

# Multi-factor Authentication

## Log-In User Guide

### CWOPA Users

### (Accessing via Internet)



# About Multi-factor Authentication (MFA)



What is Multi-factor Authentication?

MFA is an **advanced** security feature to **protect** the identity of citizens. An additional layer of security has been added through the use of a MFA solution to **enhance** secure access mechanisms to citizens' personal information.



Why is the change needed?

The Commonwealth of Pennsylvania has taken measures to protect **citizens' personal information**. MFA has been implemented to ensure the identity of citizens are protected on **state agency sites**.



How does this affect my login process and how long will it take to complete?

You will set-up **3 security questions** with answers and a 6 digit security **PIN** associated with your account. This process should only take a moment to complete (after 1<sup>st</sup> log in).

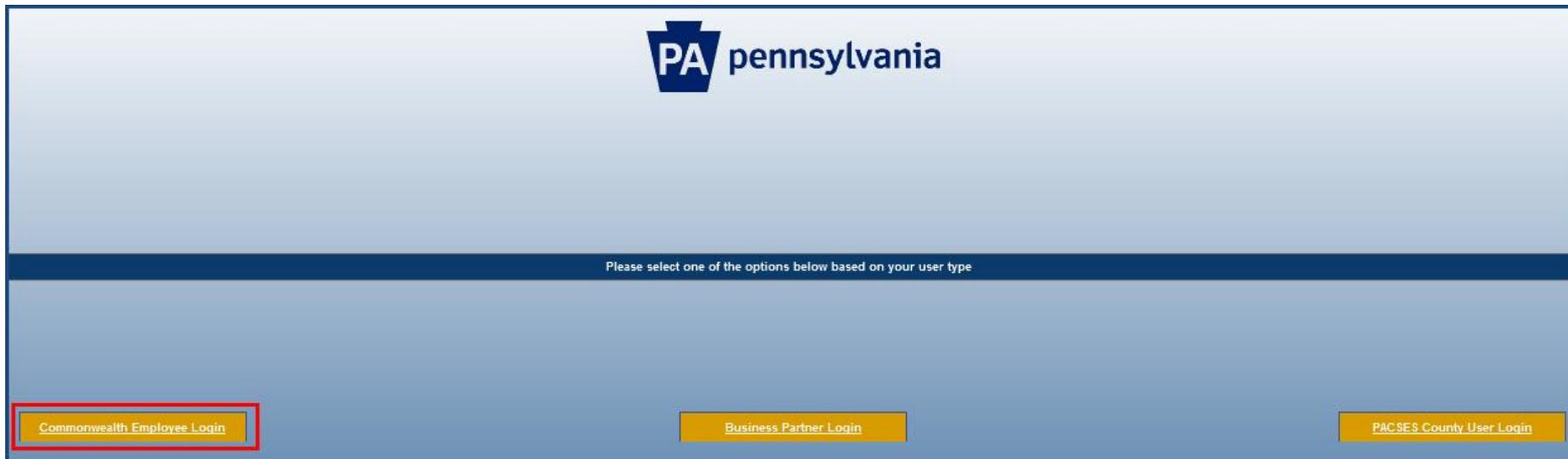
*Note: MFA is only applicable for CWOPA users accessing eCIS via the Internet*

# Logging in with MFA

1

Click on the URL to access the log-in page of the application and select your User Type (Commonwealth Employee Login)

<https://intraapps.dpw.state.pa.us/mci>



PA pennsylvania

Please select one of the options below based on your user type

Commonwealth Employee Login Business Partner Login P&CSES County User Login



**Commonwealth Employee Login**

# Logging in with MFA

2

Enter in your Username and Password on the login screen and click LOGIN



The screenshot shows the 'Keystone Key' login interface. At the top, the text 'Keystone Key' is displayed in a blue, stylized font. Below this, there are two input fields: 'Username:' and 'Password:'. A blue 'LOGIN' button is positioned below the password field. To the left of the login fields, there is an image of a set of keys. Below the login fields, there are three links: 'Self-service for Business Partner', 'Forgot Userid', 'Forgot Password', and 'Edit Profile'. At the bottom, there is a link for 'Self-service for Commonwealth Employees' and a link for 'Change CWOPA Password or Hint Questions'.

If you have forgotten your Password, use the link under the Self-service for Commonwealth Employees located beneath the login fields

## 3a

Create Security Questions (*1<sup>st</sup> time set-up only*) and click NEXT

### Security Questions Credential Creation

Select three (3) security questions from the drop down menu below. These security questions are used in the event that you forget your Security PIN. Please remember that answers must be identical to how the answer you provide below in future login attempts.

**For additional security, the Commonwealth of Pennsylvania suggests that your Security Questions meet these requirements:**

- Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool.
- Avoid using special characters (\$#%@) and punctuation (" , - .) in your answers.
- You cannot use the same question more than once.
- Answer cannot contain any phrase of the question.

Username: **t-rbauser404**

Question:*	Select	Answer:*	<input type="text"/>
Question:*	Select	Answer:*	<input type="text"/>
Question:*	Select	Answer:*	<input type="text"/>

On the next screen you will be prompted to choose a six-digit Security PIN. Please click "Next" to continue.

