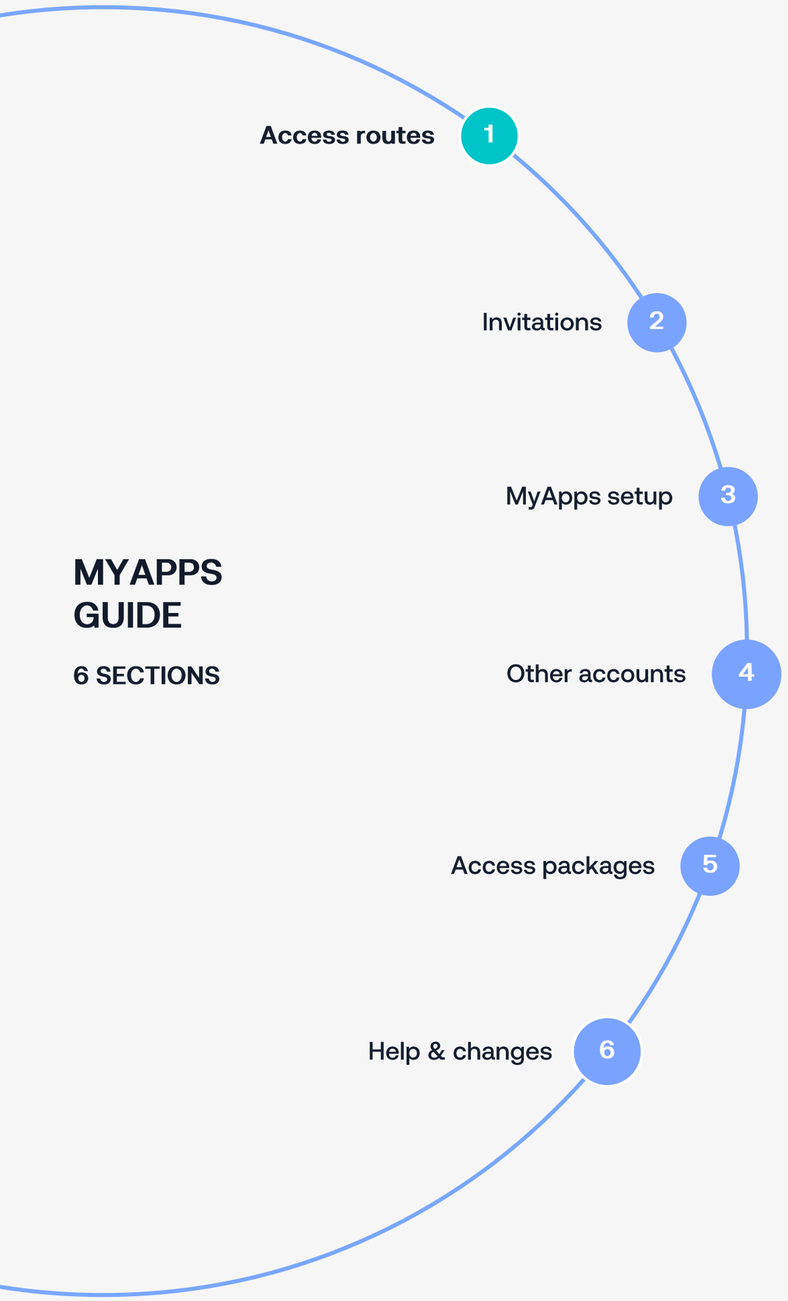
ARQIVA

MyApps Access Guide

ACCESS FOR EXTERNAL USERS



HOW TO USE THIS GUIDE

Choose your access route

ARQIVA

Match your invitation or credentials to one route below. Read only that route's pages, then use the shared help pages if needed.

Route 1: Invitation using your own Company account (page 3)

Use the exact work, school or supported external email address that received the Microsoft invitation.

Route 2: Arqiva-managed standard account (pages 4–9)

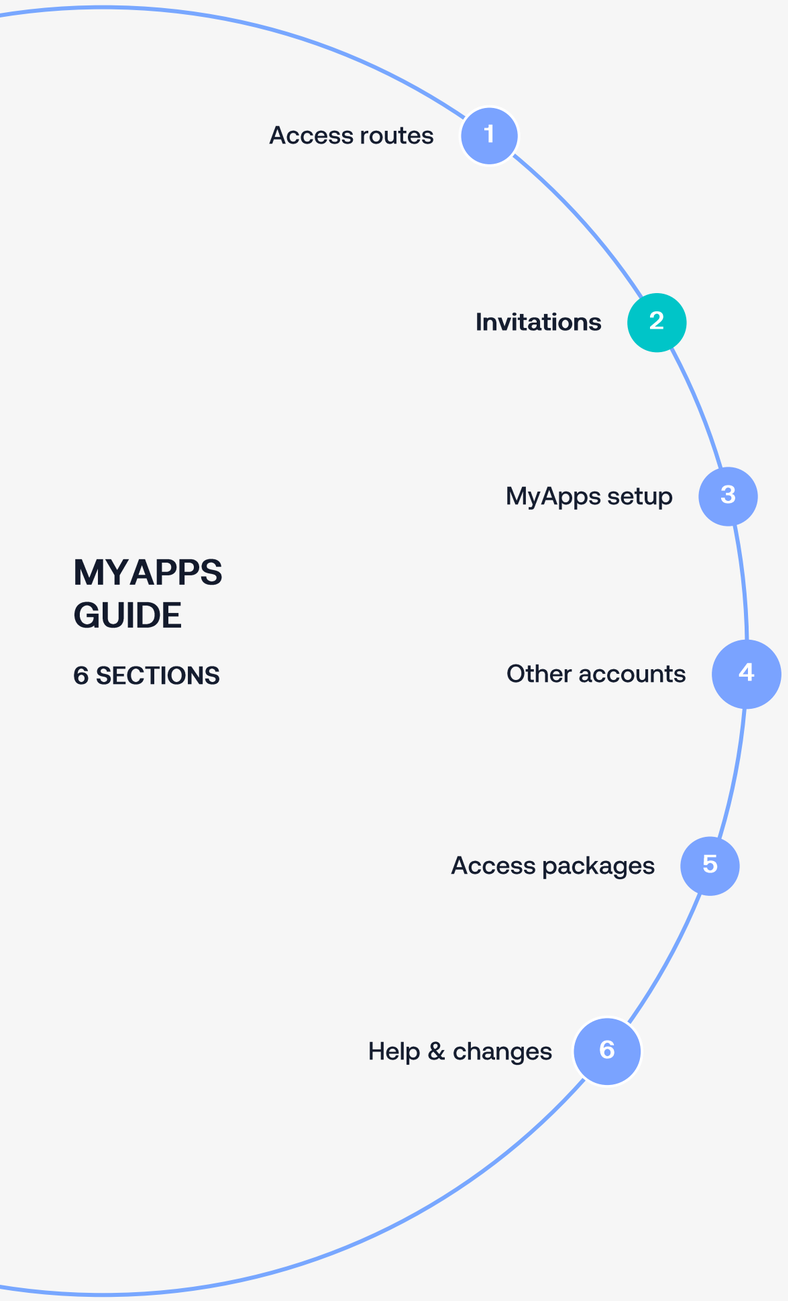
Use the full arqiva.com username and temporary password supplied by Arqiva. Follow the six-stage MyApps setup.

Route 3: Administrator account (page 10)

Use the separate Arqiva-managed admin account only for approved administrative tasks.

Route 4: Access package (pages 11–12)

Use your own company Microsoft account and the My Access link to request or renew access.



ROUTE 1: INVITATION USING YOUR EXISTING ACCOUNT

Invitation with your own account

ARQIVA

Use this route when Microsoft sends an invitation on behalf of Arqiva.

