

Signing in to Panorama Using the New Login Screen

! 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.

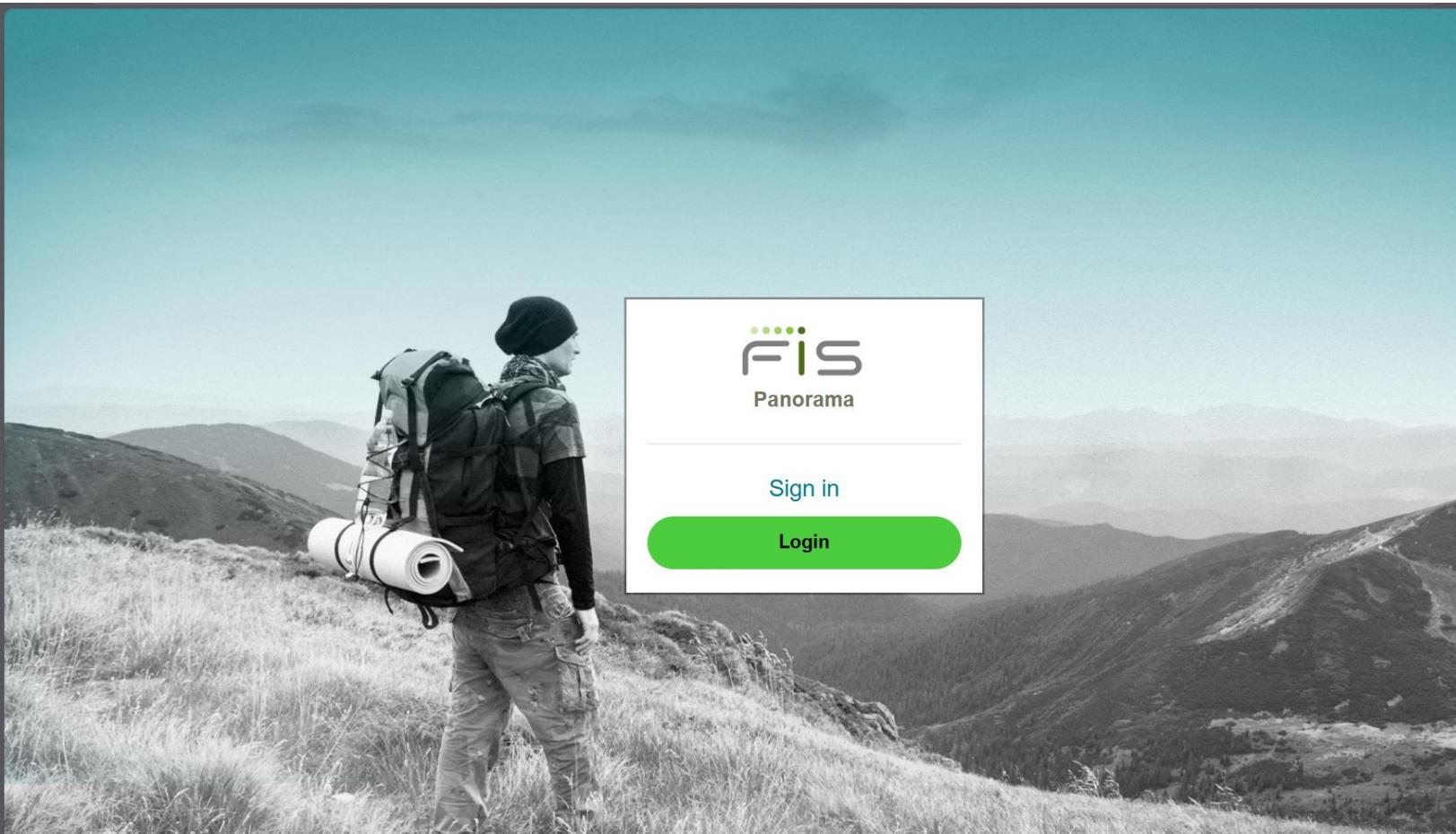
My Client ID: Panorama

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.

