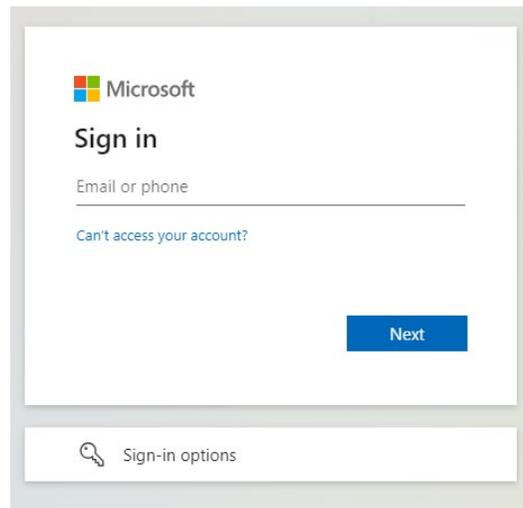


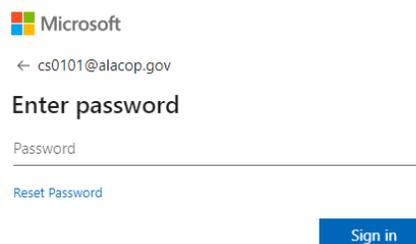
## UPDATE YOUR AUTHENTICATION METHODS

**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>.**

1. Go to [myaccount.microsoft.com](https://myaccount.microsoft.com)
2. You will be asked to sign in. 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.



3. You will be redirected to the AlaCOP login page to enter your password. Enter your password then click the “**Sign in**” button.

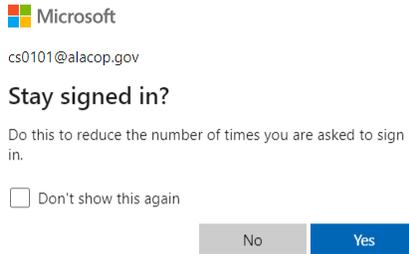


[New User Registration](#)

[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.

4. A prompt may 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”.

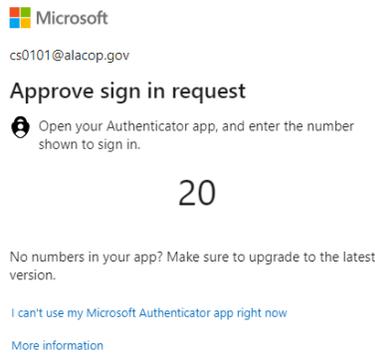


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5. You will be prompted to use an existing authentication method to verify your identity. The following is an example of the Microsoft Authenticator notification approval method.

