

# ***Quality and Qualifications Ireland***

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*Setting up Multifactor Authentication for QQI's QHub*

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## Introduction

QQI's online services are protected with multi factor authentication (MFA). When signing into these services for the first time, such as the QHub system, 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 this authentication, a call will be made to the phone calling out a code 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: you will already be using this system for the QQI certification service, so this notice is only about extending it to include programme validation and any future QQI services to be offered online.

Setting up 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 a little different to the examples below.

## One time set up of authentication method

The first time you sign into the QBS service you will be presented with a screen requesting your username and password. Note that here is a slight change to your username in that **@qbsonline.ie** will need to be appended to it when accessing programme validation

### *Example 1*

Existing username **12345D**  
New username **12345D@qbsonline.ie**

### *Example 2*

Existing username **PV12345**  
New username **PV2345@qbsonline.ie**

Your password remains the same.

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

You can also choose to set p to a standard landline phone. If you do, a call will be sent to your phone when you attempt a sign in. Pressing the # key, will complete the verification process.

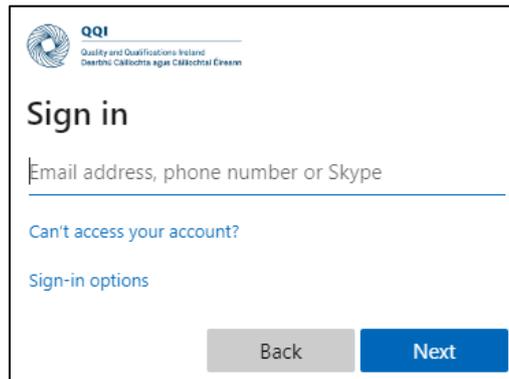


## Option 1: Setting up the Microsoft Authenticator App method of verification

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>

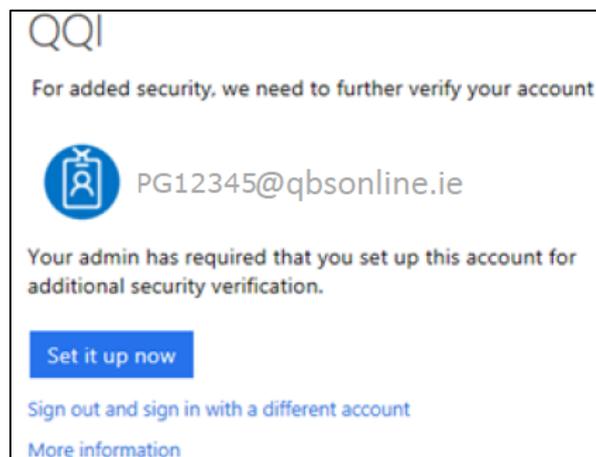
or alternatively

you can open the QQI website on [www.qqi.ie](http://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:

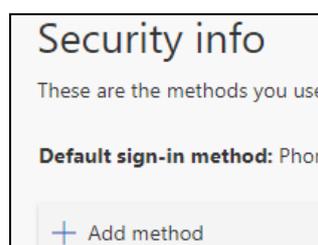


In the Sign in box enter your QQI issued credentials e.g. [PV12345@qbsonline.ie](mailto:PV12345@qbsonline.ie) and click on the **Next** button.

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

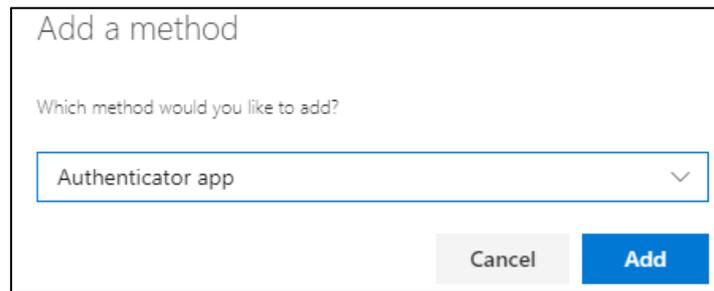


The **Security info** screen appears. In the **Security info** section, choose **Add method**

