

# CRANFIELD UNIVERSITY

## MAYTAS HUB – Account Registration Guide

### Introduction

This document describes the process for external users (employers and assessors) to register an account for Maytas Hub, Cranfield's apprenticeship e-portfolio system. Your details will initially be collected by our Apprenticeship Office. They will verify them and add them into the system. You will then receive an email to let you know that the registration process is starting.

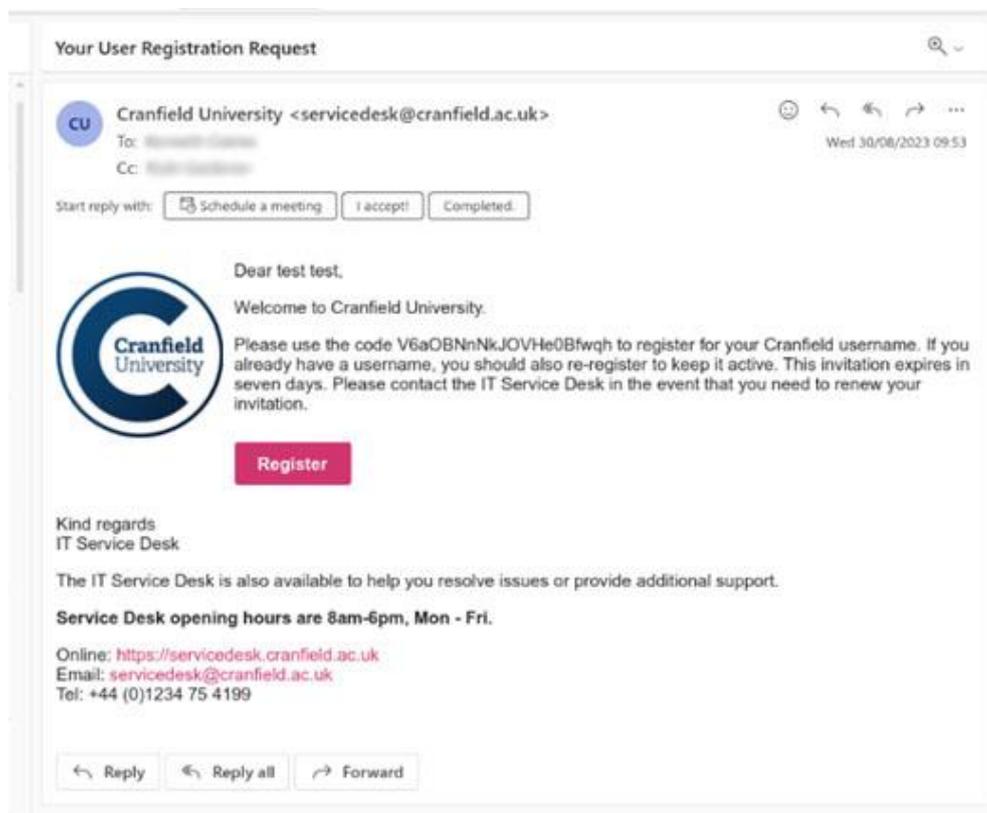
You will need to set up a Cranfield login ID and Multi-factor authentication (MFA). Cranfield University uses this additional security measure to ensure that accounts are not compromised - allowing unauthorised access to data, systems and services.

MFA is an extra authorisation step when you login. It is like the two-step processes that you may be familiar with when accessing online banking services. Cranfield uses the Microsoft Multi-Factor Authentication system.

You will also need to complete an Intune Exemption request so that you do not have to register your device with the University's Intune device management service.

### Cranfield Account Registration Instructions

- You will receive an email inviting you to register an account in Cranfield's active directory.



- Click 'Register'.

- Note this email will only be valid for 7 days before it expires. If you do not complete the registration process within 7-days, you will need to request a new invite. Please request from [servicedesk@cranfield.ac.uk](mailto:servicedesk@cranfield.ac.uk) with subject 'Maytas Register Account' and provide your name and organisation details.

