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EUROPE

Partnership Hub

Help Guide

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1. Requirements to Create an Account

You must be a Partner with KCM Europe – if you receive the printed or digital partner letter, you can be sure you are a Partner. If you **only** receive one or more newsletters or have signed up for courses, you may **not** be a Partner.

- Partnership runs in 12-month cycles; if you have not given in the last 12 months, you may need to renew your Partnership before you can access the Partnership Hub.
- If you are not a financially active Partner, you will need to [Become A Partner](#) to access the Partnership Hub. You can find out all about Partnership [here](#).

You must know the primary email address associated with your Partnership account.

We are aware that some Partners have multiple emails or a personal and a work email. If you are unsure what email to use, [contact the Partner Relations team](#) and we will be able to tell you your Primary Email address.

Your username/password combination is unique to the Partnership Hub.

- Your username/password for the main <https://kcm.org.uk>, <https://kcm-de.org> or <https://kcm-fr.org> websites will **NOT** work in the Partnership Hub; you must set up a **new** username and password as described below.
- Make sure you save them as a new username/password combination if you use a Password manager in your phone or in your browser.

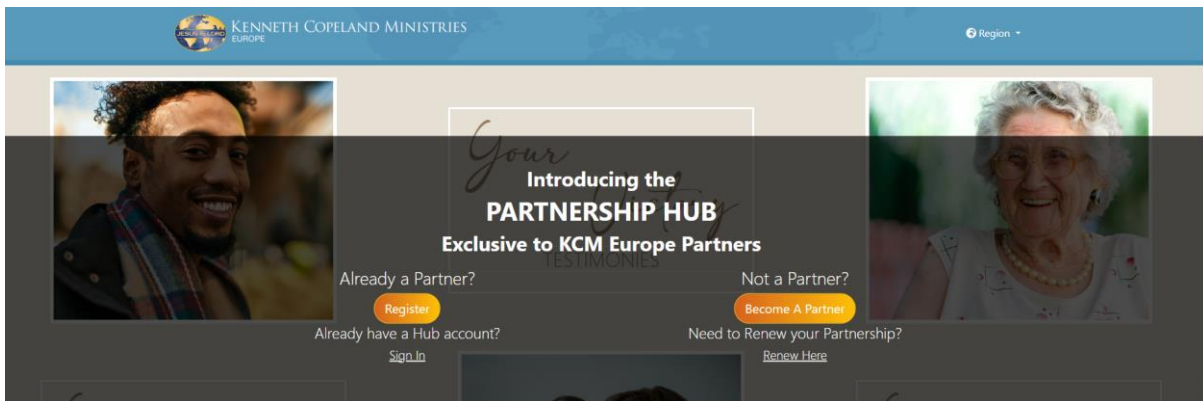
You can also discuss any issues and verify your Partnership status by contacting Partner Relations by phone on +44 (0)1225 787310, by email partners@kcm.org.uk or by the website at <https://kcm.org.uk/contact-partner-services>.

2. Creating an Account

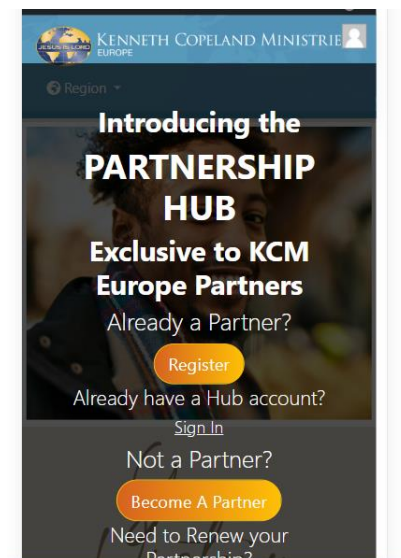
1. Navigate to the Partnership Hub landing page on our main site: <https://kcm.org.uk/partnership-hub/>.

Depending on whether you are browsing on a mobile, tablet or desktop, you may see a different layout, but you will see an orange 'Register' button.

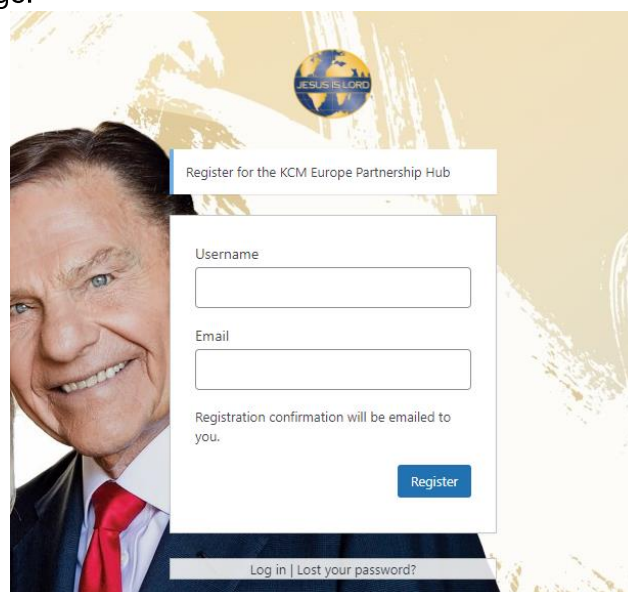
Desktop / Tablet (Landscape)



Mobile (Portrait)



2. Tap or click the 'Register' button: you will be taken to the Partnership Hub registration page.



Pick a username – this can be anything you like but we do not recommend using an email address as a username as emails can change, especially if your email is associated with your broadband provider or mobile company.

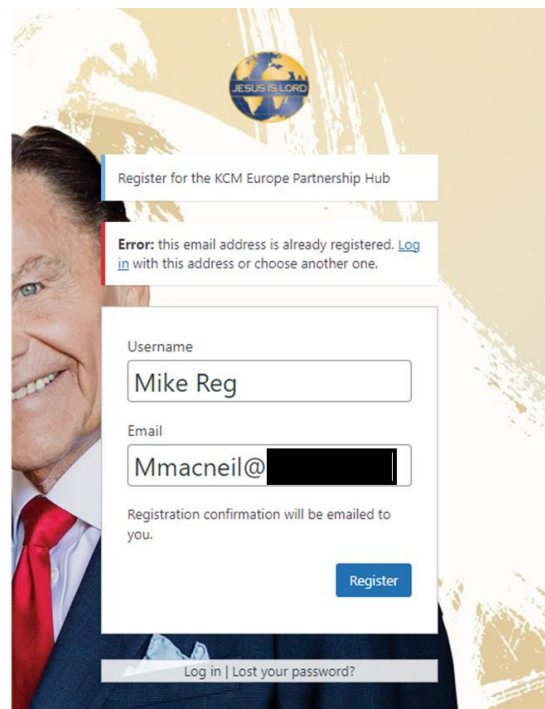
- If you go to step 8, you will see that you can use either the email address or your username to login. This is another reason why we do not recommend using an email as a username.

Enter Your Primary Email – this uniquely identifies you. If you have already created an account, you cannot register again.

