

FIRST LOG IN: ACCESSING ALACOP OR ALACOP APPLICATIONS

LOGGING IN/OUT WITH NEW PASSWORD & SETTING UP AUTHENTICATION METHOD

For questions or support, contact the ALEA Support Center at 1-844-838-9028 or ALEA-Support@alea.gov.

For user guides and video tutorials visit the AlaCOP Help Center at <https://app.alea.gov/Help>.

For best results, log out of any applications before beginning these steps.

Users will need to login on their first login with a new temporary password format. Please follow the instructions below to identify your temporary password.

- Use the following pattern: **New\$Alacop#** followed by the user's last initial (lowercase), followed by the last four digits of the user's social security number, followed by the user's first initial (lowercase).
- For example: New Alacop ID = ck4321@alacop.gov
- Alacop User's Name = Clark Kent
- Last four digits of Clark Kent's SSN = 4321
- **Temporary password = New\$Alacop#k4321c**

When resetting your password, the temporary password format will also be your "old" password.

1. Go to **alacop.gov** or the desired AlaCOP application (e.g., LETS, eCrime, etc.)
2. You will be redirected to the AlaCOP login page. The sign in bar is located on the right side of the screen. Enter your **AlaCOP email address**. Your AlaCOP email address is your AlaCOP username followed by "@alacop.gov" (example: cs0101@alacop.gov). Click the "**Next**" button.

Microsoft

Sign in

someone@alacop.gov

Can't access your account?

Next

New User Registration

ALACOP Help Center

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- Note: "Sign-in options" is not supported by ALEA or AlaCOP.

3. Enter your **new AlaCOP password** based on the format that was provided to you. Click the “**Sign in**” button.

Microsoft

← cs0101@alacop.gov

Enter password

Password

[Reset Password](#)

Sign in

[New User Registration](#)

[ALACOP Help Center](#)

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4. On your **first log in**, you will be required to update your password. Enter the AlaCOP password that was provided to you in the “Current Password” line then create a new password in the “New password” line and enter it again in the “Confirm password” line. Click the “Sign in” button.
- Password requirements are:
 - Minimum of 14 characters
AND
 - Must contain at least one of each of the following:
 - Upper case letter
 - Lower case letter
 - Numeral
 - Special character
AND
 - Cannot match the last 24 passwords
AND
 - Cannot change your password more than once in 24 hours

When resetting your password, the temporary password format will also be your “old” password (see page 1 for password format).

