

# Accessing your AIB Student Portal Troubleshooting Guide

This troubleshooting guide outlines the steps you should follow if you are having trouble logging into the AIB student portal.

Before attempting to log in, you will need to have accepted your Letter of Offer and confirmed receipt of your login details. To keep things simple, we use the same login credentials for every platform you access during your studies with AIB.

## **You will need:**

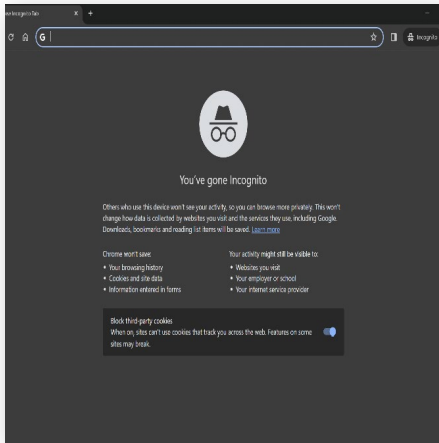
- a. Your AIB student email address – you will have received this when you accepted your Letter of Offer. It follows the format A00\*\*\*\*\*@study.aib.edu.au.
- b. Your temporary password – You will have received a temporary password via your login details email. Please check your spam/junk folder if you have not received this. If you are unable to locate your login details, please contact your course advisor, and they will assist.

## **Important points:**

1. We recommend using a desktop device the first time you log in as you will need to set up Multifactor Authentication (MFA). Once you are set up on your desktop device, you can use the in-built QR code from the Student Learning Portal to set up your mobile device if required.
2. Our systems run on a Microsoft account. If you are already using a Microsoft 365 account on your device, you may need to sign out, use a different browser or use private mode (incognito window) to avoid any conflict.
3. Our system is optimised for Google Chrome but will work in other browsers.

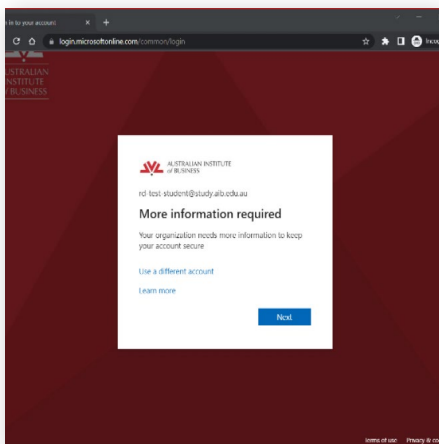
# Setting up Your SSO\* Account

\*(Single sign-on)



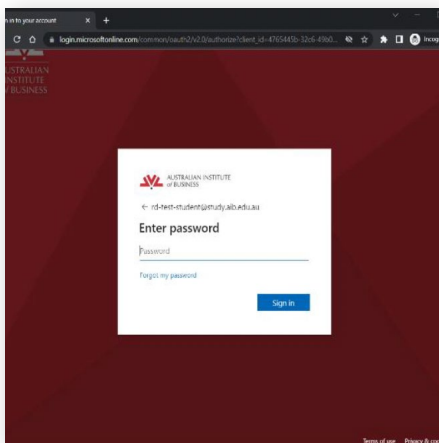
## Step 1

Open a new incognito window (shift + ctrl + n) in your preferred browser. Enter the URL [learning.aib.edu.au](http://learning.aib.edu.au) to be directed to the Microsoft sign-in page.



## Step 2

Enter your AIB student email address into the sign-in section and click **Next**. Your AIB student email address will be in this format A00\*\*\*\*\*@study.aib.edu.au



## Step 3

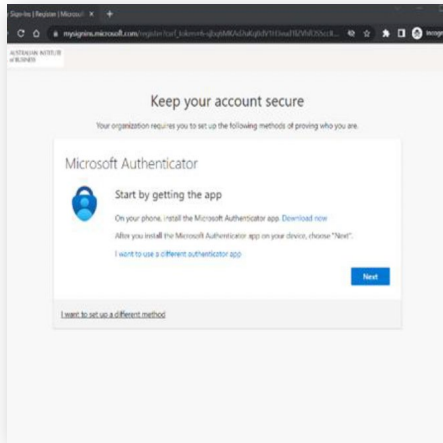
Enter your temporary password and click **Sign in**. The 'More information required' security screen will appear. Click **Next**.

