# Propio Analytics FAQ's

## I have received an error stating "user not found", what do I do?

- If you receive this error, even if you received an email saying you were registered, please reach out to your Client Success Manager so they can verify your email address and client information between systems.
- If you have previously logged in and are now having trouble, this can be solved by using the Google Chrome browser to login.

## What if I have not received an email with instructions for how to log in?

- Please check your spam inbox for a registration email from Analytics@Propio-Ls.com.
- Try to login to analytics.propio-ls.com/login. If successful, you will go through the registration process. If you receive an error message, please reach out to your Client Success Manager or ClientServices@Propio-LS.com.

## I don't know what my password is, how can I create one?

- In the case where your organization is already utilizing MFA, you will be prompted for your internal credentials which is most likely your computer password or work email password. -Depending on your organization, if you select "Forgot my password", you can reset your password. However, for most organizations, this will not work because Propio cannot reset a password for a user in another organization. If you do not know your password, you should reach out to your internal IT department.
- If you are not prompted for a password, you will be taken through registration steps to create a password.

## Why am I being directed to use Microsoft?

If your organization already utilizes MFA, you will have to authenticate through your organization's MFA first which could be text, an app, email verification, etc. Propio is using Microsoft for the 2nd factor of authentication. Propio offers SMS (text), call and the Microsoft Authenticator App for authentication.

## What if I don't want to create a new Microsoft email account?

If your organization utilizes MFA (most do), you can link your organizations credentials upon registration through SSO. You can also link to any existing Microsoft Account. If your organization does not utilize MFA, you will need to create a Microsoft Account.

## What is Multi-factor Authentication (MFA)?

Multi-factor Authentication is an electronic authentication method in which a user is granted access to a website or application only after successfully presenting two or more pieces of evidence (or factors) to an authentication mechanism. MFA protects user data—which may include personal identification or financial assets—from being accessed by an unauthorized third party that may have been able to discover, for example, a single password.

## What are my options for MFA?

We are using Microsoft as our account provider for MFA. If your current organization is already utilizing MFA, you will still need to add an additional factor to meet Propio's security and compliance standards. If your organization does not use MFA, you will be need to create a Microsoft account and set up MFA.

## I don't know if I am configured for MFA. What do I do?

Step 1 – Check your inbox for an email from Analytics@Propio-LS.com with the subject line, "Propio Analytics Registration". In the body of the email, please click the "Register Now", button. This button contains a unique link associated to your email.

You have been granted access to Propio Analytics. The link below will take you to our new login screen. Please note: The first time you log in, you will be asked to register for a Microsoft Account. Propio Analytics uses Microsoft for multi-factor authentication, and we recommend using text message verification as the preferred method. We also recommend using Google Chrome as your preferred web browser. Please allow 5 extra minutes for registration.