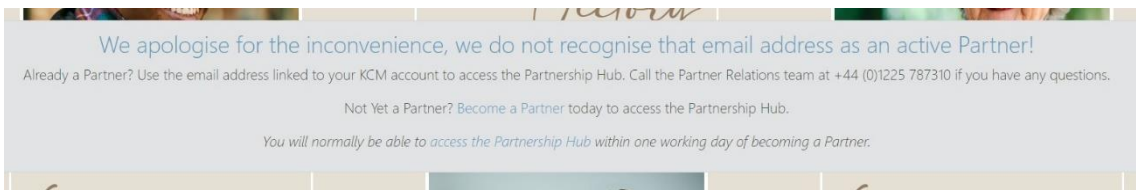
- If you have a 'shared email', only one user can register for the Hub.

Click or Tap 'Register': after doing this, one of three things will happen.

1. You will remain on the Registration page but see an error. If you have filled in both the Username and the Email, this will almost always be because you have already registered, or the email has already been used.



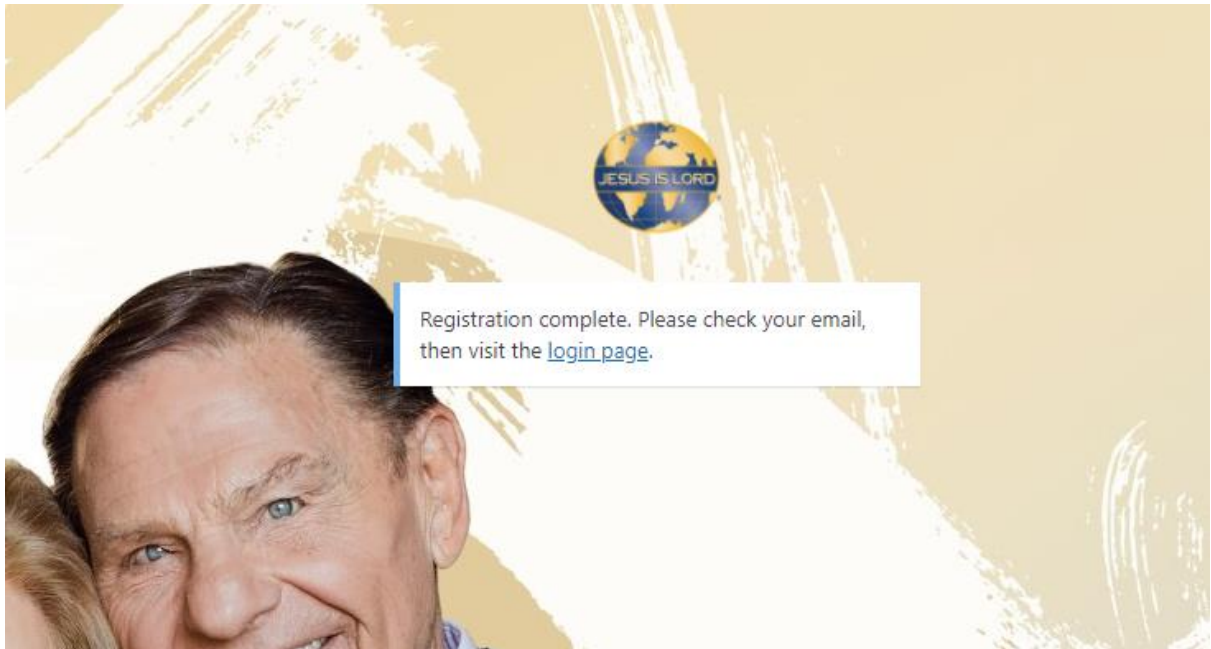
2. You get returned to the Partnership Hub landing page with a large banner explaining the problem – this will almost always be because you are not a Partner or are not using an email address associated with your Partner account.



If you are not a Partner but are interested in Partnership, tap or click the link in the message or find out [here](#). Partner Relations can assist you if you know you are already a partner.

If another message appears, there is a technical problem which will need to be investigated by KCM Europe. Most issues are automatically logged, but you can contact Partner Relations; a screenshot might be useful for the partner minister to pass on to the technical support.

3. You receive a confirmation message that you have registered successfully.



4. **Check your email inbox** – delivery usually is very quick. KCM Europe digitally signs emails in an attempt to ensure they do not get flagged as 'Spam', but some strict filters might still block them so check your Junk/Spam folders too.

If you have not received an email within 15 minutes:

- Check your email is connected and working.
- Remember to check 'Junk' or 'Spam' folders.
- If you use a cloud version of Microsoft Office or Office 365 you may need to check your 'Quarantined' emails.

You should have an email in your inbox with the Subject '[KCM Europe Partnership Hub] Login Details':

17/10/2023 08:28 [KCM Europe Partnership Hub] Login Details

rspa9b@ba

5. Open it and you should see a simple email with some instructions and some links:

- Most email programs block the automatic download of images, so you might not see the globe in your email unless you allow the image to download.

[KCM Europe Partnership Hub] Login Details



KCM Europe Partner Pages Registration <webmaster@kcm.org.uk>
To: rspa9b@bangor.ac.uk

Reply Reply All Forward
Fri 20/10/2023 1



Thank You for registering with the KCM Europe Partnership Hub.

Your Username is: Mike Test

Download the full account setup guide here: <https://kcm.org.uk/wp-content/uploads/2023/10/Creating-An-Account-on-The-Partnership-Hub.pdf>

You should:

1. Set your password.

Visit the following address to set your password: <https://partner.kcm.org.uk/wp-login.php?action=rp&key=bAP9Hlsg3icED5kcoX9y&login=Mike%20Test>

2. Login.

Visit the following address to login: <https://partner.kcm.org.uk/wp-login.php>

3. Set up your 'Two Factor Authentication' (2FA) to keep your login secure.

If you are using Android, you will need an Authenticator app such as Google Authenticator.

iPhones capable of supporting iOS 15 or higher have a built-in Authenticator for setting up 2FA, check the version of iOS on your phone. Older versions of iOS can download an authenticator app such as Microsoft Authenticator from the Apple app store or [directly from Microsoft](#).

Find the Guide for setting up 2FA here: [Download 2FA Guide](#)

