CPOMS Authenticator – Trouble Shooting

If the **CPOMS Authenticator app on your device reverts to 'Scan QR' code**
Or
You have got a new device/ phone

> *If you still have access to the previous device, log-in with your usual app and skip to* ***'User steps to take'*** *on page 2 to add your new device/phone.*

Before you can setup the CPOMS Authenticator app on your new device, the previous device(s) needs to be removed by another **CPOMS Admin Key Holder** in school. This would usually be a member of your SLT/ Safeguarding team.
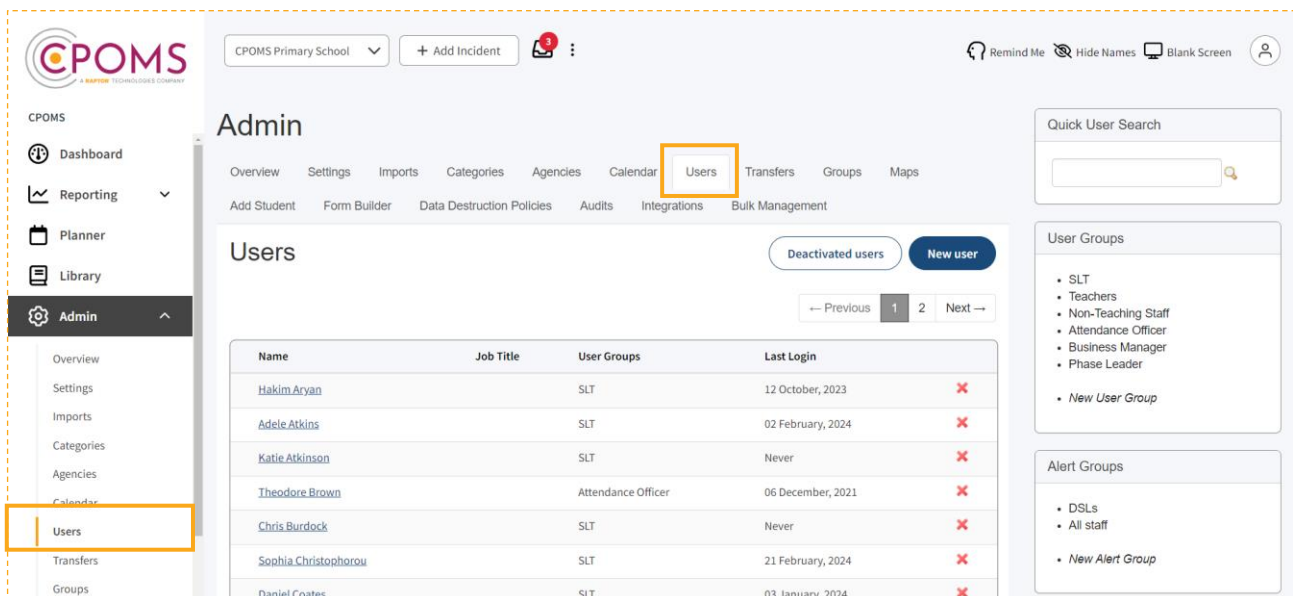
> **If there is not another Admin user available to remove your key**
> *Please email us at support@cpoms.co.uk from your school email address to request the key removal and we can arrange this for you.*

The **Admin Key Holder** can easily remove your key in the following way, if you can please share the below instructions with them.

Admin steps to take:-

Go to **'Admin'** and click on the **'Users'** tab.

Locate and click on the name of the person who requires their key removing from your user list. *There is a 'Quick User Search' to the top-right corner of this tab if you have many users.*

Now in their profile, click on the **'Security Keys'** tab.

In the case that ████████ loses or no longer has access to all of their registered two-factor authentication devices listed below, you can remove them, enabling them to register new devices when they next log in.
In the time between removing the devices and registering new ones, the user account will not be able to access areas of the system restricted to two-factor users only. Please note, Merilock keys will not be removed.

☑ **I confirm that I have read and understand this notice.**

Name	Type	Date Registered	Last Used
Iphone	TOTP	09 March, 2024	09 March, 2024 09:36

Remove this user's 2FA devices

If you are happy to continue and remove their key, tick the check box **'I confirm that I have read and understand this notice'** and click on the red **'Remove this user's 2FA devices'** button to finalise.

The system will then confirm that you have successfully removed the device(s).

User steps to take:-

Once your previous key(s) has been successfully removed, you can now add your new device/ set up your CPOMS Authenticator app again.

> ⚠ *If you are logged into CPOMS already, please ensure you firstly **log out and back in to CPOMS again** before following the below instructions.*

Step 1:- Download the CPOMS Authenticator app

For new devices, please download the CPOMS Authenticator app from your app store.

You can find the CPOMS Authenticator app by simply searching for the name in your app store, or by using one of the below hyperlinks:-

|		
	Apple App Store	*https://apps.apple.com/gb/app/cpoms-authenticator/id1093080934*
	Google Play	*https://play.google.com/store/apps/details?id=uk.co.meritec.cpomsauthenticator&hl=en_GB*

If you have already downloaded the app, please skip to Step 2.

Step 2:- Log in to your CPOMS Account

Once you have downloaded the app, please log in to your CPOMS account, on a separate device to the one you have downloaded the app to. If you already have an existing key, please log in with it.

