Relocation Management Worldwide

VEN User Guide

Login Instructions
Mobile App Authenticator Code

Estimated Setup Time: 10 - 15 minutes

Overview:

The RMW VEN is a secure FedRAMP Authorized Cloud software-as-a-solution (SaaS). Multi-factor is a requirement to access the VEN application.

The information below will walk you through the steps to setup your initial access. This process will be completed using:

- Your computer AND
- A mobile phone or tablet device capable of installing Microsoft Authenticator (recommend) or Google Authenticator app from your mobile store such as Google Play Store or Apple App Store.

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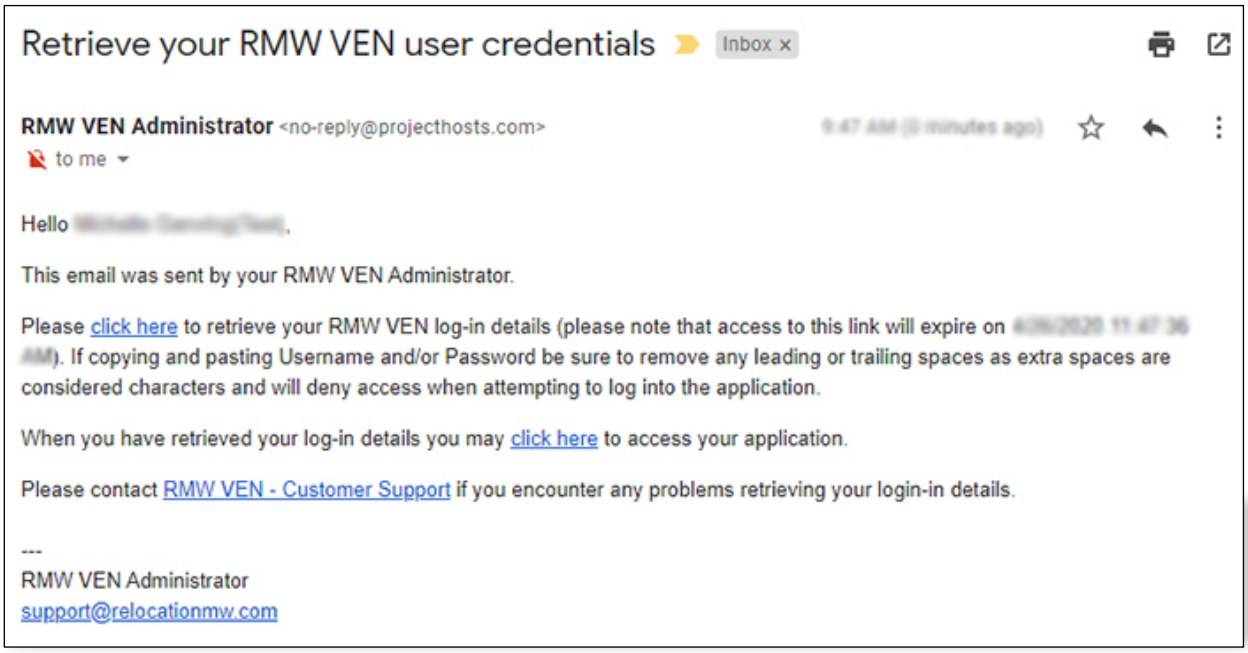
Step 1 – Retrieve My Login Credentials

You will receive an email from an RMW Administrator with the subject title: “Retrieve your RMW VEN user credentials” from RMW VEN Administrator <no-reply@projecthosts.com>.

It’s important to retrieve your credentials from this as they will expire. If this link has expired, contact support@relocationmw.com to resend the invitation from your registered email address with RMW.

In the email, click the link “Please click here to retrieve...”



Retrieve your RMW VEN user credentials Inbox ×

RMW VEN Administrator <no-reply@projecthosts.com>

to me

Hello [redacted],

This email was sent by your RMW VEN Administrator.

Please click here to retrieve your RMW VEN log-in details (please note that access to this link will expire on [redacted]). If copying and pasting Username and/or Password be sure to remove any leading or trailing spaces as extra spaces are considered characters and will deny access when attempting to log into the application.

When you have retrieved your log-in details you may click here to access your application.

Please contact RMW VEN - Customer Support if you encounter any problems retrieving your login-in details.

RMW VEN Administrator
support@relocationmw.com

Example of "Retrieve your RMW VEN user credentials" email

This will take you to temporary website with your user credentials that will expire in 2 hours from receiving the email. Please memorize this information for use in step 2.

If copying and pasting Username and/or Password be sure to remove any leading or trailing spaces as extra spaces are considered characters and will deny access when attempting to log into the application.

User Credentials Retrieval

User Credentials Retrieval

Below is the user credentials that you requested. Please memorize these immediately as *this page will expire in 2 hours*:

Email: [redacted]
Username:* [redacted]
Password:* [redacted]
Enrollment PIN: *An enrollment PIN is required for your initial Authenticator Code MFA sign-in. Please contact support to obtain one*

* = When copying and pasting Username and Password be sure to remove any leading or trailing spaces.

