



Sign in and MFA authentication

QHUB AND QBS

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What are the QHub and QBS portals

The QHub portal allows education and training providers as well as consultants/assessors and panel members to engage more easily with QQI. QHub currently supports business processes such as programme validation / revalidation / extension, reengagement, annual quality reporting and the International Education Mark (IEM).

The QBS portal is QQI's certification platform used by education and training providers to submit learner result data to QQI. For FET learners, QQI determines the award achieved based on the rules for each award and including the relevant learner history. For HET learners, QQI creates certificates from the complete data submitted and the details of validated programmes held in the system.

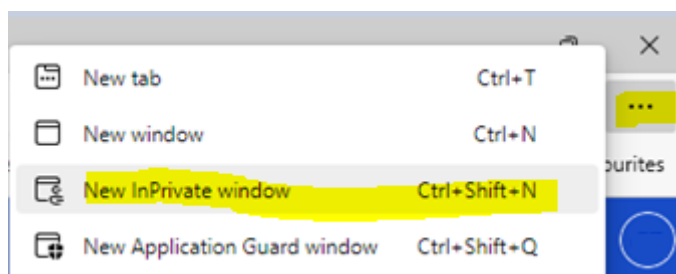
Access to both portals require a username, password as well as phone authentication. Usernames are in the format `?????@qbsonline.ie` e.g. 12345D@qbsonline.ie, PG12345@qbsonline.ie. Usernames and passwords will be issued to you by QQI.

Besides username and password there is a third form of authentication, i.e. multi factor authentication (MFA), required as part of the sign in process. This authentication requires verification from a phone of your choice and is something that you will need to set up yourself. Details to do so can be found in this document.

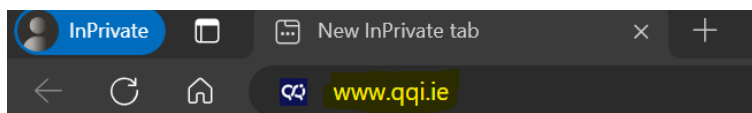
Signing into QHub and QBS

To access the QHub or QBS portals, you need to do so using a browser. It is important to open the browser in private browsing mode. This prevents any issues / clashes that may occur when you are already signed into a browser with your regular work account. Using private browsing will force a login screen to appear and avoid auto sign in with any other account

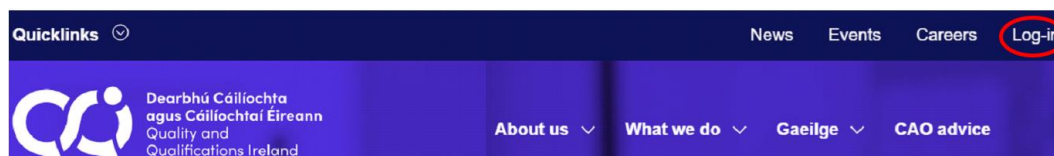
1. Open the browser in **New InPrivate window** mode in Microsoft Edge (**New Incognito window** in Chrome). From the top right of the browser, select the ellipsis (...) and choose from the menu as below.



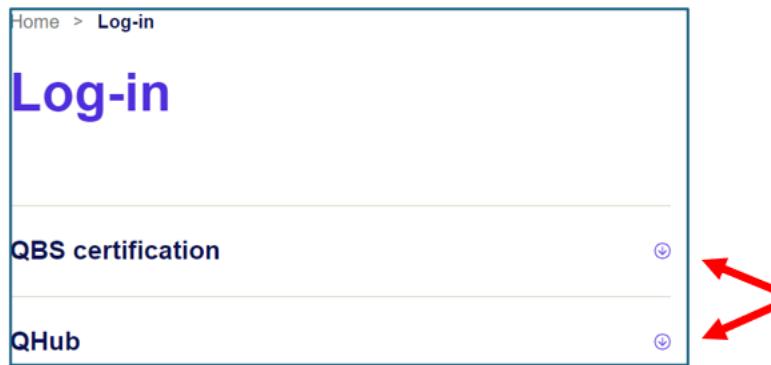
3. The **New InPrivate window** should appear. Go to the QQI website, www.qqi.ie



4. Once the QQI website appears, select the **Log-in** link from the top right



5. On the page that appears, expand either the **QBS Certification** or **QHub** sections, depending on which service you require. For first time users, you will need to set up additional multifactor authentication (i.e., verification through your phone). Follow the on-screen instructions to do so. Details can also be found in this guide.