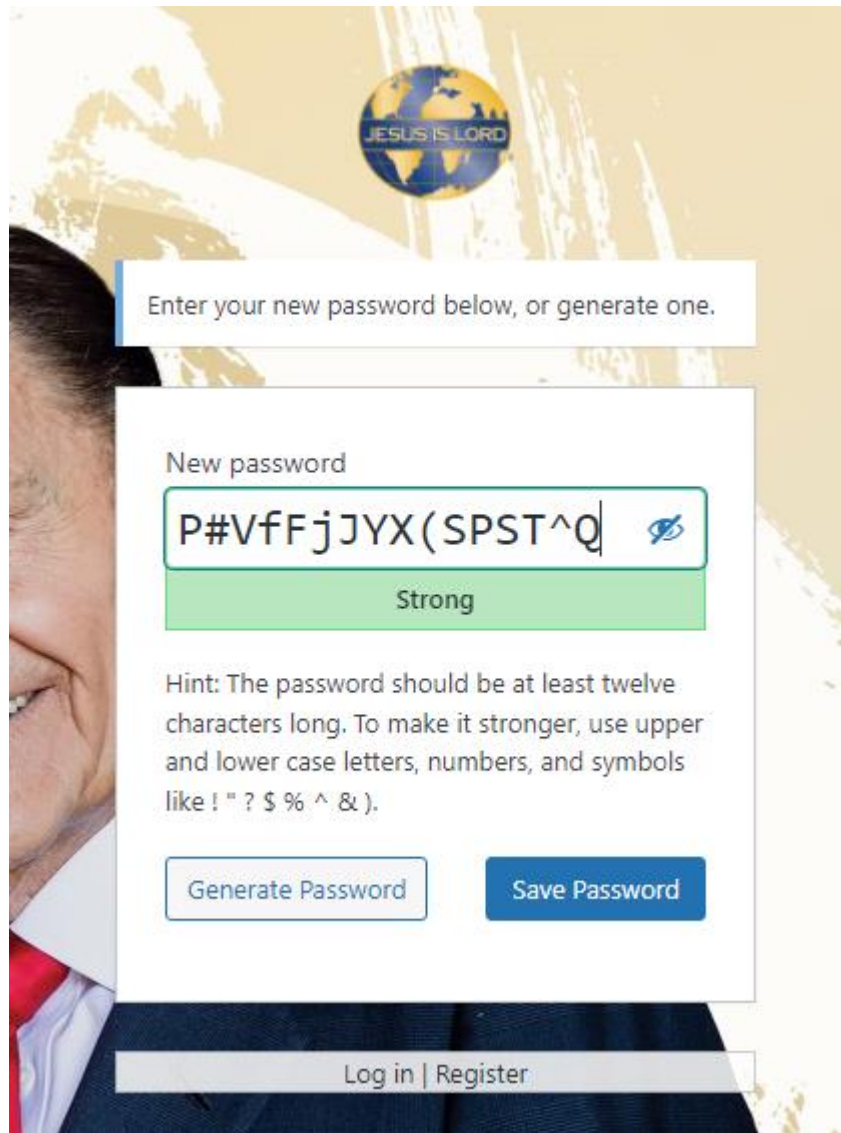
Set up your 2FA here: <https://partner.kcm.org.uk/wp-admin/admin.php?page=WFLS>

Remember, you can contact Partner Relations for assistance at +44 (0)1225 787310 if you have any questions.

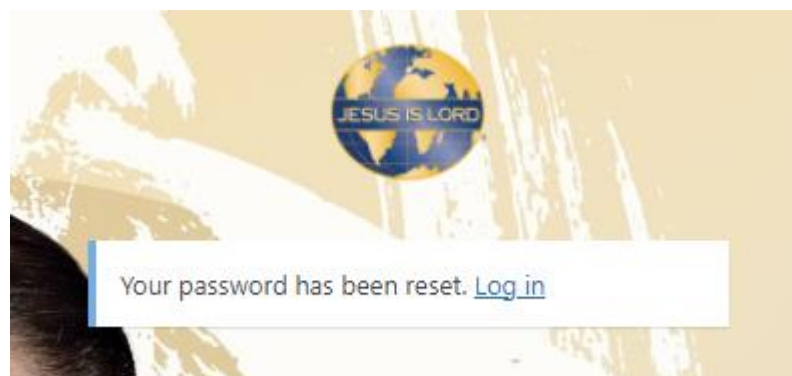
Keep this email safe, it will be helpful to KCM Europe Partner Relations if you call.

God Loves You, We Love You and Jesus is Lord!

- Check before clicking the links in the email that it is from webmaster@kcm.org.uk, it is addressed to you personally, has no spelling mistakes, and the links show <https://partner.kcm.org.uk/>.
6. First click the link to set your password: you should see something very similar to the following screen with a suggested password.
- You do not need to use the suggested password, but you might find it convenient, particularly if you store your passwords in the browser automatically.
 - It does not to be 12 characters long, but it makes it more secure if you do.



Click or tap 'Save Password', and you should see the following confirmation message with a 'Log In' link.



7. Tap or click the 'Log in' link.

- This is the same link as the link in step 2 in the welcome email, so you can click that link if you prefer or if you want to login later.

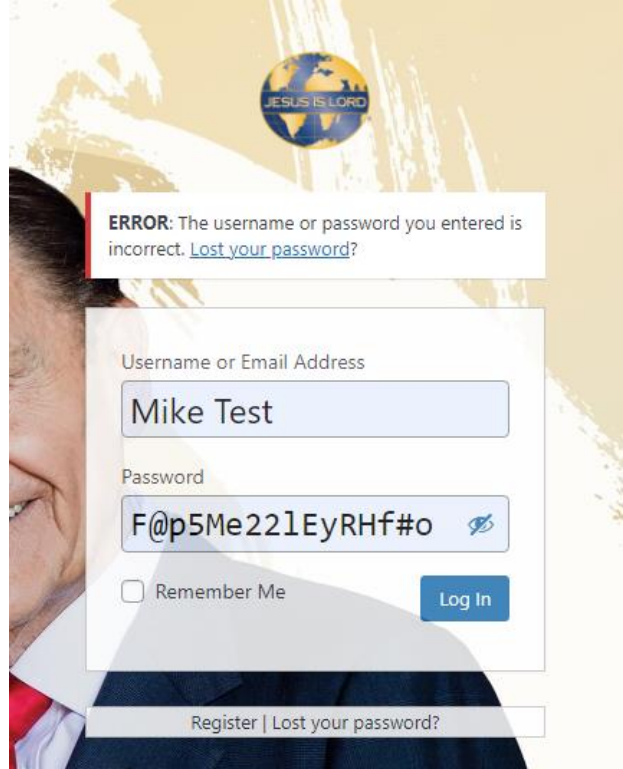
2. Login.

Visit the following address to login: <https://partner.kcm.org.uk/wp-login.php>

8. After clicking the link, you will see the login screen.

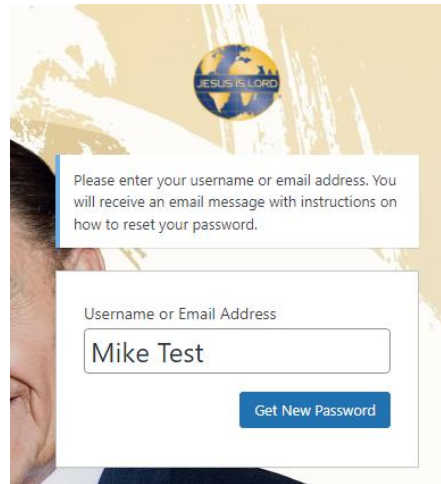
- Use the details you have just set up.
- Remember to pick the username and password you have just set up if you use a password manager or the browser suggests them to you.
- You might notice you can use your email address or username to log in. This is another reason why we do not recommend using an email as a username.

