

# AMP - Appointees Management Portal



## We're getting an upgrade!

The Appointee Management Portal (AMP) is having an upgrade. You'll start to see that some screens have changed to a new, fresher format that is easier to navigate on different devices. Over the coming months, you'll see the various areas of AMP taking on this refreshed look.



## Feedback from appointees...

One of the major pieces of feedback from appointees in the last 12 months was: 'why do we need a different username and password for each system I use for WJEC?'



## We've listened...

The first milestone in aligning appointee usernames and passwords has been incorporated into the AMP upgrade. Once the migration is complete, this means that you will be able to use the same username and password for the Appointee Management Portal and the WJEC SharePoint sites. But this cannot happen until you have activated the migration process.



## What do I need to do?

Simply log into your account on AMP using your existing username which typically follows the format: `firstname.surname`

This short guide will take you through the next steps **CLICK HERE**



## When do I need to do this?

The new AMP system will be available for you to migrate your account from 23rd September 2023 onwards.



## But I already have a SharePoint account. Can I log into AMP using username?

Not yet – you need to complete the migration process first. For future SharePoint conferences you will then be able to use the same username.



## What if I run into a problem?

The migration process has been designed to be as straightforward as possible, but should you run into a problem, our teams are ready to support you through the process.

We have developed some Frequently Asked Questions which you may find useful. They can be found **HERE**

The support team can be contacted via the help button below:

**Need help?**

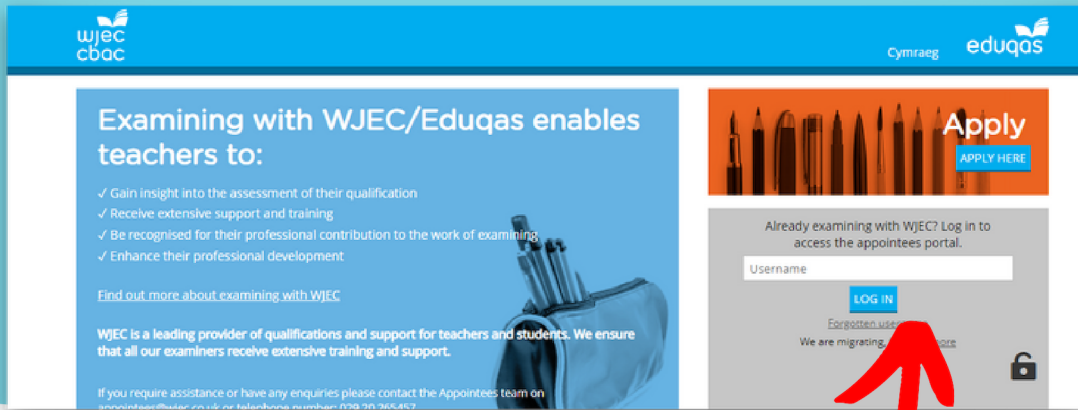


# The Migration Process



1

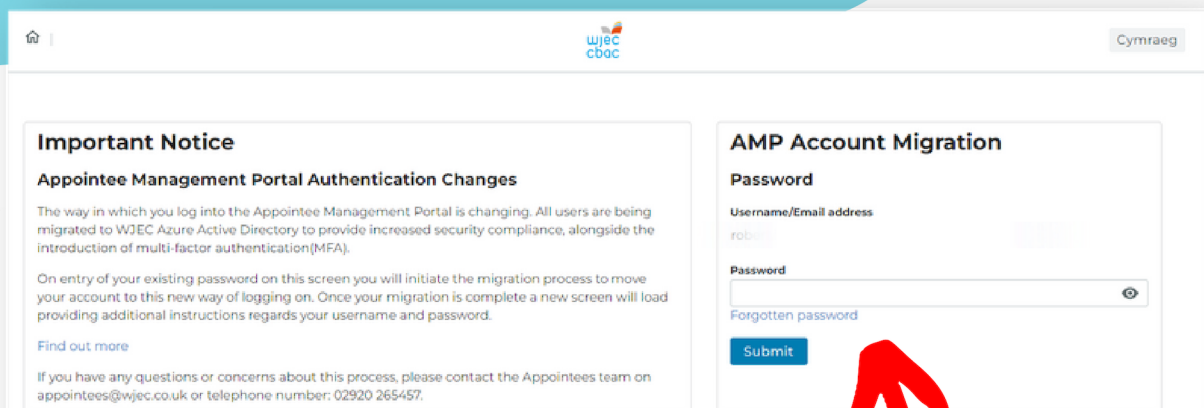
Navigate to the AMP login screen <https://appointees.wjec.co.uk>



2

Next, enter your current username (e.g. firstname.surname)

Click 'Log in'.