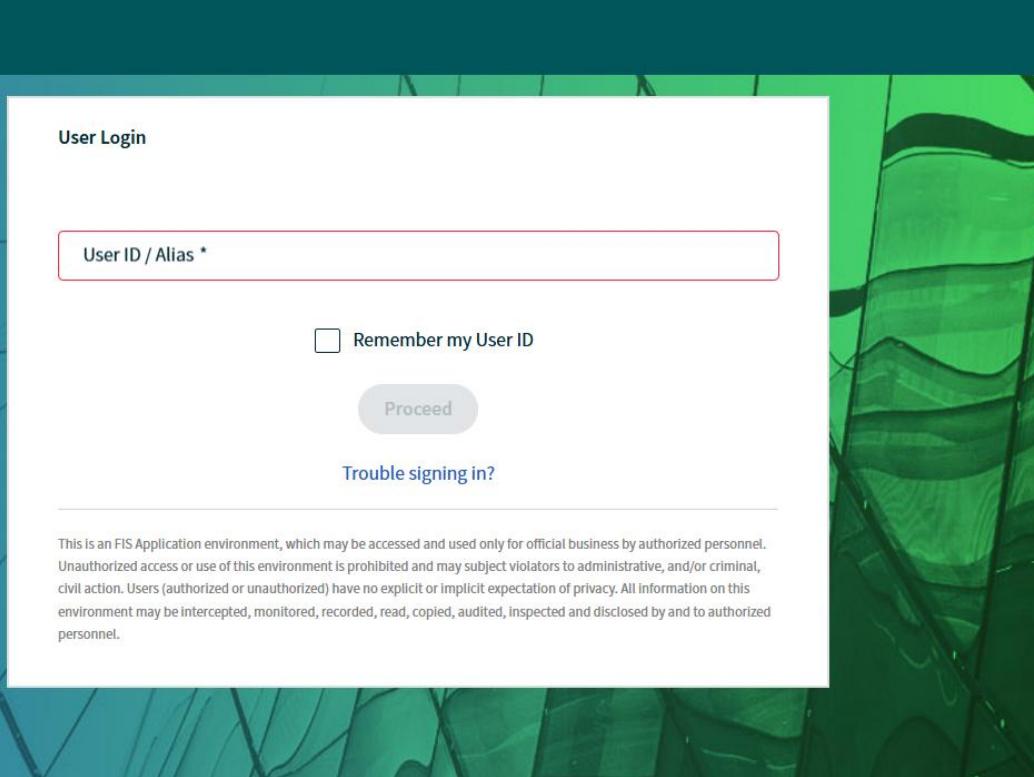


Step 2: Navigate to New Login Screen

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>

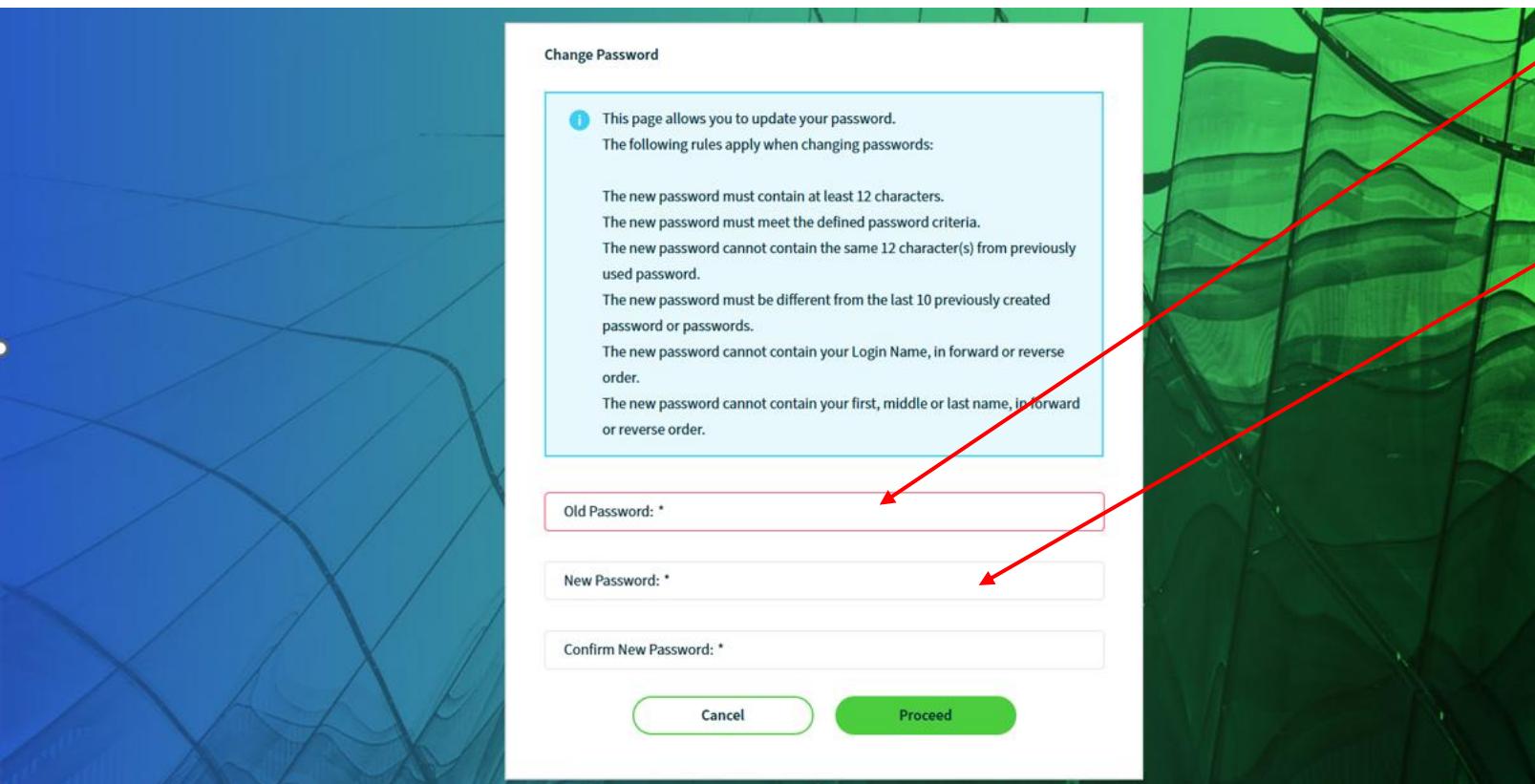
At this screen, simply click the “Login” button to proceed to the screen where you will enter your username.



