

QBS works best on Internet Explorer, Edge or Mozilla.  
Avoid Chrome as some of the screens can appear a little different to what you expect.  
Please upgrade your version to the latest one

## QBS and authentication

When accessing QQI's QBS system for the first time, you will be requested to select an option for additional security. This additional security replaces the physical Vasco token security you will have used previously and allows the use of either an office or mobile phone as part of the authentication process.

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 choose to set up a mobile phone, you will have a couple of options:

- Messaging - an authentication code will be sent via SMS to your phone
- Microsoft Authenticator App downloaded from the Android, Apple or Windows app store - an authentication code will be sent to the app. When using the app you can also opt for touch screen authentication.

Setting up will take a few minutes but is a once only exercise.

This is a Microsoft service QQI is using. From time to time Microsoft updates it processes and changes occur so that the screens can look a little different to the examples below.

### One time set up of authentication method

The first time you sign in to the new certification system you will be presented with a screen requesting your username and password. There is a slight change to your username in that **@qbsonline.ie** will need to be appended to it e.g.

Existing username	12345H
New username	<a href="mailto:12345H@qbsonline.ie">12345H@qbsonline.ie</a> This is the email address you are requested to input

Your password remains the same.

#### Step 1

Log on to [www.qqi.ie](http://www.qqi.ie) as usual (top right hand corner of home page) click on **Updated Certification Services** and a screen similar to the one below will appear:



Work or school, or personal Microsoft account

  
  
 Keep me signed in  
  
[Can't access your account?](#)

e.g 12345H@qbsonline.ie This is the email address you are requested to input

WELCOME TO YOUR QQI will be in the background.


*Important: Many organisations use Microsoft and a number of accounts might display .Select '**Use another account**' and complete the setup for QBS.*

## Step 2

Enter your username where you are asked *for email or phone* and click on the **Set it Up Now** button to choose your authentication method

QQI

For added security, we need to further verify your account

 12345H@qbsonline.ie

Your admin has required that you set up this account for additional security verification.

  
[Sign out and sign in with a different account](#)  
[More information](#)

The following screen will appear where you can select your preferred method of authentication . You can , as the need arises change the method you choose now- from the landline to the mobile app, change to someone else’s phone when you are on leave etc . Details at end of document.

Whatever you select here, will be the approach you use each time you log into the QBS system.

**Additional security verification**

Secure your account by adding phone verification to your password. [View video](#)

**Step 1: How should we contact you?**

Authentication phone

Method

Send me a code by text message

Call me

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

### Step 3

Choose your preferred method of authentication. If mobile or landline phone, choose **Authentication phone** from the dropdown. You will then have the option of entering your country code and phone number and whether to receive a code via SMS or through a call to you mobile.

Do not select Office Phone as the system looks for an extension.

**Additional security verification**

Secure your account by adding phone verification to your password. [View video](#)

**Step 1: How should we contact you?**

Authentication phone  
Office phone  
Mobile app

Method

\*\*\*\*\* When asked to press 'pound' key that is the # key

Save your changes once complete.

## Using the mobile app


If you prefer to use the app, follow the steps below:

- Choose **Mobile app** from the list above and before you save the change
  - On your mobile phone, install the Microsoft Authenticator app available in the Android, Apple and Windows app stores
  - Return to the **Additional security verification** screen on your browser and select **Configure** in the **Authentication app** section
- A screen with a QR Code will appear

### Configure mobile app

Complete the following steps to configure your mobile app.

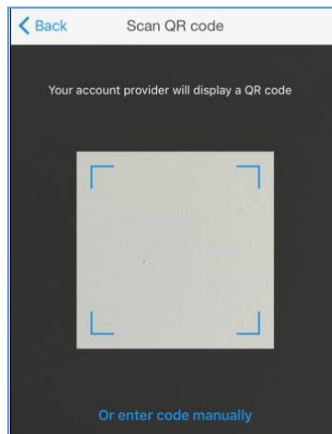
1. Install the Azure Authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, tap on 'Add account'. This will launch the camera.
3. Scan the image below.



If you are unable to scan the image, enter the following information in your app.  
CODE: 039 231 222  
URL: <https://cys01pfpad13.phonefactor.net/pad/953887856>

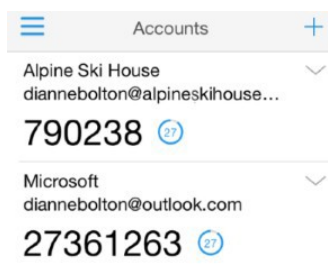
If the app displays a six-digit code, you are done!