3

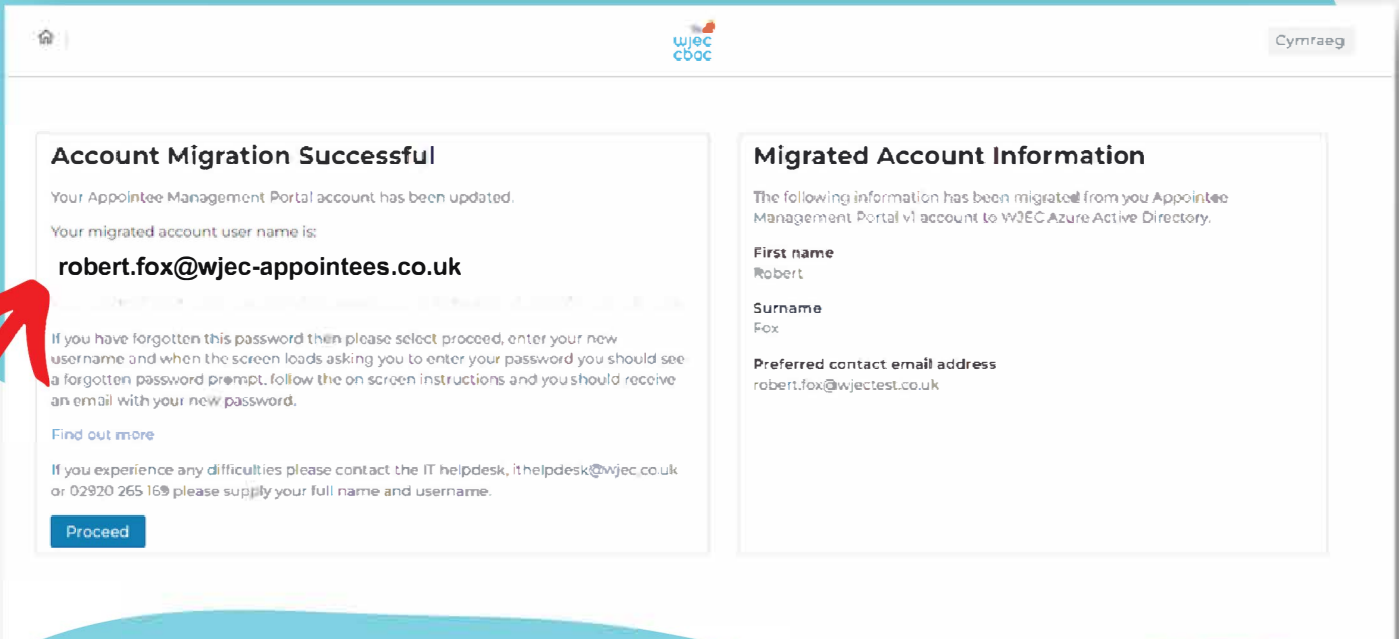
The new look migration page will appear.

Next, enter your current AMP password and click 'Submit'.

Click 'Forgotten Password' if you cannot remember

4

The next screen will confirm your account migration.

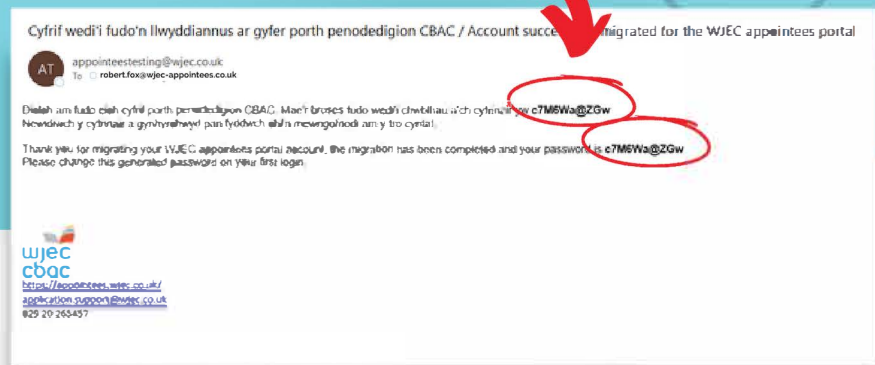


### IMPORTANT INFORMATION

- ! Your new AMP username (**@wjec-appointees.co.uk**) will appear on this screen (You must remember this!)
- ! A new temporary password will be emailed to you



Next, click 'Proceed'.

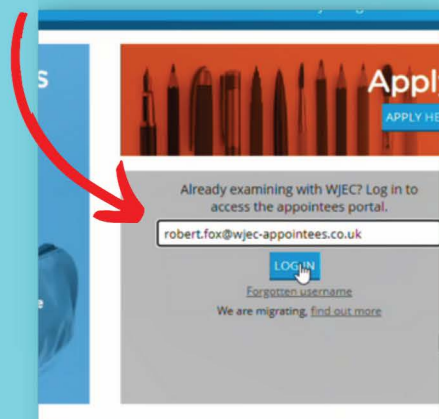


5

You will now be taken back to the main log in page - enter your new **@wjec-appointees.co.uk** username here and click 'Log in'.



TIP: When typing your new username, check there are no spaces at the end - just hit delete after '.co.uk'



6

You will now be prompted to enter the temporary password.

**! If copy and pasting - be careful you do not enter white spaces/blanks either side of the password**

Enter the password and click 'Sign in'

Microsoft  
robert.fox@wjec-appointees.co.uk  
Enter password  
Password  
Forgotten my password  
Sign in with another account  
Sign in

7

You're almost there!

Click 'Next' to set up your Multi Factor Authenticator (MFA)

Microsoft  
robert.fox@wjec-appointees.co.uk  
More information required  
Your organisation needs more information to keep your account secure  
Use a different account  
Learn more  
Next

The guides below will help you through the MFA process - you have two options.