Microsoft

cs0101@alacop.gov

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

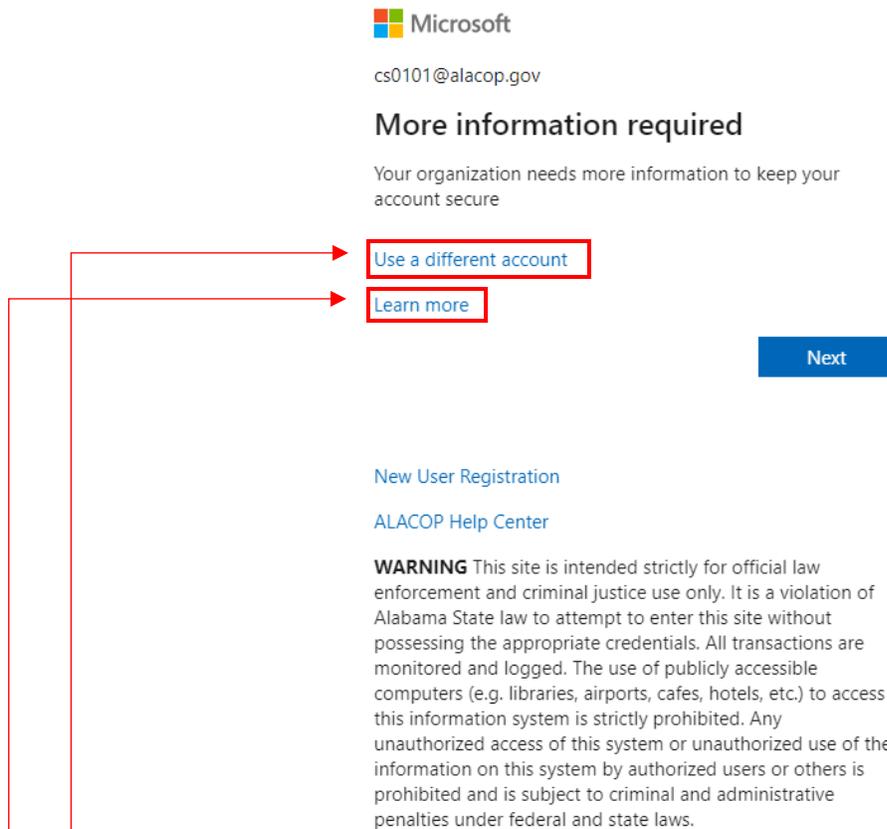
Sign in

[New User Registration](#)

[ALACOP Help Center](#)

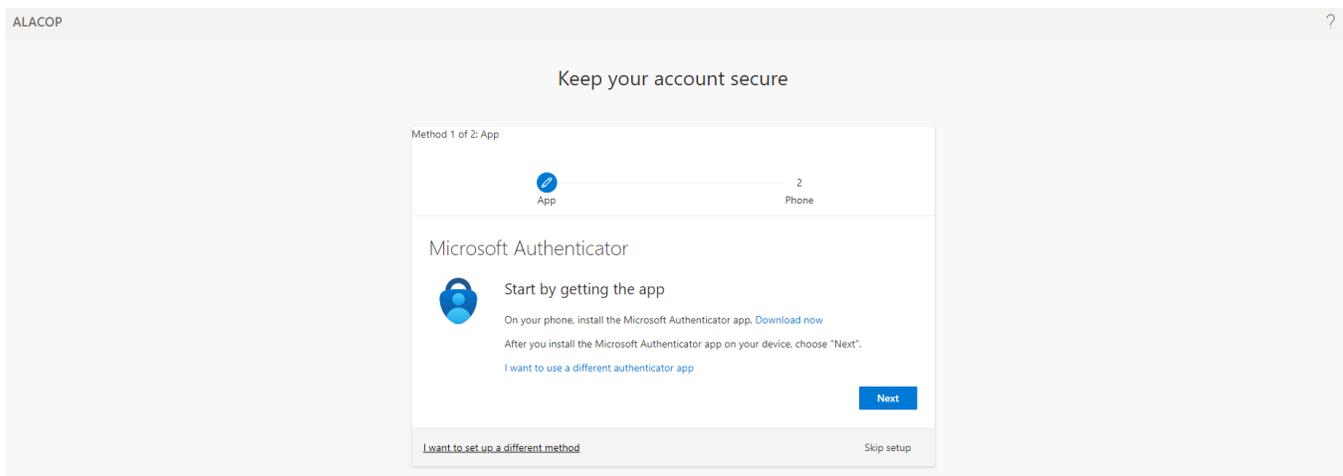
WARNING This site is intended strictly for official law enforcement and criminal justice use only. It is a violation of Alabama State law to attempt to enter this site without possessing the appropriate credentials. All transactions are monitored and logged. The use of publicly accessible computers (e.g. libraries, airports, cafes, hotels, etc.) to access this information system is strictly prohibited. Any unauthorized access of this system or unauthorized use of the information on this system by authorized users or others is prohibited and is subject to criminal and administrative penalties under federal and state laws.