- Each section contains a link to open the service. Click on the one that you require and once a Sign in screen appears, enter your qbsonline.ie username and password. An approval request will also be sent to your phone to complete the sign in process.

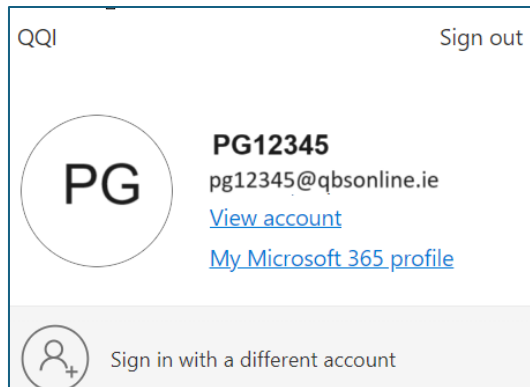


Changing your account password

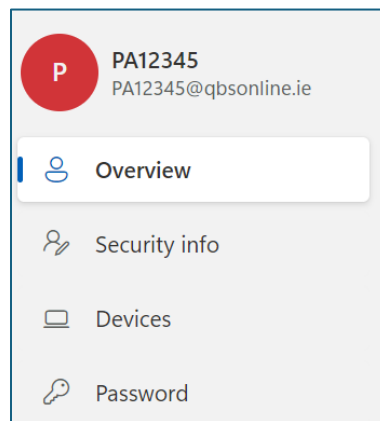
Should you wish to change your account password, you can do so from your account profile. You must be signed in to do so. If you have lost your password, you will need to contact QQI to issue a new one.

To change your password:

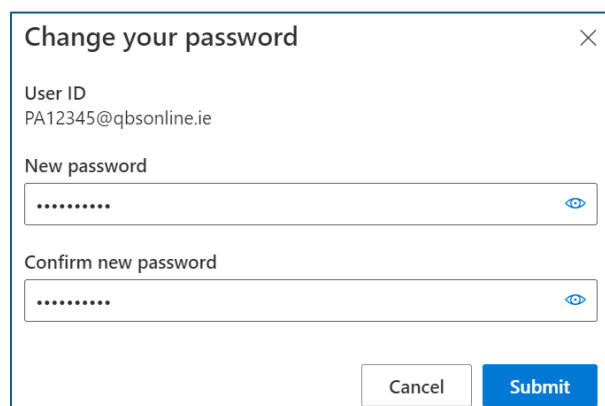
- Sign into one of the services (QHub or QBS)
- Click on your profile at the top right of the screen to see some additional options
- Click on the **View account** link and then, from the screen that appears



- Click on **Password** on the left of your screen



On the change your password screen, enter your new password, confirm it and then click on the **Submit** button.

A screenshot of the 'Change your password' dialog box. The title bar says 'Change your password' with a close button (X) on the right. Below the title, it shows 'User ID' as 'PA12345@qbsonline.ie'. There are two input fields: 'New password' and 'Confirm new password'. Both fields contain a series of dots representing masked text and have an eye icon to the right of each field. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Submit'.

Setting up Multifactor Authentication for QHub / QBS

QQI's online services, including QHub and QBS, are protected by Microsoft's multi factor authentication (MFA). This is a feature that adds an extra layer of security to your account when using our services, thereby preventing unauthorised access. It requires you to verify your identity using additional evidence, such as a phone, when you sign in to your account.

How MFA works

When you enable MFA for your QHub / QBS account, you will need to set up a phone / mobile number or an authenticator app as a verification method to complete the sign in process. We recommend using the Microsoft Authenticator app for verification purposes. After entering your username and password, your chosen MFA device will either receive a:

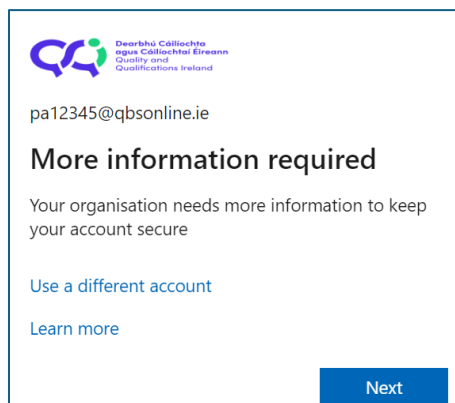
- Phone call to your office or mobile phone with instructions to verify your sign in
- Request to the Microsoft Authenticator app on your smart phone to **Approve sign-in request**

