

Risk-Based Authentication

Login & Registration

User Guide for CWOPA Users

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What is Risk-Based Authentication?



Risk-Based Authentication (RBA) evaluates the risk of a login transaction and identifies if an increased level of authentication is required. If the transaction is considered low risk, the user is directed to their desired application. Similarly, if the transaction is considered high risk, the user is prompted for another level of authentication beyond their user ID and password.



Why is the change needed?



The Commonwealth of Pennsylvania has taken additional measures to protect users' personal information. RBA has been implemented in order to help ensure that the identity of users is protected on state agency sites.

CWOPA Users

RBA Registration

CWOPA Users – RBA Registration



When you first log onto the application after August 19th, you will need to register for RBA. If you already use RBA for other DHS applications, you will not need to register again.



1. Select the **Commonwealth Employee Login** link.



Keystone Key

Username
Password
LOGIN

Self-service for Business Partner

 [Forgot User ID](#)

 [Forgot Password](#)

 [Edit Profile](#)

Self-service for Commonwealth Employees

 [Change CWOPA Password or Hint Questions](#)

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2. Enter your user credentials on the login screen.
3. Click **LOGIN**.

Security Questions Credential Creation

Select three (3) security questions from the drop down menu below. These security questions are used in the event that you forget your Security PIN. Please remember that answers must be identical to how the answer you provide below in future login attempts.

For additional security, the Commonwealth of Pennsylvania suggests that your Security Questions meet these requirements:

- Choose questions for which you will easily recall the answers; do not write down the questions and answers, as this undermines their usefulness as a security tool.
- Avoid using special characters (\$#%@) and punctuation (" , - .) in your answers.
- You cannot use the same question more than once.
- Answer cannot contain any phrase of the question.

Username: _____

Question:	<input type="text" value="Select"/>	Answer:	<input type="text"/>
Question:	<input type="text" value="Select"/>	Answer:	<input type="text"/>
Question:	<input type="text" value="Select"/>	Answer:	<input type="text"/>

On the next screen you will be prompted to choose a six-digit Security PIN. Please click "Next" to continue.

4. Select your security questions.
5. Provide answers to your selected security questions.
6. Click **NEXT**.

Create Your Security PIN

Please create and confirm a Security PIN. Your Security PIN will be required every time you access the application. Choose a PIN that you will easily recall; do not write down your Security PIN, as this undermines its usefulness as a security tool.

For additional security, the Commonwealth of Pennsylvania suggests that your Security PIN meet these requirements:

- Six (6) Numeric Digits
- Is not your employee ID number
- Does not contain any alphabetic or special characters
- Does not contain all consecutive numbers, such as 123456, 456789, etc.
- Does not contain all of the same number, such as 111111, 222222, etc.
- Does not contain any or all of your birth date
- Does not contain part of your phone number
- Does not contain part of your Social Security Number

Username: :

Create Security PIN *

Confirm Security PIN

NEXT

7. Follow the on screen instructions to create a PIN.
8. Enter and confirm the new PIN.
9. Click **NEXT**.

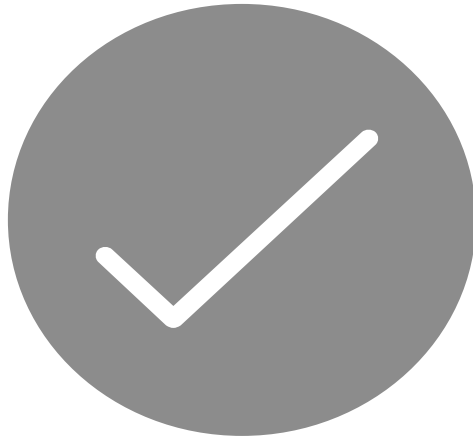
Private Computer (Authorize this computer)
Select this option if this is a private computer. By selecting this option, you are allowing this website to recognize this computer for future logins.

Public or Shared Computer (Do not authorize this computer)
Select this option if this is not a private computer and / or you do not want this computer to be recognized for future logins (for example, if this is a publically used computer). If this option is selected, you will be prompted with this screen the next time you login.

