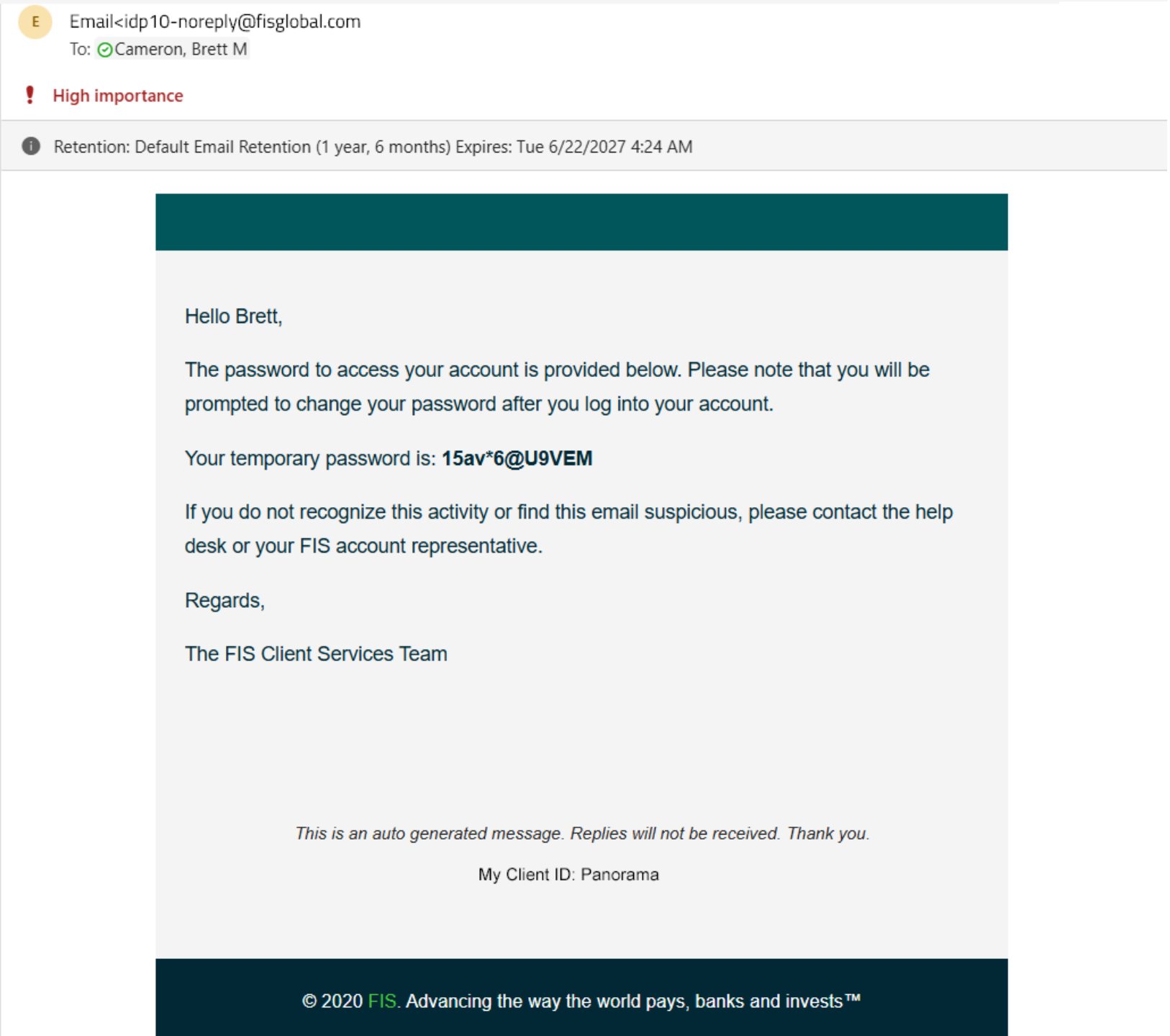
Signing in to Panorama Using the New Login Screen