If you set up an office phone for authentication, a call will be made to the phone requesting you to enter # to complete verification. If you use a mobile phone, you will receive a code, via SMS text, which must be entered as part of the sign in. Alternatively on the mobile phone, if you opted to use the Microsoft Authenticator app, you will be prompted on the phone to verify the request.

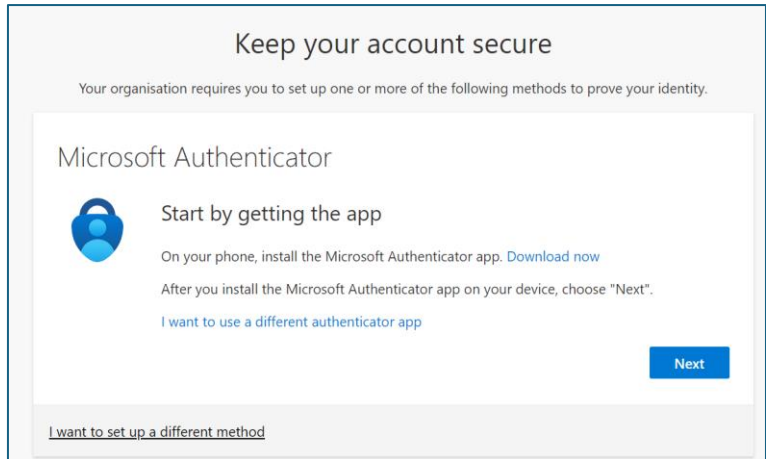
Setting up MFA will take a few minutes, but this is a once only exercise. **Note:** As the authentication service is provided by Microsoft, they do from time to time make changes. So, their screens may look a little different to the examples shown below.

One time set up of MFA

On signing into QQI services for the first time, the system will recognise that MFA has not been set up and request you to do so before proceeding.



Start by clicking on **Next**.

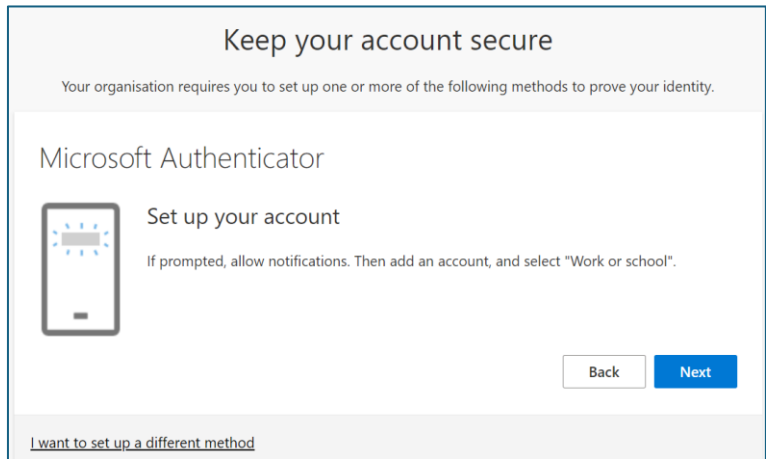


As part of the setup, there are a few verification methods open to you. You can either use the Microsoft Authenticator App (preferred option) or receive a phone call instead.

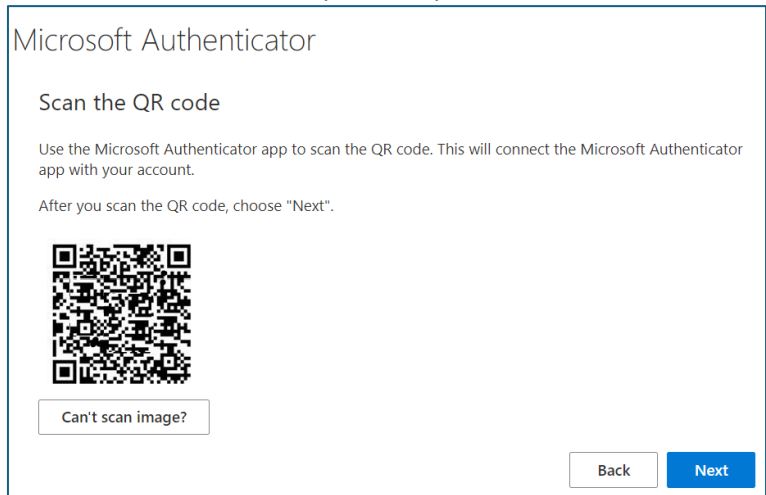
Option 1: Setting up the Microsoft Authenticator App method of verification (preferred)