CONTINUE

10. Select either public or private based on the criteria below:
 - a) Select **Private** if you are logging in from your personal laptop.
 - b) Select **Public** if you are logging in from any public computer such as a library or a hotel business center.
11. Click **CONTINUE**.

Registration is complete.



Note: After registration, you will gain access to the application. The next time you login, you will have to complete the RBA login flow.

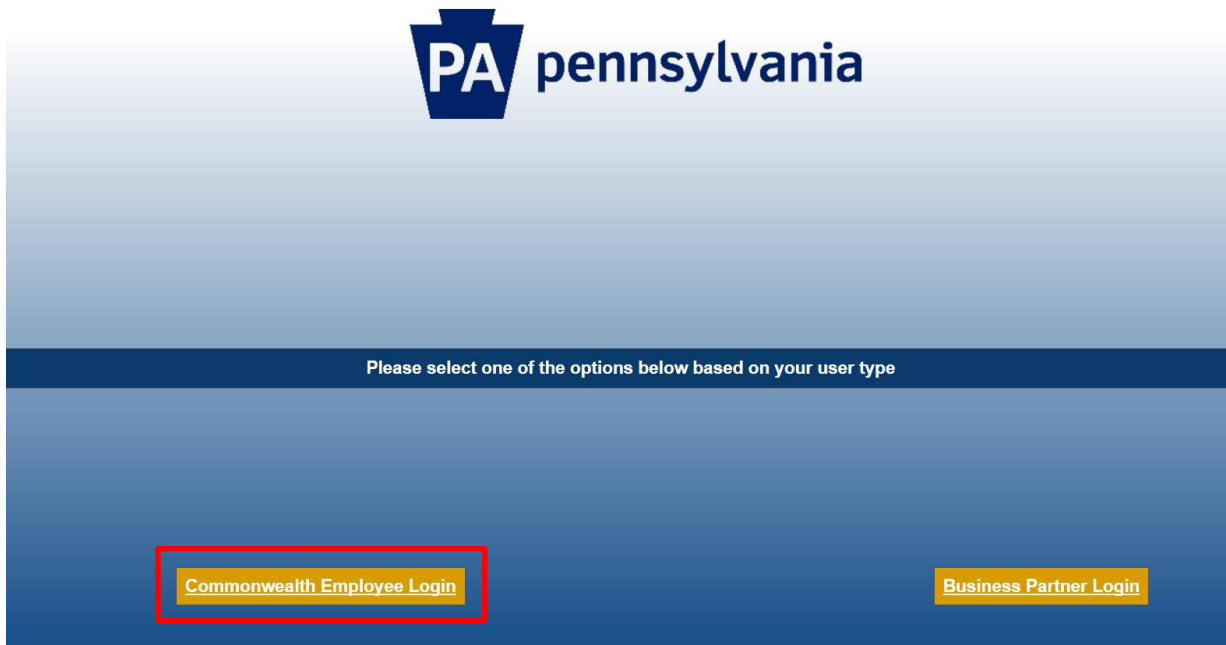
CWOPA Users

RBA Login

CWOPA Users – RBA Login



If you are accessing the application outside of the DHS network and/or using a browser other than Internet Explorer, you will need to complete RBA every time you try to access the application.



1. Select the **Commonwealth Employee Login** link.



Keystone Key

Username
Password
LOGIN

Self-service for Business Partner

-  [Forgot User ID](#)
-  [Forgot Password](#)
-  [Edit Profile](#)

Self-service for Commonwealth Employees

-  [Change CWOPA Password or Hint Questions](#)

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2. Enter your user credentials on the login page.
3. Click **LOGIN**.



Keystone Key

Username
Password
LOGIN

Self-service for Business Partner

-  [Forgot User ID](#)
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- If your computer is recognized as public, complete **Sections A-C.**
- If your computer is recognized as private, complete **Section C.**

A

Security Questions

Due to one of the following reasons your computer was not recognized:

- You are using a new computer or one you have not used before.
- You have switched to a new browser or changed your browser settings.
- You have deleted your cookies.
- You have modified your computer, its operating system, or its software settings.
- Your internet provider changed its system settings affecting our ability to recognize your machine.

