Quality and Qualifications Ireland

Setting up Multifactor Authentication for QQI's QHub Service

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Introduction

QQI's online services are protected by Microsoft's multi factor authentication (MFA). On signing into QQI services for the first time, such as the QHub, you will be requested to set up an option for additional security. Once set up, any time you login into QHub, you will be requested to verify your credentials using either an office or mobile phone.

If you set up an office phone for authentication, a call will be made to the phone calling out a code for you to enter on sign-in.   If you use a mobile phone, you will receive a code via SMS text, or you can use the free Microsoft Authenticator app. **Note**, that although Microsoft offer SMS as an option, the recommendation is to use the app method instead.

If you already use this QHub or QQI's certification service, you are set up for MFA an no further action is required.

Setting up MFA will take a few minutes, but this is a once only exercise. The authentication service is provided by Microsoft. From time to time, Microsoft updates it processes, and changes occur so that the screens may look at little different to the examples below.

One time set up of authentication method

The first time you sign into the QHub (using the login option from the QQI website) you will be presented with a screen requesting your username and password. Users names are in the format ??????@qbsonline.ie e.g. *12345D@qbsonline.ie*, *PG12345@qbsonline.ie* .

A password for the account will have previously been sent to you through email.

There are a few of options open to you when setting up verification methods. You can either use the Microsoft Authenticator App on your smartphone or, alternatively you can set up a phone instead to receive an SMS or a call.

If you choose to set up a mobile phone, you will have a couple of options:
- Messaging – i.e. receive an authentication code via SMS on your phone
- Microsoft Authenticator App which can be downloaded from the Android, Apple app store. An authentication code will be sent to the app or you can opt for touch screen authentication
- Standard landline phone. If you select this option, a call will be sent to your phone after you attempt a sign in. Pressing the # key on the phone, will complete the verification process.

Option 1: Setting up the Microsoft Authenticator App method of verification

Open a browser and go directly to Microsoft's site to set up verification i.e. up enter the following address https://myapps.microsoft.com

or alternatively

you can open the QQI website on www.qqi.ie and click on **Login** (located at the top right-hand corner of the home page). Choose the service that wish to sign into and a screen similar to the one below will appear:
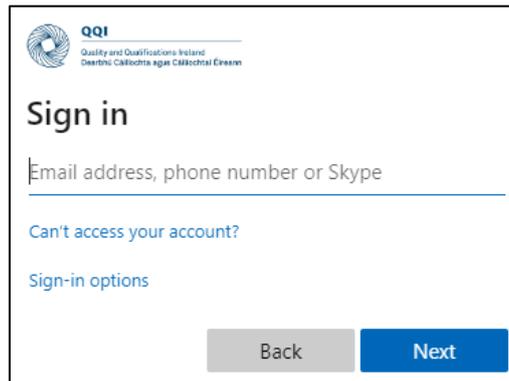
In the Sign in box, enter your QQI issued credentials e.g. *PG12345@qbsonline.ie* and click on the **Next** button.

On the dialog box that appears, click on the **Set it Up Now** button to set up your authentication method.
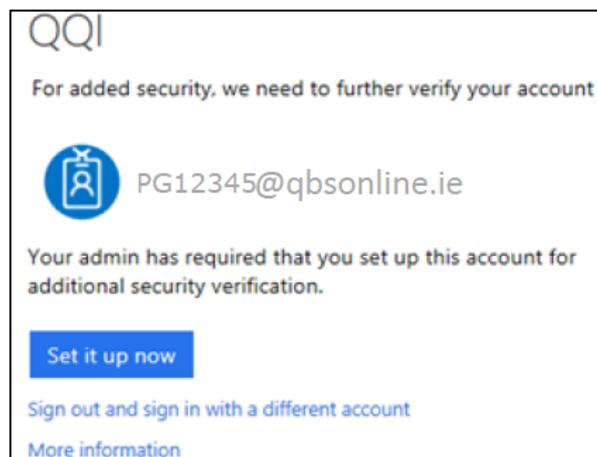
The **Security info** screen appears. In the **Security info** section, choose **Add method**

Select *Authenticator app* from the dropdown, then click the *Add* button

Add a method

Which method would you like to add?