Your organisation manages your identity and password. Arqiva manages your access.

1 Open the invitation and sign in

Select Accept invitation in the Microsoft Invitations email. Sign in with the exact email address that received it. If several accounts appear, choose the one linked to that address.

2 Review and accept

Review the permissions and Arqiva terms shown, then select Accept. Complete multifactor authentication when prompted.

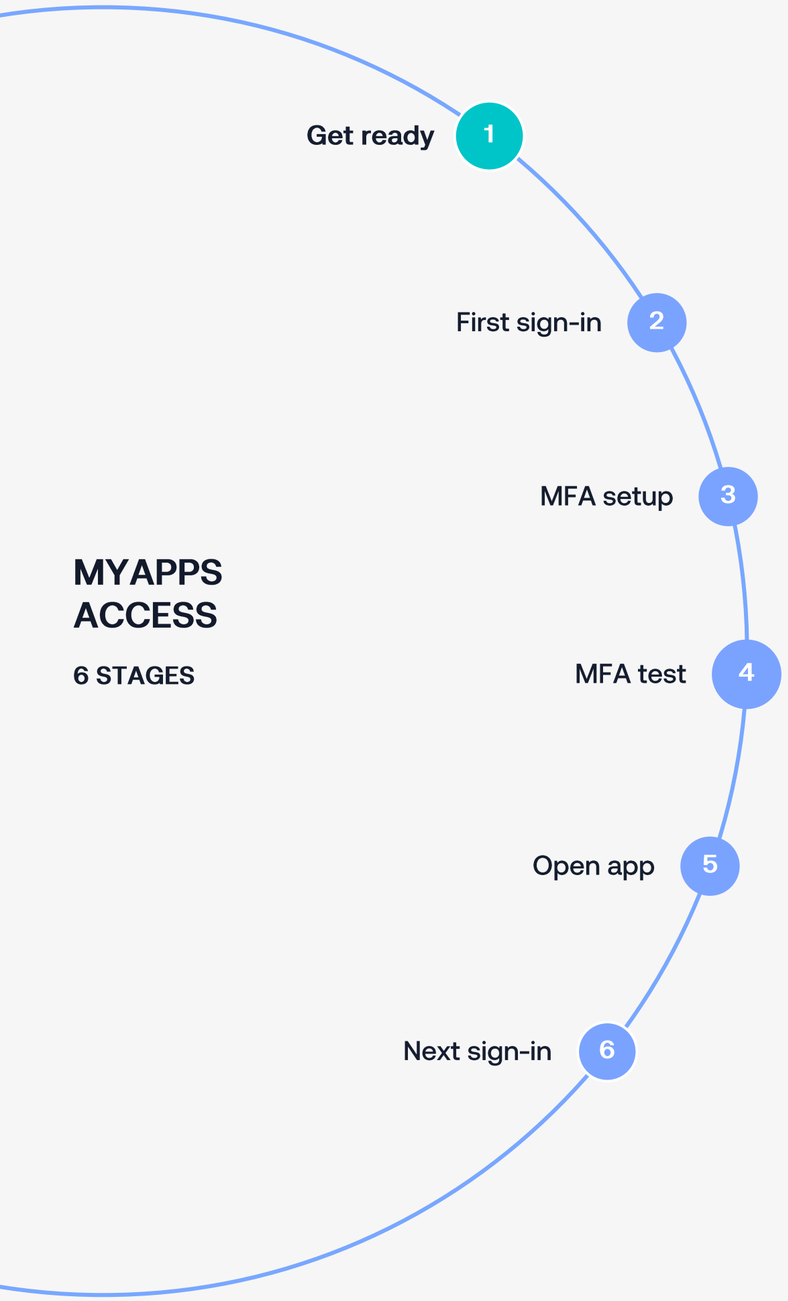
3 Open your assigned application

Use the application link provided, or open https://myapps.microsoft.com to see your assigned applications. Use your invited account rather than an Arqiva-issued username unless instructed.

End of Route 1. The next page starts Route 2 for a different account type. For help, see pages 13–16 or return to page 2.

ARQIVA

Before you start



For Arqiva-managed standard accounts only. Follow all six stages on pages 4–9. Access package users should go to pages 11–12.

You will use a computer and a phone for the first setup.

1 Your Arqiva account

The email requests that you call us for your first time login on 0333 032 3210. Have your full sign-in username and initial password ready that you have obtained from the IT Service Desk. Use the exact account Arqiva supplied, even if you already use Microsoft 365 at your own company.

2 Microsoft Authenticator

Install Microsoft Authenticator from the Apple App Store or Google Play on your phone. Keep the phone nearby, with internet access and notifications enabled.

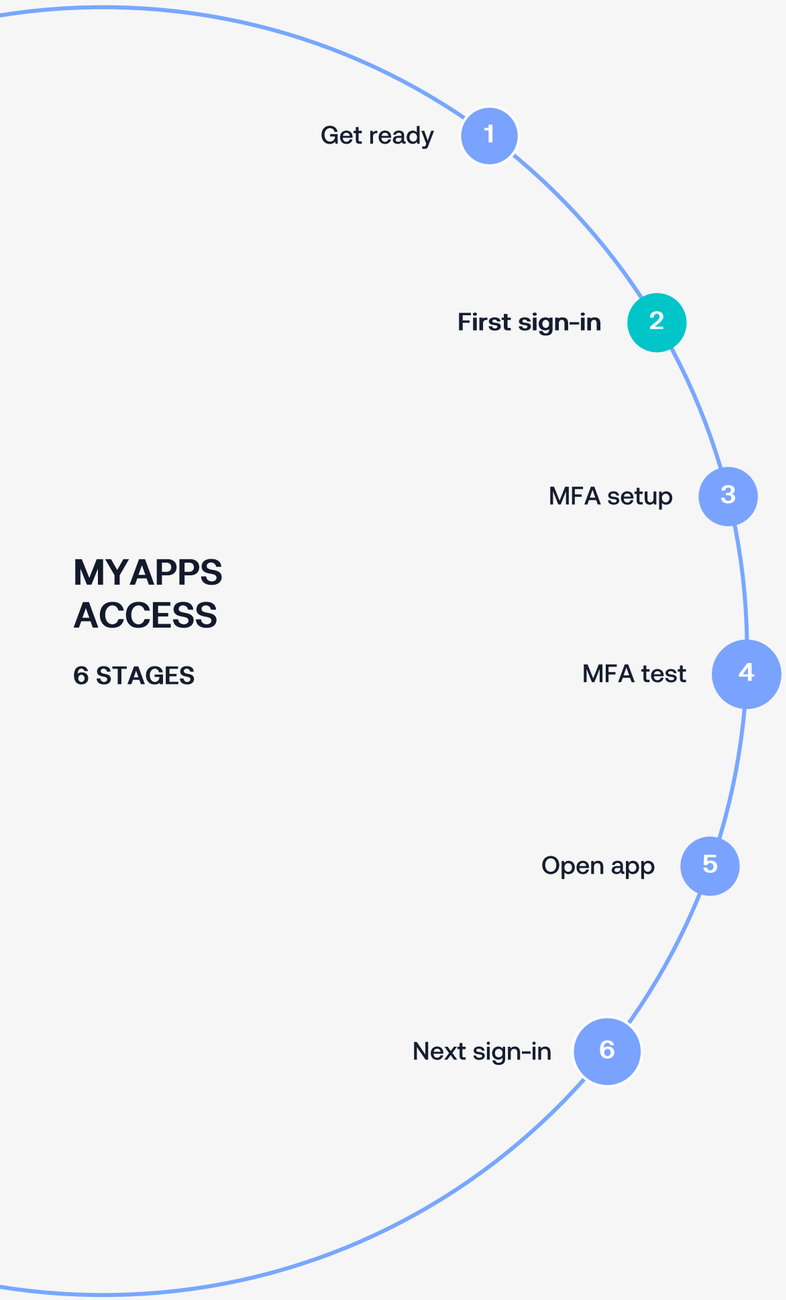
3 Your device

Windows and MAC OS devices are supported. Internet connectivity required. Please be aware that we restrict access based on your location, so it is important to inform us if you are logging in from outside the UK.

