



## MOVE IMPACTS & FAQ

***For questions or support, contact the ALEA Support Center at 1-844-838-9028 or [ALEA-Support@alea.gov](mailto:ALEA-Support@alea.gov).  
For user guides and video tutorials visit the AlaCOP Help Center at <https://app.alea.gov/Help>.***

The ALEA Identity Modernization Project is a security enhancement project to ADAPT and AlaCOP by which multi-factor authentication (MFA) and a more complex AlaCOP password is being introduced. As a part of the rollout of this project, each user is going to have to change their password on the rollout day. Agency AISOs will have all the information as well as the temporary password format for logging in on the rollout day. MOVE users should follow ALEA's instructions for changing their password and setting up their authentication methods.

After MOVE users have successfully changed their password & set up their authentication methods, they should log out of MOVE (if not already logged out of MOVE) and log in with their new AlaCOP password.

### **FAQS**

**1. Will MOVE require multi-factor authentication (MFA) to access?**

Not during this phase of the project rollout.

**2. Will applications within MOVE require multi-factor authentication (MFA) to access?**

LETS Desktop and LETS Quick Search will. Note: MFA will not be present on those applications on the initial rollout day as MFA will be rolled out in a phased approach. There will be further communications from CJIS Compliance Specialists on when MFA will be present for your agency.

**3. Will the MOVE login interface be changing?**

Not during this phase of the project rollout.

**4. Can I still change my password in MOVE?**

Yes – however for this project rollout, you should follow ALEA's instructions for changing your password and setting up your authentication options first, then any time after that if you need to change your password you can do so in MOVE.

**5. What are the password requirements for changing password in MOVE?**

Contact your AISO or the ALEA support Center for specifics or visit the AlaCOP Support Center at <https://app.alea.gov/Help> for the AlaCOP Password Requirements user guide.

**6. What if I am getting an error message when trying to access LETS?**

- a. Log out of MOVE
- b. Log back in (using new AlaCOP password set on rollout day)
- c. Click LETS
- d. Log in (using the new AlaCOP password set on rollout day)
- e. If that doesn't work, contact the ALEA Support Center.

**7. What if I am getting prompted for setting up Microsoft Authenticator when trying to access LETS Desktop or Quick Search?**

That means that you set up your new password but did not complete the step for setting up your authentication methods. You will continue to get this message until you complete this step. Follow ALEA's instructions to complete this step.

**8. What if I am getting an error when swiping my AA card?**

Log out of MOVE and back in (using new AlaCOP password set on rollout day). If that doesn't solve the error, contact the ALEA Support Center.

**9. What if I am getting a message saying that my password is expired when trying to log in to MOVE?**

This likely means that you have not changed your password yet. Follow ALEA's instructions for changing your password and setting up your authentication options first, then any time after that if you need to change your password you can do so in MOVE.

**10. I may not have internet connectivity when the rollout occurs, what do I do?**

You will be able to log in to MOVE in offline mode using whatever credentials you last successfully logged in with. As soon as you have internet connectivity, you should log out, follow ALEA's instructions for setting up your new password and setting up your authentication options, and then log back in to use the online apps again.

**11. I am trying to change my password in MOVE, but it is not accepting it, why?**

ALEA has changed the password requirements as a part of this project, contact your AISO or the ALEA Support Center for specifics. If this is the first time you are trying to log in on or after September 10, 2024, follow ALEA's instructions for changing your password first, then any time after that if you need to change your password you can do so in MOVE.

**12. I now have to log in with my AlaCOP email address as the username to access other applications, do I have to do that in MOVE as well?**

No, to log in to MOVE you can still use your AlaCOP ID as the username, but to log in to LETS Desktop and quick search inside of MOVE you will have to log in to those using your AlaCOP email address as the username.

**13. What if I share a Windows (computer log in) account with another user?**

Before signing out of Windows, you must also sign out of LETS Desktop (if signed in) for the next user to access LETS properly.

**14. What if I am getting an incorrect password message when trying to log in to eSwear?**

You should follow ALEA's instructions for changing your password and setting up your authentication options first, then use that new password to log in to eSwear going forward.

**15. Will applications within MOVE (eCite, eCrime, eCrash, etc) be impacted by the security changes going into effect on 9/10?**

LETS Quick Search and LETS Desktop are the only applications within MOVE that will have a different log in experience, the others will remain the same. Each user will need to follow ALEA's instructions on 9/10 for changing their password and setting up their authentication options and then log in to MOVE with their newly reset password to minimize disruption.