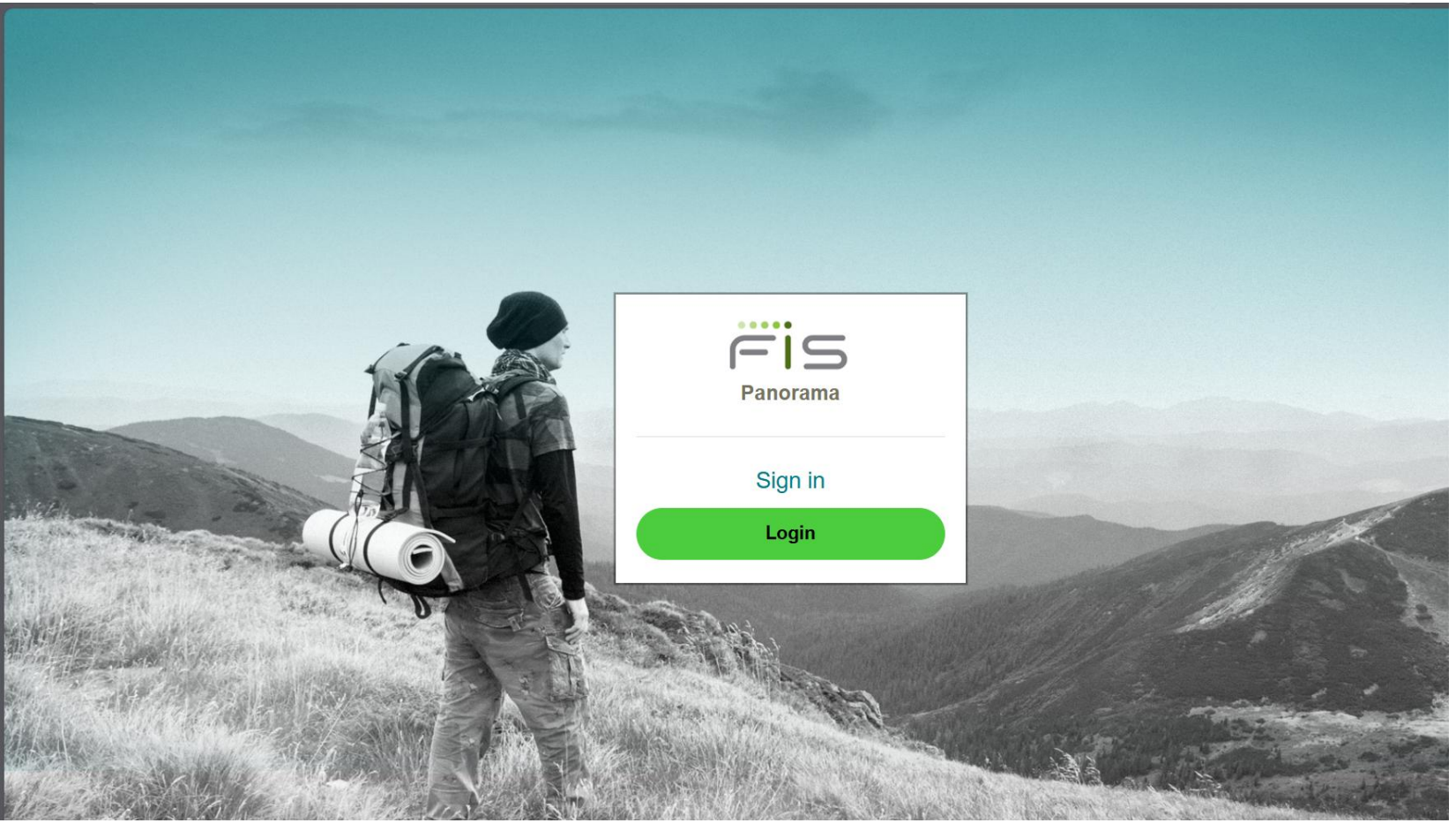


Step 1: Receive Email with Temporary Password

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.

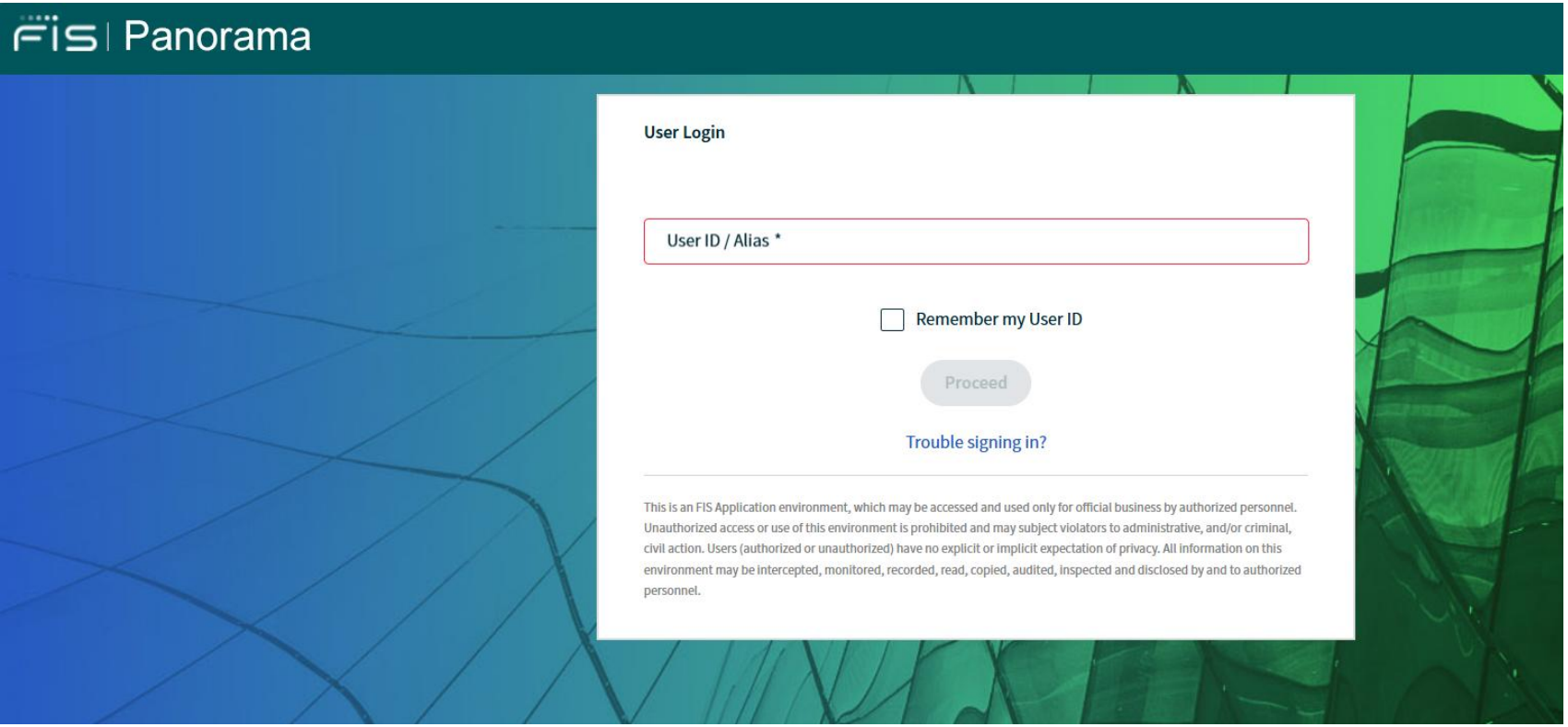


Step 2: Navigate to New Login Screen

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:

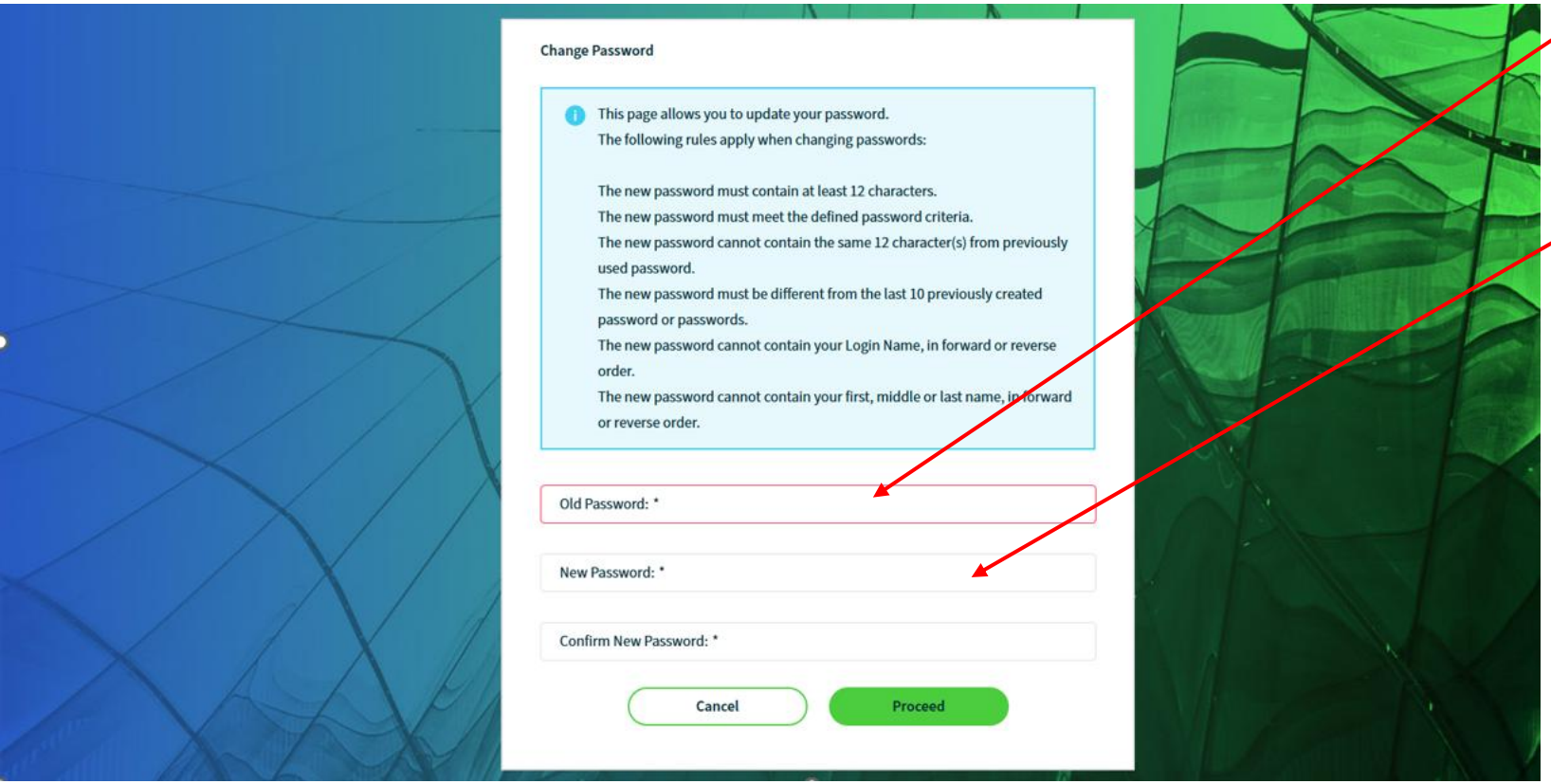
https://fos-panorama.fisglobal.com

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



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.