**NEXT**

- During your enrollment process, you will set up 3 security questions with answers
- This is a one-time set-up only
- For subsequent logins, go to the [next slide](#)

## 3b

Answer Security Questions (*subsequent logins*) and click  
CONTINUE

### Security Questions

Due to one of the following reasons your computer was not recognized:

- You are using a new computer or one you have not used before.
- You have switched to a new browser or changed your browser settings.
- You have deleted your cookies.
- You have modified your computer, its operating system, or its software settings.
- Your internet provider changed its system settings affecting our ability to recognize your machine.

Username: t-testshaw

What was the name of your childhood pet?  [Unhide entries](#)

What was your favorite childhood toy?

CONTINUE

- Enter in your answers for the security questions you set-up during enrollment
- FYI, the 'Unhide entries' link will display your answers

## 4a

Create Security PIN (*1<sup>st</sup> time set-up only*) and click NEXT

### Create Your Security PIN

Please create and confirm a Security PIN. Your Security PIN will be required every time you access the application. Choose a PIN that you will easily recall; do not write down your Security PIN, as this undermines its usefulness as a security tool.

**For additional security, the Commonwealth of Pennsylvania suggests that your Security PIN meet these requirements:**

- Six (6) Numeric Digits
- Is not your employee ID number
- Does not contain any alphabetic or special characters
- Does not contain all consecutive numbers, such as 123456, 456789, etc.
- Does not contain all of the same number, such as 111111, 222222, etc.
- Does not contain any or all of your birth date
- Does not contain part of your phone number
- Does not contain part of your Social Security Number

Username: **t-rbauer404**

Create Security PIN \*

Confirm Security PIN \*

NEXT

- During your enrollment process, you will set up a 6 digit numeric security PIN
- Follow the guidelines provided in the screen (ex. do not use your employee number; does not contain your phone number, etc)
- For subsequent logins, go to the [next slide](#)

## 4b Enter Security PIN (*subsequent logins*) and click SUBMIT

### Enter Your Security PIN

Please enter the Security PIN that you have chosen for advanced authentication during enrollment in the field below and click the "Submit" button.

If you have forgotten your Security PIN, click on the "Forgot PIN?" link below and complete the process to reset your Security PIN.

#### Why am I being asked for a Security PIN?

You are being asked to provide your Security PIN because the Commonwealth of Pennsylvania has taken additional measures to protect citizens' personal information. A Multi-factor Authentication solution has been implemented in order to help ensure that the identity of citizens are protected on state agency sites.

Username: t-testshaw

Security PIN:  [Forgot PIN?](#)

SUBMIT

- Enter in your 6 digit numeric PIN that you set-up during enrollment
- If you forgot your PIN, use the Forgot PIN? Hyperlink provided on the page
- Go to [slide 13](#) for sample email notification of PIN reset

## 5

### Select your Security Option and click CONTINUE

**Private Computer (Authorize this computer)**  
Select this option if this is a private computer. By selecting this option, you are allowing this website to recognize this computer for future logins.

**Public or Shared Computer (Do not authorize this computer)**  
Select this option if this is not a private computer and / or you do not want this computer to be recognized for future logins (for example, if this is a publically used computer). If this option is selected, you will be prompted with this screen the next time you login.

**CONTINUE**

- Select **Private** if you are logging in from your personal laptop or a device provided to you by your employer
- Select **Public** if you are logging in from any public computer such as a library or a hotel business center

**Successfully access  
the application!**



For any questions and/or issues, please refer to the FAQ document located [here](#).



If you have additional questions and/or continuing to experience issues, please call **1-800-281-5340** for additional support.

During the MFA login process, you may receive the following automated email notification:

### For new enrollment:

You are receiving this notification e-mail because you are accessing a new or updated computer with your Multi-factor Authentication Security PIN. This e-mail is sent as a security precaution. If you did not recently login from a new/updated computer, please contact the Unified Security Mailbox ([RA-UnifiedSecurity@pa.gov](mailto:RA-UnifiedSecurity@pa.gov)) for support.

#### **What is Multi-factor Authentication?**

Multi-factor Authentication is an additional security measure to protect your identity. Instead of using only a Username and Password to login to Commonwealth agency applications, the Multi-factor Authentication (MFA) process requires you to present additional information in order to increase the security of your account.

#### **Why the change to Multi-factor Authentication?**

Multi-factor Authentication has been implemented in order to help safeguard your digital identity and further enhance the security of users.

Thank you for your ongoing understanding as we continue to improve the security processes for our applications.

For any additional questions related to this change, please contact the Unified Security Mailbox ([RA-UnifiedSecurity@pa.gov](mailto:RA-UnifiedSecurity@pa.gov)) for support.

Regards,  
Commonwealth of Pennsylvania, Department of Human Services

During the MFA login process, you may receive the following automated email notification:

### For PIN resets:

You are receiving this notification e-mail because you have recently reset your Multi-factor Authentication Security PIN. This e-mail is sent as a security precaution. If you did not recently reset your Security PIN, please contact the Unified Security Mailbox ([RA-UnifiedSecurity@pa.gov](mailto:RA-UnifiedSecurity@pa.gov)) for support.

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