



Chorus Portal

Logging in to the Chorus Portal for the first time

We have created this guide to help you log in for the first time.

Connect to the Chorus Portal

Before you log in to the Chorus Portal, we recommend you use the latest version of your favourite browser for the best experience.

Navigate to the log in page by entering the following address into your browser and add to your bookmarks for later – then enter your username:

Chorus Portal: <https://portal.chorus.co.nz/>

Enter your username (username : ExistingChorusPortalUsername@chorus.co.nz)

C H ● R U S

Sign in

someone@example.com

[Can't access your account?](#)

[Sign-in options](#)

Back Next



Enter your password (your password doesn't change, Password : Same as existing Chorus Portal password)

C H ● R U S

← 820804@npechorus.co.nz

Enter password

.....

[Forgot my password](#)

Sign in

Multi Factor Authentication

For users new to Microsoft Azure

You will first need to register for Multi Factor Authentication. This is required for Password Resets

LOGIN: <https://mysignins.microsoft.com/security-info>

There are two methods available here. The Authenticator **mobile application** or using a **phone**.

My Sign-Ins

- Overview
- Security info**
- Organizations
- Devices
- Privacy

Security info

These are the methods you use to sign into your account or reset your password.

+ Add method

No items to display.



Add method

Add a method

Which method would you like to add?

Authenticator app

Authenticator app

Phone

Alternate phone

1. Authenticator App

Click Add

Add a method

Which method would you like to add?

Authenticator app

Cancel Add



Ensure you have the APP

Microsoft Authenticator



Start by getting the app

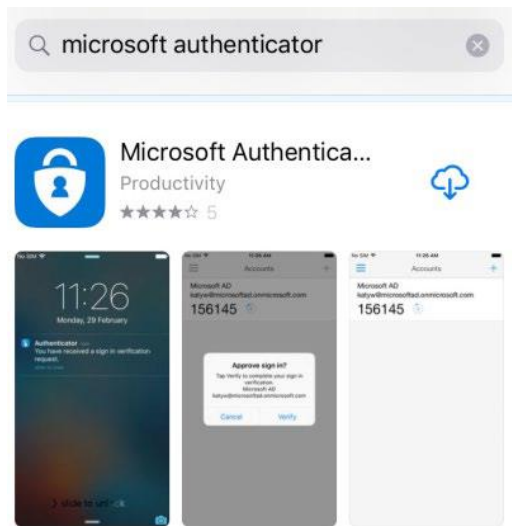
On your phone, install the Microsoft Authenticator app. [Download now](#)

After you install the Microsoft Authenticator app on your device, choose "Next".

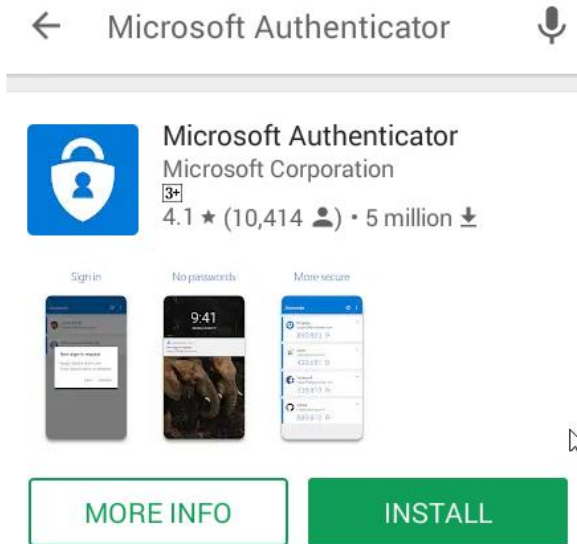
[I want to use a different authenticator app](#)

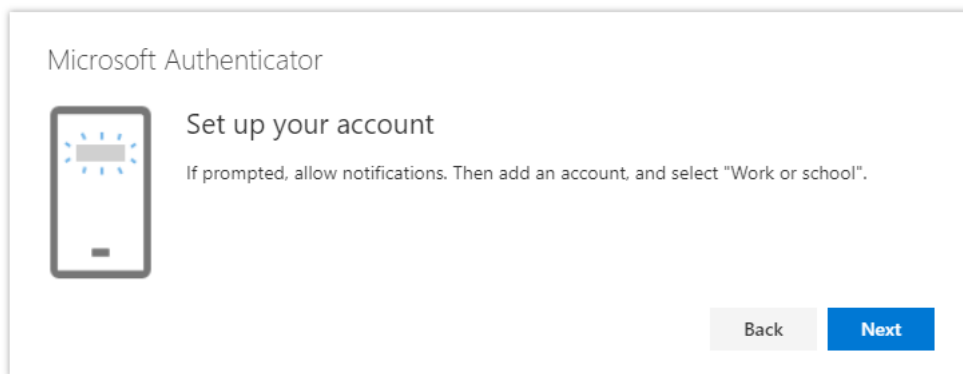
Cancel **Next**

App Store



Google Play

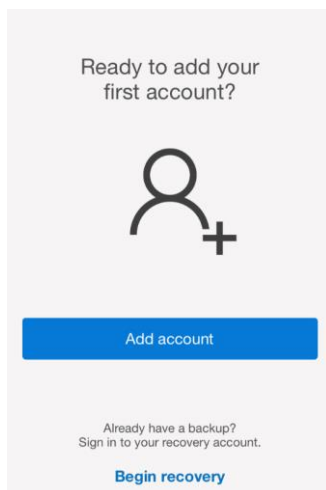




On your phone, open MS Authenticator.