## IT Registration

### Register for a Cranfield University username

You will have received an invitation to obtain a Cranfield University username. This will give you the opportunity to obtain a username/email address or retain existing account details.

Enter the code from your invitation along with your email address below. (email address this invitation was sent to)

#### Your invitation security

Email*	<input type="text" value="sp@tman_jim@hotmail.com"/>
Invitation Code*	<input type="text" value="U7u8hb05QPlyrSSpSwNs"/>

\* denotes a mandatory field.

- Enter your email address. This should be the email that the invite was sent to, not a Cranfield address.
- The invitation code will be pre-filled.
- Click 'Next'.
- Click 'Agree' to Cranfield's terms and conditions.

# IT Registration

## Register for a Cranfield University username

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Enter the code from your invitation along with your email address below. (email address this invitation was sent to)

### Your invitation security

Email\*

Invitation Code\*

### Do you agree to Cranfield's terms and conditions?

I have read and agree to [Cranfield University's IT user policy and procedures](#).

**AGREED**

### Do you have a Cranfield IT account (email or username) or have you had one in the last 12 months

Answer YES, if you already have a username and/or email address (ending @cranfield.ac.uk) that you would like to keep using. You will be asked to login with your existing credentials.

Answer NO to have a new username and email address.

Yes

No

**Next**

- Select 'No' for "Do you have a Cranfield IT account".
- Click 'Next'.

Email\*

Invitation Code\*

### Do you agree to Cranfield's terms and conditions?

I have read and agree to [Cranfield University's IT user policy and procedures](#).

**AGREED**

### Do you have a Cranfield IT account (email or username) or have you had one in the last 12 months

Answer YES, if you already have a username and/or email address (ending @cranfield.ac.uk) that you would like to keep using. You will be asked to login with your existing credentials.

Answer NO to have a new username and email address.

Yes

No

### Create a new username

Please provide a password for your new Cranfield University account.

Make sure you choose a password you can remember as you will be required to enter this password to access all University Systems.

Password\*  

Verify\*  

Passwords must be at least twelve characters in length, and contain three of the following four categories: upper case letters, lower case letters, numbers [0-9], and special symbols [\*,\$,@,etc]. No part of your name or date of birth should be included within your password.

**Next**

- Enter a password that meets the defined security rules.
- Enter it again to verify it is correct.
- You will need this password later when you set up your MFA.
- Click 'Next'.

## Create a new username

Please provide a password for your new Cranfield University account.

Make sure you choose a password you can remember as you will be required to enter this password to access all University Systems.

Password\*

Verify\*

Passwords must be at least twelve characters in length, and contain three of the following four categories: upper case letters, lower case letters, numbers [0-9], and special symbols [\*,\$,@,etc]. No part of your name or date of birth should be included within your password.

## Your new user credentials

Username	Lisa.Hodges@cranfield.ac.uk
Short form	Lisa.Hodges
Password	as above
Display name	Lisa.Hodges

## Setting up multi-factor authentication (MFA)

In order to complete your IT account set-up, you are also required to setup up Multi-Factor Authentication (MFA). You will now be taken to the MFA setup app, where you will be required to login with the above Cranfield username.

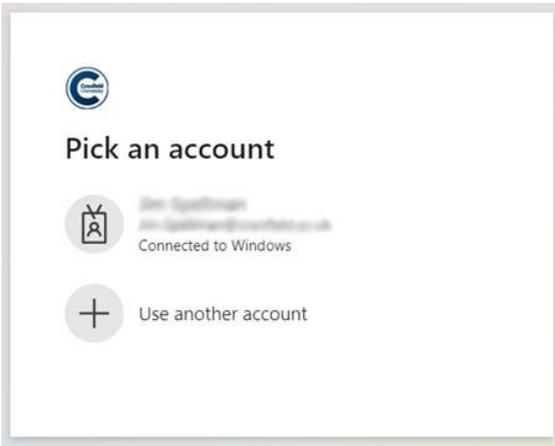
You will automatically be directed to Microsoft's security setup after you have logged in. Going through the steps in this process you will be asked to setup 2 verification methods. We recommend that you use the Microsoft Authenticator app for the first method – this will be used for 2-factor authentication when you login to university systems. The second method is used when resetting a forgotten password and can be either a phone number or an email address, to which a reset code will be sent.

