

This document will provide troubleshooting for common FIPS access issues. The support form referenced in this document is available from the FIPS Access Requests and Licencing webpage.

### **Browser Compatibility**

FIPS is compatible with Microsoft Edge and Google Chrome browsers to ensure full functionality. FIPS is not compatible with Internet Explorer and users are likely to encounter errors when attempting to access FIPS on IE. Ensure you access FIPS using Edge or Chrome. The browser icons are displayed below for information:

**Microsoft Edge Browser**



**Google Chrome Browser**



### **Password Resets**

FIPS users are unable to change or reset the password on their accounts. If you require the password to be reset on your account, request this via the support form and a temporary password will be added to your account by FIPS Support. Once the temporary password has been sent to you, you can update this to a new password to secure the account. FIPS Support will email the temporary password to your email address.

### **MFA Details**

FIPS accounts are setup with multi-factor authentication included. MFA requires the user to add contact details to their account when logging in for the first time. Each time you access FIPS, you will be contacted using the MFA details to verify the login attempt. This ensures account security. If you need to change or update the MFA details, this must be requested via FIPS Support using the support form. The MFA details will be reset which will enable you to input new contact information the next time you login to FIPS.

## Office 365 – Automatic Login

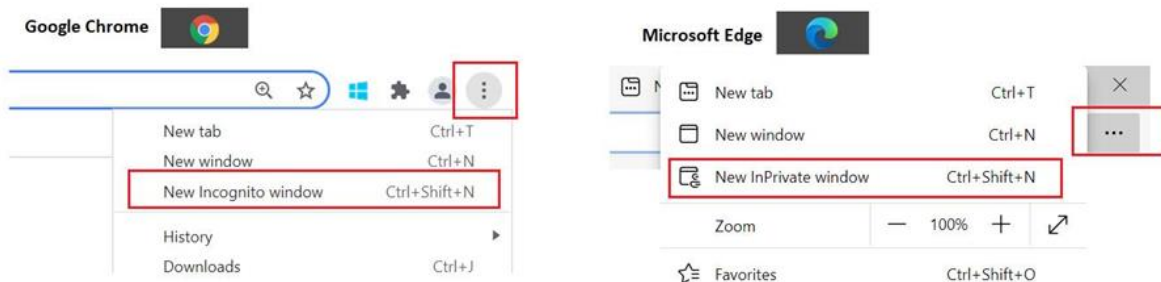
If your organisation uses Office365, your browser may assume your login credentials for FIPS and attempt to automatically sign you in using an internal email account. When this happens, an error may be displayed that looks like this:



- In this example, the email address shows as FIPS@sds.co.uk. This will show as your email address, rather than your FIPS account ID.

This happens because FIPS is a Microsoft product. FIPS can only be accessed using your FIPS account ID, which follows this format:  
**example.person@skillsdevelopmentscotland.onmicrosoft.com**

To resolve this, you will need to use an InPrivate or Incognito browser to access FIPS. To do this, open your browser, then use the ellipsis to access the InPrivate (MS Edge) or Incognito (Google Chrome) function:



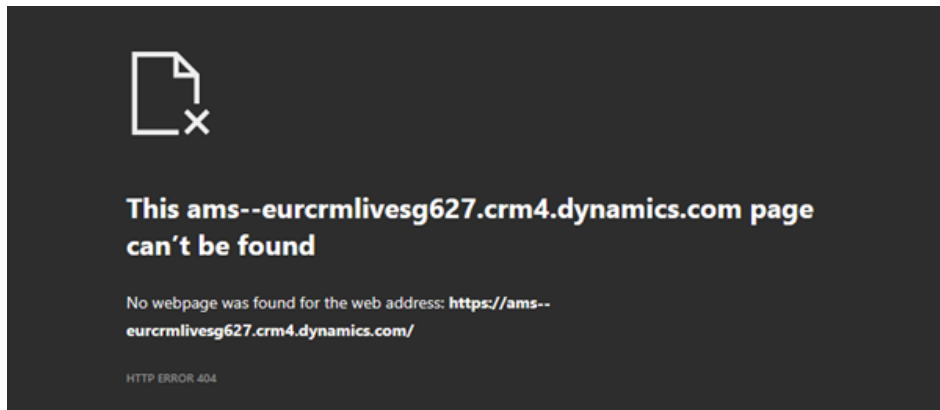
When the InPrivate / Incognito browser launches, input the web address for FIPS into the address bar:

<https://skillsdevelopmentscotland.crm4.dynamics.com/>

The private browser will stop your login credentials from being auto populated by O365. You can input your FIPS user ID and password to access the system. You will most likely need to access FIPS following this method each time you login.

## Page Cannot be Found

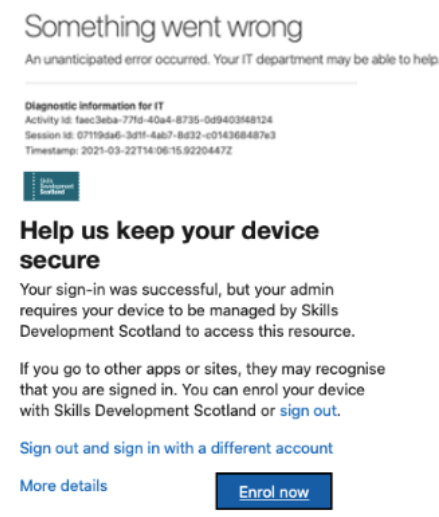
If you have a link for FIPS saved to your browser, you may receive the error below when attempting to login:



This is typically because the favourite / bookmark link on your browser is now out of date. To resolve this, delete the saved link for FIPS from your browser. Once deleted, attempt to login again using the Access FIPS tab linked [here](#) and it should log in successfully. You should not save the web address for FIPS as a favourite – instead save the link for the Corporate Website and use that each time you login.

## Mac / Apple Access

If your computer is an Apple product, you may see the below message when attempting to access FIPS for the first time:



If you receive this when logging in, submit a support form including your FIPS user ID and your account will be updated which will enable you to access FIPS successfully. FIPS Support will confirm when this has been done and you can login.