



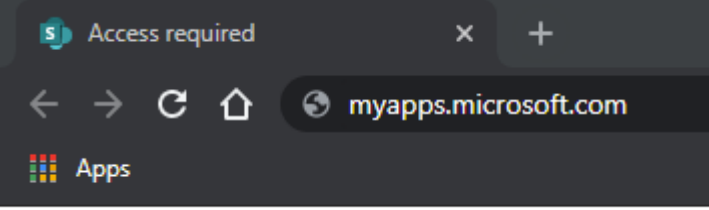
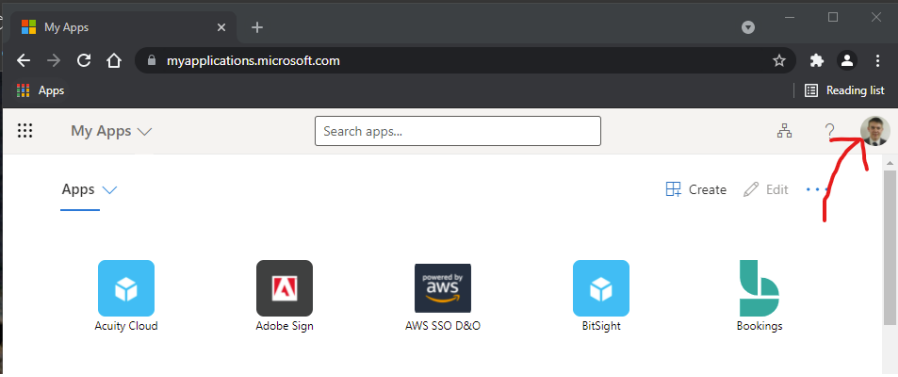
## HOW TO – ACCESS ARQIVA MYAPPS PAGE

Introduction: The below step by step guide walks through accessing Arqiva MyApps page to access multiple Arqiva applications such as ServiceNow, Meridian and Siterra.

There are slightly different steps depending on if your current organisation uses Microsoft O365, the guide will indicate if you can skip steps.

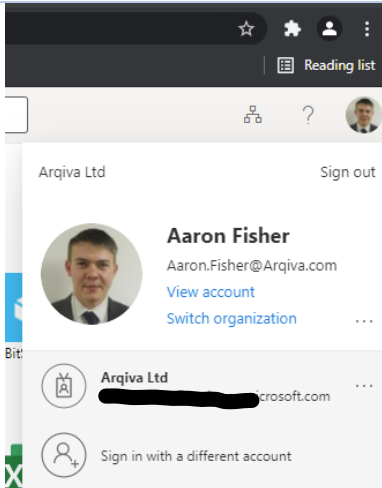
**Password resets: If you need to change your password, please go to step 18**

**If you require further assistance at any stage, please call 0800 183 0048, or email ITServiceDeskUK@arqiva.com**

STEP BY STEP GUIDE		
	Screenshot	Explanation
1		Enter Myapps.microsoft.com into your preferred web browser, I have used Chrome for this guide  <b>If your company does not use O365, please skip to step 5</b>
2		If your current organisation uses Microsoft 365 you may be automatically signed into your employers “MyApps” page,  Please click on your User Icon on the top right-hand corner

