



B2B Guest User Registration and Login Guide



Quick Reference Card
July 2023



Overview

KPMG enables guest users to securely access KPMG external audit applications, such as KPMG Clara and KPMG Control Cover Sheet using Microsoft [Azure Active Directory Business to Business \(B2B\)](#) capabilities. This guide walks through the steps to redeem your guest user invitation, register your account, and access the application.

If your email address is associated to a managed Microsoft Azure account through your organization's identity management provider, B2B uses your existing Microsoft Azure account and password to seamlessly log in and access KPMG external audit applications. If your email is not associated to a managed Microsoft Azure account, you authenticate using a One Time Passcode (OTP) sent via email to access KPMG externally facing audit applications.

Before you start

For the smoothest onboarding process, ask your IT department that is in charge of your identity management to review the IT administration section of the [KPMG Clara Quick Start Guide](#).

KPMG externally facing audit applications should be accessed using a modern browser that is supported by the M365 platform (e.g., Edge, Chrome, or Safari). Further details of Microsoft 365 browser compatibility are available [here](#).

Register your account

You will receive an email from 'KPMG No Reply' donotreply@kpmg.com titled "Join KPMG on Microsoft M365" to start your registration process.

1. **Click the redemption link in the email or the KPMG application URL provided by your engagement team.**

— The redemption link expires after 30 days. Complete the registration process as soon as possible to avoid delays in accessing KPMG external audit applications.



2. Enter or select your email address.

- Enter the account as the email address where you received the redemption link invitation if not prepopulated.
- For users with a Microsoft Azure account, enter your organization password for that account (if prompted). If you are unsure of your primary Microsoft Azure account as you have multiple accounts or unsure of your password for the account, contact your IT department.



ABC Company Logo

Pick an account

 JohnDoe@ClientXYZ.com

 Use another account

ABC Company Logo

JohnDoe@ClientXYZ.com

Enter password

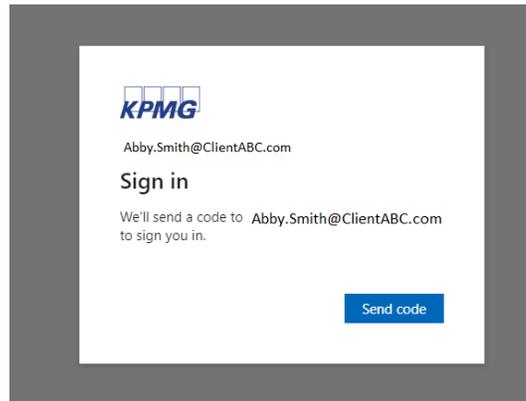
Password

Keep me signed in

[Forgot password?](#)

Sign in

- If your account is not identified as a Microsoft Azure account, click “Send code” and a One Time Passcode (OPT) will be sent to your email address, which you will enter on screen.
Note: One Time Passcode (OPT) process flow is outlined on page 8.



KPMG

Abby.Smith@ClientABC.com

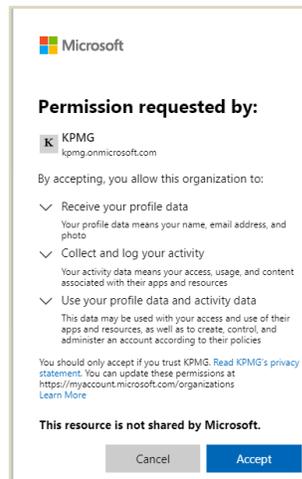
Sign in

We'll send a code to Abby.Smith@ClientABC.com to sign you in.

Send code

3. Review and accept the guest user consent.

4. Upon successful registration of your account, you will receive a completion message.



Microsoft

Permission requested by:

 KPMG
kpmg.onmicrosoft.com

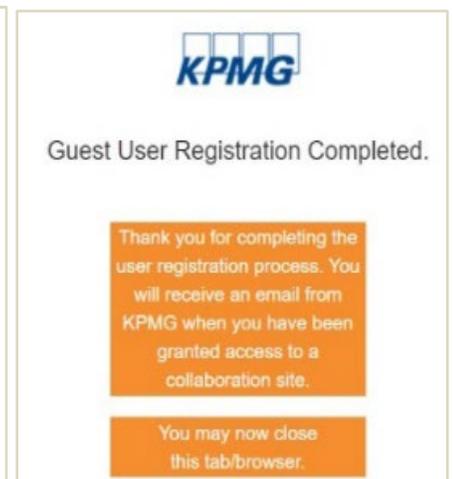
By accepting, you allow this organization to:

- ✓ Receive your profile data
Your profile data means your name, email address, and photo
- ✓ Collect and log your activity
Your activity data means your access, usage, and content associated with their apps and resources
- ✓ Use your profile data and activity data
This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies

You should only accept if you trust KPMG. Read KPMG's privacy statement. You can update these permissions at <https://myaccount.microsoft.com/organizations>. Learn More

This resource is not shared by Microsoft.

