# FIPS QUICK START GUIDE

Accessing FIPS and MFA Setup

> **This document will provide guidance for external FIPS users on how to log in to FIPS and how to set up multi-factor authentication (MFA) on a FIPS account the first time it is accessed. Learning Providers should refer to the Access Requests & Licencing webpage of the SDS website for more information. If your organisation uses Office365, you may need to access FIPS using an InPrivate or Incognito browser to avoid O365 from automatically attempting to log you in using the incorrect account details.**

1. After a user account has been requested by a Delegated Authority person or Contract Signatory, the FIPS user 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, external accounts are required to setup multi-factor authentication (MFA) the first time the account is accessed. MFA requires that users download the Microsoft Authenticator app on their smartphone or tablet. The authenticator app will be used to verify each login attempt made by the user when accessing FIPS.

2. To access FIPS, open your web browser (Google Chrome or Microsoft Edge) and enter the following URL into the search bar:
   https://skillsdevelopmentscotland.crm4.dynamics.com

3. The following page will be displayed. Enter the username provided by SDS and click Next. Note: FIPS usernames follow this format –
   example.name@skillsdevelopmentscotland.onmicrosoft.com
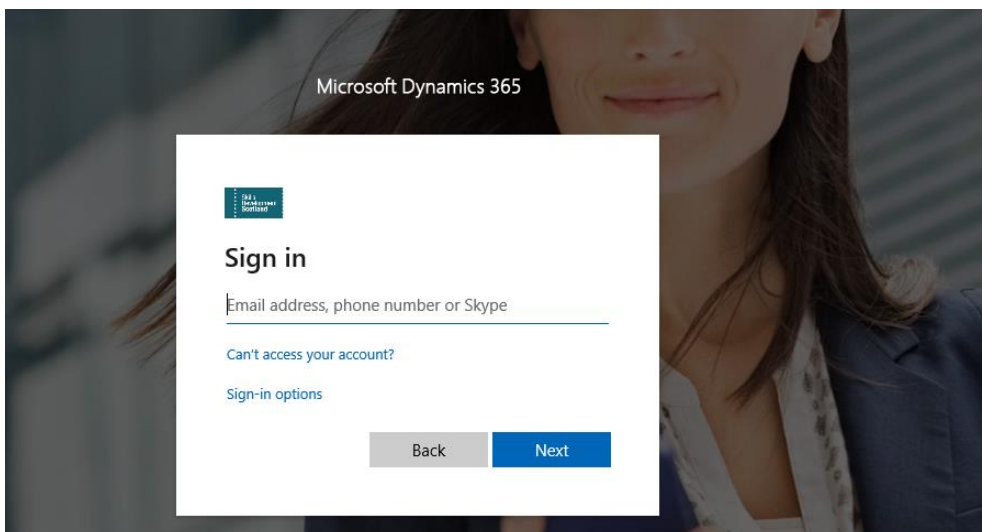
4. **Enter the temporary password that was sent to you by email and click on "Sign in":**
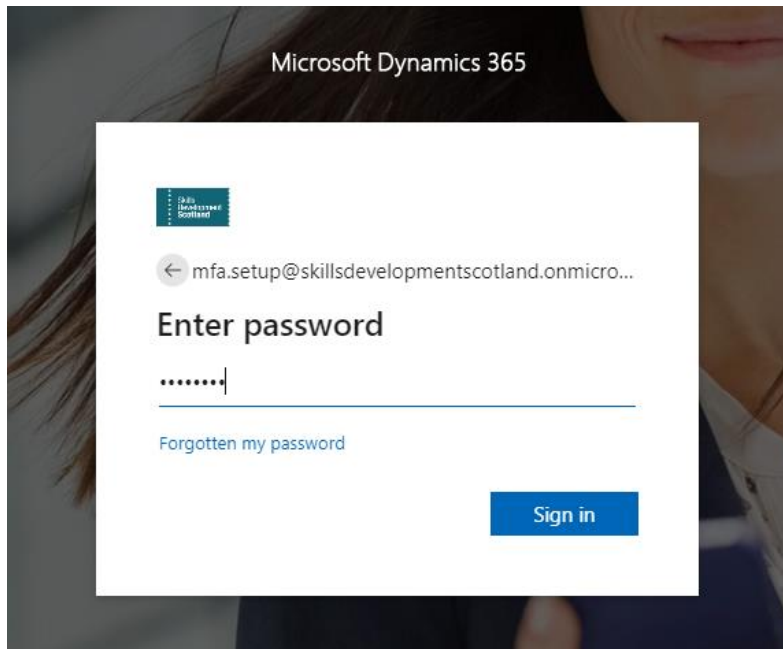
5. **The MFA for your account must now be setup for your account. Prior to setting up the MFA, the screen below will be displayed. Click on Next to begin the setup:**
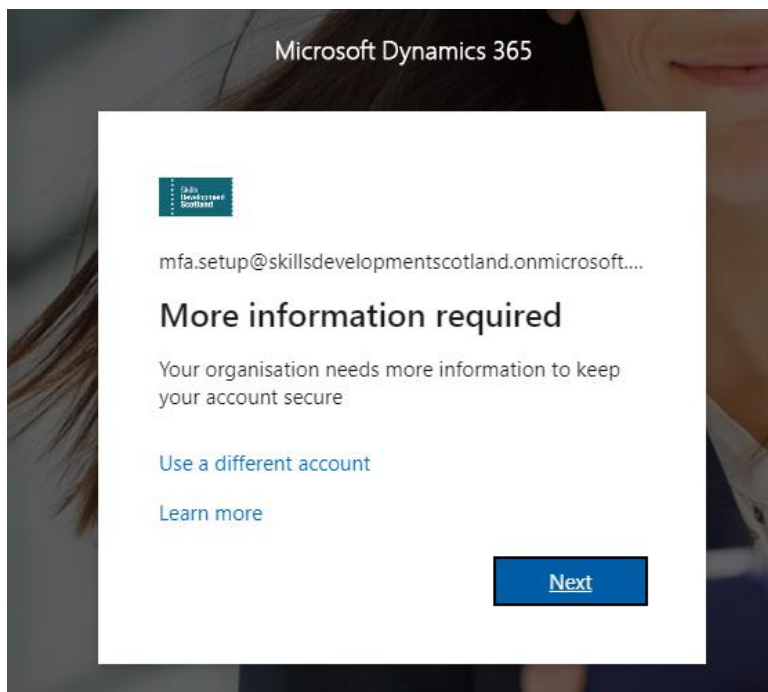
6. **At this stage, you will be prompted to download the Microsoft Authenticator app on your phone or tablet device. Once you have completed (Step 7), click on 'Next':**
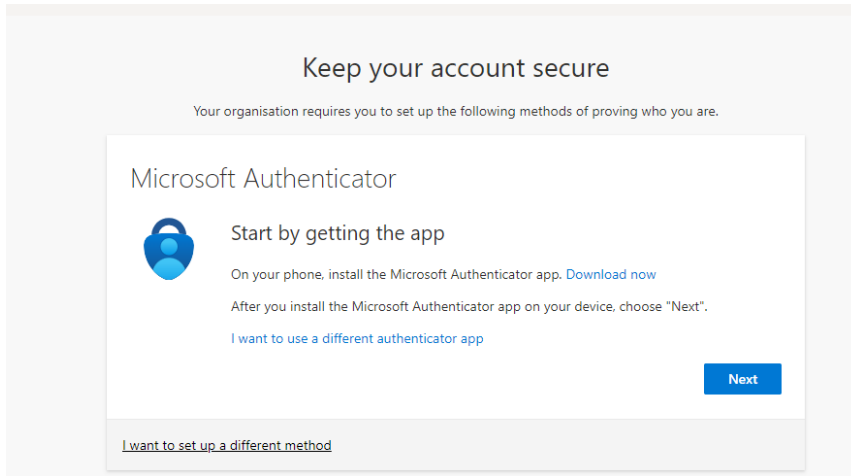
7. **On your phone or tablet device, search for the Microsoft Authenticator app in the App Store or Google Play Store and download this:**