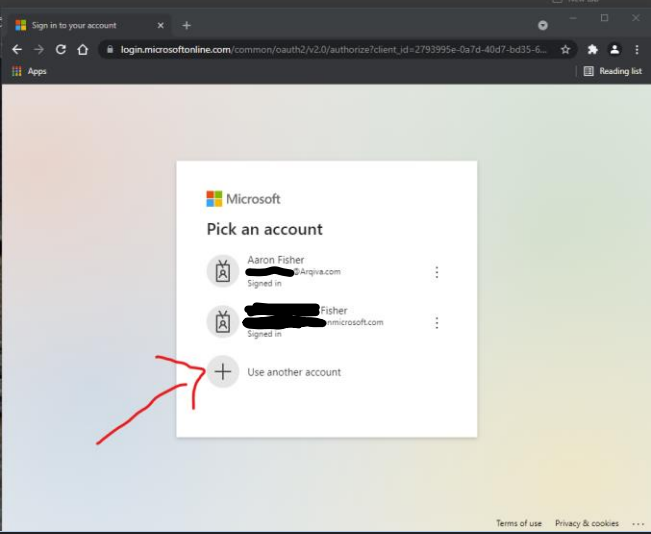


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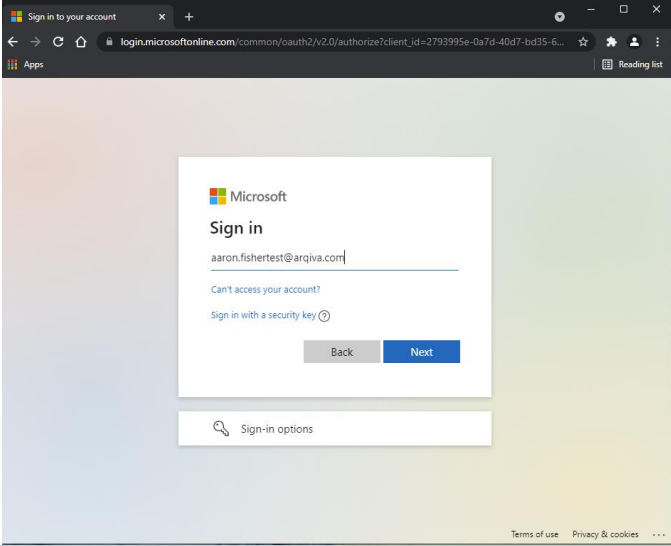
Please select "Sign in with a different account"

4



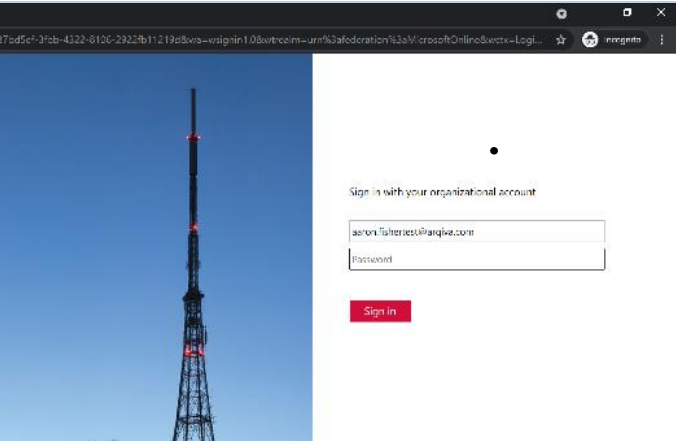
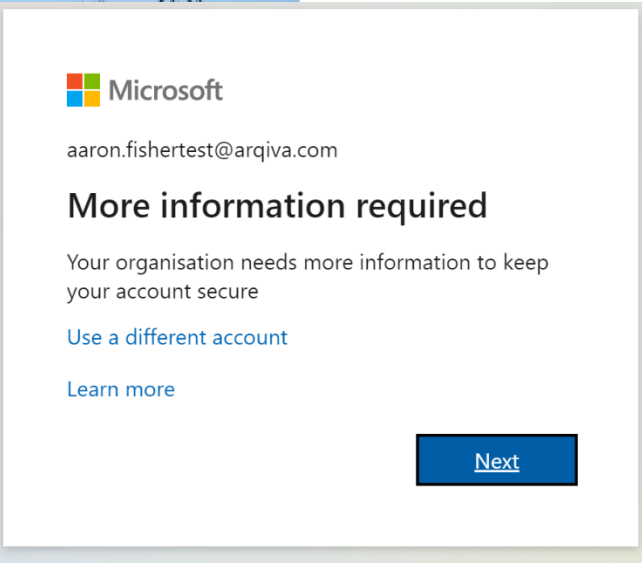
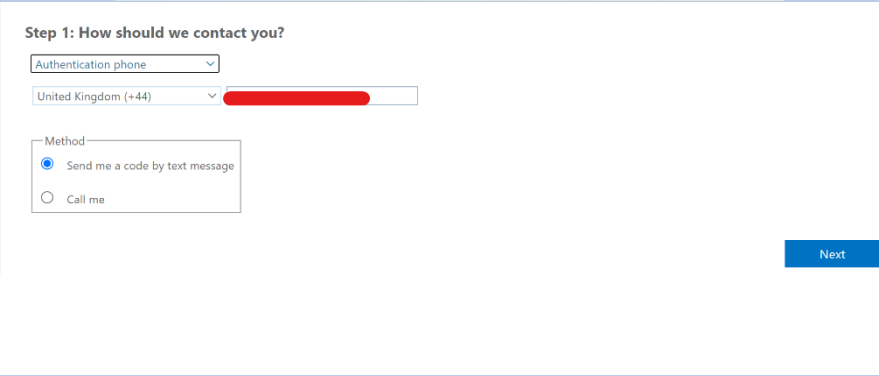
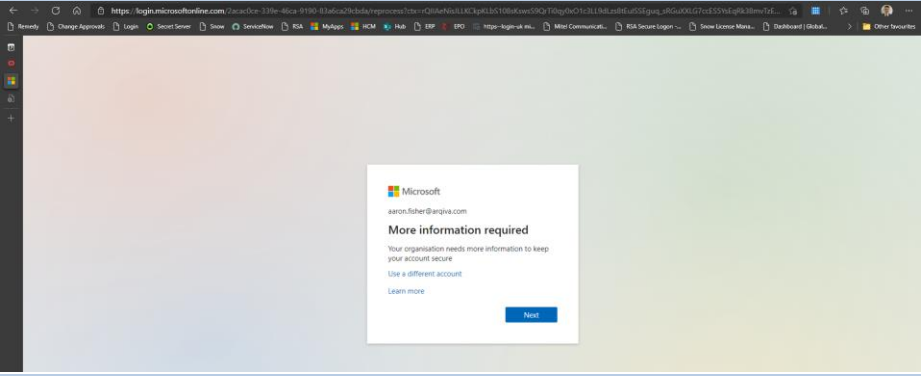
Click "Use another account"

