

# IRIS LOGIN GUIDE

This guide is designed to help you navigate different login situations to make logging into IRIS simple.

We encourage you to start with the **How IRIS Logins Work** section before jumping to other sections, as it provides valuable context and guidance for specific issues you may face.

## HOW IRIS LOGINS WORK

RIBO does not maintain a list of usernames and passwords. Instead, we utilize the Microsoft Authentication service that verifies your identity through an established account (in this case, one registered with Microsoft). When you attempt to gain access to your IRIS account, Microsoft verifies your identity, and access is granted.

For each user, RIBO has a primary email address on file. This was the address that you provided to us. That email address may or may not already be registered with Microsoft.

**Broadly there are 5 scenarios that can arise.**

### SCENARIO A: PRIMARY EMAIL ON FILE IS A WORK EMAIL THAT IS REGISTERED WITH MICROSOFT

If your workplace uses Microsoft Outlook, Teams, etc., then your work email address is already registered with Microsoft. If this email address is also your Primary Email Address on file with RIBO, those are the credentials that you will use to authenticate yourself. In other words, you will use your work email address and password (the one you use to log in to Office.com to access your work email) to authenticate yourself to access IRIS.

### SCENARIO B: PRIMARY EMAIL ON FILE IS A PERSONAL EMAIL THAT WAS USED TO SET UP A WINDOWS PC OR TO ACCESS THE MICROSOFT STORE

Your personal email address may be registered with Microsoft because you used that address to set up a Windows PC or to access the Microsoft Store. In this case, you will use the password you set up with Microsoft in the past to authenticate yourself.

### SCENARIO C: PRIMARY EMAIL ON FILE WAS NEVER REGISTERED WITH MICROSOFT

This could be a work email address if your workplace does not have an enterprise level Microsoft Office set up or it could be a personal email address. In all cases where the email address on file is not registered with Microsoft, you will not have a password. A different authentication method, such as an access code sent to your email, will be used.

### SCENARIO D: WORKPLACE CONFIGURATION OF MICROSOFT ACCOUNT

When your workplace configured your Microsoft account, it may have prohibited using that address with Microsoft authentication. In this case, RIBO's IT team will need to work with your company's IT team, so that your system can be granted access to work with RIBO's.

**SCENARIO E: LOGGING IN WITH A DIFFERENT EMAIL THAN WHAT RIBO HAS ON FILE**

You may be attempting to use a different email than RIBO has on file, due to a previous employment change, or an internal change within your office and your old email is still on file.

Note that if that email is registered with Microsoft, you will gain access to the IRIS "lobby", but not your account. In this case, you will see only the Portal Support tile and will not be able to access any account information or perform any functions.

Identifying which scenario applies to you will allow you to take the appropriate next steps.

The chart below summarizes how you can obtain access or what error conditions you may face. Further details on each along with solutions are found in the sections that follow.

A summary of scenarios and brief description of how to proceed is found in the table below. Additional details on each of these items follows.

	Email address previously registered with Microsoft	Email address was never registered with Microsoft
Attempting to log in with email address RIBO has on file	<p><b>Scenario A &amp; B</b></p> <p>Tip: Use the password you use to login to office.com, outlook.com or your Microsoft.com account</p> <p><b>Scenario D</b></p> <p>Note: System configuration changes at your workplace will be needed to log in. Consider changing your primary email to your personal email by contacting <a href="mailto:support@ribo.com">support@ribo.com</a>.</p>	<p><b>Scenario C</b></p> <p>Tip: You will not have a password. A code will be sent to your email which you will use to login.</p>
Attempting to log in with email address that RIBO <u>does not</u> have on file	<p><b>Scenario E</b></p> <p>Error: You are attempting to login using the wrong email address.</p> <p>You may be able to access IRIS but will not see the Broker or Renewal tiles.</p> <p>You will receive an error message when attempting to log in.</p>	<p><b>Scenario E</b></p> <p>Error: You are attempting to login using the wrong email address.</p> <p>You will receive an error message when attempting to log in.</p>

## PRIMARY EMAIL ADDRESS

RIBO has a Primary Email Address on file for each user. It may be your work address or your personal address. You will not be able to access IRIS if you try to log in with a different email.

### HOW TO DETERMINE YOUR PRIMARY EMAIL ADDRESS

#### Method 1: The Quick Method

- Confirm which address has received RIBO emails in the past six months. This includes email such as the *RIBO Review*, IRIS login notices, renewal reminders, as well as the IRIS invitation.
- Provided you did not change your email address recently this is likely the email address you should use to log into IRIS.

If the address you're receiving notices at is not working, try Method 2.