Route 2 only. Continue to stage 2 on page 5. Other routes are listed on page 2.

ARQIVA

First sign-in to MyApps



Sign in with your Arqiva-provided account, then complete any first-time password prompts.

Web address: https://myapps.microsoft.com

1 Open MyApps

On your computer, open a private or InPrivate browser window and enter https://myapps.microsoft.com. This helps keep your Arqiva session separate from your employer's account.

2 Choose the correct account

Select Use another account if an account picker appears. Enter your full Arqiva-provided username, select Next, then enter the initial password and sign in.

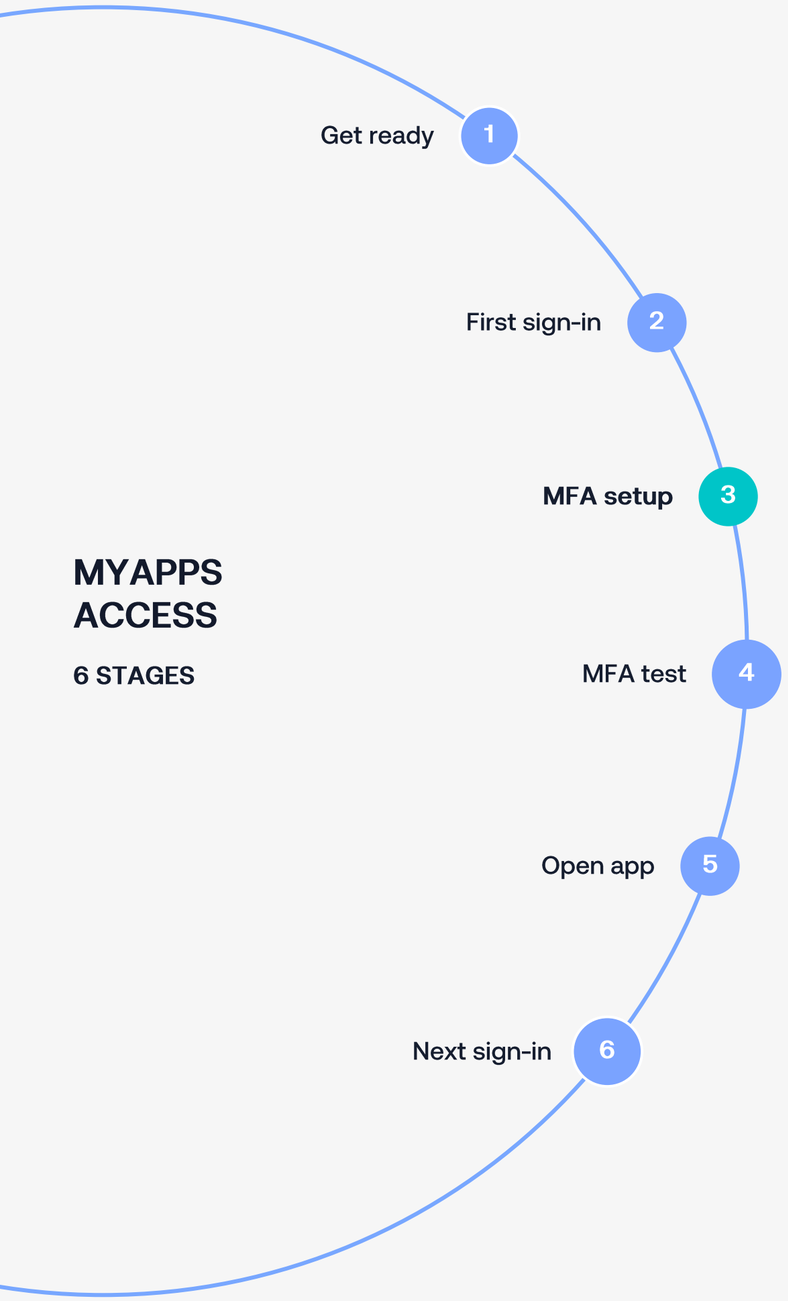
3 Complete the first-time prompts

When asked, change your initial password and keep the new password private. At More information required, select Next to set up multi-factor authentication (MFA).

Route 2 only. Continue to stage 3 on page 6. Other routes are listed on page 2.

ARQIVA

Microsoft Authenticator setup



MFA adds a second check to your sign-in. Register your phone with the account you just used.

Keep the setup page open on your computer.

1 Start registration on the computer

At the Microsoft Authenticator prompt, select Next after installing the app. Continue until the computer displays a QR code. The available methods depend on Arqiva's settings.

2 Add the account on your phone

Open Microsoft Authenticator. Allow notifications if asked. Tap + or Add account, choose Work or school account, then choose Scan a QR code. Allow camera access if asked.

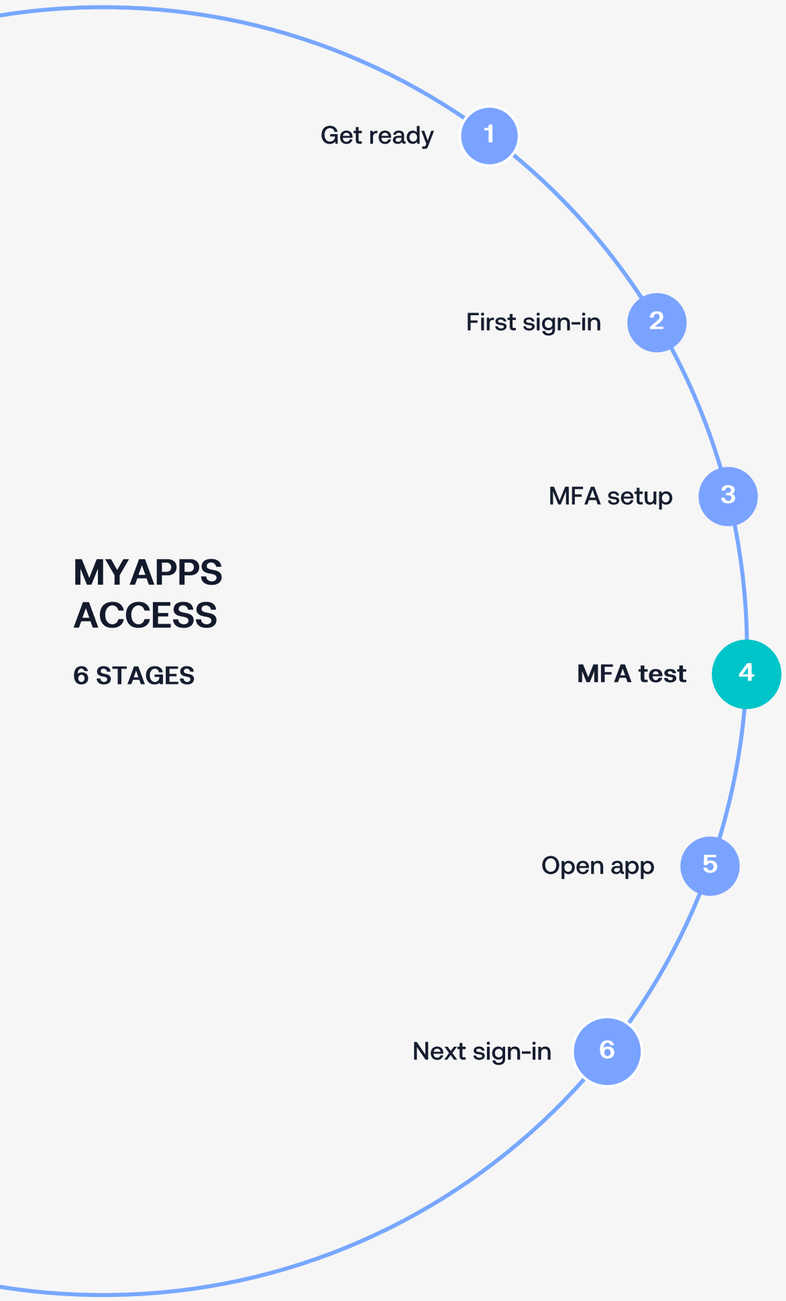
3 Scan your own setup QR code

Point your phone at the QR code on your computer. Check that the account appears in Authenticator, then select Next on the computer. Never share the QR code or setup key.