Username:

What was the name of your childhood pet? [hide entries](#)

What was your favorite childhood toy?

CONTINUE

4. Enter your answers to the security questions.
5. Click **CONTINUE**.

Note: If your answers are entered incorrectly five times, your account will be locked. Please call the DHS Help Desk at 1-800-281-5340 to unlock it.

B



Private Computer (Authorize this computer)
Select this option if this is a private computer. By selecting this option, you are allowing this website to recognize this computer for future logins.

Public or Shared Computer (Do not authorize this computer)
Select this option if this is not a private computer and / or you do not want this computer to be recognized for future logins (for example, if this is a publically used computer). If this option is selected, you will be prompted with this screen the next time you login.

CONTINUE

6. Select either public or private based on the criteria below:
 - a) Select **Private Computer** if you are logging in from your personal laptop.
 - b) Select **Public or Shared Computer** if you are logging in from any public computer such as a library or a hotel business center.
7. Click **CONTINUE**.



Enter Your Security PIN

Please enter the Security PIN that you have chosen for advanced authentication during enrollment in the field below and click the "Submit" button.

If you have forgotten your Security PIN, click on the "Forgot PIN?" link below and complete the process to reset your Security PIN.

Username: _____

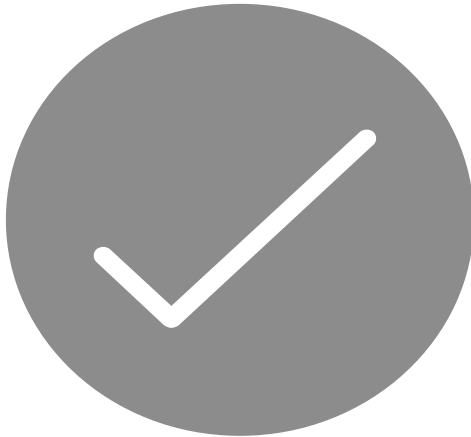
Security PIN: [Forgot PIN?](#)

SUBMIT

8. Enter your security PIN.
9. Click **SUBMIT**.

Note: If the security PIN is entered incorrectly five times, your account will be locked. Please call the DHS Help Desk at 1-800-281-5340 to unlock it.

Login is complete.



Note: Your session will remain active until you close your browser or log off from the application.

