



Single Sign On



User Guide

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1. Creating Your Single Sign-On Account

This section will guide you through the process of creating your account during your first-time login and setting up two-factor authentication (2FA) for added security. **If you've already previously set up your Fluxys single sign-on account, you may skip this section.**

1. Navigate to the Fluxys Group CRM Platform

Open your web browser and navigate to the Fluxys Group CRM Platform

<https://crmextranet-web-group.fluxys.cloud/>

2. Enter your email address

Enter the email address that has been used to set up your account on the Fluxys platforms. After entering the email address, click the **Continue** button.



Email Address

john.doe@imaginary-energies.com

Continue

If you receive an error message, please contact your Fluxys point of contact.

- **An account could not be found for the provided user ID:** Your account was not found our systems.
- **Your account has been deactivated:** You have waited too long to activate your account and it has been deactivated for security reasons. The account needs to be reactivated before it can be used.

3. Initiate the first-time login flow

As you are logging in for the first time, you need to set a password. In order to do so, click the **First time login** link.

Sign in with your email address

Email Address

john.doe@imaginary-energies.com

Password First time login/Forgot Password

Sign in

4. Send a verification code

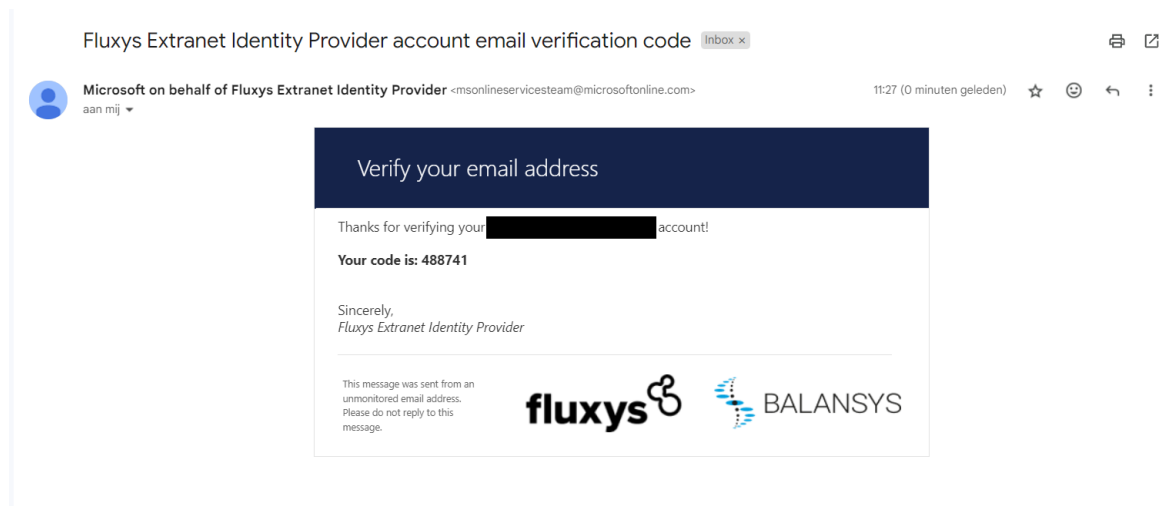
In this step, we validate your identity. By clicking the **Send verification code** button, an email will be sent to your email address with a temporary verification code.

john.doe@imaginary-energies.com

Send verification code

5. Check your email

Wait for the email with the verification code to arrive. Note that the verification code will only be valid for 5 minutes. After 5 minutes, you will need to request a new verification code in order to continue.



6. Enter the verification code

Enter the verification code on the logon screen and click **Verify code**.

Verification code has been sent. Please copy it to the input box below.

john.doe@imaginary-energies.com

Verification Code

372689

Verify code

Send new code

7. Code verification result

If the verification code entered is correct and entered within 5 minutes, you will receive a message that the code has been verified. If your verification code is rejected, please go back to the previous step (using the browser back button) and request a new verification code. Click **Continue** to proceed to the next step.

The code has been verified. You can now continue.

john.doe@imaginary-energies.com

Continue

8. Choose and confirm your password

Enter the password you would like to use for your account.

New Password

.....

Confirm New Password

.....|

Continue

The allowed password characters are:

- A-Z
- a-z
- 0-9
- @ # \$ % ^ & * - _ □ + = [] { } | : ' , . ? / ` ~ " () ;

Characters disallowed are:

- Spaces
- Unicode characters
- A . character immediately preceding the '@' symbol.

The password should be between 8-16 characters, and requires 3 out of 4 of the following:

- Lowercase characters
- Uppercase characters
- Numbers (0-9)
- Symbols (see the allowed characters above)

9. Setup a Microsoft Authenticator app account

As a final step, you will register your account in the Microsoft Authenticator app.

An Authenticator app is an application that runs on your mobile phone and generates a number, which you will have to provide next to your password during logon. It's an extra security measure to prevent identity spoofing known as multi-factor authentication.