Cancel **Accept**



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Guest User Registration Completed.

Thank you for completing the user registration process. You will receive an email from KPMG when you have been granted access to a collaboration site.

You may now close this tab/browser.

Multi-Factor Authentication and Terms of Use

Once you have registered your account, your KPMG engagement team will share the link to the KPMG external audit application. Cut and paste the application URL into your browser to complete the remaining guest user registration steps, including setting up your multi-factor authentication (MFA) method and accepting the KPMG Terms of Use. If you did not register with an existing Microsoft Azure account, you may have completed these steps as part of initial registration.

1. Log in with your account.

- You are redirected to your organization’s Azure tenant to authenticate; this will use your organization’s credentials to log in.

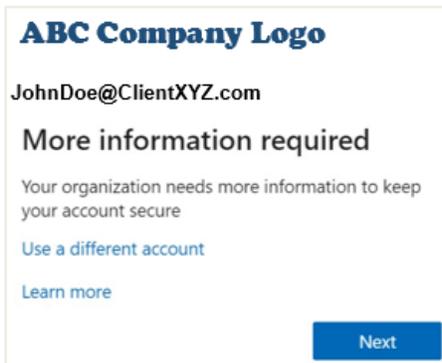
 Some organizations use multiple accounts/profiles for their users (e.g. if your email account is different than the account you use to log in to other corporate Microsoft applications). Refer to the FAQs section for what to do in this scenario.



 You will not be able to use the “Forgot password?” link to reset your password if you registered your account through your organization’s Azure AD. See FAQs section for additional information about password reset.

2. Setup your Multi-factor authentication (MFA) method for additional security verification.

- At each login you will be required to complete MFA in addition to entering your password. MFA method options include: phone call, SMS text message or Microsoft’s Authenticator app.



Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Start by getting the app

On your phone, install the Microsoft Authenticator app. Download the app from the App Store or Google Play. After you install the Microsoft Authenticator app on your phone, choose "Next".

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

Next

[I want to set up a different method](#)

Microsoft Authenticator will be the default MFA method selection, to select a different method click "I want to set up a different method" on the below screen.

If you choose the Microsoft Authenticator app as your method for MFA, complete the below screens to set up and complete MFA via the app.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator



Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".

Back

Next

[I want to set up a different method](#)

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

After you scan the QR code, choose "Next".

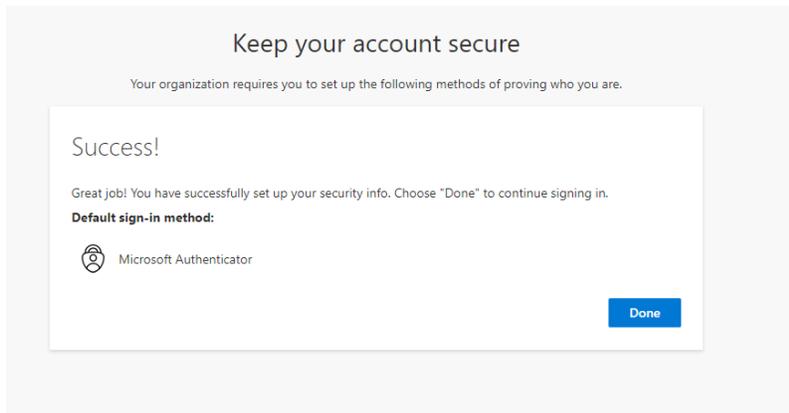


[Can't scan image?](#)