8. **Back on your laptop or PC, you will be asked to add an account on the app. If prompted, allow notifications. <u>Ignore the statement to select "Work or school"</u>. Press 'Next' which will take you to the screen shown at Step 12.**
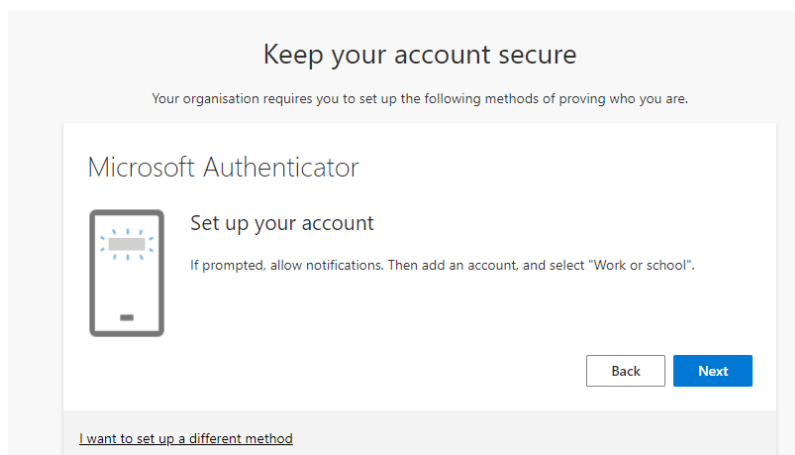
Steps 9 & 10 of this guide will be conducted on the app if you are downloading / using it for the first time.

If you already use the Microsoft Authenticator app for another account or have logged into it previously, skip steps 9 & 10 and go straight to step 11.

9. On the Authenticator mobile / tablet app, press 'Accept' on the first prompt then 'Continue' on the second prompt:
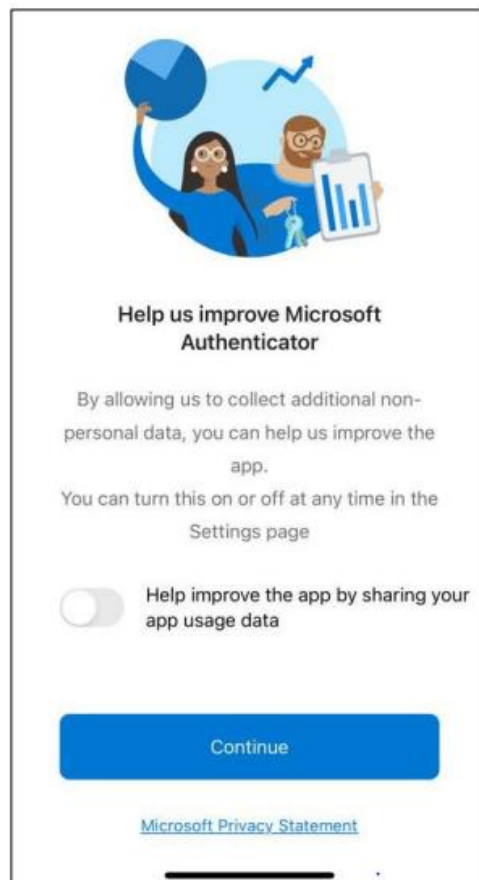
10. **On the next app prompt, you will select the option 'Scan a QR code' and allow the app access to open your camera. Your device's camera will then open.**
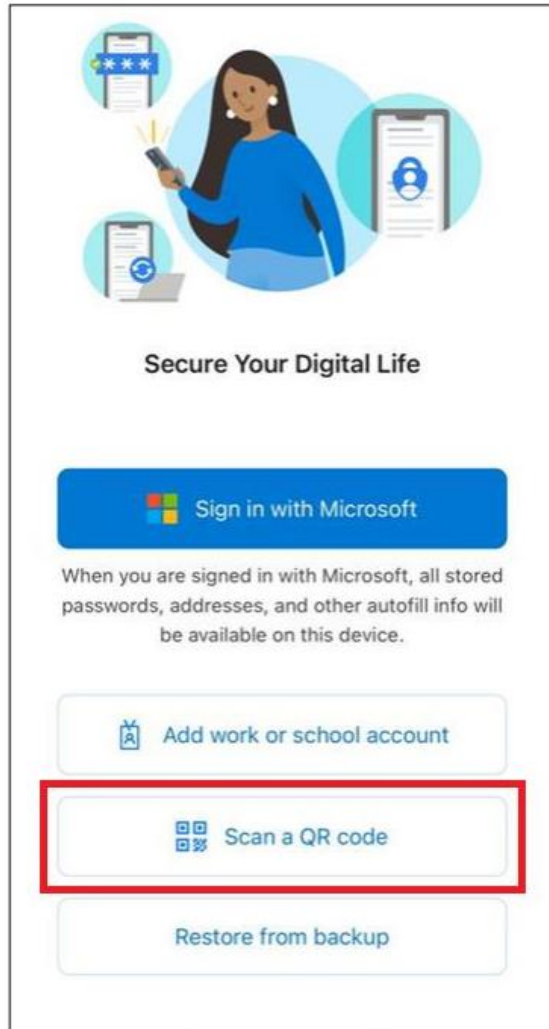
11. **If you already use Microsoft Authenticator app or have logged in previously you will see a similar screen to the below left. Simply click on the + icon on the top right-hand corner on your phone or tablet. You will then be taken to the next screen where you will click on "Work or school account" and then "Scan QR code":**
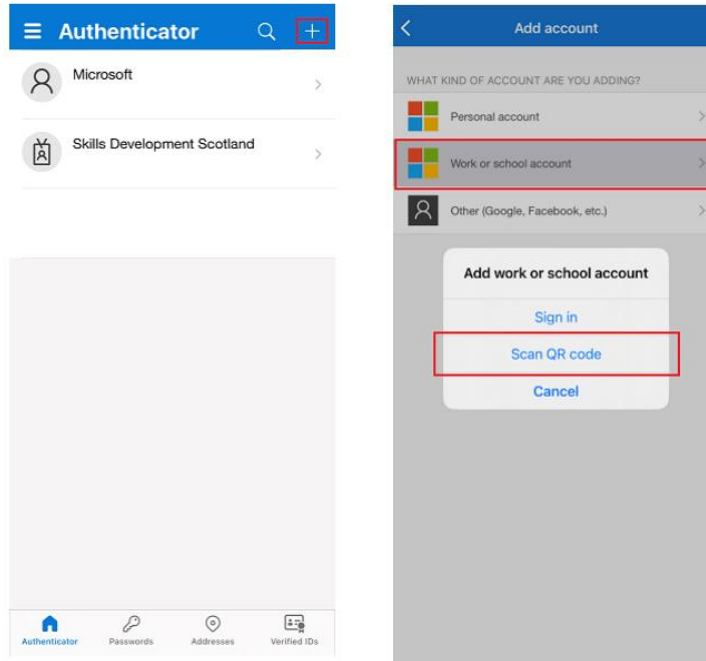