If the password or username is incorrect you will see the following, you can check the password by clicking the eye at the right-hand side of the password:



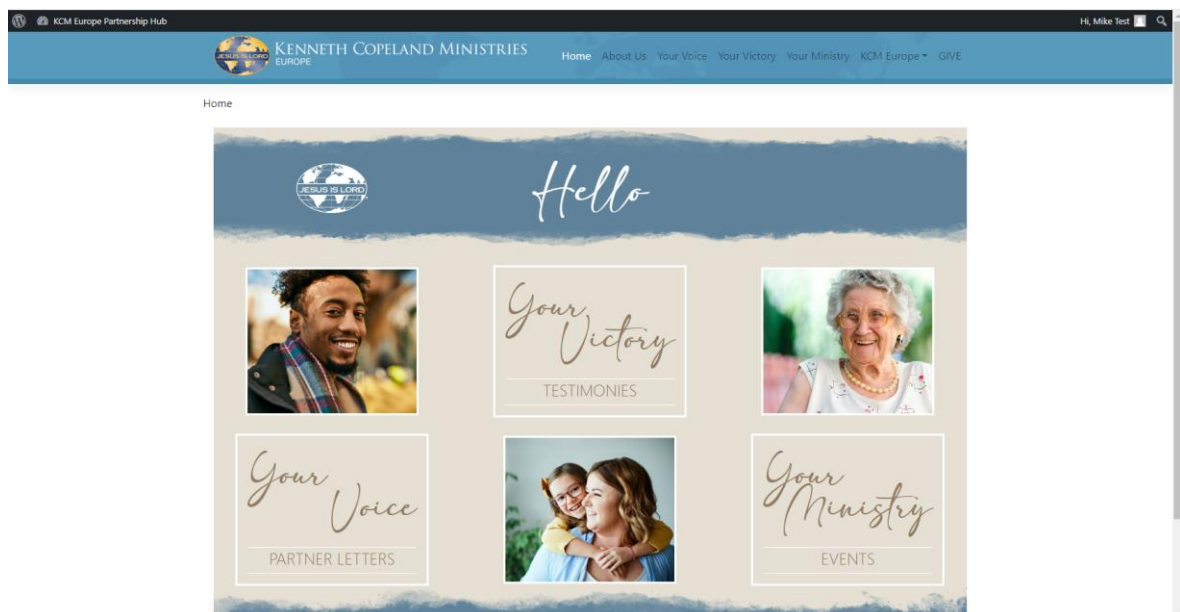
Doublecheck the username and remember you cannot use your username/password for other KCM sites with the Partnership hub.

- You can use the 'Lost your password' link to reset your password.



When you tap or click 'Get New Password' you will receive an email with a link that will allow you to reset your password.

If the login works, you should see the Partnership Hub landing page:



- You should see 'KCM Europe Partnership Hub' in the left-hand corner and Hi {your name} in the righthand corner.
- Normally the band is black at the top of the screen but if you use a high contrast colour scheme for accessibility, it might appear differently.

Congratulations, you have registered successfully, you are now ready to setup your Two-Factor (2FA) Authentication!

- We recommend you set this up immediately but there is a 10-day "grace period" to setup your 2FA. When you are ready, click the link from the point 3 in the email '[KCM Europe Partnership Hub] Login Details'.
- After the grace period expires, you will need to contact Partner Relations to be allowed access to the Hub.

1 What Is Two Factor Authentication (2FA)

Two-factor authentication (2FA) is becoming much more common on websites and phone applications when security is important. It adds a “second factor” to your user and password combination (usually a code sent to your phone by SMS Text message or one generated from an “Authenticator” application).

As this second factor is on your phone, it helps protect your account because the user will need access to your phone before they can log in to your account.

2 Requirements before setting up the 2FA

- You have successfully set up your account on the Partnership Hub and are able to login.
- If it has been longer than 10 days since you created an account and didn't set up the 2FA, you may find that your login no longer works. Please contact Partner Relations to reset your account – do not be concerned; no reset of password or user name is required.
- You have an Authenticator app on your Android phone or have iOS15 or higher on your Apple phone.
- There is an option to install a TOTP Authenticator app or browser extension to their desktop computer if they understand the principles. **We do not cover that in this guide and cannot offer support to partners who try this option.**

3 Setting Up your Two-Factor (2FA) Authentication

1. If you have your registration email handy or are reading a digital version of this document, you can click on this link: <https://partner.kcm.org.uk/wp-admin/admin.php?page=WFLS>
 - If you are already logged in, you will go straight to the setup page. If not, you will be logged in first.

2. You should see the setup page below with a QR-code on the left.

partnerkcm.org.uk/wp-admin/admin.php?page=WFLS

KCM Europe Partnership Hub

Dashboard
Profile
Login Security
Collapse menu

You do not currently have two-factor authentication active on your account, which will be required beginning October 27, 2023 9:39 AM. [Configure 2FA](#)

DISMISS

Two-Factor Authentication

Learn more about Two-Factor Authentication

Two-Factor Authentication, or 2FA, significantly improves login security for your website. Wordfence 2FA works with a number of TOTP-based apps like Google Authenticator, FreeOTP, and Authy. For a full list of tested TOTP-based apps, [click here](#).

- 1. Scan Code or Enter Key**

Scan the code below with your authenticator app to add this account. Some authenticator apps also allow you to type in the text version instead.

HJV3H7PSN37HKLV52AGI8IWIHISFAZY5
- 2. Enter Code from Authenticator App**

Download Recovery Codes Optional

Use one of these 5 codes to log in if you lose access to your authenticator device. Codes are 16 characters long plus optional spaces. Each one may be used only once.

```
1804 817f c70f 6b69  
de3f b198 073f ed2a  
179a f0e1 41bb 0ea1  
307a a1c6 280c e5db  
0608 dc4a 2c5e 9bbf
```

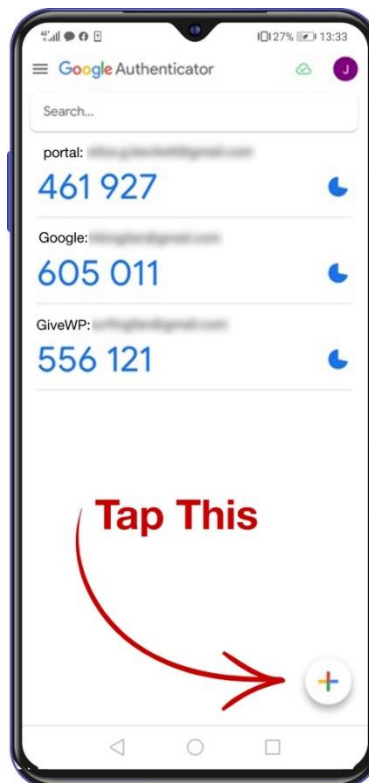
DOWNLOAD

Enter the code from your authenticator app below to verify and activate two-factor authentication for this account.