If you need to reset your password, you can either:

1. Select the Forgot Password option and follow the on-screen instructions OR
2. Head back to the 'Confirm my AIB study user account' section in your Enrolment Tracker and click Reset Password

# Multifactor Authentication

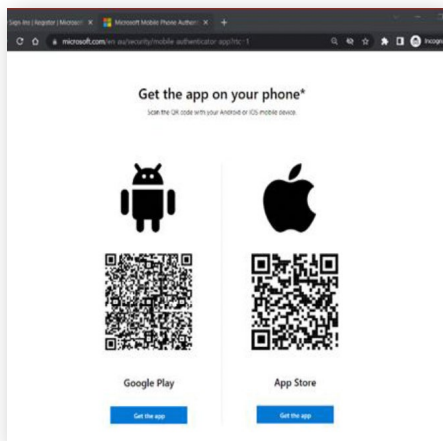
At AIB, we use Multifactor Authentication (MFA) for additional security. This is done with the Microsoft Authenticator app.



## Step 1

Download and install the Microsoft Authenticator app on your mobile phone. If already installed, proceed to step 3.

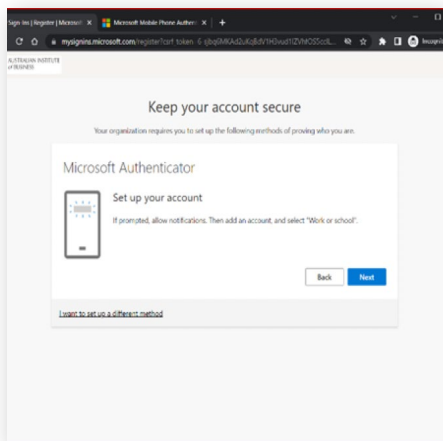
Alternatively, Click '**Download now**' on your computer screen and proceed to step 2.



## Step 2

Using your phone camera, scan the appropriate QR code. Click 'Get the app' to enlarge the QR code.

Download and install the authenticator app.

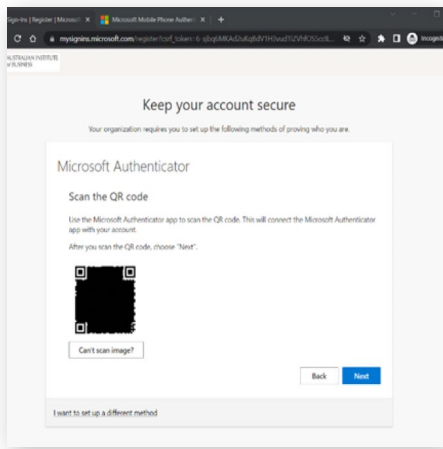


## Step 3

After installing the Authenticator app, return to the "Keep your account secure" page and click **Next**.

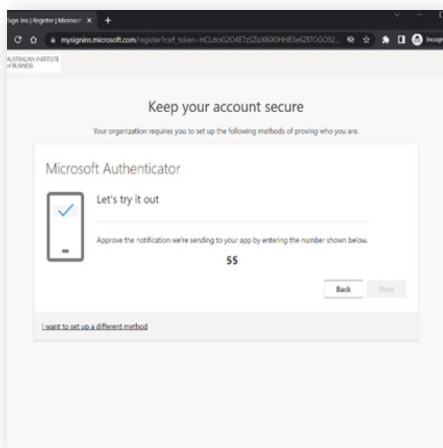
Microsoft will advise that you will need to allow notifications in the Microsoft Authenticator app. We recommend allowing notifications.