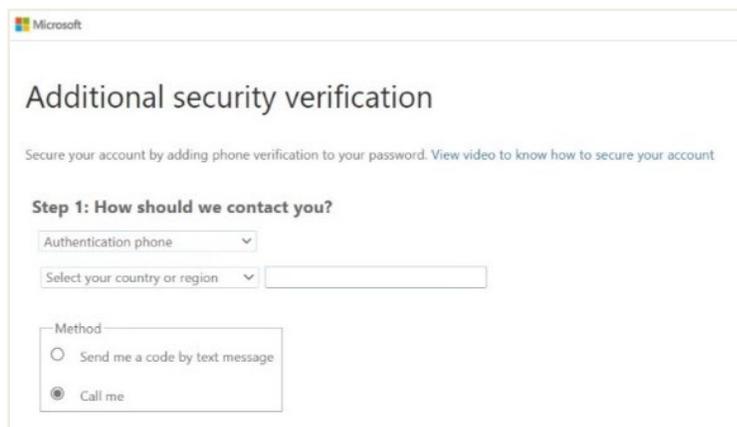
Back

Next

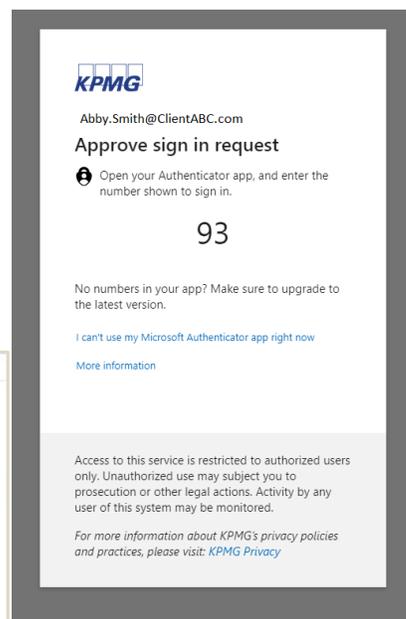
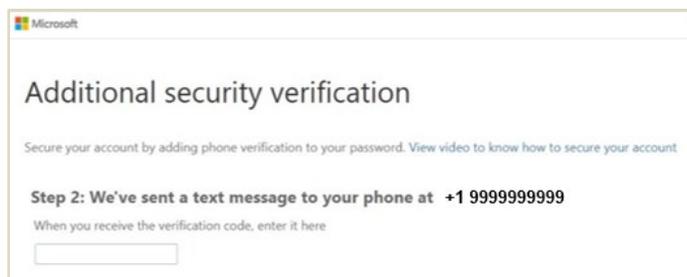
[I want to set up a different method](#)



If you choose the phone as your method for MFA, complete the below screen to set up MFA.



3. Enter verification code received via text or phone call or complete the steps for security verification via Microsoft Authenticator application.



4. Review and accept KPMG Terms of Use.



KPMG Terms of Use

In order to access KPMG resource(s), you must read the Terms of Use.

Terms of Use for KPMG Q365 External Collaboration

Please click Accept to confirm that you have read and understood the terms of use.

KPMG Systems Terms of Use

By continuing past this point, you agree that your use of these KPMG systems is governed by, and subject to, the terms agreed to by you (or if you are employed or engaged by a client or contractor of a KPMG member firm, by such client or contractor on behalf of you) and the applicable KPMG member firm that provided you with authorization to access these systems. If no terms have been agreed to by you (or if you are employed or engaged by a client or contractor of a KPMG member firm, by such client or contractor on behalf of you), your access is not authorized and you should not proceed.

Member firms of the KPMG network of independent firms are affiliated with KPMG International Cooperative. KPMG International Cooperative provides no client services. No member firm has any authority to obligate or bind KPMG International Cooperative or any other member firm vis-à-vis third parties, nor does KPMG International Cooperative have any such authority to obligate or bind any member firm.