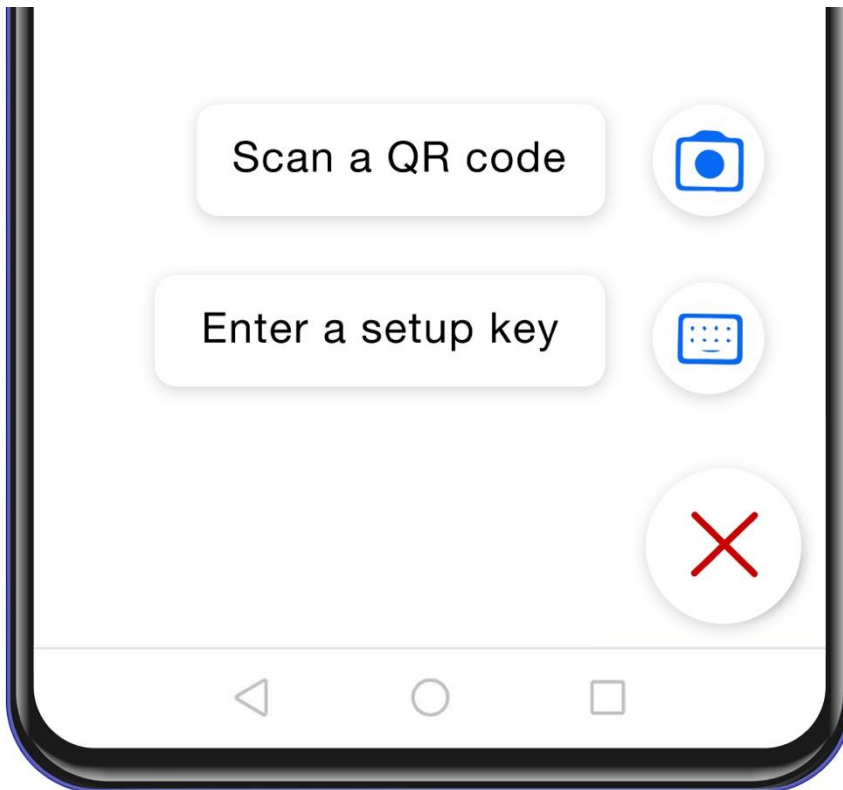
For help on setting up an app, visit our help article. [ACTIVATE](#)

3.1 If you are using Android:

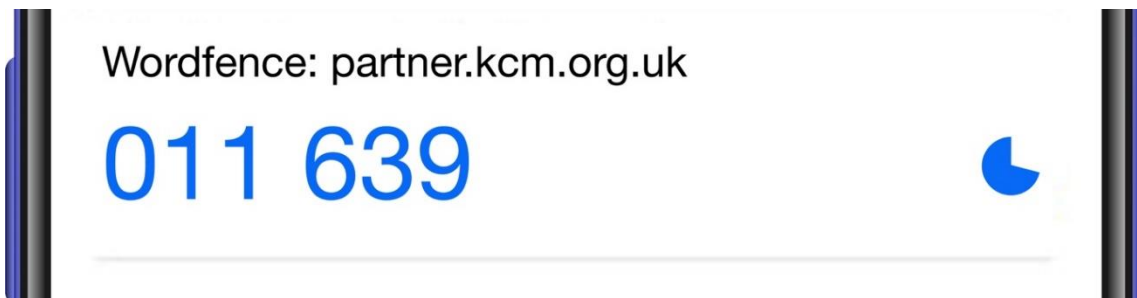
a. Open the Authenticator App and Tap the “+” in the bottom righthand corner:



- b. Pick the option 'Scan a QR-code' (unless you prefer to type the numbers and letters underneath the QR-code!)



- c. As you scan the code, it should automatically add an entry for WordFence:partner.kcm.org.uk




- d. Use the code you can see to enter into the box as shown below (the code will change every 30s or so, so be quick!!)

2. Enter Code from Authenticator App

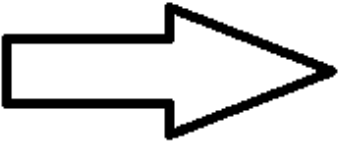
Download Recovery Codes *Optional*

Use one of these 5 codes to log in if you lose access to your authenticator device. Codes are 16 characters long plus optional spaces. Each one may be used only once.

3caa 79d6 f828 e8cf
bc53 cdc2 5597 a4c3
ce95 3d3d 85a3 983b
1021 4570 7ec0 b376
21fa 166b 621f 65c8

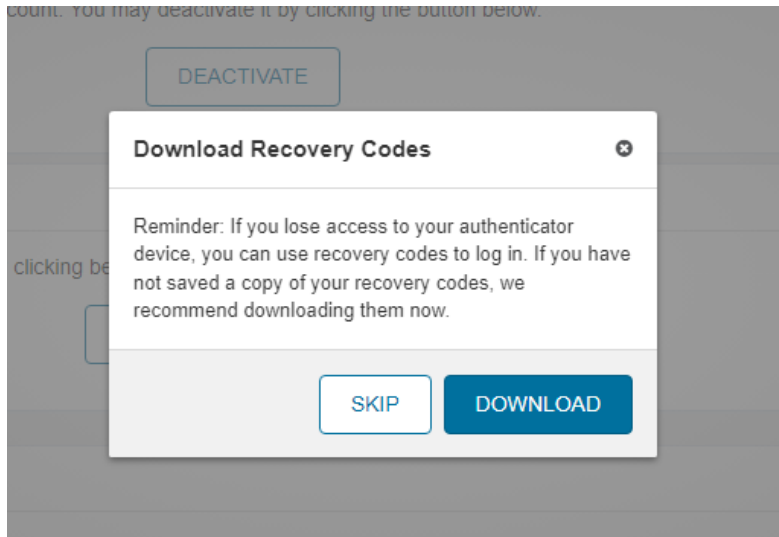
 DOWNLOAD

Enter the code from your authenticator app below to verify and activate two-factor authentication for this account.

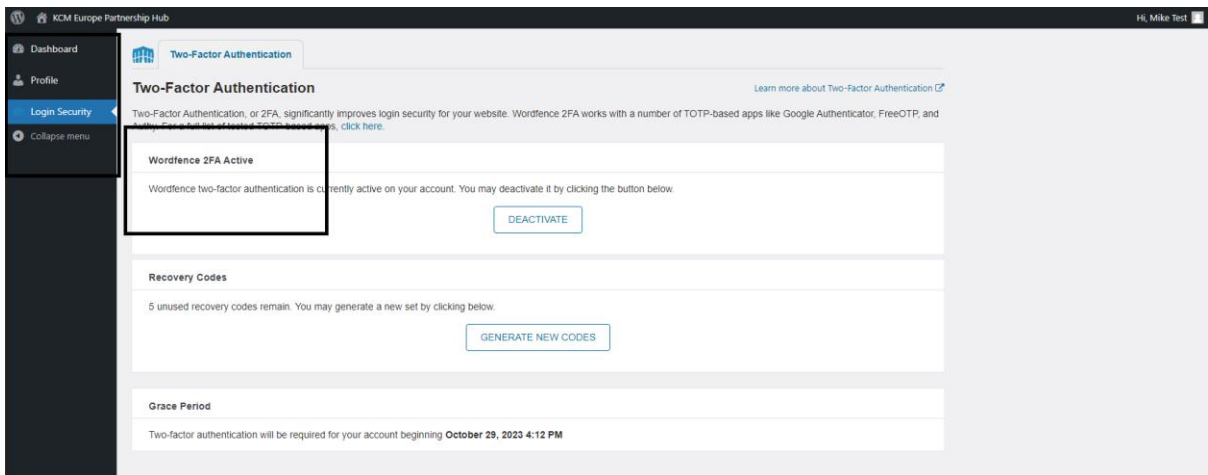


[For help on setting up an app, visit our help article.](#)

- e. After you enter the size number code, the 'Activate' button becomes blue, meaning you can click it – tap or click as soon as you can, otherwise the code will expire, and you will need another one from the Authenticator app.
- f. If all goes well and the code has not expired, you will be prompted to download your 'recovery codes' – save these in a safe location as if you lose your phone or reset it and lose the Authenticator app settings, these will allow you to login and reset your 2FA.