Route 2 only. Continue to stage 4 on page 7. Other routes are listed on page 2.

ARQIVA

MFA test and confirmation



Complete the test sign-in before leaving the registration page.

Only approve a request that you started.

1 Match the number

The computer displays a number and sends a request to your phone. Open the Authenticator notification and enter the number shown on the computer.

2 Confirm on your phone

Approve the request and unlock the phone with your PIN or biometrics if prompted. If the request is unexpected, deny it and contact your Arqiva support contact.

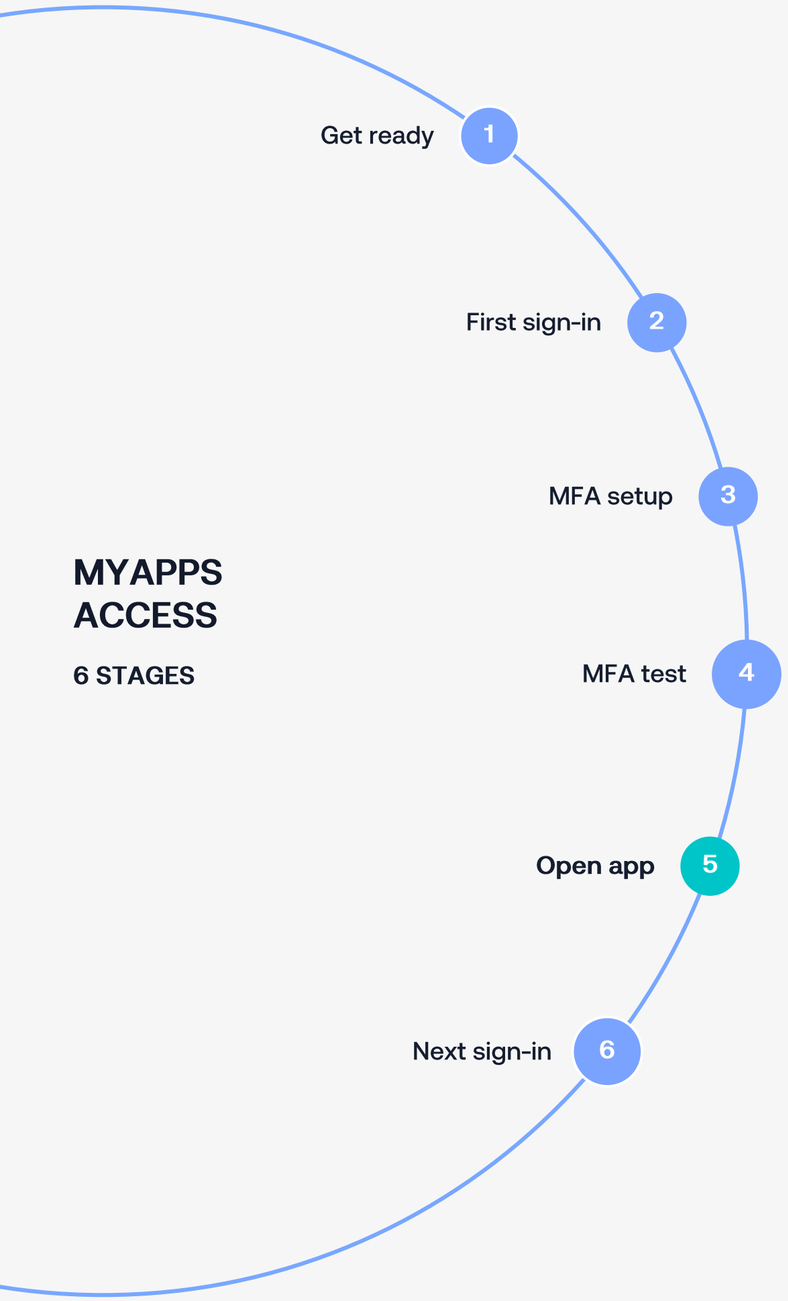
3 Finish on the computer

Wait for the success message, then select Next or Done as shown. Complete any additional security-info prompts required by Arqiva, then return to MyApps.

Route 2 only. Continue to stage 5 on page 8. Other routes are listed on page 2.

ARQIVA

Access to the application



MyApps shows the applications assigned to the account you signed in with.

Your Application permissions come from the access Arqiva have assigned.

1 Check the signed-in account

Open the profile menu in MyApps and check your username. If you see your employer's account instead, sign in with the account Arqiva supplied.

2 Open the assigned APP tile

Find the application named in your Arqiva access instructions, using search if needed. Select its tile.

