

Logging in to EPO Single Access Portal and Microsoft Teams

Dear colleague,

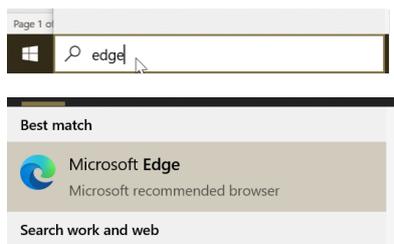
To login to EPO collaboration on Microsoft Teams, the new EPO Search or the Single Access Portal, please note that there are a few steps where confusion might arise.

An important part is the user of the 'Z-account email address' as described in step 4. Login in with any address other than xxxx.epo.org will not work.

To minimise the chance of other authentication systems interfering with the login process, we highly recommend using the "Private" mode of your web browser. In the following examples we will use Microsoft Edge. For Apple Mac computers you should use Safari with a "Private Browsing" window.

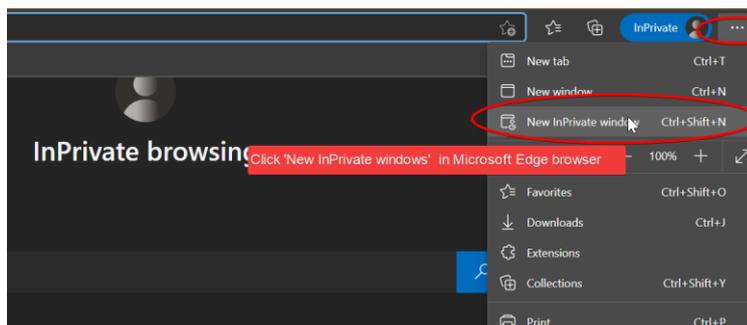
Step 1.

Start Microsoft Edge, (enter "edge" in your Windows search bar:



Step 2.

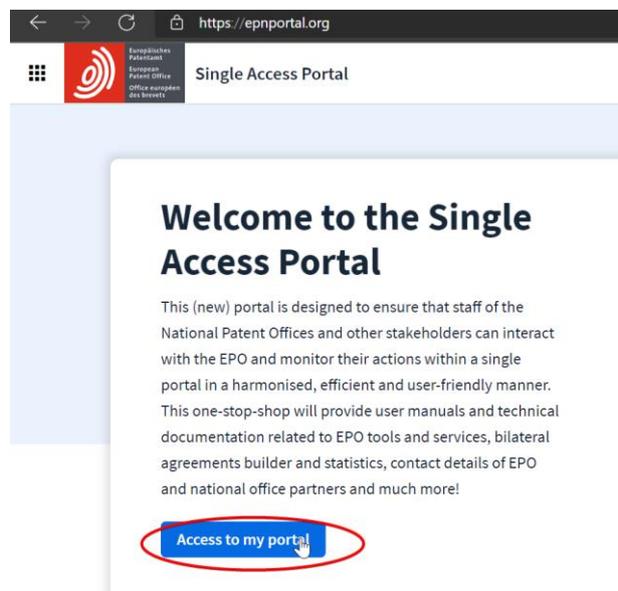
Start an 'InPrivate window. This step is to avoid existing sessions with your local office's Microsoft account or your private Office 365 account.



Step 3.

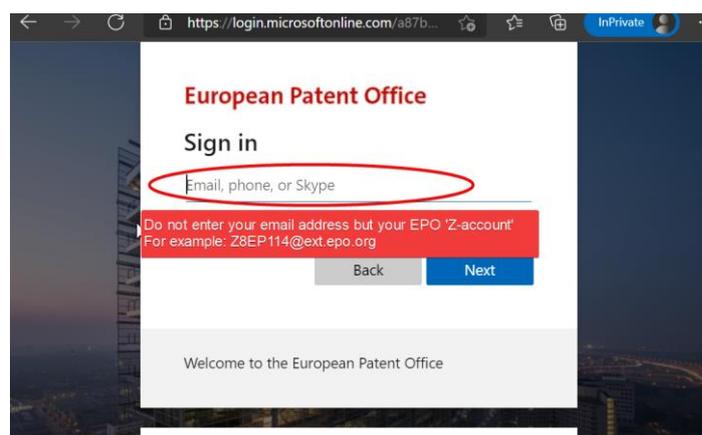
Below we continue to login on the Single Access Portal. Go to <https://epn.epo.org> and click the blue 'Access to my portal' button.

(For EPO Teams go to <https://teams.microsoft.com> and you will get the same login dialog and password options.)



Step 4.

Please note the dialog that is opening is asking for your email address. **Do not enter your own email address but use your EPO 'Z-account'**. For example: Z8DK123@ext.epo.org. The blue part is your account username that you might have been using before for Micado or Epoque Net. The yellow suffix is required to explain the system this is an EPO account.



