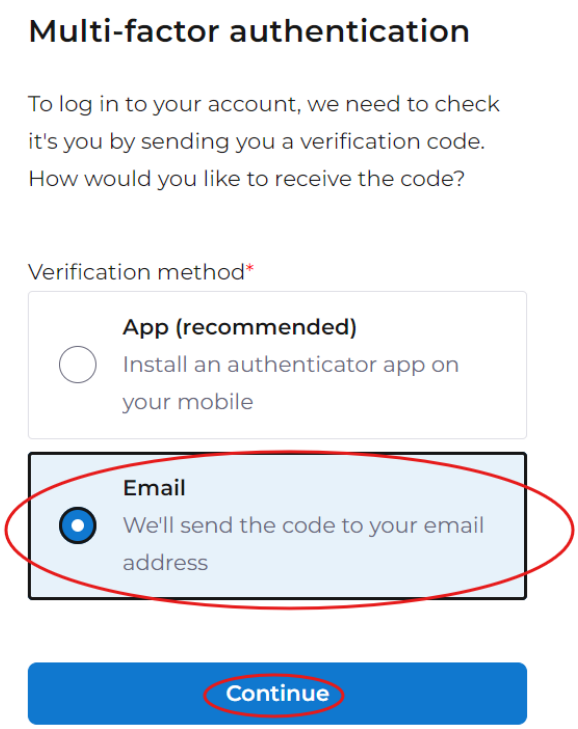
Username or email

sef-emapemployers@qmul.ac.uk

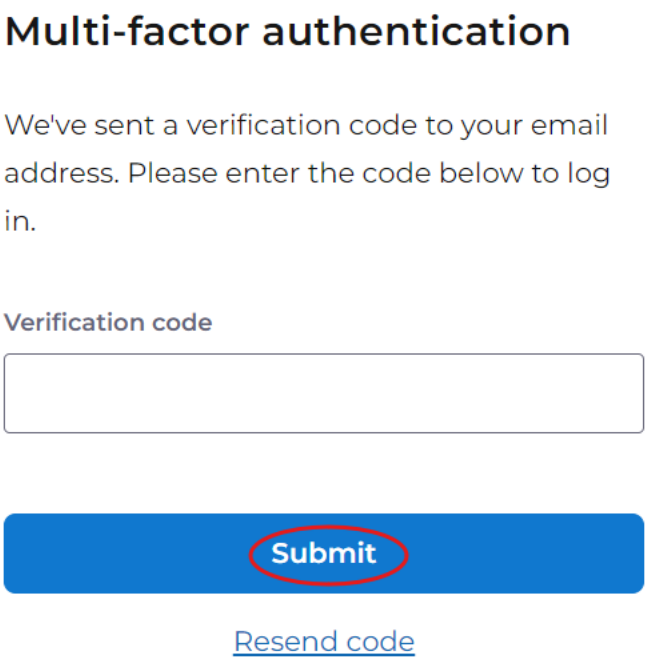
Back **Send**

5. You will then receive a password reset link to your work email address. Click the link in the email. Create a password (this must be at least 14 characters).

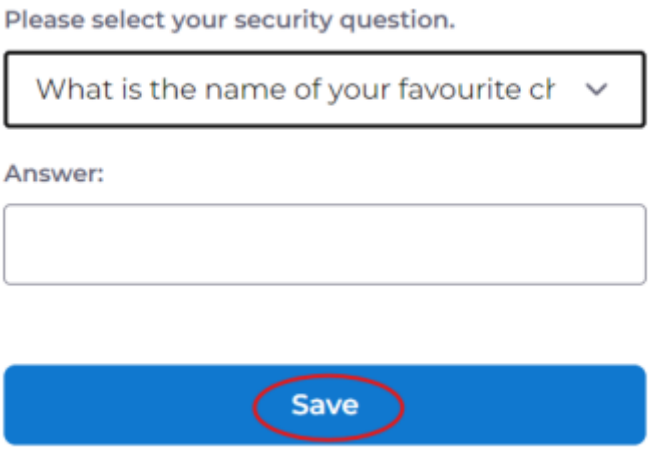
6. You will be redirected to the multi-factor authentication setup page as shown below. **Select the email option** and click continue. **Please do not select the 'App' option** even though this says 'recommended'. If you do not have the option to setup for email verification, please email your relevant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



7. You will then be sent a 6-digit verification code 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.



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**.