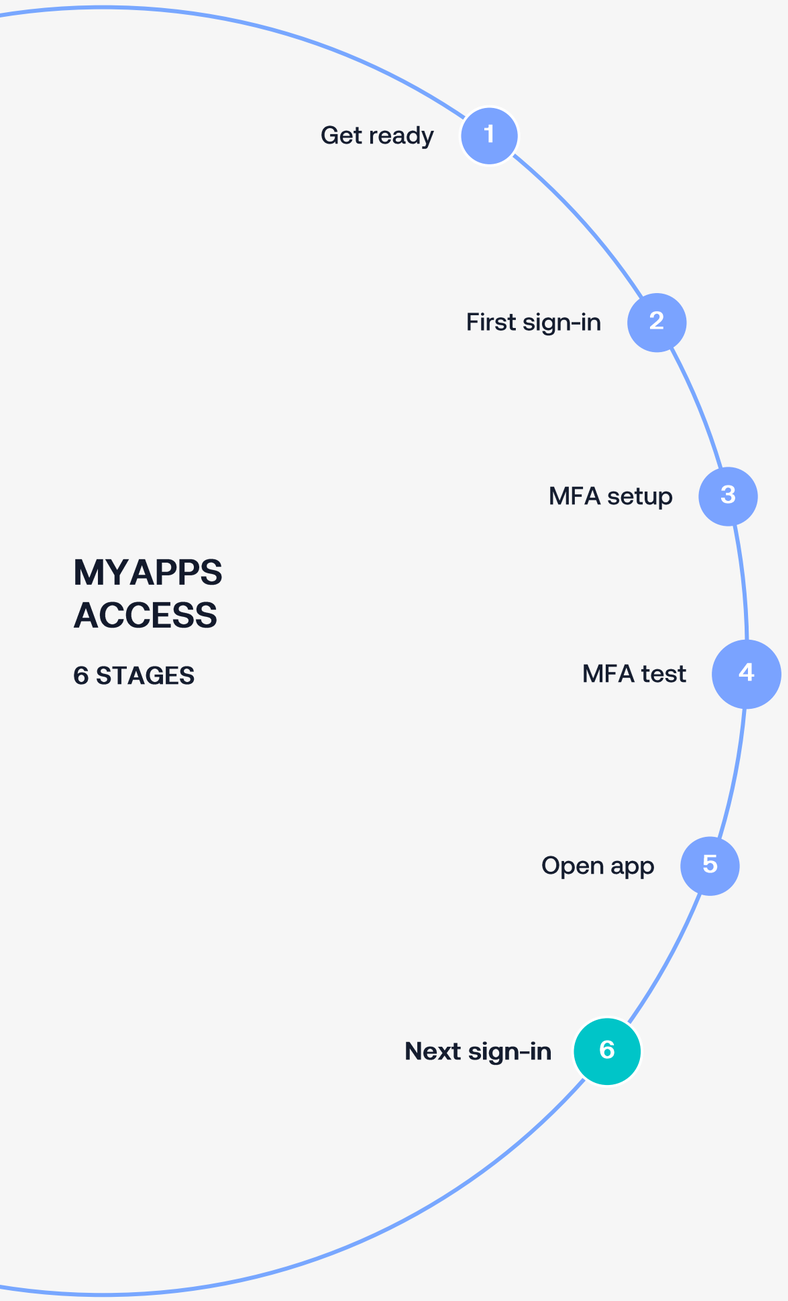
3 Role Access

Complete any further sign-in prompts. If the tile or role is missing, contact Arqiva.

Route 2 only. Continue to stage 6 on page 9. Other routes are listed on page 2.

ARQIVA

Signing in next time



After setup, use your password and the verification method requested on screen.

A notification number and an app-generated code are different checks.

1 Return to MyApps

Open https://myapps.microsoft.com and use your Arqiva-provided username and current password if prompted. You shouldn't normally need to scan a new QR code.

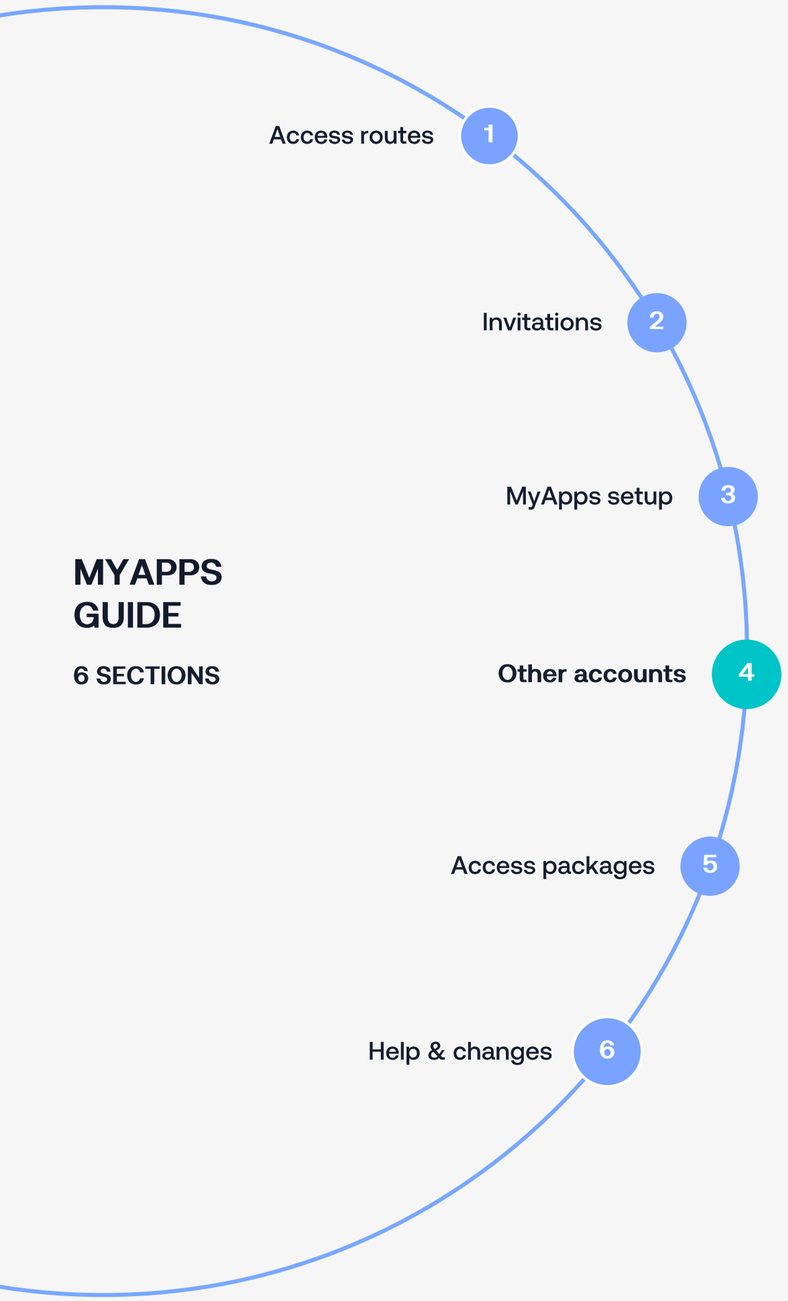
2 Complete the requested MFA check

For a notification, enter the computer's number in Authenticator. If the sign-in page asks for a code instead, open the matching account in Authenticator and enter its current one-time code.

3 Open your Arqiva App and sign out afterwards

Select your assigned application. When finished, sign out of the application and MyApps, then close the browser window. Never share passwords, QR codes or verification codes.

End of Route 2. The next page starts Route 3 for administrator accounts. For help, see pages 13–16 or return to page 2.



Administrator account access

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Administrative access uses a separate Arqiva-managed account.

Your normal guest or standard account remains the account for everyday access.

1 Check the account and task

Use the administrator account only for the approved administrative task. Check the username shown at sign-in before continuing. Additional approval and security controls apply.

