

Agent Portal Azure Login - How to Use

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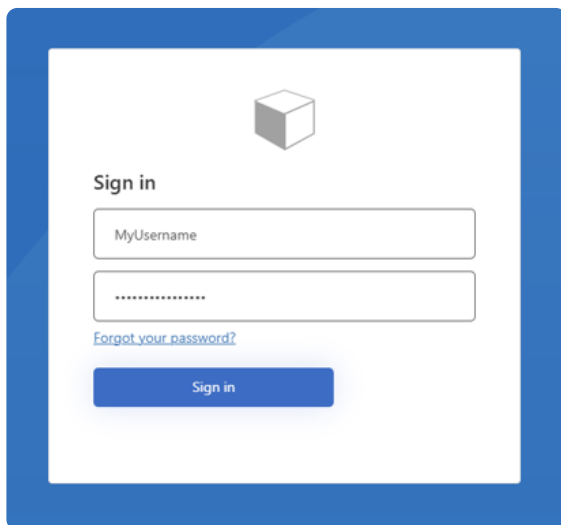
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- Alternative Option #2 (1Password)
- Forgot Password
- Creating a New Employee Account

Using Microsoft Authenticator

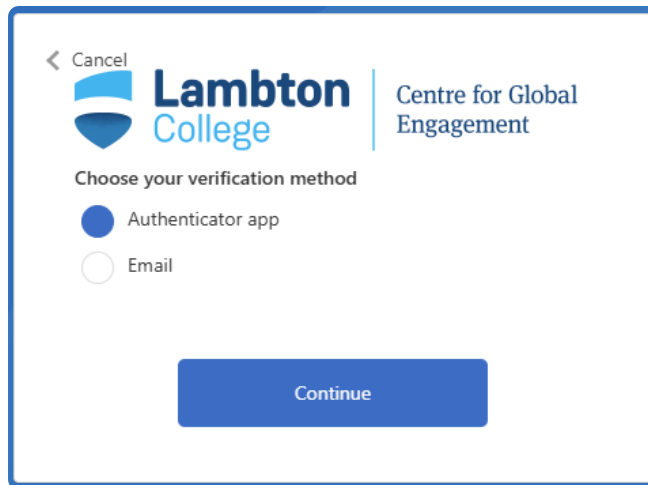
- Recommended: Use Microsoft Authenticator as the primary multi-factor authentication (MFA) method.

Logging In - First Time

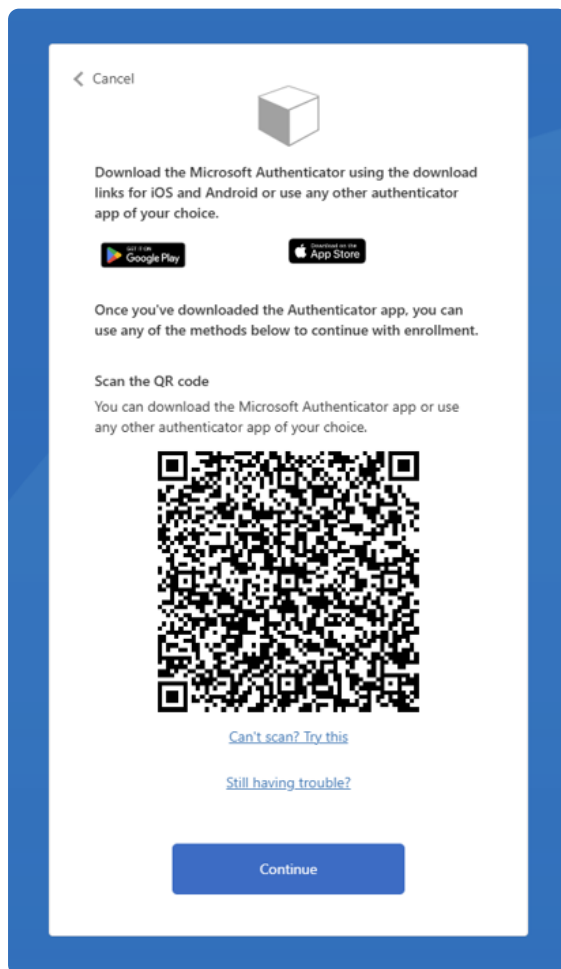
1. Click 'Log in to the Agent portal' button on the main page
2. Enter username and password for account

A screenshot of the Agent Portal login page. The page has a blue border. At the top center is a small 3D cube icon. Below it, the text "Sign in" is displayed. There are two input fields: the first contains "MyUsername" and the second contains a series of dots representing a password. Below the password field is a blue link that says "Forgot your password?". At the bottom is a blue button with the text "Sign in".

