

POST COMMISSION

Law Enforcement Agency Portal Guide



Accessing the LEA Portal

P 02 LEA Portal Access Requirements

P 02 Logging in as a New User

P 06 Logging in as an Existing User

P 06 Forgotten User ID / Password

P 09 Requesting Access for a New User

P 10 Other Account Issues

The LEA portal is still under development, and certain things may appear differently from what is described in this guide.

If you come across any errors or areas where this guide requires updates, please email us at postcsupport@mass.gov



LAW ENFORCEMENT AGENCY PORTAL GUIDE



Accessing the LEA Portal

Overview

POST's LEA Portal is the centralized system for all Massachusetts law enforcement agencies (LEAs) to submit relevant officer certification, recertification, and complaint information as part of the criminal justice reform enacted in [Chapter 253 of the Acts of 2020](#).

The portal is only accessible to LEA employees with roles that require reporting of relevant officer certification and complaint information to POST (e.g., Chief of Police, Office Administrator, or other supporting staff).

Information submitted by LEAs into the portal is accepted and reviewed by POST employees so that officer certification status is accurately assessed and completed, and misconduct complaints investigations can be tracked and resolved.

The guide below will walk you through accessing the POST LEA Portal as a new user and an existing user, what to do if you forget your username or password, requesting access for a new user, and who to contact for further account issues.

LEA Portal Access Requirements

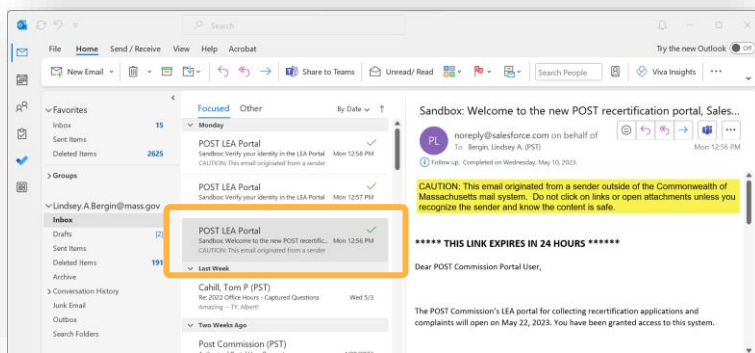
The following are required to access and work in the LEA Portal:

- A web browser and internet access are required to access the LEA Portal.
- While all browsers are supported, the recommended browsers are Chrome, Edge, and Safari.
- Users can access the LEA Portal login page by [clicking this link](#)
- If you have not already requested access to the portal, please see the Requesting Access for a New User section of this document.

Step By Step Instructions

Logging in as a New User

If you have yet to request access or receive an email with the subject line "Welcome to the new POST LEA Portal!", follow the instructions in the section Requesting Access for a New User in this guide.



1. **Access** the inbox for *your agency provided email* address and **search** for an *email* with the subject: "Welcome to the new POST recertification portal!"
2. **Click** into the *email*. The next page shows an example of the email invitation you will receive.



LAW ENFORCEMENT AGENCY PORTAL GUIDE



Accessing the LEA Portal

Logging in as a New User Continued

Subject	Welcome to the new POST recertification portal!
From	noreply@salesforce.com; on behalf of; POST LEA Portal <postcertification@noreply.mass.gov>

***** THIS LINK EXPIRES IN 24 HOURS *****

Dear POST Commission Portal User,

The POST Commission's LEA portal for collecting recertification applications and complaints will open on May 22, 2023. You have been granted access to this system. It is no longer necessary (nor possible) to fill out and upload a template for recertification data. The new portal has a built-in wizard that will allow you to select multiple officers from your agency, answer a series of questions (with the same answer) and submit the application(s). If you need to upload a non-attestation form for an individual officer or answer specific questions differently per officer, you can still use the wizard and select only the specific officer. The former system for processing recertifications (Jira) has been retired.