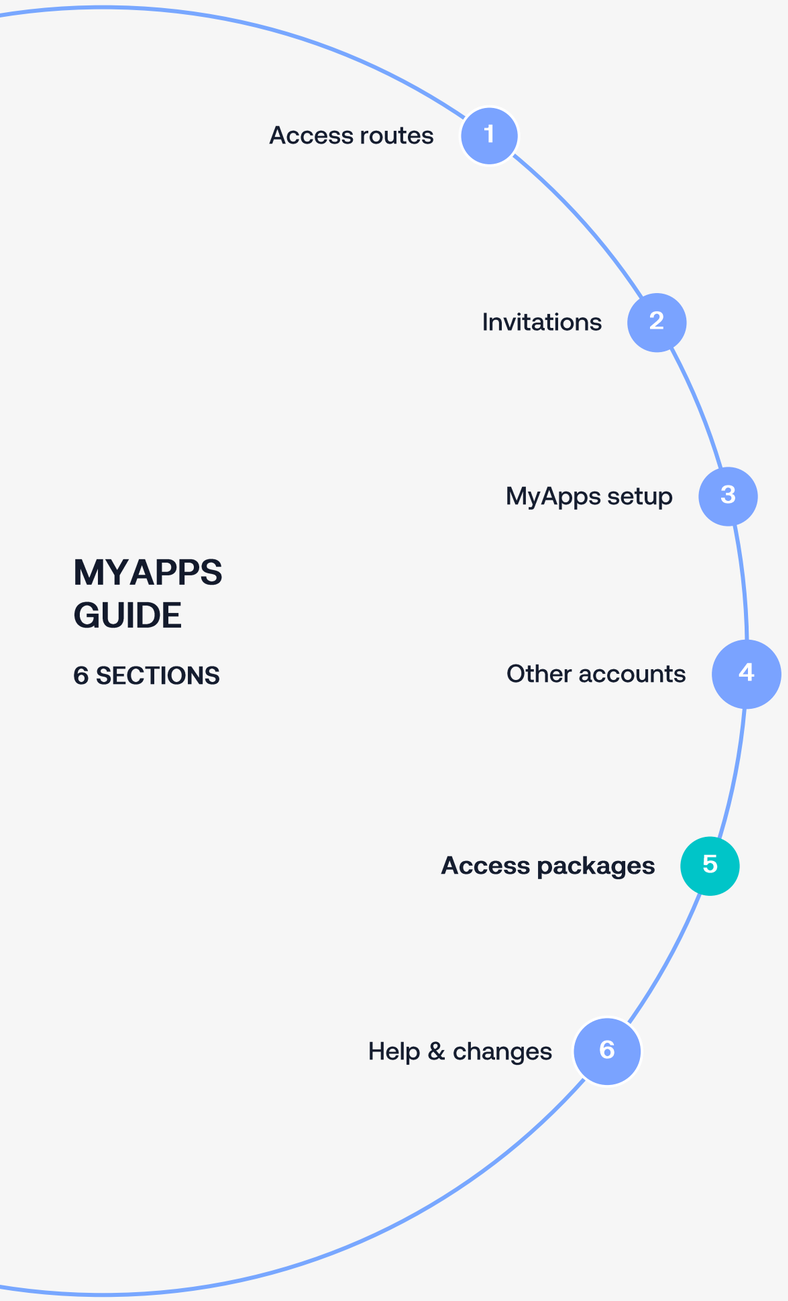
2 Protect the credentials

Do not share the account or password. Complete MFA when prompted. Do not save administrator credentials in a shared browser or on a shared device.

3 Finish securely

Sign out when the administrative task is complete. Report unexpected prompts or access immediately to your Arqiva support contact.

End of Route 3. The next page covers access packages. For help, see pages 13–16 or return to the route list on page 2.



ROUTE 4: ACCESS PACKAGE

Access package requests

ARQIVA

Some partner domains use My Access to request a bundle of applications or resources.

Save the original access package link so you can view or request access again.

1 Open the package link and sign in

Open the link supplied by your Arqiva contact. Sign in using your own company Microsoft account. Arqiva does not issue a separate password for this route.

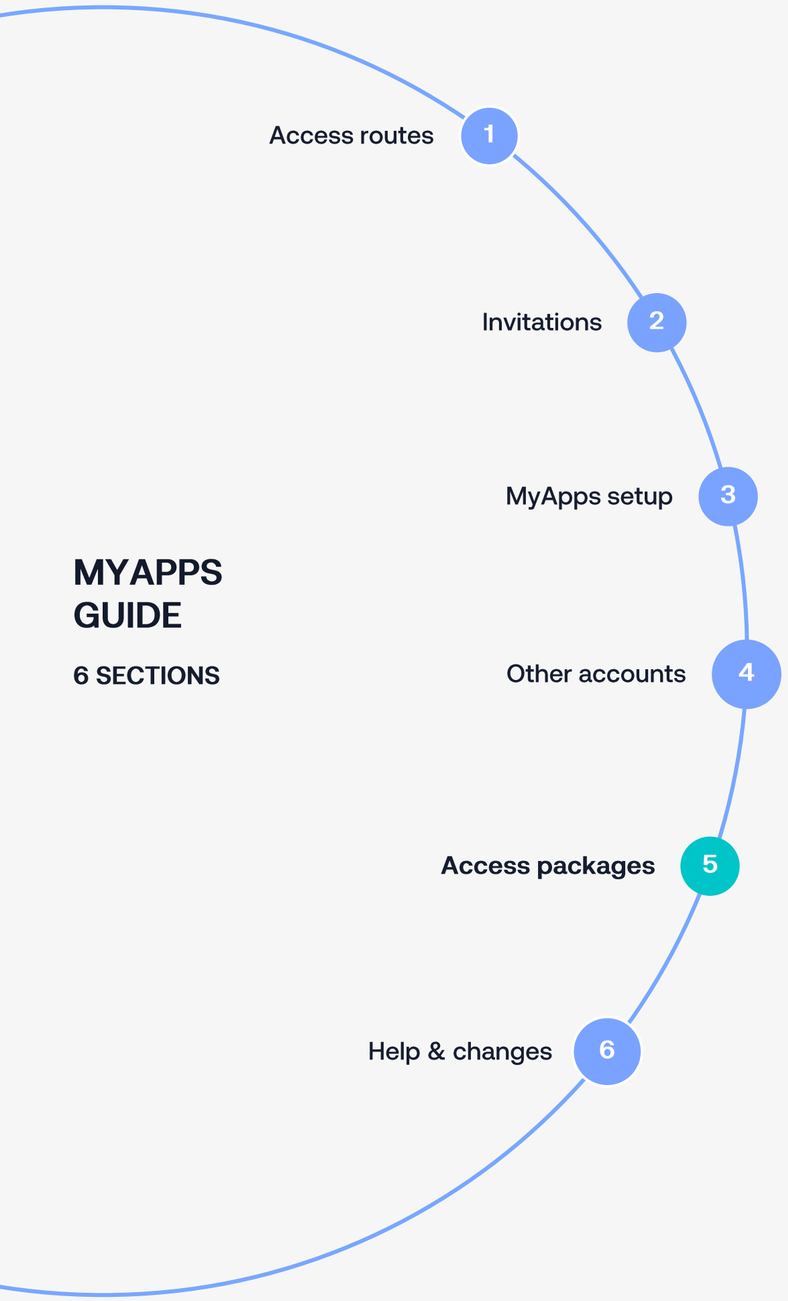
2 Submit the request

Provide a business reason if requested, then submit. If approval is required, wait for confirmation after the designated approver accepts the request.

3 Understand the assignment

The package creates or links your Arqiva guest identity and assigns the approved applications, groups or sites. It applies the approval and expiry policy and removes access when the assignment expires.

Route 4 continues on page 12 with renewal guidance. If access has already expired, see page 13. Other route sections do not apply.



ROUTE 4: ACCESS PACKAGE / RENEWAL

Renewing time-limited access

ARQIVA

For the QlikView access package, access lasts 180 days after approval.

The 14 days is the warning period, not the length of renewed access.

1 Look out for the reminder

You receive an email 14 days before access expires. Open the reminder and select Extend access before the expiry date.