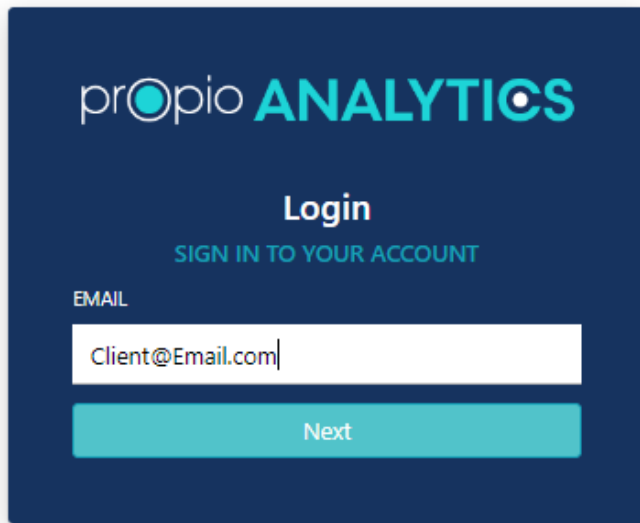Please reach out to ClientServices@Propio-LS.com with any questions.
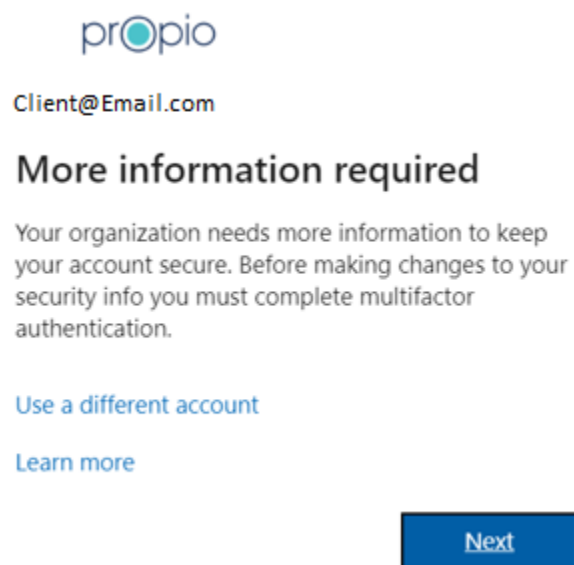
Check out the demo video here!

FAQ

**Register Now!**

Step 2 – Complete the sign in. The "Register Now" link will either redirect you to your organization's login page or prompt you to create an account. If you are prompted for a password, it will most likely be your work computer password. Please see the FAQ for tips.

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Step 3 – Once you complete the registration process, you will be redirected to the Propio Analytics website. Please type in your email.

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**Login**
SIGN IN TO YOUR ACCOUNT

EMAIL

Client@Email.com|

Next

Step 4 – Choose your final method of authentication.

**propio**

Client@Email.com

## More information required

Your organization needs more information to keep your account secure. Before making changes to your security info you must complete multifactor authentication.

Use a different account

Learn more

Next

You may elect your preference by selecting one of the following:

1. Phone (SMS) – *preferred*
2. Office Phone (Phone call)
3. Microsoft Authenticator App
4. Other authenticator app
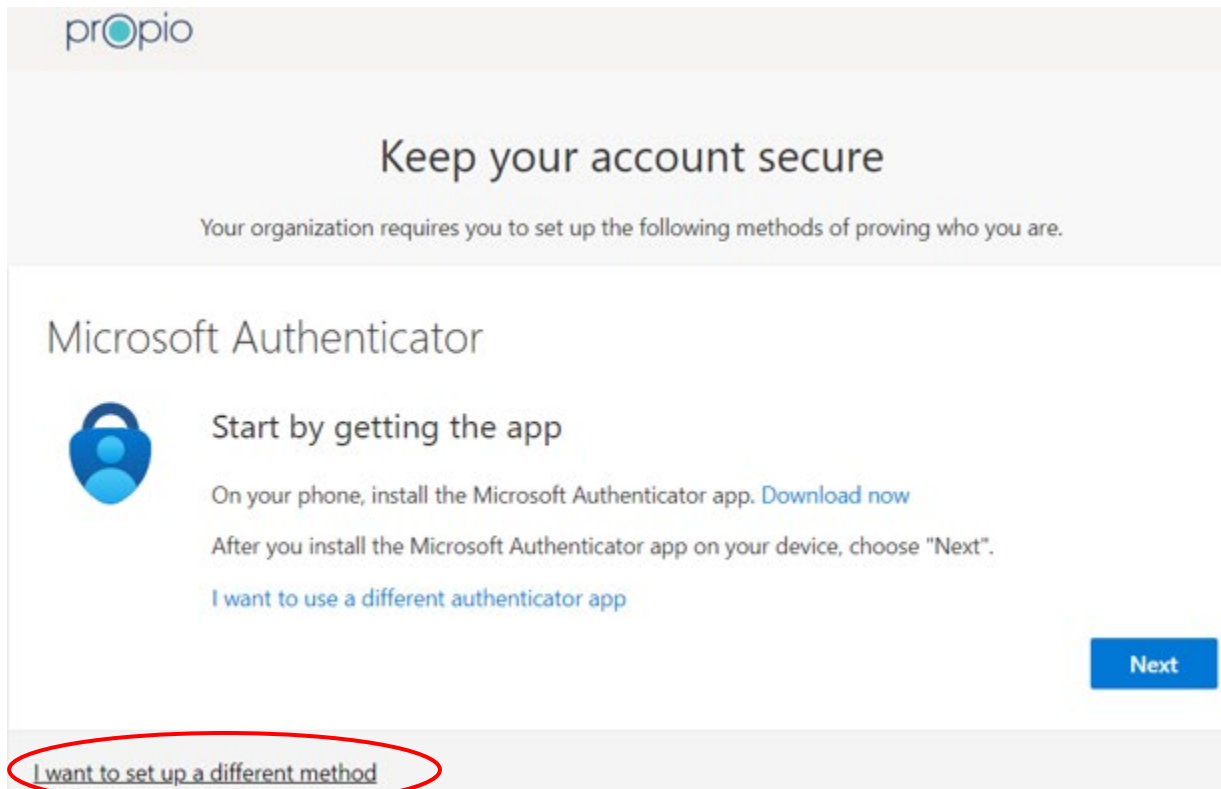
"I want to set up a different method" allows you to choose between the MFA methods. For the purpose of this tutorial, we will choose "Phone".
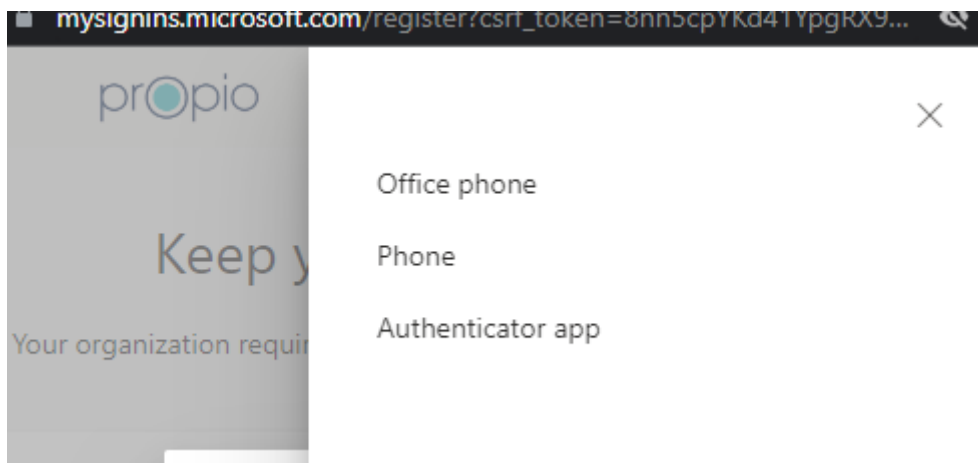


Select the authentication method of your choice.

Phone: Enter the mobile device phone number you prefer to utilize for the MFA setup and select NEXT.

Check your mobile device for a text providing the 6-digit access code.

Enter the code and select NEXT.

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# Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

## Phone

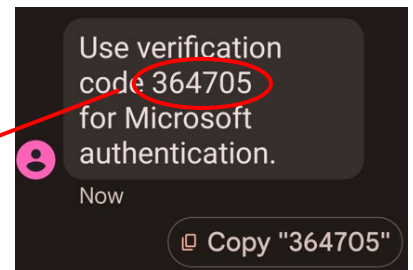We just sent a 6 digit code to **+1 555-555-5555** Enter the code below.