I want to set up my MFA using a Text Message or Landline

CLICK HERE

I want to set up my MFA using the app on my Smartphone

CLICK HERE

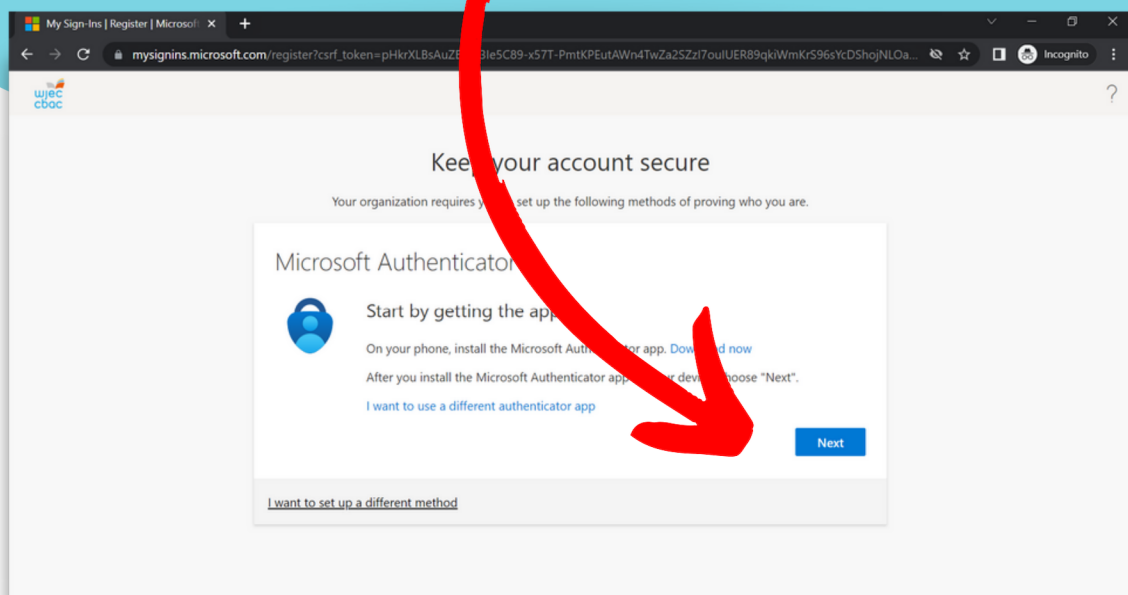
# Multi Factor Authentication (MFA) Microsoft Authenticator App



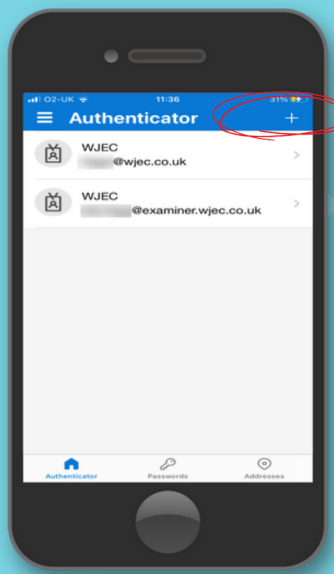
To set up your MFA using the Microsoft Authenticator app on your Smartphone, you will need to download the app from your app Store  
OR  
Scan the QR codes below



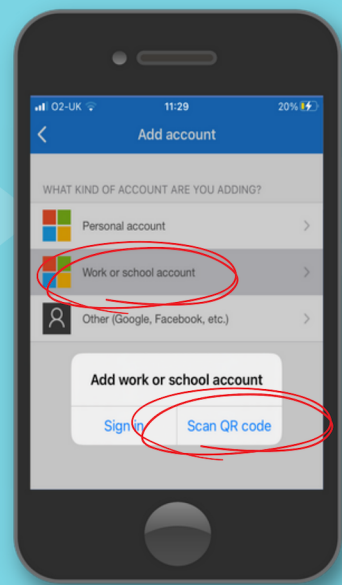
Once the App has downloaded on your smartphone  
Click 'Next' in your web browser



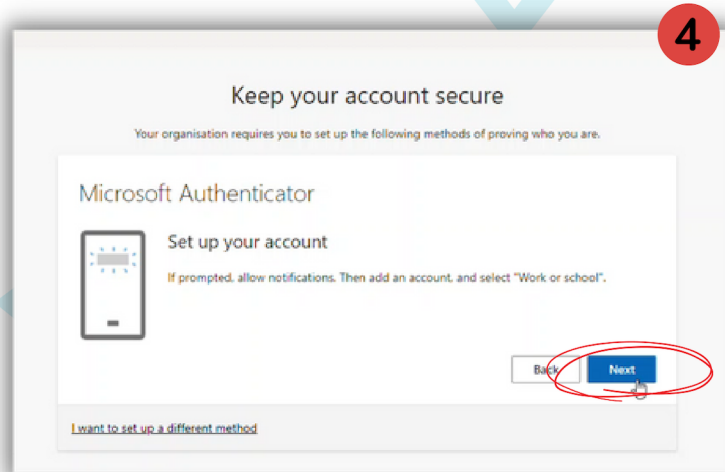
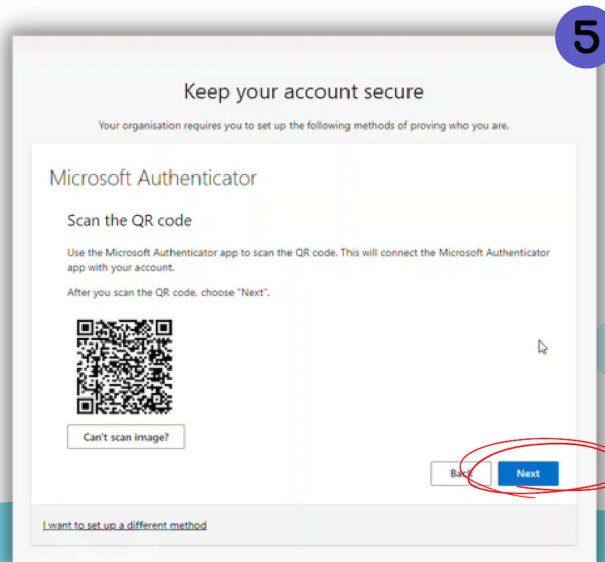
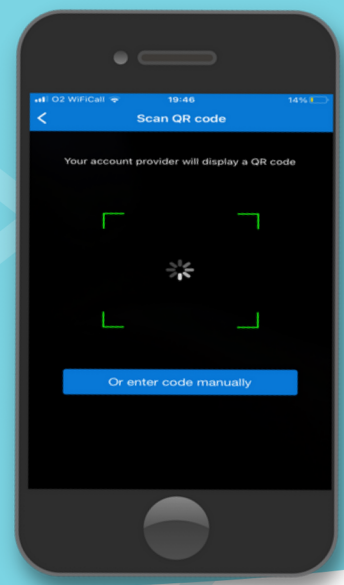
**1** Open the Microsoft Authenticator app on your phone and tap the '+' button at the top right of your screen