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



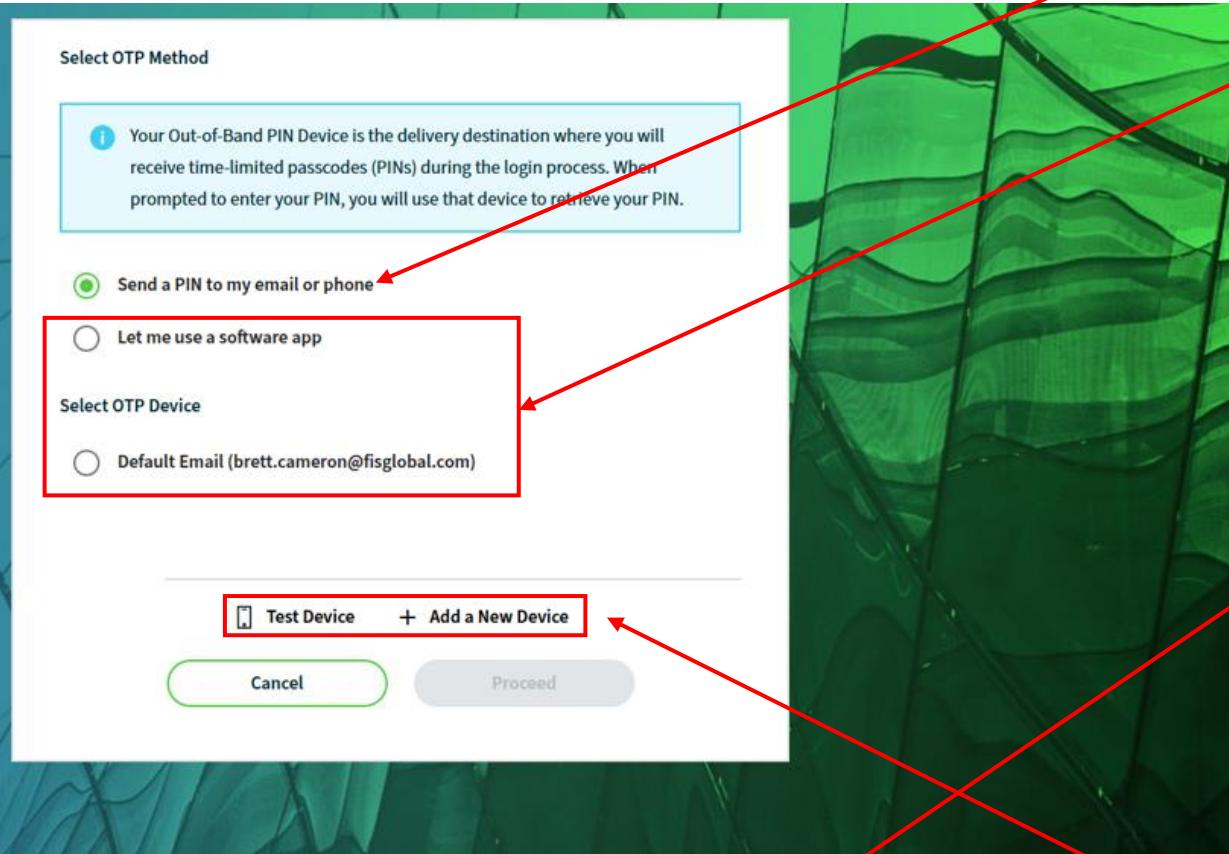
Enter your “old” password here. **It's really not your old password. It's the temporary password that was in the email described in step 1.**