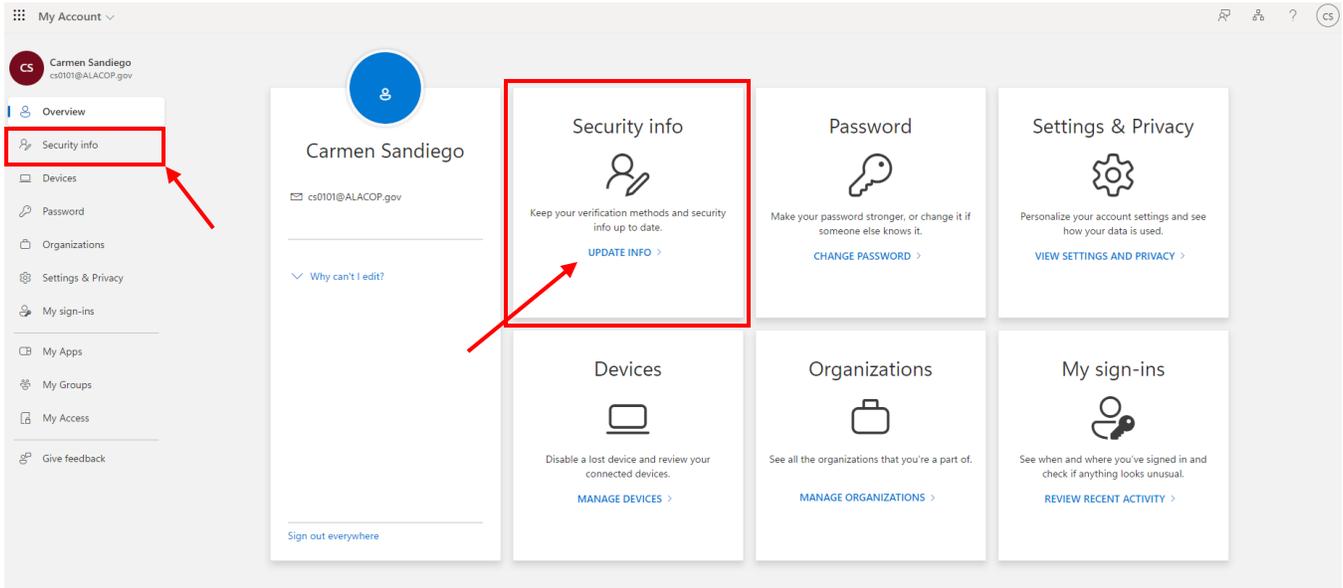


[New User Registration](#)

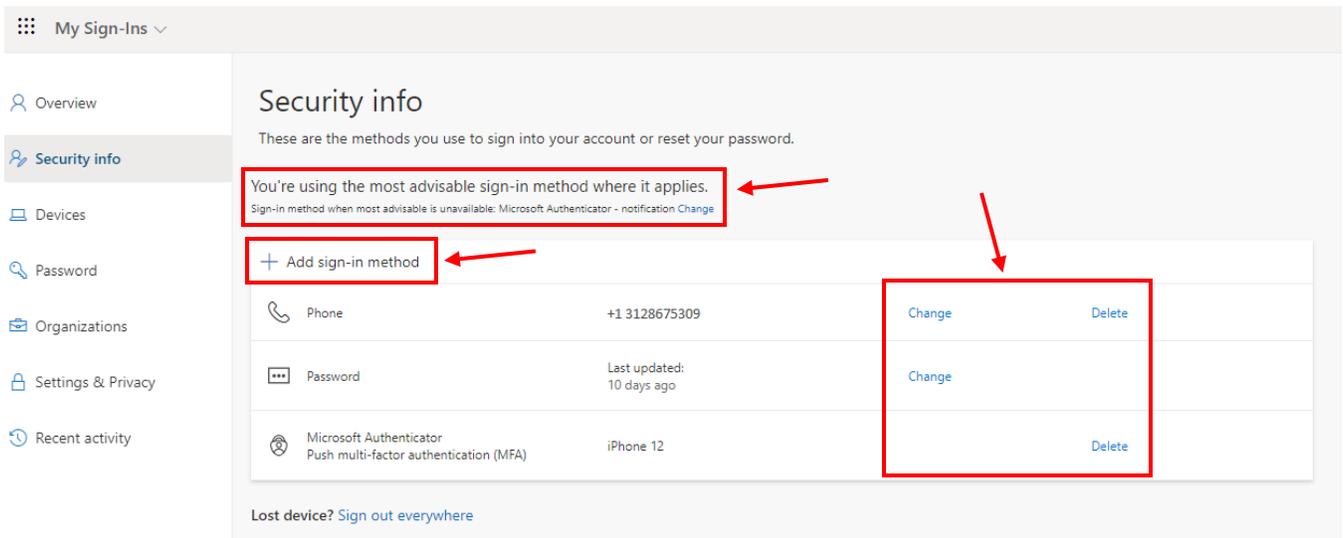
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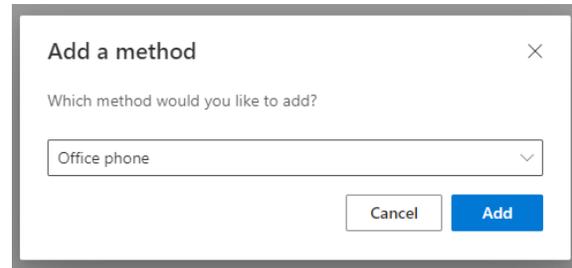
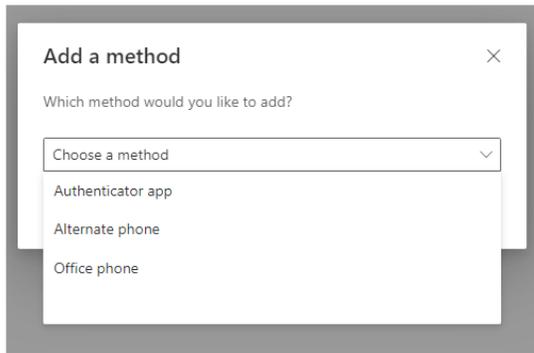
6. Once you have verified your identity, you will be logged into the site. From the “Overview” tab, either select “**UPDATE INFO**” in the **Security Info** box or select the “**Security info**” tab to view and edit your existing authentication methods.