5. To proceed with login, you will be required to set up your authentication methods. Click the “**Next**” button.

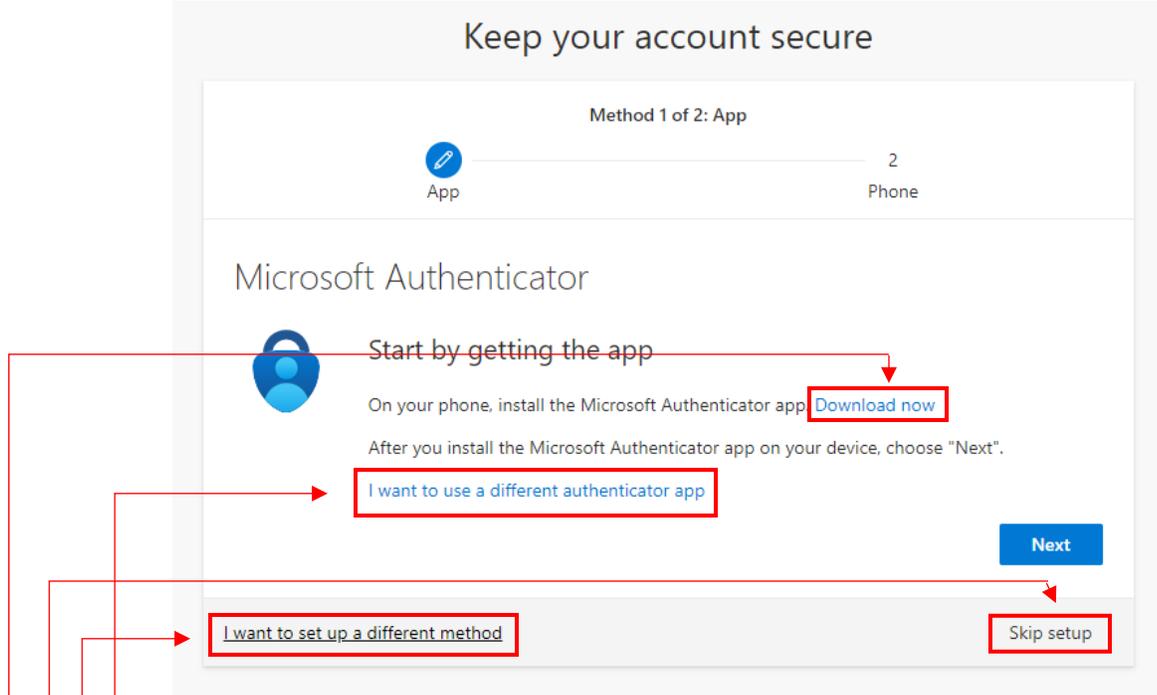


- *If you click on “Use a different account”, you will be redirected back to the beginning of setup.*
- *If you click on “Learn more”, a new tab will open to a Microsoft website with information related to common problems with two-step verification for a work or school account.*

6. You will now begin to set up your authentication options. There are two options to set up, **App** and **Phone**. The next several screens will look like the image below with “ALEA” in the top, left corner and instructions located in the center under “Keep your account secure.”



Please note the following features on this screen:



- If you click on “I want to use a different authenticator app”, this option is not supported and will result in an error message.
- If you click on “I want to set up a different method”, the only supported methods are App, Phone, and Security Questions.
- If you click on “Skip setup”, you will be prompted again in 24 hours to complete this setup. The setup will be required when your ORI is moved as part of the MFA rollout.
- If you click on “Download now”, you will be redirected to a Microsoft website where you can scan a QR code to download the application on your phone.

IMPORTANT

You will be required to set up two (2) authentication methods. The Microsoft Authenticator is the default method and requires downloading the Microsoft Authenticator application to your cell phone. If you do not have access to a cell phone or do not wish to download the application, select “I want to set up a different method” and you can setup Phone and Security Questions as your two methods.

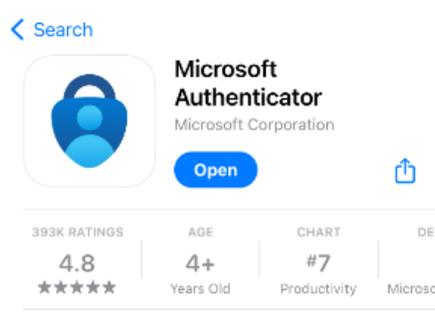
STOP

If you do not want to use the Microsoft Authenticator, proceed to Step #19.

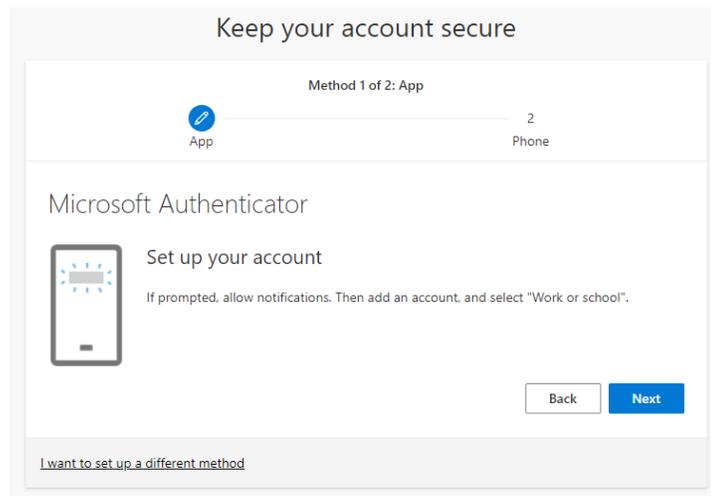
If you would like to use the Microsoft Authenticator but have not downloaded the application, proceed with Step #7.

