

# Login.gov Authentication Training

## External (Non-FTA) users

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TAD-20

Federal Transit Administration

TBD



# Agenda

- Why Are We Offering This Training?
- Why Login.gov?
- What is Multi-Factor Authentication?
- Login.gov Authentication options
- Live Demonstration



# Why Are We Offering This Training?

- FTA is changing the way TrIAD external users sign into the TrIAD (Transit Integrated Appian Development) platform.
  - This platform includes the **TrAMS, NTD, JPC, SSOR, DGS, Transit COVID-19 Response Program, FACES,** and **Appian OTrak** applications.
- This change affects all **external users** (non-FTA users).
  - Examples: Recipients, Reporters, Contractors, etc.
- After September 10<sup>th</sup>, external users are required to register their email accounts in **Login.gov** and set up at least one Multi-Factor Authentication (MFA) solution to access the TrIAD platform. External users will be redirected to use Login.gov authentication instead of Appian username/password authentication.



# Why Login.gov?

- A Presidential [Executive Order](#) requires all Federal agencies to implement multi-factor authentication.
- Login.gov provides users with one account to access multiple digital services and protects user accounts with strong multi-factor authentication options.
- Login.gov is a common federal multifactor authentication solution used by several other systems (e.g. USA Jobs, SAM.gov), and many users already have Login.gov accounts.



# What is Multi-Factor Authentication?

- **Multi-factor Authentication (MFA)** is an authentication method that requires the user to provide two or more verification factors to gain access to a system or resource.
- In addition to a password, Login.gov requires users to set up at least one secondary authentication method to keep the account secure.



# Authentication options provided by Login.gov

- Login.gov provides the following authentication options:
  - PIV (personal identity verification) cards or CACs (common access cards)
  - Security Key
  - Authentication Application (e.g., Google Authenticator, Authy, LastPass, 1Password)
  - Text Message/ Phone Call
  - Backup Codes



# LIVE DEMO



# Frequently Asked Questions

Question	Answer
Should I go to Login.gov to access FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.)?	Please continue accessing the FTA applications using <a href="https://faces.fta.dot.gov/">https://faces.fta.dot.gov/</a> . You will be redirected to Login.gov for password verification when you click “If you are an External User, click this link to log in” in the sign-in page.
Should I use my <b>personal email address</b> to setup a Login.gov account to access FTA applications?	You may use a personal email address, however you must add the email address (username) that you use to access FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.) to your Login.gov profile. For ex: if you were using <a href="mailto:John.Smith@abcd.com">John.Smith@abcd.com</a> to log in, then you must use that email address to access FTA applications.
Why can't I access FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.) through Login.gov?	You must access the FTA applications using <a href="https://faces.fta.dot.gov/">https://faces.fta.dot.gov/</a> at least once before you can access these apps through Login.gov. This will populate the connected accounts available in Login.gov.
What is the email address I should use to register in Login.gov?	You must use the username that you use to access FTA applications. For ex: if you were using <a href="mailto:John.Smith@abcd.com">John.Smith@abcd.com</a> to log in, then you must use that email address to register at Login.gov.
What do I do if I see a 401 error when I try to sign into FTA applications (TrAMS, NTD, OTrak, SSOR, DGS, etc.) using Login.gov?	<p>Verify that your email address is same as the email address (username) that you were using to access FTA applications. If not, add the email address (username) that you were using to access FTA applications to your Login.gov profile. To add the email address, follow these instructions:</p> <ol style="list-style-type: none"> <li>1.Go to <a href="https://secure.login.gov/">https://secure.login.gov/</a></li> <li>2.In the email preference section there is an + Add email button. Click that button. You can also see that option on the left-hand menu “add email address”</li> <li>3.If prompted, re-enter your password and authentication code</li> <li>4.Enter the additional email address you would like to associate with your Login.gov account</li> <li>5.Verify that new email address in the email sent to that inbox</li> <li>6.Repeat these steps for each additional email addresses you would like to associate to your login.gov account</li> <li>7.Once the email address is added to the Login.gov profile, you must use the same email address when trying to access FTA applications</li> </ol>