Follow the instructions to download and install the Microsoft Authenticator App on your mobile phone, then return to the MFA set up screen and click on the **Next** button

On the screen that appears choose **Next ...**



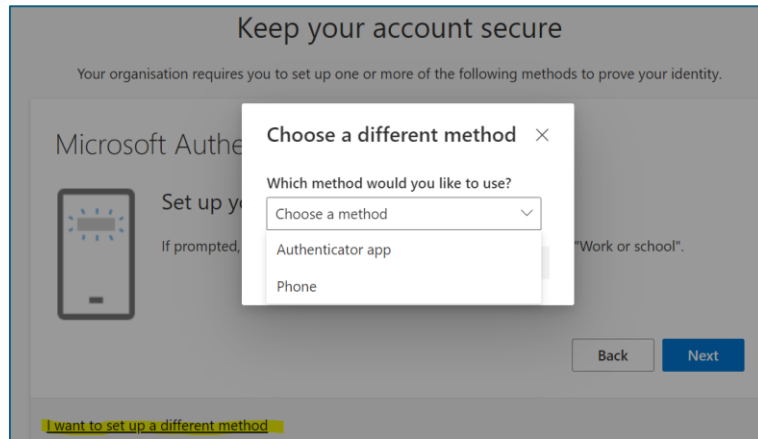
Open the Microsoft Authenticator App on your mobile phone and click on + to add an account. Using the Microsoft Authenticator App, scan the QR code that appears on your computer. This set up the app on your phone. Next click on **Next** on your computer.



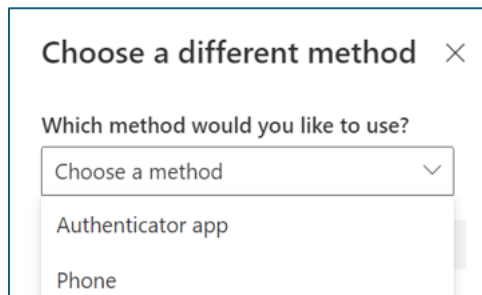
The account will be added to Microsoft Authenticator App and is ready to use for verification purposes. You may be prompted to test the app as part of set up.

Option 2: Setting up a phone method of verification

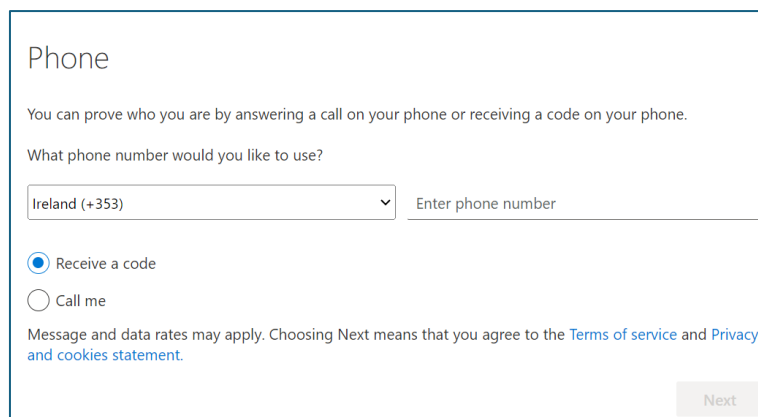
For phones, you have the option of receiving a call for verification purposes. At the start of the process instead of choosing the authentication app method, click on the ***I want to set up a different method*** link.



Then select **Phone** from the **Choose a method** dropdown box and click on the **Confirm** button.



Select the appropriate country from the dropdown and enter your phone number. Then select whether to **Receive a code** (i.e. SMS message) or **Call Me** (a call where you then press # to respond).