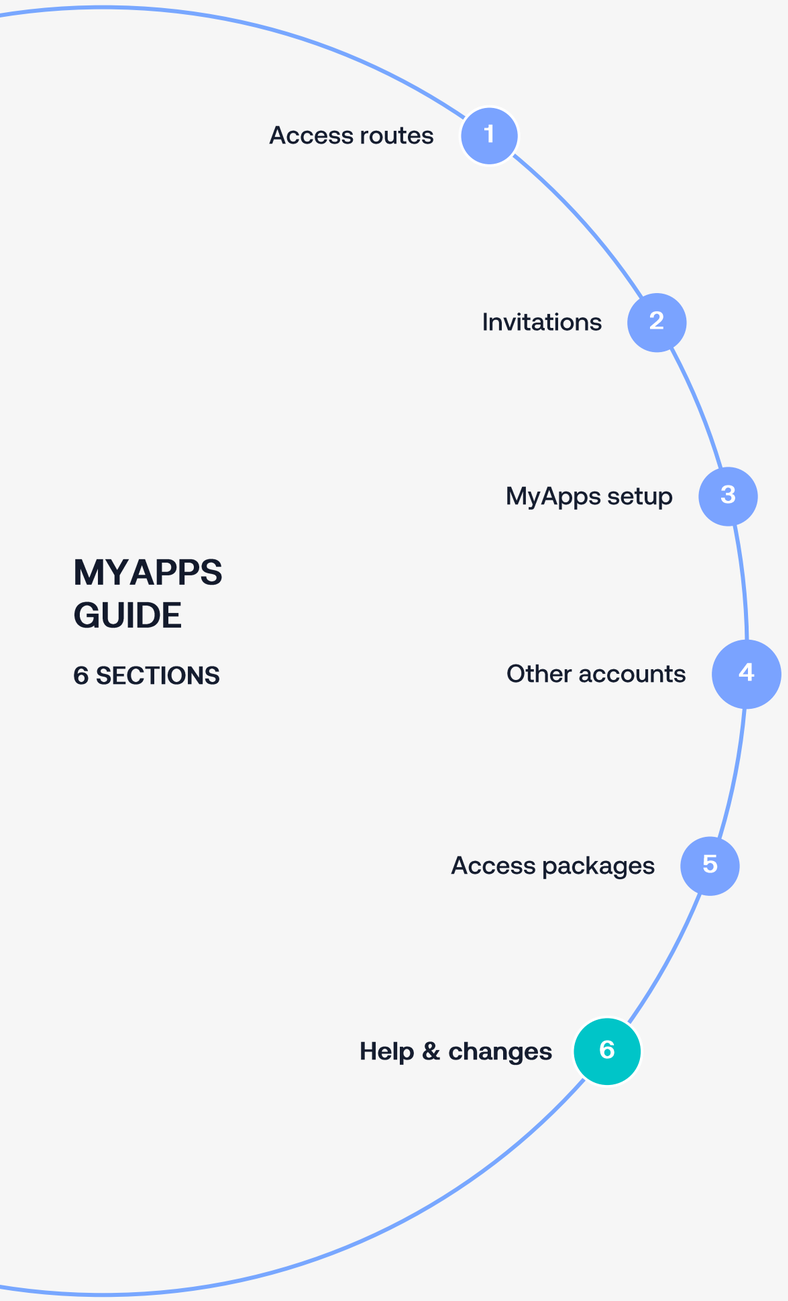
2 Submit the extension

Confirm that you still need access and provide any requested business reason. Follow the extension link in the reminder.

3 Wait for approval

Once the designated Arqiva approver approves the extension, access renews for another 180 days. Other packages follow their own approval and expiry policies.

End of Route 4. Pages 13–16 provide shared help if needed. You do not need the other route sections. Route list: page 2.



MYAPPS GUIDE

6 SECTIONS

ALL ROUTES: HELP WITH EXPIRED ACCESS

If your access has expired

ARQIVA

Recovery depends on whether you used an access package or a manually created account.

Use the same external account or Arqiva username associated with your original access.

Access package: return to My Access

Open the original access package link or go to My Access. Sign in with the same external account and view your active or available packages. Request the package again if available and wait for approval where required.

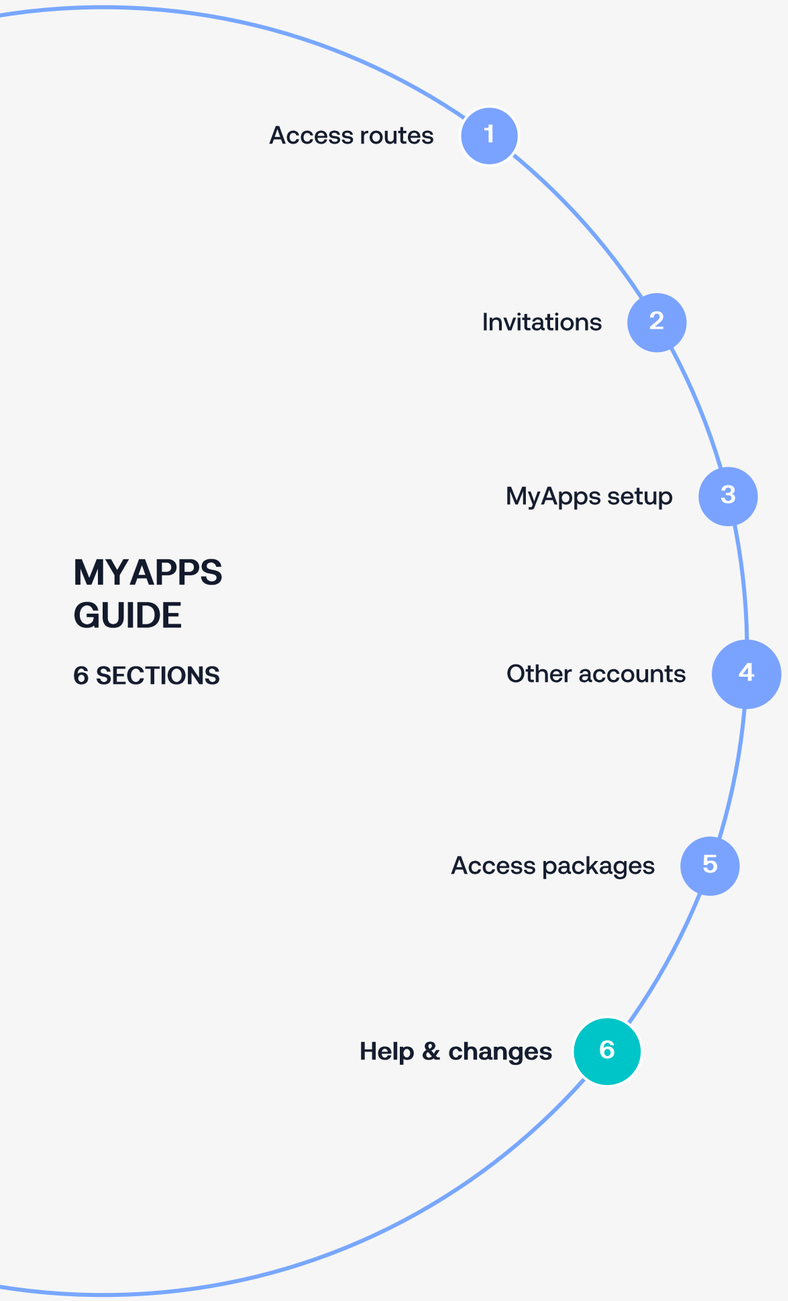
Other routes: contact Arqiva

Contact your Arqiva sponsor or support contact. Name the application or dashboard you need and include the error message and the last time you could access it.

Information to keep private

Never include a password, MFA verification code, setup QR code or security key in your message. Share only the details needed to identify the account and access problem.

Shared help for all routes. Use the guidance matching your account type and issue. Your route's page references are on page 2.



Name or email address changes

ARQIVA

The action depends on the type of account you use.

Contact Arqiva before changing the address you use to access its systems.

Invited guest account

Contact Arqiva before signing in with the new address. Do not create a second guest account yourself. Arqiva may update the guest sign-in details and reset invitation redemption, after which you may need to accept a new invitation.

