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

Queen Mary, University of London
Version: 1.0
External (Employers)

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 work email 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 (do not click on ‘QMUL Azure AD’). If you are logging in for the first time, click ‘forgot password?’ to reset your password.
3. You will then be redirected to another page where you will need to re-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**

![Username or email field](image)

[Back] [Send]

4. 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 get a page to setup multi-factor authentication (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 images 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

![QR code image](image)

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

**Verification code**

![Verification code field](image)

[Verify]
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 work 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](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.