For further information on setting MFA please watch this short [video](#) before proceeding.

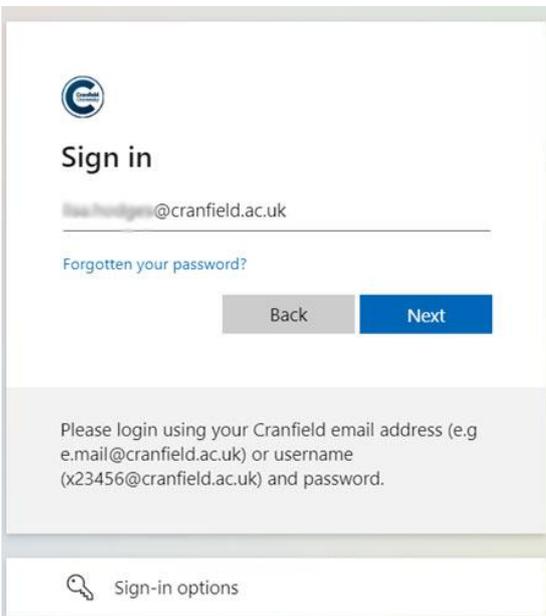
**Please Note:** The MFA setup must be completed within 30 minutes otherwise your account will be deleted, and you will need to start the user registration process again. You must click the 'Done' button on the MFA success screen to return to this registration portal and complete the process.

Next

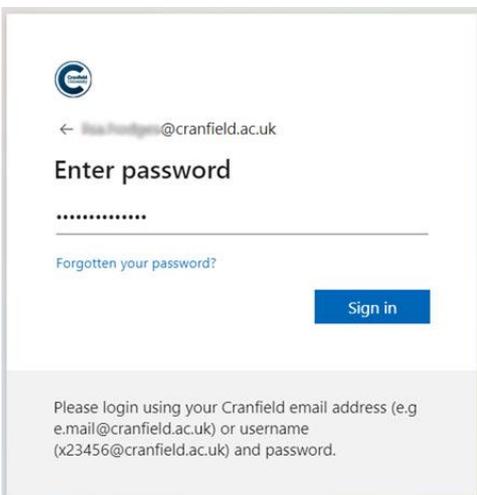
- Note your Cranfield username ending @cranfield.ac.uk.
- Click 'Next' to start your MFA set up.



- If you have other accounts, you may be asked to 'pick an account'
- Select your Cranfield account if it is there, or 'Use another account'.



- Enter your Cranfield login ID ending in @cranfield.ac.uk.
- Click 'Next'.



- Enter the password you set earlier.
- Click 'Sign in'.

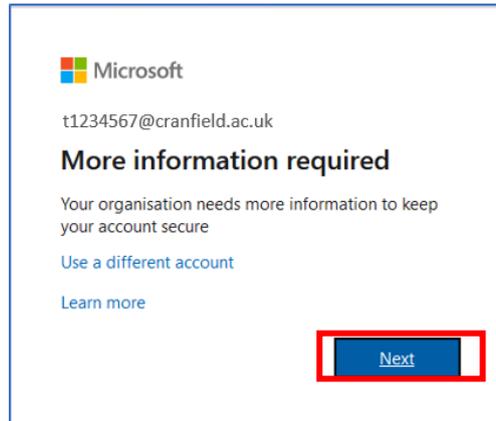
## MFA Set Up

MFA requires you to set up at least two methods of authentication.