- Click 'Allow' for "Authenticator would like to send you notifications"
- Click 'Ok'

Click 'Skip' 3 times until this screen presents

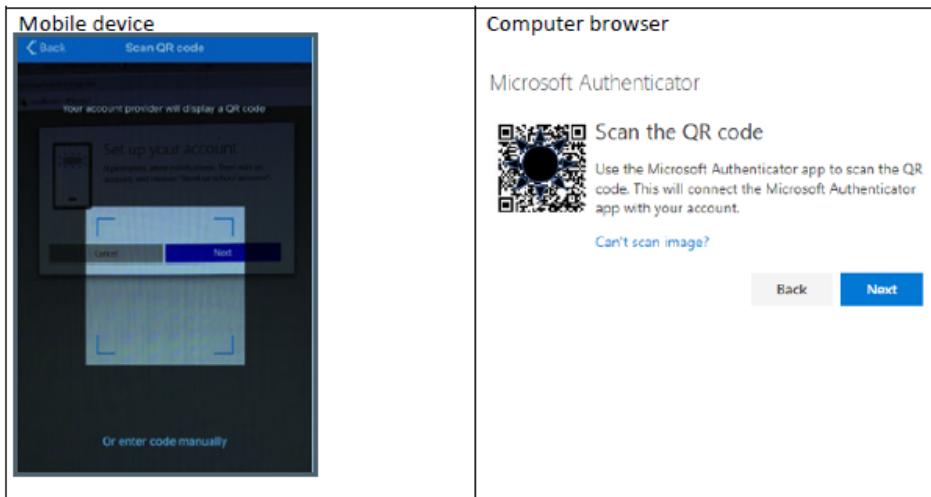


- Click 'Add account'
- Select 'Work or school account'

If prompted, click 'ok' for 'Allow the Authenticator to take pictures'

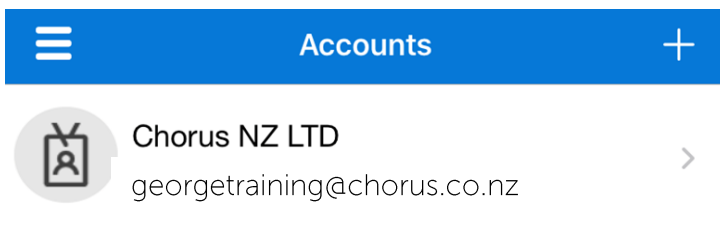
On your mobile device the scanner will open. (It will look like the below image.)

On your computer browser scan your QR code,
or alternatively if you are unable to scan the image, you can enter the code number supplied manually.



On your mobile device the scanner will pick up the QR code and it will start to load, taking a few seconds to process.

Once it processes it will show a screen like the below:



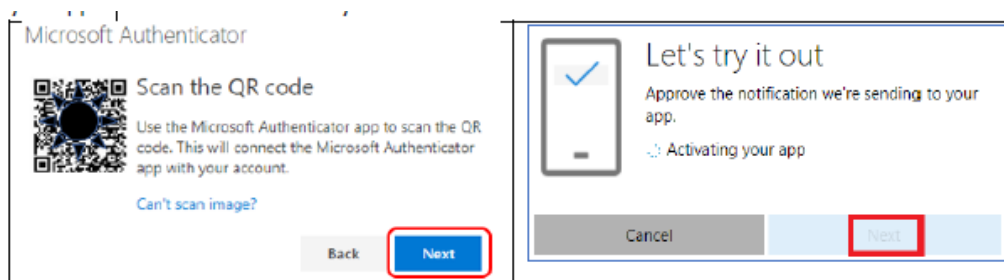
While on the above (code) screen

- Click 'Next' on your computer browser

Note: you will see that it has sent a confirmation to your mobile device to approve the



connection, the done button will appear when you approve the connection on your device.

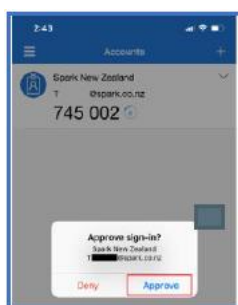


- Setting up 'Method 1 of 2: App'

On your mobile device hit 'Approve'

Note: this will verify on your device and on the browser. After this step your Authentication is completed and your default authenticator will be set to the Authenticator app.


