



Signing in to Panorama Using the New Login Screen



Email<idp10-noreply@fisglobal.com

To:  Cameron, Brett M

 **High importance**

 Retention: Default Email Retention (1 year, 6 months) Expires: Tue 6/22/2027 4:24 AM

Hello Brett,

The password to access your account is provided below. Please note that you will be prompted to change your password after you log into your account.

Your temporary password is: **15av*6@U9VEM**

If you do not recognize this activity or find this email suspicious, please contact the help desk or your FIS account representative.

Regards,

The FIS Client Services Team

This is an auto generated message. Replies will not be received. Thank you.

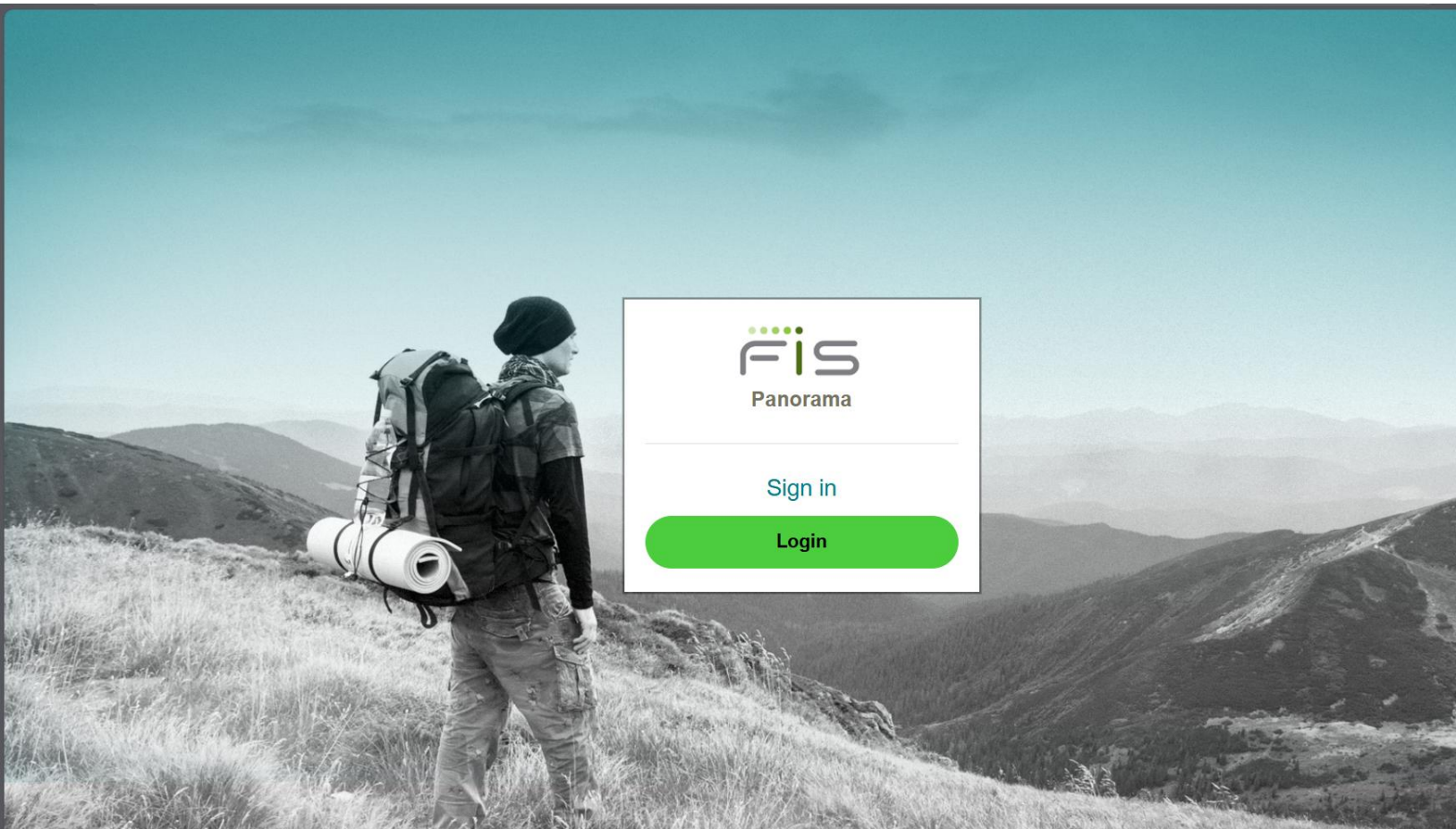
My Client ID: Panorama

Step 1: Receive Email with Temporary Password

This email is generated and sent from FIS. The from email address is idp10-noreply@fisglobal.com. Check your SPAM folder.

The email contains a temporary Panorama password.

After receiving this email, open your browser of choice and navigate to Panorama (<https://fos-panorama.fisglobal.com>). The login screen will look a bit different.



Step 2: Navigate to New Login Screen

This is what the new login screen will look like. It is accessible from the same login page URL as the old screen. That URL is:

<https://fos-panorama.fisglobal.com>

At this screen, simply click the “Login” button to proceed to the screen where you will enter your username.

User Login

User ID / Alias *

☐ Remember my User ID

Proceed

[Trouble signing in?](#)

This is an FIS Application environment, which may be accessed and used only for official business by authorized personnel. Unauthorized access or use of this environment is prohibited and may subject violators to administrative, and/or criminal, civil action. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. All information on this environment may be intercepted, monitored, recorded, read, copied, audited, inspected and disclosed by and to authorized personnel.

Step 3: Enter Your Username

Enter your current Panorama username. This change does not affect your existing username. That stays the same. So, again, enter your current Panorama username here.

Step 4: Create New Password

Enter your “old” password here. **It’s really not your old password. It’s the temporary password that was in the email described in step 1.**

Create a new password here that follows the guidelines listed below.

Password Guidelines:

Must be different from username

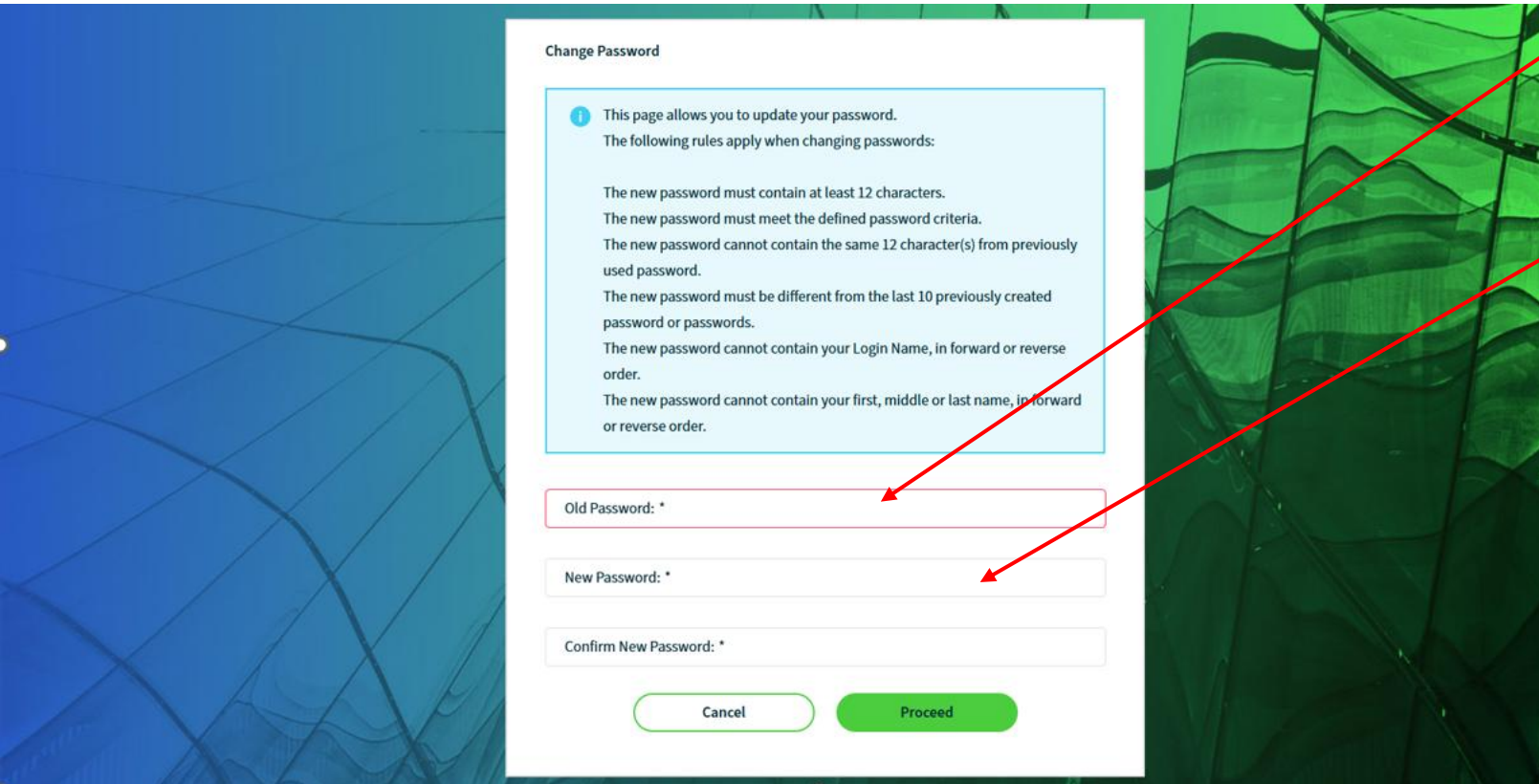
No spaces

At least 12, but no more than 20 characters

Must include the following four attributes:

- 1) At least one uppercase letter (A,B,C,D, etc.)
- 2) At least one lowercase letter (a,b,c,d, etc.)
- 3) At least one number (1,2,3,4, etc.)
- 4) At least one special character (%,@, etc.)

May not use a previous password



The screenshot shows a 'Change Password' form. At the top, a light blue box contains an information icon and text: 'This page allows you to update your password. The following rules apply when changing passwords:'. Below this, a list of password rules is provided. The form includes three input fields: 'Old Password: *', 'New Password: *', and 'Confirm New Password: *'. At the bottom are 'Cancel' and 'Proceed' buttons. Two red arrows point from the text on the right to the 'Old Password' and 'New Password' fields.

Change Password

i This page allows you to update your password.
The following rules apply when changing passwords:

- The new password must contain at least 12 characters.
- The new password must meet the defined password criteria.
- The new password cannot contain the same 12 character(s) from previously used password.
- The new password must be different from the last 10 previously created password or passwords.
- The new password cannot contain your Login Name, in forward or reverse order.
- The new password cannot contain your first, middle or last name, in forward or reverse order.

Old Password: *

New Password: *

Confirm New Password: *

Cancel Proceed

Step 5: Choose How to Get Security PIN

As you can see in the snapshot, the option named “Send a PIN to my email or phone” will be chosen by default. **You must deselect this and instead choose either the “Let me use a software [authenticator] app” OR “Default Email...” option.**

If you choose the “Default Email...” option, an email that contains a six-digit PIN will be emailed to your email address. **This is the suggested method.** Go to step 10 on [slide 12](#) if you choose this option.

If you choose “Let me use a software app.” The app referenced here is the FIS Authenticator app which you may already have downloaded. Go to the next slide if you choose this option.

If you do not already have the FIS Authenticator app on your phone, it's OK, you can still select the “Let me use a software app” option. Steps that follow onscreen will guide you through setting the app up for the first time.

Do not click anything in this section. 😊

Select OTP Method

Information: Your Out-of-Band PIN Device is the delivery destination where you will receive time-limited passcodes (PINs) during the login process. When prompted to enter your PIN, you will use that device to retrieve your PIN.