If you would like to use the Microsoft Authenticator and have already downloaded the application, proceed to Step #12.

7. To **download** the Microsoft Authenticator, select one of the following options:
- Click the “**Download now**” link on your computer screen to go to the Microsoft website where you can scan a QR code to download the application on your phone.
 - Go to the **Apple App Store** or the **Google Play Store** to download the application on your phone. The correct Microsoft Authenticator application looks like:



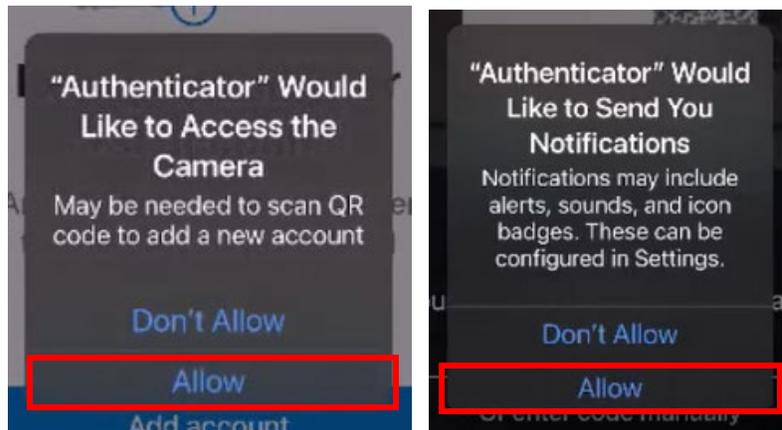
8. Once you have downloaded the Microsoft Authenticator, you will begin to set up your account in the Microsoft Authenticator application. Click the “**Next**” button.



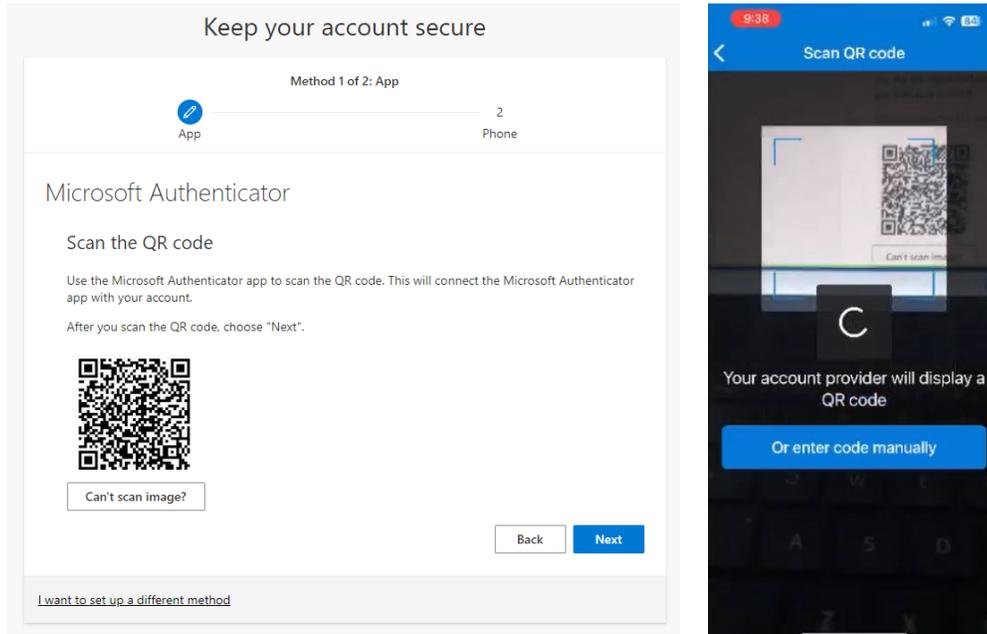
9. Open the **Microsoft Authenticator** application on your phone and accept the default settings and continue until you see the “**Scan a QR code**” screen. Click “**Scan a QR code**”.