Enter code

Resend code

**Back** **Next**

I want to set up a different method

> Use verification code 364705 for Microsoft authentication.
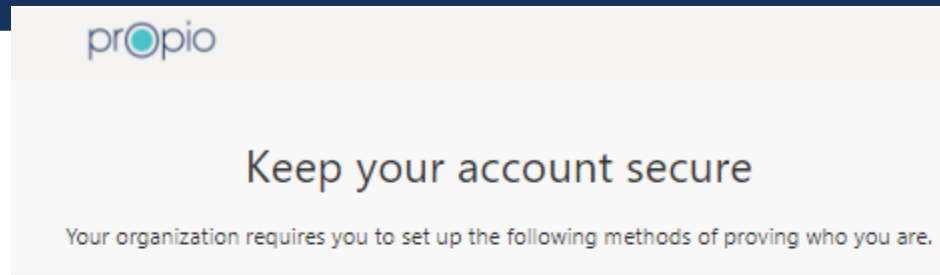>
> Now
>
> Copy "364705"

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# Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

## Phone

✓ SMS verified. Your phone was registered successfully.

**Next**

Your mobile device SMS is now registered. Select DONE.

You've successfully registered. Select DONE.

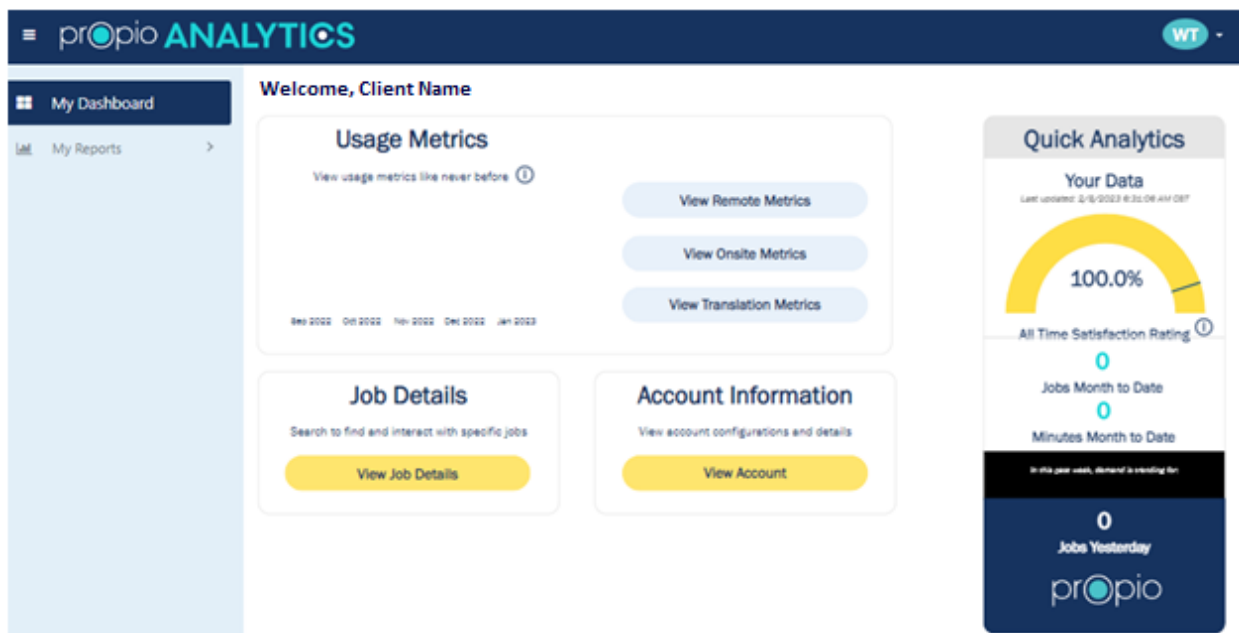You will now be immediately directed to the Propio Analytics home page.

Please note: Once you choose a method for MFA, you cannot change it. If you would like to change your authentication method, please reach out to your CSM or ClientServices@Propio-LS.com