# FIPS QUICK START GUIDE

How to Access FIPS for External Users

> This document will provide guidance on how Training Providers can access FIPS and how to set up multi-factor authentication (MFA) for a FIPS account. Training Providers should refer to the Access Requests & Password Resets section of the FIPS Support section of the SDS website for more information.

1. FIPS users will receive a FIPS username & temporary password from SDS by email. The username and password will be sent in two separate emails. To enhance security, users will also be required to setup multi-factor authentication (MFA) on the account upon the initial login to FIPS. MFA requires that users add a contact number (landline or mobile) and select preferred contact method - call or text message. This information will be used to verify user login details each time a user accesses FIPS.

2. To access FIPS, open your browser and enter the following URL into the search bar: https://skillsdevelopmentscotland.crm4.dynamics.com

3. The following page will be displayed. Enter the username as provided by SDS and click Next:
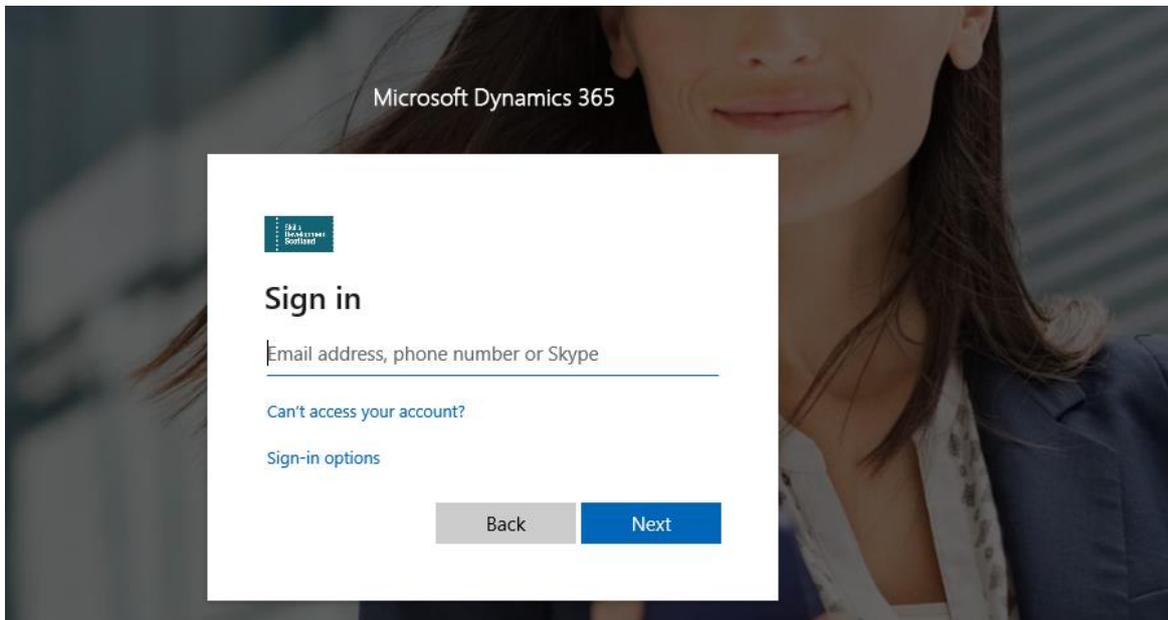
4. **Enter the temporary password provided by SDS and click on "Sign in":**
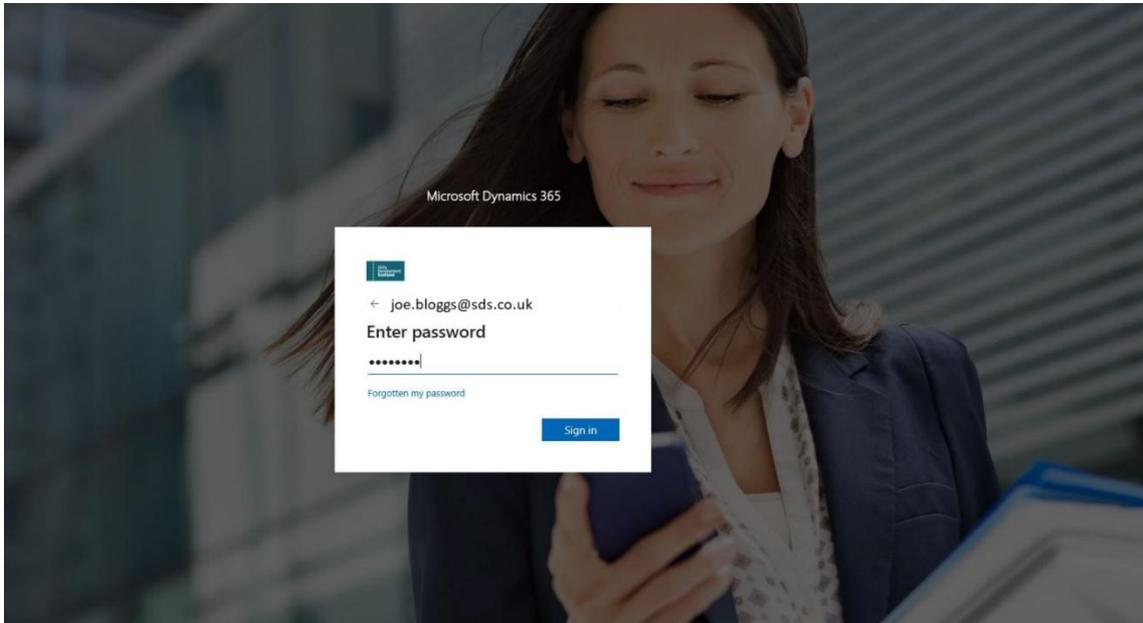
5. **Set up the MFA for your account. Upon successful logon, the screen below will be displayed. You are required to complete the multi-factor authentication (MFA). Click on Next to begin the setup:**
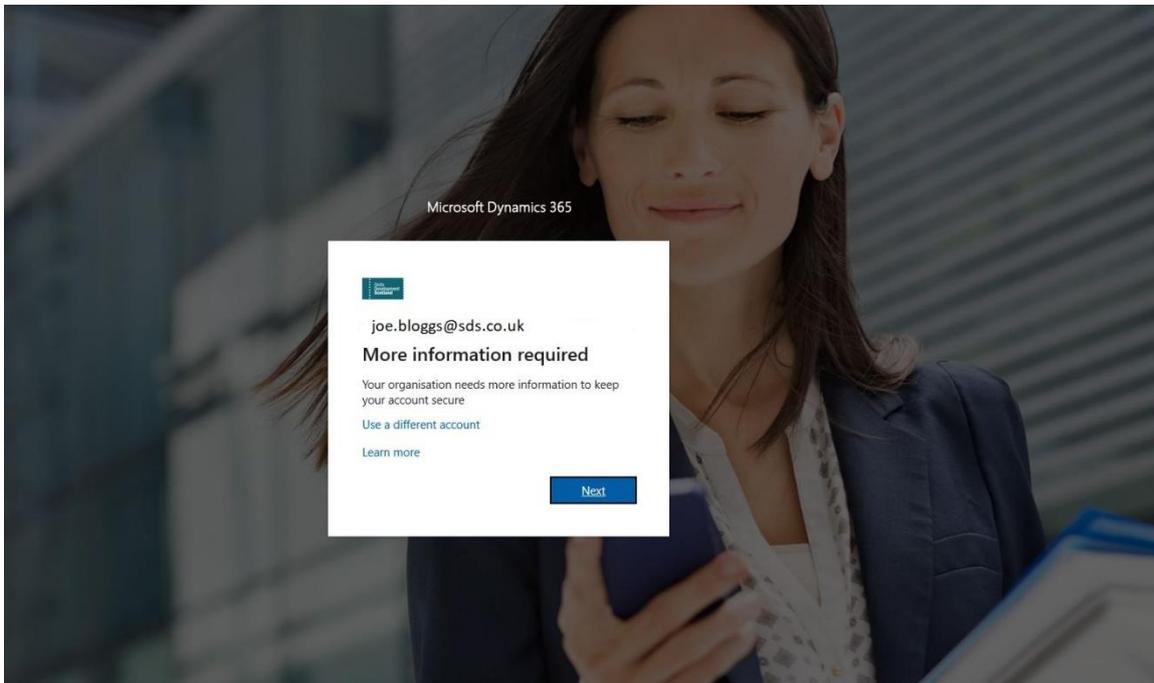
6. **Complete the information required. Under step 1, the required setting must be set to Authentication Phone. Do not amend this to any of the other options:**

  - ➢ **Select your country or region - select United Kingdom and enter contact number, either a mobile or landline. Omit the leading zero (per the above screenshot).**

  - ➢ **Method – mobile users can opt to receive a text or call verification; landline number users will receive a call**

7. **When the details have been added click on "Next". Depending on your selection, you will now receive a text or phone call**