> **Forgotten Password?** If you have forgotten your password you will need to request a new one by navigating to the CPOMS login page and entering your email address. On the next page, when prompted for a password, choose **'Forgot Password'** and follow the simple steps on-screen.

Once you have logged in to CPOMS, click on the **'Account Settings'** section, and then click on the **'Security Keys'** tab. Under the sub-heading for **CPOMS Authenticator**, please click on **'Add new device'.**
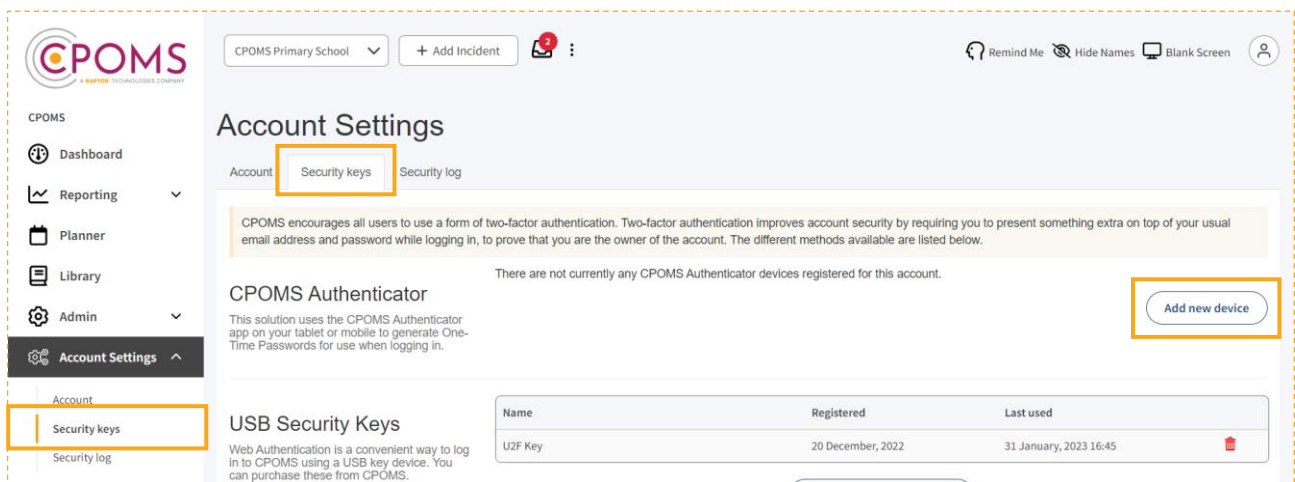
Once you have clicked on 'Add new device', it will create a QR code for you to scan within your CPOMS Authenticator App.

To scan the QR code, simply open up the app and tap the **'Scan QR Code'** message. Now point your device camera towards this image. Once the app has scanned the QR code, it will begin generating random numbers. *For security purposes, the numbers will change every 30 seconds as the circle goes round.*

*Please continue with the below points to ensure your app is setup correctly and saves to your account.

Next, beneath the QR code image on screen, enter a **'Name'** for your device *i.e. iPad/ My Phone.*

In **'Code'** type in the current 6-digit code which is appearing in your app.

Lastly click **'Save this device'**.

Once saved, your new Soft Key will appear listed in the CPOMS Authenticator section.

Unverified *will appear next to its name until you use the app to login, this is nothing to worry about.*

Step 3 - Elevate your Access

Log out of CPOMS and log back in again. It will now ask you to authenticate your login using the app.

When prompted, enter the 6-digit number appearing in your app currently, and click **'Authenticate'.**

If you are in a higher-level user group, your access will now change to reflect your user group permissions.

When you log in to CPOMS in the future, your app will give you the option to 'approve' or 'deny' a log in, rather than typing in the code manually each time. Alongside this option, it will display the approximate location of where the login took place (based on the IP address), so you can easily differentiate whether it was you who initiated the login before you choose to click 'approve'.

CPOMS Authenticator FAQs

Error message 'Incorrect or out of date code'?

If you receive an error message which says 'Incorrect or out of date code', when logging in to CPOMS with your key, it means the date and time on the device of your app is out of sync with our servers (it may be slightly fast or slow).

Usually the way to fix this is to amend the date and time setting on the device of your app to 'set automatically'. This ensures the date and time is set identically to our servers.

Error message 'No usable date' when trying to scan the QR code?

This sometimes occurs if you are trying to scan the QR code via the normal camera on your device, rather then through the CPOMS Authenticator App. To scan the QR code, please ensure you have firstly opened the CPOMS Authenticator App, and tapped 'Scan QR Code'. Please then point the camera toward the QR code image when prompted.

My location on the app is not accurate?

The location shown on the app is actually taken from the location of your I.P address, so it can sometimes appear to be further afield.

To put your mind at rest you can check the location of your I.P address before choosing to 'approve'.

Simply search 'What's my IP' in a search engine *(i.e. Google)* on your app device and click on https://whatismyipaddress.com, which is usually the first result. This will then confirm the location of your I.P address, which you can check matches against the location shown in your app.

Or if you would prefer, you can choose to type in the numbers manually into CPOMS, rather than clicking on the approve option.

For further assistance on any of the above please do not hesitate to contact us on

01756 797766 or **support@cpoms.co.uk**.

www.cpoms.co.uk