3. Select 'Authenticator app'



4. Follow the instructions to download and/or set up the Microsoft Authenticator app



- a. If you do not yet have Microsoft Authenticator, click either the Google Play or App Store link to download.
- b. If you already have Microsoft Authenticator, you can:
 - i. Click the camera/reader icon in Authenticator (may look like a blue circle in the bottom-right)
 - ii. Scan the QR code above

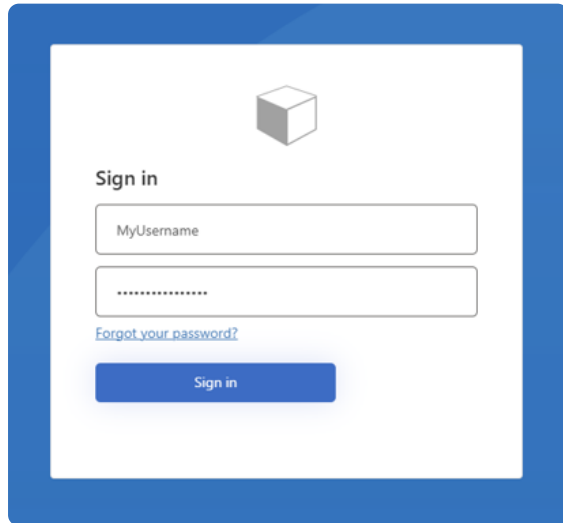
Logging In - Subsequent Times

1. Follow steps 1 - 3
 2. Enter the verification code displayed in the Authenticator app
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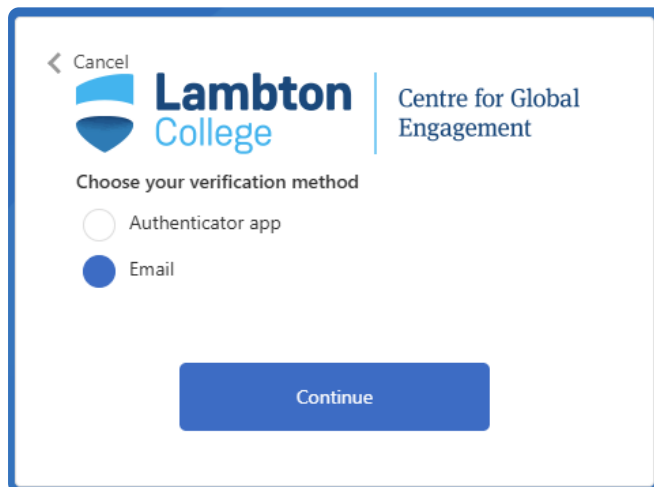
Alternative Option #1 (Email)

Logging In (First or Subsequent Times)

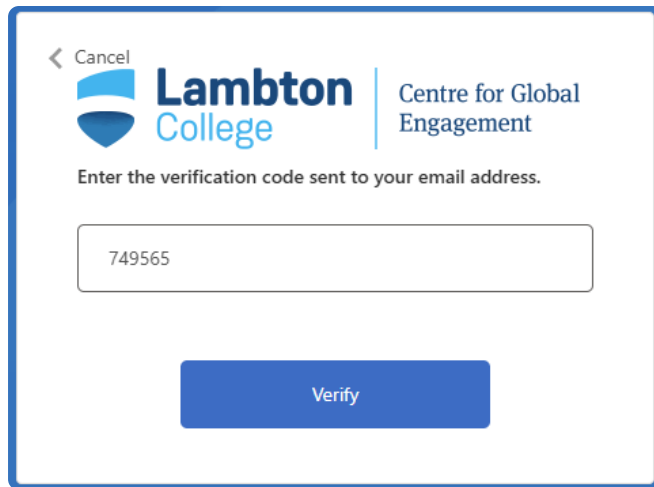
1. Click 'Log in to the Agent portal' button on the main page
2. Enter username and password for account

A screenshot of a 'Sign in' form. At the top center is a small 3D cube icon. Below it, the text 'Sign in' is displayed. There are two input fields: the first contains 'MyUsername' and the second contains a series of dots representing a password. Below the password field is a blue link that says 'Forgot your password?'. At the bottom is a blue button with the text 'Sign in'.

3. Select 'Email'

A screenshot of a screen for selecting a verification method. At the top left is a back arrow and the word 'Cancel'. To the right is the 'Lambton College' logo and the text 'Centre for Global Engagement'. Below this is the heading 'Choose your verification method'. There are two radio button options: 'Authenticator app' (which is unselected) and 'Email' (which is selected with a blue dot). At the bottom is a large blue button with the text 'Continue'.

