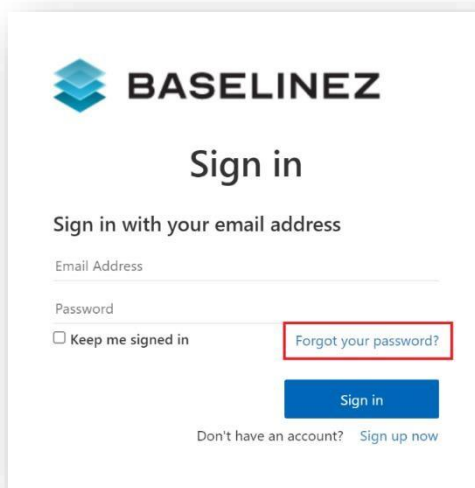


FAQ: BaselineZ 2022.2 Account Migration

For the BaselineZ 2022.2 release all user accounts have been migrated to Microsoft Azure Active Directory ([Azure AD B2C](#)). This is an enterprise identity service that provides single sign-on, multifactor authentication, and conditional access to guard against 99.9 percent of cybersecurity attacks.¹

As a result of the migration, your password will be reset and you will need to setup a new password. Please follow the steps below:

1. Navigate to <https://app.baselinez.com> and you should be automatically be redirected to the login page. On this page click 'Forgot your password?'



BASELINEZ

Sign in

Sign in with your email address

Email Address

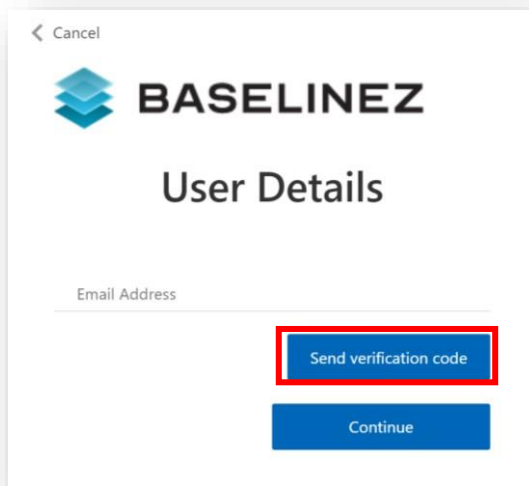
Password

Keep me signed in [Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

2. Fill in your email address and click Send verification Code



BASELINEZ

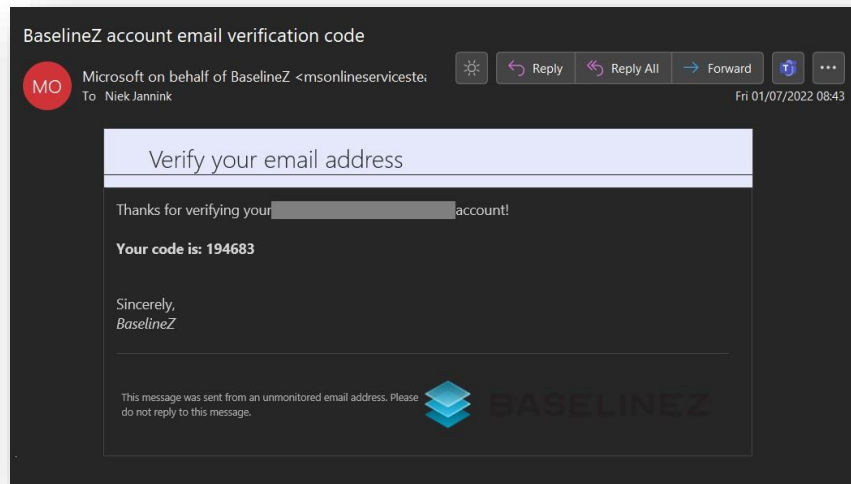
User Details

Email Address

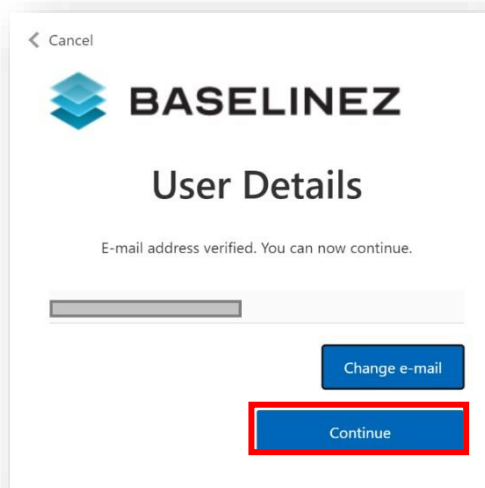
Send verification code

Continue

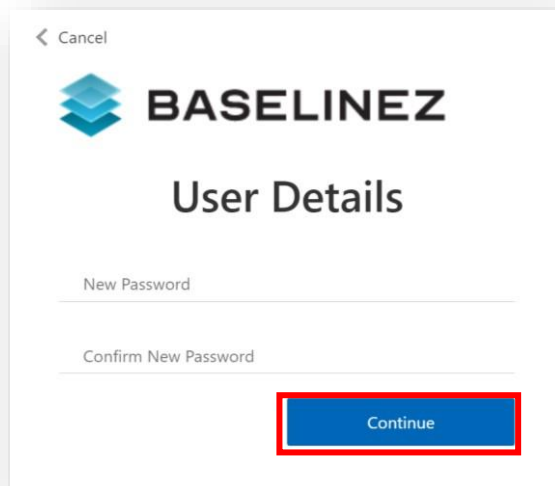
3. Open your email and copy the verification code. In the event you did not receive the email in your inbox, please check your spam folder.



4. Go back to your browser, paste the verification code and click verify code. You should see a message: 'E-mail address verified.' as shown in picture below. Click 'Continue'



5. Type in your new password and retype confirmation. Click 'Continue'.



6. You should be logged into BaselineZ and can start using the web-portal.

Please Note:

The same email and new password can now be used to log in to your BaselineZ App. Please ensure you have downloaded and installed the latest version of BaselineZ from the App Stores.

The old BaselineZ pin code stored in your HoloLens or Quest headsets will no longer be valid. You will need to login using your email and password and setup a new pin code to start using BaselineZ.

[App Stores](#)

In case you have any problems with the steps above or connecting to your BaselineZ account, please contact [BaselineZ support](#)