

Crash Portal

Crash Portal Log in Instructions

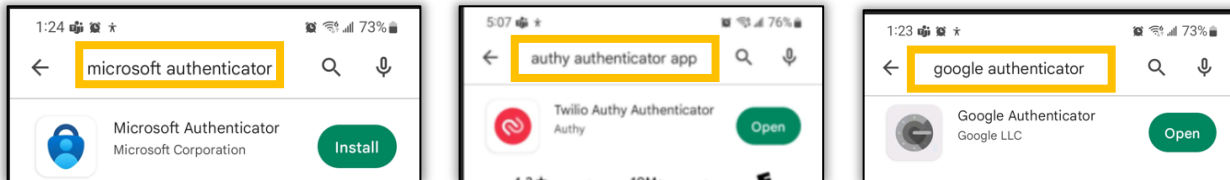
Table of Contents

First Time Crash Portal Log in.....	1
Crash Portal Log in with Multi-Factor Authentication	5

First Time Crash Portal Log in

What you will need:

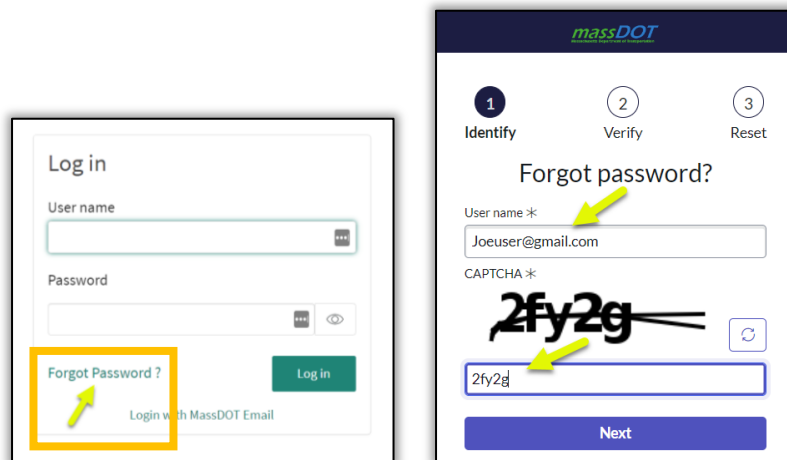
- Website to the Crash Portal: <https://massdotpublic.service-now.com/cpp>
- Authenticator Application on your mobile device that supports TOTP (Time-based One Time Password).
 - If you do not have an authenticator, go to App store (iPhone), or Play store (Android) and install an application, such as one of the below authenticators:



- Attached are instructions for two authentication applications: 1) [Authy Mobile](#) and 2) [Microsoft Authenticator](#).
- You can choose either application; and both applications are available via download from your mobile device.
- Stop at the point when asked to add an account. This step will be completed after log in.