**2** Select 'Work or school account' and tap 'Scan QR code'. This should open your camera

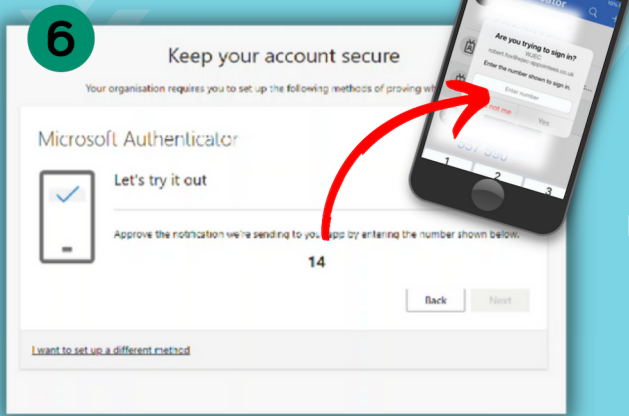
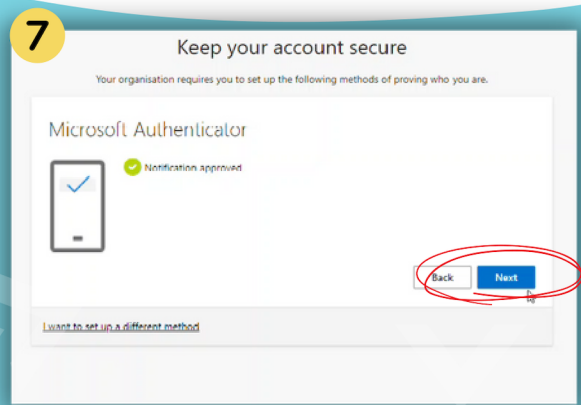


**3** If your camera doesn't open, go into the app settings to enable the camera. Click 'Next' in browser



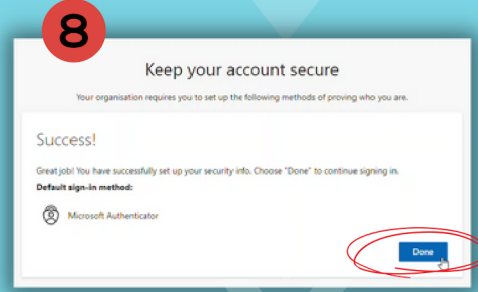
Now scan the QR Code showing in your browser using your camera and click 'Next'

Your @wjec-appointees.co.uk account will automatically be added to the app.