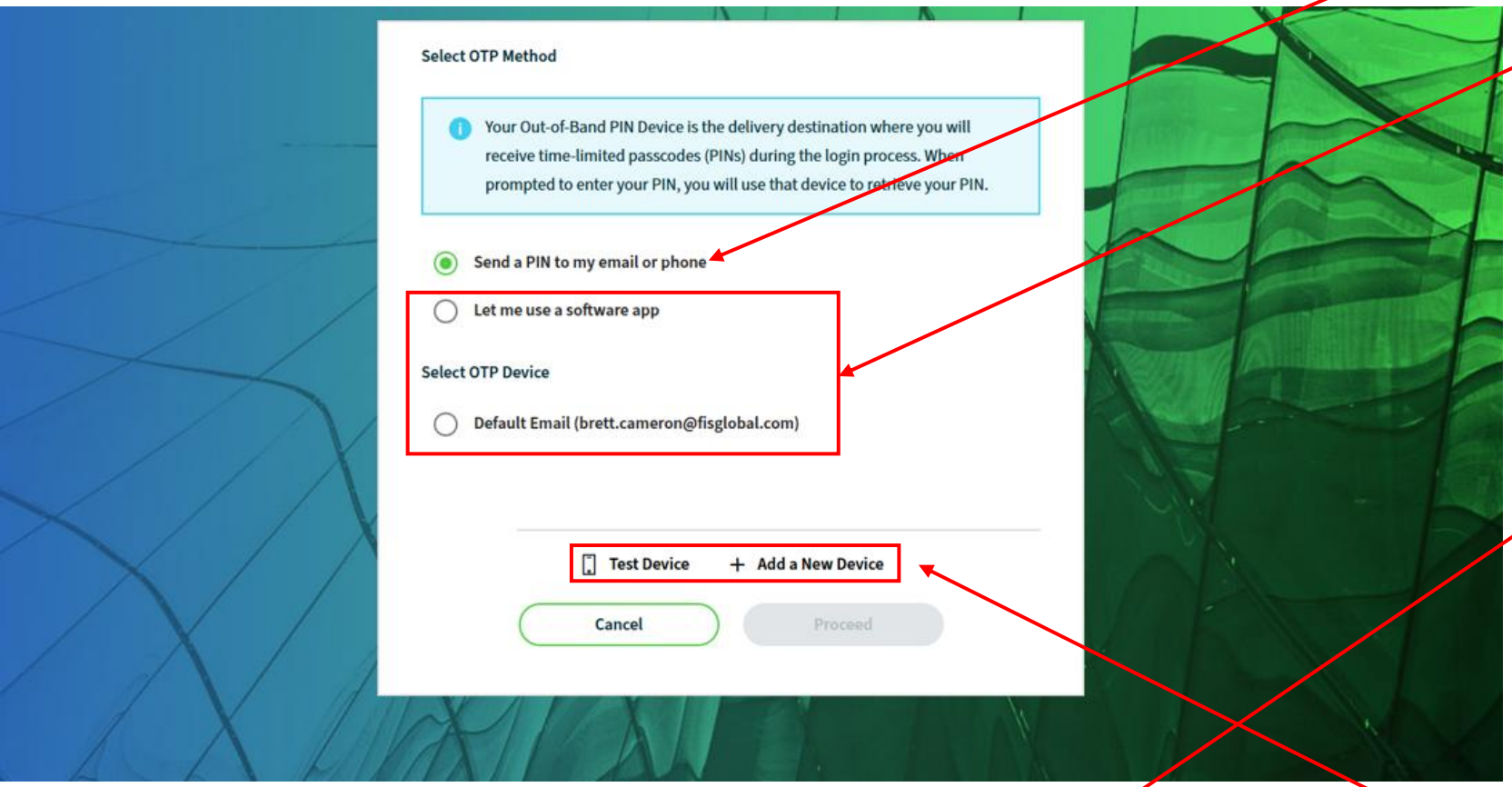


Step 4: Create New Password

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



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.

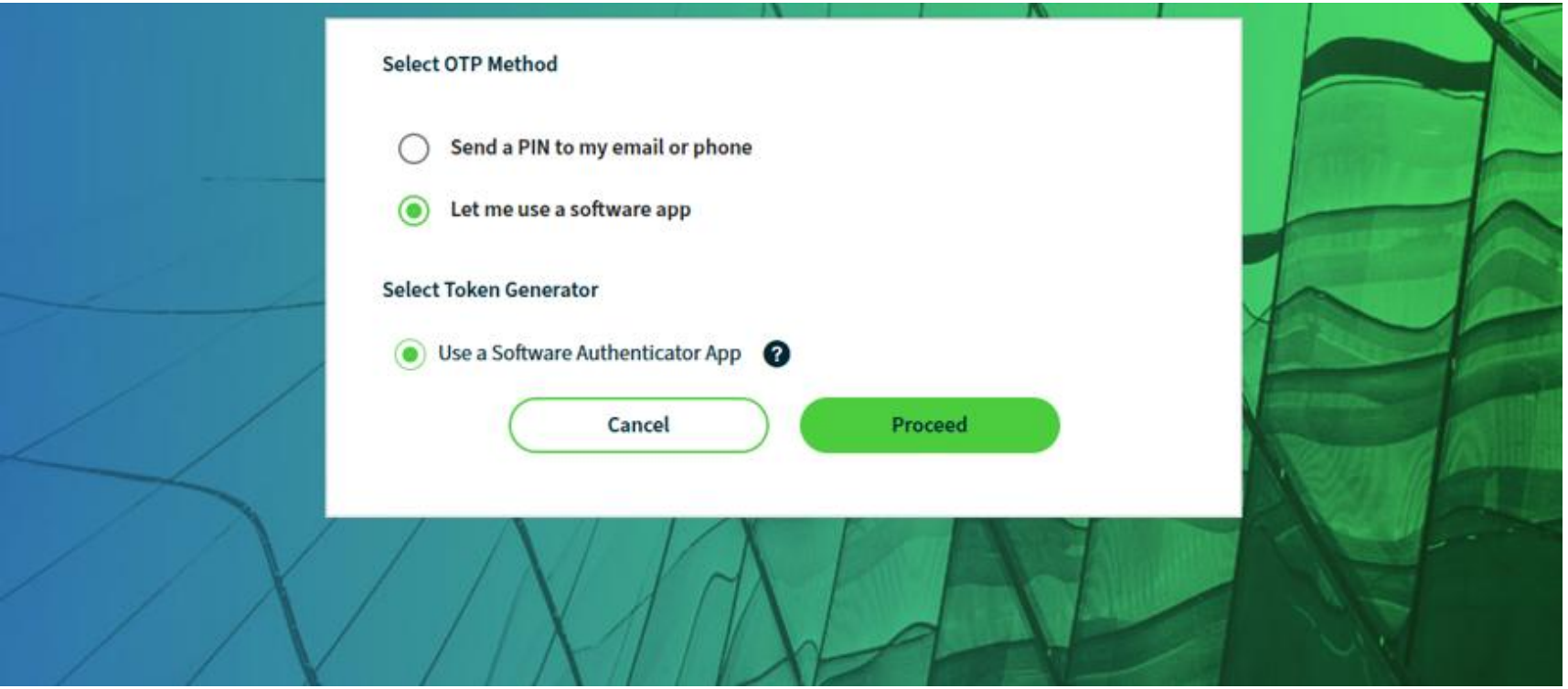
If you choose the “Default Email…” option, an email that contains a six-digit PIN will be emailed to your email address. This is the suggested method. Go to step 10 on slide 12 if you choose this option.