- Open the Microsoft Authenticator app. On the **accounts** screen, select **+**, and then specify that you want to add a work or school account
- Use the phone camera to scan the code that appears on your browser or alternatively choose **Enter code manually** to enter the code displayed on the browser



- Select **Done** to close the QR code screen on the browser
- Enter the code and the URL in the appropriate boxes in the app, then select **Finish**

- When the app shows your account name with a six-digit code underneath it, you're done



You have two options when signing in to QBS **Option 1 Deny/Approve** or **Option 2 Use a verification code**

## Signing in to QBS Certification

To sign in log in from the home page of [www.qqi.ie](http://www.qqi.ie) and a screen similar to the one below will appear:

Work or school, or personal Microsoft account

Email or phone

Password

Keep me signed in

Sign in

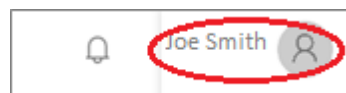
[Can't access your account?](#)

Enter your username and password and when prompted enter the code sent to your mobile/landline or the Microsoft Authenticator App or Approve (whichever you have approved)

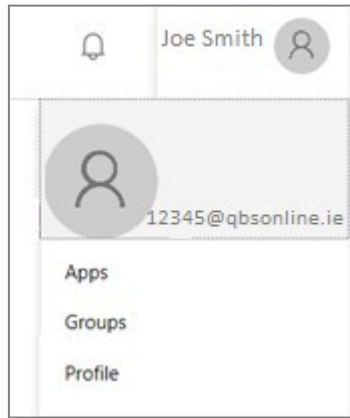
You may want to change the authentication phone number you have set up- from a landline to a mobile, move to the app, or change because you are on leave.... Here's how.

### *Changing your verification details*

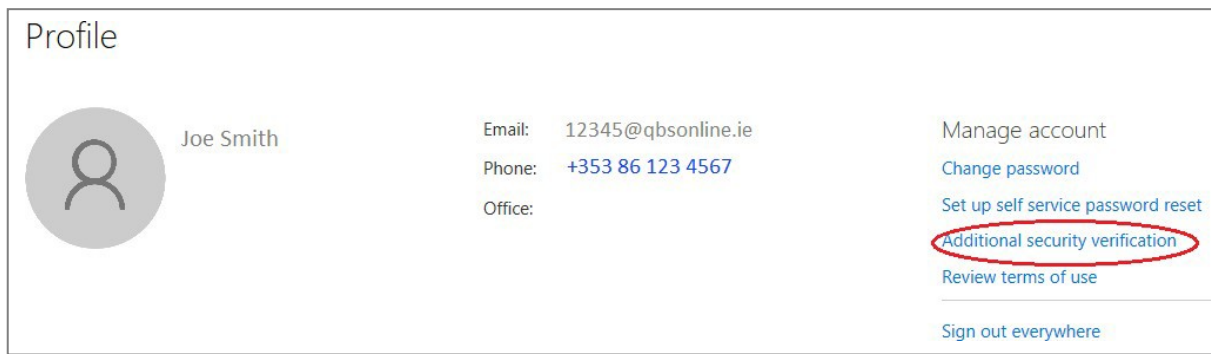
1. Click on the following link (this link will only work in EDGE browser) <https://myapps.microsoft.com>
2. Note that you will be requested to authenticate before proceeding using the approach you initially setup e.g. SMS, Authentication App, landline
3. Once you have authenticated, a screen will appear and on the top right-hand corner click on the name area



4. Choose **Profile** from the drop-down menu that appears



5. The **Profile** screen appears. Select **Additional security verification**

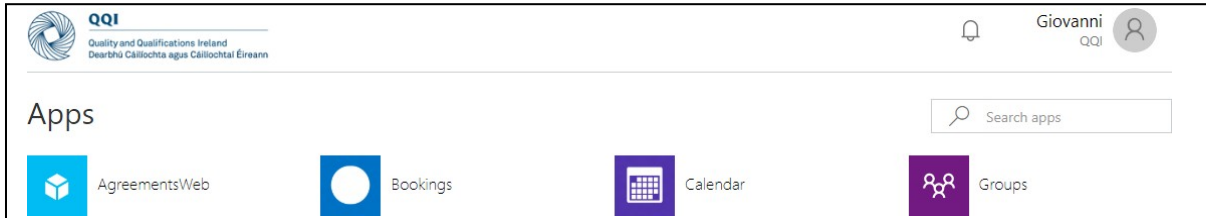


6. On the **Additional security verification** screen chose the appropriate verification method or change the phone number as appropriate