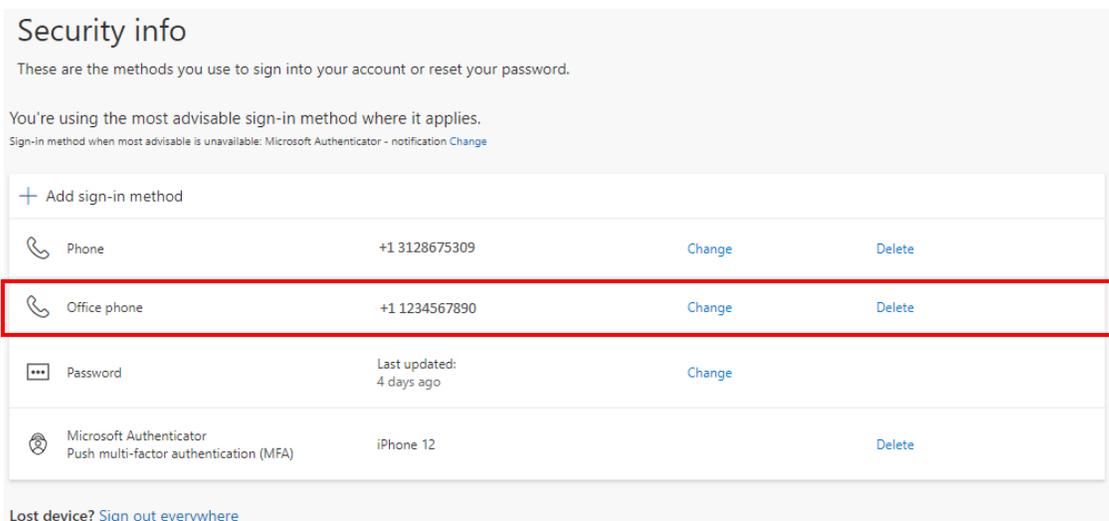
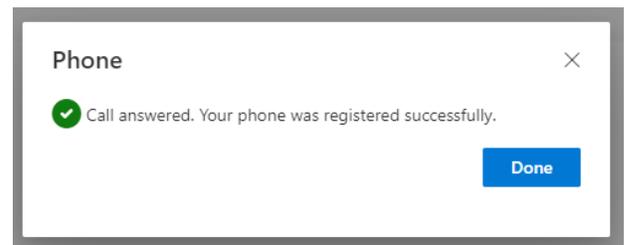
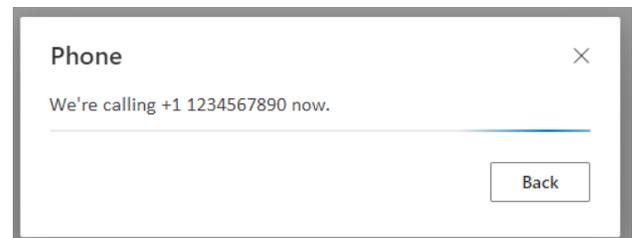
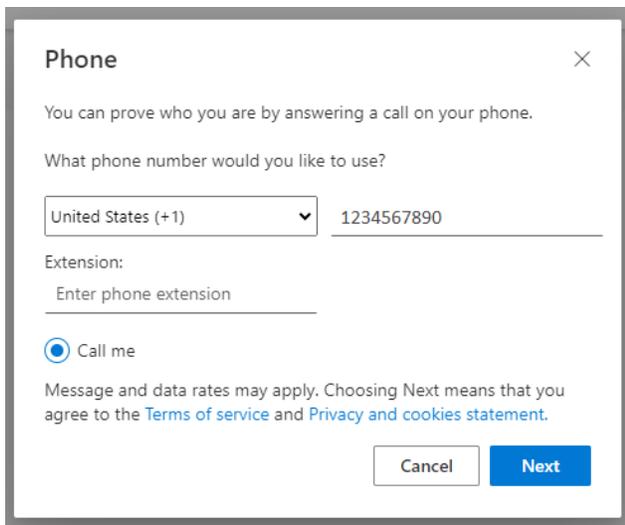
7. The “**Security info**” page will display the authentication methods that currently exist. From this page you can **add a new method**, **edit an existing method**, and **change your default method**.