4. Your email will already be populated on the next screen. Click 'Send Code'
5. Check your inbox; while usually fast, it is possible to take a couple of minutes for the email to arrive. **Note:** If you don't receive the code right away, wait 3 to 5 minutes before trying again. Only one code is valid at a time. So, if you request multiple codes in a short time, you may just be making each code invalid before you receive it.
6. Enter the code received in the email and click 'Verify'

A mobile app verification screen for Lambton College. At the top left is a back arrow and the word 'Cancel'. The Lambton College logo is in the top center, and 'Centre for Global Engagement' is to its right. Below the logo, it says 'Enter the verification code sent to your email address.' There is a text input field containing the number '749565'. At the bottom is a blue button labeled 'Verify'.

Alternative Option #2 (1Password)

 Use this if Microsoft Authenticator isn't working or isn't possible for you to use.

1. Click 'Still having trouble?' to see the Secret

[Can't scan? Try this](#)

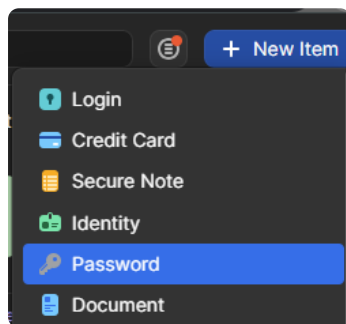
Enter the account details manually

Account Name: MyUsername

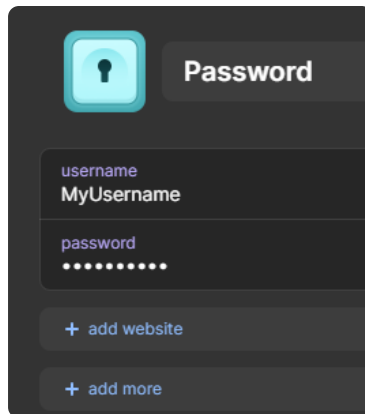
Secret dra4fmqjsmoxe3em

Continue

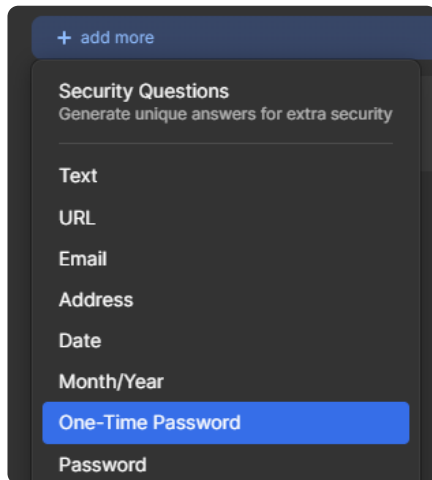
2. Choose New Item - Password



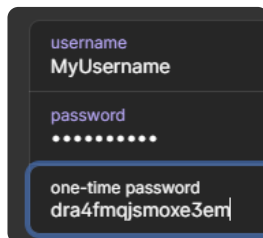
3. Add the account name and current password, then click '+ add more'



4. Select 'One-Time Password'

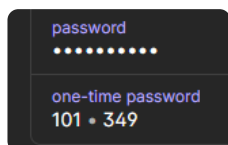


5. Enter the Secret from the sign-in page



6. Click 'Save'

7. The one-time password should display in the application and automatically refresh



8. Go back to the sign-in page, and click 'Continue'

9. If the verification code does not auto-populate, enter it manually

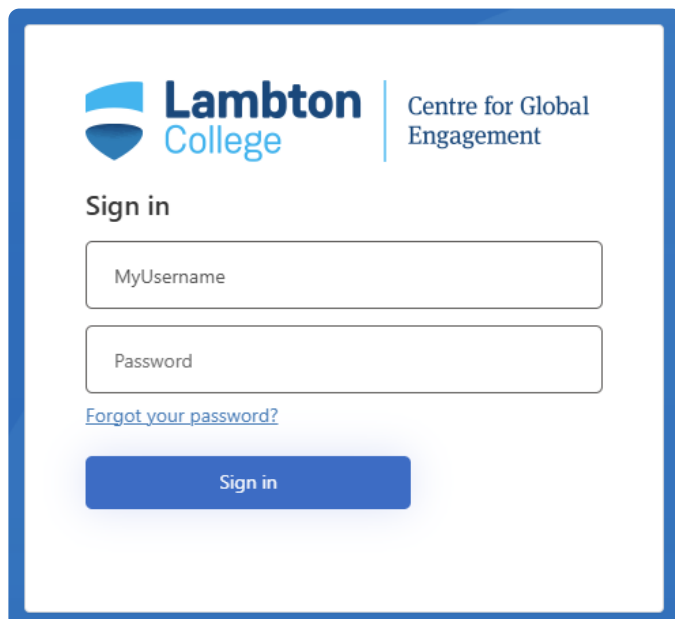
10. Enter a new password and re-enter it
11. If this does not work:
 - a. Delete the password from the application
 - b. Go back to the Azure Login page
 - c. Enter the account name and password
 - d. Save the password to 1Password before signing in
 - e. Edit the password
 - f. Click 'Add more'
 - g. Repeat from step 4

Forgot Password

⚠ Important: Use the Forgot Password link on the Azure Login page (not the main International login page).