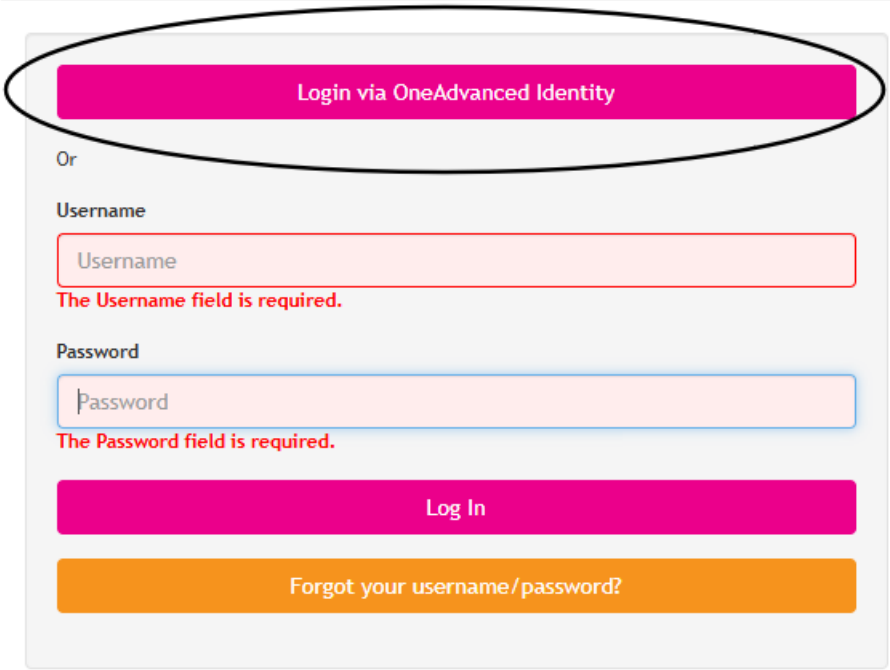
9. You will then be taken through to your Smart Assessor dashboard.

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.

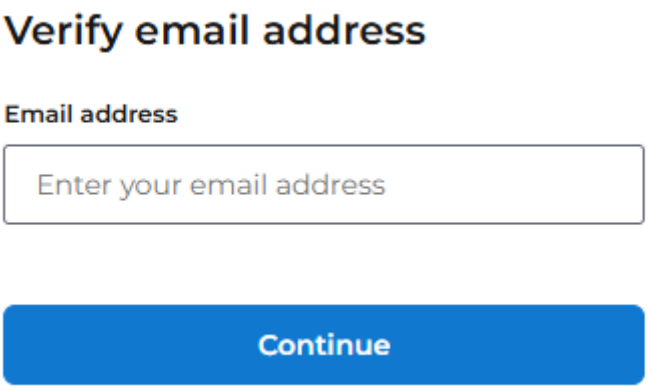
Logging into Smart Assessor (not for the first time) using email verification:

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

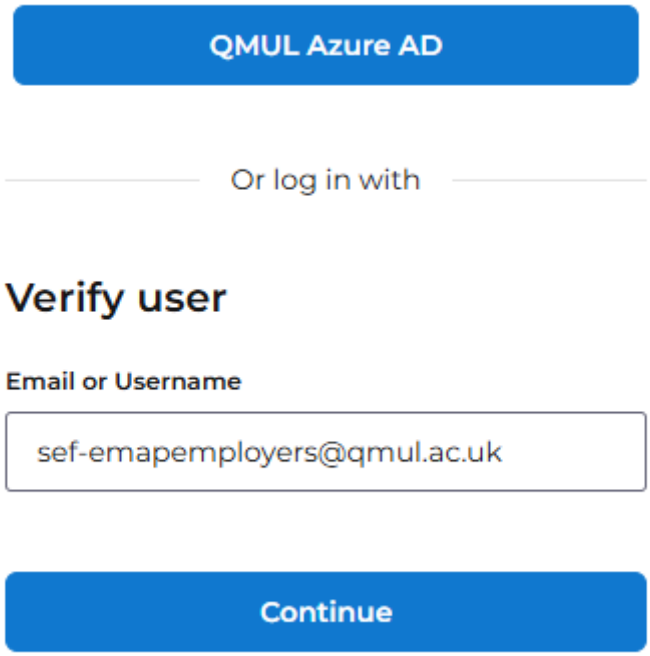
1. To login to your account, click on 'Login via OneAdvanced Identity' at the top. You can leave all the other fields blank.



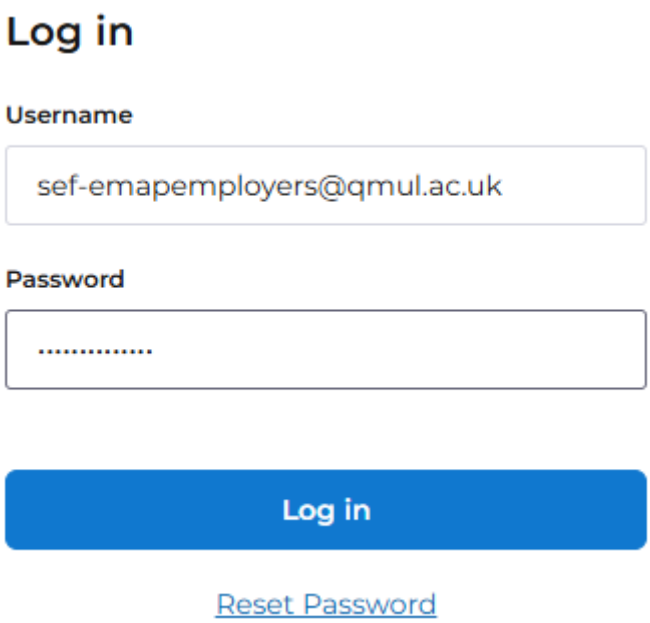
2. On the next page, enter your work email and click 'Continue':



