



# LAW ENFORCEMENT AGENCY PORTAL GUIDE

## Logging Into the Portal as a New User



### Overview

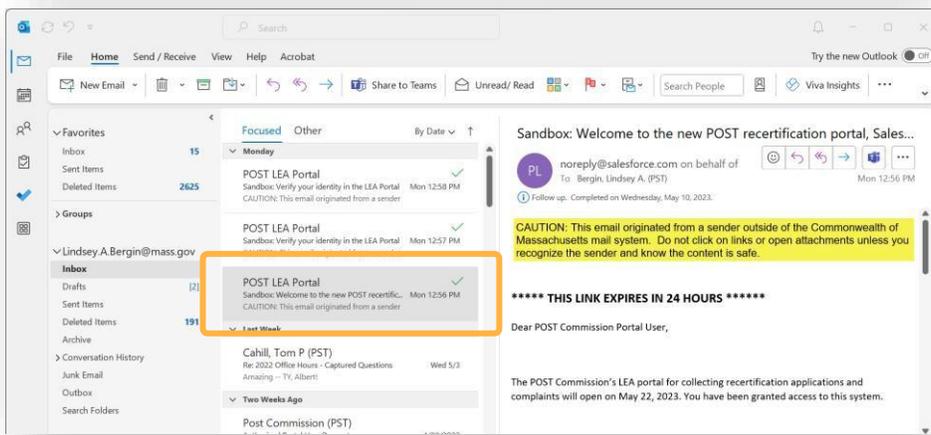
POST’s LEA Portal is the centralized system for all Massachusetts law enforcement agencies (LEAs) to submit relevant officer recertification and complaint information.

**This guide covers accessing the portal as a new user and who to contact for further issues.**

### LEA Portal Access Requirements

**Internet access** and a **web browser** are required to access the LEA Portal. While all browsers are supported, the recommended browsers to access the portal are Chrome, Edge, and Safari.

### Step By Step Instructions



- 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, Salesforce!”**
- 2. Click into the email. The start of the email will look something like the image below:**

**Subject** Welcome to the new POST recertification portal, Salesforce!

**From** noreply@salesforce.com; on behalf of; POST LEA Portal <[postccertification@noreply.mass.gov](mailto:postccertification@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 data1. 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 individual officer or answer specific questions differently per officer, you can still use the wizard and select only the specific officer. ...



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... 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](mailto:postcsupport@mass.gov).

For questions about the recertification process and policy, please email [postccertification@mass.gov](mailto:postccertification@mass.gov).

For questions and policy about submitting complaints, please email [postcreports@mass.gov](mailto:postcreports@mass.gov).

The portal login page is : [https://postcmassgov--\\_test.sandbox.my.site.com/login?c=KTEO.Q\\_5ITHOebxjQk96HjK.sqjCWpnhZ5014xQ2hKVzYg\\_PNwPxSHt9vYp96BKDXQiCMhfbUyD4E8SaSfrEb9I.QcO4\\_mXlxecXIwDOUJad6eADy3c7oIjEib4PqAd2qYrayB8QORAEUFKNqXahJZGLVPn8OLLiQ5FK1Rb8titw\\_YbVcS\\_SzLwpWuze6MXgdiMY.wuc9obuevVb\\_OiXKwDyTZTuzQ%3D%3D](https://postcmassgov--_test.sandbox.my.site.com/login?c=KTEO.Q_5ITHOebxjQk96HjK.sqjCWpnhZ5014xQ2hKVzYg_PNwPxSHt9vYp96BKDXQiCMhfbUyD4E8SaSfrEb9I.QcO4_mXlxecXIwDOUJad6eADy3c7oIjEib4PqAd2qYrayB8QORAEUFKNqXahJZGLVPn8OLLiQ5FK1Rb8titw_YbVcS_SzLwpWuze6MXgdiMY.wuc9obuevVb_OiXKwDyTZTuzQ%3D%3D)