To change your password CLICK HERE and sign-in with the above user credentials. Follow the on-screen instructions.

Please CLICK HERE if you need to contact your Administrator. If you have any problems or the information above is incorrect please notify support immediately!

Example of website showing user credentials

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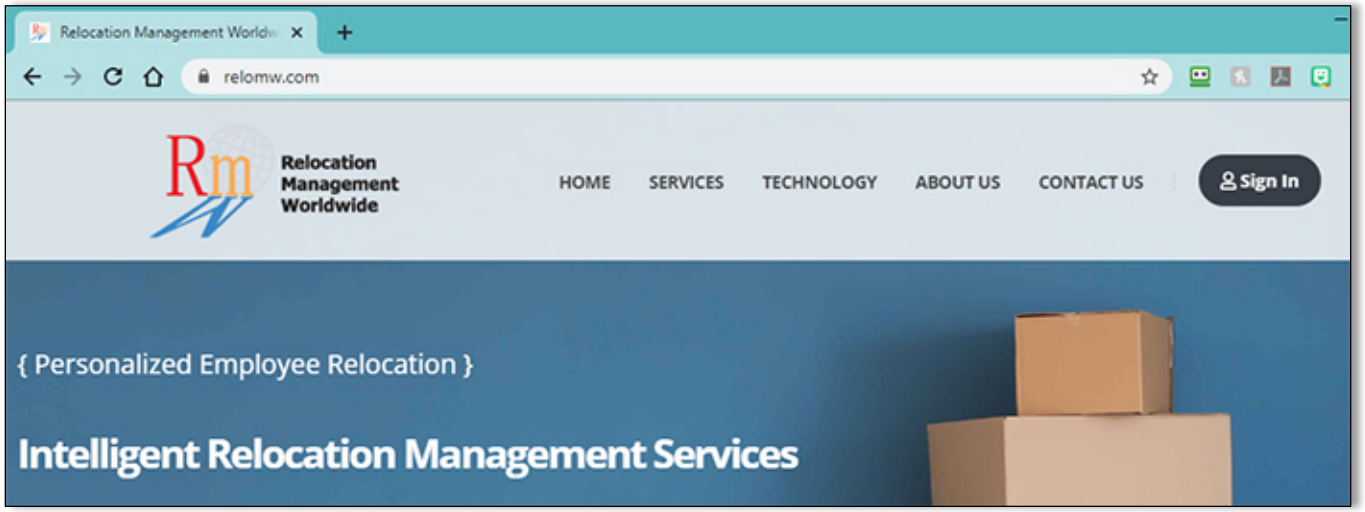
Step 2 - First Time Login

You are now ready to access the RMW VEN.

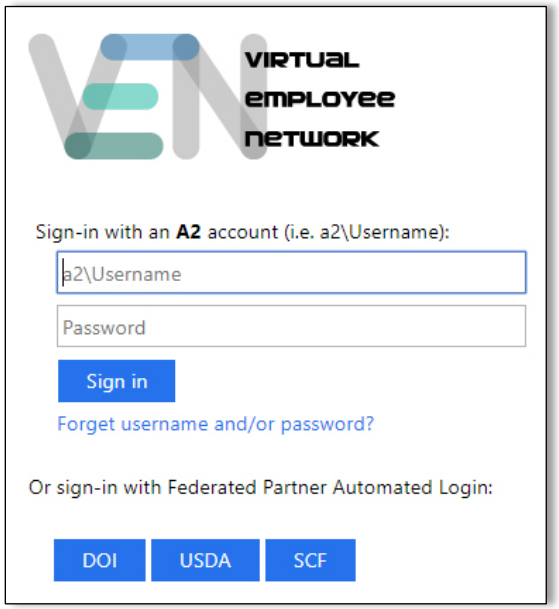
Open a web browser on your computer and go to: https://relomw.com and click "Sign In".

We recommend using latest version of Google Chrome or Microsoft Edge.



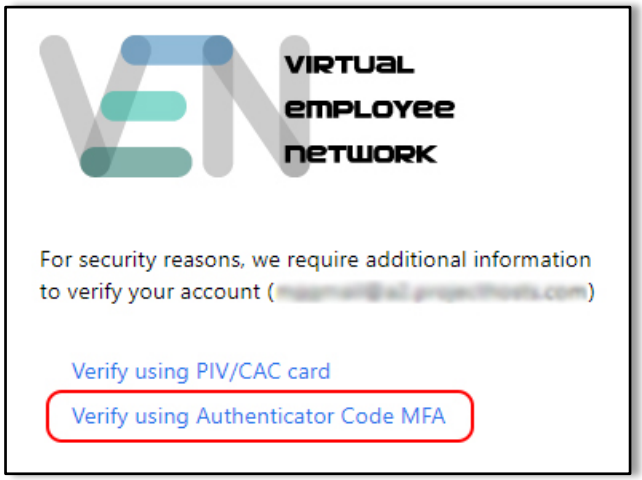
Username Authentication:

Enter your full username including "a2\" and password provided in the User Credential Retrieval temporary link from Step 1 and click "Sign In".