- Microsoft Authenticator app (or Google Authenticator app)
- SMS text message
- Email
- Phone call

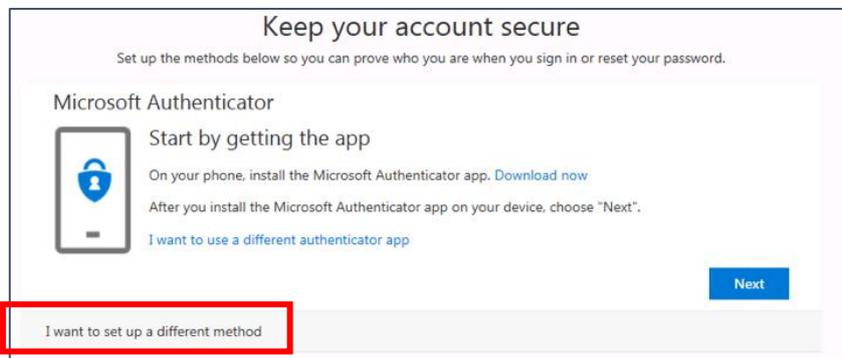
We suggest using SMS text messaging and email. The set up for authenticator apps are more complicated but if you prefer to choose that method, we have provided instructions at the bottom of this document.

### Authenticating via SMS text message

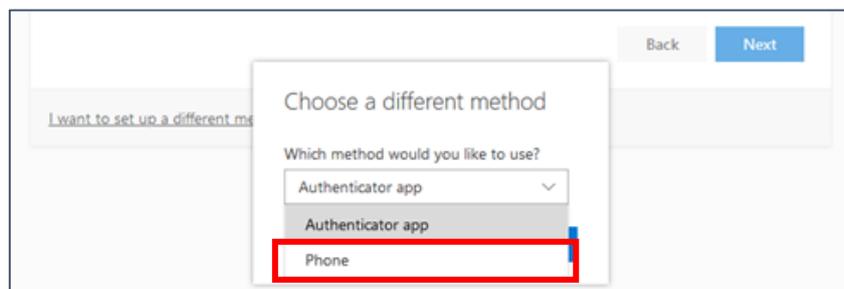


Click **Next**

In the Microsoft Authenticator setup screen, click **I want to set up a different method.**



In the **Choose a different method** dialogue box, select **Phone.**



Select your country and enter your mobile phone number, excluding the leading '0'

Select **Text me a code**, then click **Next**.

The screenshot shows a window titled "Keep your account secure" with the subtitle "Your organisation requires you to set up the following methods of proving who you are." Below this is a section titled "Phone". It contains the text: "You can prove who you are by answering a call on your phone or texting a code to your phone. What phone number would you like to use?". There is a dropdown menu currently showing "United Kingdom (+44)" and a text input field labeled "Enter phone number". At the bottom, there are two radio buttons: "Text me a code" (which is selected) and "Call me".

You will receive a six-digit code on your mobile phone, type this in the **Enter Code** box on your computer screen, click **Next**, and then click **Done**

You will now be prompted to set up a **second authentication** method.

The screenshot shows a window titled "Keep your account secure" with the subtitle "Method 2 of 2: App". At the top, there are two progress indicators: "Phone" with a green checkmark and "App" with a blue pencil icon. Below this is a section titled "Microsoft Authenticator" with a blue shield icon. The text reads: "Start by getting the app", "On your phone, install the Microsoft Authenticator app. Download now", and "After you install the Microsoft Authenticator app on your device, choose 'Next'." There is a link "I want to use a different authenticator app" and a blue "Next" button. At the bottom, there is a link "I want to set up a different method" which is highlighted with a red rectangular box.

In the Microsoft Authenticator setup screen, click **I want to set up a different method**.

1. Select **Email** from the list, then click **Add**.
2. Enter an email address that you have access to, e.g. the one the invite was sent to. Click **Next**.
3. You will receive a six-digit code by email, type this in the **Enter Code** box on your computer screen, click **Next**, and then click **Done**.