☒ Send a PIN to my email or phone

☐ Let me use a software app

Select OTP Device

☐ Default Email (brett.cameron@fisglobal.com)

Test Device + Add a New Device

Cancel Proceed

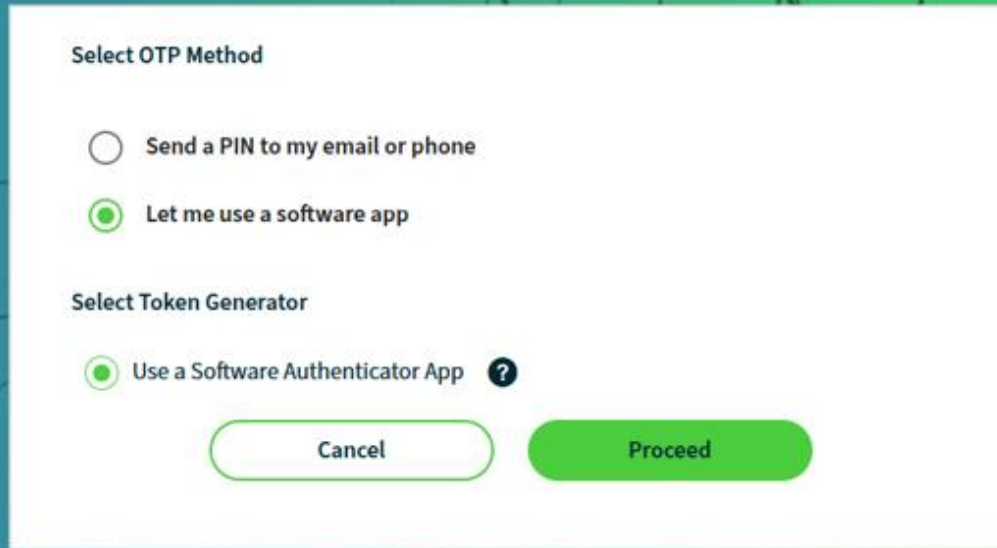
Please Note! Your choice here will stick. If you choose email (suggested method), then PIN will always be delivered by email. If you choose Authenticator app, then PIN must always be delivered by app.

Step 6: Use Authenticator Application

If you chose “Let me use a software app” you will see this screen. Both the “Let me use a software app” and the “Use a Software Authenticator App” radio buttons will be selected for you.

Simply click the “Proceed” button.

If you have not yet downloaded or configured the FIS Authenticator app for Panorama, the next screen will guide you through how to do that.



Select OTP Method

☐ Send a PIN to my email or phone

☒ Let me use a software app

Select Token Generator

☒ Use a Software Authenticator App ?