Next, click the link "Verify using Authenticator Code MFA".

Do not click the PIV/CAC card option.



For first-time users this will present the enrollment 6-digit auth code plus 4-digit PIN process.

Future logins will only require the mobile app 6-digit auth code.

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Step 3 – Download Authenticator on a Mobile Device

Microsoft Authenticator (recommended)

Google Authenticator

Download Microsoft Authenticator app (recommended) or Google Authenticator app onto your mobile phone or tablet using Apple App Store or Google Play Store. These apps are free! Make sure you download the correct one.

Configure your Authenticator app on your mobile device:

Microsoft Authenticator – Apple

1) Open up the mobile app and click "**+**" at upper right-hand screen on app.
2) Select "Work of school account"
3) Scan the QR code on your computer monitor using your mobile device.

You should now see an account named "FPC" with your username and 6-digit rolling code.

Microsoft Authenticator – Android

1) Open up the mobile app and click the series of dots at upper right-hand screen on app.
2) Select "**+** Add account"
3) Select "Work of school account"
4) Scan the QR code on your computer monitor using your mobile device.

You should now see an account named "FPC" with your username and 6-digit rolling code.

Google Authenticator – Apple

1) Open up the mobile app and click "BEGIN SETUP" at bottom of screen
2) Select "Scan barcode"
3) Scan the QR code on your computer monitor using your mobile device.

You should now see an account named "FPC" with your username and 6-digit rolling code.

Google Authenticator – Android

1) Open up the mobile app and click RED **+** circle at lower right-hand screen on app.
2) Select "Scan a barcode"
3) Scan the QR code on your computer monitor using your mobile device.

You should now see an account named "FPC" with your username and 6-digit rolling code.

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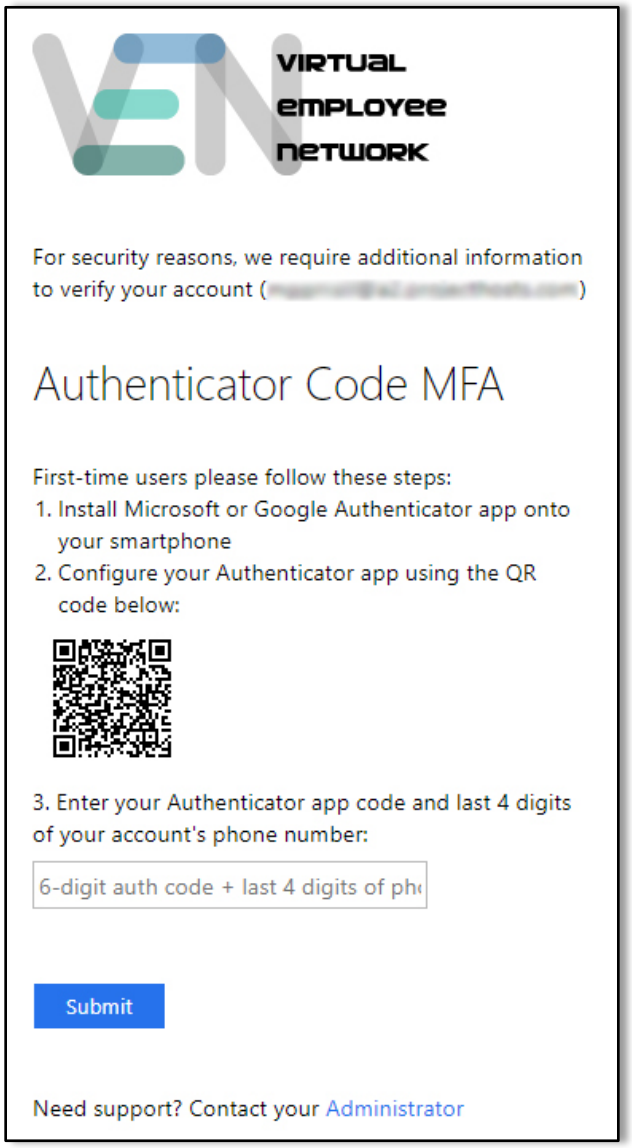
Step 4 – Enter Authenticator App Code

The last step is to enter the 6-digit mobile app code and the 4-digit PIN (last 4 digits of your phone # associated with your RMW account) all together and click "Submit" before the mobile app code expires. *TIP: Wait for the rolling mobile app code to freshly roll over to give you the full time to enter the code.*



You should now be successfully logged into the VEN application.

If you have any issues accessing our system, you can contact support@relocationmw.com. This will generate a ticket with our customer support department and assign an agent to assist you.

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