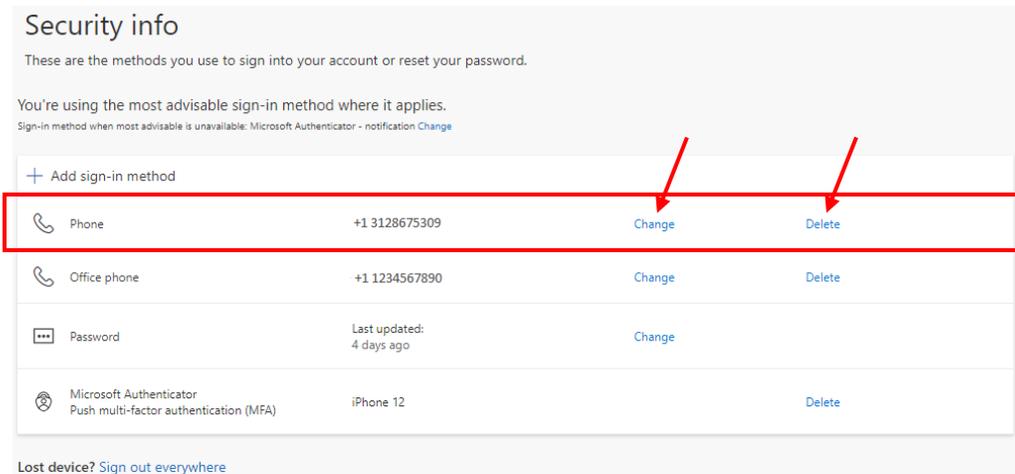
8. To **add a new sign-in method**, click the link “+ Add sign-in method”. A new window will pop-up where you can select the desired method from the dropdown menu, then click “Add”.



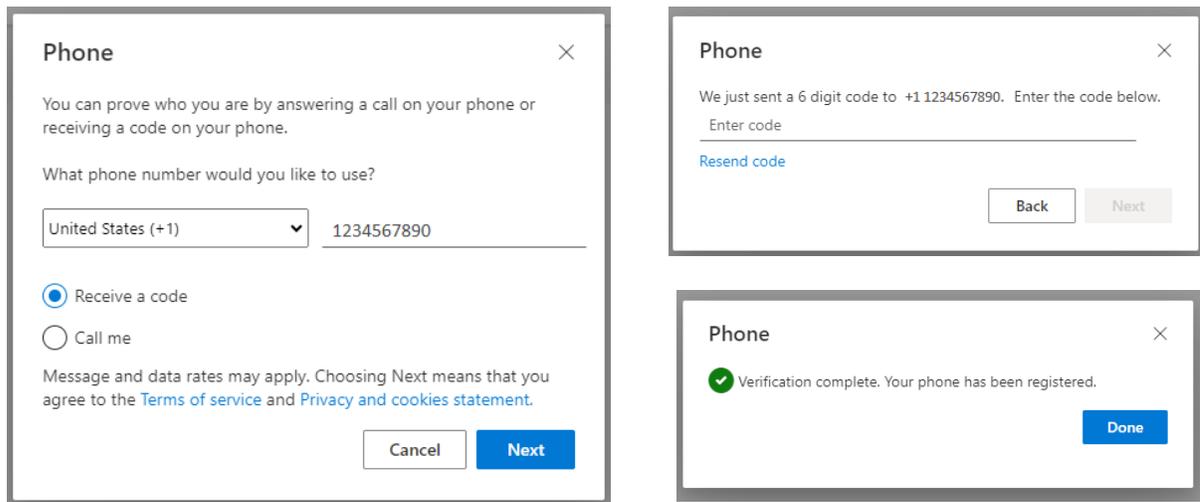
- a. This example shows the addition of the method for “Office phone”. Once selected from the dropdown menu, enter the phone number in the area provided. If you have an extension for your office phone, enter that in the area for “Extension”. Click the “Next” button and you will receive a call on the number provided. Answer the call and follow the instructions. When complete, you will receive notification that the phone was registered. Click the “Done” button; now the new method will appear in the list.