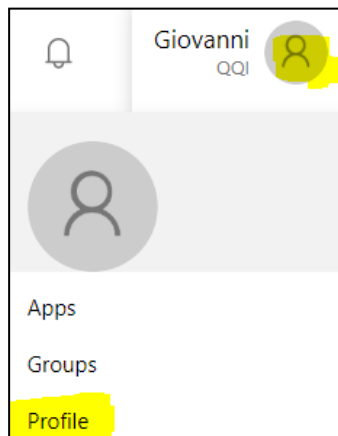


# Setting up Alternative phone verification

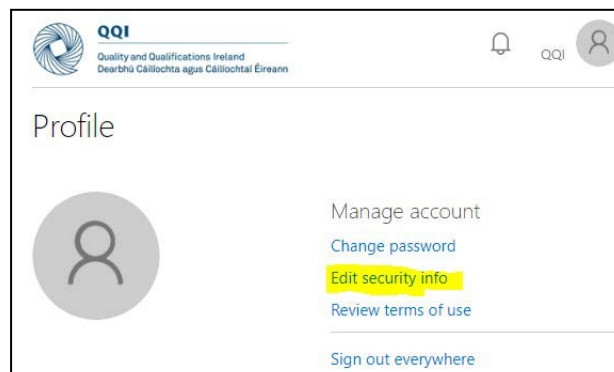
1. Open EDGE as a browser and enter the following address <https://myapps.microsoft.com> and the following appears (there may be slight differences in the apps you see). **Please do not use Internet Explorer or other browsers to complete this task as you may experience difficulties.**



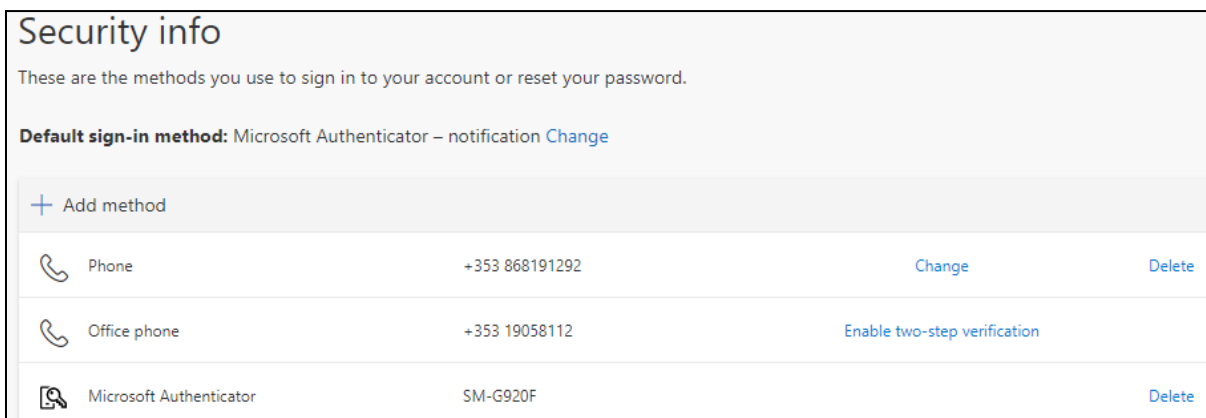
2. Click on the icon next to the name to display a menu of options and then select **Profile**.



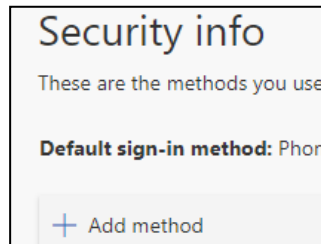
3. Select **Edit security info** on the screen that appears.