10. Allow Authenticator to access your camera by clicking “**Allow**”. Also allow Authenticator to send notifications by clicking “**Allow**”.



11. Use your Authenticator app to scan the QR code on the computer screen. Once you have successfully scanned the code, click “**Next**” on the computer screen.



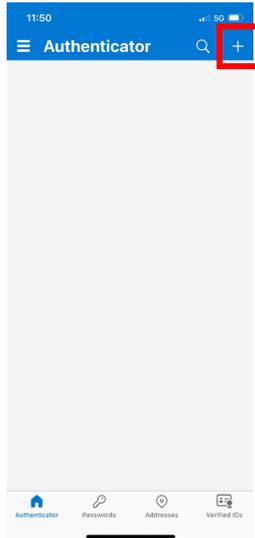
GO

If you have just completed Step #11, proceed to Step #12.

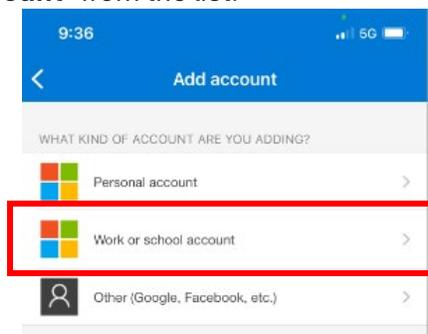
STOP

If you have used the Microsoft Authenticator previously and have not yet added your AlaCOP account, continue with Step #12.

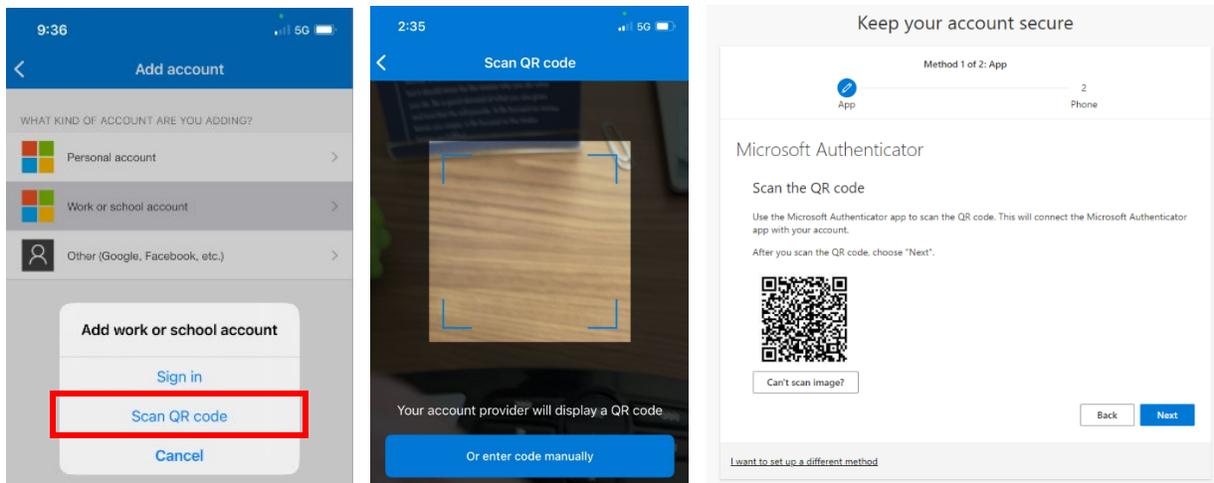
12. Open the **Microsoft Authenticator** application on your phone. You will be prompted to use your phone's passcode.
13. Click on the **“+”** in the top, right corner (indicated by the red box in the image below).



