fluxys

Single Sign On

User Guide

Table of Contents

Creating Your Single Sign-On Account

This section will guide you through the process of creating your account during your first-time login and setting up two-factor authentication (2FA) for added security. If you've already previously set up your Fluxys single sign-on account, you may skip this section.

---

1. Navigate to the Fluxys platform of your choice.

Starting on 31st of January, simply open your web browser and navigate to the Fluxys platform of your choice.

---

2. Enter your email address

Enter the email address that has been used to set up your account on the Fluxys platforms. After entering the email address, click the **Continue** button.

fluxys **BALANSYS**

Email Address

john.doe@imaginary-energies.com

Continue

If you receive an error message, please contact your Fluxys point of contact.

- An account could not be found for the provided user ID: Your account was not found our systems.
- Your account has been deactivated: You have waited more than 30 days to activate your account and it has been deactivated for security reasons. The account needs to be reactivated before it can be used.

---

3. Initiate the first-time login flow

As you are logging in for the first time, you need to set a password. In order to do so, click the **First time login** link.

4. Send a verification code

In this step, we validate your identity. By clicking the **Send verification code** button, an email will be sent to your email address with a temporary verification code.

5. Check your email

Wait for the email with the verification code to arrive. Note that the verification code will only be valid for 5 minutes. After 5 minutes, you will need to request a new verification code in order to continue.

6. Enter the verification code

Enter the verification code on the logon screen and click **Verify code**.

7. Code verification result

If the verification code entered is correct and entered within 5 minutes, you will receive a message that the code has been verified. If your verification code is rejected, please go back to the previous step (using the browser back button) and request a new verification code. Click **Continue** to proceed to the next step.

8. Choose and confirm your password

Enter the password you would like to use for your account.

The allowed password characters are:

- A-Z
- a-z
- 0-9
- @ # $ % ^ & * - _ ☐ + = [ ] { } | : ' , . ? / ` ~ " ( ) ;

Characters disallowed are:

- Spaces
- Unicode characters
- A . character immediately preceding the '@' symbol.

The password should be between 8-16 characters, and requires 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters
- Numbers (0-9)
- Symbols (see the allowed characters above)

9. Setup a Microsoft Authenticator app account

As a final step, you will register your account in the Microsoft Authenticator app.

An Authenticator app is an application that runs on your mobile phone and generates a number, which you will have to provide next to your password during logon. It's an extra security measure to prevent identity spoofing known as multi-factor authentication.

If the Microsoft Authenticator app is not yet installed on your mobile phone, download and install it by following the instructions displayed on-screen. Scan the QR code with your Authenticator app, select **Work account** if asked, and once your Fluxys account is registered on your mobile device, click **Continue** in your browser.

The first step is to download the Microsoft Authenticator application on your phone. For iOS, you can find it in the App Store. For Android, you can find it in the Play Store. You can also click on the download links below.

After installing the Microsoft Authenticator application, scan the QR code below from within the application to link your Fluxys account to the Authenticator application on your phone. When this is done, you can click "Continue".

Still having trouble?

Continue

10. Enter the code generated by the Authenticator app.

Open your registered account in the Authenticator app and copy the displayed number into your browser window. This is to ensure that your account is properly registered in the Authenticator app.

Click **Verify** to verify the generated code and finalize the registration process.
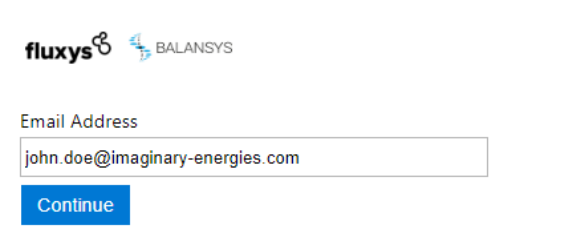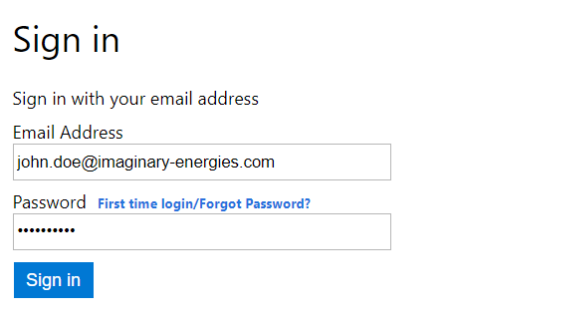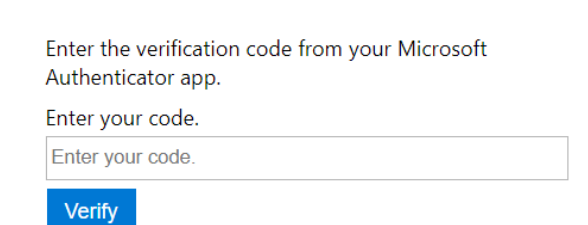
fluxys **BALANSYS**