Authenticator app

Cancel   **Add**
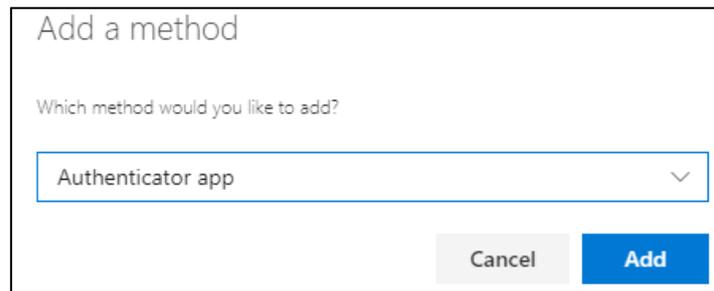
Follow the instructions to download he Microsoft Authenticator App on your mobile phone then click on the *Next* button

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

Once you've installed the Microsoft Authenticator app on your device, choose "Next".

I want to use a different authenticator app

Cancel   **Next**
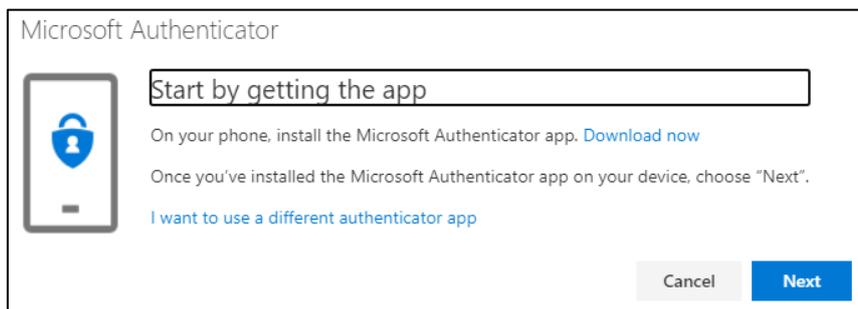
Click on the *Next* button on the next screen that appears

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back   **Next**
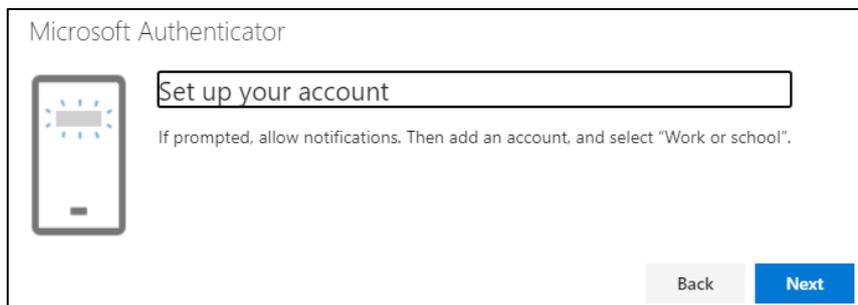
Using the downloaded Microsoft Authentication app on your phone, scan the QR code that appears on the computer screen

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app to your account.

Once you've scanned the QR code, choose "Next".

Can't scan image?

Back   **Next**
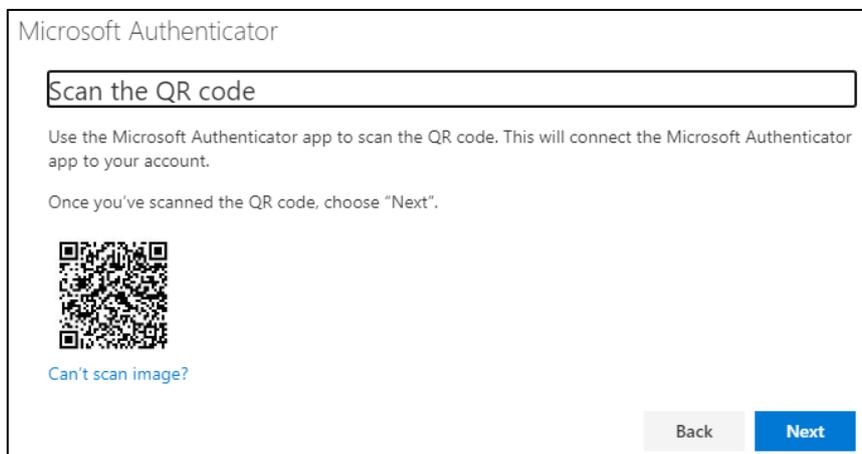
This will complete the set-up process. You can now sign into the QQI online service.