# Frequently Asked Questions

Question	Answer
I already have an account in Login.gov. Should I create another account?	<p>If your Login.gov email address and your FTA application (TrAMS, NTD, OTrak, SSOR, DGS, etc.) username is same, then you can use the same account to access the FTA applications. If the emails don't match, follow the instructions below to add the email address.</p> <ol style="list-style-type: none"><li>1.Go to <a href="https://secure.login.gov/">https://secure.login.gov/</a></li><li>2.In the email preference section there is an + Add email button. Click that button. You can also see that option on the left-hand menu "add email address"</li><li>3.If prompted, re-enter your password and authentication code</li><li>4.Enter the additional email address you would like to associate with your Login.gov account</li><li>5.Verify that new email address in the email sent to that inbox</li><li>6.Repeat these steps for each additional email addresses you would like to associate to your login.gov account</li><li>7.Once the email address is added to the Login.gov profile, you must use the same email address when trying to access FTA applications</li></ol>
What if I have a Login.gov account with a different email address?	<ol style="list-style-type: none"><li>1.Go to <a href="https://secure.login.gov/">https://secure.login.gov/</a></li><li>2.In the email preference section there is an + Add email button. Click that button. You can also see that option on the left-hand menu "add email address"</li><li>3.If prompted, re-enter your password and authentication code</li><li>4.Enter the additional email address you would like to associate with your Login.gov account</li><li>5.Verify that new email address in the email sent to that inbox</li><li>6.Repeat these steps for each additional email addresses you would like to associate to your login.gov account</li><li>7.Once the email address is added to the Login.gov profile, you must use the same email address when trying to access FTA applications</li></ol>
What is " <b>connected accounts</b> " in Login.gov?	<p>Connected accounts is a list of applications that you have successfully accessed using Login.gov in the past. This page will not show any FTA applications until you have successfully accessed an application at least once by going to <a href="https://faces.fta.dot.gov/">https://faces.fta.dot.gov/</a> and using your Login.gov logon information.</p>

# Frequently Asked Questions

Question	Answer
How do I reset my Login.gov password?	If you forget your password, you can use the “forgot password” link on the Login.gov sign-in page. Additional instructions are available at <a href="https://www.login.gov/help/trouble-signing-in/forgot-your-password/">https://www.login.gov/help/trouble-signing-in/forgot-your-password/</a> .
How do I access my account if I don’t have access to any of the multi-factor authentication methods? For ex: I changed my mobile number, or I have uninstalled the Authenticator app.	If you no longer have access to your multi-factor authentication methods, you can delete your Login.gov account and re-register at Login.gov. Additional instructions are available at <a href="https://login.gov/help/manage-your-account/delete-your-account/">https://login.gov/help/manage-your-account/delete-your-account/</a> .
What happens If I enter an incorrect password multiple times?	<ul style="list-style-type: none"> <li>You will be unable to login for 10 minutes if you have: <ul style="list-style-type: none"> <li>Incorrectly entered your password 6 times.</li> <li>Incorrectly entered your security code 3 times.</li> <li>Requested more than 10 security codes in a 5 minute time period.</li> </ul> </li> <li>After several unsuccessful attempts, a user will be locked out for 24hours. Visit <a href="https://www.login.gov/help/">https://www.login.gov/help/</a> for additional assistance if this occurs.</li> </ul>
What happens if I attempt an incorrect MFA authentication password multiple times?	After 3 wrong password attempts, user will be locked out for 10 mins.
Can I recover my account if I lose my MFA authentication method/ password?	Login.gov is unable to grant you access to your account if you get locked out and/or lose your authentication method(s). You will have to reset the account by following the instructions on <a href="https://login.gov/help/manage-your-account/delete-your-account/">https://login.gov/help/manage-your-account/delete-your-account/</a> .
Where can I find training materials?	You can visit <a href="https://www.transit.dot.gov/fta-web-policies/web-policies/fta-loggingov">https://www.transit.dot.gov/fta-web-policies/web-policies/fta-loggingov</a> to view training materials.
Where can I find additional Login.gov help?	Go to <a href="https://www.login.gov/help/">https://www.login.gov/help/</a> for additional Login.gov assistance.
Who should I contact incase of issues?	If you have any questions or issues, please reach out to FTA IT Help Desk at <a href="mailto:FTAITHelpDesk@dot.gov">FTAITHelpDesk@dot.gov</a> .

