

# Instructions: using Microsoft Authenticator & logging into SAP

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## How to log into your new SAP account using a Multi Factor Authentication (MFA) app

Your activation email to set up your new account will have been sent to your email inbox where you previously received your payslip notifications. If you cannot find it, please also check your 'Junk' folder.

### Step 1

- To set up your new account on SAP you will be asked to use Two-Factor Authentication. This is also known as Multi-Factor Authentication (MFA). It keeps your online SAP account more secure.
- The easiest way is to do this is to download the Microsoft Authenticator app on your phone or a mobile device.
- It's free and doesn't share any information with your employer or Gloucestershire County Council (GCC). It just helps you log into your new SAP account securely.
- You may already have it on your phone or mobile device. If not, download the app by visiting the 'Play Store' for Android phones or 'Apple App Store' for iPhones, or by scanning the instructions below. Look for its logo which is a blue padlock on a white background.

### For iPhones

To install Authenticator on your iOS device

Scan the QR code



## For Android phones

To install Authenticator on your Android device

Scan the QR code



## Step 2

Open your activation email on your laptop or desktop computer. Click the blue button in the middle of your email to activate your account.

(If that doesn't work, copy the link and paste it into your browser. This option will also take you onto to the next stage of the process.)

**\*\*The new SAP system won't be switched on until 31 March 2026. We're sending this email in advance, but please don't try to activate your account or log in until 31 March or later.\*\***

Dear

To access your SAP account for the first time, you must complete the following steps:

1. **Click the button to activate your account\*.**
2. Once you've activated your account, [click here](#) to view your annual leave and check your details

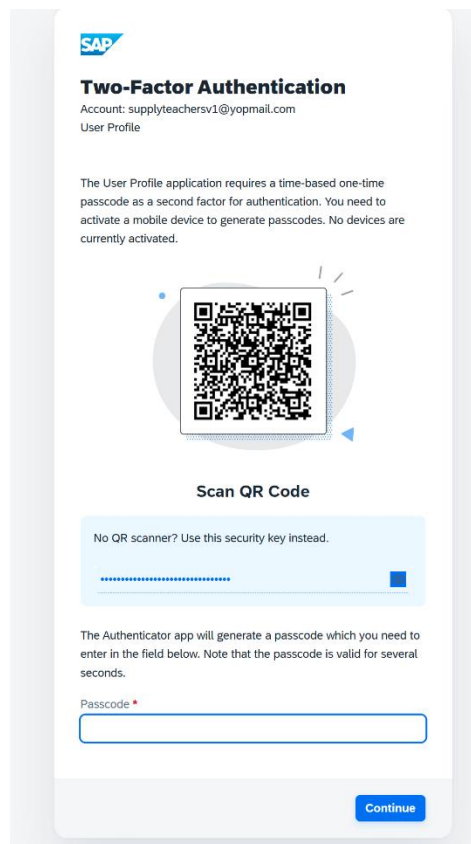
[Click here to activate your account](#)

**Click here**

If you use SAP for your role, visit [Workzone](#) to access your SAP account.  
Visit [Gloucestershire SAP System](#) for more information and help on logging into the new SAP system.  
\*If the activation link above is not displayed or does not work, copy and paste the link below to the address bar of your browser\*.  
<https://aoxdo6hvo.accounts.ondemand.com/ids/activation?token=1241414144482532466F7677374C634C4947685858303341793673253246396256253246555A5266363154726853476451>

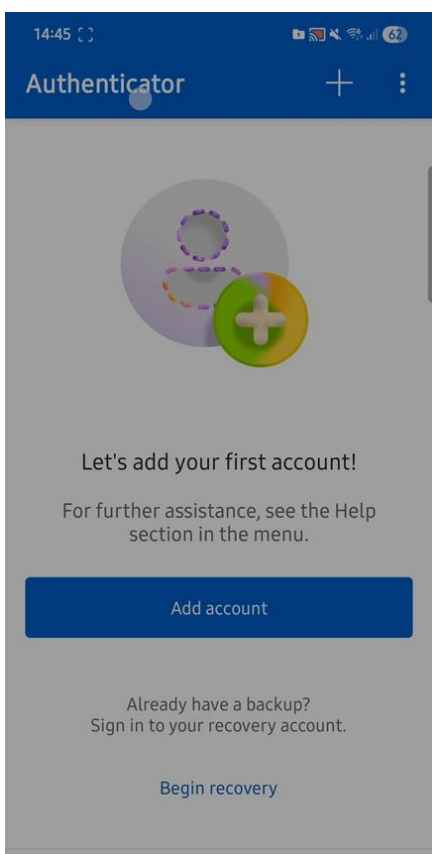
### Step 3

This page will open on your laptop / desktop computer:



### Step 4

Go to your phone or mobile device and open Microsoft Authenticator app. Click 'add account'

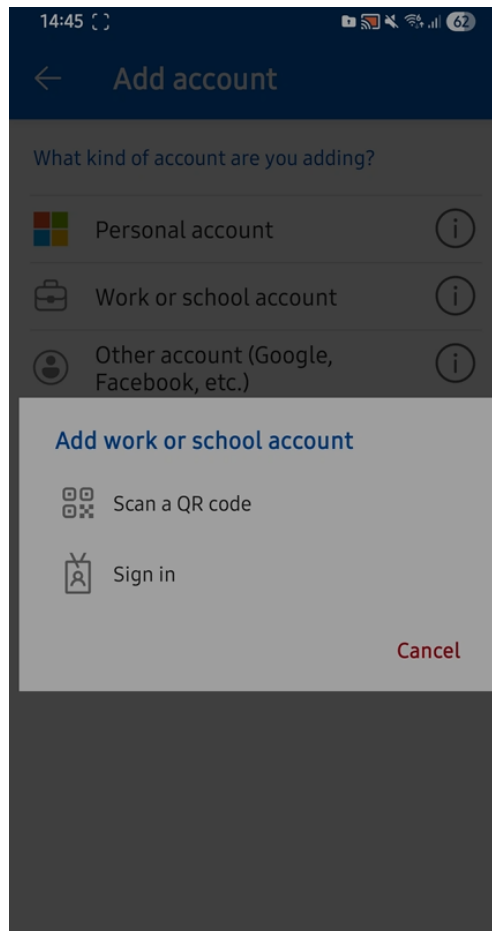


If you're already using Microsoft Authenticator for other reasons, you can also click the QR button in the bottom right corner to open the QR code reader.

### Step 5

First click 'add work or school account',

Then click 'Scan a QR code'



### Step 6

Hold your phone so that the QR code is in the middle of the white box. Keep it still for a few seconds until it's successful.



## Step 7

Once successful, you'll see the account titled:

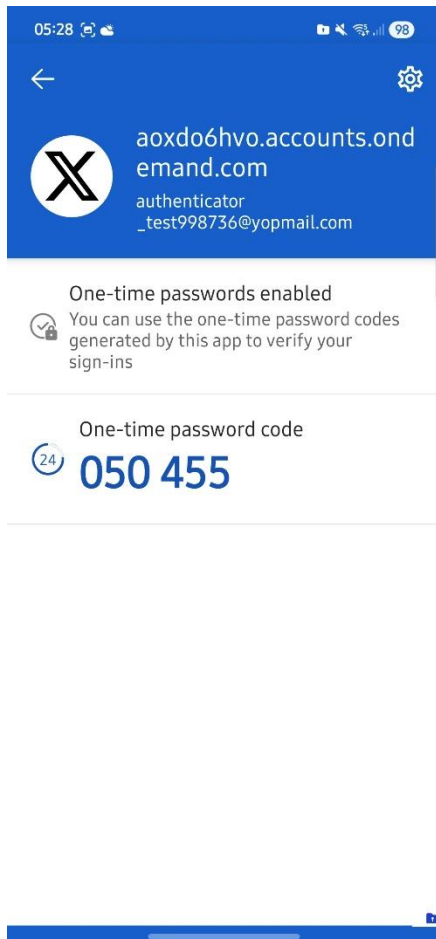
*aoxdo6hvo.accounts.ondemand.com*  
(this is the name of the SAP system).

You've now completed setting up the Microsoft Authenticator app.