14. Select **“Work or school account”** from the list.



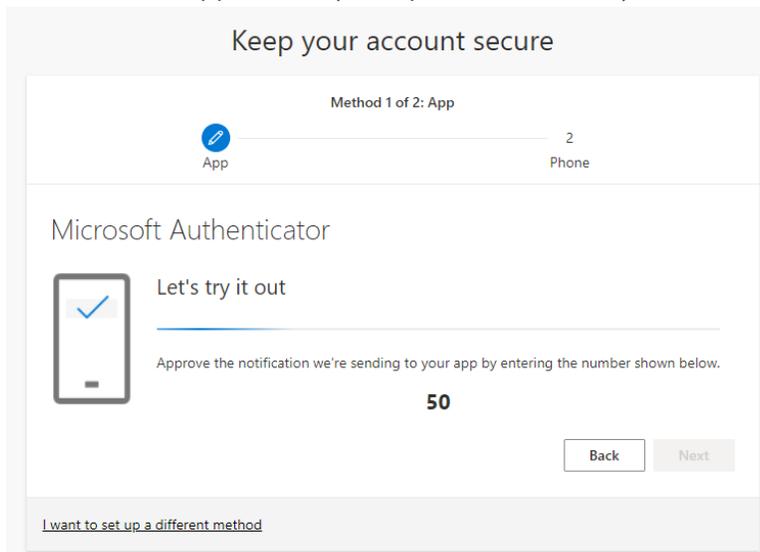
15. Select **“Scan QR code”** on your phone to scan the QR code on the screen. Once you have successfully scanned the code, click **“Next”** on the computer screen.



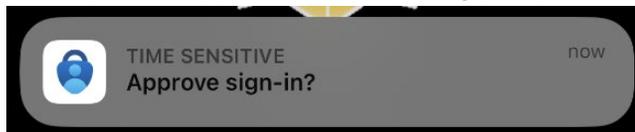
16. Your AlaCOP account will now appear on the list in your Authenticator application.



17. You will now be prompted to use your **Microsoft Authenticator application on your cell phone**.
- The computer screen will display a number you will need to enter using your Microsoft Authenticator application (example screen below).



- The Authenticator application will display a prompt on your phone. Open the notification then open the application by entering your phone's passcode.

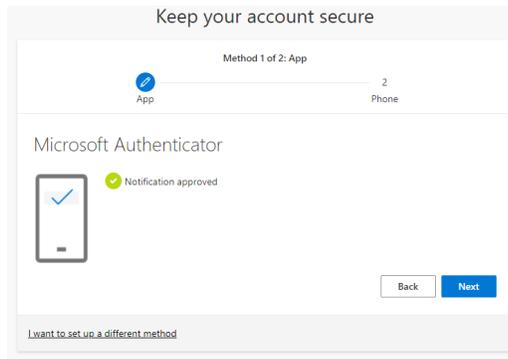


- Once the Authenticator application is open you will need to enter the number displayed on your computer screen in the box on your cell phone display then press **"Yes"**.



- Once you enter the number into the Authenticator application, you will be required to enter your phone's passcode to proceed.
- If you do not enter the number in the Authenticator application within a short time, you will receive an error. Click on the option to **"Resend notification"**.

18. Once you enter the number from the previous step, the computer screen will automatically update and display the “Notification approved” screen. Click the “Next” button.



