

 <b>World Health Organization</b>	<b>REGULATION AND PREQUALIFICATION DEPARTMENT</b>
	<b>Owner: ePQS Manager</b>
<b>Guidance</b>	
<b>External Guidance - User Registration and Accessing the ePQS Portal</b>	
<b>Document Number:</b>	
<b>Document Version Number: 1.2</b>	

External Guidance - User Registration and Accessing the ePQS Portal

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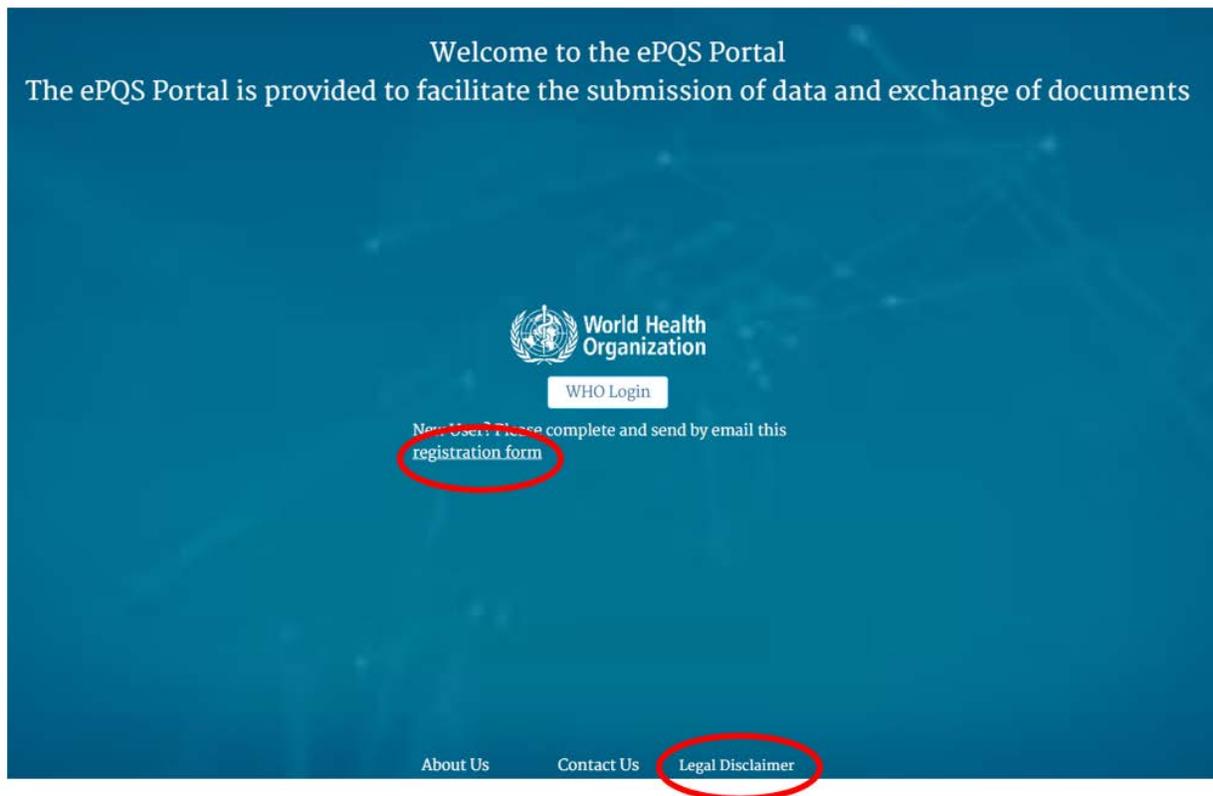
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## External Guidance - User Registration to the ePQS Portal

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](mailto: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

### 1 .User set up

The prospective user completes the form and sends this to the relevant assessment team, along with any required supporting information. If the applicable assessment team is not clear the form should be send to the ePQS Manager (ePQS@who.int)

The assessment team will review the registration's contact and account details, seeking clarification on any outstanding account or contact details.

Assuming the contact and account details are correct the ePQS Manager will trigger the user provisioning process.

