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.

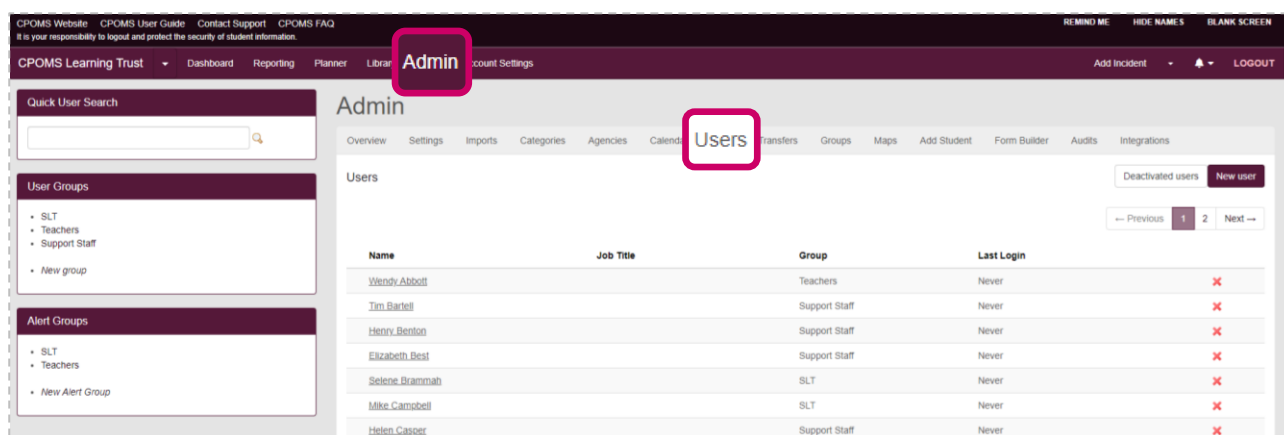> **If there is not another Admin user available to remove your key**
> *Or*
> **You are a Single Sign On (SSO) User** *- At present, if you are an SSO user we would need to remove the key at our side.*
> *In the above cases, please email us at* support@cpoms.co.uk *from your school email address to 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.
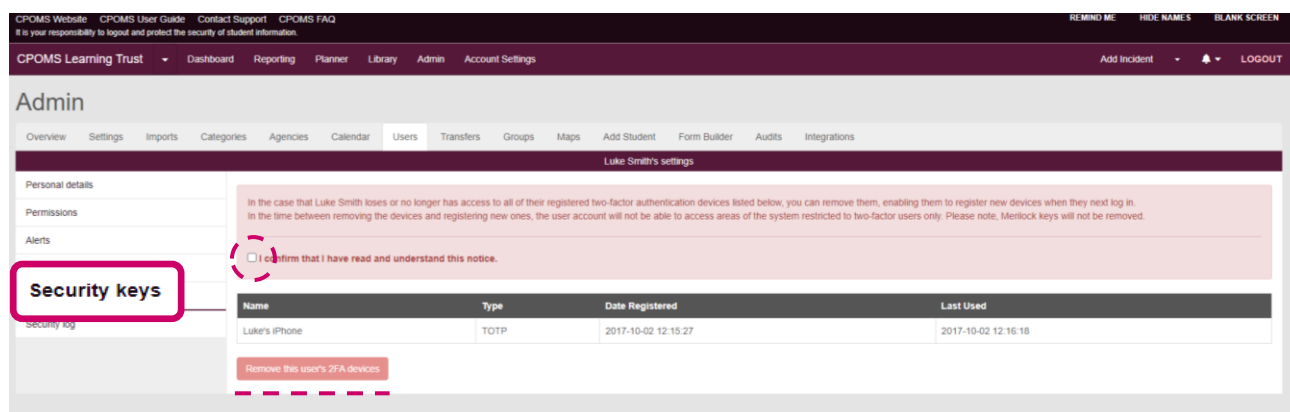
Admin steps to take:-

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-left corner of this tab if you have many users.*

