Crash Portal

Crash Portal Log in Instructions

Table of Contents
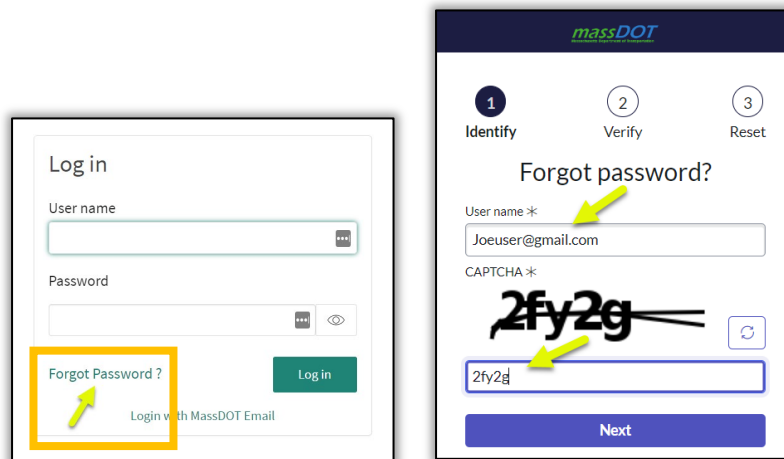
First Time Crash Portal Log in

What you will need:

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

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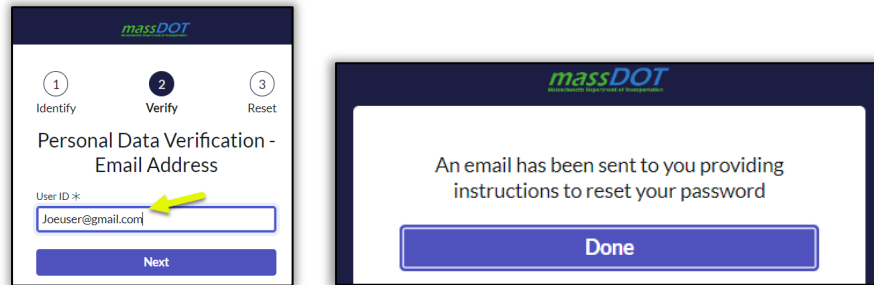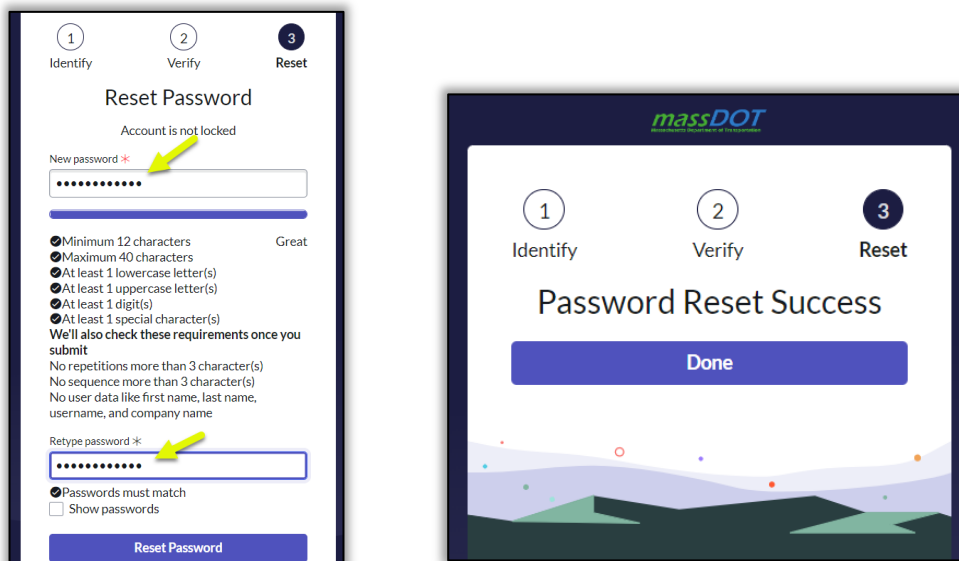
2. Verify your email address ID. An email is sent to the email address to reset the password, select Done.

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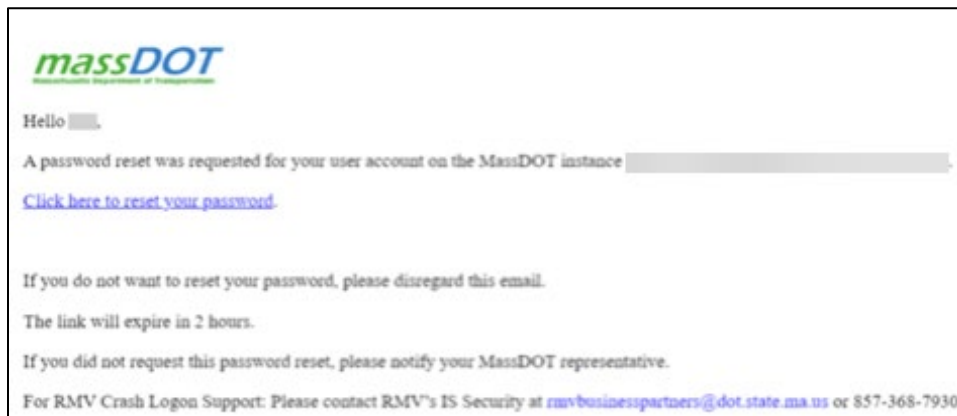
4. Enter the New Password and then Retype Password in applicable fields. Select the Reset Password button. If the passwords match, the message "password reset success" displays. Select Done. If not, repeat steps.