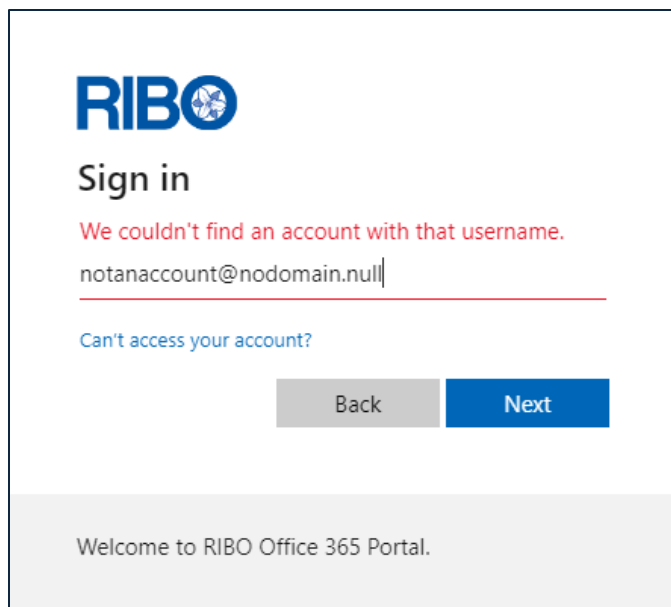
#### Method 2: The Definitive Method

1. Visit the [Resend My Invite](#) page.
2. Complete the form once for each email address you think RIBO has on file for you. When inputting your license number, *do not use any letters* before or after the number. Enter only the license digits).
3. If you receive the message that we cannot locate your profile, try the form again with an alternate email address (most likely a personal email and not your current work email).
4. You will only receive a response, in the form of an email from [invites@microsoft.com](mailto:invites@microsoft.com), in the inbox of your Primary Email Address.

If you no longer have access to the email address RIBO has on file, contact [support@ribo.com](mailto:support@ribo.com) to update your information.

### SIGNS THAT YOU ARE ATTEMPTING TO LOGIN WITH THE WRONG ADDRESS

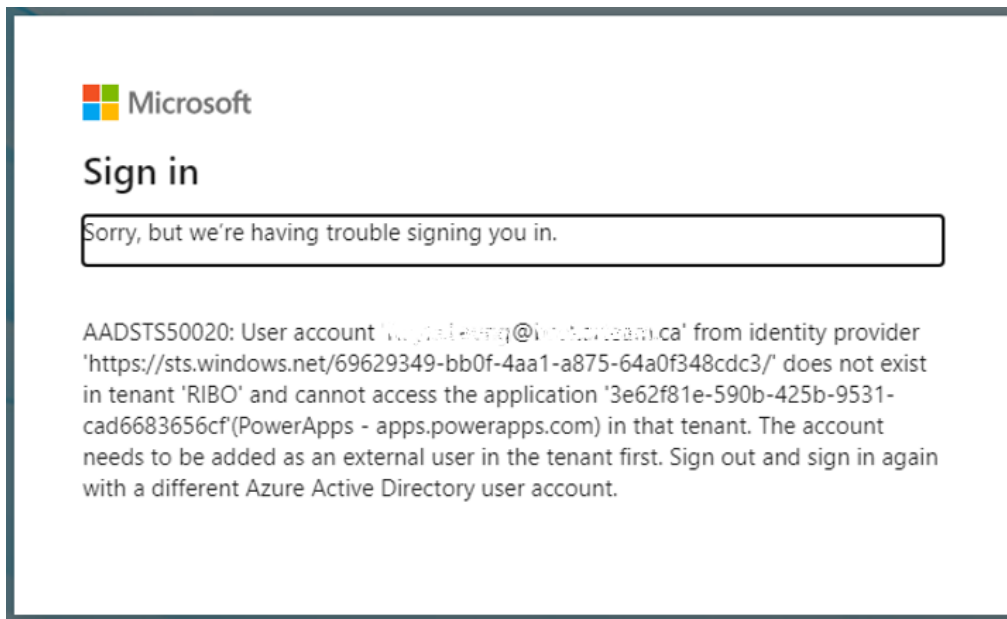
**Sign #1:** "We couldn't find an account with that username" message



**Solutions to try:**

1. You are not using the address RIBO has on file as your Primary Email Address. Determine the Primary Email Address on file using the steps above.

