



USER RESET PASSWORD

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>.

1. Go to **alacop.gov** or the desired AlaCOP application (e.g., LETS, SCRAP, ARTIC, 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
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.
Sign-in options

3. Select “**Reset Password**” (indicated by the red box below).

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. Enter your **AlaCOP email address** in the email or username box. Enter the characters displayed in the picture in the second box. Click the “Next” button.

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

cs0101@alacop.gov

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

Next

Cancel

5. **Two methods** are required to verify your identity before you can reset your password. Select the preferred first method to begin the process. **Instructions for each option are listed separately following Step #7.**

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****33) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

6. Once you have completed the two verification steps, enter a new password in the “**Enter new password**” box then re-enter the new password in the “**Confirm new password**” box. Then, click the “**Finish**” button.

a. Password requirements are:

i. Minimum of 14 characters

AND

ii. Must contain at least one of each of the following:

1. Upper case letter

2. Lower case letter

3. Numeral

4. Special character

AND

iii. Cannot match the last 24 passwords

AND

iv. Cannot change your password more than once in 24 hours

Microsoft

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish

Cancel

7. Once you have entered a password that meets the requirements, you will receive confirmation and may log in with your new password.

Microsoft

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

Verification Option 1: Text my mobile phone

1. Enter your phone number in the box provided. The phone number you enter **must** match the phone number you registered with for authentication, which is displayed in the red box below. Click “**Text**” to send the text message with the code to the phone number provided.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****33) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

[Cancel](#)

2. Check your cell phone for the text message and enter the code in the box provided. Click “**Next**” to continue to the second verification step.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next [Try again](#) [Contact your administrator](#)

[Cancel](#)

Verification Option 2: Call my mobile phone

1. Enter your phone number in the box provided. The phone number you enter **must** match the phone number you registered with for authentication, which is displayed in the red box below. Click “**Call**” to call the phone number provided.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****33) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

Cancel

2. Answer the call on the phone number provided and follow the instructions. When you have followed the instructions, you may continue with the second verification step.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

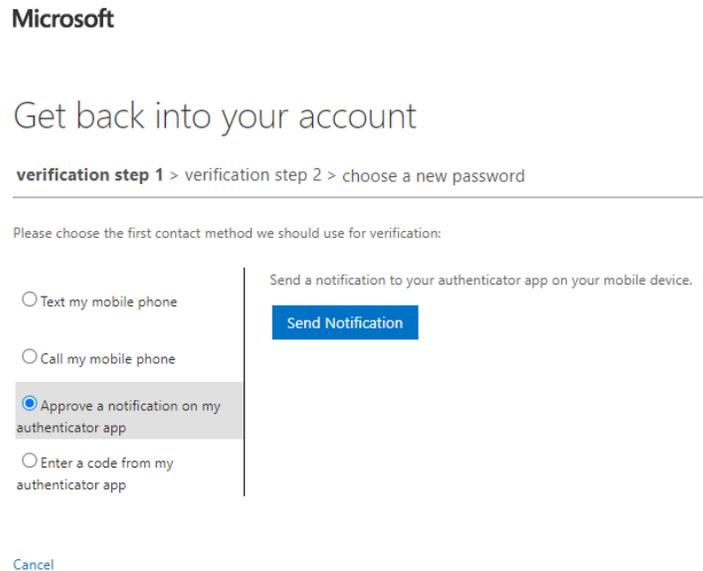
We're calling your phone. Please answer it to continue.

••

Cancel

Verification Option 3: Approve a notification on my authenticator app

1. Select the “**Send Notification**” button to send the notification through your Microsoft Authenticator app.



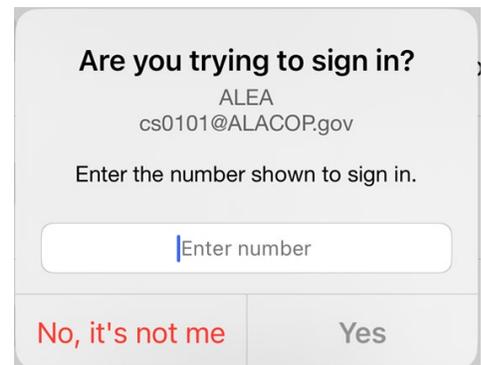
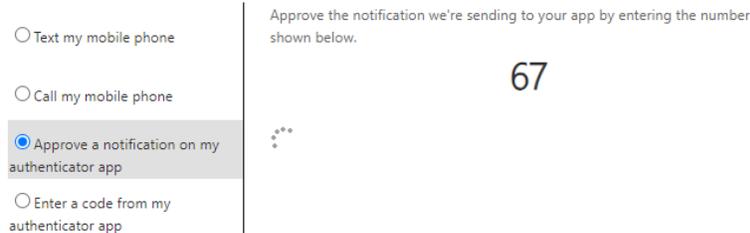
2. A number will appear on your computer screen (as shown in the image below on the left). Open the Microsoft Authenticator app on your phone (you will need to enter your phone’s passcode to open the app). When the app is open, you will receive a prompt (as shown in the image below on the right) to enter the number on your computer screen. Enter the number and press “Yes”. You will need to enter your phone’s passcode again.

Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:



Verification Option 4: Enter a code from my authenticator app

1. Select “Enter a code from my authenticator app”.

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Approve a notification on my authenticator app

Enter a code from my authenticator app

Enter the code displayed in your authenticator app.

Enter your verification code

Next

Cancel

2. Open your **Microsoft Authenticator** application and select your AlaCOP account from the list.



3. The one-time password code is indicated by the red box in the image below. Enter this number in the box on the computer screen (see step #1). *Note: You will have 30 seconds to enter the code on the computer screen as indicated by the countdown located to the left of the code. A new code will be generated every 30 seconds.*

