

How to Login to Smart Assessor as an Applicant Apprentice

Queen Mary, University of London

Version: 1.0

Applicant Apprentice

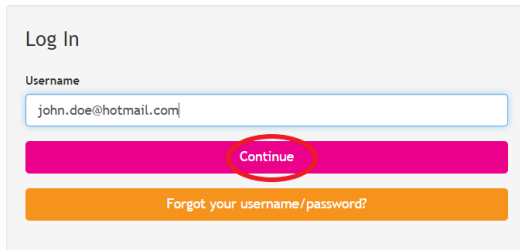
If you don't have a QMUL email and password, please follow the instructions below.

Use the following link to access Smart Assessor-

<https://www.smartassessor.co.uk/Account>

1. To login to your account, you will need to use your personal email (the one provided during the application process) as your Username and click "Continue" to be redirected to the SSO authentication page.

Welcome to Smart Assessor: Next Generation E-Portfolio Software



Log In

Username

Continue

Forgot your username/password?

Smart Assessor is an electronic collection of a learner's skills and knowledge, which is assessed by their tutor against a training standard or qualification and replaces paper portfolios.

Perfect for apprentices, work based learners, classroom students and anyone undertaking training, as you can replace paper evidence with videos, photos and voice recordings as evidence of competence and the portfolio is always available, both offline and securely on the web.

Assessors and tutors can track learner progress dynamically to achieve timely completions.

2. On the Page that loads up, you must login with the second option below which uses the Advanced SSO login (for the first-time logging in click 'forgot password?' to reset your password.)



Log in

QMUL Azure AD

Or log in with

Username or email

Password

Log in

[Forgot Password?](#)

3. You will be redirected to another page where you enter your username and click send.

Reset password

Enter your username or email and we'll send you instructions for resetting your password (if the account exists).

Username or email

Back

Send

4. Upon doing that you will receive a password reset link on your personal email. Click the 'change password' button in the email and you will get a page to setup 2FA (2 factor authentication method). Follow the instructions on the page which will guide you step by step on how to authenticate your account (as shown in the image below).

Multi-factor authentication

To log in to your account, you need to set up multi-factor authentication (MFA) by following the steps below.

1. Install and configure an authenticator app like Microsoft Authenticator or Google Authenticator on your mobile device

2. Add an account and scan this QR code when prompted:



[Unable to scan?](#)

3. Enter the verification code from the authenticator and select Verify

Verification code

Verify

5. Then, create a new password which must be at least 14 characters (needs to include at least one uppercase letter and one number).

Update password

To log in, you need to update your password.
Enter a new password below and select Save.

New Password

Confirm password

Save

6. Once you have successfully reset your password you can then login using your personal email and new password via the Advanced SSO as shown below, then click login to be redirected to Smart Assessor.



Log in

QMUL Azure AD

Or log in with

Username or email

aax113@qmul.ac.uk

Password

Log in

[Forgot Password?](#)

Potential Challenges when logging in.

1. Unable to login (after trying to login and continuously getting redirected to the login page).
2. MFA not working due to change of phone; app deleted etc.

Solutions

1. Clear your cache and cookies of your browser to reset it and then try to login again only using this link and not a bookmarked link on your browser:
<https://www.smartassessor.co.uk/Account>

How to clear cache and cookies in each browser:

- Google chrome

How to delete history on Google Chrome:

1. Click the **Tools** menu (i.e., three dotted lines in the upper-right corner).
2. Select **History**.
3. Select **Clear Browsing Data** from the left-hand side. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.
4. If you are on a Windows computer, close and reopen Chrome to save your changes. If you are on an Apple computer, go to the **Chrome** menu on the top menu bar and select **Quit** for the changes to take effect.

How to clear history on Google Chrome for iOS:

1. Open Google Chrome on your iOS device.
2. Click on the menu toolbar in the bottom right corner
3. Select **Settings**.
4. Select **Privacy**.
5. Select **Cookies, Site Data, and Cached Images and Files**. At the top, set the **Time Range** set to **All Time**.
6. Click **Clear Browsing Data** at the bottom of the screen.

- Firefox

How to delete history on Firefox:

1. Click on the **Tools** bar.
2. Click on **Options** (On Mac, it is labeled **Preferences**).
3. On the menu to the left, select **Privacy & Security**.
4. Under the **Cookies and Site Data** option, click the **Clear Data** button.
5. Select only the two options and hit **clear now**.

If you are on a Windows computer, close and reopen Firefox to save your changes. If you are on an Apple computer, go to the **Firefox** menu on the top menu bar and select **Quit** for the changes to take effect.

- Safari

How to clear history on Safari for macOS:

1. Click on **Safari** on the top menu bar.
2. Click **Preferences**.
3. Click the **Privacy** tab.
4. Click **Manage Website Data**.
5. Click **Remove All**.
6. Click **Remove Now**.
7. Go to the **Safari** menu on the top menu bar.

Select **Quit** to close Safari and save your changes.

How to delete history on Safari for iOS – how to delete cookies on iPhone:

1. Go to the Settings app on your device.
2. Scroll down to the **Safari** menu.
3. Scroll down and select **Clear History and Website Data**.
4. You will see a pop-up asking if you want to clear the History and Data. Select **Clear History and Data**.

The button for Clear History and Website Data will turn gray when the cache and cookies have been successfully cleared.

- Edge

How to clear history on Microsoft Edge for Windows 10:

1. Click the **Tools** menu (three dotted lines in the upper-right corner), and open the **Settings** menu
2. Click **Privacy, search, and services** on the left-side menu.
3. Under the section **Clear browsing data**, click **Choose what to clear**.
4. Select **Cookies and other site data** and **Cached images and files**.
5. Click **Clear Now**.
6. Close Microsoft Edge for your changes to take effect.

1a. Go into incognito mode in the web browser and try to login again via this link:
<https://www.smartassessor.co.uk/Account>

2. Reset MFA

If your MFA does not work and you need to reset it, please get in touch with your school contact to raise this on your behalf for it to be reset.