

Multi-factor Authentication

Log-In User Guide

Community Partners



About Multi-factor Authentication (MFA)



What is Multi-factor Authentication?

MFA is an **advance** security feature to **protect** identity of citizen. Advance layer of security has been added through the use of MFA solution to **enhance** secure access mechanism 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?

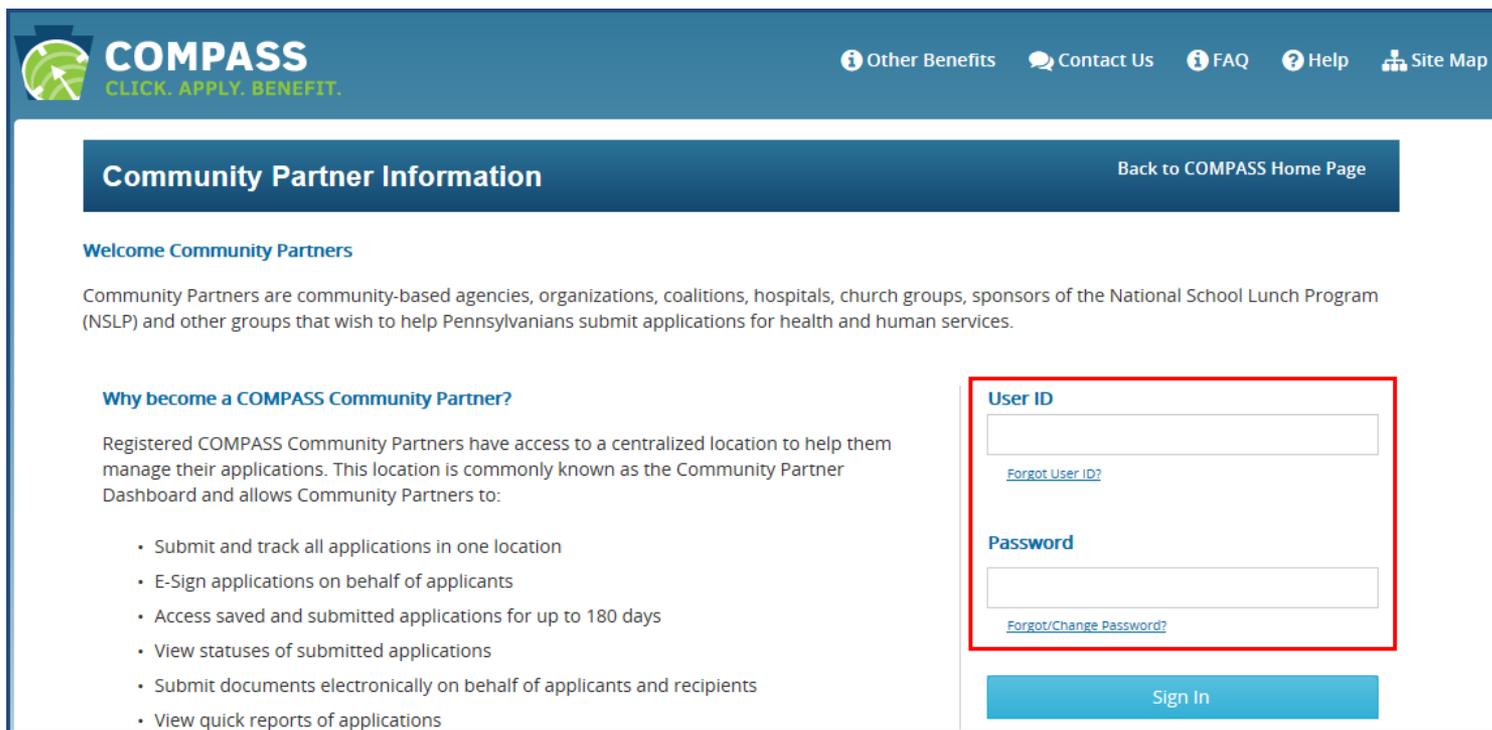
You will be required to enter a **6 digit security code** that you receive to your registered email account. This process will take an average user less than **1 minute** to complete (*after the initial log-in process*).

Logging in with MFA

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Click on the URL to access the log-in page of the application and enter in your User ID and Password. Then click Sign In.