On your Mobile:





On the computer:

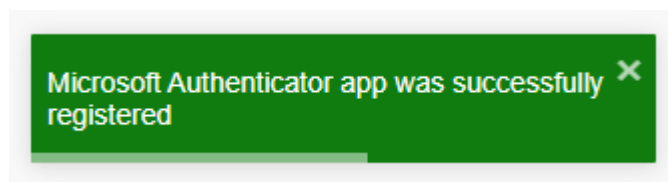
Microsoft Authenticator



✔ Notification approved

Back Next

- Click Next



To do this you will need to verify a phone number. This can be a desk phone or a mobile. It will be used to verify your access for all of your login attempts.

2. Phone

Add a method

Which method would you like to add?

Phone

Cancel Add



Phone

You can prove who you are by answering a call on your phone.
What phone number would you like to use?

New Zealand (+64) 123456789

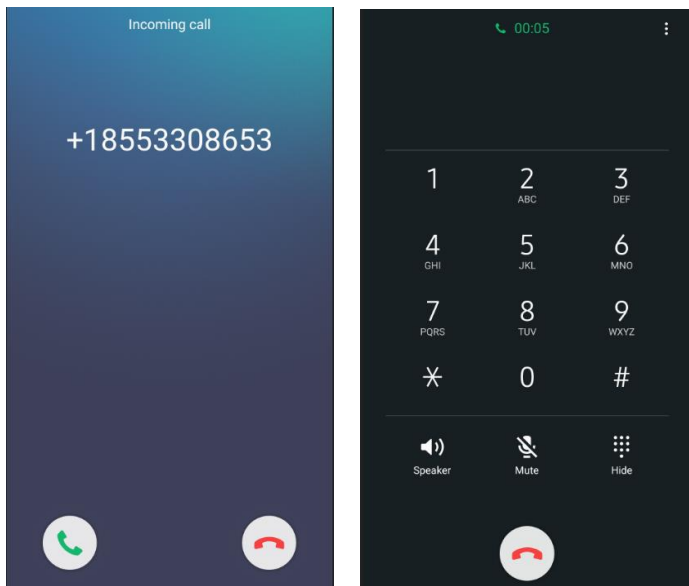
Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

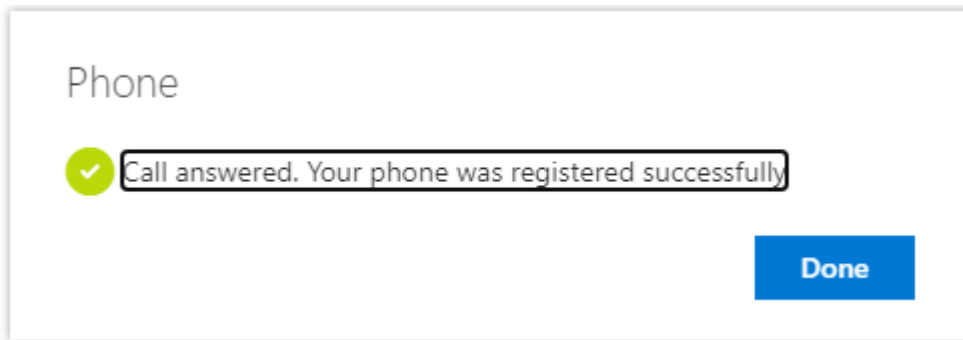
Cancel Next

A Microsoft Robot will call you.

Once you have picked up you will have to press the # button.



You can then hang-up the phone call.



You will only need to do the initial setup once.

Changing Password

Password reset is self-service. You need to register for this service to reset your password for Chorus Portal.

You'll need to create a strong password that matches the following criteria:

- A minimum of 8 characters and a maximum of 16 characters.
- Requires three out of four of the following:
 - Lowercase characters
 - Uppercase characters
 - Numbers (0-9)
 - Symbols
- The last password can't be used again when the user changes a password.
- The last password can be used again when the user resets a forgotten password.

Troubleshooting



If you already have an Office 365 account and are using the same browser to login, then you may experience issues connecting to the Chorus Portal.

To resolve this follow one of the below steps:

1. Start a private browser session

Open a Private Session in your web browser and sign in to the Chorus Portal as per the above steps.

Internet Explorer: to launch InPrivate Browsing, click on Settings > Safety > InPrivate Browsing. You can also use the keyboard shortcut Ctrl+Shift+P to launch it.

Edge: Click or tap the "Settings and more" button in the top-right corner. In the menu that is shown, choose "New InPrivate window." You can also use the keyboard shortcut Ctrl+Shift+P to launch it.

Chrome: Click the wrench icon in the top right corner of the screen and click New Incognito Window and start browsing. You can also use the keyboard shortcut Ctrl+ Shift + N to launch it.

Or:

2. Cancel the new sign-in session

Click the "Cancel" link immediately after selecting 'Sign In' button. This will stop you from signing in to your work or personal 365. Then follow the instructions above to login to the Chorus.