ALAZCOP HELP CENTER

UPDATE YOUR AUTHENTICATION METHODS

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

- 1. Go to 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.

Sign in		
Email or phone		
Can't access your acco	ount?	
		Next

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

Microsoft
← cs0101@alacop.gov
Enter password
Password
Reset 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.

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**".



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.

Microsoft
cs0101@alacop.gov
Approve sign in request
Open your Authenticator app, and enter the number shown to sign in.
20
No numbers in your app? Make sure to upgrade to the latest version.
I can't use my Microsoft Authenticator app right now
More information
New User Registration
ALACOP Help Center
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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.

::: My Account \lor					R 4	?	CS
Carmen Sandiego cs0101@ALACOP.gov							
Soverview Ar Security info Devices Password Organizations Settings & Privacy Arvision-ins	Carmen Sandiego	Security info	Password Make your password stronger, or change it if someone else knows it. CHANGE PASSWORD >	Settings & Privacy ECC Personalize your account settings and see how your data is used. VIEW SETTINGS AND PRIVACY >			
 ➢ My Signinis ☑ My Apps ※ My Groups ☑ My Access ⑤^Q Give feedback 	Sign out everywhere	Devices Disable a lost device and review your connected devices. MANAGE DEVICES >	Organizations	My sign-ins See when and where you've signed in and check if anything looks unusual. REVIEW RECENT ACTIVITY >			

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**.

\cdots My Sign-Ins \vee					
A Overview	Security info				
$\mathcal{P}_{\mathscr{P}}$ Security info	These are the methods you use to sign i	nto your account or reset your password.			
🖵 Devices	You're using the most advisable sign-in Sign-in method when most advisable is unavailable: Micro	n method where it applies.	1		
🔍 Password	+ Add sign-in method	-	<u> </u>		
🖻 Organizations	S Phone	+1 3128675309	Change	Delete	
🔒 Settings & Privacy	••• Password	Last updated: 10 days ago	Change		
Recent activity	Microsoft Authenticator Push multi-factor authentication (MFA) iPhone 12		Delete	
	Lost device? Sign out everywhere				

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**".

Add a method	×		
Which method would you like to add?			
Choose a method	~	Add a method	>
Authenticator app		Which method would you like to add?	
Alternate phone			
Office phone		Office phone	~
		Cancel	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.

Phone	×	Phone	
You can prove who you are by answering a call on y	our phone.	We're calling +1 12345	567890 now.
What phone number would you like to use?			Bac
United States (+1) • 1234567890			
Extension: Enter phone extension			
Call me		Phone	
agree to the Terms of service and Privacy and cookie Cance Security info These are the methods you use to sign into your an You're using the most advisable sign-in method Sign-in method when most advisable is unavailable: Microsoft Authentic	ccount or reset your password. where it applies. ator - notification Change	Can answered. rour	
+ Add sign-in method			
& Phone	+1 3128675309	Change	Delete
& Office phone	+1 1234567890	Change	Delete
••• Password	Last updated: 4 days ago	Change	
Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 12		Delete

Lost device? Sign out everywhere

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.

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 metho Sign-in method when most advisable is unavailable: Microsoft Auther	d where it applies. nticator - notification Change	1	,	
+ Add sign-in method				
& Phone	+1 3128675309	Change	Delete	
S Office phone	+1 1234567890	Change	Delete	
••• Password	Last updated: 4 days ago	Change		
 Microsoft Authenticator Push multi-factor authentication (MFA) 	iPhone 12		Delete	

- Lost device? Sign out everywhere
- a. <u>This example demonstrates a change to the phone number</u>. 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.

Phone ×	Phone ×
You can prove who you are by answering a call on your phone or receiving a code on your phone. What phone number would you like to use? United States (+1)	We just sent a 6 digit code to +1 1234567890. Enter the code below. Enter code Resend code Back Next
 Receive a code Call me Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement. 	Phone × Verification complete. Your phone has been registered. Done
Cancel Next	Done

<u>This example demonstrates changing your password</u>. 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.

Change your password $\qquad imes$	
User ID cs0101@ALACOP.gov New password Confirm new password Cancel Submit	Success, password changed × You can now use your new password when you next sign in.

For questions or support, contact the ALEA Support Center at 1-844-838-9028 or <u>ALEA-Support@alea.gov</u>. Page 5 of 7 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 Sign-in m	using the most advisable sign-in method ethod when most advisable is unavailable: Microsoft Authenti	where it applies. cator - notification Change		
+ A	dd sign-in method			
S	Phone	+1 3128675309	Change	Delete
S	Office phone	+1 1234567890	Change	Delete
•••	Password	Last updated: 4 days ago	Change	
٢	Microsoft Authenticator Push multi-factor authentication (MFA)	iPhone 12		Delete

Lost device? Sign out everywhere

Which method wou	ld you like to u	se to sign in?	
Phone - call +1 12	34567890		\sim
Phone - call +1 12	34567890		
Phone - call +1 31	128675309		
Phone - text +1 31	28675309		
App based authent	tication - notific	ation	
App based authent	tication or hard	ware token - coo	le
Change defa	ult method		;
Which method wo	uld you like to u	se to sign in?	
Phone - call +1 12	234567890		\sim

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.

