

ManageAssess Two-Factor Authentication

June 2026

Version 5.0

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1. Scope

We're committed to keeping your information safe. As part of that commitment, we have introduced Two-Factor Authentication (2FA) for all centre staff users of ManageAssess to provide an extra layer of protection for your account. To clarify, 2FA is not being introduced for learners currently.

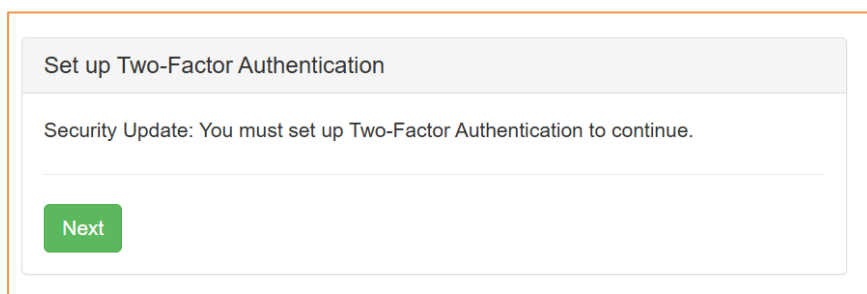
From 29th March 2026, you will be asked to enter a short verification code, sent to your chosen device and authentication app, such as Google or Microsoft authenticator, each time you sign in. This process takes only a few seconds and significantly reduces the risk of unauthorised access.

2. Using Two-Factor Authentication

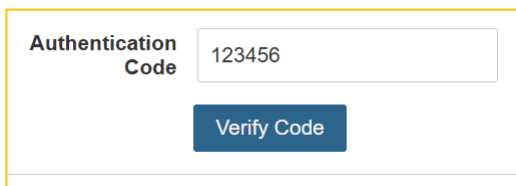
1. If you do not already have an authenticator app installed, install one on your chosen device, such as your mobile phone.

There are many mainstream authenticator apps to chose from, such as Google and Microsoft authenticator.

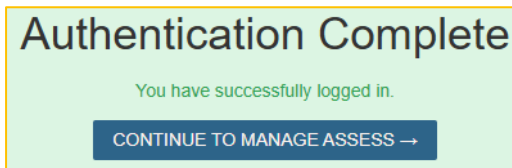
2. When you first log in to ManageAssess, you will be required to enrol ManageAssess on to your chosen authenticator app.
3. Upon entering your usual username and password, you will be presented with the following message – to continue select 'Next'.



4. Using your chosen authenticator app, scan the QR code displayed on-screen.
5. ManageAssess will be added to the list of applications (auth.manageassess.com) within your chosen authenticator app, along with a 6-digit authorisation code.
6. Enter the 6-digit authorisation code into ManageAssess (Token) field and select 'Next'.
7. After completing the above steps, the next time you log in to ManageAssess you will not be required to scan the QR again.
 - a. simply enter your usual username and password, and select 'Sign in'
 - b. open your authenticator app, enter the 6-digit code provided into ManageAssess and select 'Verify Code'



- c. Once a valid code is entered, select 'CONTINUE TO MANAGE ASSESS'



8. You will only need to enter your 2FA code once per day when logging in, provided you use the same device and browser. This applies even if you log out, are logged out, or close your browser.

3. Resetting Two-Factor Authentication

Users who need their two-factor authentication (2FA) reset, for example after changing the device used for their authenticator app, should submit a request to customersupport@vtctskills.org.uk