Your User Registration Confirmation

CU Cranfield University <servicedesk@cranfield.ac.uk>  
To: [Bernard Collins](#)  
Cc: [Bernard Collins](#)

Wed 30/08/2023 13:23

Dear test test,

Welcome to Cranfield University.

### Summary of your user account

**Username:** test.test@cranfield.ac.uk  
**(short form):** test.test  
**Cranfield Email:**

### Setting up account and device security

Before you can start to access Cranfield services you will need to setup a couple of security requirements. Multi-Factor Authentication (MFA) is required a part of your account security, and should you also wish to use a personal device you will need to register that device with the University, so that we can ensure it meets minimum security requirements before allowing you to connect to services from that device.

Please see our onboarding page for more information on setting up MFA and registering a personal device to access University IT Services - <https://www.cranfield.ac.uk/study/it-services/setting-your-it-security>

### Changing your password

We do not enforce password changes, but once you have setup MFA you can change your password if you wish to in your Microsoft 365 account, by signing in to [My Account \(microsoft.com\)](#) and selecting Change Password.

If you forget your password it can be reset via [Microsoft Online Password Reset](#) - you will need to have previously setup MFA and have access to your MFA verification methods before using this service.

Please see the [Password policy and guidance for IT systems](#) for further details on setting a strong password.

### IT Users policy

Use of the University IT systems are subject to the [IT Users Policy](#). This sets out the expectations of users when using University IT equipment, networks, and software. Please take the time to read this and ensure that you understand your responsibilities when using University IT equipment and services.

### Further Information

Further information on Cranfield IT services can be found on the intranet at <https://intranet.cranfield.ac.uk/it/Pages/default.aspx> The IT Service Desk is also available to help you resolve issues or provide additional support.

**Service Desk opening hours are 8am-6pm, Mon - Fri.**

Online: <https://servicedesk.cranfield.ac.uk>  
Email: [servicedesk@cranfield.ac.uk](mailto:servicedesk@cranfield.ac.uk)  
Tel: +44 (0)1234 75 4199

Reply Reply all Forward

The signup process is complete. It may take a short time for your details to sync into our Cranfield systems – this can be up to an hour, and you will need to submit a request to exempt your device from needing to be registered with our Intune device management service before you can login to Maytas Hub.

# Register to exempt your device from Intune registration

- Go to the [Intune Exemption Request form](#)
- Login with your Cranfield account

The screenshot shows a web browser window displaying the 'IT Self-Service' portal. The page title is 'Request end-user device exception from Intune registration'. The breadcrumb trail is: HOME > REQUEST A SERVICE > MICROSOFT INTUNE/COMPANY PORTAL > REQUEST END-USER DEVICE EXCEPTION FROM INTUNE REGISTRATION. The page includes an introduction, scope, and responsibilities section. A 'Share' button is visible. The 'Acknowledgement' section contains the following text and form elements:

**Acknowledgement**  
To enable access to University IT service and systems please complete and submit the details below. Responses will be used to record your agreement to these provisions.

Please confirm you have read, understood, accept and will adhere to the Cranfield University End-user Device - IT User Agreement \*

Yes, I confirm  
 No, I am not happy to accept at this time and would like to discuss this with the University's IT Security Team

Please confirm whether your device is owned and managed by another organisation, or is a personal device managed by yourself or another organisation \*

Owned and managed by another organisation  
 Personal device registered with another organisations Intune service  
 Personal device managed by self

Please confirm the name of the organisation that owns and manages your device \*

Please note that Cranfield University reserve the right to verify that the above controls are in place, by contacting the third-party organisation that manages the device's security settings.