5. Now you are ready to access your KPMG external audit application. Below is an example KPMG Clara homepage.

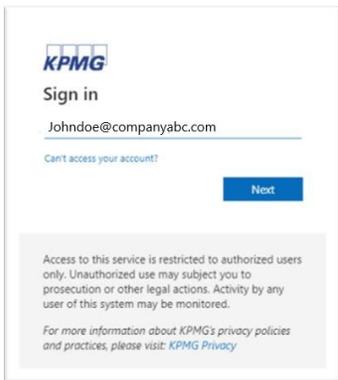


One Time Passcode (OTP) Login

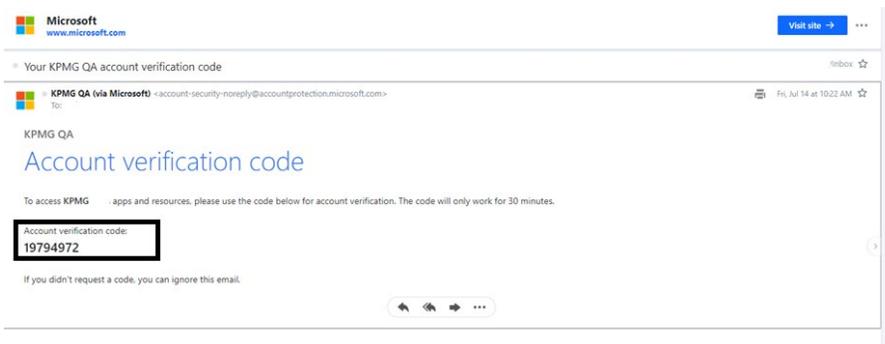
Guest users that do not have a managed Microsoft Azure account will be sent, via email, a One Time Passcode (OTP) to login. Each time the user logs into a KPMG application, they will receive a new OTP via email.

With guests receiving an OTP by email, it eliminates the need for guests to set and remember a separate password. It also ensures that when their corporate email account is no longer valid, the guest will no longer receive the OTP.

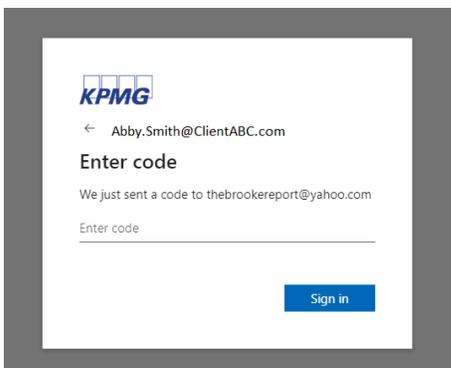
1. Select your account or enter your email address and click Next.



2. Guest users receives email with the One Time Passcode.



3. Enter the One Time Passcode and click "Sign in".



4. Continue with Multi factor authentication (MFA) setup and/or completion.

Registration and Login FAQs

General login: Usernames and Passwords

Who can I reach out to for technical support?

For organization's utilizing Microsoft Azure AD or Google, if you encounter any technical issues with your login credentials, please contact your IT Department for assistance, specifically your identity management IT team.

For any other technical issues not answered within this guide, call the Client Support line at 844-414-0049 between the hours of 8:00 a.m. to 8:00 p.m. EST.

What is my user account name?

Account name is the email address on which you receive the invitation from KPMG.

If you have multiple accounts, use the account name/email address to log in that you use to access all other Microsoft applications within your organization.

What is my user account password?

KPMG does not manage any passwords for guest users. If you have a Microsoft Azure account, reach out to your IT department for help, specifically your identity management IT team. If you have a personal Microsoft account, contact Microsoft support for assistance on resetting your password.

I have entered my account name and password, but I am receiving an "Access Denied" message.

Please discuss with the engagement team to ensure they have correctly added you to the application and have given you access rights.

Each time I login I am required to enter the "one-time passcode". Is there a way to only enter it once?

No. The "one-time passcode" is unique to that login session and will expire after logging out requiring a new unique passcode for the next login.

Emails

What email addresses will any email communications come from?

Emails come from donotreply@kpmg.com and noreply@kpmg.com. Be sure to have your IT administrator add these addresses as trusted email accounts for your organization to prevent delays in receiving emails.

Multi-factor Authentication (MFA)

Each time I login I am required to complete MFA. Is there a way to trust my device so I only enter it once?

No. MFA is required for all guest-users accessing KPMG external applications for security reasons.

How do I reset my MFA?

MFA is managed by KPMG. If you want to change your authentication **method**, you call the Client Support line at 844-414-0049 between the hours of 8:00 a.m. to 8:00 p.m. EST. or your KPMG engagement team can submit this request on your behalf.

Forgot password

How do I reset my password?

KPMG does not manage any passwords for guest users. Passwords are managed by your corporate IT department or service provider who should be contacted for a password reset.

Additional support

If the guidance above does not resolve your IT question, you can also review the [Troubleshooting Guest User Login Issues and Errors Guide](#), reach out to your engagement team or call the Client Support line at 844-414-0049 for further assistance.