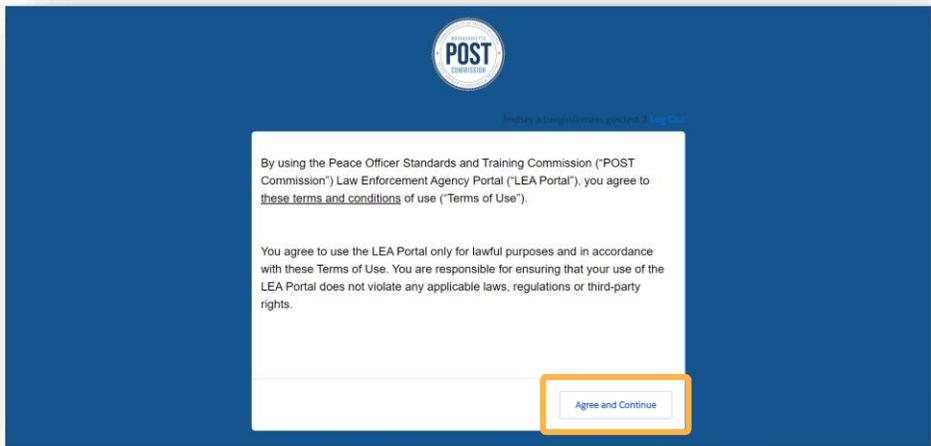
Username: [lindsey.a.bergin@mass.gov](mailto:lindsey.a.bergin@mass.gov)

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

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

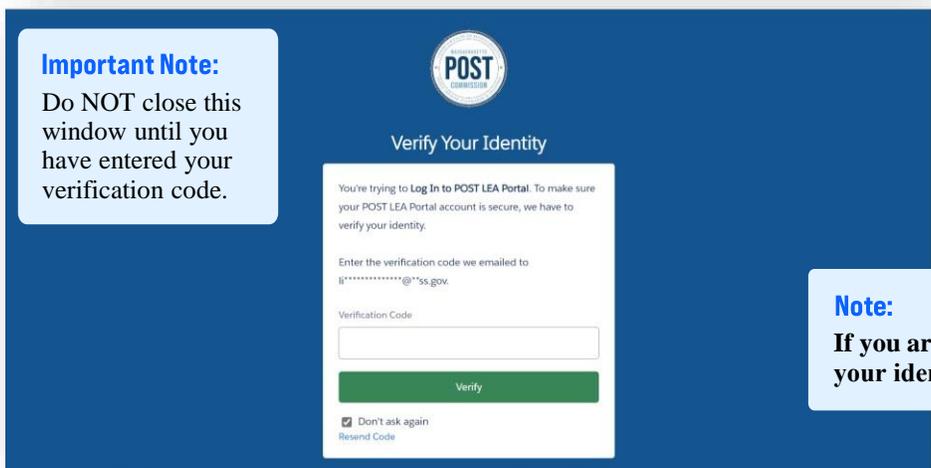
### Important Note:

The **link will expire 24 hours after the email was sent**. If you miss the 24-hour window, you will need to email POST at [postcsupport@mass.gov](mailto:postcsupport@mass.gov) and re-request access to the portal.



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**



### Important Note:

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

You *may* be prompted with a one-time action to verify your identity with a passcode.

You may be taken to a “Verify Your Identity” page.

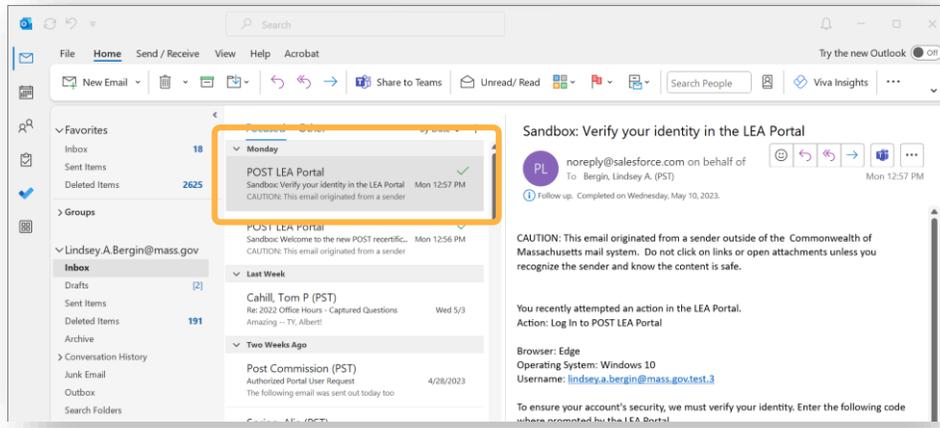
### Note:

If you are not taken to verify your identity, skip to page 4.