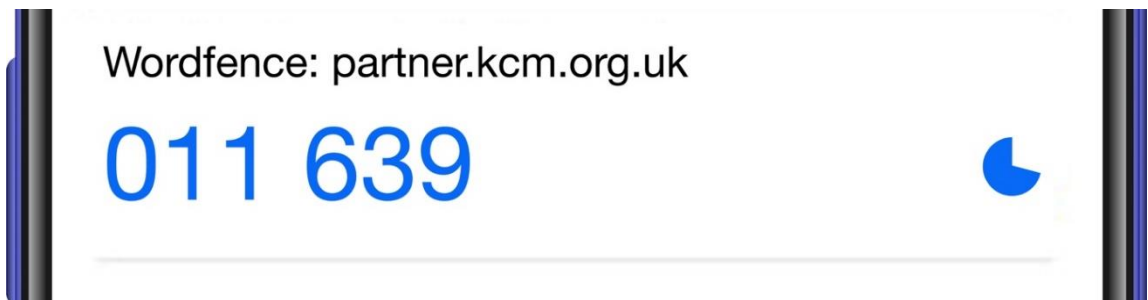
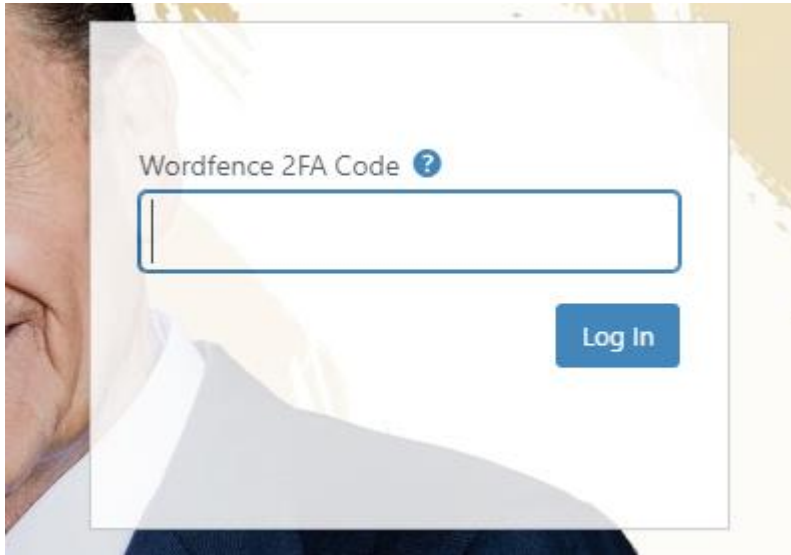


- g. Your Two Factor Authentication access is now completed, and you should now be able to see the 2FA admin screen. The WordFence 2FA should be shown as 'Active'.



You can now explore your 'Profile' section on the left if you want to add some more personal information or to add an avatar. This is not shared with anyone and is only exposed if you decide to comment on a post (i.e. Team reads).

- h. The next time you login, you will be prompted for a 2FA code which you get from the Authenticator app for partner.kcm.org.uk:

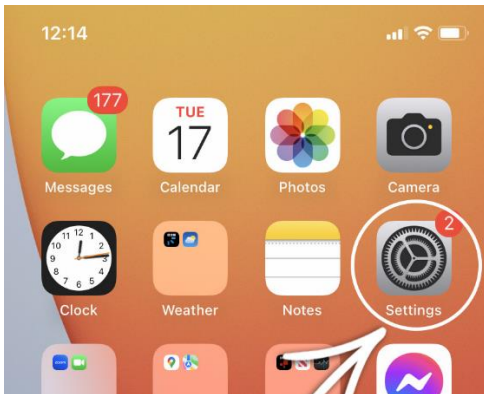


Enter the code, and press Log In – you will then be taken to the Home Page.

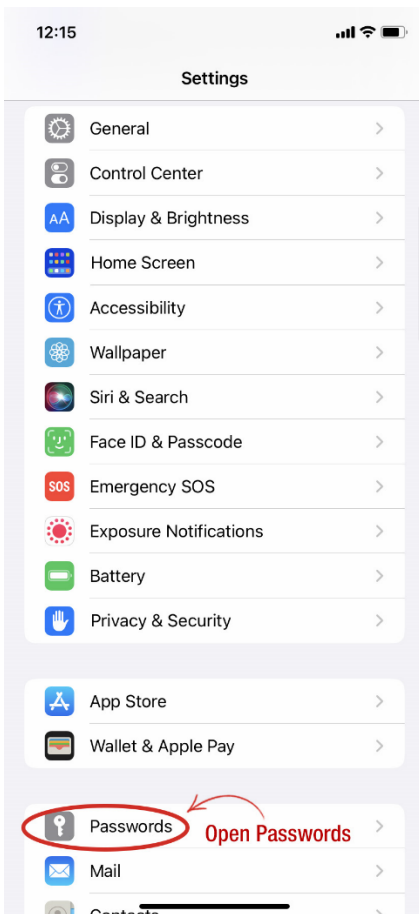
- If your code expires, simply add the code again – the “pie” in the Authenticator app lets you know how much time is left!!

3.2 If you are using Apple with iOS 15 or higher

a. Open your 'Settings' app.



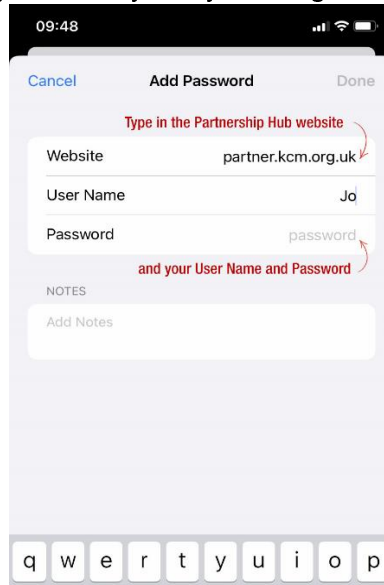
b. Scroll to Passwords section and Open it:



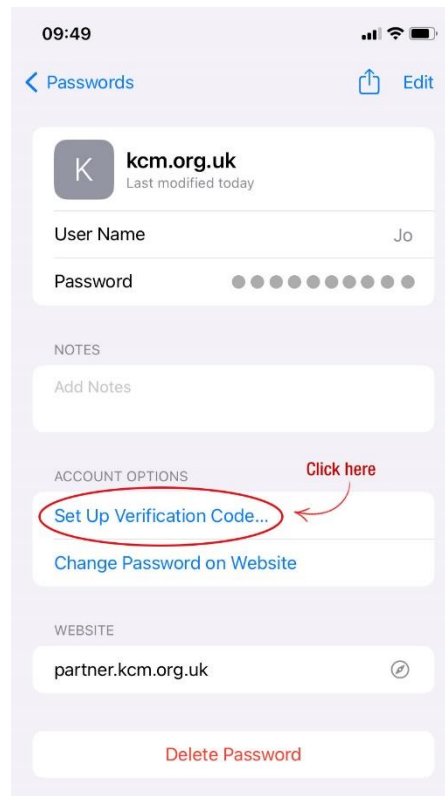
c. Create a New Password – as this is for partner.kcm.org.uk, we suggest you use that as the name.