## Step 8

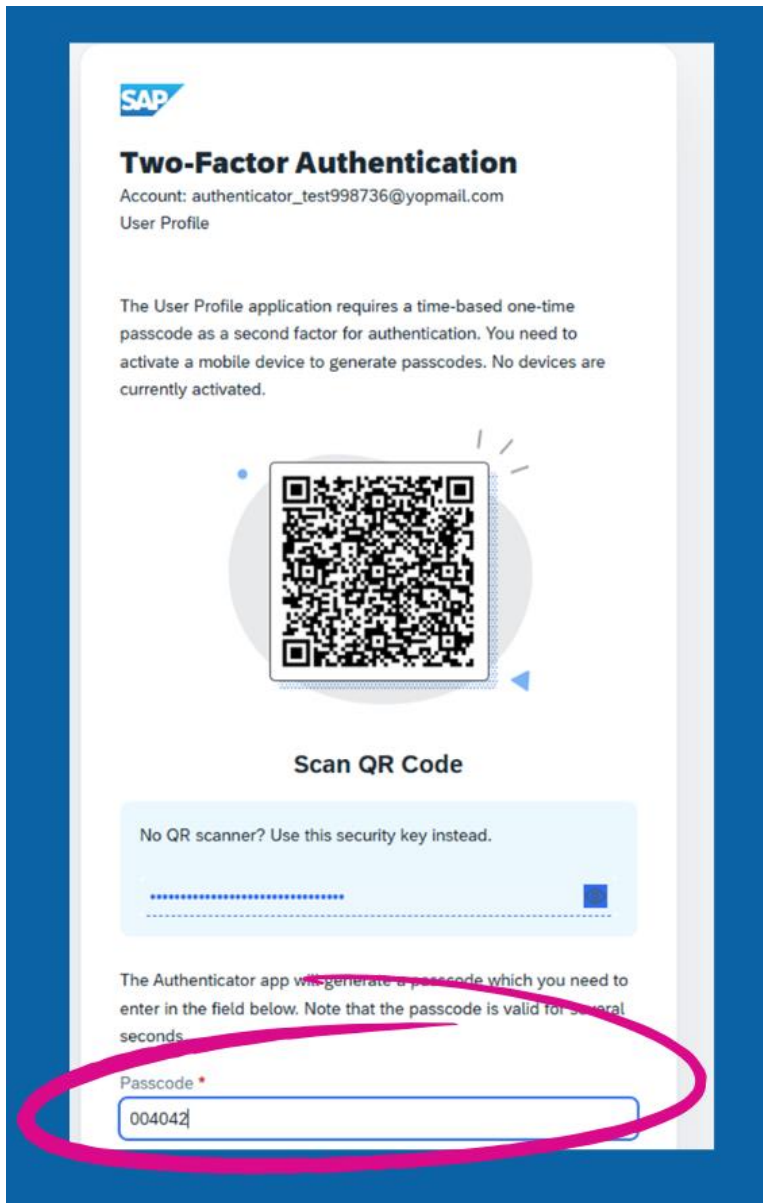
In the Microsoft Authenticator app on your phone or mobile device, click on the account titled aoxdo6hvo.accounts.ondemand.com. It will then generate a 6-digit code.



(Please note the security key code that is in a blue block below the QR code **should only be used** if the QR code does not work. Copy and paste the security key into you're Microsoft Authenticator app and you will receive a one-time password. Do not paste the security key into the passcode box.)

## Step 9

Now on your laptop or desktop computer, go back to the two-factor authentication page and enter the passcode shown on your Microsoft Authenticator app. An example is below:


A screenshot of the SAP Two-Factor Authentication page. The page has a blue header with the SAP logo. Below the logo, the title "Two-Factor Authentication" is displayed in bold. Underneath, the account information "Account: authenticator\_test998736@yopmail.com" and "User Profile" is shown. A paragraph explains that the User Profile application requires a time-based one-time passcode as a second factor for authentication. A QR code is displayed in the center, with a blue arrow pointing to it and the text "Scan QR Code" below. Below the QR code, there is a light blue box with the text "No QR scanner? Use this security key instead." and a dashed line indicating a security key slot. At the bottom, a pink oval highlights a text input field labeled "Passcode \*" containing the example code "004042".

**SAP**

### Two-Factor Authentication

Account: authenticator\_test998736@yopmail.com  
User Profile

The User Profile application requires a time-based one-time passcode as a second factor for authentication. You need to activate a mobile device to generate passcodes. No devices are currently activated.



Scan QR Code

No QR scanner? Use this security key instead.

The Authenticator app will generate a passcode which you need to enter in the field below. Note that the passcode is valid for several seconds.