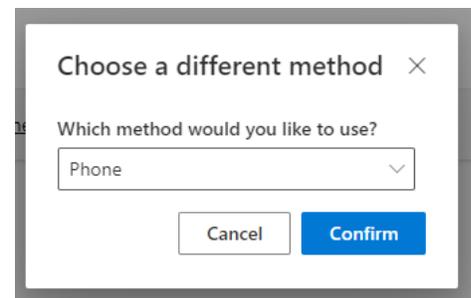
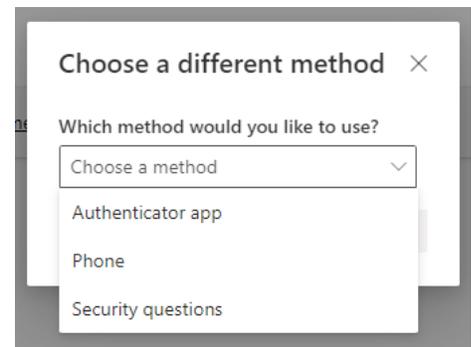
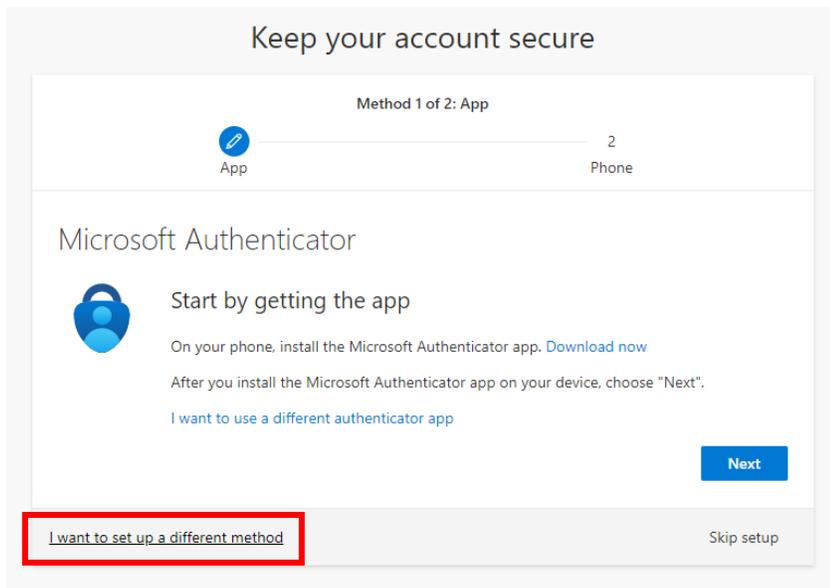
GO

If you have just completed Step #18, you can proceed with Step #19 to set up Phone or Step #22 to set up Security Questions.

STOP

If you do not want to use the Microsoft Authenticator, proceed with Step #19 to set up Phone then continue through Steps #22-23 to set up Security Questions.

19. Select “I want to set up a different method” (displayed in red box below) to proceed with the set up for **Phone**. A new box will appear with a drop-down menu. Select “**Phone**” from the menu then click “**Confirm**”.



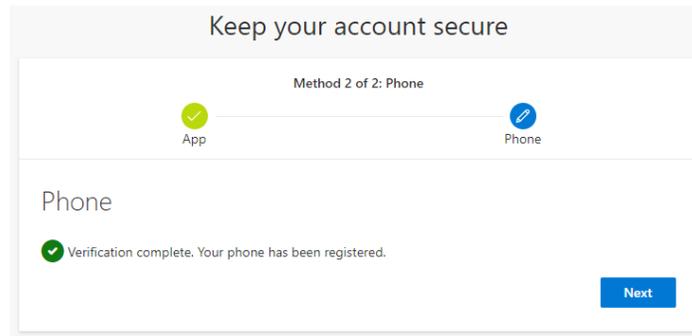
20. You have the choice to “**Receive a code**” or “**Call me**”. Instructions for each are listed below.

- a. For **Receive a code**: Ensure the “Receive a code” option is selected. Enter your **cell phone number** in the box provided. The number you provide will be used to obtain a code in the next step and during regular login attempts. *Do not use a landline telephone number.* Click the “**Next**” button. A code will be sent via text message to the phone number you provided. Enter the code into the space provided on the screen. Click the “**Next**” button.

- b. For **Call me**: Ensure the “Call me” option is selected. Enter your **cell phone number** in the box provided. Click the “Next” button. Answer the call on the phone number provided and follow the instructions provided. When you have followed the instructions, you may continue.

- i. **IMPORTANT:** *The number you provide will be used for both text and voice calls for future login and/or reset password capabilities. If you use a landline telephone for the “Call me” option, you will not be able to receive text messages as a verification option. For best results, use your cell phone number.*

21. A confirmation screen will appear to confirm verification is complete and your phone has been registered. Click the “Next” button.