- It is important to save this password in a way you can easily identify, especially if you have already stored a password for the main kcm.org.uk website –

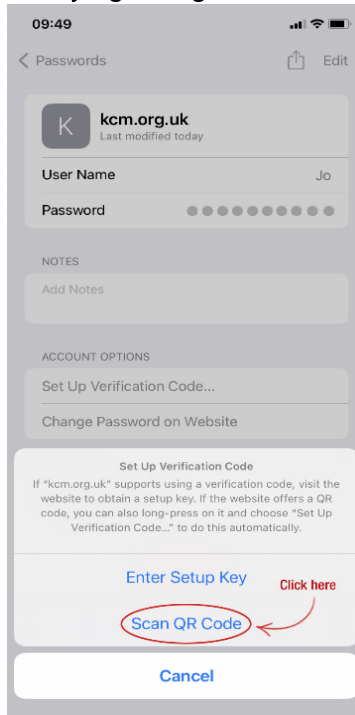
ensure that you can select the correct password when the password manager suggests options to you when you try and log in.



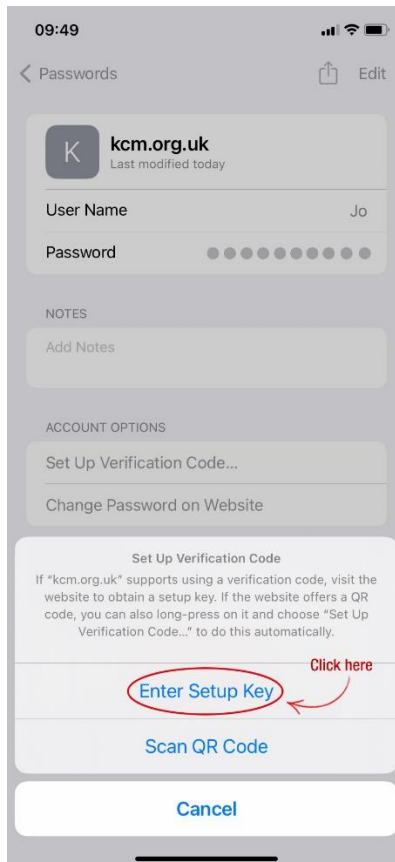
- d. Click or tap the 'Set Up Verification' code link at the bottom of the screen.
- Fill in all the details of the site – make sure you type them carefully, especially the website address – this should be partner.kcm.org.uk



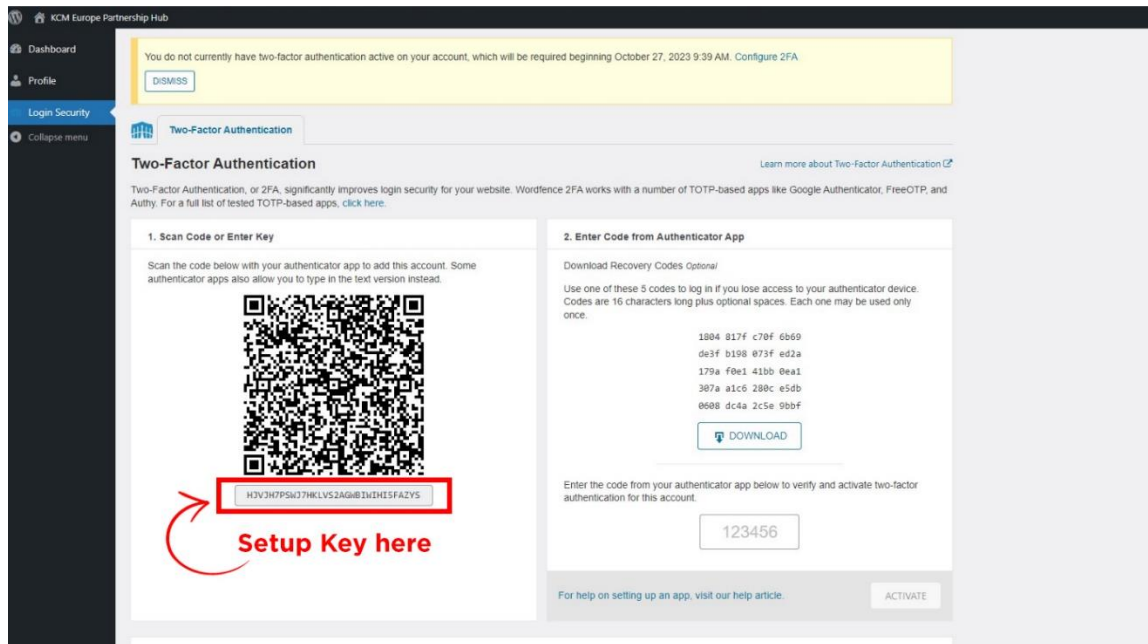
- e. Once you have entered the details, click or tap the 'Scan QR Code' item at the bottom of the screen if you are trying to login on a desktop computer.



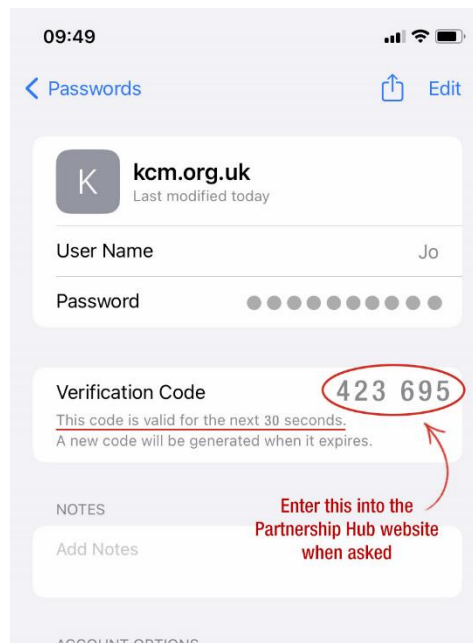
If you want to register and set up the 2FA on your iPhone, click on Enter Setup Key.

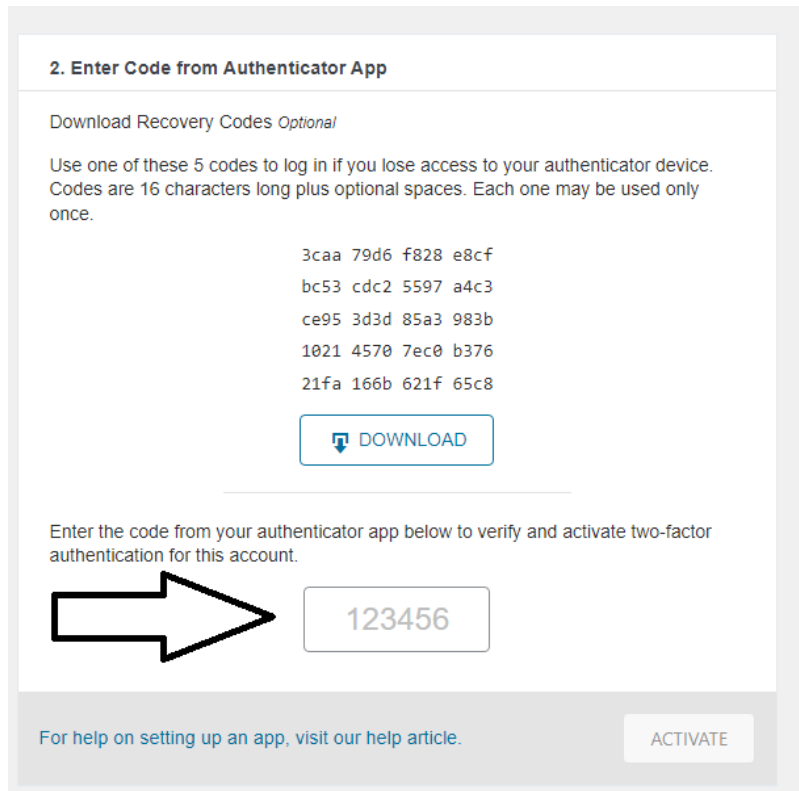


Scan the QR-code on the Partnership Hub admin page (if you're registering on desktop) or enter the Setup Key (if you're registering on mobile).