If the Microsoft Authenticator app is not yet installed on your mobile phone, download and install it by following the instructions displayed on-screen. Scan the QR code with your Authenticator app, select **Work account** if asked, and once your Fluxys account is registered on your mobile device, click **Continue** in your browser.



The first step is to download the Microsoft Authenticator application on your phone. For iOS, you can find it in the App Store. For Android, you can find it in the Play Store. You can also click on the download links below.



After installing the Microsoft Authenticator application, scan the QR code below from within the application to link your Fluxys account to the Authenticator application on your phone. When this is done, you can click "Continue".



Still having trouble?

[Continue](#)

10. Enter the code generated by the Authenticator app.

Open your registered account in the Authenticator app and copy the displayed number into your browser window. This is to ensure that your account is properly registered in the Authenticator app.

Click **Verify** to verify the generated code and finalize the registration process.



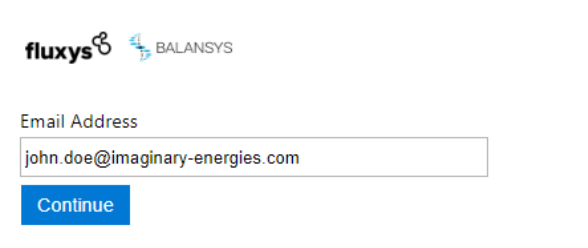
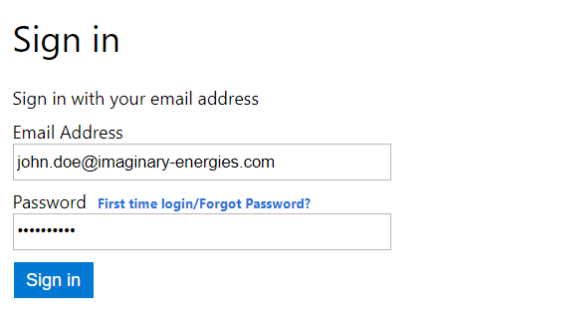
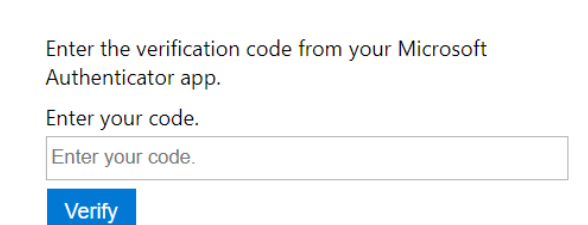
Enter the verification code from your authenticator app.

Enter your code.

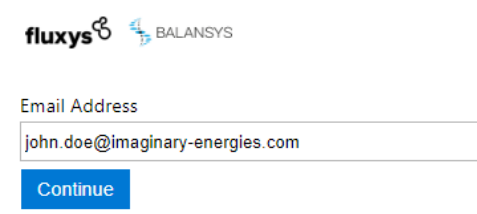
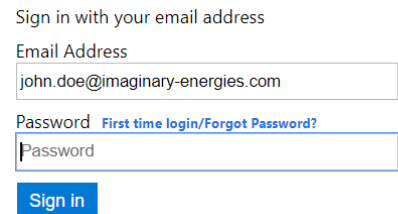
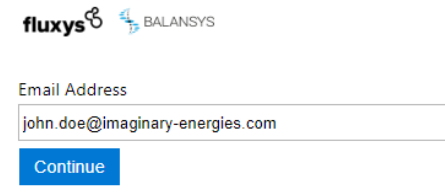
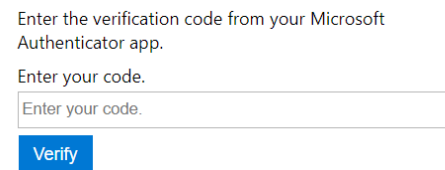
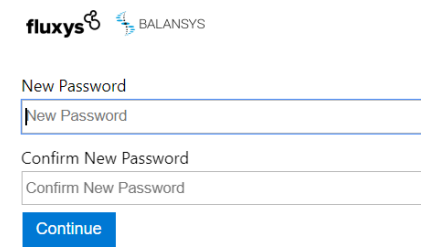
Verify

You've successfully logged in and can use these new credentials to log in moving forward!