Cancel Proceed

Step 7: Configure Authenticator App Part 1

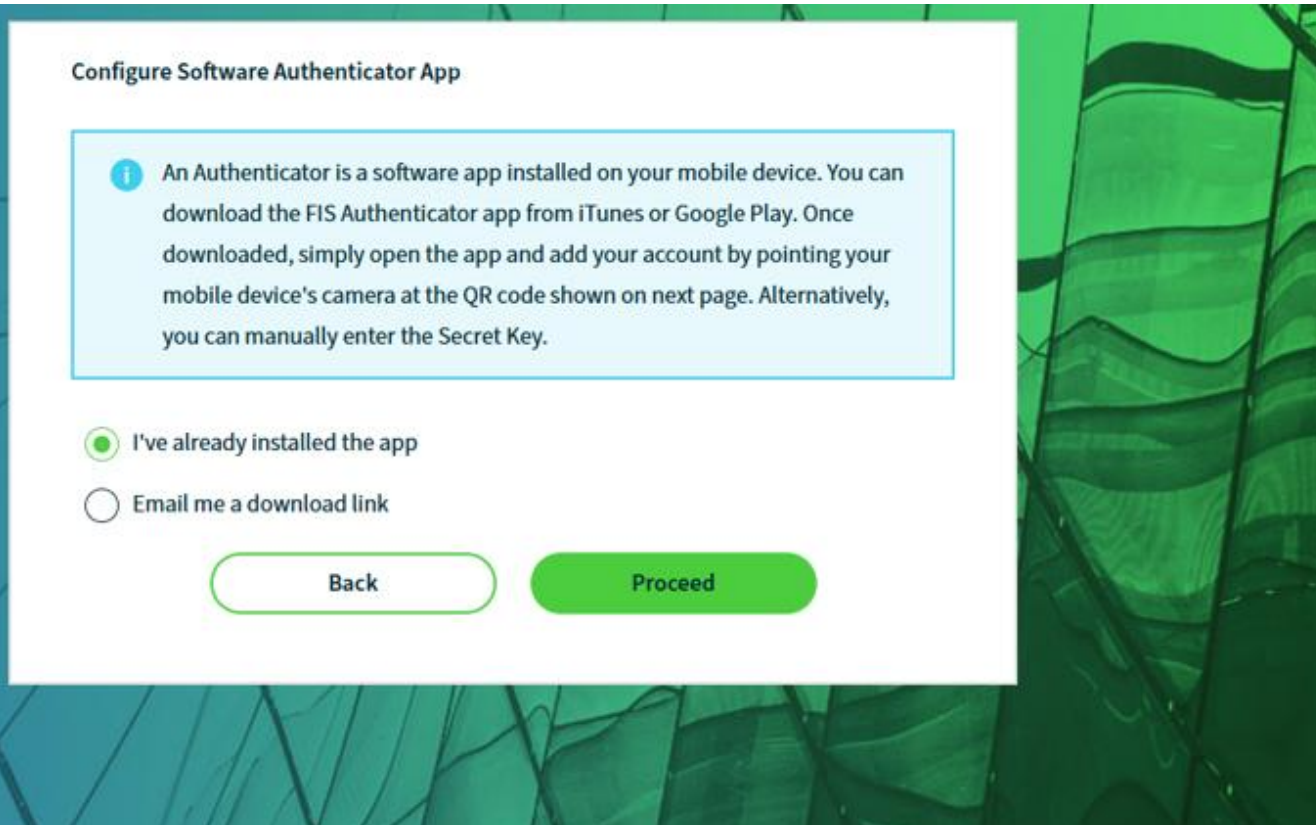
If you have already installed the FIS Authenticator App

Simply click the “Proceed” button. You will be taken to the screen seen in the next slide. It will display a QR code to scan to configure the authenticator app for Panorama.

If you have not yet downloaded the FIS Authenticator app and don’t know where to go in the app stores for Apple or Google to find it, select the “Email me a download link” option and click the “Proceed” button.

You will get an email with a link to the app in each app store.

The simpler path is to simply open the app store and search for “FIS Authenticator” app then download it. It looks like this...



Step 8: Configure Authenticator App Part 2


If you have downloaded the FIS Authenticator app but you have not yet configured it to provide a PIN for Panorama, do that by clicking the “Add Account” option in the app.


The app will then ask you if you want to complete the configuration by using a QR code (preferred method) or by manually entering a secret key.

Both the QR code and the secret key are displayed on this screen.

If you have already configured the FIS Authenticator app, click the “Proceed” button.

Set Up Your Authentication App

 set up your authentication app by scanning the QR code or manually enter number code provided below into your app.