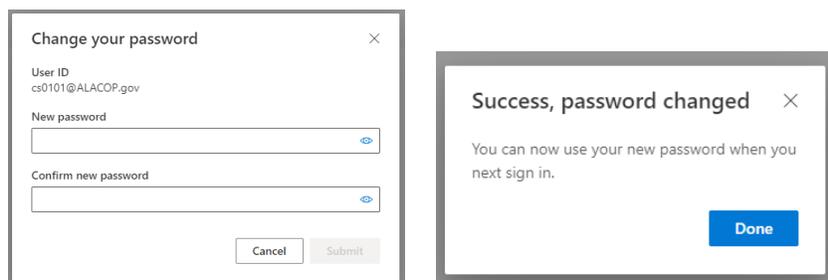
9. To **edit an existing method**, select “**Change**” in the same line as the method you want to update. To **remove an existing method**, select “**Delete**” in the same line as the method you want to delete.



- a. This example demonstrates a change to the phone number. Enter the phone number in the box provided. Either select the option to “Receive a code” (for mobile phone only) or “Call me”. Click the “**Next**” button. Based on your selection, you will receive a text message with a code to enter (as displayed below) or a call. Once you have completed this step, you will receive confirmation that verification is complete and may click the “**Done**” button.



- b. This example demonstrates changing your password. Enter a new password in the “New Password” box, and then re-enter the new password in the “Confirm new password” box. Click the “**Submit**” button. You will receive confirmation that the password has been changed. Click the “**Done**” button.



10. To **change your default method**, click **“Change”** as indicated by the red box and arrow in the image below. (This box states that the most advisable default option is the Microsoft Authenticator application.) A box will appear where you can select the preferred default option based on the current methods you have established. Select the desired method, then click **“Confirm”**. The default option will be updated as *“sign-in method when most advisable is unavailable”* as displayed in the last image below.

## Security info

These are the methods you use to sign into your account or reset your password.

You're using the most advisable sign-in method where it applies.

Sign-in method when most advisable is unavailable: Microsoft Authenticator - notification [Change](#)



+ Add sign-in method			
Phone	+1 3128675309	<a href="#">Change</a>	<a href="#">Delete</a>
Office phone	+1 1234567890	<a href="#">Change</a>	<a href="#">Delete</a>
Password	Last updated: 4 days ago	<a href="#">Change</a>	
Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 12		<a href="#">Delete</a>

Lost device? [Sign out everywhere](#)

### Change default method

Which method would you like to use to sign in?

Phone - call +1 1234567890

Phone - call +1 1234567890

Phone - call +1 3128675309

Phone - text +1 3128675309

App based authentication - notification

App based authentication or hardware token - code

[Confirm](#)

### Change default method

Which method would you like to use to sign in?

Phone - call +1 1234567890

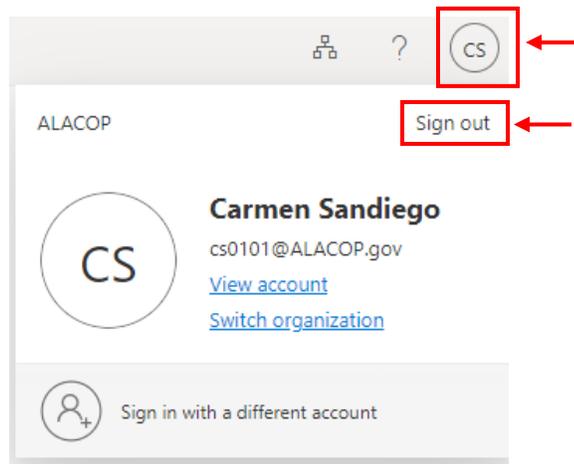
[Back](#) [Confirm](#)

You're using the most advisable sign-in method where it applies.



Sign-in method when most advisable is unavailable: Phone - call +1 1234567890 [Change](#)

11. Once you have completed your updates, log out by selecting your initials in the top, right corner of the screen, then click **“Sign out”**.



12. A box will appear allowing you to select the account you want to sign out of. Select your AlaCOP account. A page will appear saying that you are being signed out. When sign out is complete, you will be redirected to a page with the option to sign in again.