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

Changing or adding an additional MFA verification method

There may be a number of reasons why you may wish to change your MFA details including:

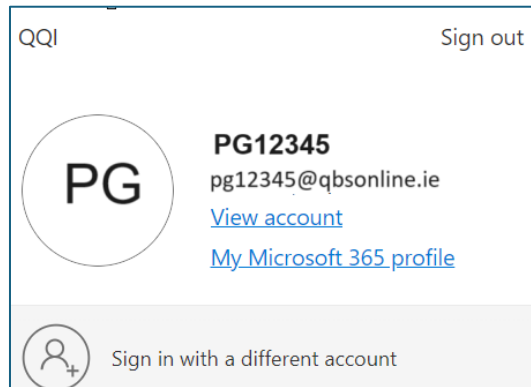
- To prevent you from getting locked out of your account if you lose or replace your device or change phone number

- The phone attached to the account belongs to someone who has changed department or left your organisation
- To give you the flexibility in choosing the MFA method that suits your needs and preferences

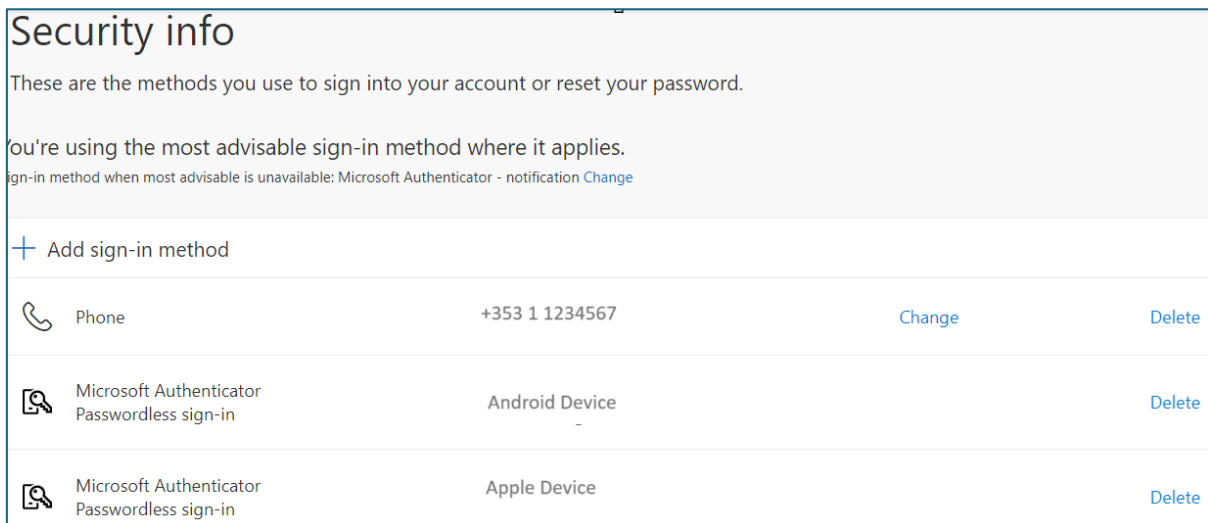
To change MFA details, you need to be signed in and MFA authenticated. So, if you still have the phone that is associated with the account, this is straightforward enough. If you have lost access to your account because the associated phone is no longer available, you will need to contact QQI.

Steps to change MFA:

- Simply sign into one of the services (QHub or QBS).
- Click on your profile at the top right of the screen to see some additional options.



- Click on the **View account** link and then from the screen that appears, click on **Security info**.



If you wish to change a phone number associated with any of the phone authentication methods, simply click on the **Change** link and edit as necessary.

If the phone with Microsoft Authenticator app has changed, Click on **Add sign-in method** and repeat the process (as above) for adding this method.

If there are methods that need to be removed, click on the **Delete** link.

You can also add a second phone or authentication method to your account. To do so choose **Add sign-in method** and follow the on-screen instructions similar to above.

When signing in, you will be presented with a screen similar to below from where you can choose your preferred MFA method.



pa12345@qbsonline.ie

Verify your identity



Approve a request on my Microsoft Authenticator app



Use a verification code from my mobile app



Text +X XXXXXXXX40



Call +X XXXXXXXX40

[More information](#)

Cancel