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. ☺

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.

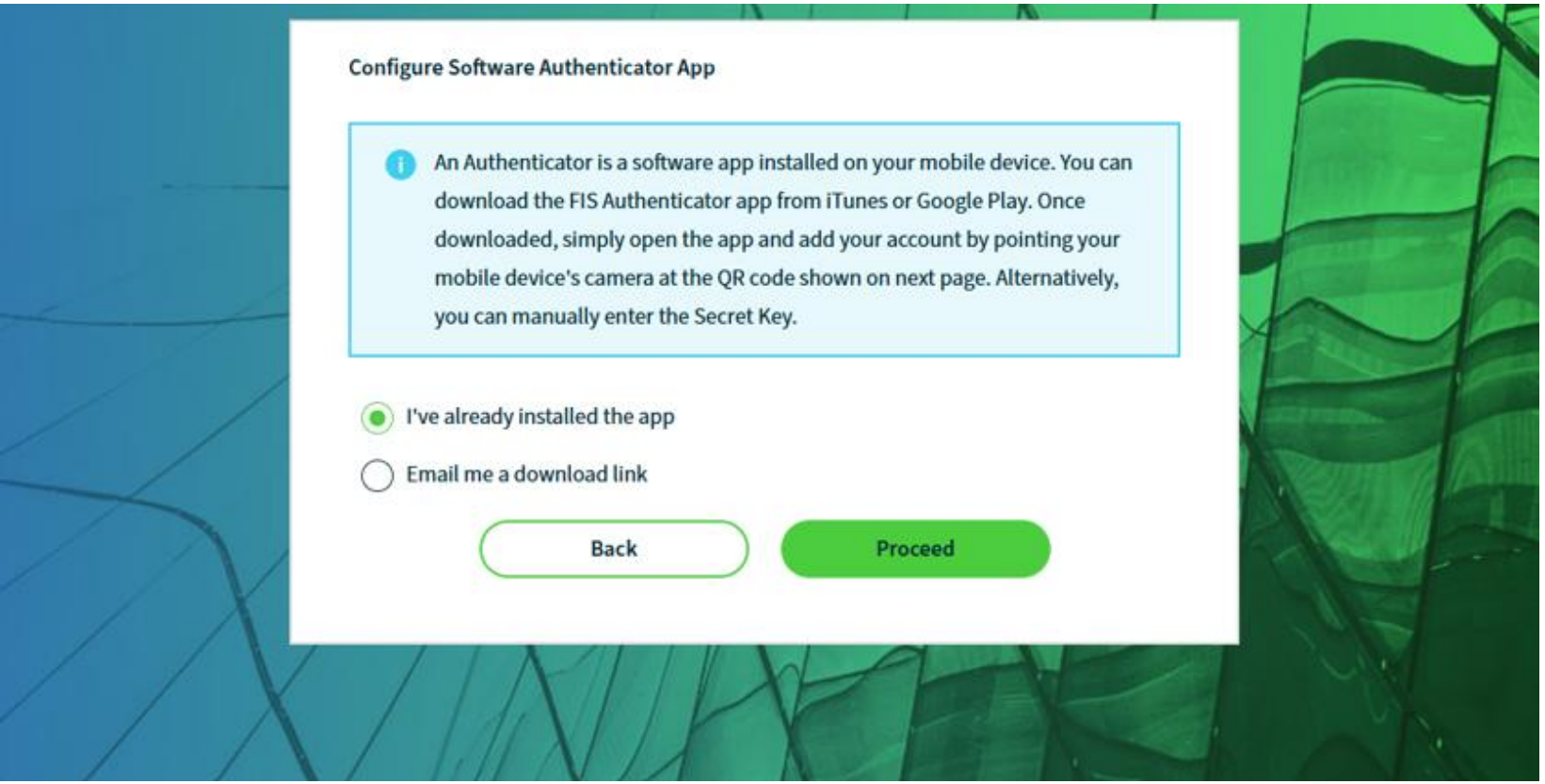


Step 6: Use Authenticator Application

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.