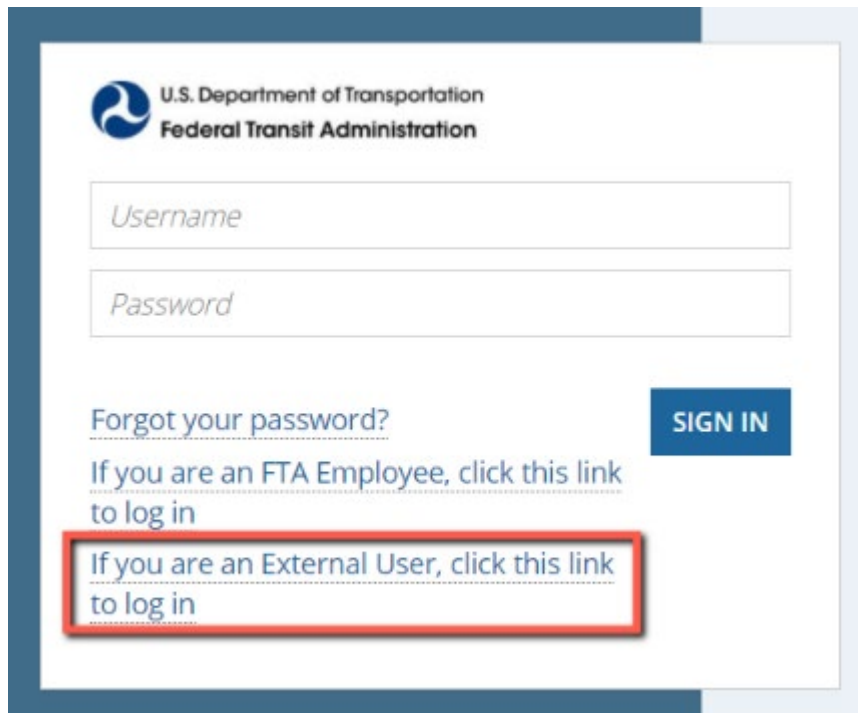


# DEMO SLIDES



# Login.gov Registration

1. Go to <https://faces.fta.dot.gov/>
2. Click on “If you are an External User, Click This Link to Login.”



U.S. Department of Transportation  
Federal Transit Administration

Username

Password

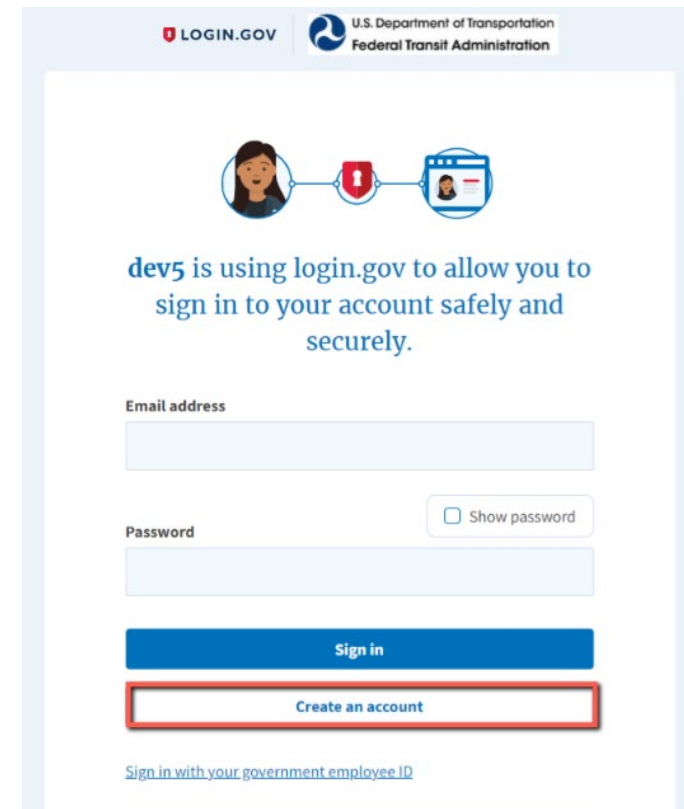
[Forgot your password?](#)