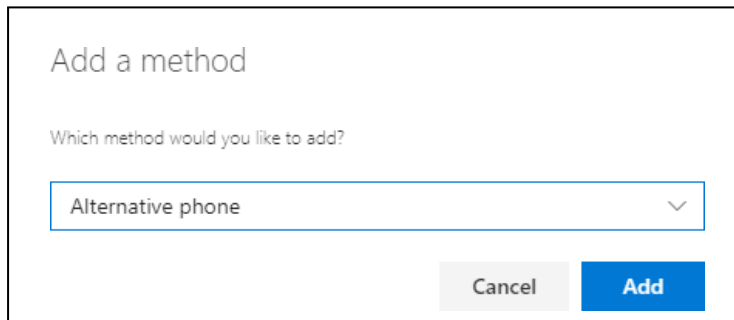
4. The **Security info** screen appears from where you can add or change verification methods



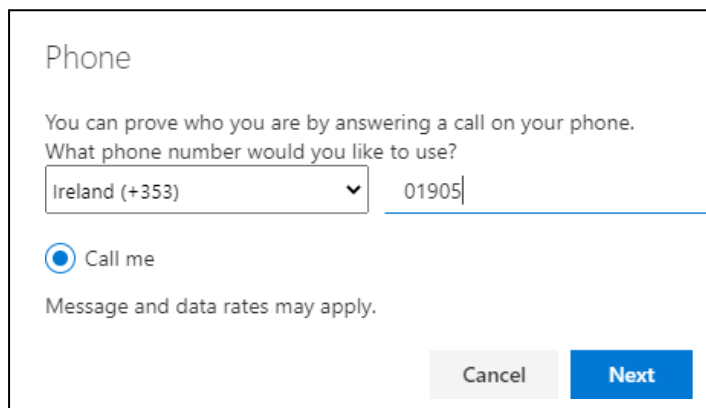
5. In the **Security info** section, choose **Add method**



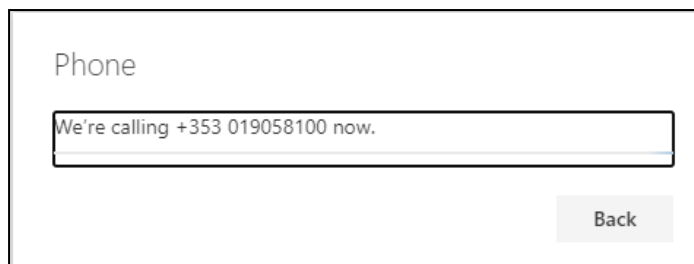
6. Select **Alternative phone**



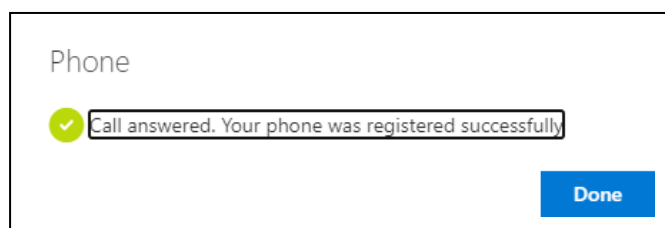
7. Enter your alternative phone details



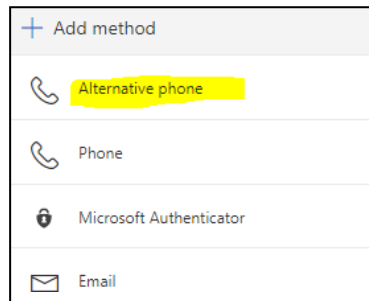
8. Microsoft will verify this new alternative phone method by calling it.



9. Once answered, you will be requested to press the # key on the phone to verify

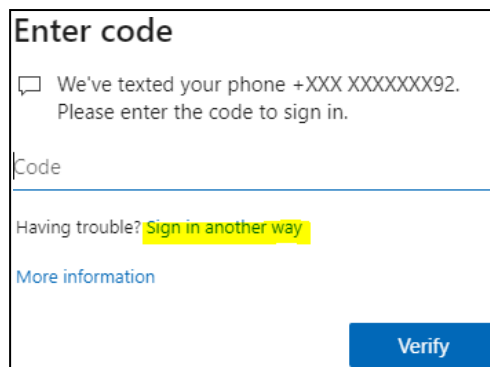


10. You will then see a new method has been added to the list i.e. your alternative phone. Note that you can change or delete it at any stage



## Using the Alternative phone for verification

11. When signing into a service such as cert.qqi.ie, enter your username and password as usual. You will be asked to verify on your existing device but can also select the alternate device at this point. To do so, simply click on the **Sign in another way** link.



12. A dialog box appears allowing you to select an alternative method. Select the alternative phone that you have just set up. The phone will ring with a request to press the # key to complete verification.