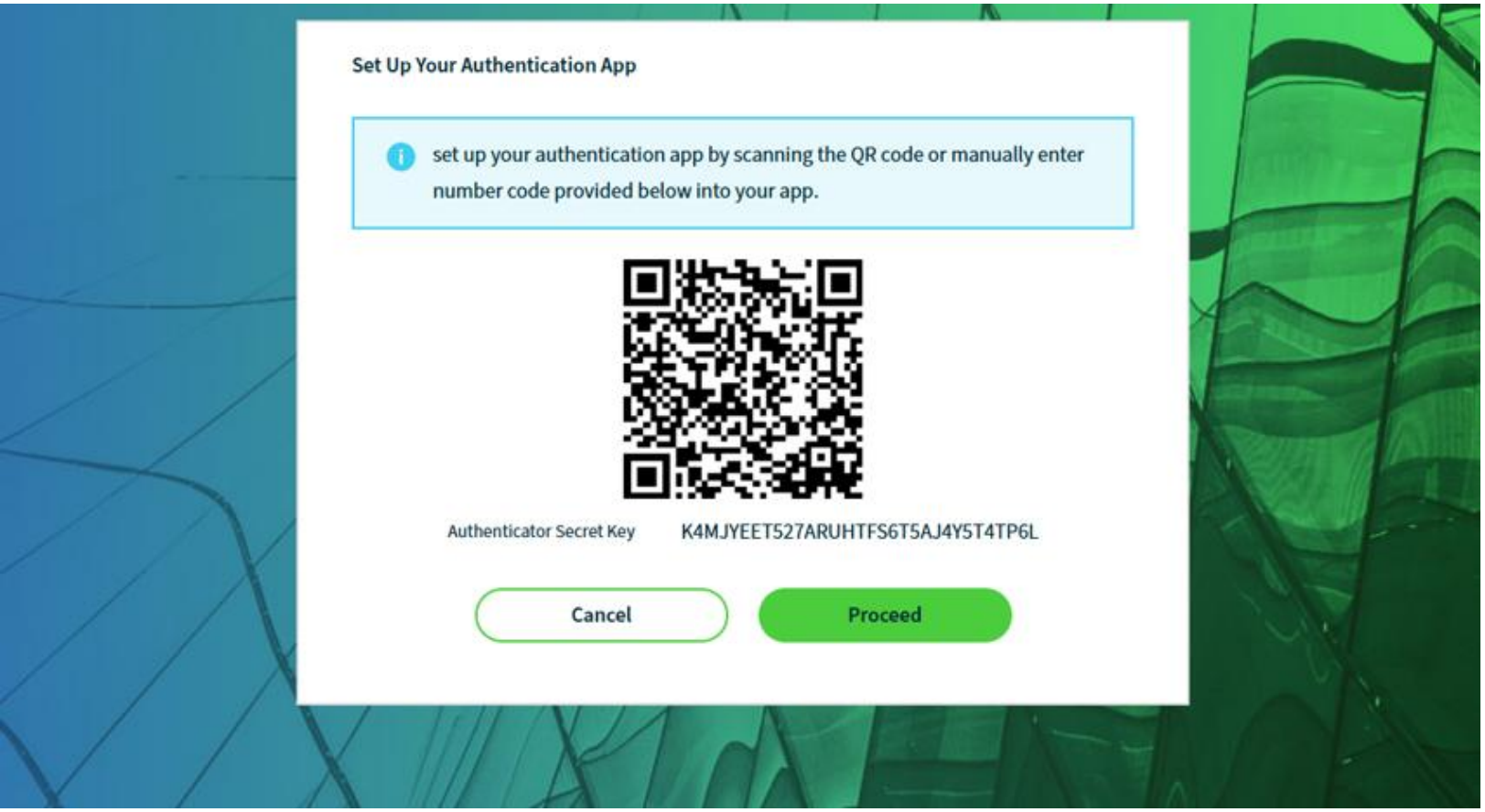
Step 7: Configure Authenticator App Part 1

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…



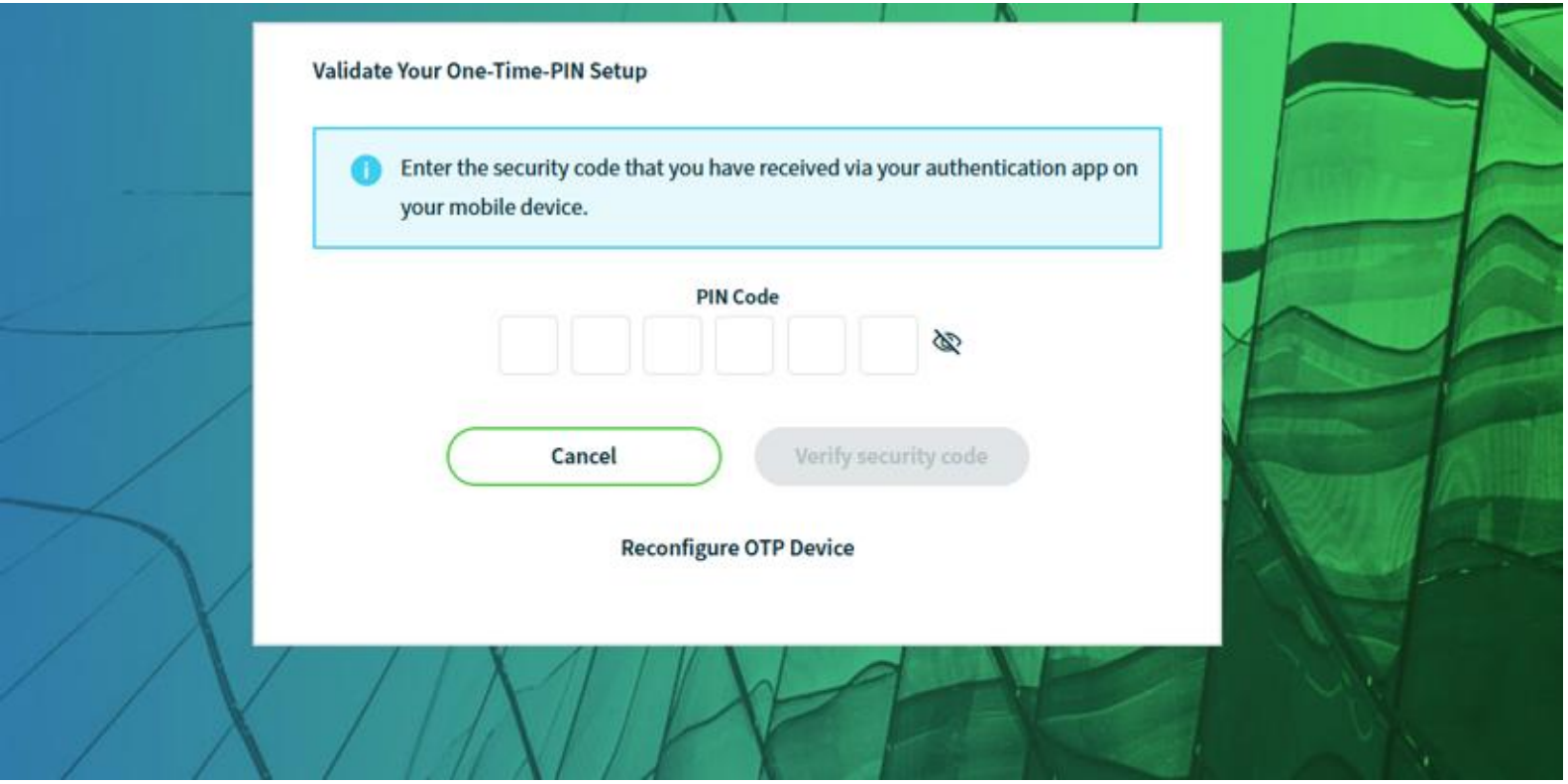
Step 8: Configure Authenticator App Part 2