  - ➢ **Text message – you will receive a verification code**

  - ➢ **Phone call – you will receive an automated phone call which asks you to select the hash key (#) to confirm the login attempt**

8. **When a text message is selected, an SMS will be sent to the details added to verify the login attempt. Enter the verification code in the box below and click "verify":**
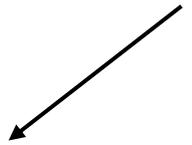

Additional security verification

Secure your account by adding phone verification to your password. View video

Step 2: We've sent a text message to your phone on +44 xxx example

When you receive the verification code, enter it here

Cancel   Verify

> **If you do not receive a text / call within 5 minutes, ensure the contact details entered are correct. If incorrect, click on "Cancel". This will return you to the additional security verification screen and you can enter the correct details and follow the process again to complete the MFA setup.**

9. **When complete, the following screen will be displayed. Click on Finished to complete the MFA setup:**

Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

**Step 3: Keep using your existing applications**

In some apps, such as Outlook, Apple Mail and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more

Get started with this app password:

jlyvvrlyxrwchkrj

Finished

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10. The next screen will prompt you to update the temporary password on the account:
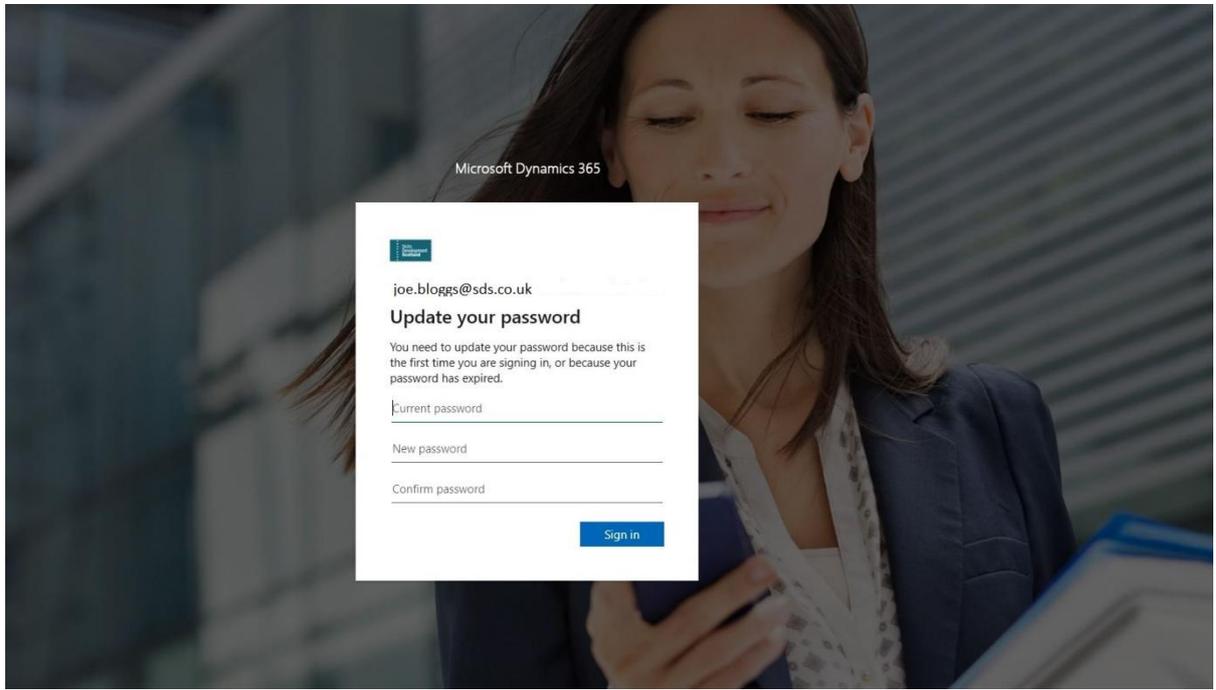
  - ➢ **Enter the temporary password**
  - ➢ **A new password**
  - ➢ **Confirm the password you have chosen then click on "Sign in" to access FIPS**

MFA Reset

Users are required to add their username and password each time FIPS is accessed. When entered, depending on the contact method you selected when setting up MFA, you will receive either a call or a text to the number you entered. A message will appear on screen advising of this and you will be required to follow instructions to complete your logon. The MFA on the account can be reset at the request of the user if the details originally entered need to be updated. The FIPS Support Form should be used and the FIPS username provided for this to be reset. Once reset, the MFA setup process should be followed again to update the details.

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