When logging into the portal, you will enter your email address as the username and then type in your password. An email will be sent to you with a passcode that will be required to complete the login process each time you access the portal.

FAQ's and instructions can be found on the POST Commission website ([Recertification Overview](#)). If you need help accessing the portal, please email postcsupport@mass.gov.

For questions about the recertification process and policy, please email postcertification@mass.gov.

For questions and policy about submitting complaints, please email postcreports@mass.gov.

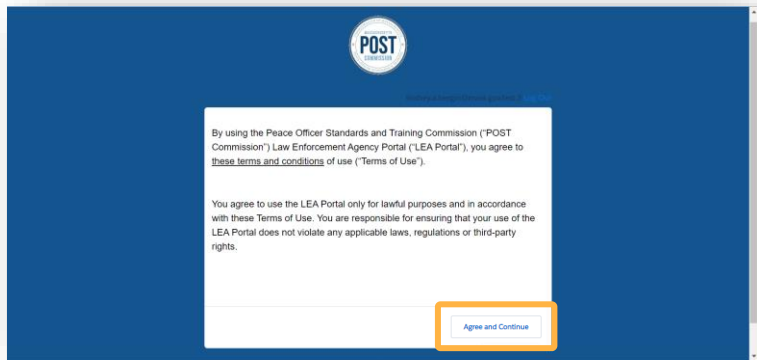
4. The portal login page is : https://postmassgov--test.sandbox.my.site.com/login?c=KTEO.Q_5ITHOebxjQk96HjK.sqjCWpnhZ5014xQ2hKVzYg_PNwPxSHt9vYp96BkDXQiCMhfbUyD4E8SaSfrEb9I.QcO4_mXlxecXlwDOUJad6eADy3c7oIjEib4PqAd2qYrayB8QORAEUFKNqXahJZGLVPn8OLLiQ5FK1Rb8titw_YbVcS_SzLwpWuze6MXgdiMY.wuc9obuevVb_OiXKwDyTZTuzQ%3D%3D

Username lindsey.a.bergin@mass.gov 3.

***** THIS LINK EXPIRES IN 24 HOURS *****

Important Note:
The link will expire 24 hours from when the email was sent. If you miss the 24-hour window, you will need to email POST at postcsupport@mass.gov and re-request access to the portal.

3. In the body of the email, **find your username** (after the portal link).
4. **Locate** the *web address* provided in the email and **click** the *link*.



You will then be asked to agree to the terms of use of the portal. Once you have read the terms and conditions (by clicking the underlined text)...

5. **Click Agree and Continue**

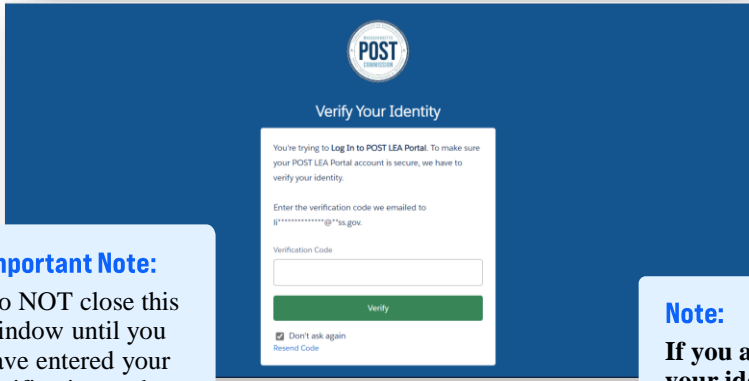


LAW ENFORCEMENT AGENCY PORTAL GUIDE



Accessing the LEA Portal

Logging in as a New User Continued



Important Note:

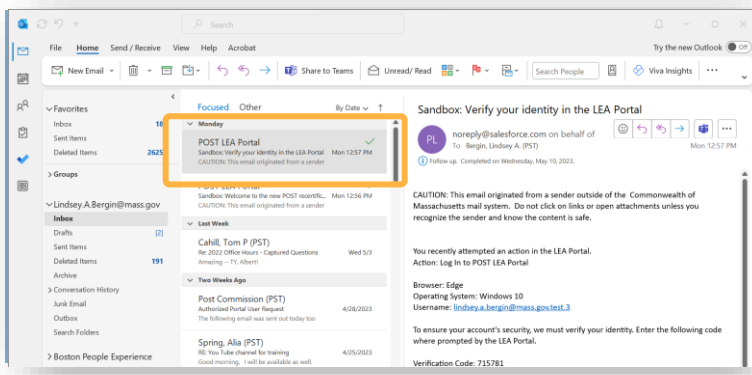
Do NOT close this window until you have entered your verification code.

Note:

If you are not taken to the verify your identity page, skip to step 11.

The first time logging in, you *may* be prompted with a one-time only action to verify your identity with a passcode.

- 6. If you need to verify your identity, you be taken to a page that says “Verify Your Identity”



- 7. Go back to your *inbox* and search for an *email* with the subject: “Verify your identity in the LEA Portal”

- 8. Click into *the email*.

Below is an example of the identity verification email you will receive.

Subject

Verify your identity in the LEA Portal

From

noreply@salesforce.com; on behalf of; POST LEA Portal <postcertification@noreply.mass.gov>

You recently attempted an action in the LEA Portal.
Action: Log In to POST LEA Portal

Browser: Edge
Operating System: Windows 10
Username: lindsey.a.bergin@mass.gov

To ensure your account's security, we must verify your identity. Enter the following code where prompted by the LEA Portal.

Verification Code: **1133322**

If you didn't attempt this action in the LEA Portal, or you don't recognize this browser or operating system, please email postsupport@mass.gov .

- 9. In the body of the email, **find your verification code** toward the bottom of the message

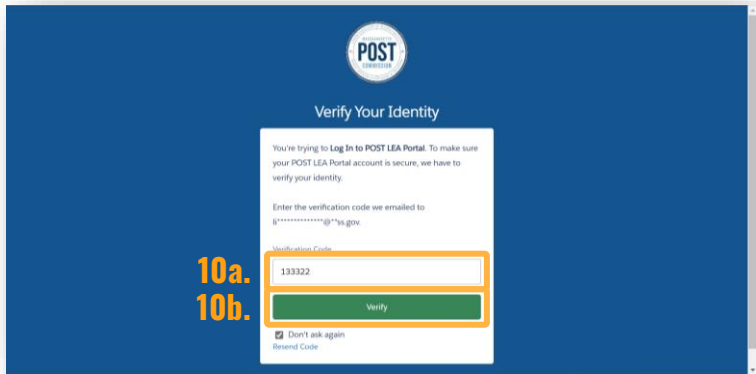


LAW ENFORCEMENT AGENCY PORTAL GUIDE



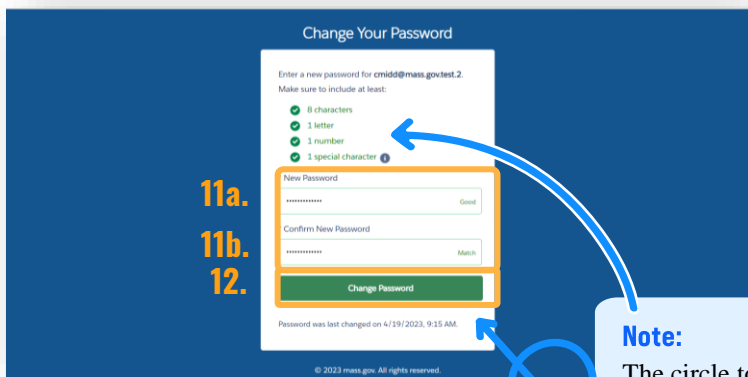
Accessing the LEA Portal

Logging in as a New User Continued



10a.
10b.