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

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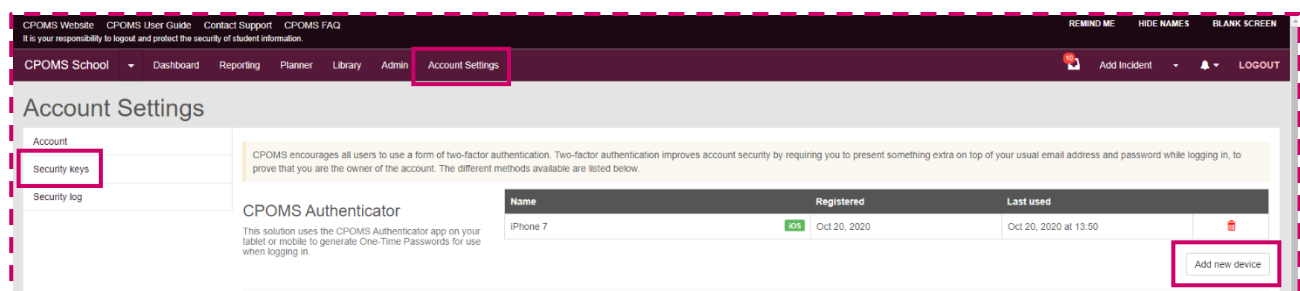
If you have already downloaded the app, please skip to Step 2.

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.

If you are using CPOMS for the first time, you will need to request an initial password to log-in firstly, by clicking on the **'Forgotten your password or using CPOMS for the first time?'** option, at your schools CPOMS login page, and following the simple steps.

Once you have logged in to CPOMS, click on the **'Account Settings'** section, along the top bar, and then click on the **'Security Keys'** tab, to the left-hand side of the screen. *Please see below screenshot.*

Under the sub-heading for **CPOMS Authenticator**, please click on **'Add new device'.**

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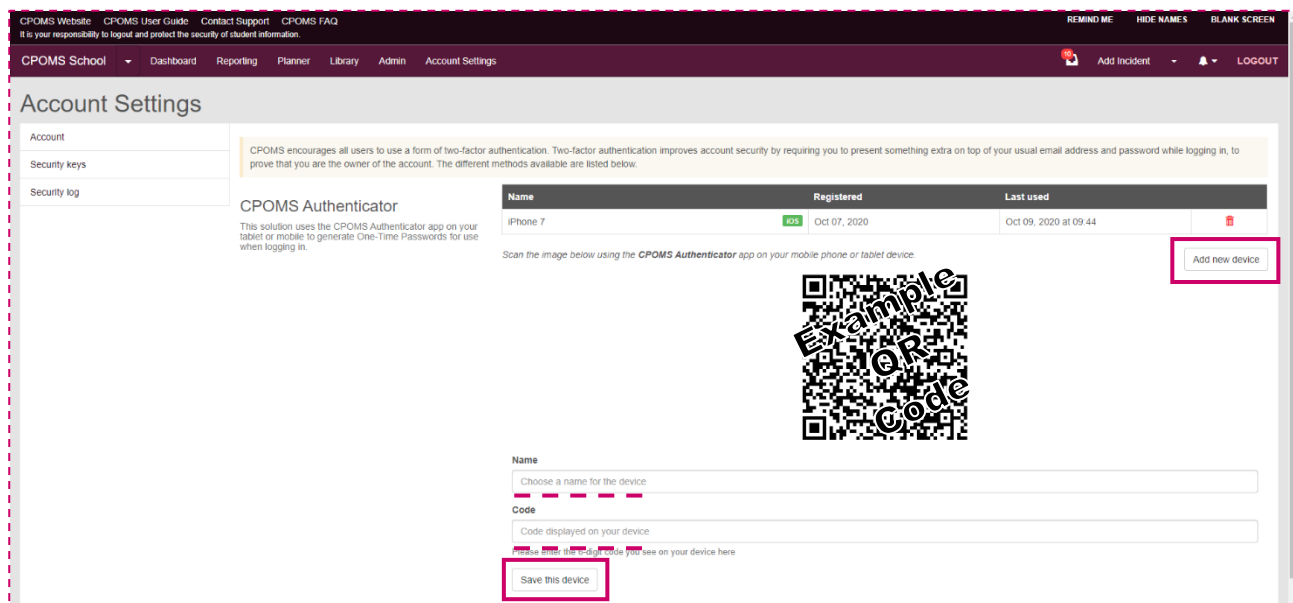
To scan the QR code, simply open up the app and tap the **'Scan QR Code'** message. Now point your device camera towards this image. Once the app has scanned the QR code, it will begin generating random numbers. *For security purposes, the numbers will change every 30 seconds as the circle goes round.*

*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

To elevate your access, please click on **'Dashboard'** to the top left-hand corner of the screen in CPOMS, *to refresh your page*. To the top right-hand corner of your CPOMS screen, you should now have a **'Elevate Your Access'** option to click on. Once selected, **enter the 6-digit number** appearing on your app currently, and click **'Authenticate'.** *If you are already logged in with a different key, the 'Elevate Your Access' option will not appear.*

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