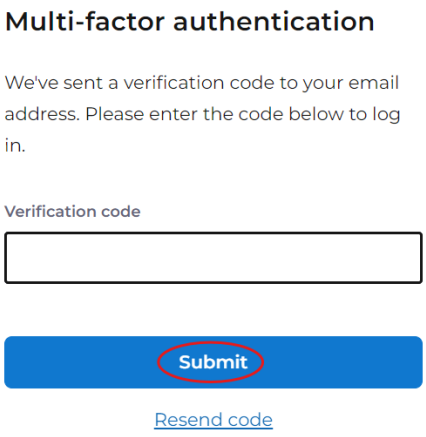
3. The next page should pre-fill 'username' with your email. If not, please add your work email to the username or email box and the password you set up in the relevant box and you will need and click "**Continue**".



4. On the next page, enter your password and select 'login'



5. You will then receive a 6-digit code to your inbox. Input the 6-digit generated number to the verification code box, then click **submit** to login to the Smart Assessor site.



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

Please only use app verification if your employer mandates it. Email verification is much simpler.

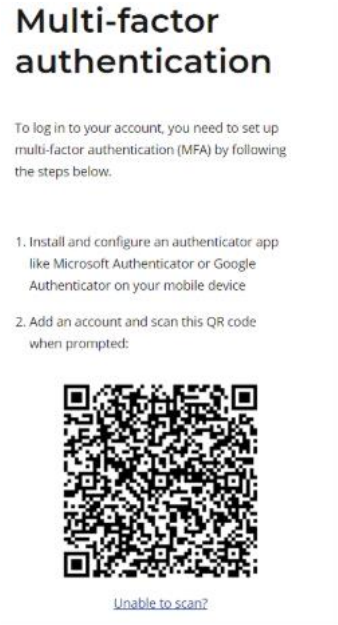
Pre-steps:

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

Steps

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

1. The follow steps 1-5 as detailed in the section above.
2. Then, when asked to select an MFA verification method, select 'App (recommended)'.
3. 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.

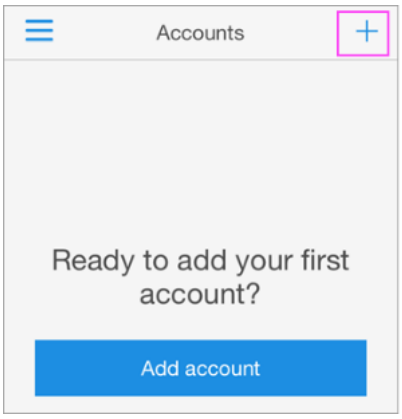


Setting up multi-factor authentication

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).

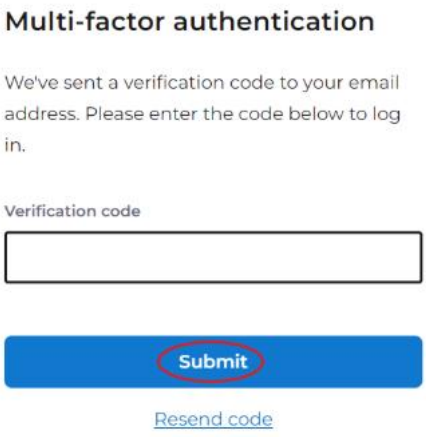
II. Open the Authenticator app on your phone.

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.