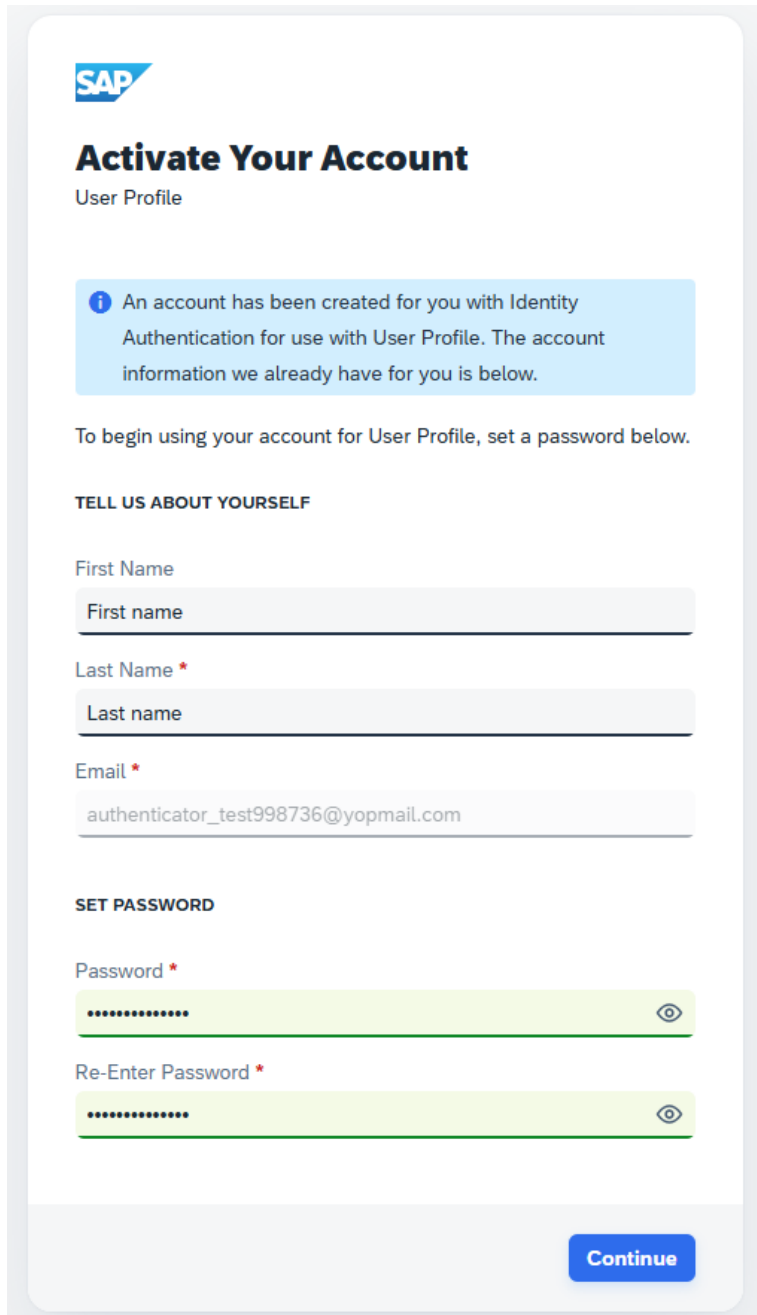
Passcode \*  
004042

The code you generate on your Microsoft Authenticator app is only valid for 30 seconds. Don't worry if you don't type it in time, the code will automatically refresh and you can enter this code instead.

**Please note, you must use the passcode from your app, you cannot use the example codes in this document.**

## Step 10

Now complete form to set your name and password, then click 'continue'.



The screenshot shows a web form titled "Activate Your Account" for "User Profile" on the SAP platform. At the top left is the SAP logo. Below the title is a sub-header "User Profile". A light blue information box contains a message: "An account has been created for you with Identity Authentication for use with User Profile. The account information we already have for you is below." Below this, a paragraph states: "To begin using your account for User Profile, set a password below." The form is divided into two sections: "TELL US ABOUT YOURSELF" and "SET PASSWORD".