- Go back to the “Verify Your Identity” page. Enter the verification code (from the email) in the white field and click verify.



11a.
11b.
12.

You will be asked to create a unique password for logging into the portal.

- Enter the same password in both “New Password” and “Confirm New Password” fields.
- Click Change Password.

Note:

The circle to the right of the password requirements will fill in and turn green once you have met that requirement. When you have met all the requirements and both passwords in the two fields match, the change password button will turn from gray to green and allow you to submit your new password.



You will then be taken to the homepage of the LEA Portal.



LAW ENFORCEMENT AGENCY PORTAL GUIDE

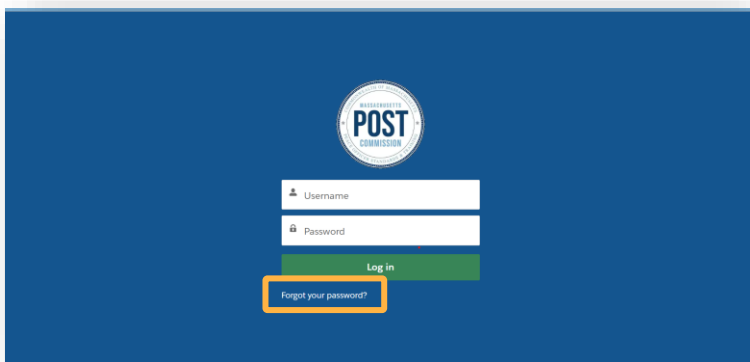


Accessing the LEA Portal

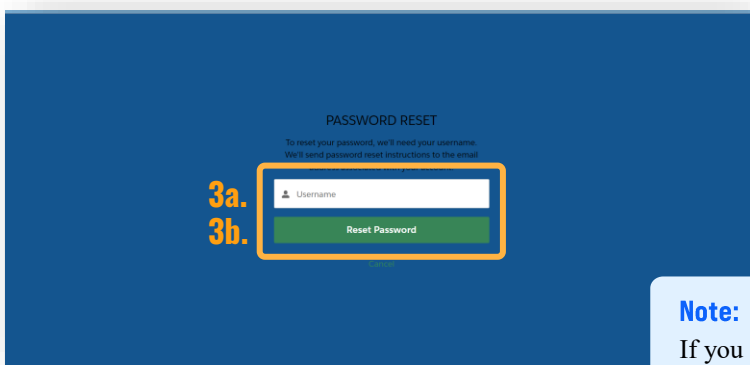
Forgotten User ID or Password Continued

Here is some other important information around passwords:

- Your account will be locked if you incorrectly enter your User ID and/or password 3 times. When this happens, you will receive a prompt to reset your password.
- You can only reset your password once within 24 hours. If you attempt to reset your password more than once within 24 hours, you will receive an email with the Subject: “Your POST LEA Portal password reset failed.”
- If any of the above happen, you will need to email postsupport@mass.gov and request to have your account unlocked.
- Requests for unlocked accounts will be answered in a timely manner.



1. Access the *LEA Portal login page* through POST’s website through [this link](#)
2. Click “*Forgot Your Password?*”



3. Enter your username in the *username field* and **click** *reset password*

Note:

If you can’t remember your user ID, it should be your agency provided email address + .POSTC or +.LEA