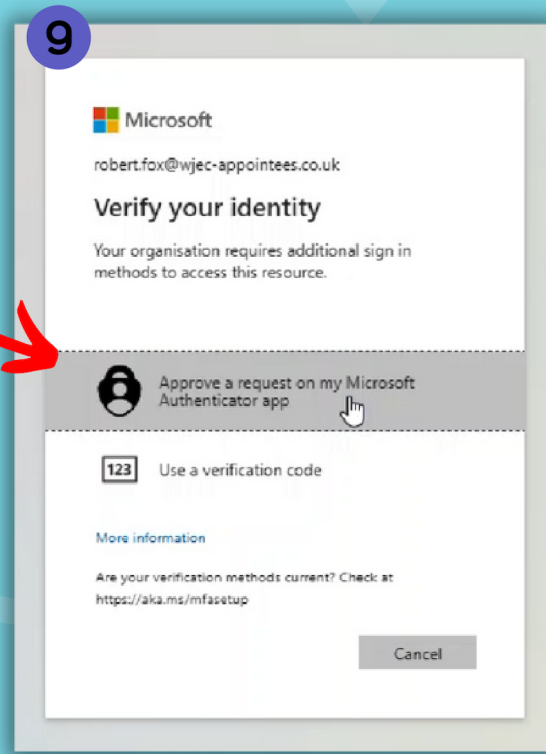
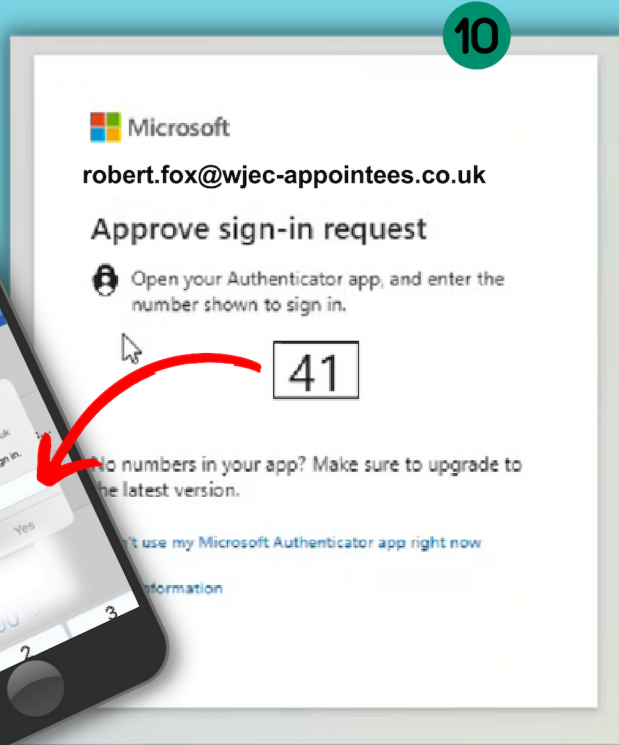
You will now be prompted to enter the code shown in your browser directly into the app. Enter the number into the app and tap 'Yes'

Click 'Next' and 'Done' on the following screens in your browser.



Next, you need to verify your identity.  
Click 'Approve a request on my Microsoft Authenticator app'

Enter the number into the app and tap 'Yes'



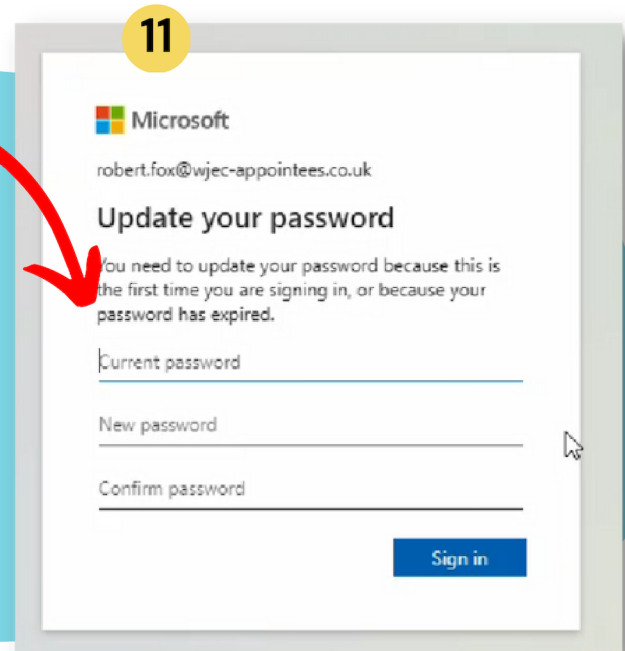
Lastly, you need to change the temporary password to something memorable.

(Minimum 8 Characters, Inc. Uppercase, lowercase, symbol and a number)

Click 'Sign in'.



TIP: Your temporary password was emailed to you when you first migrated - check your inbox/junk for an email from applications.support@wjec.co.uk



You have now successfully set up your Multi Factor Authentication (MFA), with the app.