\* Required fields

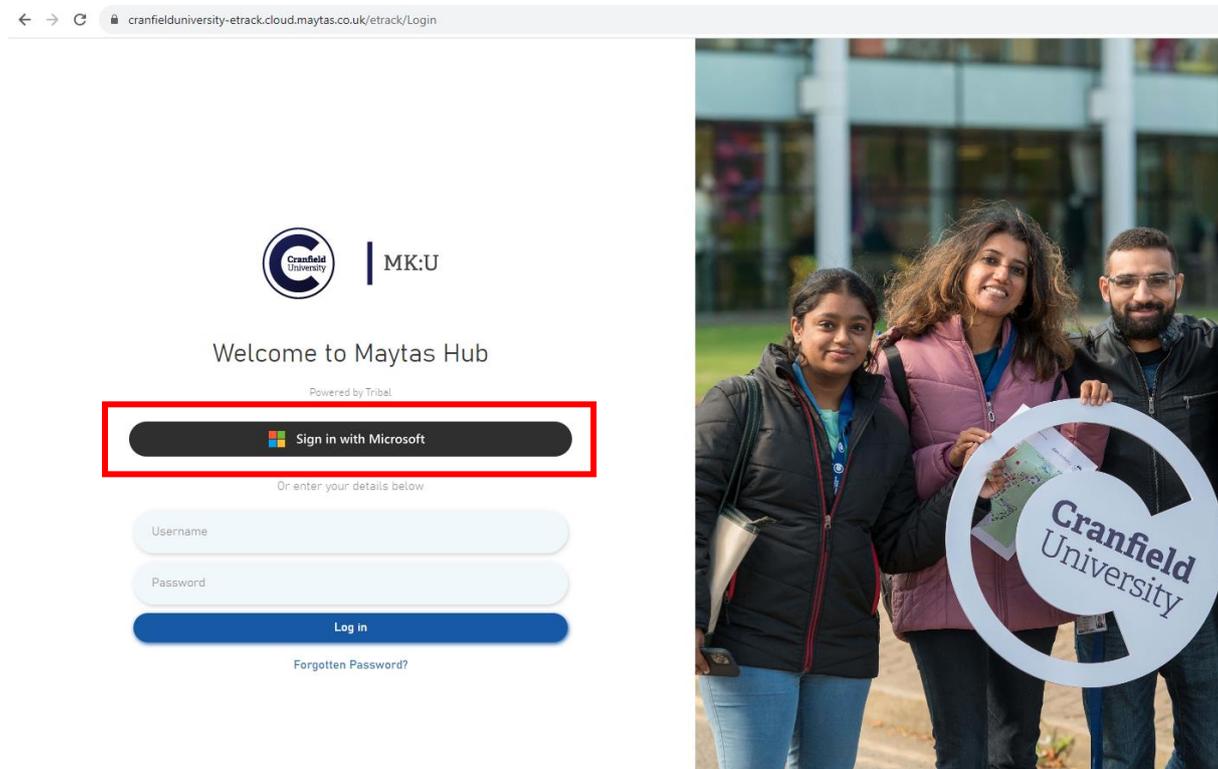
- Read and agree to the End-user Device – IT User Agreement
- Confirm that your device is 'Owned and managed by another organisation'
- Enter the name of the organisation
- Click on Submit

**Please allow 1 working day for this request to be actioned before trying to login to Maytas Hub**

# Login to Maytas Hub

Go to the Maytas Hub login page:

<https://cranfielduniversity-etrack.cloud.maytas.co.uk/etrack/Login>



← → C [cranfielduniversity-etrack.cloud.maytas.co.uk/etrack/Login](https://cranfielduniversity-etrack.cloud.maytas.co.uk/etrack/Login)

 | MK:U

Welcome to Maytas Hub

Powered by Tribal

 Sign in with Microsoft

Or enter your details below

Username

Password

Log in

[Forgotten Password?](#)



- Click 'Sign in with Microsoft' (do not enter username and password).
- You may be requested to confirm your identity with MFA.