### 2. User invitation

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.



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ⓘ 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.

Sender:  
Organization: World Health Organization  
Domain: [worldhealthorg.onmicrosoft.com](mailto:worldhealthorg.onmicrosoft.com)

This message was provided by the sender and is not from Microsoft Corporation.



Message from

\* You can navigate to the Community with the link below \*

If you accept this invitation, you'll be sent to <https://who.force.com/ePQS/login>.

[Accept invitation](#)

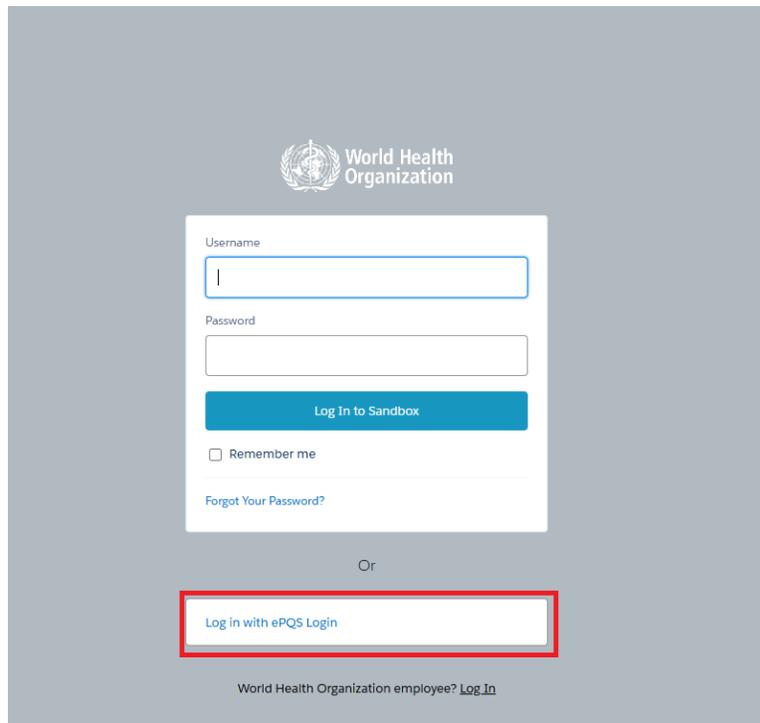
[Block future invitations](#) from this organization.

This invitation email is from World Health Organization ([worldhealthorg.onmicrosoft.com](mailto:worldhealthorg.onmicrosoft.com)) and may include

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

### 3. User verification

After the user accepts the invitation in Figure 2, they will be redirected to a log in page where they will be required to click "WHO Login" button (See Figure 3).



World Health Organization

Username

Password

[Log In to Sandbox](#)

Remember me

[Forgot Your Password?](#)