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



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.

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.

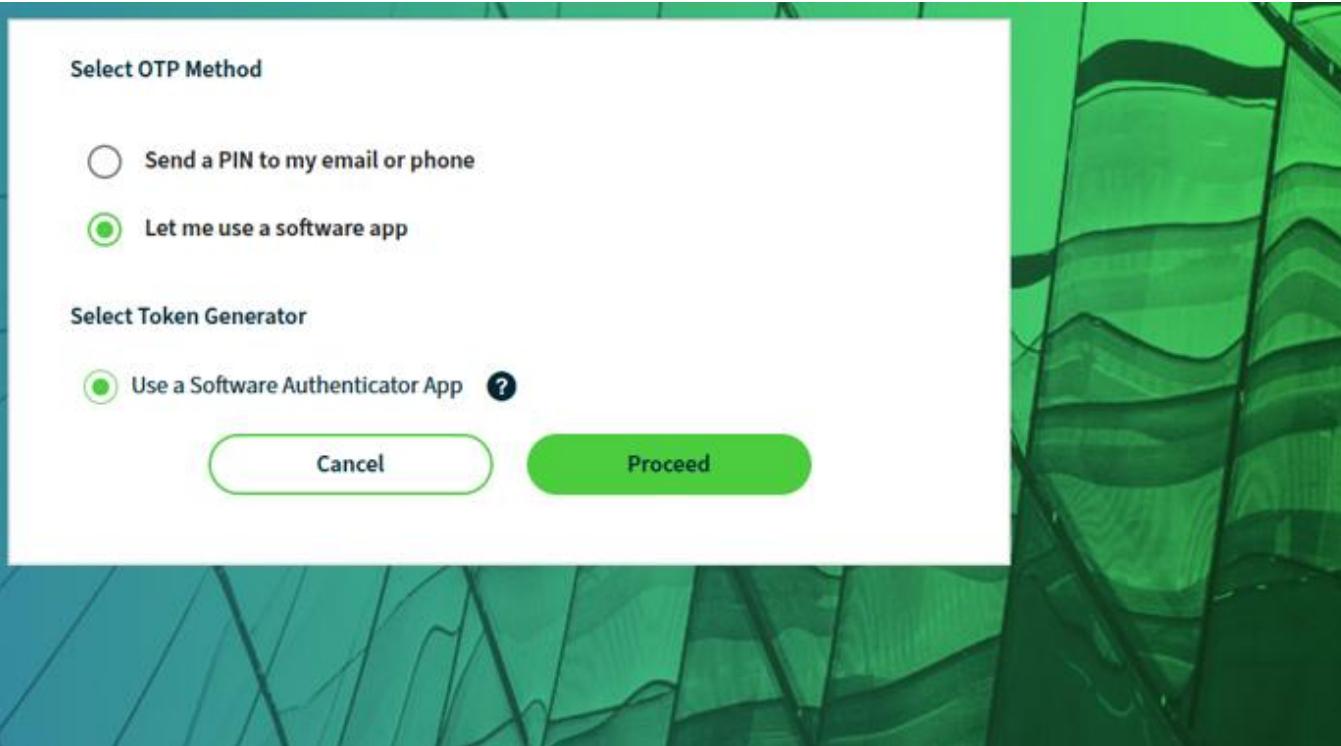
Do not click anything in this section. ☺