2. Logging into a Fluxys application

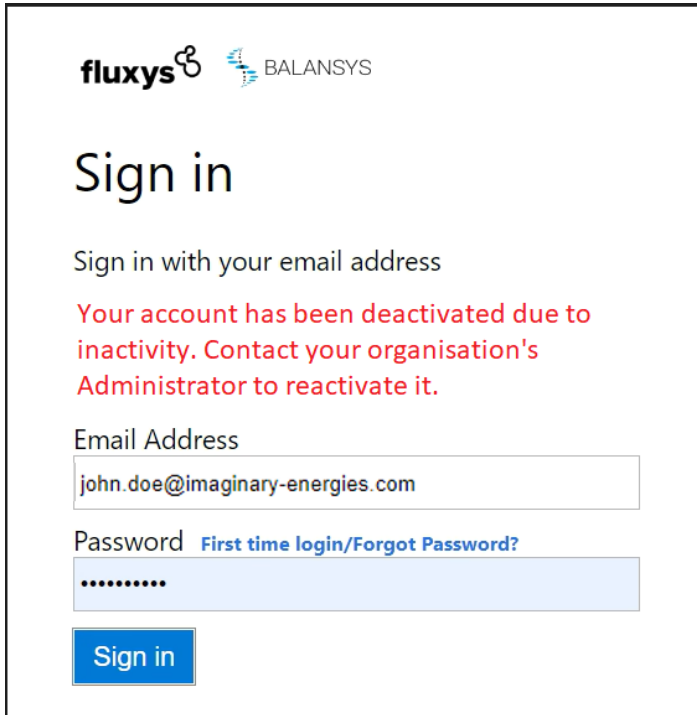
1. Navigate to the Fluxys application of your choice Open your web browser and navigate to the Fluxys application of your choice.	
2. Enter your email address Enter the email address that has been used to set up your account on the Fluxys platforms. After entering the email address, click the Continue button.	 <p>The screenshot shows the Fluxys login interface. At the top, there are logos for 'fluxys' and 'BALANSYS'. Below the logos, the text 'Email Address' is followed by a text input field containing 'john.doe@imaginary-energies.com'. A blue 'Continue' button is positioned below the input field.</p>
3. Enter your password Enter your password and click on Sign in .	 <p>The screenshot shows the 'Sign in' section of the Fluxys login interface. The heading 'Sign in' is at the top. Below it, the text 'Sign in with your email address' is followed by 'Email Address' and a text input field containing 'john.doe@imaginary-energies.com'. Below that, the text 'Password' is followed by a link 'First time login/Forgot Password?' and a password input field with masked characters '.....'. A blue 'Sign in' button is at the bottom.</p>
4. Enter your verification code Open your Authenticator app and enter the verification code. Then, click on Verify .	 <p>The screenshot shows the verification step of the Fluxys login interface. The text 'Enter the verification code from your Microsoft Authenticator app.' is at the top. Below it, the text 'Enter your code.' is followed by a text input field containing 'Enter your code.'. A blue 'Verify' button is at the bottom.</p>

3. Resetting your password

<p>1. Navigate to the Fluxys application of your choice</p> <p>Open your web browser and navigate to the Fluxys application of your choice.</p>	
<p>2. Enter your email address</p> <p>Enter the email address that has been used to set up your account on the Fluxys platforms. After entering the email address, click the Continue button.</p>	 <p>fluxys BALANSYS</p> <p>Email Address john.doe@imaginary-energies.com</p> <p>Continue</p>
<p>3. Click on "Forgot Password?"</p>	 <p>Sign in with your email address</p> <p>Email Address john.doe@imaginary-energies.com</p> <p>Password First time login/Forgot Password? Password</p> <p>Sign in</p>
<p>4. Confirm email for which you want to modify the password</p>	 <p>fluxys BALANSYS</p> <p>Email Address john.doe@imaginary-energies.com</p> <p>Continue</p>
<p>5. Enter your verification code</p> <p>Open your Authenticator app and enter the verification code. Then, click on Verify.</p>	 <p>Enter the verification code from your Microsoft Authenticator app.</p> <p>Enter your code. Enter your code.</p> <p>Verify</p>
<p>6. Choose your new password and confirm</p> <p>Once your password is chosen, click on Continue.</p>	 <p>fluxys BALANSYS</p> <p>New Password New Password</p> <p>Confirm New Password Confirm New Password</p> <p>Continue</p>

4. Reactivate a user account

For security reasons, your user account will be inactivated after a prolonged period of inactivity (365 days). If you attempt to log in while your account is inactive, you will receive the following error message:



The screenshot shows a sign-in page for Fluxys and BALANSYS. At the top left are the logos for 'fluxys' and 'BALANSYS'. Below the logos is the heading 'Sign in'. Underneath, it says 'Sign in with your email address'. A red error message reads: 'Your account has been deactivated due to inactivity. Contact your organisation's Administrator to reactivate it.' Below this, there are two input fields: 'Email Address' with the value 'john.doe@imaginary-energies.com' and 'Password' with masked characters. A blue link 'First time login/Forgot Password?' is next to the password field. At the bottom is a blue 'Sign in' button.

If your account is inactive and you need to reactivate it, please reach out to your organisation's Administrator.

Once reactivated, you will regain full access to your account using your usual credentials. If you need to reset your password, please see section 3 of this user guide.

To prevent your account from becoming inactive, we recommend logging in periodically or setting a reminder to access the system regularly.

5. Getting Help and Support

For any question relating to the Fluxys Group CRM Platform, please contact your Fluxys point of contact.