Risk-Based Authentication
Login & Registration
User Guide for CWOPA Users
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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.

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

7. Follow the on screen instructions to create a PIN.
8. Enter and confirm the new PIN.
9. Click NEXT.
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
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.
2. Enter your user credentials on the login page.
3. Click **LOGIN**.
• If your computer is recognized as public, complete Sections A-C.
• If your computer is recognized as private, complete Section C.
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.
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**.
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
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.
The **Forgot PIN?** link can be used to reset your PIN.

1. Click **Forgot PIN?**.
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 111673, 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: 

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.

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.
Frequently Asked Questions

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
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.