

COMPASS - Multi-factor Authentication (MFA) for Community Partners

What is MFA?

MFA is an enhanced security feature to protect identity data of citizens when accessed and administered by users of the Department of Human Services (DHS) and Business/Community Partners.



Why the change?

MFA has been implemented to ensure the identity of citizens are protected on state agency sites.



How does MFA work?

Multi-factor authentication is based on multiple factors such as something user know, something user have and something user are.

The solution uses more than one factor to authenticate the user's identity.



How does my login experience change?

The process is very simple, quick, and intuitive. You will be required to enter a 6 digit security code that you receive to your registered email account. The process will take an average user less than 1 minute to complete (after 1st log in).



MFA security applies to ...



Community Partner Compass Log In – Process Flow



Click on the URL to access the log-in page of application and enter in your User ID and Password

Open email to access your 6 digit Security Code and enter the code on the screen

Select Security Option (Private vs. Public)

Successfully access application

Need help?

Refer to the complete end user guide for further instructions and additional information and the FAQ document.

[Compass Community Partner User Guide](#)

[Compass Community Partner FAQ](#)