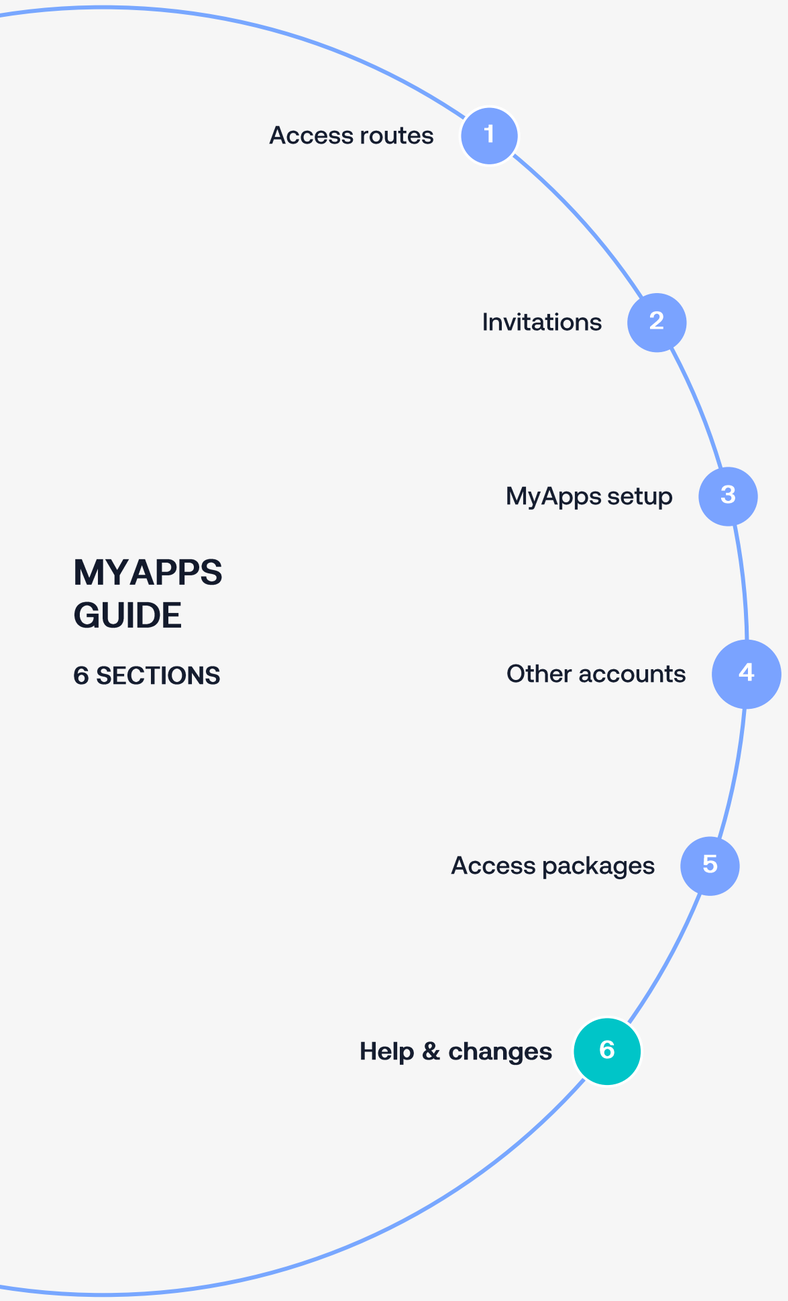
Existing access assignments

Assignments may remain in place when Arqiva resets invitation redemption correctly. Ask your Arqiva contact to confirm the change and the account you should use.

Arqiva-managed account

Ask your Arqiva sponsor or support contact to arrange the update. Provide the old and new name or email address and say whether the account is standard, Meridian or administrative. Keep using the existing username until Arqiva confirms the change.

Shared help for all routes. Use the guidance matching your account type and issue. Your route's page references are on page 2.



MYAPPS GUIDE

6 SECTIONS

Help with sign-in and access

Contact the Arqiva person or support team who supplied your account when you cannot continue.

Share the error message and time, but never a password or MFA code.

Wrong account or password problem

Try a private browser window and use the exact invited email address or the full Arqiva username supplied for your route. Check the password carefully. If it still fails or an issued temporary password has expired, ask Arqiva for help.

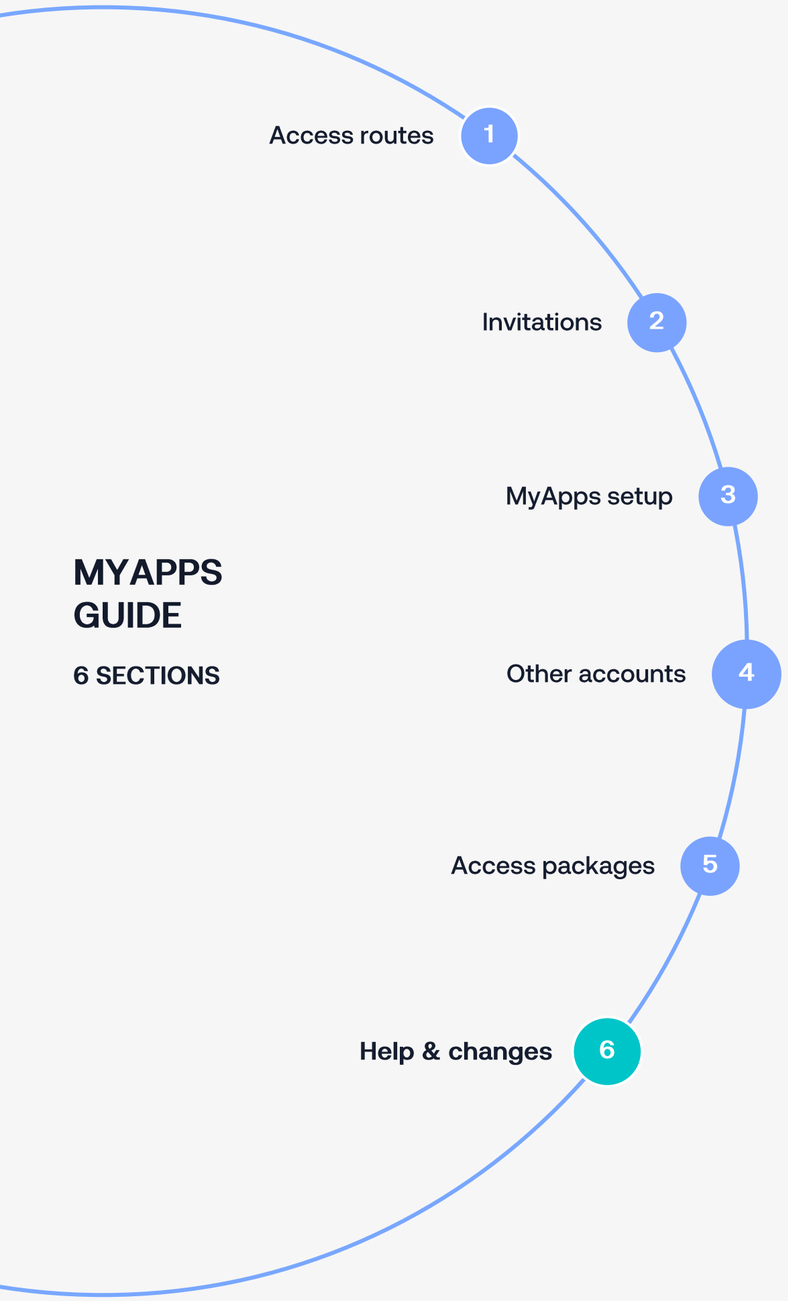
No notification, or a lost or new phone

Open Authenticator and check the phone's connection and notification permissions. Use another registered method only if offered. If you cannot verify, ask Arqiva to help you re-register MFA.

Missing APP tile or access denied

Check the signed-in account in MyApps. Confirm that Arqiva's branding appears rather than your own company's branding. Tell Arqiva which application or role is missing and provide the error text. Ask them to check your app assignment and permissions.

Shared help for all routes. Use the guidance matching your account type and issue. Your route's page references are on page 2.



Contacting Arqiva

ARQIVA

Contact your Arqiva sponsor or the support team named in your access instructions.

Never send passwords or verification codes.

1 Check before contacting support

Confirm the exact invited email address or issued username. Try a private or InPrivate browser window. Check that you accepted the invitation or completed the package request. Check spam or junk for invitation, approval and renewal messages.

2 Include account and application details

Provide your full name, external email address, and Arqiva username if one was issued. Name the system, application, dashboard or role you need.

3 Include the error and timing

Provide the full error text, a screenshot where helpful, and the date and time of the attempt. If access previously worked, include the last successful access time. Keep passwords, verification codes and setup QR codes out of screenshots.

Shared help for all routes. Use the guidance matching your account type and issue. Your route's page references are on page 2.