**TELL US ABOUT YOURSELF**

First Name

Last Name \*

Email \*

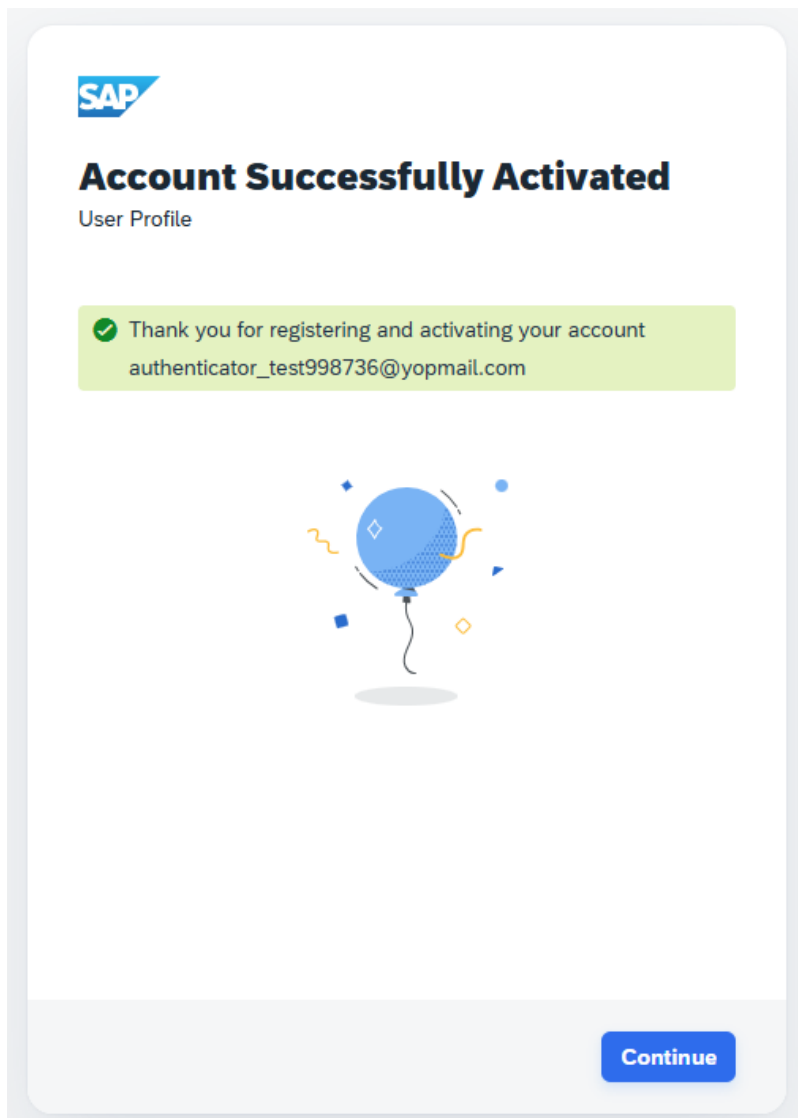
**SET PASSWORD**

Password \*

Re-Enter Password \*

## Step 11

Once you've successfully activated your account, you'll see this message. Now click 'continue'.



## Step 12

You'll see your SAP profile, and you don't need to do anything with it. Please close this window and go onto Step 13 on the next page.

The screenshot displays the SAP Profile Management interface. At the top left, the SAP logo and 'Profile Management' are visible. The user's profile is shown with a blue circle containing 'FL' and the text 'First name Last name'. In the top right corner, there is a 'Log Out' button and a 'My Data' section with 'View' and 'Download' options.

The main content area is divided into several sections:

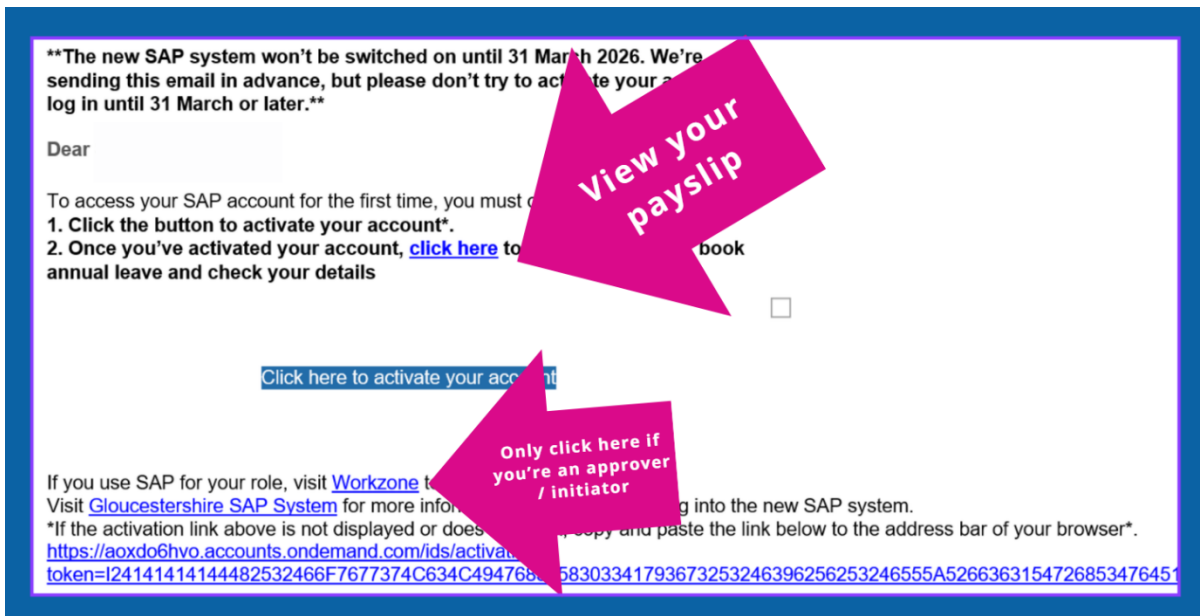
- Profile**: A central section containing:
  - Personal Information**: Fields for First Name, Last Name, Email (verified), Login Name, Display Name, and User ID (P029374). Includes an 'Edit' button.
  - Company Information**: Fields for Company Country/Region and Company City. Includes an 'Edit' button.
  - Contact Preferences**: Options for 'By email' and 'By telephone'. Includes an 'Edit' button.
- Authentication**: A section with three sub-sections:
  - Password**: Includes a 'Change' button and a note: 'Your password grants you access to any platform connected to Identity Authentication.'
  - Biometric Authentication**: Includes an 'Add' button.
  - Multi-Factor Authentication**: Includes a 'Deactivate' button and a note: 'You have a device configured for TOTP two-factor authentication.'
- Social Sign-On**: A section with a cartoon robot icon.

# Logging in once you've authenticated

## Step 13

Now on your laptop or desktop computer, open the email again. It's important you click on the correct button:

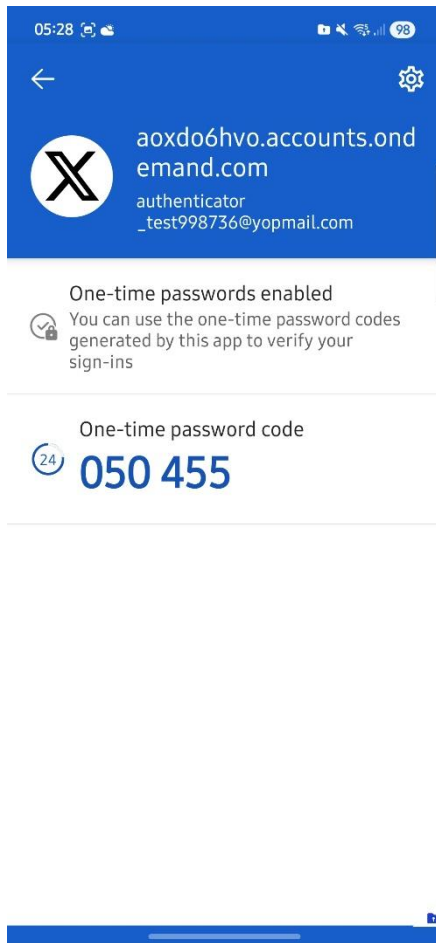
- If you'll only be using the new system to view your payslips and P60s etc, please [click the first link](#) (don't click the Workzone link as it won't work for you)
- If you're an initiator, approver or access payroll reports, [please only click the Workzone link](#) (this is where you'll view your payslips too).
- Once you have logged on, please bookmark the page for future easy access.



You have 30 days to authenticate and set up your account from the date you received your email.

If you have any issues after you've completed all these steps, please contact the support team on 01452425888 using option '\*'

## Reminder – each time you log on



Each time you login to your SAP account, you'll need to open the Microsoft Authenticator app on your phone or mobile device and click on the account titled:  
aoxdo6hvo.accounts.ondemand.com.

It will then generate a code.

You'll need to enter that code into the SAP logon page.

## URLS for logging in

Click on the URLs below to log back into your account or bookmark the accounts:

If you only login to SuccessFactors:

<https://hcm55.sapsf.eu/login?company=gloucester>

If you login to Workzone: [https://production-env-](https://production-env-3h1atjma.launchpad.cfapps.eu10.hana.ondemand.com/site/Production#Shell-home)

[3h1atjma.launchpad.cfapps.eu10.hana.ondemand.com/site/Production#Shell-home](https://production-env-3h1atjma.launchpad.cfapps.eu10.hana.ondemand.com/site/Production#Shell-home)