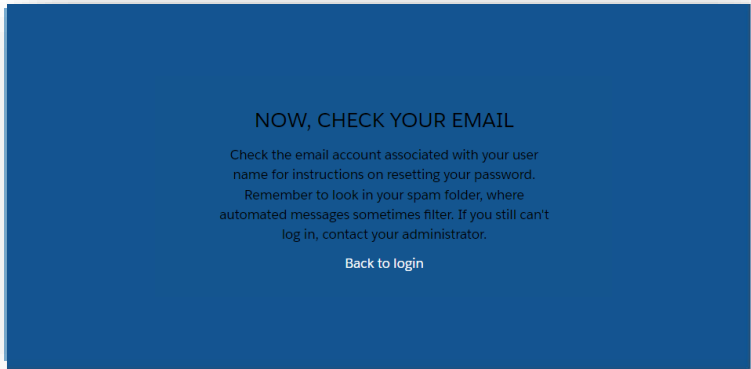


LAW ENFORCEMENT AGENCY PORTAL GUIDE



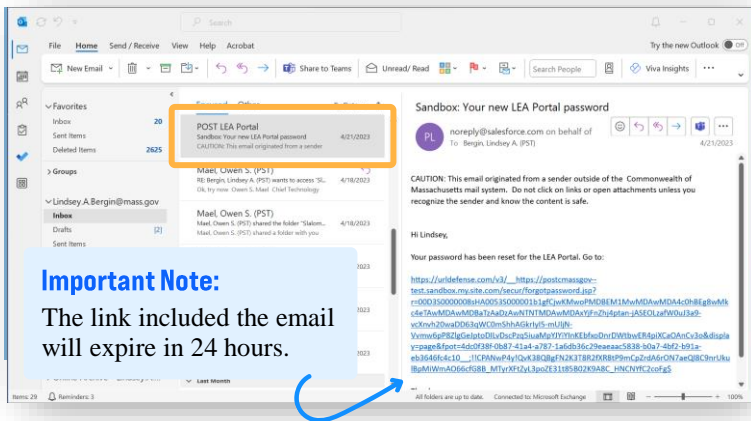
Accessing the LEA Portal

Forgotten User ID or Password Continued



You will see the following screen and message:

Now, Check Your Email
Check the email account associated with your username for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.



1. **Sign into the email account** associated with your username
2. **Find the *password reset email*** with the Subject, “Finish Resetting Your Password” or similar title and **click into the email**

Another Important Note:

More than one attempt to reset your password within 24 hours will result in your account being locked. You will need to wait 24 hours to try again or email POST.

Subject

Your new LEA Portal password

From

noreply@salesforce.com; on behalf of; POST LEA Portal <postccertification@noreply.mass.gov>

Hi [First Name],

Your password has been reset for the LEA Portal. Go to:

https://urldefense.com/v3/__https://postmassgov--test.sandbox.my.site.com/secure/forgotpassword.jsp?r=00D3S0000008sHA0053S000001b1gfCjwKMwoPMDbEM1MwMDAwMDA4c0hBEg8wMkc4eTAwMDAwMDwBaTzAaDzAwNTNTMDAwMDAxYjFnZjh4ptan-jASEOLzafW0uJ3a9-vcXnvh20waDD63qWC0mShhAGkryI5-mUlJN-Vvmw6pP8ZlgGeJptoDILvDscPzq5iuaMpYjYiYInKEbfxoDnrDwbtWER4piXCaOAnCv3o&display=page&fpot=4dc0f38f-0b87-41a4-a787-1a6db36c29eaeaac5838-b0a7-4bf2-b91a-eb3646fc4c10_!!CPANwP4y!QvK38QBgFN2K3T8R2fXR8tP9mCpZrA6rON7aeQl8C9nrUkulBpMiWmA066cfG8B_MTyRxFtZyL3poZE31t85B02K9A8C_HNCNYfC2coFgS