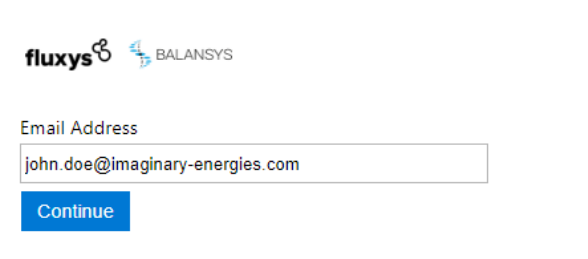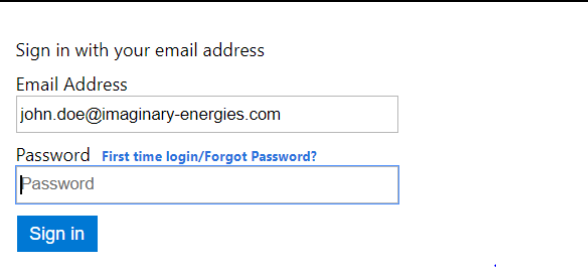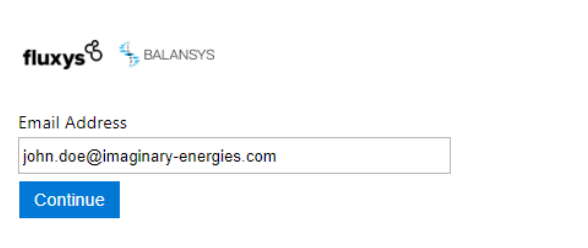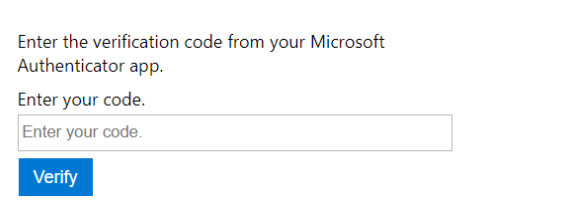Enter the verification code from your authenticator app.
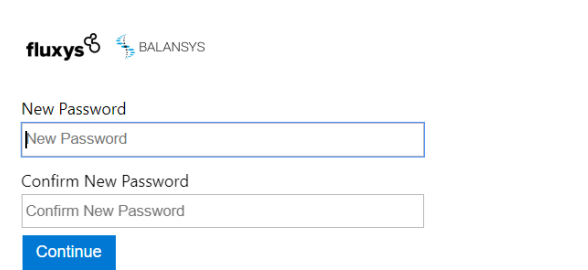
Enter your code.

Enter your code.

Verify

You've successfully logged in and can use these new credentials to log in moving forward!

Logging into a Fluxys application

1. Navigate to the Fluxys application of your choice Open your web browser and navigate to the Fluxys application of your choice.	
2. Enter your email address Enter the email address that has been used to set up your account on the Fluxys platforms. After entering the email address, click the **Continue** button.	**fluxys** **BALANSYS** Email Address john.doe@imaginary-energies.com Continue
3. Enter your password Enter your password and click on **Sign in**.	Sign in Sign in with your email address Email Address john.doe@imaginary-energies.com Password **First time login/Forgot Password?** ••••••••• Sign in
4. Enter your verification code Open your Authenticator app and enter the verification code. Then, click on **Verify**.	Enter the verification code from your Microsoft Authenticator app. Enter your code. Enter your code. Verify

Resetting your password

1. Navigate to the Fluxys application of your choice Open your web browser and navigate to the Fluxys application of your choice.	
2. Enter your email address Enter the email address that has been used to set up your account on the Fluxys platforms. After entering the email address, click the **Continue** button.	
3. Click on "Forgot Password?"	
4. Confirm email for which you want to modify the password	
5. Enter your verification code Open your Authenticator app and enter the verification code. Then, click on **Verify**.	
6. Choose your new password and confirm Once your password is chosen, click on **Continue**.	

Getting Help and Support

For any question relating to the Single Sign-On (SSO) workflow, please contact your Fluxys point of contact.