SSO FAQ FOR STAFF

1 What is SSO Account?

SSO stands for Single Sign-On. **SSO Account** is the user name and password you use to log in to ITE issued desktop / laptop. This is also the same account you use to access all the SSO integrated IT services in ITE such as the following:

- i. ITE issued Windows desktop / laptop
- ii. ITE Staff Portal (starting from 15-Apr-2017)
- iii. ITEstaff Wi-Fi
- iv. <u>RSA Self-Service Console</u> (2FA account)
- v. <u>Microsoft Office 365</u> (user name is your internet email address)

2 What is the benefit of using my SSO Account?

The main benefit of using your SSO Account is to simplify your access to various IT services / resources in ITE. You only need to remember 1 set of user name and password to gain access to all the SSO integrated IT services. Please refer to FAQ 1 for the SSO integrated IT services in ITE.

If there is a need to change your SSO password, you will only have to change it once and the new password will be used in all the integrated IT services. Please refer to FAQ 3 on the ways to change your SSO password.

3 How do I change my SSO Account password?

If you still remember your existing password, there are 2 ways to change your SSO Account password.

- i. Log in to your ITE issued desktop / laptop, press *Ctrl+Alt+Del* and click *Change a password*. Follow the instructions to change your password.
- ii. Open a browser window, go to <u>https://idmanage.ite.edu.sg</u> and follow the instructions on *SSO Password Change Portal*. Please refer to the user guide on *SSO Password Change Portal* for more information.

Please note that SSO Account password is **case-sensitive**. If you have forgotten your password, you need to reset it via a self-service password reset portal. Please refer to FAQ 4 for more information.

4 I have forgotten my password. What should I do?

To reset your forgotten password, open a browser window from another PC or a mobile device, go to https://idmanage.ite.edu.sg/staffpwdreset and follow the instructions on *Staff SSO Password Reset Portal* to reset your password. Please refer to the user guide on *Staff SSO Password Reset Portal* for more information.

Alternatively, you can click <u>Staff</u> on the *ITE Staff Portal* login page as follows.

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| Welcome to IT | E Portal |
| 1. Staff: Your 2. Student: Yo | SSO account is your windows desktop/laptop user name and password our SSO account is your ITEstudent Wi-Fi user name and password |
| User ID | |
| Password | |
| | LOGIN |
| For assistance, con | Forgot password? Click <u>Staff</u> or <u>Student</u> to reset tact IT HelpDesk @65902188 |

5 What should I take note after changing or resetting my SSO Account password?

- i. Immediately re-configure all your other mobile devices which are configured to access internet in ITE via *ITEstaff Wi-Fi* with your new password. (*important: Your SSO Account may be locked after some time if you failed to do this*)
- ii. Start using your new password when accessing other SSO integrated services such as the ones listed in **FAQ 1**.

6 Where is the usual Log In link to access ITE Staff Portal?

Please note that from 15-Apr-2017 onwards, <u>Log In</u> link in *ITE Homepage* will be changed to <u>Staff Log In</u> and <u>Student Log In</u>.

Staff logging in to *ITE Staff Portal* will click on <u>Staff Log In</u> and students logging in to *myPortal* will click on <u>Student Log In</u>.

| Log In Feedback Contact Us FAQ | | | | | | |
|---|---------|-----------|---------|--------|--|--|
| DEFINITELY FULL-TIMF | URSES | PART-TIME | COURSES | ALUMNI | | |
| Change to | | | | | | |
| Staff Log In Student Log In Feedback Contact Us FAQ | | | | | | |
| DEFINITELY FULL-TIME | COURSES | PART-TIME | COURSES | ALUMNI | | |

7 Why can't I log in to *ITE Staff Portal* after changing the Windows password on my ITE issued laptop?

Please use the new password you have just set on your laptop to log in to *ITE Staff Portal*. Referring to **FAQ 1** and **2**, the user name and password you use to log in to your laptop is the *SSO Account*. It is the account you use to access all SSO integrated IT services in ITE.

8 Why didn't I prompted for my User ID and Password when accessing *ITE Staff Portal*?

You will gain access to *ITE Staff Portal* automatically and not be required to enter your SSO Account User ID and Password if all the following are true

- i. You are using IE11 🔇
- ii. You are using ITE issued desktop / laptop and logged in using your SSO Account
- iii. You are connected to ITE network in the office or ITE VPN from home
- 9 How can I skip entering my User ID and Password when logging in to Staff Portal?

Please refer to FAQ 8.

10 IE11 always log in using my Windows user name to *ITE Staff Portal* automatically, how do I log in using a generic / temporary account?

Referring to **FAQ 8**, IE11 will automatically log you in to Staff Portal using your Windows user name. If you have a generic account and would like to log in using it, please use Google Chrome or Firefox instead.

11 I'm a staff and also an active ITE student, how do I log in to *myPortal*?

Please note that if you are an active ITE student, you may be issued a *student SSO Account*, which is a different account than your *staff SSO Account*. For ITE staff to access *myPortal*, click on <u>Student Log In</u> on *ITE Homepage* and enter your *student SSO Account* User ID and Password. Do not enter your *staff SSO Account* or you will be denied from accessing *myPortal*.

To change your **student SSO Account** password, open a browser window, go to <u>https://idmanage.ite.edu.sg</u> and follow the instruction on SSO Password Change Portal. Please refer to the user guide on SSO Password Change Portal for more information.

If you have forgot your *student SSO Account* password, please reset the password at <u>https://idmanage.ite.edu.sg/studpwdreset</u> and follow the instructions on *Student SSO Password*

Reset Portal. Please refer to the user guide on the *Student SSO Password Reset Portal* for more information.

12 Why I can't successfully login to *iStudent* directly using the SSO Account, i.e., through *iStudent* log in page?

To access directly to *iStudent* through its login page using SSO Account, you need to change SSO Account password first before accessing the *iStudent* login page directly. This will allow Windows password to synchronize with *iStudent*.