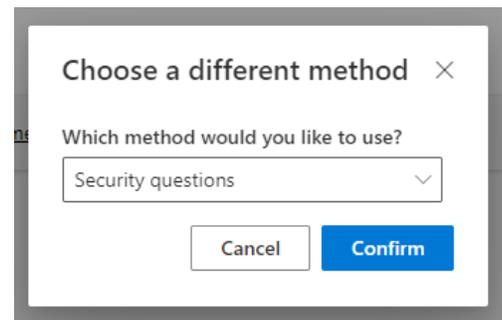
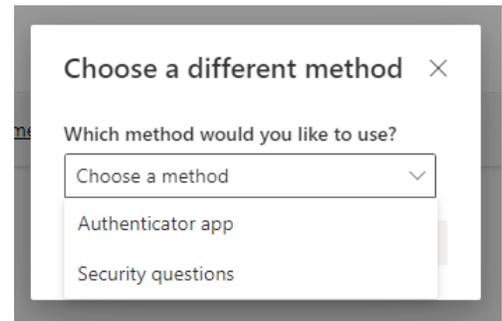
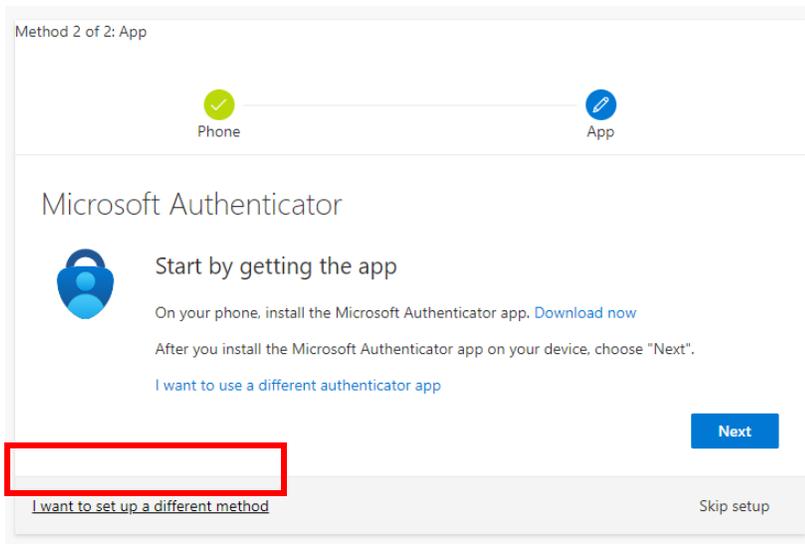
GO

If you have just completed set up of two (2) authentication options, proceed to Step #24.

STOP

If you have only completed set up of one (1) authentication option, proceed to Step #22.

22. Select “I want to set up a different method” (displayed in red box below) to proceed with the set up for **Security Questions**. A new box will appear with a drop-down menu. Select “**Security Questions**” from the menu then click “**Confirm**”.



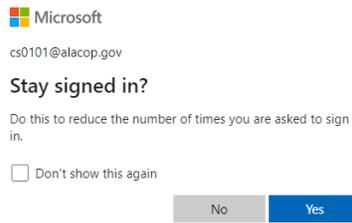
23. Select five (5) security questions using the dropdown menus and enter your response for each question in the area below the question. An example of a completed set of questions is included in the image below on the right. When you have completed each question, click on the “**Done**” button.

GO

If you have just completed set up of two (2) authentication options, proceed to Step #24.

24. Once you have completed setting up two (2) authentication methods, a final confirmation screen will appear to confirm both methods. Click the “**Done**” button.

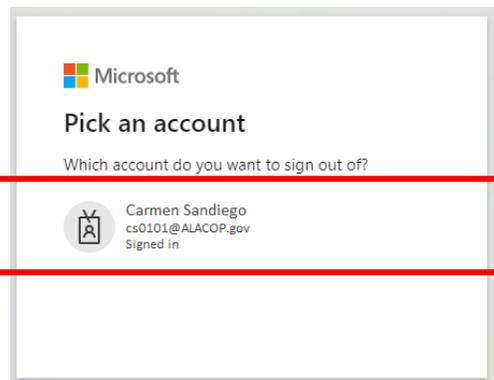
25. A prompt will appear providing the option to stay signed in. If you want to stay signed in, click “**Yes**”. If you do not want to stay signed in, click “**No**”.



[New User Registration](#)
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26. When you choose to **log out** of AlaCOP or the AlaCOP application, you will be redirected to a page asking you to confirm what account you want to sign out of. Click on your **AlaCOP account name**.



27. A temporary screen will appear indicating that you need to wait while you are being signed out.



28. Once you have been successfully signed out, you will be redirected to a page that displays confirmation of your sign out (see image below).



You signed out of your account.

[Click here to log in to the previous application again](#)

[Click here to log in to ALACOP](#)

Or you can close the current tab in your browser