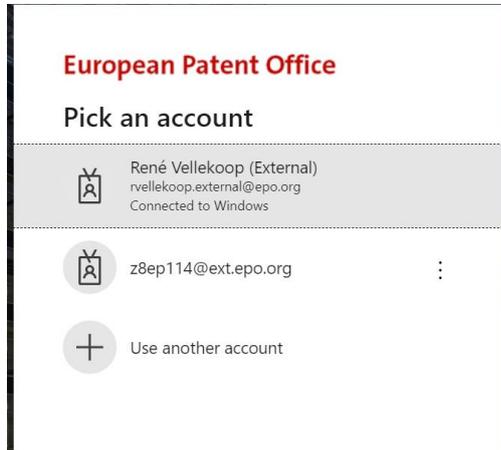
When you don't know your 'Z-account' please fill in your email address at:

<https://epoxy.epo.org/forgotpassword/>

When your email address is registered you will receive an email with your username. Your password can also be reset by clicking the validation link in this email. When you don't receive an email send a message to nos@epo.org. Please see step 6 for the quickest password reset options.

Step 5.

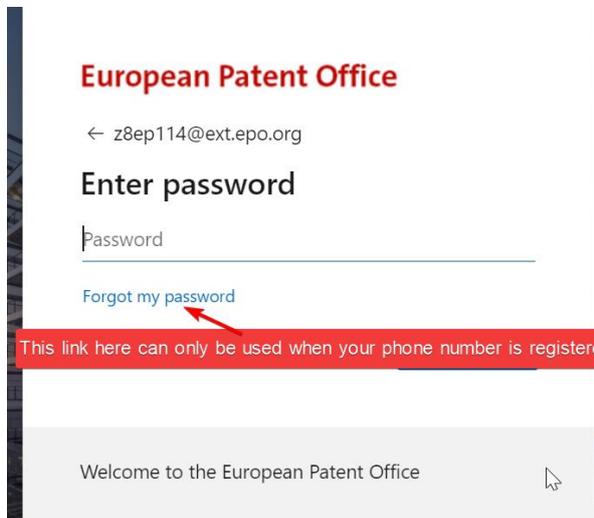
If you did not use the InPrivate window as described in Step 2 you might see already active login sessions with the Microsoft platform:



In this scenario make sure you use the EPO 'Z-account', in this example Z8EP114@ext.epo.org. When there is no Z-account visible please choose 'Use another account' and continue as in Step 4.

Step 6.

The password can be entered next. If you forgot the password a new one can be requested via: <https://epoxy.epo.org/forgotpassword/> or nos@epo.org if the link causes issues. The 'Forgot my password' link below the entry field will only work when a phone number is registered.



Step 7.

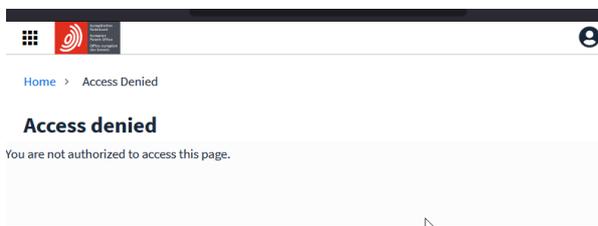
When you get one of the messages like below your login steps were successful but your account is missing certain permissions. Please ask nos@epo.org for support and copy the text of the message below:

European Patent Office

Sign in

Sorry, but we're having trouble signing you in.

AADSTS50105: The signed in user 'z8ep114@ext.epo.org' is not assigned to a role for the application '7426b9d2-3aa6-4ee5-ac7c-29a71d964f33'(Drupal Unified Portal (Prod)).



Step 8.

The message below is an issue with the login system. Please try restarting your web browser and try again.

Unhandled exception

Unhandled exception

An unhandled exception was thrown.

If you report this error, please also report this tracking number which makes it possible to locate your session in the logs available to the system administrator:

aba17b1874 

Debug information

The debug information below may be of interest to the administrator / help desk:

SimpleSAML\Error\Error: UNHANDLED EXCEPTION

Backtrace:

```
1 www/_include.php:17 (SimpleSAML_exception_handler)
0 [builtin] (N/A)
Caused by: SimpleSAML\Error\Exception: URL not allowed: https://epnportal.org/saml_login
Backtrace:
3 lib/SimpleSAML/Utils/HTTP.php:420 (SimpleSAML\Utils\HTTP::checkURLAllowed)
2 modules/saml/www/sp/saml2-acis.php:128 (require)
1 lib/SimpleSAML/Module.php:260 (SimpleSAML\Module::process)
```

Step 9.

The steps above are the same for EPO collaboration via MS Teams. Go to

<https://teams.microsoft.com> to login via the same steps as above.

When you are working with Teams you will find your collaboration area via the 'Teams' icon:

