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Guidance	
External Guidance - User Registration and Accessing the ePQS Portal	
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External Guidance - User Registration and Accessing the ePQS Portal

Version Control

Date	Author	Version	Comments
5 Oct 2023	WHO	0.1	Initial draft
19 Oct 2023	WHO	1.0	Initial version

Related Resources

Please also refer to

External Guidance - Accounts, Contacts, Users and Record Visibility

External Guidance - Creating or editing a Contact or Account

External Guidance - Portal Introduction and Features

External Guidance - User Registration to the ePQS Portal

People who wish to access the portal must first register for access to the Portal.

A person can do so by downloading the registration form from the ePQS Portal Webpage (Figure 1) and send this to the address ePQS@who.int.

Users must read and agree to the ePQS Terms and Conditions, which are available at the bottom of the portal landing page (Figure 1).

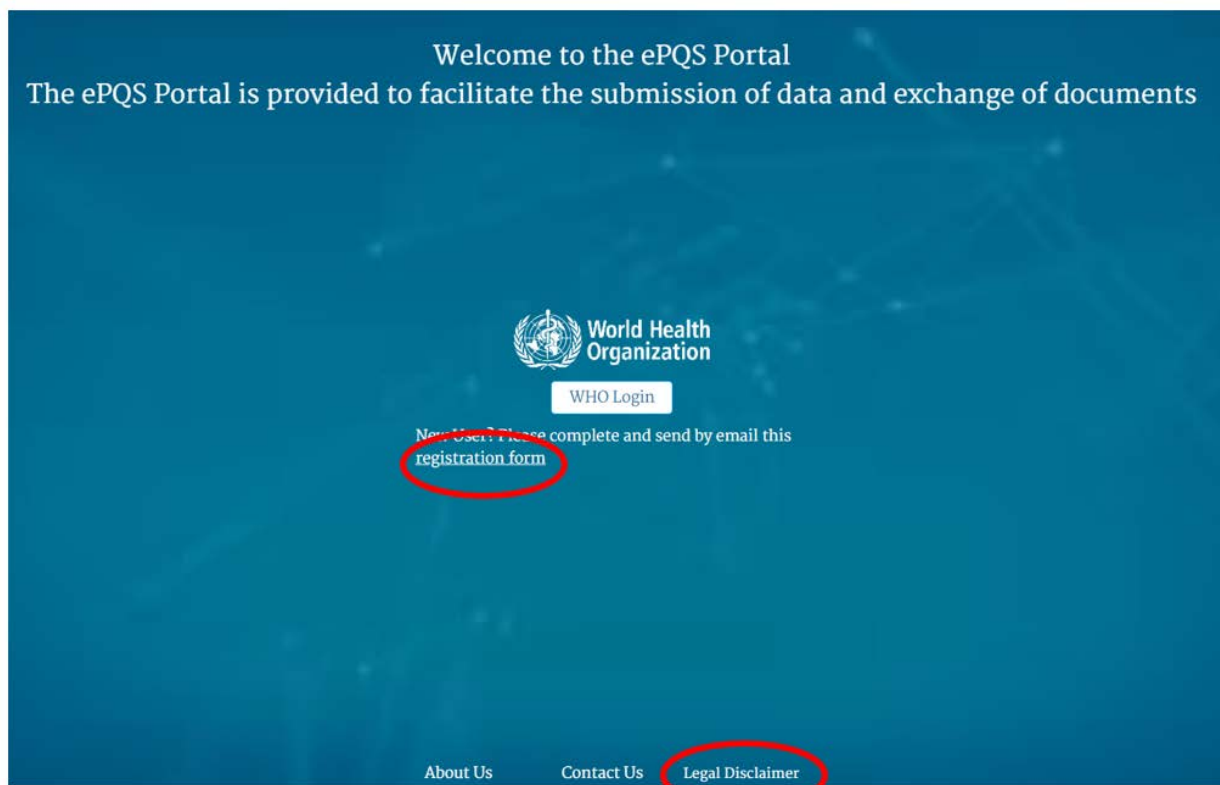


Figure 1: ePQS Portal landing page

Additional activities may be required by the prospective user, depending on the circumstances of registration.

If this is the first user of an Organization that has no presence in ePQS, then this process will also be accompanied by the need to create any relevant contact and account records.

If this is the first user of an Organization that has a presence in ePQS, then this process will be accompanied by the need to confirm the accuracy of the contact and account details ePQS holds, including any relevant contact-account relationships.

If this is for a subsequent user of an organization already using the portal, then ePQS will reach out to the primary contact of the organization to confirm the validity of the application. (see External Guidance - Creating or editing a contact or account).

Steps in the Registration process


A summary of the steps in this process follows.

The prospective user submits the completed form and sends this to ePQS@who.int along with any require supporting information.

The ePQS Manager will review the registration application, seeking clarification on any outstanding account or contact details. The ePQS manger may contact the account’s Primary contact for confirmation.

Assuming the application is successful the ePQS Manager will trigger the user provisioning process.

The prospective user will receive an email from the WHO Azure Active directory system requesting to accept an invitation to be added to the WHO Active directory as a Guest user.

 Please only act on this email if you trust the individual and organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

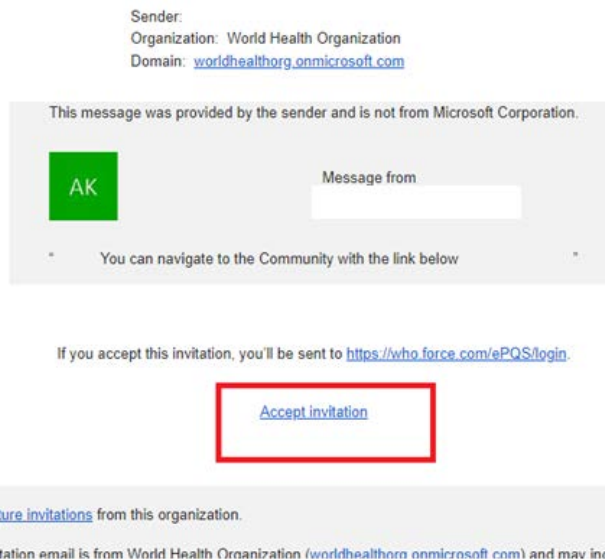


Figure 2: Email invitation sent from Microsoft Azure AD to access ePQS Portal

After the user accepts the invitation in Figure 2, they will be redirected to the Portal page where they will be required to click “WHO Login” button.

Accessing the Portal

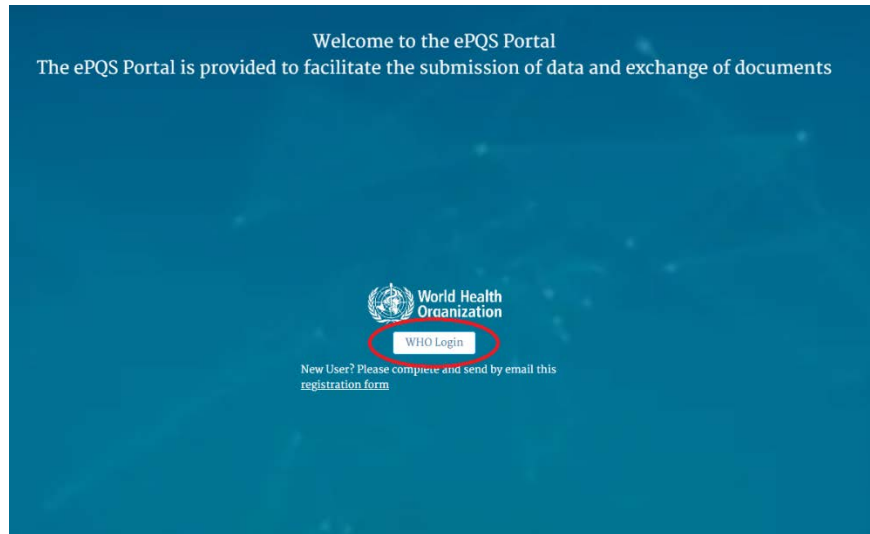


Figure 3: ePQS Portal Landing Page

With the click of the “WHO Login” button (Figure 3), the user will be directed to WHO Microsoft identity platform where they will be required to enter their username and click on the “Next” button as shown in Figure 4.