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Enter the username provided by Arqiva.  
  
For previous users of xGate this will be the same as your xGate username, with @arqiva.com on the end, eg bloggsj@arqiva.com



6		<p>Please enter your password</p> <p>This will be the same password you have used for xGate</p> <p>Or for new users, your password should have been provided by your Arqiva contact or the IT Service Desk.</p>
7		<p>Once you have successfully authenticated, You will be asked to setup MFA (mutli-factor authentication) and Self Service Password Reset</p> <p>Please click next</p>
8		<p>Please enter your country code and your mobile number and click next</p> <p>You can also use the Microsoft Authenticator app or phone call</p>
9		<p>Now MFA is setup, you will be asked to setup Self Service Password Reset</p> <p>Click Next</p>



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Only two of these options need to be completed, however all 3 can be setup.

Please enter your desired information

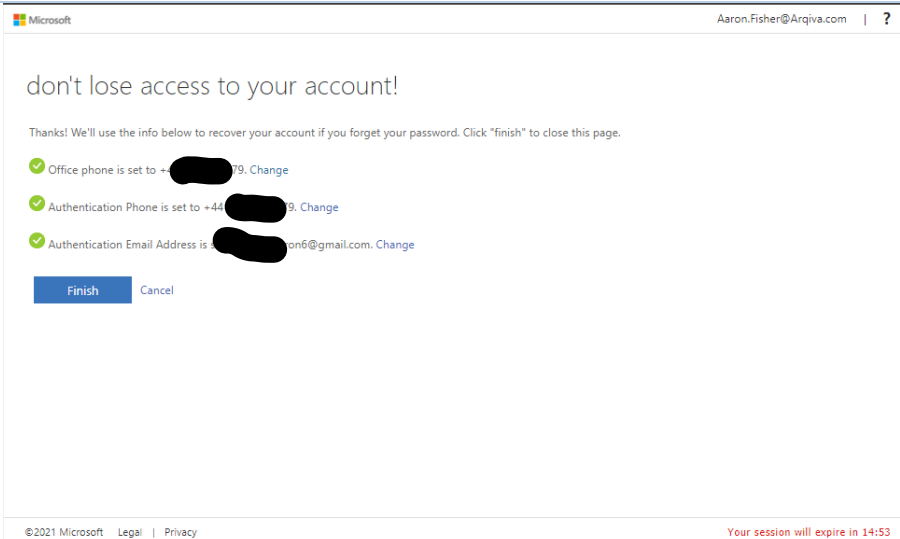
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This is an example of setting up email based password recovery