[If you are an External User, click this link to log in](#)


**SIGN IN**



3. Click on Create an account.



LOGIN.GOV U.S. Department of Transportation  
Federal Transit Administration



dev5 is using login.gov to allow you to sign in to your account safely and securely.

Email address

Password ☐ Show password

**Sign in**

**Create an account**

[Sign in with your government employee ID](#)

# Creating Login.gov Account

4. Enter your email address and check the Rules of Use box.

LOGIN.GOV U.S. Department of Transportation  
Federal Transit Administration

### Create your account

Enter your email address

external.user@email.com

Select your email language preference

Login.gov allows you to receive your email communication in English, Spanish or French.

☒ English (default)

☐ Español

☐ Français

☒ Check this box to accept the Login.gov [Rules of Use](#)

Submit

5. Look for “Confirm Your Email” email from Login.gov and click on Confirm email address.

LOGIN.GOV

### Confirm your email

Thanks for submitting your email address. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours.

Confirm email address

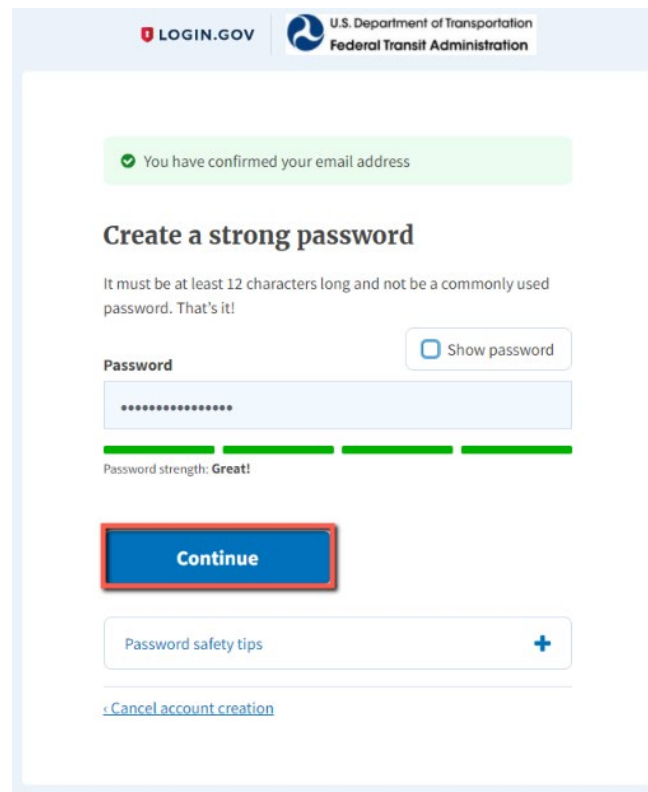
[https://dp.int.identitysandbox.gov/sign\\_up/email/confirm?\\_request\\_id=152a7348-024b-4fb3-9751-8e83e10f6e70&confirmation\\_token=zyDhzaedCEX8LpRixRby](https://dp.int.identitysandbox.gov/sign_up/email/confirm?_request_id=152a7348-024b-4fb3-9751-8e83e10f6e70&confirmation_token=zyDhzaedCEX8LpRixRby)

Please do not reply to this message. If you need help, visit [www.login.gov/help](http://www.login.gov/help)