Authenticator Secret Key K4MJYEET527ARUHTFS6T5AJ4Y5T4TP6L

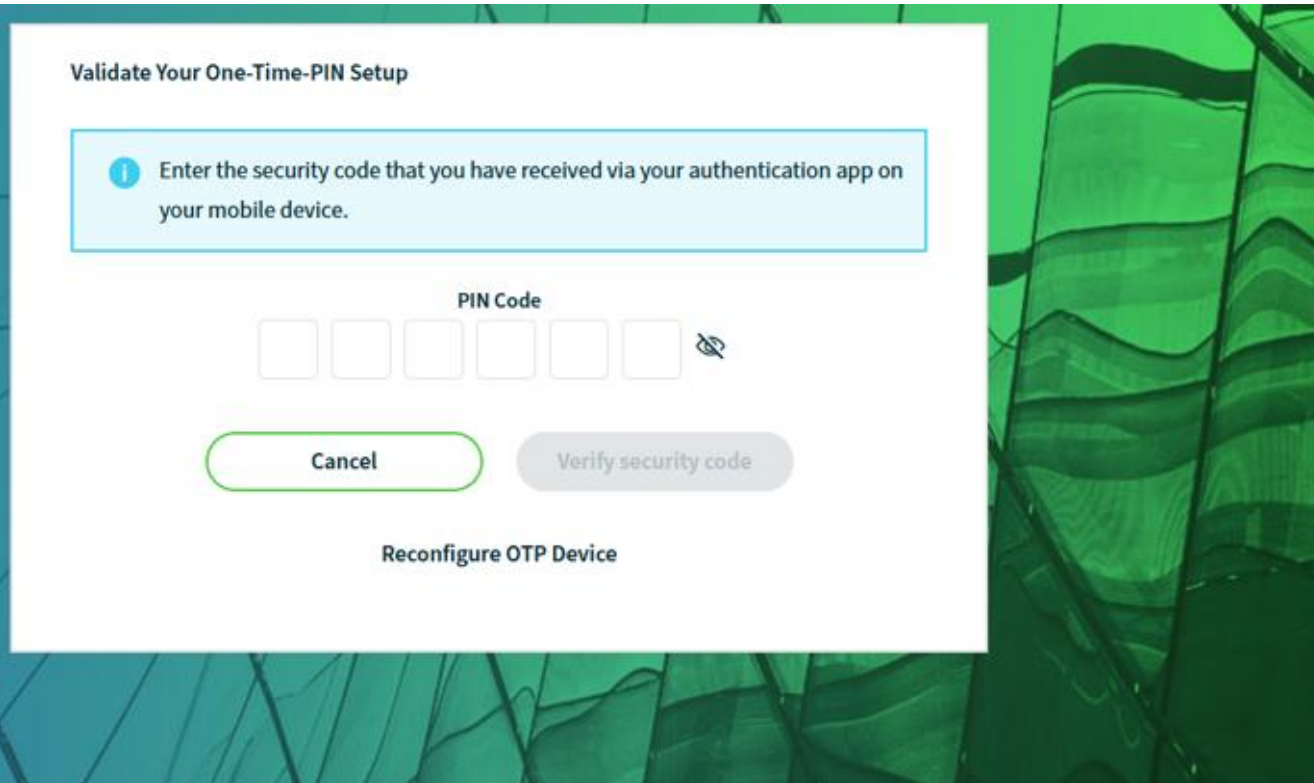
Cancel

Proceed

Step 9: Enter Code from Authenticator App

With the FIS Authenticator app now configured, enter the PIN code displayed in the authenticator app.

Click the “Verify security code” button.



The image shows a white dialog box titled "Validate Your One-Time-PIN Setup" against a green and blue abstract background. Inside the dialog, there is a light blue instruction box with an information icon and the text: "Enter the security code that you have received via your authentication app on your mobile device." Below this, the label "PIN Code" is centered above a row of six empty square input fields. To the right of the last input field is a small eye icon with a diagonal line through it, indicating that the input is masked. At the bottom of the dialog, there are two buttons: a green-outlined "Cancel" button and a grey "Verify security code" button. Below these buttons is a link labeled "Reconfigure OTP Device".

All done! You're in!

[Action Center](#) / [Preview & Release](#) / [Held Jobs](#)

Preview & Release ⓘ

Select Entity:

Select



Search

Clear

Held Jobs

Search

Released/Rejected Jobs

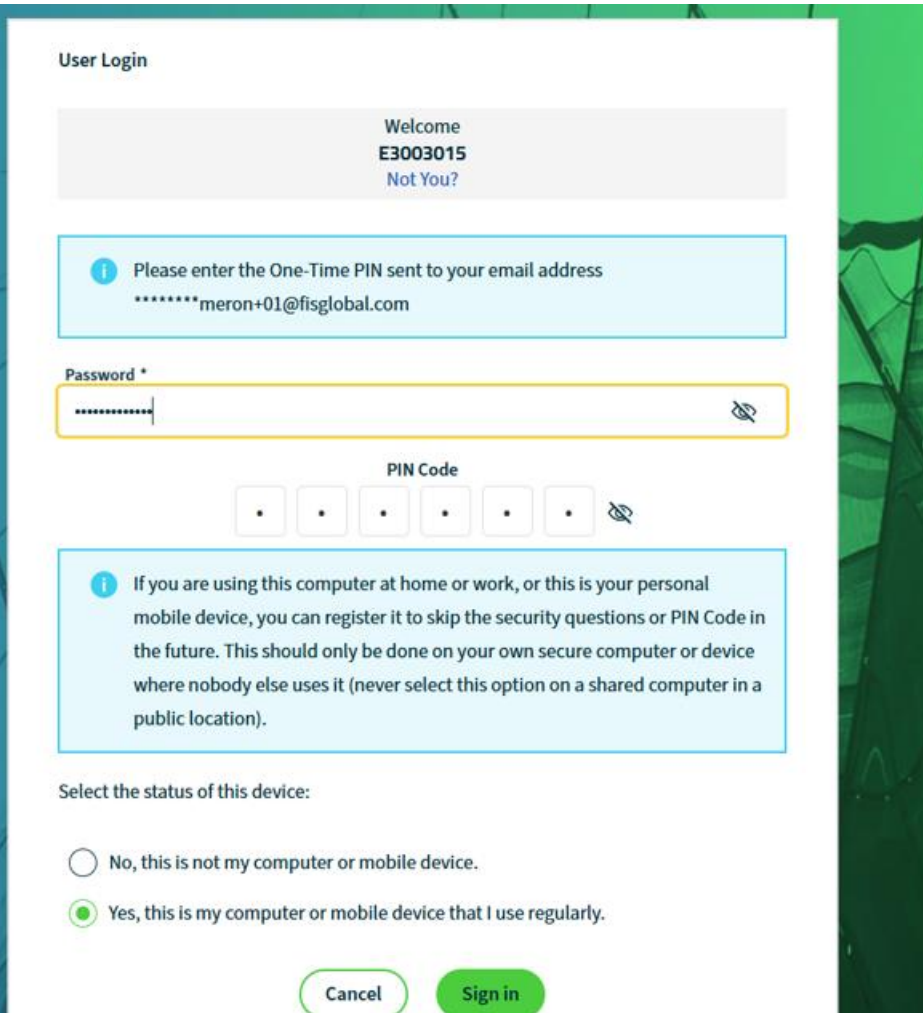


Select	Description	Job ID	Hold Date	Hours Held	SLA Date	Documents	Sheets
There are currently no jobs in Held Status.							
No data to paginate							
Create Filter							

Step 10: Enter Code from Email

Enter the security one-time PIN contained in the email.

Click the “Sign in” button.



The image shows a 'User Login' dialog box with a light gray header and a white body. The header contains the text 'Welcome E3003015 Not You?'. The body contains a light blue information box with a message about the One-Time PIN. Below this is a 'Password *' field with a yellow border and a toggle icon. Under the password field is a 'PIN Code' section with six input boxes and a toggle icon. Another light blue information box follows, providing instructions on when to skip security questions. At the bottom, there are two radio buttons for device status and two buttons: 'Cancel' and 'Sign in'.

User Login

Welcome
E3003015
Not You?

Please enter the One-Time PIN sent to your email address
*****meron+01@fisglobal.com

Password *

PIN Code

If you are using this computer at home or work, or this is your personal mobile device, you can register it to skip the security questions or PIN Code in the future. This should only be done on your own secure computer or device where nobody else uses it (never select this option on a shared computer in a public location).

Select the status of this device:

☐ No, this is not my computer or mobile device.

☒ Yes, this is my computer or mobile device that I use regularly.

Cancel Sign in

All done! You're in!

[Action Center](#) / [Preview & Release](#) / [Held Jobs](#)

Preview & Release ⓘ

Select Entity:

Select



Search

Clear

Held Jobs

Search

Released/Rejected Jobs



Select	Description	Job ID	Hold Date	Hours Held	SLA Date	Documents	Sheets
There are currently no jobs in Held Status.							
No data to paginate < > All							
> Create Filter							