Step 6: Use Authenticator Application

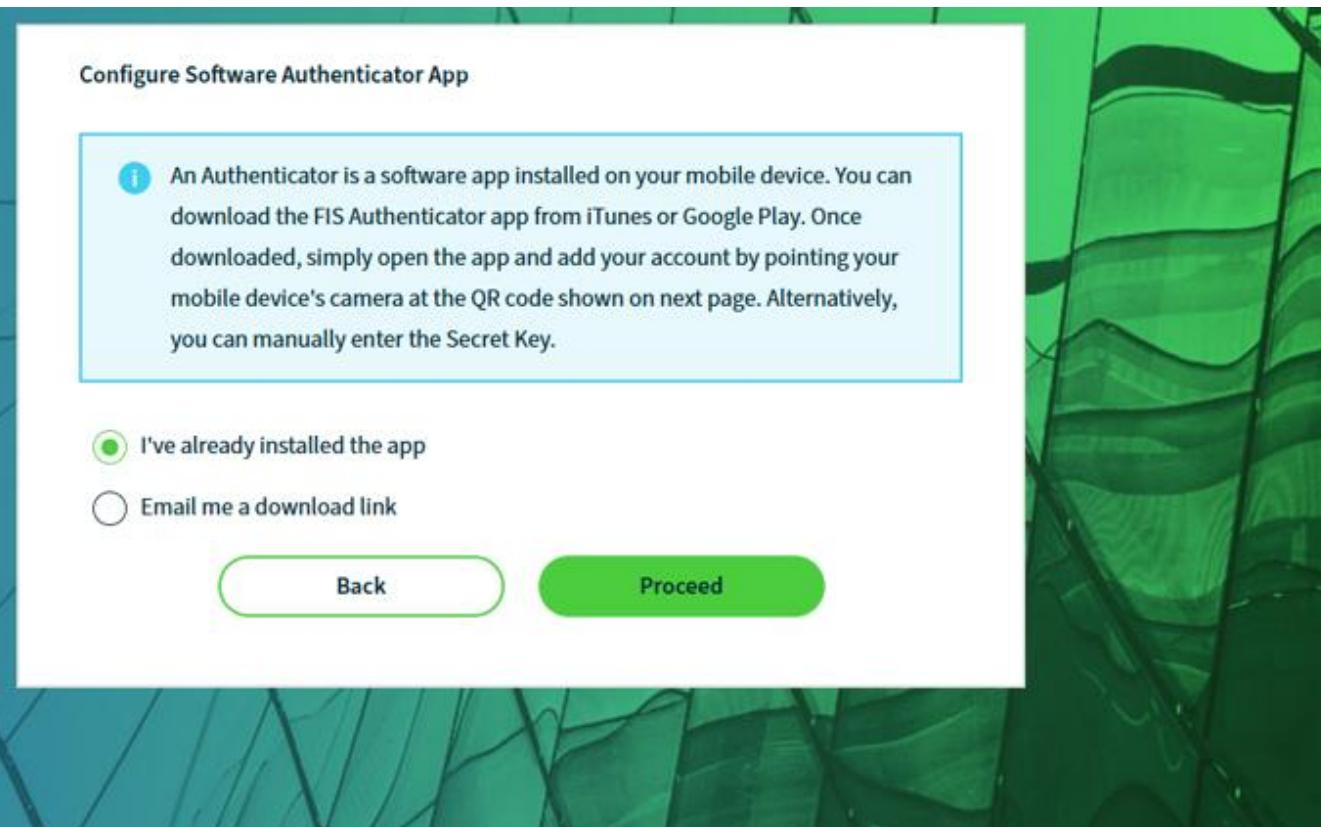
If you chose “Let me use a software app” you will see this screen. Both the “Let me use a software app” and the “Use a Software Authenticator App” radio buttons will be selected for you.