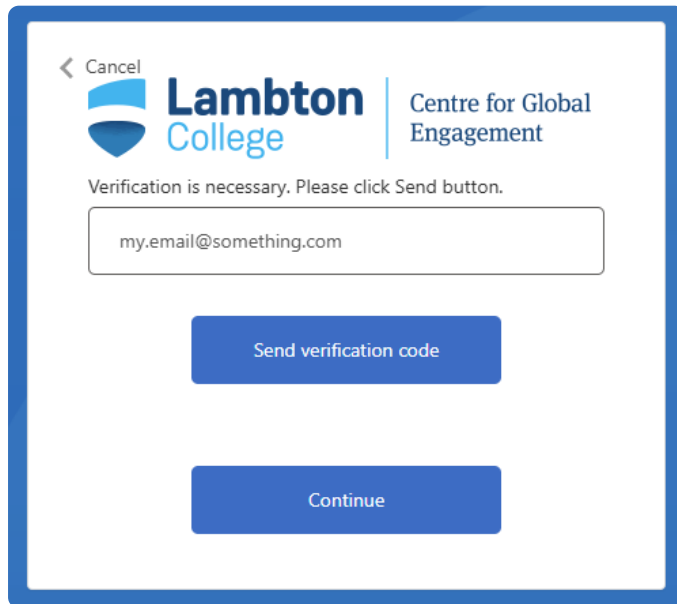
If you cannot remember your Azure Login password:

1. proceed to the Azure Login portal as normal and click the 'Forgot your password?' link.



The screenshot shows a sign-in page for Lambton College. At the top left is the Lambton College logo, and to its right is the text 'Centre for Global Engagement'. Below the logo, the text 'Sign in' is displayed. There are two input fields: the first is labeled 'MyUsername' and the second is labeled 'Password'. Below the password field is a blue link that says 'Forgot your password?'. At the bottom of the form is a blue button with the text 'Sign in'.

2. Enter your email address and click 'Send verification code'

A mobile app verification screen for Lambton College. At the top left is a back arrow and the word 'Cancel'. The header features the Lambton College logo (a blue shield with a white 'L') and the text 'Lambton College' in blue, followed by 'Centre for Global Engagement' in a smaller blue font. Below the header, a message reads 'Verification is necessary. Please click Send button.' There is a text input field containing the placeholder email 'my.email@something.com'. Below the input field are two blue buttons: 'Send verification code' and 'Continue'.

3. Check your inbox and enter the verification code provided, then click 'Verify code'.

4. You will be given a chance to change your email address, if desired. If this is not needed, simply click 'Continue' to continue to the reset password screen.

5. Enter your new password twice to confirm, and then continue.

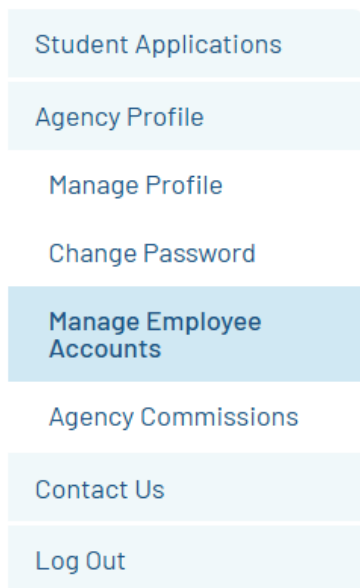
6. Your password should now be reset.

Creating a New Employee Account

- Best practice: Create a separate account for each user (for security and because each email can only be tied to one account). New employee accounts will need an Azure account created by Lambton College staff before they can use Azure Login. You can create as many employee accounts as you need.

If you need to create a new account for an employee:

1. Login with the primary account, and proceed to Agency Profile, then Manage Employee Accounts.



2. Click 'Create Access ID'

Create Access ID

3. Enter the requested details, including a unique email address not used by another agent portal account. For 'Restricted', choose 'No' if you want the account to be able to manage any applications by the company. Choose 'Yes' if you want the account to be restricted to only manage applications they have created. Once complete, hit 'Add'.
4. The account will be onboarded to Azure within 1-5 business days. If you do not receive an email with credentials after 1 week, please reach out to international@lambtoncollege.ca.