Single Sign-On User Log-in

There are two types of CPOMS Log-ins:-
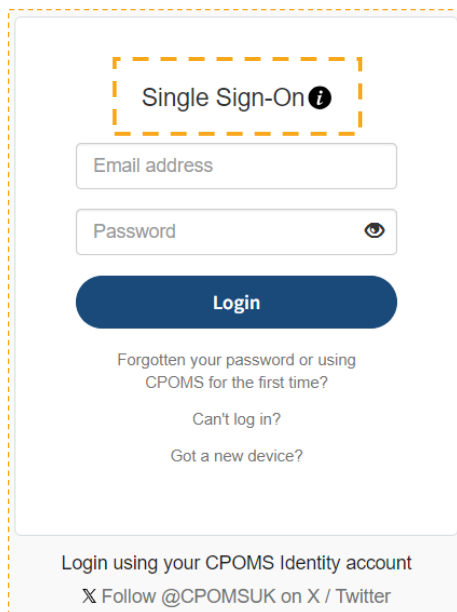
- **'Identity'**, for users with access to one CPOMS site

- **'Single Sign On'** *(SSO),* for users who have access to more than one CPOMS site, or CPOMS StaffSafe. SSO users are able to use the same email address, password and key across each site they have access to.

Having checked your account I can see that **you are a Single Sign On (SSO) user**. Therefore, please follow the below steps to log-in to CPOMS.
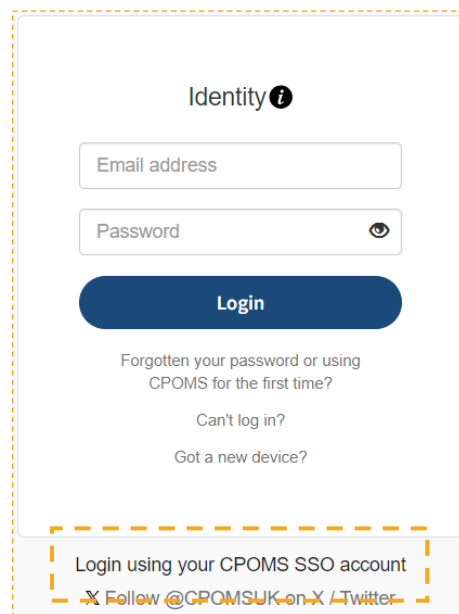
Step 1 - Please ensure you are on the **Single Sign On (SSO)** log-in page, <u>**not**</u> Identity.

Navigate to your CPOMS Url.

✓ If you are on the **Single Sign On** log-in page, it will have the title 'Single Sign-On' just above the Email address and Password fields.
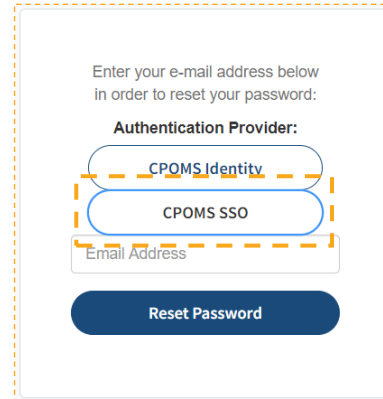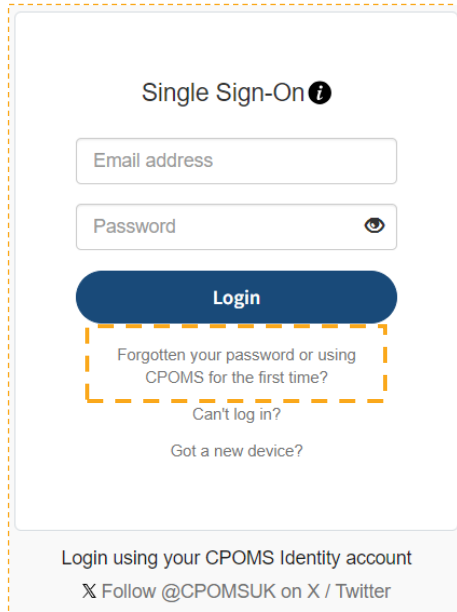

✗ **If it says Identity here**, it means you are on the incorrect log-in page for your account type. To switch to Single Sign On, please click on the link **'Login using your CPOMS SSO account'** *(located just above 'Follow @CPOMSUK on X/Twitter').*

✓ The header should then switch to say 'Single Sign-On'.

Step 2 – Reset your password

1. Click on **'Forgotten your password or using CPOMS for the first time?'**

2. When prompted, choose the **'Authentication Provider'** > **'CPOMS SSO'**, enter your email address and click **'Reset Password'**.

3. You will then be sent an automated reset password email, *to that email address*, which will contain a unique link. Please follow this link and the steps on screen.

Please check your junk and clutter mailboxes if the reset password email does not appear within your main inbox after a few minutes.

Please note, <u>the link within the reset password email will expire at midnight on the day it was sent</u>. If the link does expire, you will need to request a new one.

Step 3 – Login to CPOMS!

Enter your email address and new password at your CPOMS log-in page.

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