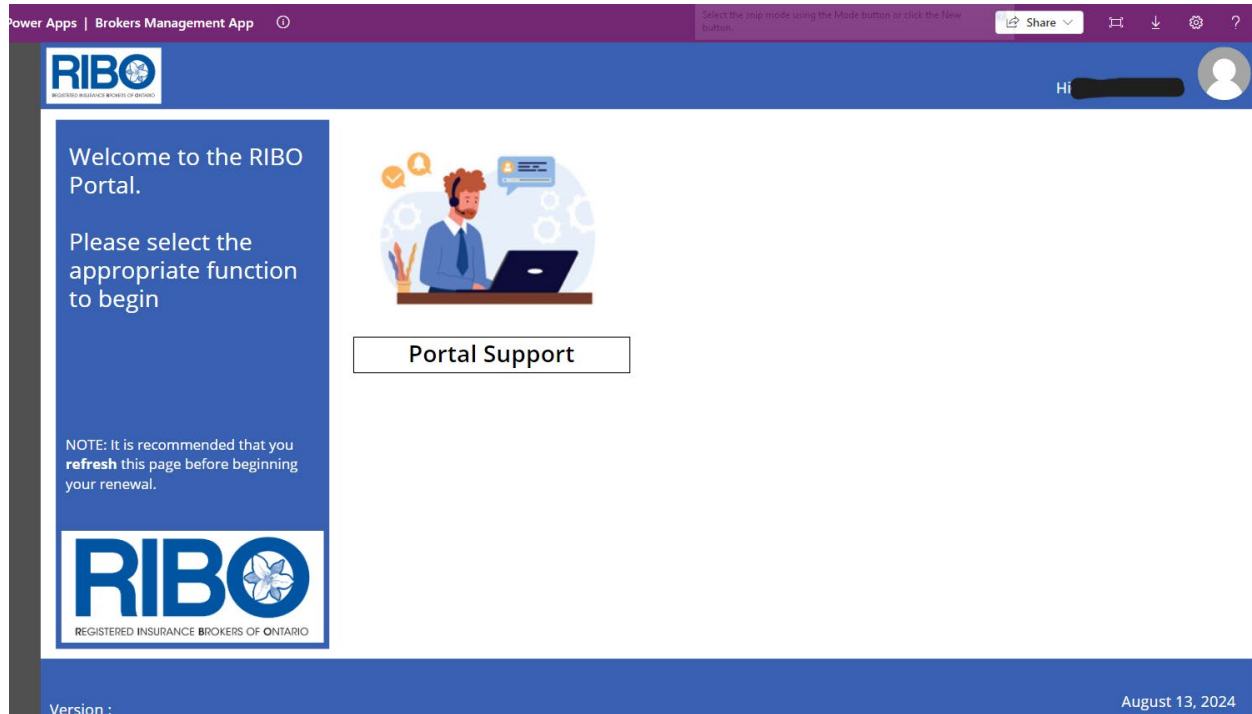
**Sign #2:** “Sorry, but we’re having trouble signing you in” message



**Solutions to try:**

1. You are not using the email address we have on file. Determine that you are logging in with your Primary Email Address using the steps above.
2. Although you may have tried to login using the correct email address, if you are already logged in at the same time with a different Microsoft account on your computer, those authentication credentials may be overriding the correct credentials. To address this, open an inPrivate / Incognito browser window and attempt to access IRIS again by visiting the [IRIS Login](#) link.

**Sign #3:** You only see Portal Support tile.



**This applies to Scenario A, B and E users.**

**Solutions to try:**

1. You are not using the address RIBO has on file as your Primary Email Address. Determine the Primary Email Address on file using the steps above.
2. Refresh your browser window to see if the missing tiles appear.
3. Although you may have tried to login using the correct email address, if you are already logged in at the same time with a different Microsoft account on your computer, those authentication credentials may be overriding the correct credentials. To address this, open an inPrivate / Incognito browser window and attempt to access IRIS again.
4. The work email that you logs into Microsoft with may be different than the email you receive or send email with. You can check for your username when logging into Outlook, Office or Windows for your work accounts. We recommend also contacting your IT team to clarify what your login is and email [support@ribo.com](mailto:support@ribo.com), so we can update the correct username for access to the broker and renewal tiles.

## LOGGING IN TROUBLESHOOTING

After determining which email address to use, try to log in. When you log in successfully, you will see at least two tiles: 'Broker' and 'Portal Support.' During the renewal period, you will also see the 'Renewals' tile. If you are a Principal Broker or own a Non-Active Firm, you will also see a 'Brokerage' tile.

### I DON'T KNOW MY PASSWORD OR I AM RECEIVING AN "ACCOUNT IS LOCKED" MESSAGE

**For Scenario A Users** (generally those using their work address)

**Solution:** The password you need to enter is the same password that you use to log in to your work email. If you don't know it, contact your IT team for support. **RIBO unable to reset your password.**

You may also try logging into <https://office.com>. After, in a different tab, click the [IRIS login link](#), which should automatically authenticate you.

**For Scenario B Users** (those using a personal email address that was previously registered with Microsoft)

**Solution:** The password you need to enter is the same password that you use to log in to the Microsoft account you set up. If you don't know it, you should be able to use the password reset feature. **RIBO is unable to reset your password.**

You may also try logging into <https://outlook.com>. Then, in a different tab, click the [IRIS login link](#), which should automatically authenticate you.

