How to Login to Smart Assessor as an Applicant Apprentice

Queen Mary, University of London
Version: 1.0
Applicant Apprentice

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

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 personal email (the one provided during the application process) as your Username and click “Continue” to be redirected to the SSO authentication page.

2. On the Page that loads up, you must login with the second option below which uses the Advanced SSO login (for the first-time logging in click ‘forgot password?’ to reset your password.)
3. You will be redirected to another page where you enter your username 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

[Image of a username or email input field]

[Image of 'Back' and 'Send' buttons]

4. Upon doing that you will receive a password reset link on your personal email. Click the 'change password' button in the email and you will get a page to setup 2FA (2 factor authentication method). Follow the instructions on the page which will guide you step by step on how to authenticate your account (as shown in the image below).

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:

[Image of a QR code]

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

Verification code

[Image of a verification code input field]

[Image of 'Verify' button]
5. Then, create a new password which must be at least 14 characters (needs to include at least one uppercase letter and one number).

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

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.
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.