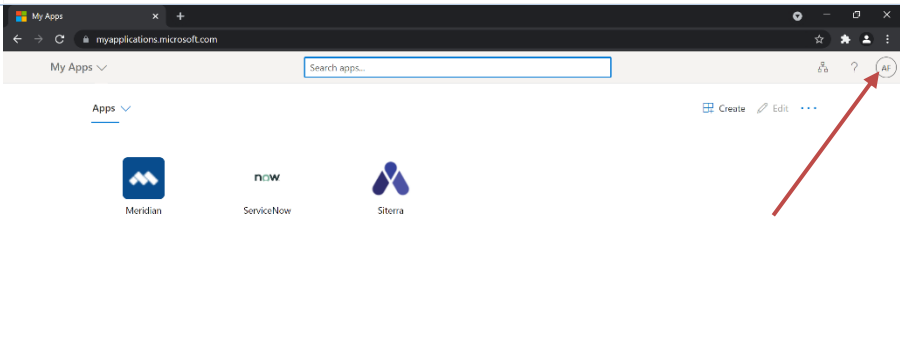


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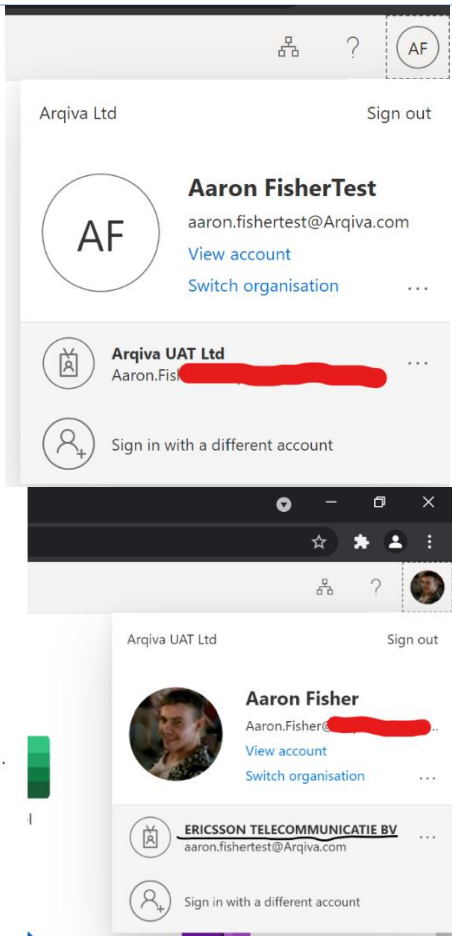
Once you are happy with the recovery methods configured  
Press "Finish"

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Now you have fully completed the setup, you will get access to all of the Apps provide by Arqiva

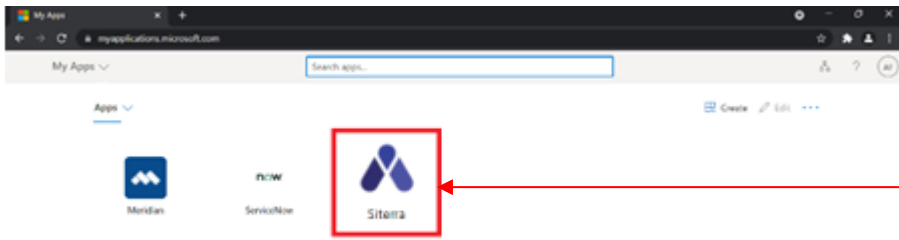
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If you click on your initials in top right-hand corner, you will now be able to switch between your company's and Arqiva tenant

This should now be saved in your web browser and you will be able to switch between the two accounts