### WHEN ATTEMPTING TO RESET MY PASSWORD, I RECEIVE A MESSAGE THAT SAYS "CONTACT MY SYSTEM ADMINISTRATOR" OR "MY ORGANIZATION DOES NOT ALLOW PASSWORD SELF-RESETS"

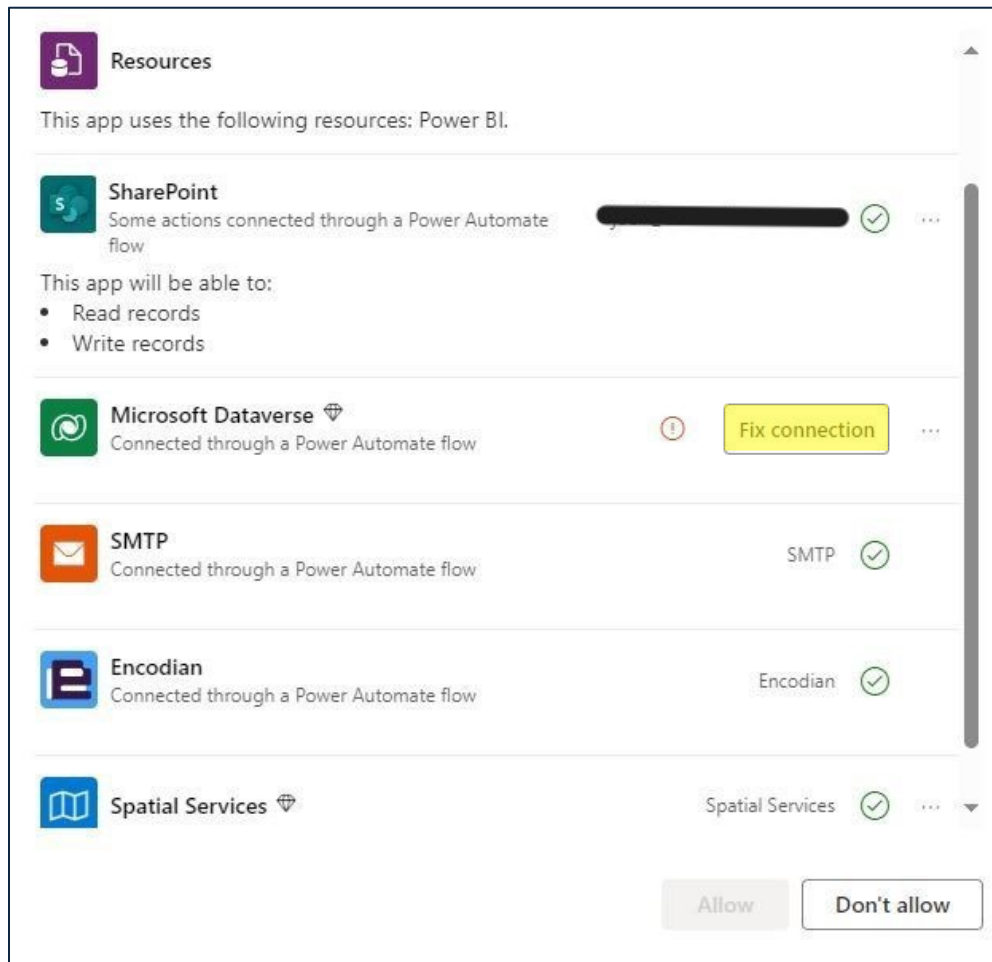
**For Scenario A Users**

This situation usually arises when your Primary Email Address is your work email address and your work uses Microsoft Office (Outlook, Teams, etc.).

**Solution:** The password you need to enter is the same one you use to log in to your work email. If you don't know it, contact your IT team for support. **RIBO is unable to reset your password.**

You may also try logging into <https://office.com>. Then, in a different tab, click the [IRIS login link](#), which should automatically authenticate you.

**YOU RECEIVE A 'FIX CONNECTION' ERROR WHEN LOGGING IN AND ACCEPTING PERMISSIONS**



**For Scenario D Users** (This issue will affect all users using their work email addresses at your workplace.)

**Solutions to Try:**

1. Click on 'fix connect.' Microsoft will verify your identity using two-factor authentication via text to a number on your account or a mobile application that you connected, such as Microsoft Authenticator.
2. Ask your IT department to contact RIBO's IT department at [support@ribo.com](mailto:support@ribo.com). We can work together to modify your workplace's system settings to allow IRIS to use your credentials for authentication purposes.
3. Contact us at [support@ribo.com](mailto:support@ribo.com), and ask us to change your Primary Email Address from your work email to your personal email.

If you did not find the solution to your issue in the document please contact [support@ribo.com](mailto:support@ribo.com) for additional assistance.