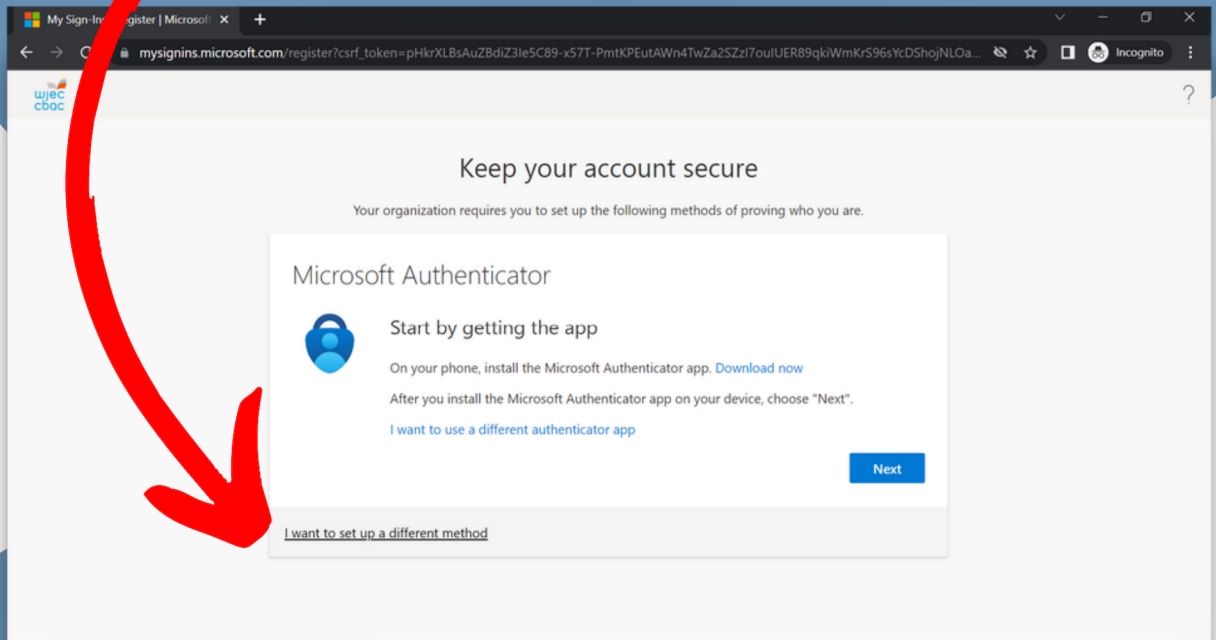


# Multi Factor Authentication (MFA) Text or Landline



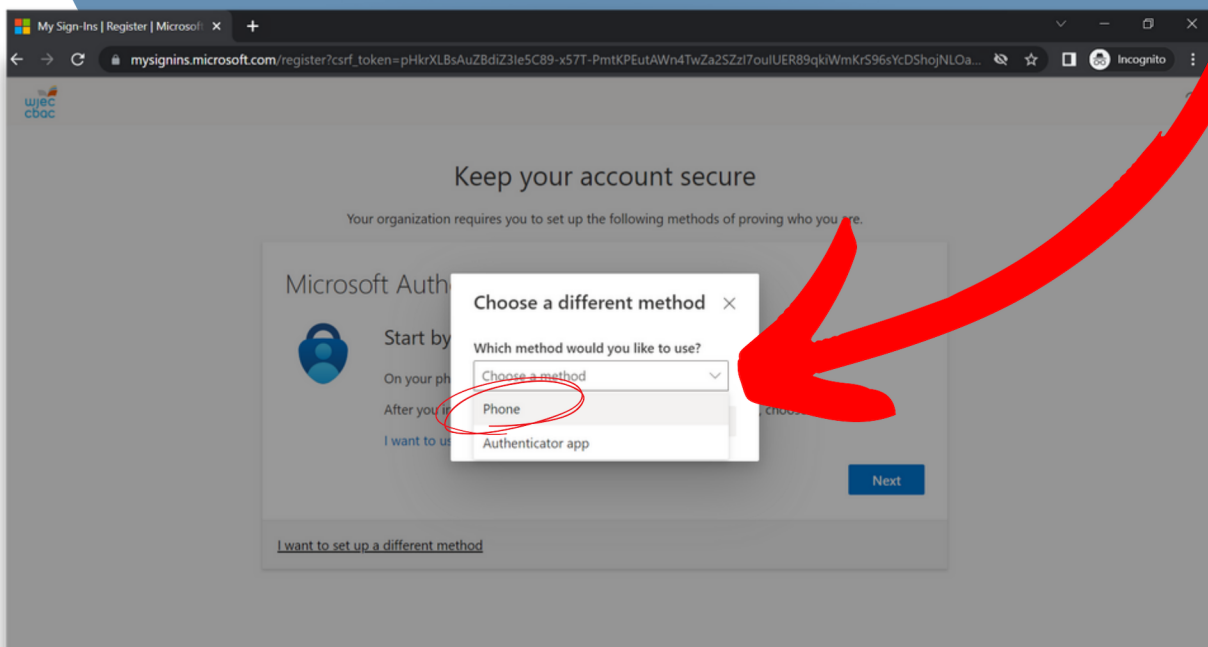
Your username and new password have been accepted. You will now see the screen shown below, where you need to set up your Multi Factor Authentication (MFA).

To set up your MFA using a Text message or Landline, click 'I want to set up a different method'



Next you will be presented with a drop-down menu  
From the drop-down options please select "**Phone**", as shown below.

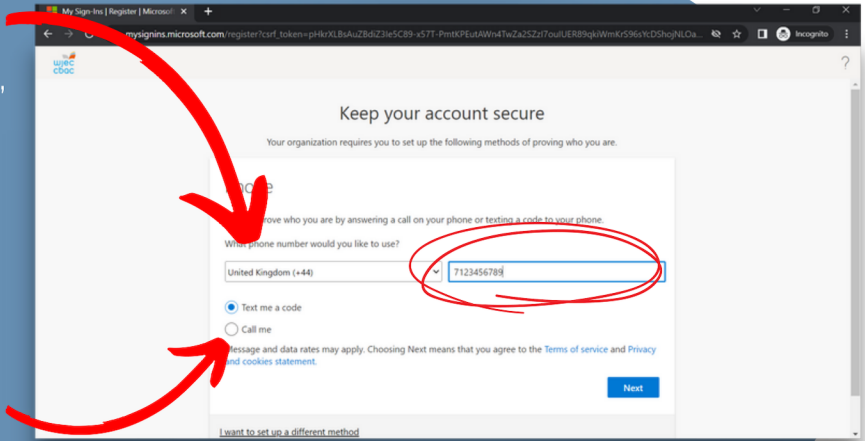
Click "Confirm" to continue.