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



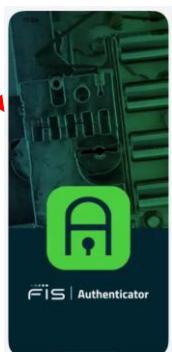
If you have already installed the FIS Authenticator App

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...



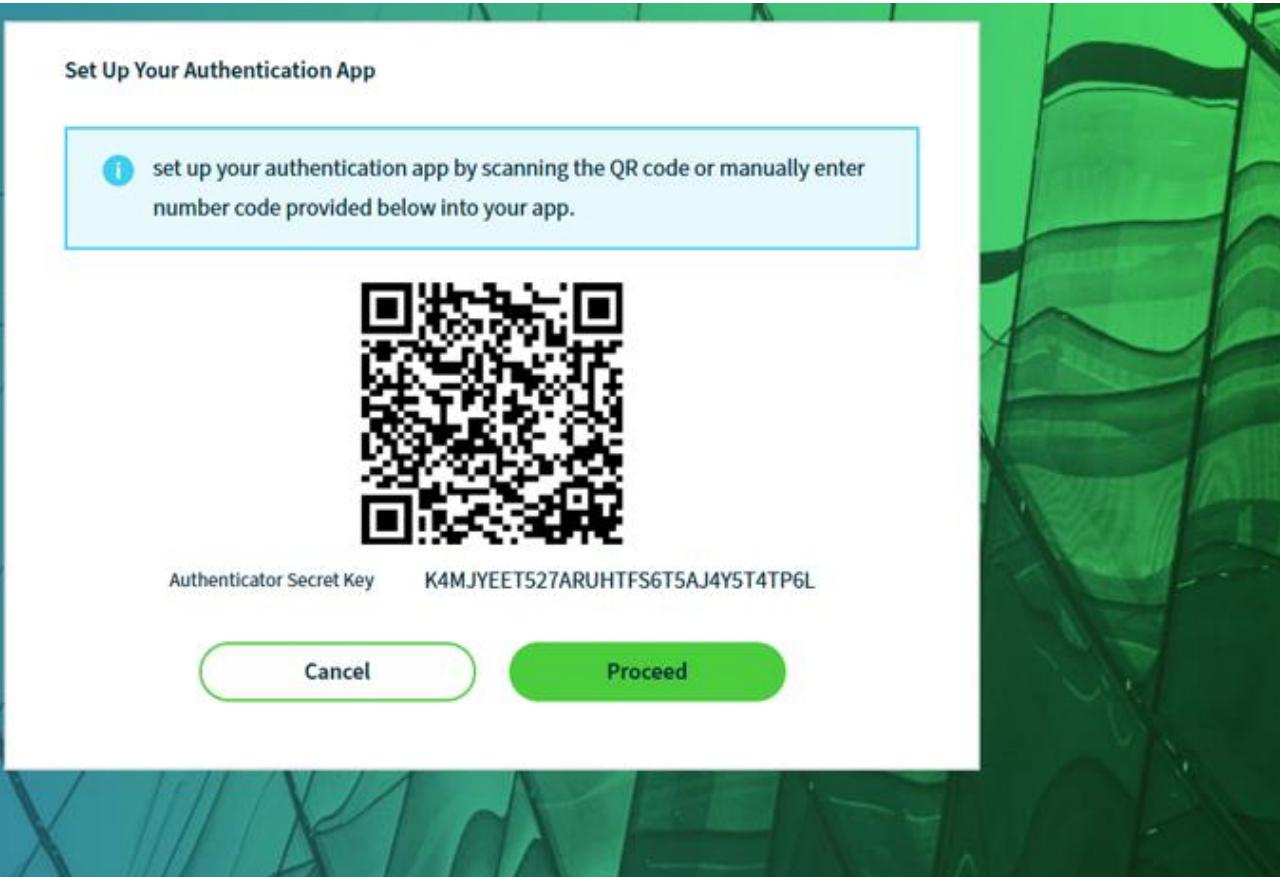
Step 8: Configure Authenticator App Part 2

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.