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.

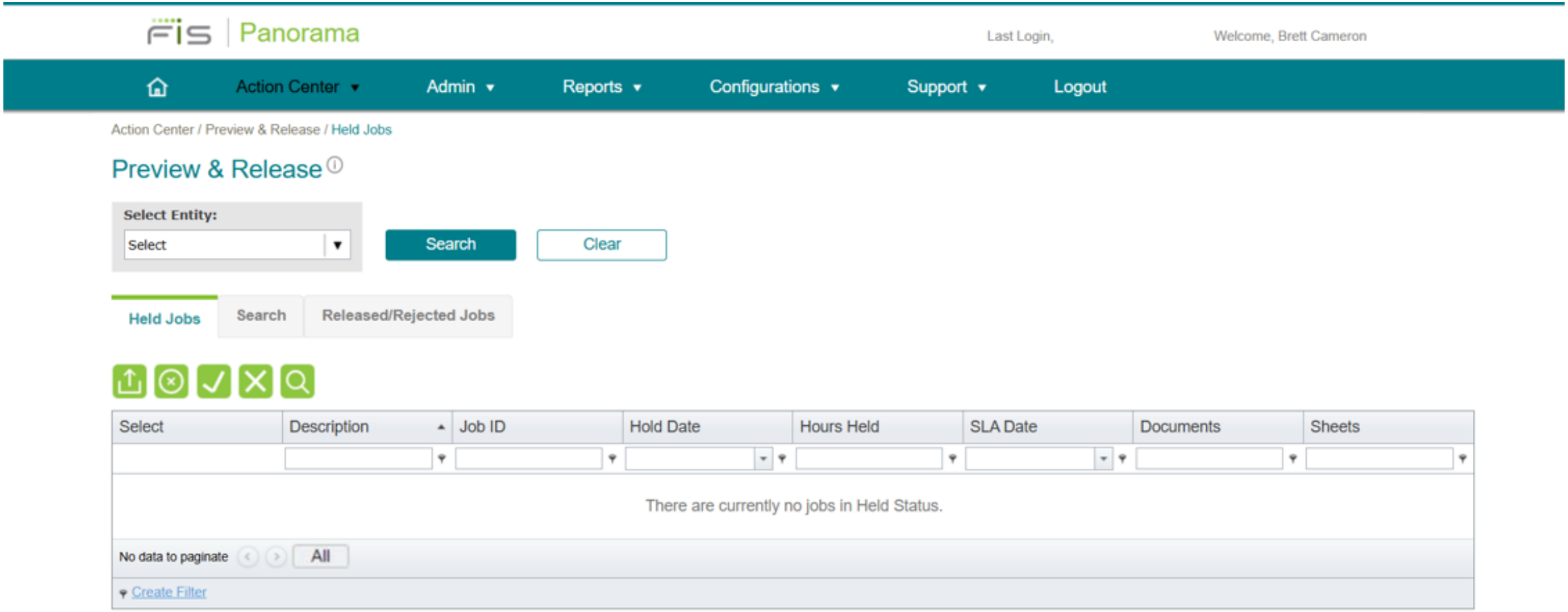


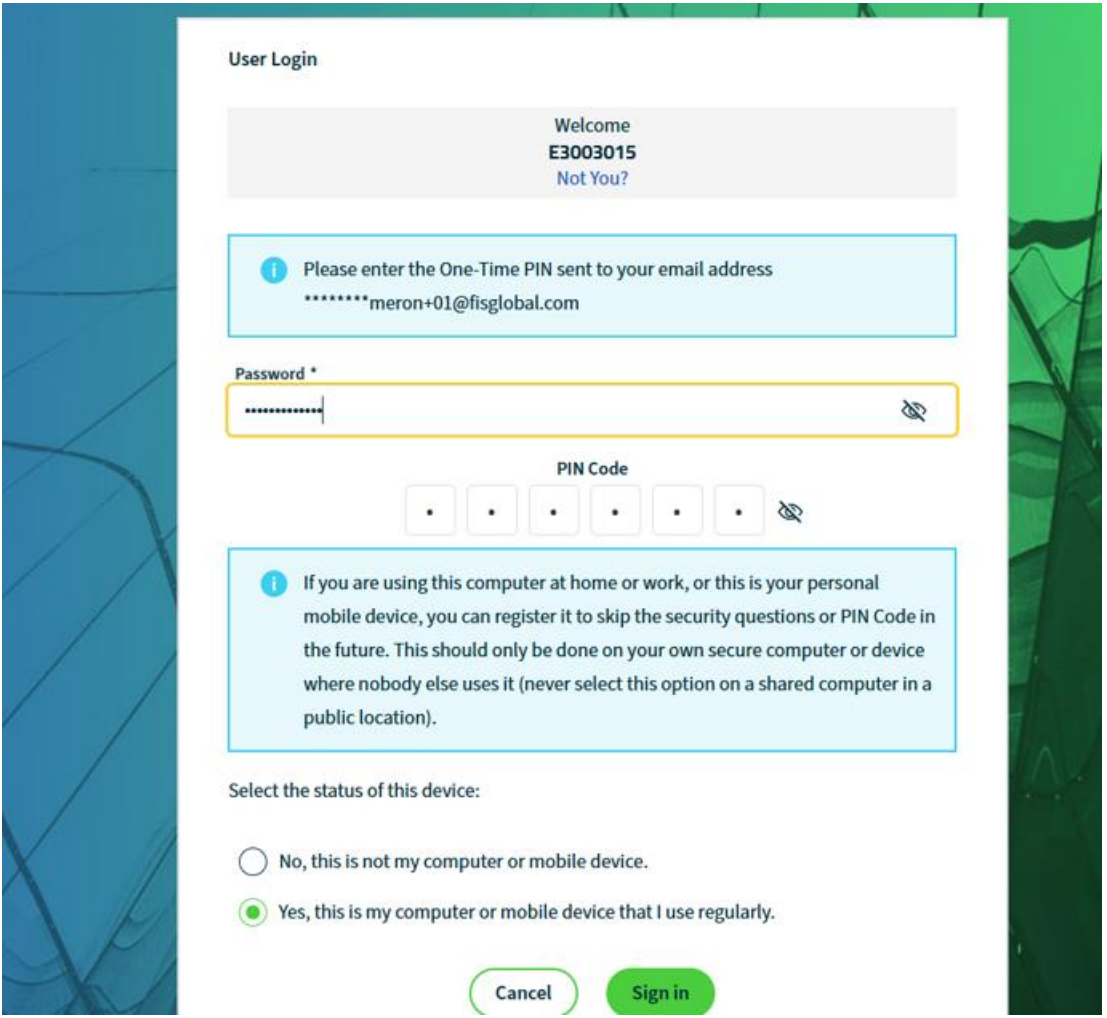
Step 9: Enter Code from Authenticator App

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