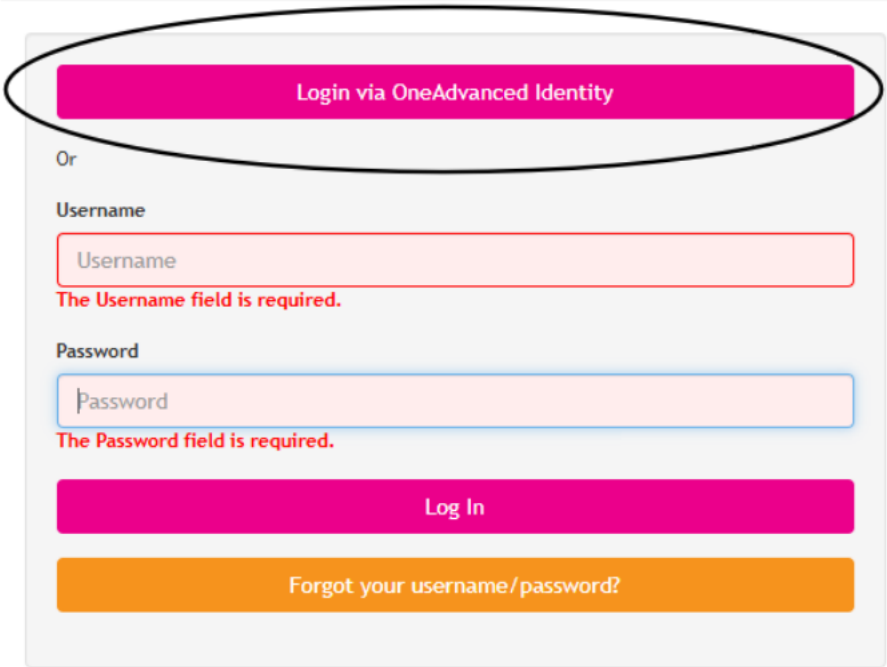
4. On the next screen, create a new password which must be at least 14 characters.

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.

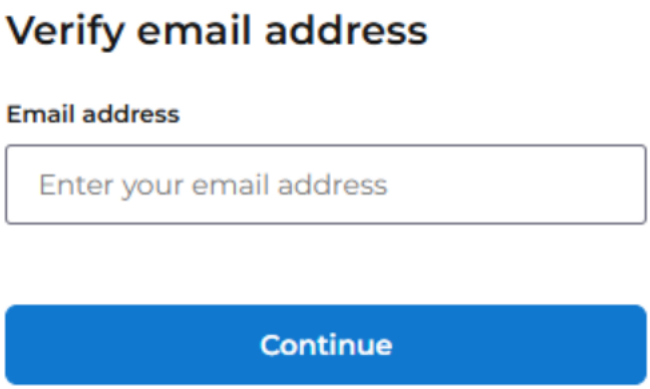
Logging into Smart Assessor (not for the first time) using app verification.

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

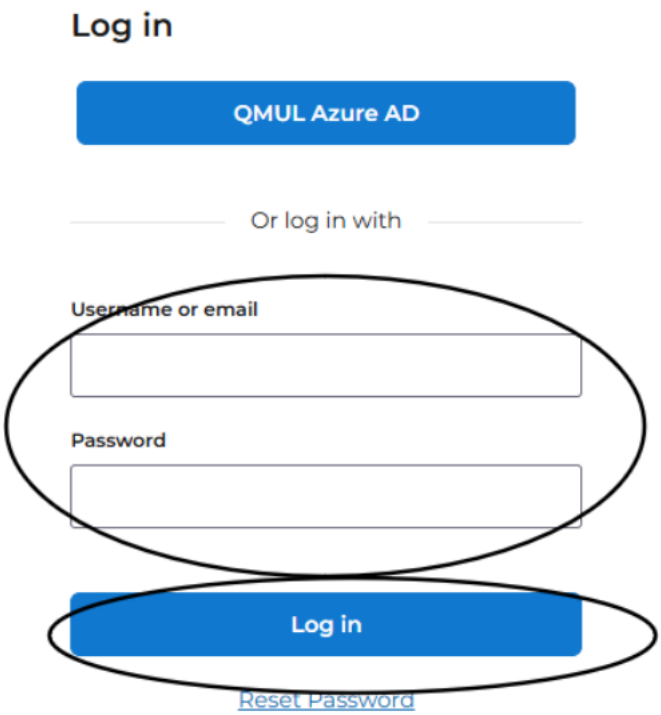
1. To login to your account, click on 'Login via OneAdvanced Identity' at the top. You can leave all the other fields blank.



2. On the next page, enter your work email and click 'Continue':

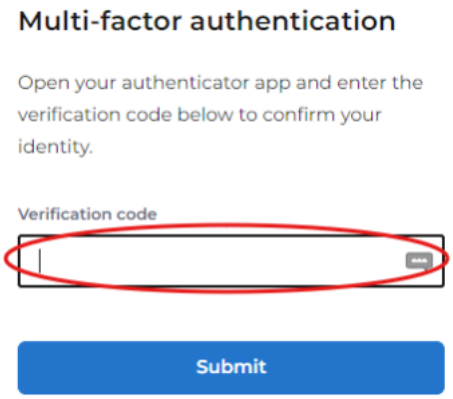


3. The next page should pre-fill 'username' with your email. If not, please add your work email to the username or email box and the password you set up in the relevant box and you will need and click "**Continue**".



You will either directly access your Smart Assessor account or you may be redirected to the MFA authentication page.

4. If the below page opens, 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.



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.

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

Reset MFA

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