## Appendix 1

### Instructions if you wish to set Multi-factor Authentication via the Microsoft authenticator app

If you wish to authenticate using the app it will automatically prompt you to approve a log-in attempt. The supported authenticator app at Cranfield is Microsoft Authenticator\*, available from both Apple and Google app stores. This app is completely self-contained and does NOT have access to other information on your mobile phone, including any of your personal apps, photos or other personal details.

To enrol your account, ensure you have a computer and a smartphone with you, as you will need both to complete the setup process.

*\* If you wish to use an alternative authenticator app, (maybe you already use one) on the MFA setup screen, click '**I want to use a different authenticator app**', open your preferred app and scan the QR code displayed.*

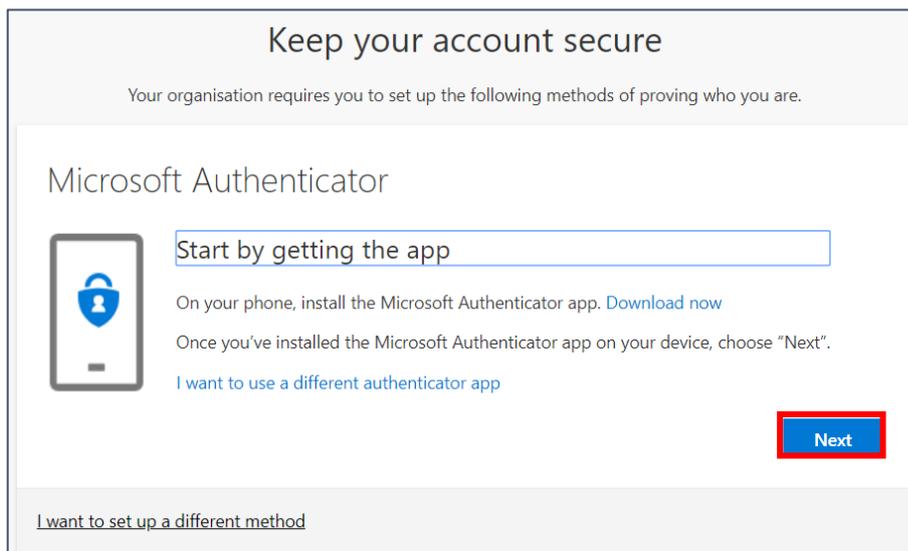
#### On your smartphone

Download and install the **Microsoft Authenticator** app from your device's app store.

#### On your computer

Open a web browser on your computer and follow these steps:

1. Go to the MFA setup website: <https://aka.ms/MFAsetup>.
2. Sign in with your Cranfield username and password.
3. When prompted for more information, click **Next**.
4. In the Microsoft Authenticator setup screen, click **Next**.



#### On your smartphone

Open the Microsoft Authenticator app on your smartphone and follow these steps:

1. Ensure you **allow notifications** and **skip** any offers to add home/other accounts until you are prompted to add a **Work/School Account**.
2. If prompted, **allow the app to use your camera/take pictures and record video** (this enables the app to capture the QR code that will be displayed on the computer screen shortly).

### On your computer

Display a QR code and then scan it with your mobile phone.

1. Click **Next** to generate a QR code.
2. Scan the QR code using your smartphone.
3. On your computer, click **Next**.
4. Approve the authentication request when it appears on your smartphone screen
5. Once complete, click **Next**.
6. You have now registered your primary MFA method, click **Done** and you will be returned to the **Security info** page.

### Troubleshooting

- If you can't scan the QR code on your device, click **Can't scan image?** located below the QR code on your computer screen. This will display a numeric code and URL for you to enter manually into the authenticator app on your smart device.



**Can't scan image?**

Enter the following into your app:

**Code:** 192208477 

**URL:** <https://bn1eupad02.eu.phonefactor.net/pad/464980110> 

- If you experience a problem setting up the authenticator app, uninstall it from your smart device and re-install it from your app store.
- If your internet browser gets caught in an authentication loop:
  - close all browsers on your computer and start a fresh session by going to <https://aka.ms/MFAsetup>.