Click the “Verify security code” button.

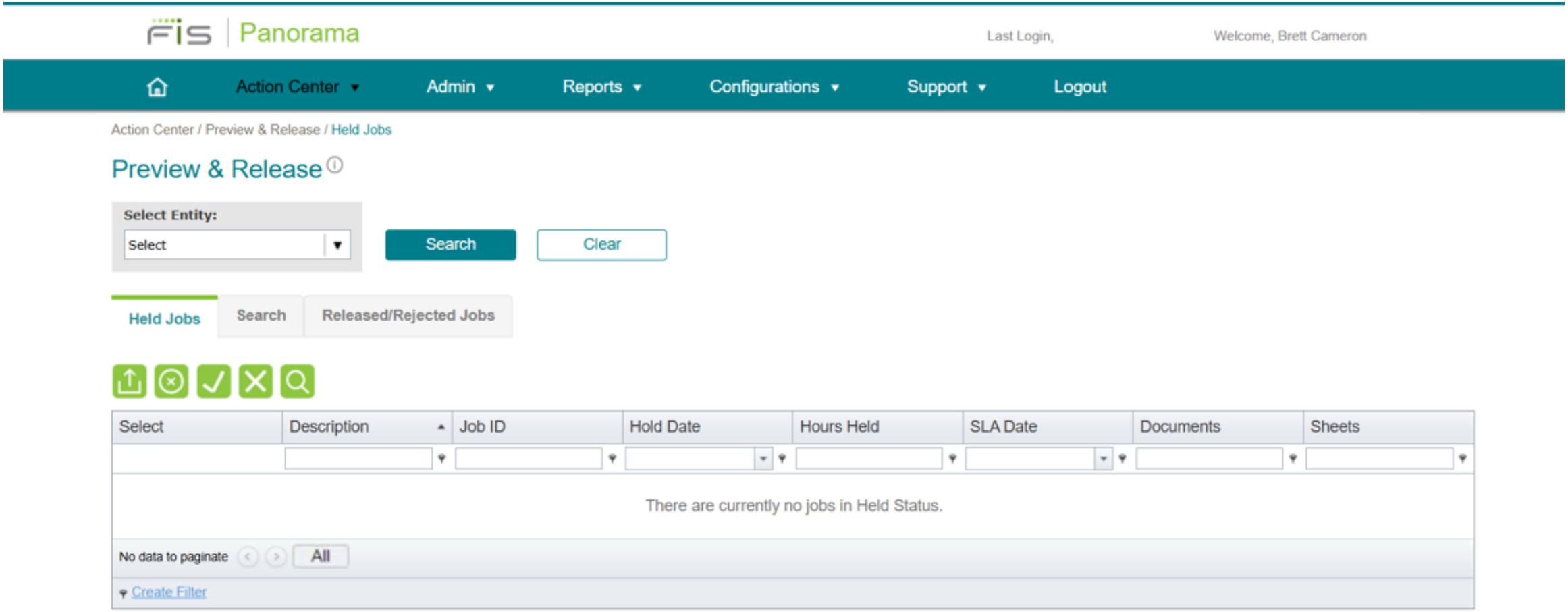
All done! You're in!





Step 10: Enter Code from Email

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

Click the “Sign in” button.

All done! You're in!