Change the country code to United Kingdom (+44)

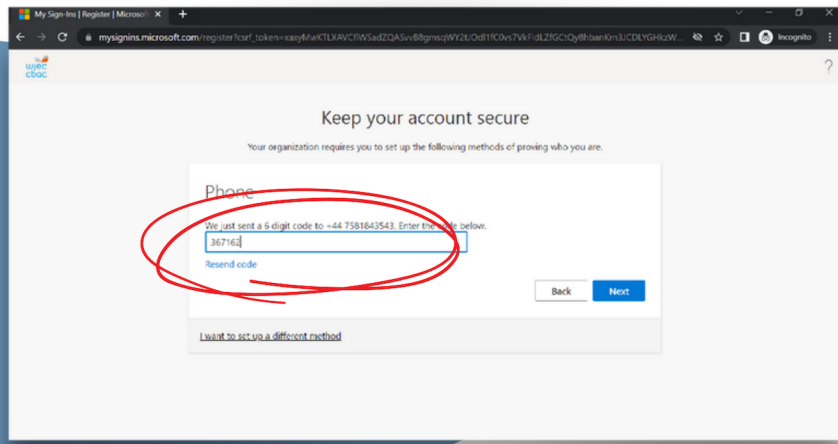
Enter your mobile phone, without the '0' at the start, as shown in the screenshot. Select "Text me a Code"

N.B. – if you do not own a mobile phone, or have no service in your area for a text message to come through, you may input your home telephone number and select "Call Me" instead - you will then receive an automated call with instructions



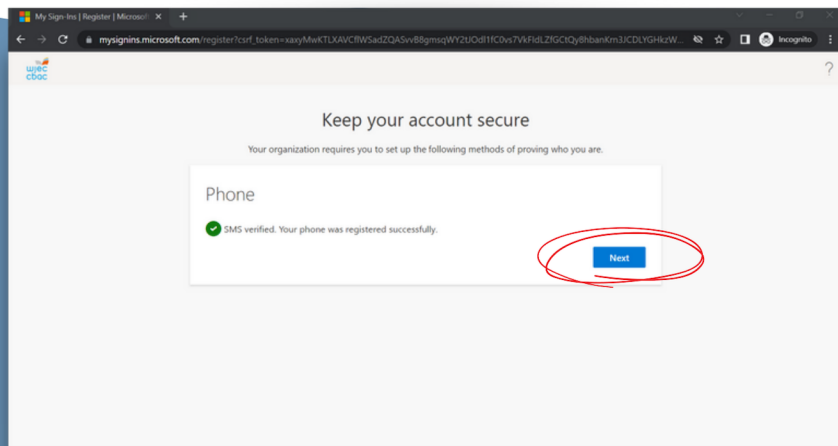
You will now receive a text message to your mobile phone from Microsoft with a 6 digit code.

Enter the code on screen and click "Next" to continue.



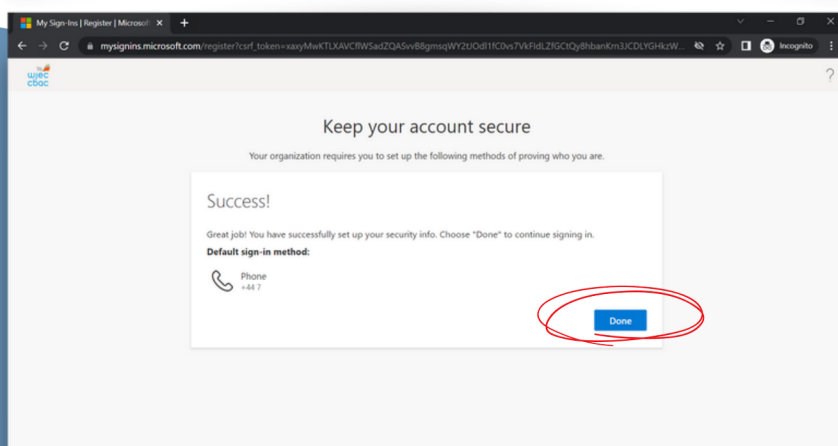
If you have entered the correct code, you will receive the same message on screen as shown here.

Click "Next" to continue.



You have now successfully set up your Multi Factor Authentication (MFA), with your phone.

Click "Done" to finish.



Next, you need to verify your identity.

You can choose either:

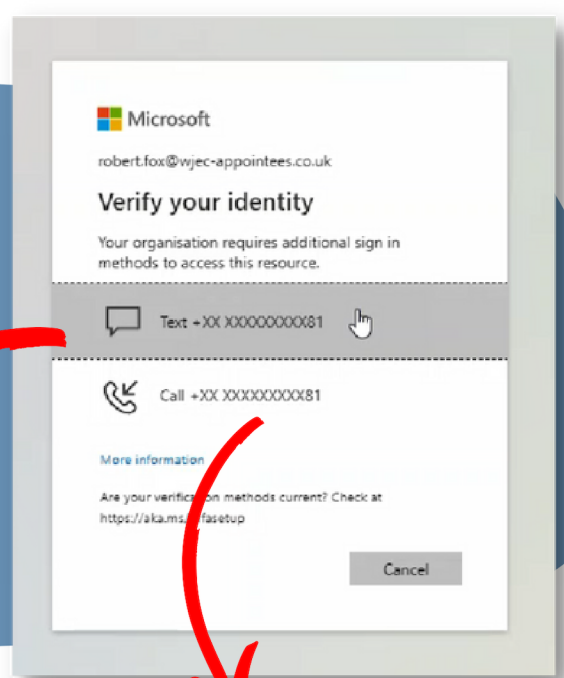


**Text message**

OR



**Phone Call**



**Text message**

You will now receive a code to your mobile phone from Microsoft with a 6 digit code.

Enter the code on screen and click "Next" to continue.