Option 2: Setting up a phone method of verification

If you do not wish to use the Microsoft Authenticator App as a verification method, you can set up a phone instead. For mobile phones, you have the option of receiving an SMS or a call for verification. For landline phones, you have the option of receiving a call only for verification.

Open a browser and go directly to Microsoft's site to set up verification i.e. up enter the following address https://myapps.microsoft.com

<p align="center">or alternatively</p>

you can open the QQI website on www.qqi.ie and click on **Login** (located at the top right-hand corner of the home page). Choose the service that wish to sign into and a screen similar to the one below will appear:
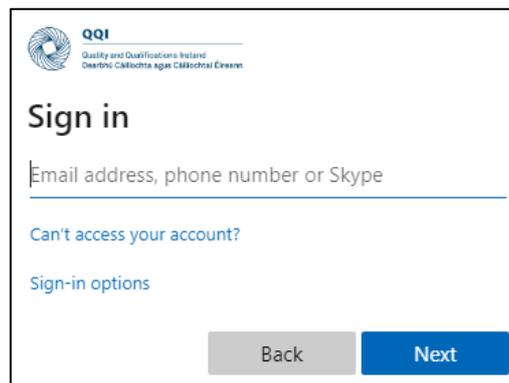
In the Sign in box enter your QQI issued credentials e.g. *PG12345@qbsonline.ie* and click on the **Next** button.

On the dialog box that appears, click on the **Set it Up Now** button to set up your authentication method

Click on the **Set it Up Now** button to set up your authentication method
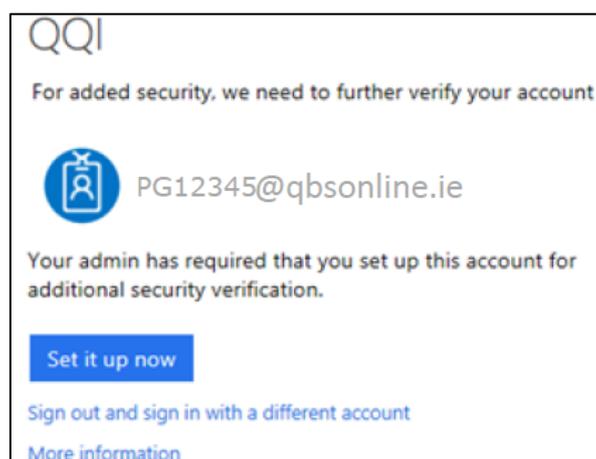
The **Security info** screen appears. In the **Security info** section, choose **Add method**
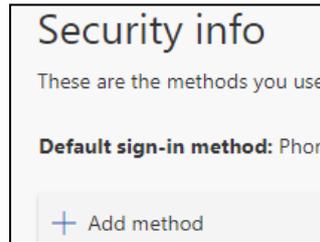
Select **Phone** from the dropdown, then click the **Add** button
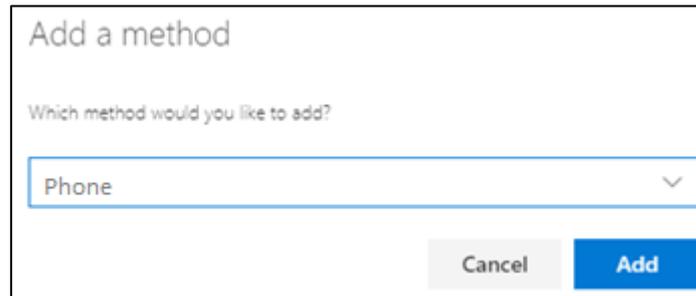
Enter your phone number. If it is a mobile phone, you can choose to **Text me a code**. Otherwise, chose **Call me** for a call instead. Click **Next** to save and complete the set up.

This will complete the set-up process. You can now sign into the QQI online service.