

## Troubleshooting issues related to Philips partner CODE1 accounts

### Basic recommendations

The bullet points below represent the most common 'blockers' for users who are unable to access their Philips partner (CODE1) accounts:

- Do not sign-in to any of your organization's Microsoft Applications (E.g.: SharePoint, OneDrive, etc.) on the **same browser** which you are using to access Philips tools or portals.
- Opening a **new browser window** and attempting to sign-in there **will not resolve** the point above.
- Please use a **separate browser** when signing in to Philips tools or portals with your partner account. (E.g.: If your company account is signed in to Microsoft Applications on Edge, please use Google Chrome for your Philips partner account).
- You can also use **Google Chrome incognito mode** as an alternative.

### Initial account setup

- Once you have submitted your new Philips partner account request through the form on [www.philips.com/access](http://www.philips.com/access) and your account has been created, you will receive 2 automatically generated e-mails from Philips with guidance on how to set-up your account.
- The **subject lines** of these e-mails are as follows:
  1. Your Initial password (Only Versuni users or users who are eligible for the **additional access** authorization will receive this e-mail – other partners can use their existing company account password to sign-in).
  2. You are now registered within Philips systems to be able to access Philips applications
- Please check your inbox or junk mail for these e-mails.
- The e-mail with subject line **You are now registered within Philips systems to be able to access Philips applications** will describe the account setup steps.
- Important - please consider the [basic recommendations](#) at the top of this document related to browser usage when following the account setup steps.
- Key details to note from the e-mail you received:
  1. Account ID (also known as CODE1 ID, it will be in numerical form, e.g: 320012345)
  2. Username for login - This is exceptionally important for Versuni partners, because the username must be used on the login screen when accessing Philips applications. (It will look like an e-mail address, with the standard format being [partner.firstname.lastname@philips.com](mailto:partner.firstname.lastname@philips.com)).

### Troubleshooting Password issues

- Once your account is created, you can set your own password via our [Sailpoint](#) portal.
- Important - please consider the [basic recommendations](#) at the top of this document related to browser usage when accessing Sailpoint.
- If you do not have your Philips partner account password, you can set it in [Sailpoint](#) by navigating to the **Manage passwords** section of the portal.
- Important - You can sign-in to [Sailpoint](#) using your existing company/agency account credentials (E-mail, Password).

## Troubleshooting issues with Microsoft Authenticator (MA) or Multi Factor Authenticator (MFA)

- If you are still not able to set up Microsoft Authenticator or another form of Multi Factor Authentication (MFA), please our Global Service Desk (GSD) via [https://philips.service-now.com/contact\\_it](https://philips.service-now.com/contact_it). This is a public URL hence you do not require a working Philips partner account to access it.
- Alternatively, you can request support from a colleague who has a working Philips partner account to [Report an issue](#) for you via our Service Now (SNOW) IT Portal.
- The service to be selected while reporting an issue is: Microsoft Azure AD MFA SSO.

\* Please select a Service 

Select the service by simply typing the name when known. Or use application name, system name, kernel name, etc

Microsoft Azure AD MFA SSO

Service Synonyms: Microsoft Azure AD MFA SSO, MFA, SSO, single sign on, authenticator, microsoft authenticator, authentication, log on, microsoft active directory,

- Our support team will contact you to support with resetting your Microsoft Authenticator or MFA.