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

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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

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.

Reflect for apprentices, work based learners, classroom students and anyone undertaking training, as you can replace paper evidence with videos, photos and video 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’.
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 form](image)

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.
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](image)
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).

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)

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

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

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
1. 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.