**Phone Call**

You will now receive a phone call.

Answer the call and hit the # key to continue.



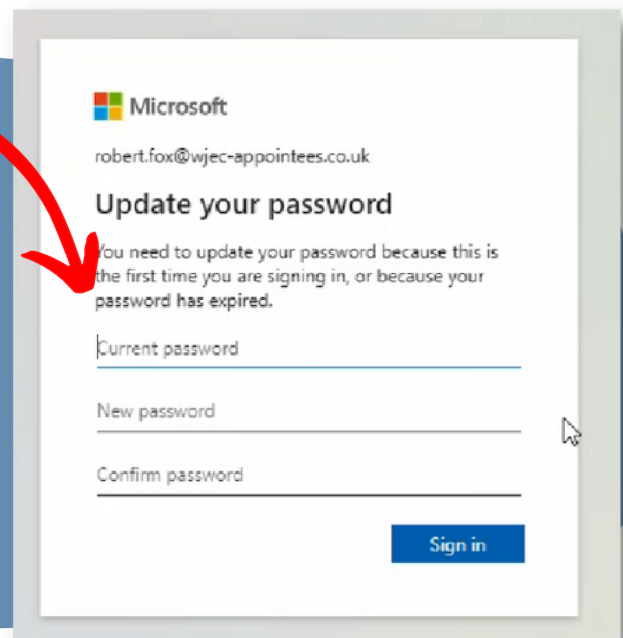
Lastly, you need to change the temporary password to something memorable.

(Minimum 8 Characters, Inc. Uppercase, lowercase, symbol and a number)

Click 'Sign in'.



TIP: Your temporary password was emailed to you when you first migrated - check your inbox/junk for an email from applications.support@wjec.co.uk



You have now successfully set up your Multi Factor Authentication (MFA), with your phone.



# AMP Migration

## Frequently Ask Questions

### **My username isn't being recognised - I can't log in**

Double check there is no space at the either the beginning or the end of the username by deleting any white spaces.

Also, ensure you are using the new migrated username ending:

**@wjec-appointees.co.uk**

### **The temporary password is not working - I can't log in**

Double check there is no space at the either the beginning or the end of the password.

Try typing the password into the field directly rather than copy and pasting.

### **Has my application been approved if I'm being prompted to migrate?**

The new Appointees system has gone live so you will need to migrate your account to maintain access to it.

Your application will still be there and assessed in due course.

### **I have forgotten my AMP username (original/migrated)**

Navigate to the AMP login page <https://appointees.wjec.co.uk>

- click 'Forgotten Username'
- you will then be prompted to enter your email address
- a username will be emailed to you.

If no email is received within 30 minutes, please check your spam folders.

## **I have forgotten my original AMP password**

Navigate to the AMP login page <https://appointees.wjec.co.uk>

- enter original AMP username
- click 'Forgotten Password'
- you will then be prompted to enter your username again
- an email will be sent to the address associated with your username, with instructions on how to reset your password.

If no email is received within 30 minutes, please check your spam folders. The emailed link is only active for 24 hours.

## **I have forgotten my migrated AMP password**

Navigate to the AMP login page <https://appointees.wjec.co.uk>

- enter migrated AMP username
- click 'Forgotten my Password'
- enter your username and characters on screen (you must use your new AMP username for this section)
- an email will be sent to the address associated with your username

If no email is received within 30 minutes, please check your spam folders.

## **Will I have to enter all my personal details again?**

No, this process is just to migrate your account which contains all of your previous details. However, please use this opportunity to go through and update where necessary, for example updating your email address, phone number and teaching centre.

## **Some of my information is missing - what do i do next?**

Some appointees, particularly those who have worked with us before AMP was created, may notice some gaps in the details we hold in this system. Please use this opportunity to review and update your details and add any missing information.

## **What is Multi Factor Authentication (MFA)?**

MFA is a security measure we use to protect our IT systems and your information. It requires you to provide two pieces of evidence - a password and a code - to verify your identity so that you can gain access to the Appointee Management Portal.

If you have worked with us over the past year, you will have experience of using MFA to access our training SharePoint platforms.

## What are the benefits of using MFA?

- ✓ increased security
- ✓ reduced risk from compromised and weak passwords
- ✓ prevents identity theft

## How do I set up MFA?

There are three main ways to set up MFA.

1. By using an App on a Smartphone
2. By registering a mobile phone number
3. By registering a landline phone number

The default authentication method is to use the free Microsoft Authenticator app. If you prefer a different method or do not possess a smartphone or tablet, see below.

## I do not have a Smartphone - what should i do?

Multi Factor Authentication can be set up without the use of a Smartphone. You can do this by clicking "I want to set up a different method". This method will allow you to receive a text message or a phone call with a verification code to be used as your Multi Factor Authentication. Our guide can be found **HERE**.

## I have changed my mobile phone since the last time I accessed AMP & SharePoint, what do I need to do?

Send an email to the support team [appointeesupport@wjec.co.uk](mailto:appointeesupport@wjec.co.uk) - informing us that this is the case so that we can reset your MFA.

Please include your name and confirm your associated AMP email address.

## I have deleted the Authenticator app, what do I do?

Send an email to the support team [appointeesupport@wjec.co.uk](mailto:appointeesupport@wjec.co.uk) - informing us that this is the case so that we can reset your MFA.

Please include your name and confirm your associated AMP email address.