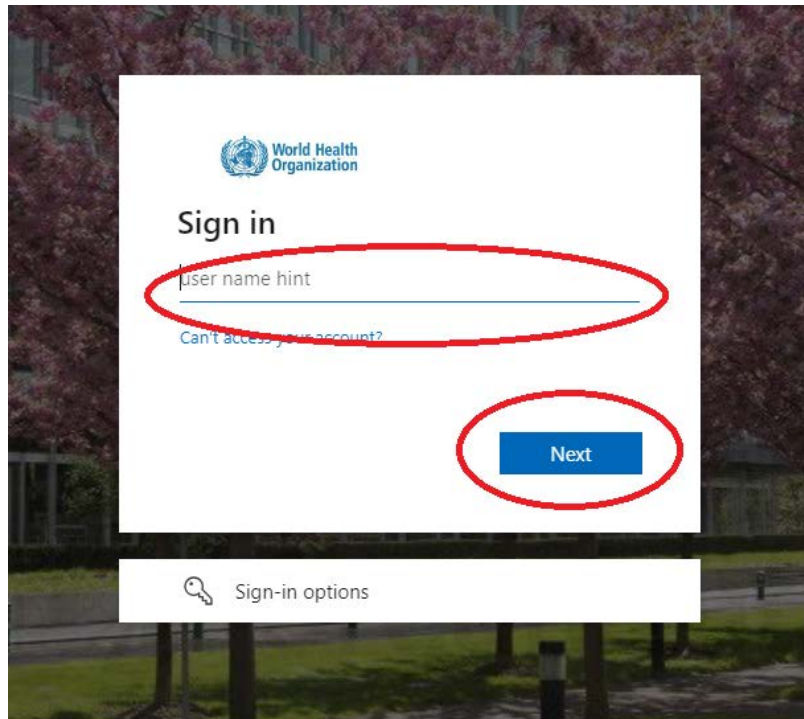


Figure 4: Login page of WHO Identity Platform

Depending on which authentication mechanism is being used by their email address service, WHO's identity platform will direct the user to provide the password the user uses for the email service. For example, if it is the user's organization email address, the user will be directed to the authentication page of their email service or if the email address is from Gmail or a third-party service, the user will be redirected to the authentication page of the email service requiring them to enter their existing password they always use to log into the email service. If they are successfully authenticated by their email service, they will be directed back to the ePQS portal where they will be given access to the portal.

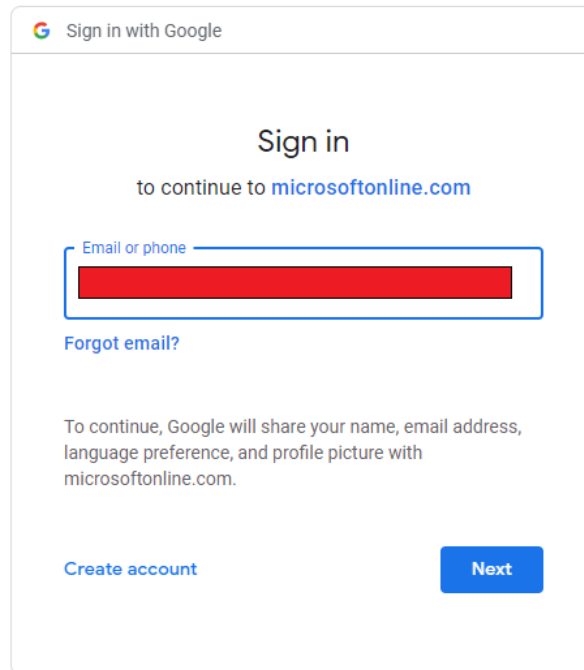


Figure 5: Authentication Page of Google Gmail

By this mechanism, SSO is achieved and the user is able to use the same password they always use to log into their email service without they being required to create a separate password to use to log into the portal.

Deactivation of a user

A user of the system can notify the ePQS manager of their desire to be inactivated.

Deactivated users can be reactivated as necessary.

A user of the system will be deactivated, if their contact record is deactivated.