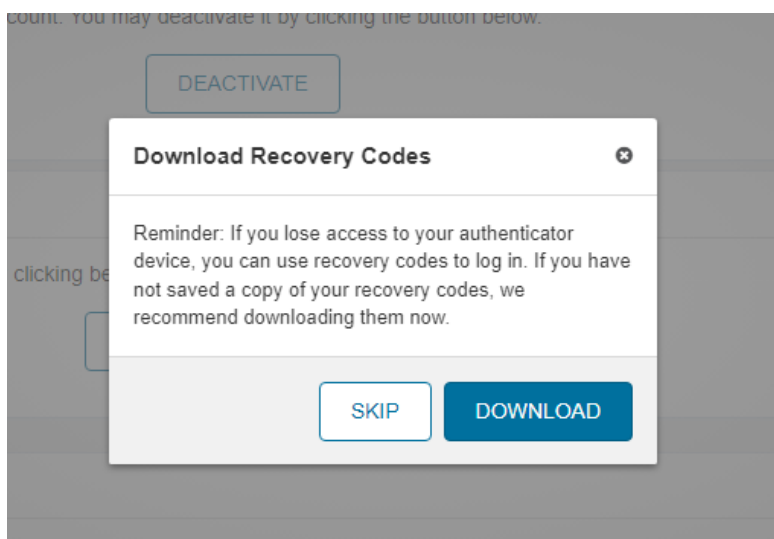


Then enter the code shown into the box on the right-hand side. If you are setting this up on the phone, the setup key is the long code displayed underneath the QR code on the website.

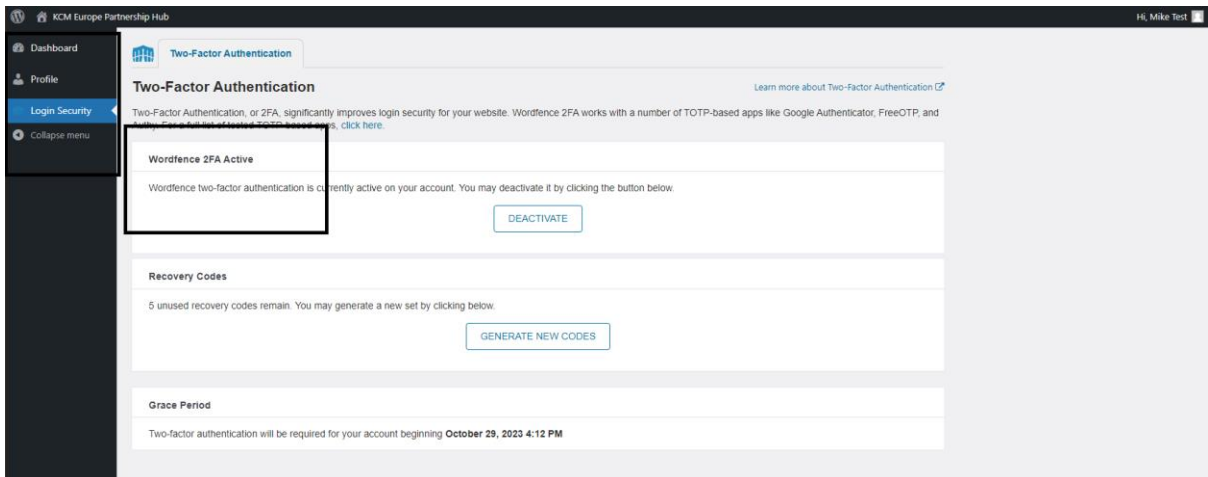




- f. After you enter the six numbers, the 'Activate' button becomes blue, meaning you can click or tap on it – do this as soon as you can, otherwise the code will expire (Your iPhone will generate a fresh code every 30 seconds). If it expires, a fresh code is automatically shown.
- g. If all goes well and the code has not expired, you will be prompted to download your 'recovery codes' – save these in a safe location as if you lose your phone or reset it and lose the Authenticator app settings, these will allow you to login and reset your 2FA.

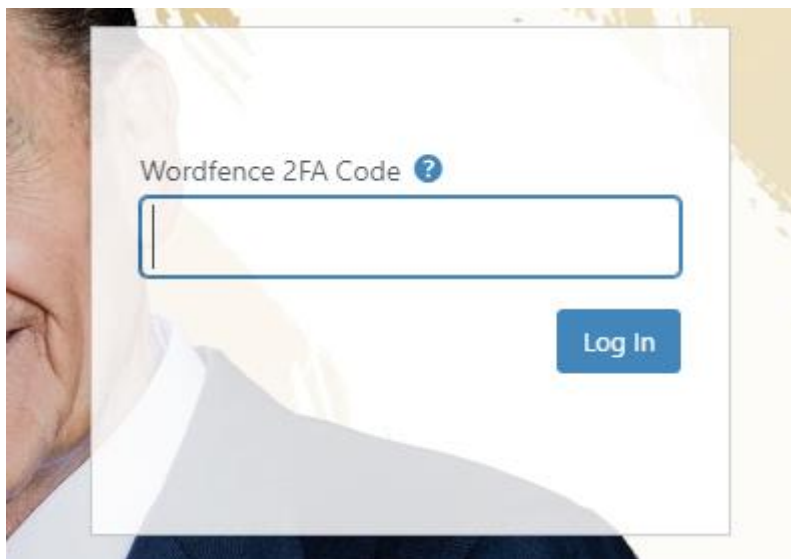


- h. You should now be on the 2FA admin screen and WordFence 2FA should be shown as 'Active'.



You can now explore your 'Profile' section on the left if you want to add some more personal information or to add an avatar. This is not shared with anyone and is only exposed if you decide to comment on a post.

i. The next time you login, you will be prompted for a 2FA code:



Enter the code, and press Log In – you will then be taken to the KCM Europe Partnership Hub home page.

The code may be generated automatically with certain IOS features.

3.3 If you are using an older iPhone

If you are using an iPhone which does not have iOS-15 on it, you will need to install a TOTP Authenticator app such as Microsoft Authenticator from the Apple store, you can also use this direct link: <https://support.microsoft.com/en-us/account-billing/download-and-install-the-microsoft-authenticator-app-351498fc-850a-45da-b7b6-27e523b8702a>

- The procedure should then be very similar to the procedure for Android.

3.4 Troubleshooting

You can be assured that you can try the process and then delete it if you made a mistake! We have successfully set up the 2FA on iPhones and Android.

If you are having any issue with your 2 factor Authentication set up, please call our Partner Relations Team on 01225 787310 or email partners@kcm.org.uk