12. **On your laptop or PC, you will see the following screen. Using your phone's camera, which has now opened from the app, position the camera over the QR code that is displayed on your laptop/PC (not the image below) to proceed, then press 'Next':**
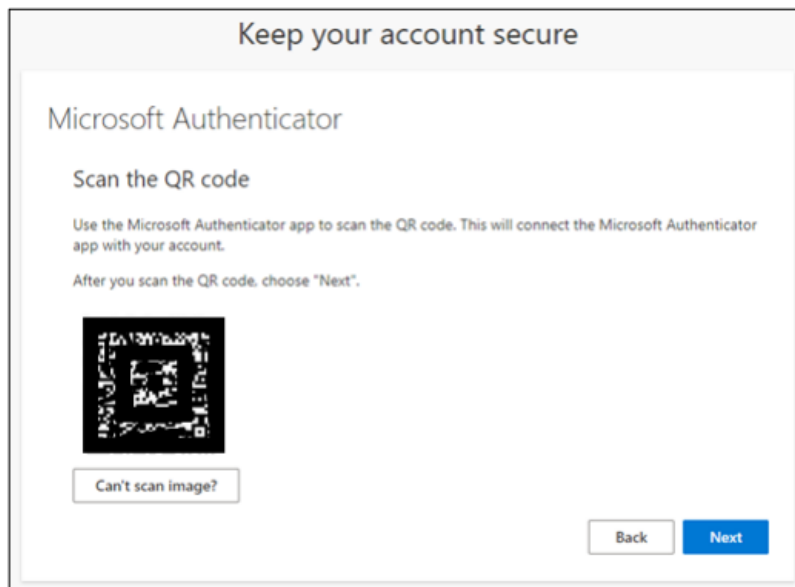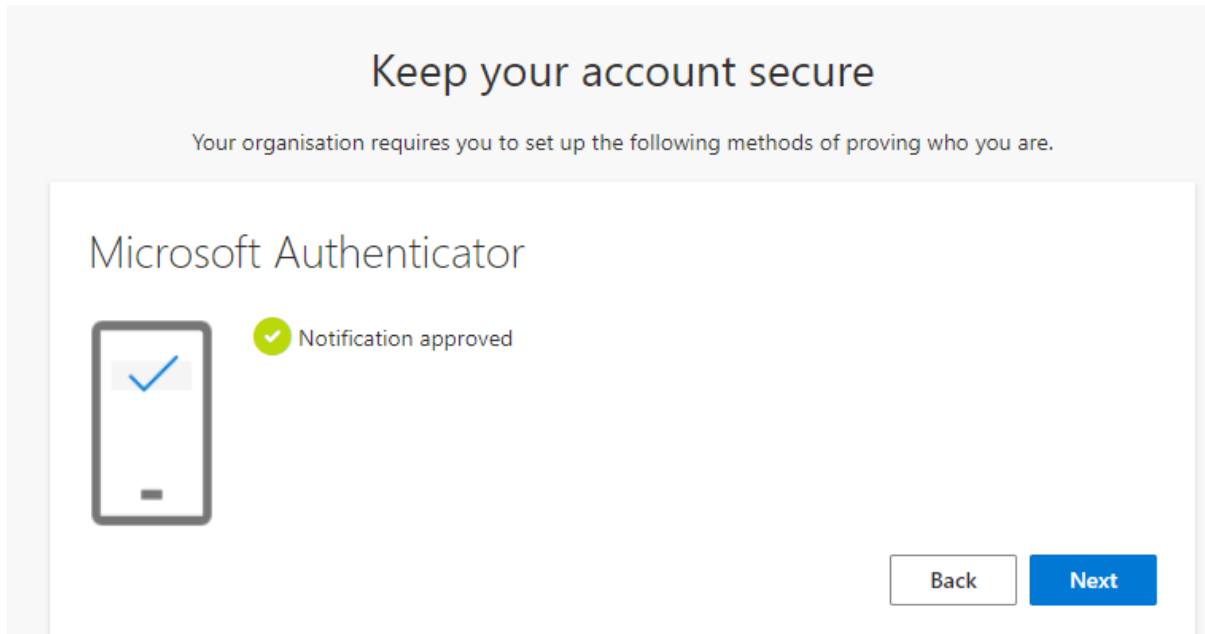
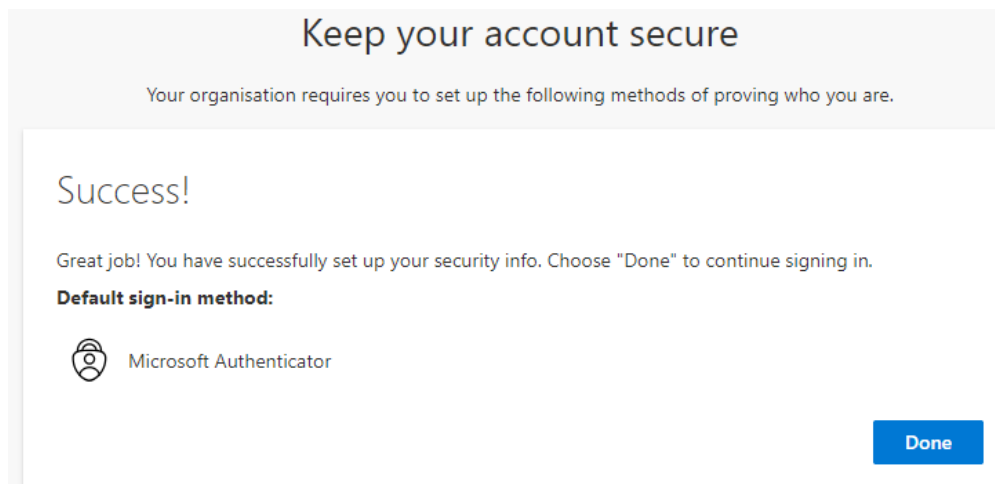**13. The system will now send you a test authenticator code:**
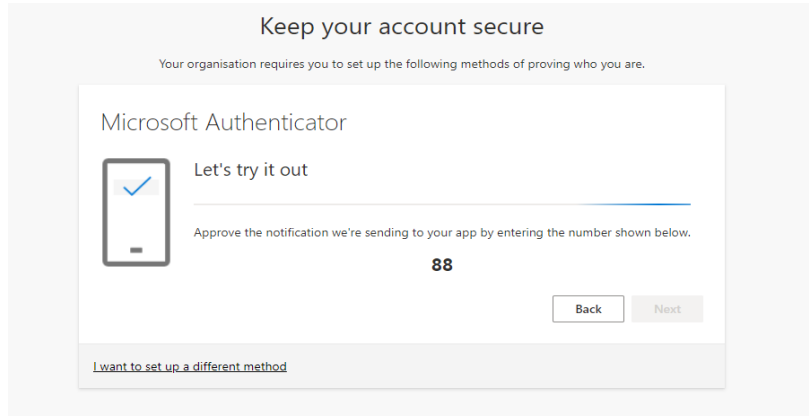
14. On your mobile app, input the number that shows on your laptop / PC screen per the example screenshot above:
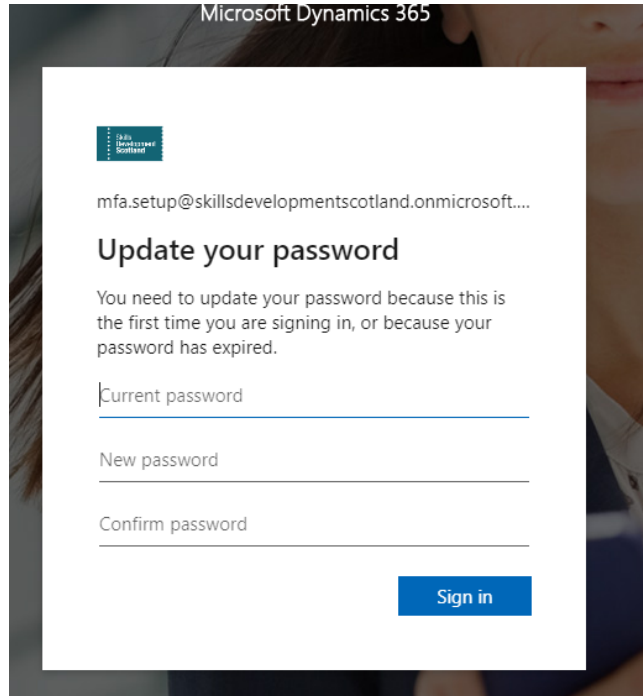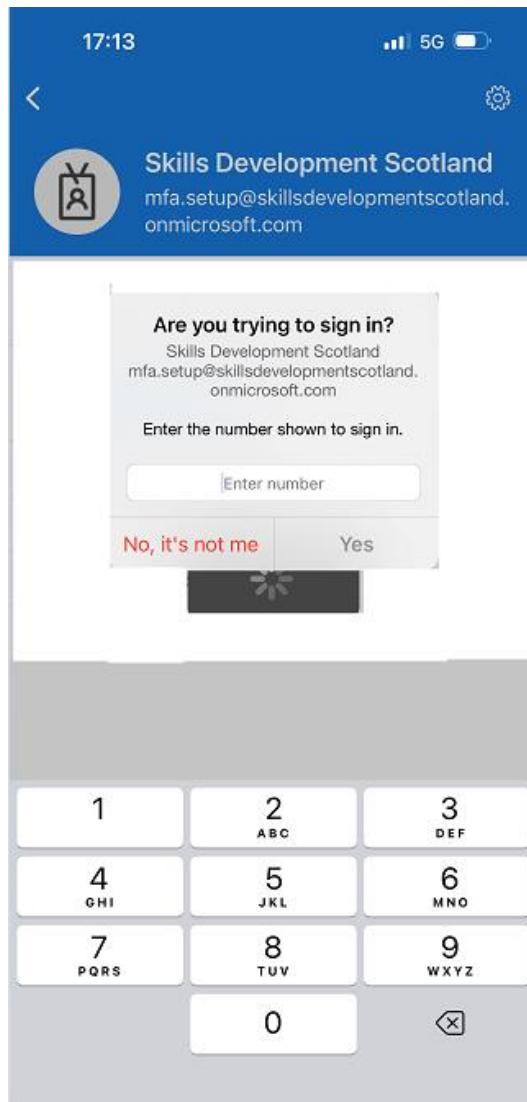
15. On your laptop / PC you will see the notification has been approved. Press 'Next':

16. On your laptop / PC screen, press 'Done' to complete the process:

17. **The next screen will prompt you to update the temporary password on the account to a secure password of your choice:**

➢ **Input the temporary password that was supplied by SDS**
➢ **A new password that you create**
➢ **Enter the password you have created again then click on "Sign in" to log into FIPS**

MFA Details Reset

Users are required to input their username (FIPS login) and password each time FIPS is accessed. When entered, you will receive a number on screen. Open your Authenticator app and enter the number shown on screen to complete the MFA sign in.

The MFA details on the account can be reset by the FIPS Support Team at the request of the user if the details originally input are now out of date. The FIPS Support Form should be used and your FIPS username provided for the details to be reset. Once reset, the MFA setup process should be followed again to ensure the account is secured via MFA.

➢ **FIPS users are unable to reset the password on their account. Password reset requests must be submitted to FIPS Support via the Help Form on the Access Requests & Licencing webpage. This can be found via this link.**