CWOPA Users

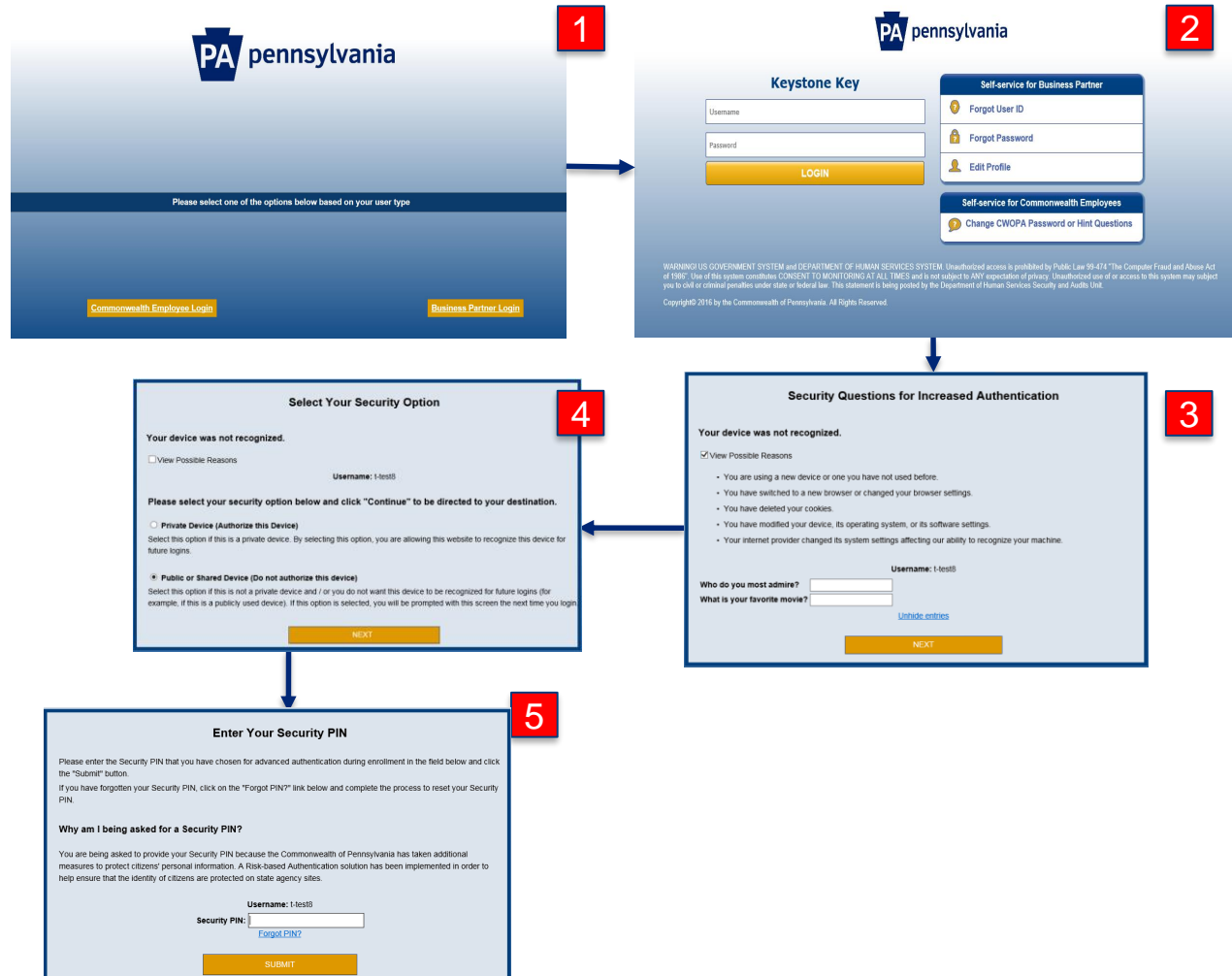
PIN Reset

CWOPA Users – PIN Reset



You will always be prompted to enter your security PIN during the RBA login process. If you've forgotten it, you can reset your PIN online without calling the help desk.

If needed, reset your PIN as detailed in the following steps.



Enter Your Security PIN

Please enter the Security PIN that you have chosen for advanced authentication during enrollment in the field below and click the "Submit" button.

If you have forgotten your Security PIN, click on the "Forgot PIN?" link below and complete the process to reset your Security PIN.

Why am I being asked for a Security PIN?

You are being asked to provide your Security PIN because the Commonwealth of Pennsylvania has taken additional measures to protect citizens' personal information. A Risk-based Authentication solution has been implemented in order to help ensure that the identity of citizens are protected on state agency sites.

Username: t-test8

Security PIN:

[Forgot PIN?](#)

SUBMIT

The **Forgot PIN?** link can be used to reset your PIN.

1. Click **Forgot PIN?**.

Security Questions

Due to one of the following reasons your computer was not recognized:

- You are using a new computer or one you have not used before.
- You have switched to a new browser or changed your browser settings.
- You have deleted your cookies.
- You have modified your computer, its operating system, or its software settings.
- Your internet provider changed its system settings affecting our ability to recognize your machine.

Username:

What was the name of your childhood pet? [Unhide entries](#)

What was your favorite childhood toy?

CONTINUE

2. Enter your answers to the security questions.
3. Click **CONTINUE**.

Security PIN Reset

Please provide a new six-digit Security PIN and confirm it in the fields below.

Please meet the below requirements for your Security PIN:

- Contains Six (6) Numeric Digits
- Does not contain any alphabetic or special characters
- Does not contain same number consecutively thrice, such as 111873, 222222, etc.
- Does not contain all consecutive numbers in increasing or decreasing order, such as 123456, 987654, etc.
- Does not contain pair of numbers consecutively twice or thrice, such as 141450, 171717, etc.