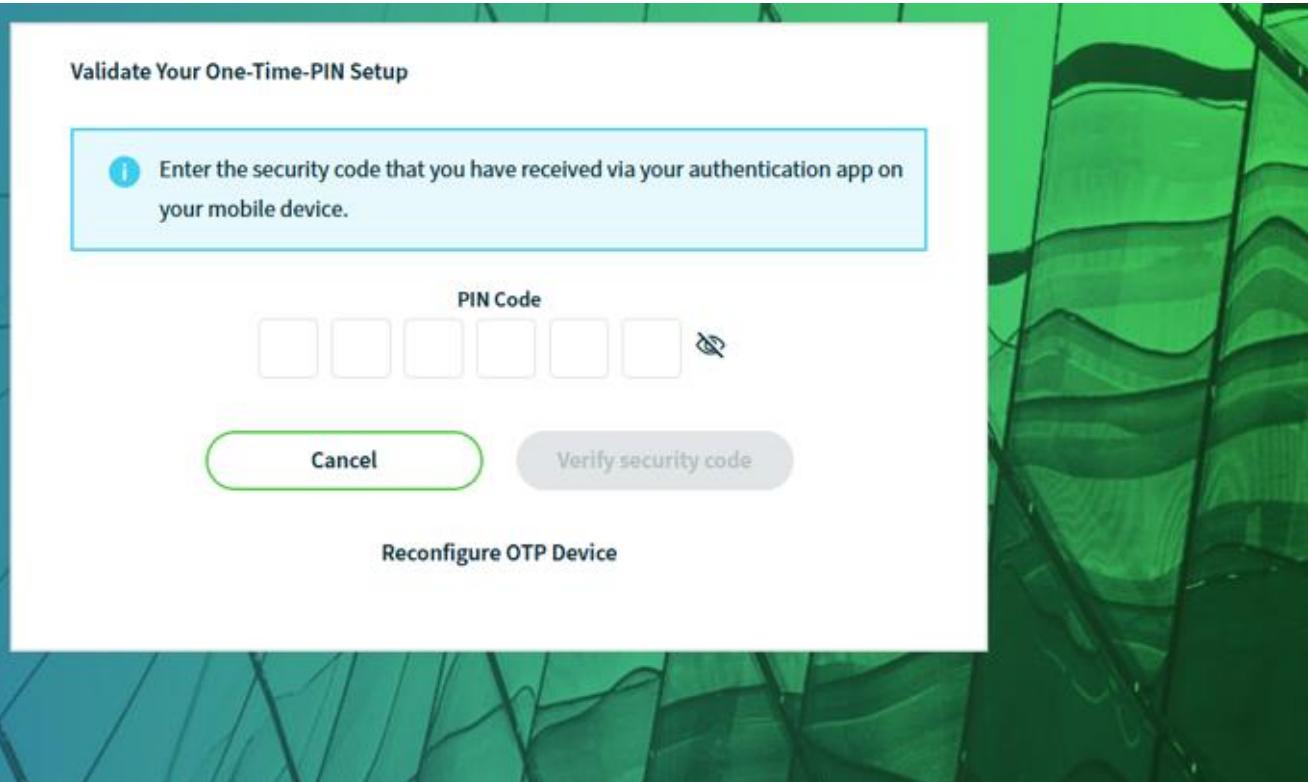
If you have already configured the FIS Authenticator app, click the “Proceed” button.



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!

FIS | Panorama

Last Login, Welcome, Brett Cameron

Action Center | Admin | Reports | Configurations | Support | Logout

Action Center / Preview & Release / Held Jobs

Preview & Release ①

Select Entity:

Select

Select	Description	Job ID	Hold Date	Hours Held	SLA Date	Documents	Sheets

There are currently no jobs in Held Status.

No data to paginate

Step 10: Enter Code from Email

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

Click the “Sign in” button.

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!

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Last Login, Welcome, Brett Cameron

Action Center | Reports | Configurations | Support | Logout

Action Center / Preview & Release / Held Jobs

Preview & Release ①

Select Entity:

Select

Select	Description	Job ID	Hold Date	Hours Held	SLA Date	Documents	Sheets

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