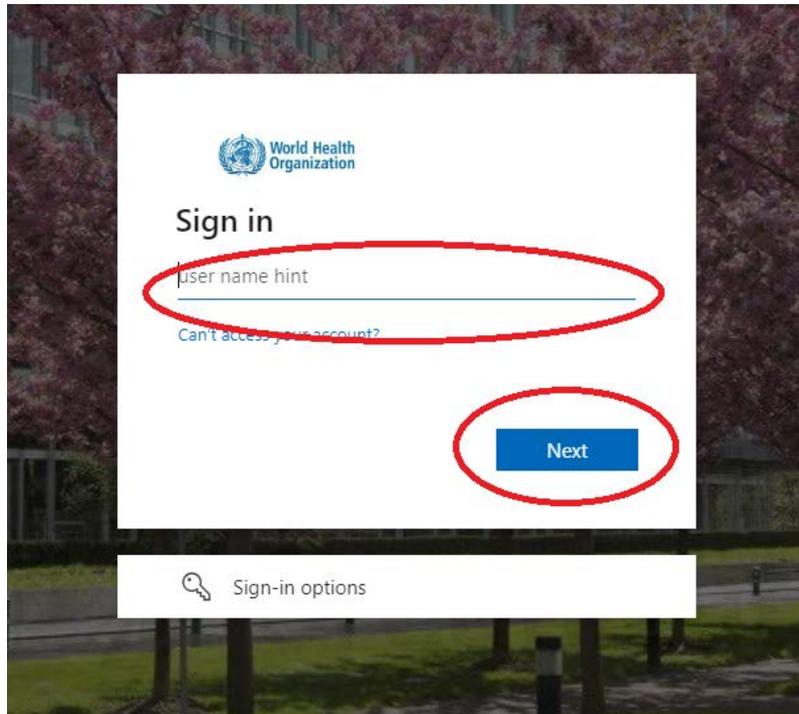
Or

[Log in with ePQS Login](#)

World Health Organization employee? [Log In](#)

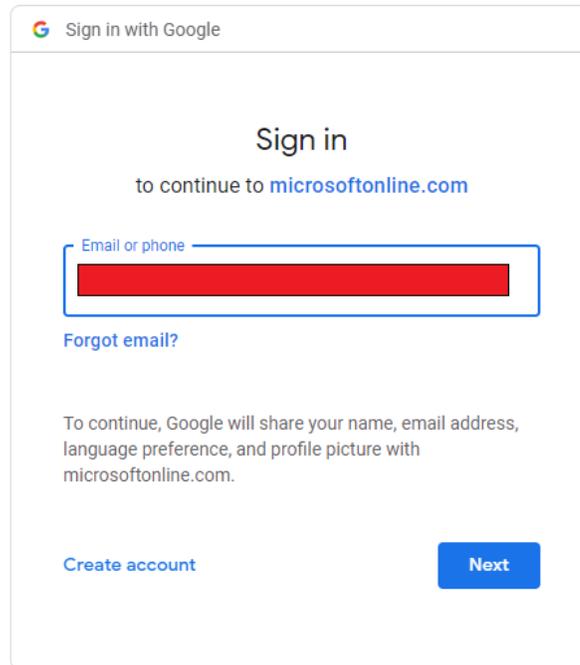
***Figure 3: ePQS Log in Page for Registration***

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**

After clicking on the Next button, the WHO's identity platform will direct the user to provide the password the user uses for the email service. (Figure 5. 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.

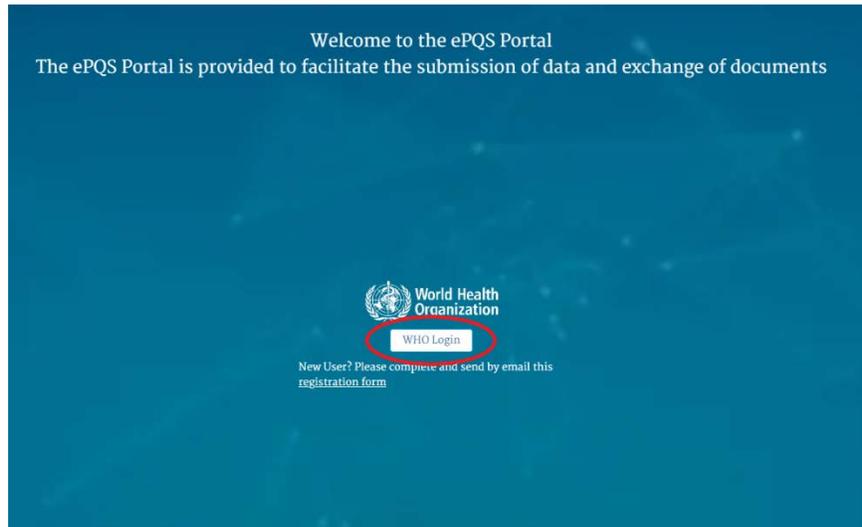


**Figure 5: Authentication Page of Google Gmail**

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.

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.

## Accessing the Portal



**Figure 6: ePQS Portal Landing Page**

If the user logs out of the portal, they can log back into by going to the portal page (<https://who.my.site.com/ePQS/s/login/>) and selecting Login.

If they are already logged into the service for their email address, i.e. logged into gmail, then the system will automatically allow access to the portal. If not the use will be asked to login to the email service.

## 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.