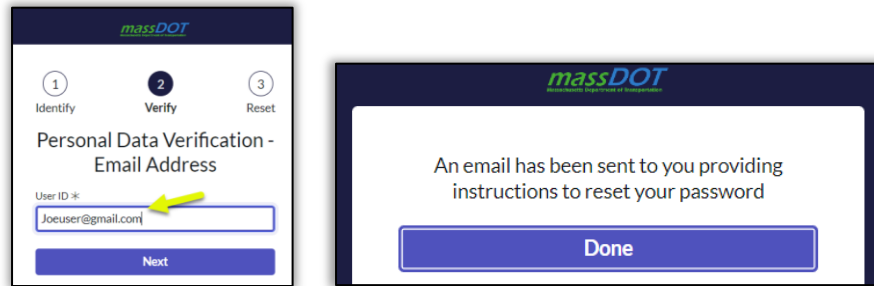
Log in Directions:desktop

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

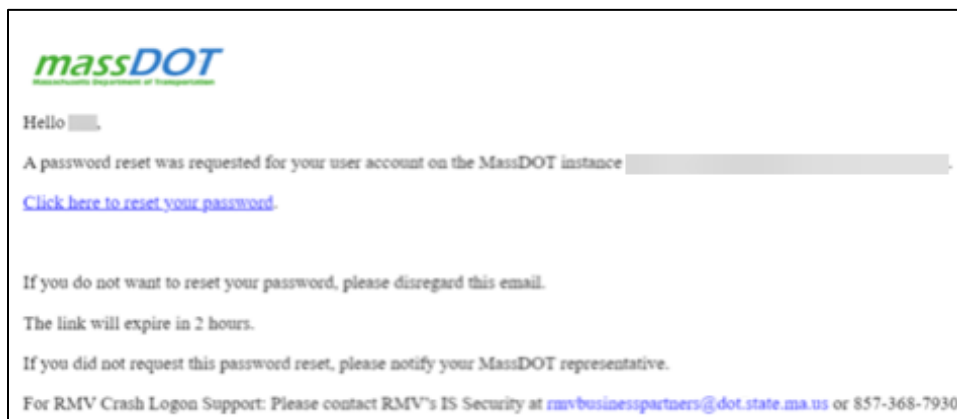


Crash Portal

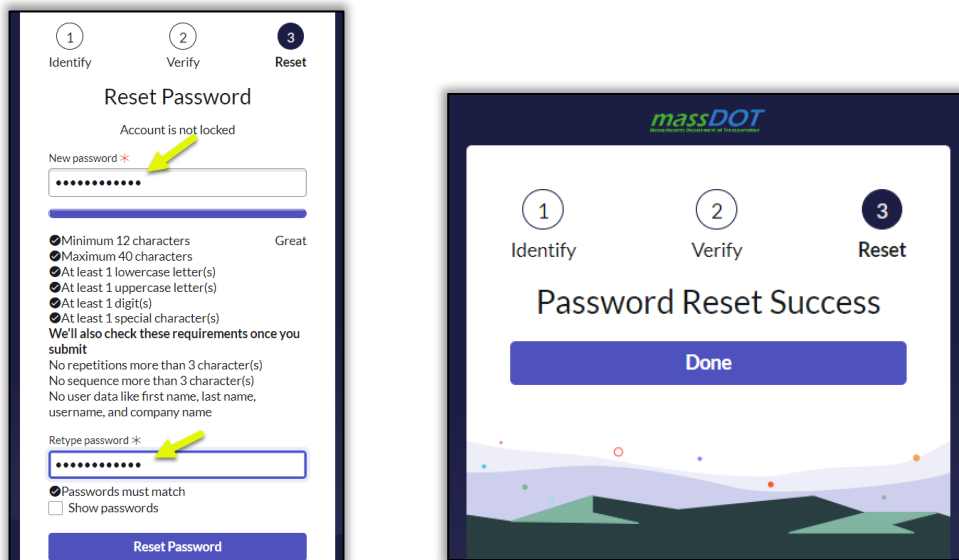
2. Verify your email address ID. An email is sent to the email address to reset the password, select Done.



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".



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.



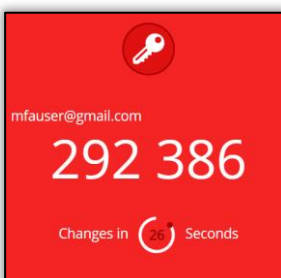
Crash Portal

5. Log in using the email address and the new password. Select Log in.

6. You will be redirected to an enable multi-factor authentication (MFA) screen.
 - See page 1 of this document for instructions if you do not have a mobile authenticator application downloaded on your smart phone.
7. 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.*
8. Using your mobile device:
 - Scan the QR code with your mobile device or scan the QR code on the computer screen.
 - or
 - Enter the code by typing the code from the computer screen into your mobile device.



9. 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.



Crash Portal

10. 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.



11. The Crash Portal homepage displays. Log in is complete.

Crash Portal

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 Multi-Factor Authentication application.

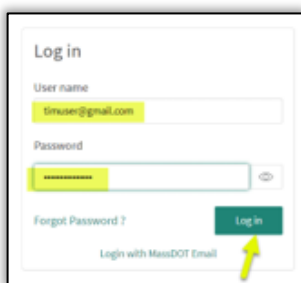
What you will need:

- Website to the Crash Portal <https://massdotpublic.service-now.com/cpp>
- If you did not install the Authenticator Application, do so now. You will need this to log in.
 - This is the application that was paired with your log in when you signed into the Crash Portal the first time. Please complete the steps at the beginning of this document before continuing.

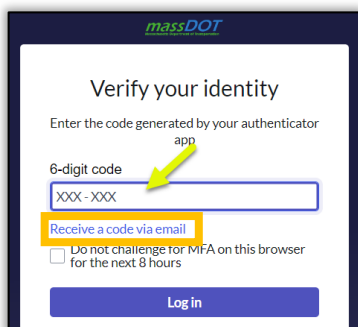
Log in Directions:

Follow these steps to log into the Crash Portal.

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



3. The “Verify your identity” screen displays. Choose how to verify your identity:
 - Use your mobile device : open the authenticator application that was downloaded on the first time log in. Enter the 6-digit multi-factor authentication (MFA) code in the “6-digit code” field.
 - or
 - Select the “Receive a code via email” below the 6-digit code field. An email will be sent to your user name email address. Type the 6 digit code in the space provided on the screen.



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 selecting Log in.

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