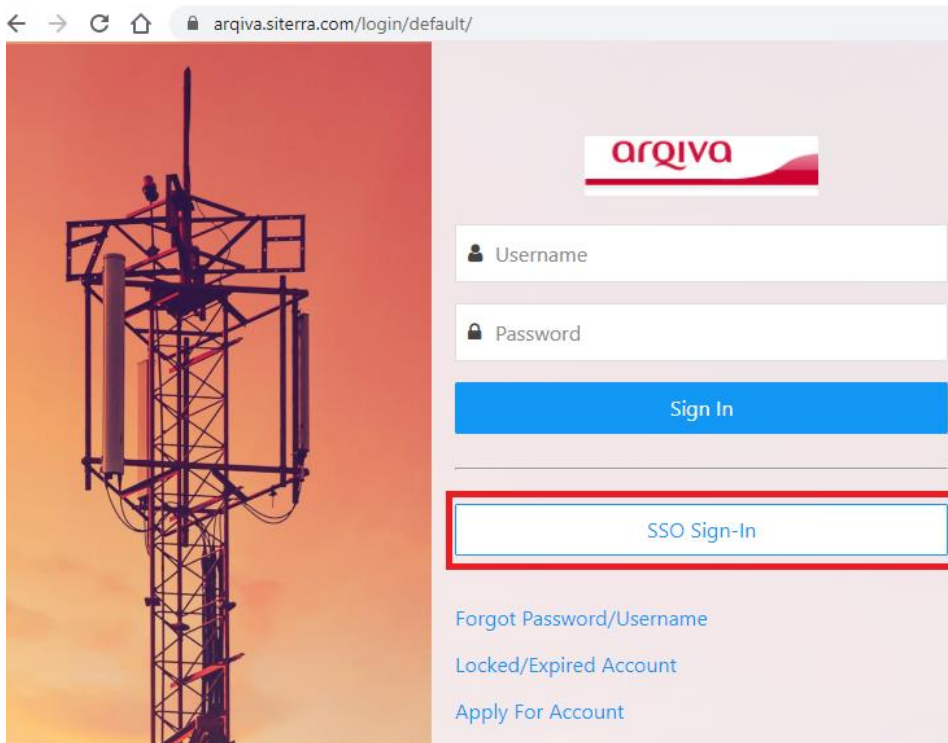
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The apps available will be dependent upon the access you are approved for.

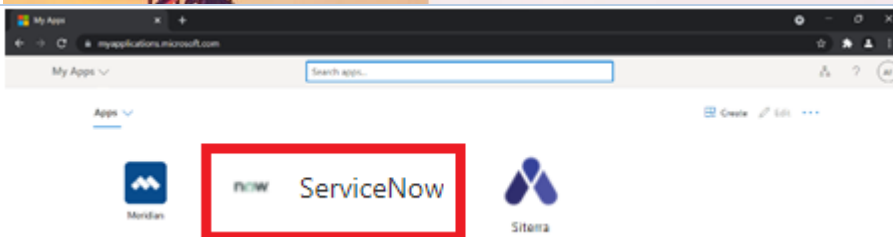
To access Siterra, click on the Siterra icon in the MyApps page.

This will take you to the Siterra login page. Once there, click on SSO Sign-in.



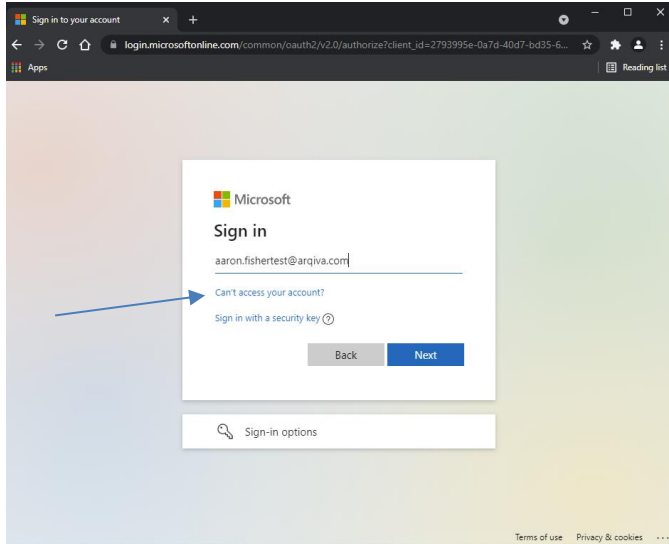
**Please note that you do not need to enter a Username and Password.** All you need to do is click on the SSO Sign-in and you will be taken into Siterra.

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To access ServiceNow (the Site Access Management portal), click on the ServiceNow icon in the MyApps page.

## 18 Changing your password



### Microsoft

## Get back into your account

Who are you?

To recover your account, begin by entering your email address or username and the characters in the picture or audio below.

Email or Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next Cancel

Your password should be changed on first use, and every 60 days. If you forget the password, you can also change it yourself.

If you are already on the second sign in page when it informs you to change your password, please press the browser back arrow to return to the previous page.

On the Sign in page, click the "Can't access your account?" link. If this link is not showing, you may need to click the "Use another account" option to display the same step as the image here.

This will give show a prompt for your username ([bloggsj@arqiva.com](mailto:bloggsj@arqiva.com) – NOT your personal/work email) and a verification image. Click Next.

You will then be presented with the options to reset your password or just unlock your account.

Choose the appropriate option, and follow the prompts on screen to provide the verification required.

Finally, enter your new password when prompted. You should then be able to return to the sign-in screen.