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### **Crash Portal Log in Instructions**

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### First Time Crash Portal Log in

#### What you will need:

Website to the Crash Portal: <u>https://massdotpublic.service-now.com/cpp</u>

#### Log in Directions:desktop

 Access the Crash Portal website: <u>https://massdotpublic.service-now.com/cpp</u>, select the Forgot Password link. Type the email address for the account and the CAPTCHA letters and numbers in applicable fields, select Next.

	<u>massDOT</u>	
	1 (2) Identify Verify	3 Reset
Log in	Forgot password?	
User name	User name ★ Joeuser@gmail.com	
Password	сартсна.* <b>"2f<del>y2g</del></b>	
Forgot Password ? Log in	2fy2g	
	Next	



2. Verify your email address ID. An email is sent to the email address to reset the password, select Done.



3. Locate the email in your inbox. The email is from: DONOTREPLY <MassRMV@service-now.com>.
Open the email and select "Click here to reset password".

massDOT
Helio
A password reset was requested for your user account on the MassDOT instance
Click here to reset your password.
If you do not want to reset your password, please disregard this email.
The link will expire in 2 hours.
If you did not request this password reset, please notify your MassDOT representative.
For RMV Crash Logon Support: Please contact RMV's IS Security at rmvbusinesspartners@dot.state.ma.us or 857-368-7930

4. Enter the New Password and then Retype Password in applicable fields. Select the Reset Password button. If the passwords match, the message "password reset success" displays. Select Done. If not, repeat steps.

1 Identify	2 Verify	3 Reset		
Re	Reset Password			
/	Account is not locke	d		
New password >	k 🖌			
•••••	•••			
Maximum 4 At least 1 lo At least 1 u At least 1 u At least 1 u At least 1 s We'll also che submit No repetition: No sequence No sequence No user data l username, and	O characters wercase letter(s) ppercase letter(s) gigit(s) becial character(s) <b>ck these requireme</b> is more than 3 charact more than 3 charact ike first name, last r d company name	ents once you cter(s) ter(s) name,		
Retype passwor				
	•••			
Passwords Show pass	must match words			
	Reset Password			





5. Log in using the email address and the new password. Select Log in. https://massdotpublic.service-now.com/cpp

Log in
User name
timuser@gmail.com
Password
©
Forgot Password ? Log in
Login with MassDOT Email

- 6. You will be redirected to set up multi-factor authentication (MFA) with two options
  - **Setup authenticator app** Select this option if you would like to install authenticator app in your mobile to display MFA code.
  - Get a verification code sent to email- Select this option if you would like the MFA code to be sent to your email id.

massDOT	
Setup Multi-factor Authentication(MFA) Select one of the following methods to complete the setup.	
Get a verification code sent to xaXXXXXXXQgmail.com Continue	
. 0	
Postpone setup Number of times MFA setup can be postponed is: 3	

7. If the "Get a verification code sent to email" option is selected and click on continue button, then
(1) You will be redirected to Verify your identity screen.



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(2) Goto, your email and look for the email with the subject "multi-factor one-time password for user" and copy the six-digit code

Your 6-digit verification code is 244150 it expires in 5 minutes. Enter the code to complete the authentication. Thank you.

- (3) Enter the 6-digit code, from the authenticator application, in the 6-digit code field on the Verify your identity screen. Then click on Verify
- (4) The Crash Portal homepage displays. Log in is complete.
- 8. If the **"Setup authenticator app**" option is selected and click on continue button, then
  - (1) You will be redirected to an enable multi-factor authentication (MFA) screen.



<u>Note:</u> If you do not have a authenticator app installed on your mobile , go to App store (iPhone), or Play store (Android) and install an application, such as one of the below authenticators:



- Attached are instructions for two authentication applications: 1) <u>Authy Mobile</u> and 2) <u>Microsoft</u> <u>Authenticator</u>.
- You can choose either application; both applications are available via download from your mobile device.
  - (2) On your mobile device, open the mobile authenticator application. Add a new account by selecting the "+" icon. Then choose to scan the QR code or enter the code option.
     Note: Every authenticator application has a "+" to add an account. The "+" maybe in the lower right or lower left of the application.
  - (3) Using your mobile device:

Scan the QR code with your mobile device or

Enter the code by typing the code from the computer screen into your mobile device.





(4) The authenticator application on your mobile device then displays a 6-digit multi-factor authentication (MFA) code.

*Note:* The verification code generated on the authenticator application automatically refreshes every 30 seconds.



(5) Enter the 6-digit code, from the authenticator application, in the 6-digit code field on Enable MFA screen. Then select Pair Device and Login.



(6) The Crash Portal homepage displays. Log in is complete.



### Crash Portal Log in with Multi-Factor Authentication

#### **Before You Start:**

If this is your first-time logging into the Crash Portal, STOP and refer to the "First Time Crash Portal Log in" section at the beginning of this document. The "First Time Crash Portal Log in" section will walk you through the steps of setting up the options for Multi-Factor Authentication.

#### What you will need:

- Website to the Crash Portal <a href="https://massdotpublic.service-now.com/cpp">https://massdotpublic.service-now.com/cpp</a>
- 1. If you want to use Authenticator app for MFA code then make sure you install the Authenticator Application, do so now. You will need this to log in.
  - 1.1. This is the application that was paired with your log in when you signed into Crash Portal the first time. Please complete the steps at the beginning of this document before continuing.

#### Log in Directions:

Follow these steps to log into the Crash Portal.

- 1. Access the Crash Portal website: <u>https://massdotpublic.service-now.com/cpp</u>.
- 2. Type your email address in the username field, then type your password. Select Log in.

Login			
User name			
timuser@gr	nail.com		
Password			
			0
Forgot Passo	vord ?	1	Login
- to got I and			-

- 3. The "Verify your identify" screen displays. Choose how to verify your identity:
  - Use your mobile device : open the authenticator application that was downloaded previously. Enter the 6-digit multi-factor authentication (MFA) code in the "6-digit code" field.

or

• Select the "Try another way to verify" below the 6-digit code field and select **Get a verification code sent to email**" option and click on continue button. An email will be sent to your username email address. Type the 6-digit code from the email in the space provided on the screen.

	massDOT
<u>massDOT</u>	
	Setup Multi-factor
	Authentication(MFA)
Verify your identity	Select one of the following methods to complete the setup.
арр	<ul> <li>Setup authenticator app</li> </ul>
6-digit verification code	Get a verification code sent
XXXX - XXXX	
Do not challenge for MFA on this browser for the next 8 hours	Continue
Verify	
Try another way to verify	. • •
	Postpone setup
	Number of times MFA setup can be postponed is: 3

Note: The system provides an option to pause MFA on the browser for the next 8 hours. To use this feature, select the checkbox before clicking on Verify.

4. Select Verify. The Crash Portal homepage displays. Log in is complete.