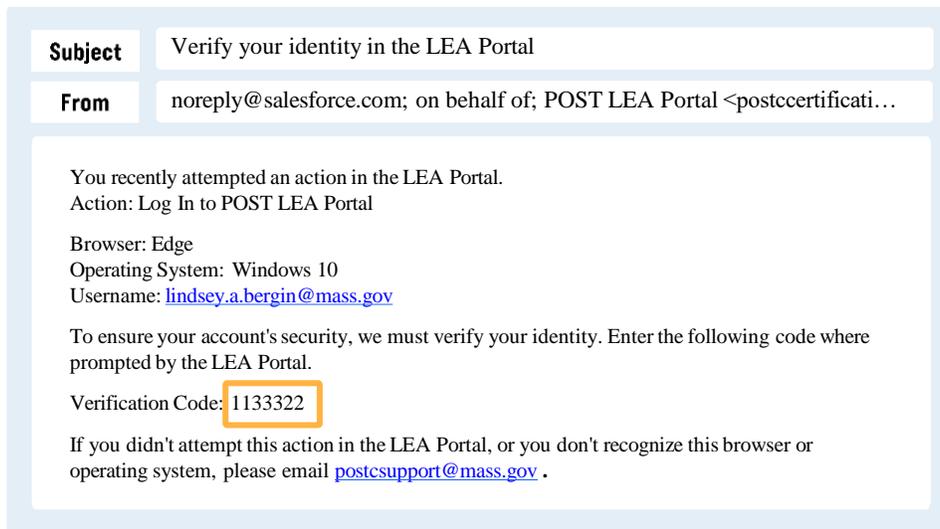
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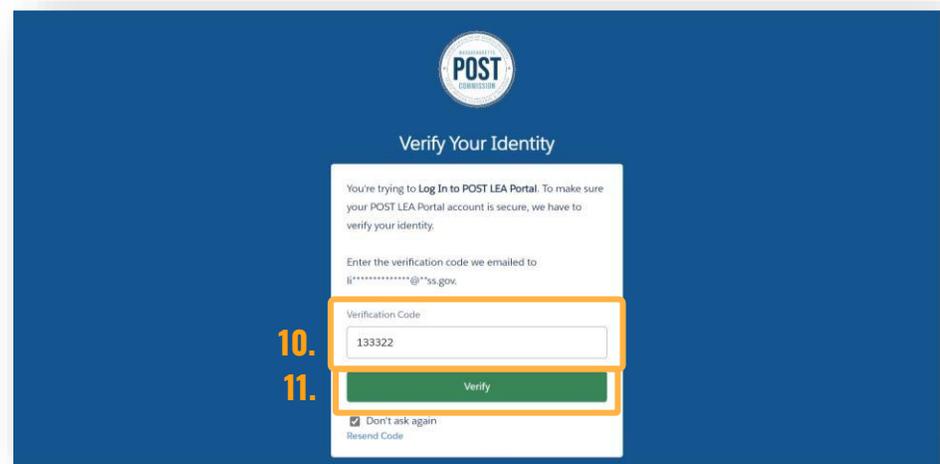
6. Go back to your *inbox* and **search** for an *email* with the subject: “Verify your identity in the LEA Portal”

7. Click into *the email*.



Here is an example of the identity verification email.

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



9. Go back to the “Verify Your Identity” page.

10. Enter the verification code from the email in the *white field*

11. Click *verify*.



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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
- 1 special character

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

The circles will turn green when the requirement has been met. When all conditions have been met and the passwords match, the change password button will turn green and allow you to click.

**13.** Click *Change Password*.

You are now logged in and will be taken to the homepage of the LEA portal.

For future reference, [the login page to the LEA portal can be found here](#).

**Important Note:**

If you are having trouble accessing the LEA portal, email POST at [POSTCSupport@mass.gov](mailto:POSTCSupport@mass.gov)