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

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

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.

(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

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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.
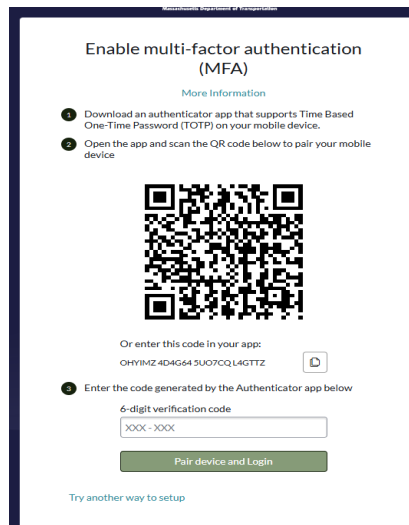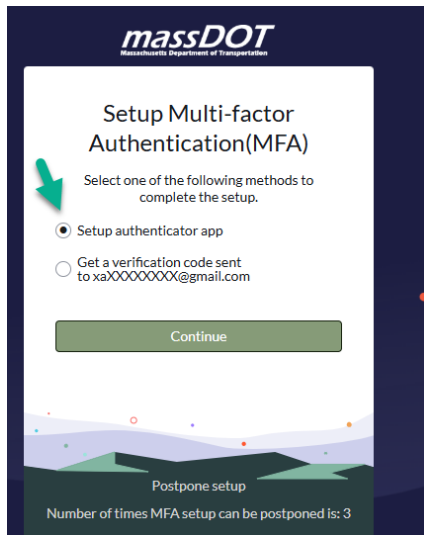
Note: If you do not have a authenticator app installed on your mobile , go to App store (iPhone), or Play store (Android) and install an application, such as one of the below authenticators:
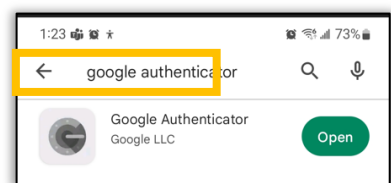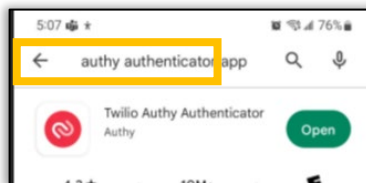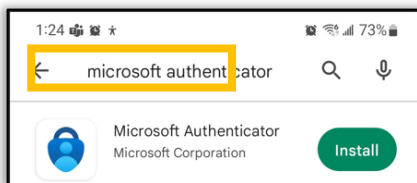
- Attached are instructions for two authentication applications: 1) Authy Mobile and 2) Microsoft Authenticator.
- You can choose either application; both applications are available via download from your mobile device.

(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:
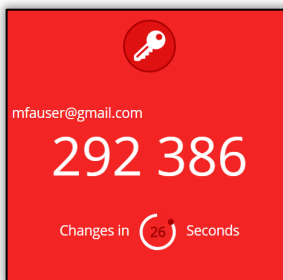   Scan the QR code with your mobile device
   or
   Enter the code by typing the code from the computer screen into your mobile device.

(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

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 https://massdotpublic.service-now.com/cpp

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: https://massdotpublic.service-now.com/cpp.

2. Type your email address in the username field, then type your password. Select Log in.
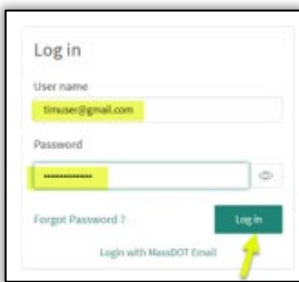
3. The "Verify your identify" screen displays. Choose how to verify your identity:

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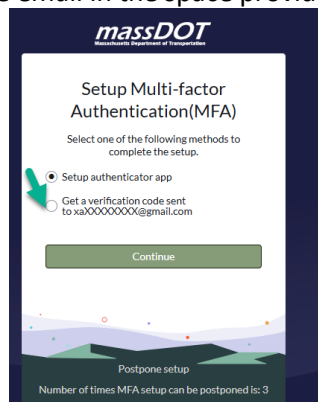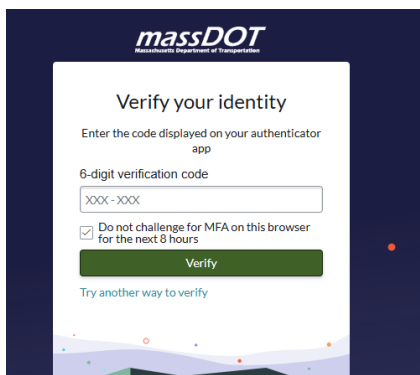
   Note: The system provides an option to pause MFA on the browser for the next 8 hours. To use this feature, select the checkbox before clicking on Verify.

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