Thanks,
POST Commission

3. In the body of the message, **find and click the link**

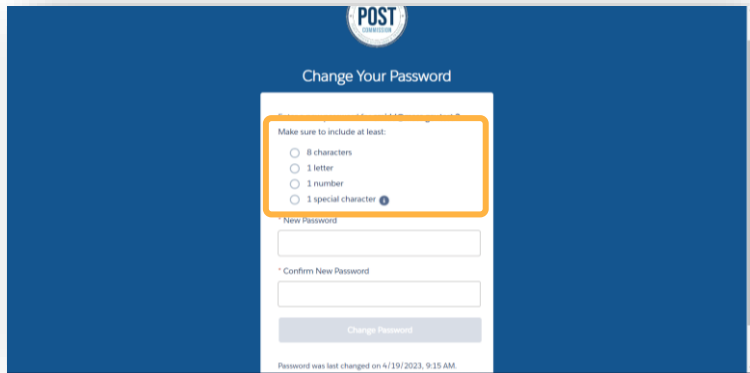


LAW ENFORCEMENT AGENCY PORTAL GUIDE



Accessing the LEA Portal

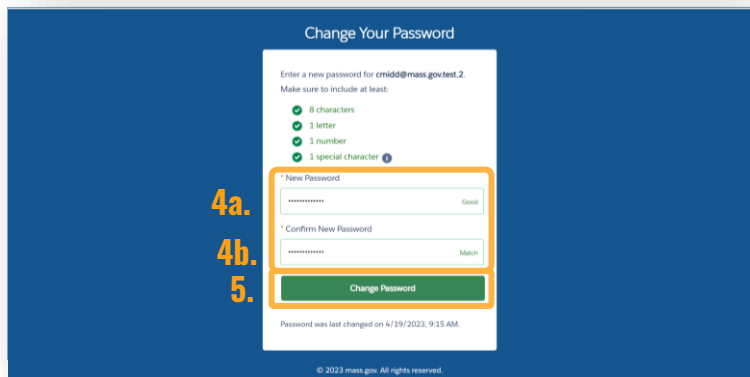
Forgotten User ID or Password Continued



You will then be asked to create a unique password for logging into the LEA Portal.

Your password must, at a minimum, contain:

- 8 characters | 1 letter | 1 number | and 1 special character



4. Enter the same password in both “New Password” and “Confirm New Password” fields.

5. Click *Change Password*

You will then be taken to the homepage of the LEA Portal.

Requesting Access for a New User

The portal is only accessible by LEA employees with roles that require reporting of relevant officer certification, recertification and complaint information to POST (e.g., the Chief of a Police Department).

To request a new user, send an email to postcsupport@mass.gov and include the following information:

	From	Yourname@email.com
	To	POSTCSupport@mass.gov
	Subject	

- First and last name of the new user
- Agency name (where the new user is employed)
- MPTC ID # of the new user (if applicable)
- Agency provided email address of the new user
- What the new user will be managing in the LEA portal (certifications related processes, complaints related processes, or both) and why they need access



LAW ENFORCEMENT AGENCY PORTAL GUIDE



Accessing the LEA Portal

Requesting Access for a New User Continued

Here is some other important information around new user requests:

- Requests for new user access will be answered in a timely manner.
- The new user will receive a “welcome email” confirming their account set-up. Let the new user know to watch for an email with the subject line “Welcome to the new POST LEA Portal!”
- Once they have received the welcome email, the new user should follow the instructions in the section Logging In as a New User above.

Important Note:

The link sent to the new user will expire 24 hours from when the email was sent. If you miss the 24-hour window, you will need to email POST at postcsupport@mass.gov and re-request access to the portal.

Other Account Issues

If you are locked out of your account or need help accessing the POST LEA Portal, please email postcsupport@mass.gov with:

	From	Yourname@email.com
	To	Postcsupport@mass.gov
	Subject	

- Your first name, last name, and username (if you know it)
- The date and time the issue occurred
- A clear and concise description of the problem you are experiencing
- The steps you took leading up to the issue
- Any troubleshooting steps you have already taken and if they were successful or not

Tip:

Include error messages and screenshots of error messages if possible.

Additional Information

For more information, check out the following resources in the [help documents](#):

- High-level orientation video of the LEA portal – **Development in Progress**
- Overview of the LEA portal (key areas and features)

Need More Help?

- For help accessing the portal, please email postcsupport@mass.gov
- For certifications processes and policy questions, please email postccertification@mass.gov
- For complaints processes and policy questions, please email postcreports@mass.gov