<https://www.compass.state.pa.us/Compass.Web/CP/Landing/>



The screenshot shows the COMPASS website interface. At the top, there is a navigation bar with the COMPASS logo and tagline "CLICK. APPLY. BENEFIT." on the left, and links for "Other Benefits", "Contact Us", "FAQ", "Help", and "Site Map" on the right. Below the navigation bar is a dark blue header with the text "Community Partner Information" and a link "Back to COMPASS Home Page". The main content area is white and contains a "Welcome Community Partners" section with a paragraph describing the program. Below this is a section titled "Why become a COMPASS Community Partner?" with a list of benefits. On the right side of the page, there is a login form with two input fields: "User ID" and "Password". Each field has a "Forgot" link below it. A blue "Sign In" button is located at the bottom of the login form.

COMPASS
CLICK. APPLY. BENEFIT.

Other Benefits Contact Us FAQ Help Site Map

Community Partner Information

[Back to COMPASS Home Page](#)

Welcome Community Partners

Community Partners are community-based agencies, organizations, coalitions, hospitals, church groups, sponsors of the National School Lunch Program (NSLP) and other groups that wish to help Pennsylvanians submit applications for health and human services.

Why become a COMPASS Community Partner?

Registered COMPASS Community Partners have access to a centralized location to help them manage their applications. This location is commonly known as the Community Partner Dashboard and allows Community Partners to:

- Submit and track all applications in one location
- E-Sign applications on behalf of applicants
- Access saved and submitted applications for up to 180 days
- View statuses of submitted applications
- Submit documents electronically on behalf of applicants and recipients
- View quick reports of applications

User ID

[Forgot User ID?](#)

Password

[Forgot/Change Password?](#)

Sign In

2

Upon logging in, you should receive an automated email with a 6 digit security code.

From: automatedemailDONOTREPLY@pa.gov [mailto:automatedemailDONOTREPLY@pa.gov]
Sent: Monday, April 06, 2015 2:35 PM
To: Holdren, Jared
Subject: Security Code - Commonwealth of Pennsylvania

This email was sent from an unmonitored account. Do not reply.



Dear b-aatest53,

You are receiving this e-mail because the Commonwealth of Pennsylvania now has an additional security code. You were prompted for a Security Code while completing the login process.

Please enter the following Security Code to complete authentication **670824**

What is Multi-factor Authentication? Multi-factor Authentication is an additional security measure that requires you to present additional information in order to confirm your identity, increasing the security of your account.

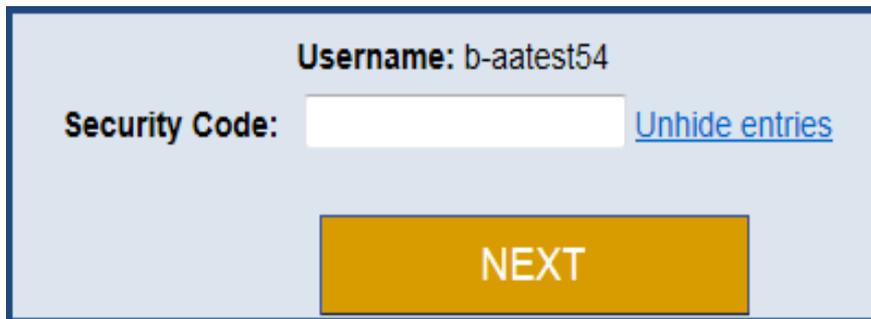
Why the change to Multi-factor Authentication? The Commonwealth of Pennsylvania is committed to protecting the information of its citizens. All state agency sites are protected on state agency sites.



- The security code is sent to the **registered** email address
- It is very important that an accurate email address is registered
- The security code received in the email is **valid** for **9 hours** (a typical work day)
- Each **work day**, you will receive an automated email with a **new 6 digit security code**

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Enter in the 6 digit security code on the page and click NEXT.

A screenshot of a login form. At the top, it says "Username: b-aatest54". Below that is a "Security Code:" label followed by a white input field. To the right of the input field is a blue link that says "Unhide entries". Below the input field and link is a large orange button with the word "NEXT" in white capital letters.

- The 6 digit Security Code must be entered exactly as you have received in the email from the previous step
- The 'Unhide entries' link will display the 6 digit numbers in actual number format (ex. 123456)

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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.

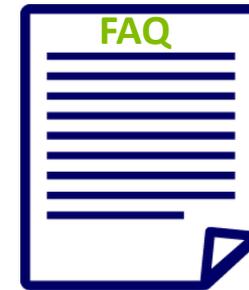
CONTINUE

- 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.