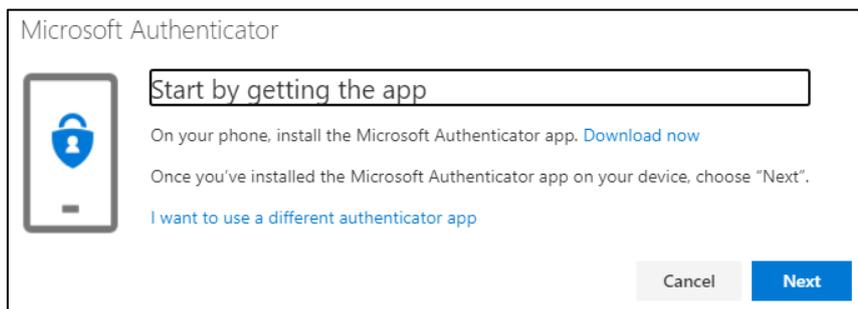




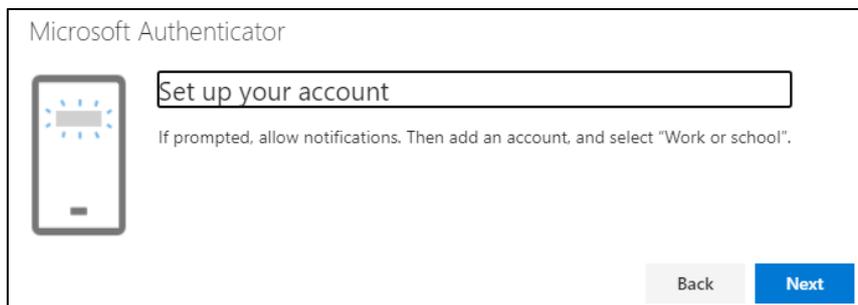
Select **Authenticator app** from the dropdown, then click the **Add** button



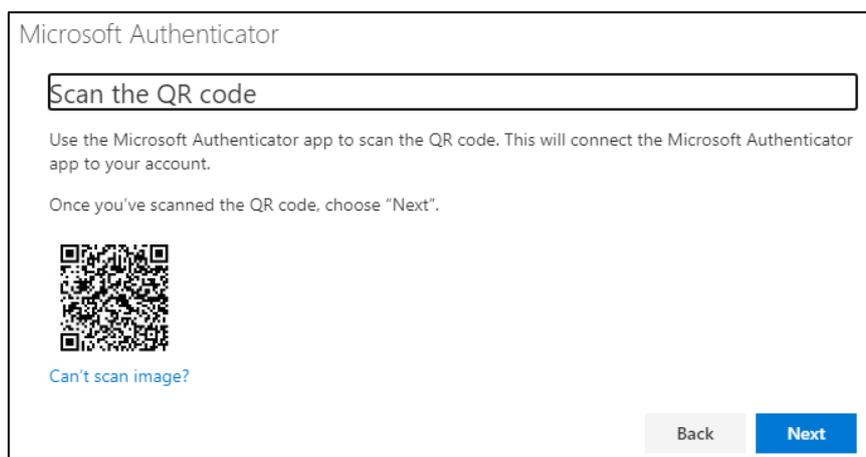
Follow the instructions to download the Microsoft Authenticator App on your mobile phone then click on the **Next** button



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



Using the downloaded Microsoft Authentication app on your phone, scan the QR code that appears



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



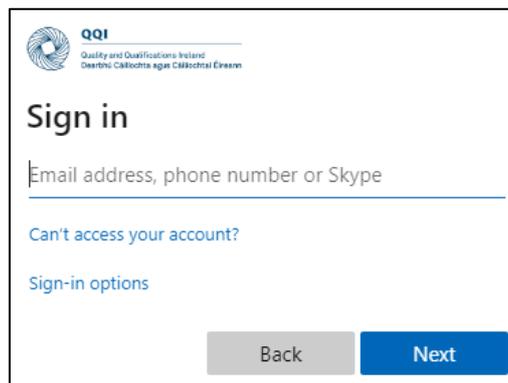
## Option 2: Setting up a phone method of verification

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>

or alternatively

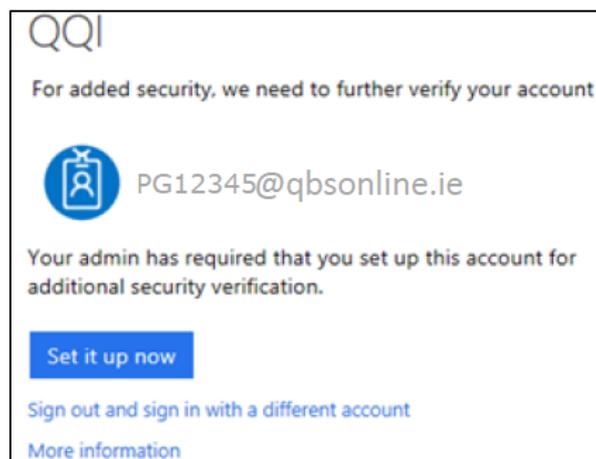
you can open the QQI website on [www.qqi.ie](http://www.qqi.ie) and click on **Login** (located at the top right-hand corner of the home page). Choose the service that wish to sign into and a screen similar to the one below will appear:



In the Sign in box enter your QQI issued credentials e.g. [PV12345@qbsonline.ie](mailto:PV12345@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**

Security info

These are the methods you use

Default sign-in method: Phone

+ Add method

Select **Phone** from the dropdown, then click the **Add** button

Add a method

Which method would you like to add?

Phone

Cancel Add

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.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Ireland (+353) 861234567

Text me a code

Call me

Message and data rates may apply.

Cancel Next

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