For additional security, the Commonwealth of Pennsylvania suggests that your Security PIN:

Username:

New Security PIN *

Confirm Security PIN

SUBMIT

4. Follow the on screen instructions to create a new Security PIN.
5. Enter and confirm the new Security PIN.
6. Click **SUBMIT**.

Enter Your Security PIN

Please enter the Security PIN that you have chosen for advanced authentication during enrollment in the field below and click the "Submit" button.

If you have forgotten your Security PIN, click on the "Forgot PIN?" link below and complete the process to reset your Security PIN.

Username:

Security PIN: [Forgot PIN?](#)

7. Enter your new Security PIN.
8. Click **SUBMIT**.

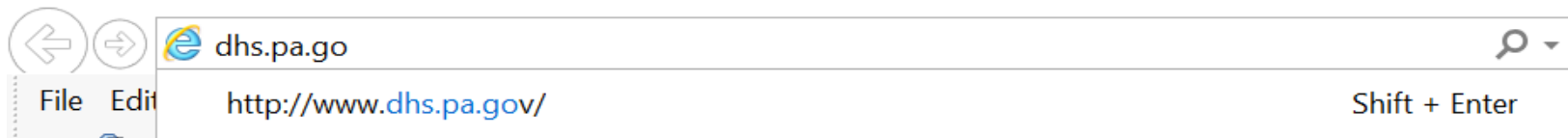
Login is complete.



Note: Your session will remain active until you close your browser or log off from the application.

CWOPA Users

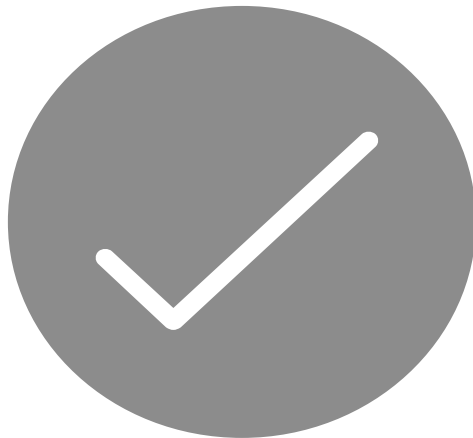
Desktop Single Sign On (DSSO)



Enter the URL of your desired application.

- This feature only works when you are connected to the DHS network AND using Internet Explorer, in which Desktop Single Sign On (DSSO) will automatically sign you in using your desktop credentials and direct you to your application.
- If you are using a different browser and/or outside of the DHS network, you will be directed to the regular login flow. Please see **RBA Login**.

Login is complete.





Troubleshooting

Q: I use RBA with other DHS applications. Will I need to register for RBA for each application I use?

A: No, your Security PIN and answers will carry over and you can use the same credentials for multiple DHS applications.

Q: Can I still access DHS applications even though I'm not using Internet Explorer?

A: Yes, you can still access the application on other browsers. You may be required to provide your Security PIN and/or security answers as an extra layer of security, depending on if you are connected to the DHS network.

Q: I've forgotten the answers to my Security Questions, how can I reset/change my answers?

A: Contact the DHS Help Desk in order to reset your answers.

Q: What can I do if my account becomes locked?

A: Your account can be locked because your security PIN or answers were entered incorrectly more than five times. You must call the DHS Help Desk at 1-800-281-5340 in order to have your account unlocked.

Q: Can the DHS Help Desk also help me to reset my Security PIN?

A: We've provided an easier way to reset your security PIN without calling the help desk. Please see the **PIN Reset** section of the User Guide.

Q: Who do I contact for any additional issues and/or questions?

A: Please call the DHS Help Desk at 1-800-281-5340 , or email them at RA-PWDHSMFAHELPDESK@pa.gov

Additional Support



If you have additional questions and/or are continuing to experience issues, please call the help desk at **1-800-281-5340** or

email them at

RA-PWDHSMFAHELPDESK@pa.gov

for additional support.