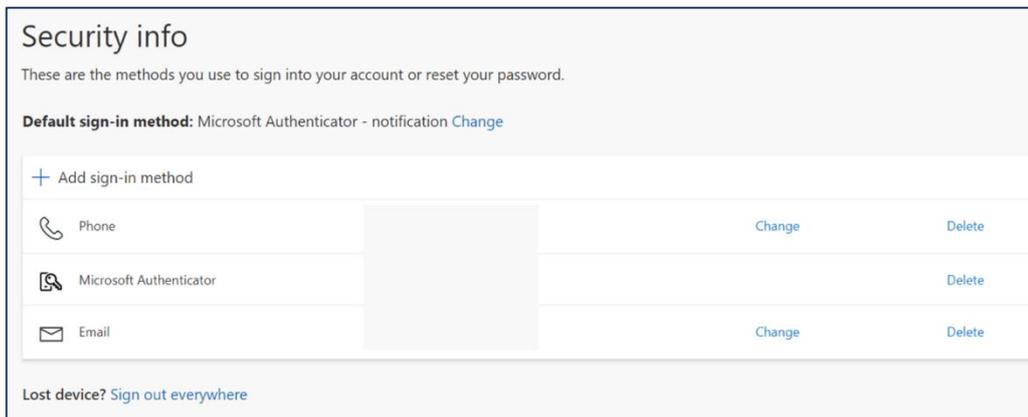
## Appendix 2

### Ongoing management

#### Changing MFA settings

To view or change an authentication method (e.g. to update a mobile phone number):

1. Log in at [office.com](https://office.com)
2. Click on your profile picture or initials in the top right corner and select **View account**.
3. Under **Security info**, click on **Update info** and change as required.



If you know your password and would like to change it:

1. Login with your Cranfield username/email address at [office.com](https://office.com).
2. Click on your profile picture or initials (top right corner) and select **View account**.
3. Choose **Change password** and follow the on-screen prompts.

If you have forgotten your password or have been locked out of your account, you can use your Microsoft account security info and mobile phone/personal email address to create a new one.

1. Go to <https://passwordreset.microsoftonline.com/> and enter your email address and the Captcha details shown, then click **Next**.
2. You will now be asked to verify using your Microsoft account security info. Verification involves entering a security code received through your primary method, e.g. text message, a second code received through your next preferred method, e.g. personal email address.
3. When verification is successfully complete, enter your new password in line with the rules below.

Passwords should:

- Contain at least 8 characters.
- Contain a mix of lower-case letters (abc), upper case letters (ABC) numbers (123) and symbols (%&\*).
- Be memorable, but not easy for someone else to guess.
- Must not be shared with others.

## Appendix 3

### Troubleshooting guide

#### At the Microsoft sign-in screen – access denied message

If you already have a work or personal Microsoft 365 Account your device and/or browser may automatically open this account rather than your Cranfield account. Entering your Cranfield password will then result in an 'access denied' message.

One way to ensure you access the correct account is to open a private browsing window. Instructions by browser can be found below:

**Edge:** Right-click on the three dots in the top right of the browser and select New InPrivate Window.

**Chrome:** Right-click on the three dots in the top right of the browser and select New Incognito Window.

**Firefox:** Right-click on the three bars the top right of the browser and select New Private Window.

**Safari:** Right-click on File at the top of the screen and select New Private Window.

Please bear in mind that this method will not remember your login details so you will need to add your username and password each time.

An alternative approach would be to create a separate profile within your browser using your Cranfield credentials. This enables you to sign into different Microsoft accounts at the same time each using a separate browser 'instance'. Details to set up browser profiles can be found here: [How to Work in Multiple Office 365 Tenants Using Browser Profiles.https://practical365.com/working-in-multiple-office-365-tenancies-with-browser-profiles/](https://practical365.com/working-in-multiple-office-365-tenancies-with-browser-profiles/)