Click the + icon in the top right-hand corner of the Microsoft Authenticator app and select **Add Work or School Account**. Click **Next** on your computer login page.



#### Step 4

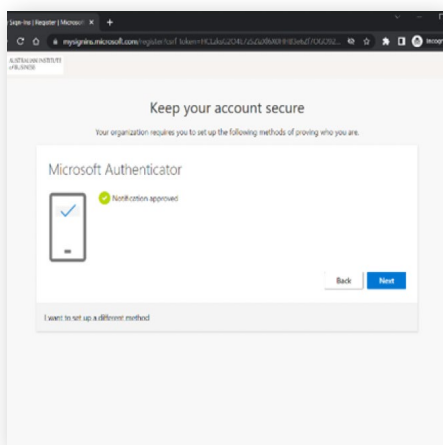
Select the **Scan a QR code** option in the Microsoft Authenticator app. Scan the displayed QR code on your login page.



#### Step 5

Your account is now added to the Microsoft Authenticator app. Click **Next** to continue.

It is time to test your account's security.



#### Step 6

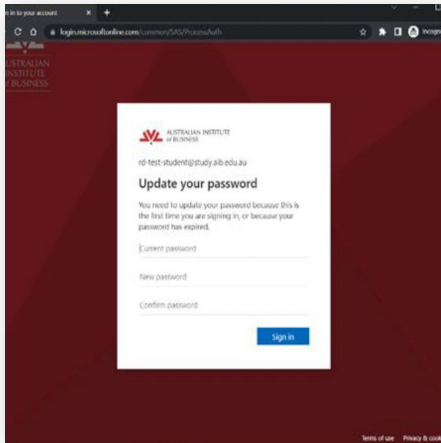
A number will appear on your web browser.

Enter the number shown on your computer screen into the authenticator app on your mobile phone and then click **Next**.

Multifactor Authentication is now complete; click **Done** and proceed to update your password as required.

# Updating Your Password

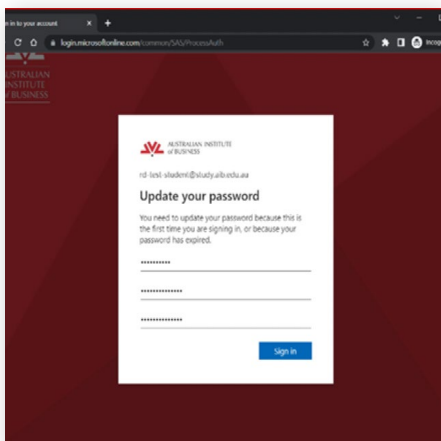
Once your Multifactor authentication has been set up, Microsoft will prompt you to update your password.



## Step 1

Locate your temporary password that was used to begin the sign-on process.

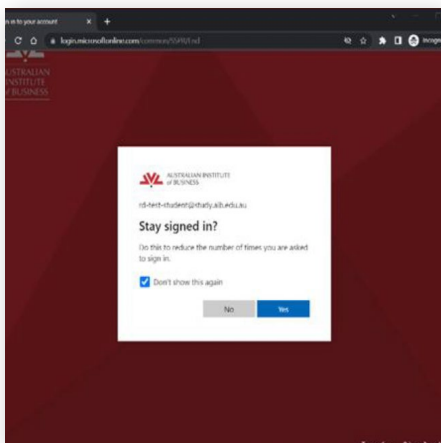
*\*When selecting a new password, we recommend using a minimum of 9 characters, including letters, numbers, and symbols for additional security\**



## Step 2

Enter your temporary password in the *Current Password* field, then enter your new personal password in both the *New Password* and *Confirm Password* fields.

Once done, click **Sign in**.



## Step 3

Microsoft will ask if you want to stay signed in. To minimise sign-in requests, it's recommended to tick the "Don't show this again" option before clicking **Yes**.

**Note:** Microsoft will still request you sign-in again in certain circumstances, such as using a different web browser, device, or location.

**Congratulations!** You are now signed in to the AIB student portal.