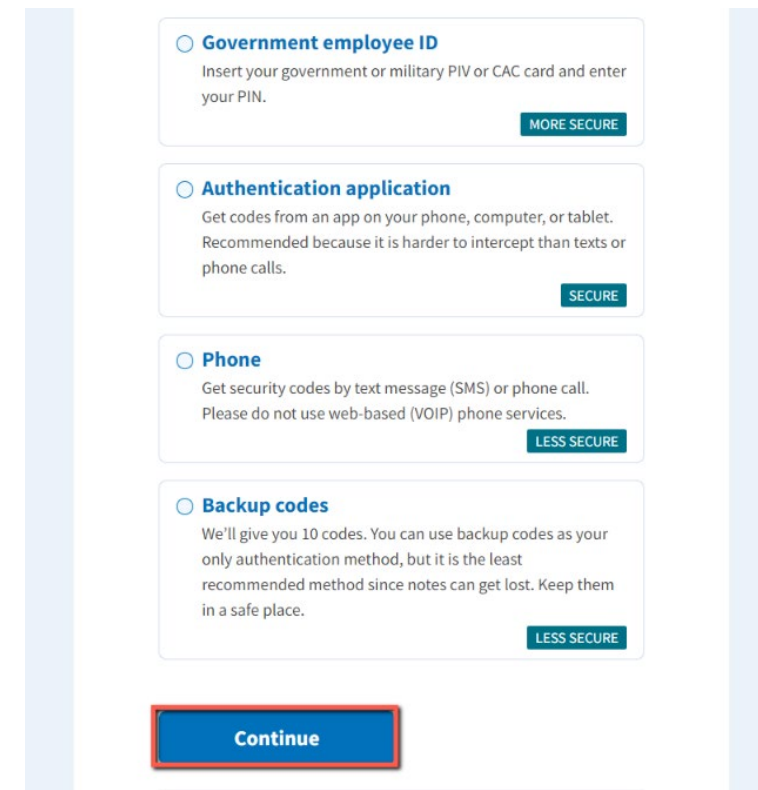
[About login.gov](#) | [Privacy policy](#)

# Setting up Login.gov Account

6. Create a strong password.



7. Select an Authentication method setup and follow setup instructions. Slides 15-19 provide additional information for each method.



# Authentication Methods – Security Key

A security key is typically an external physical device, like a USB, that you plug into your computer. The key is linked to your accounts and will only grant access to those accounts once the key is plugged in and activated.

Login.gov requires security keys that meet the [FIDO \(Fast Identity Online\) standards](#).

To use this secure option for login.gov authentication, plug the key into a USB port and assign the key a name to identify it with your login.gov account. The next step will ask you to activate your key. This is generally done by pressing a button on the key itself.



## Security key

Use a security key that you have. It's a physical device that you plug in or that is built in to your computer or phone (it often looks like a USB flash drive). Recommended because it is more phishing resistant.

MORE SECURE

## Add your security key

Add a security key as an authentication method to your account. Your security key must support the FIDO standard. You can add as many security keys as you want, and we recommend at least two for easier account recovery.

Security key nickname

☒ Remember this browser

Continue





# Authentication Methods – Gov’t Employee ID

**Add your PIV or CAC**

Set up your PIV or CAC as a two-factor authentication method so you can use it to sign in.

**Government employee ID**

Insert your government or military PIV or CAC card and enter your PIN.

**MORE SECURE**

**1 Give it a nickname**

If you add more than one PIV/CAC, you'll know which one's which.

**2 Insert your PIV/CAC into your card reader**

**3 Add your PIV/CAC**

You'll need to **choose a certificate** (the right one likely has your name in it) and **enter your PIN** (your PIN was created when you set up your PIV/CAC).

**Add PIV/CAC card**

Physical PIV (personal identity verification) cards or CACs (common access cards) are secure options for federal government employees and military personnel. These cards, with encrypted chip technology, are resistant to phishing and difficult to hack if stolen.



# Authentication Methods – Authentication App

## Add an authentication app

Set up an authentication app to sign in using temporary security codes. [What is an authentication app?](#)

### 1 Give it a nickname

If you add more than one app, you'll know which ones which.

### 2 Open your authentication app

### 3 Scan this QR barcode with your app



Or enter this code manually into your authentication app

CGEAX7LZ0Y2TUDSE



### 4 Enter the temporary code from your app

Submit

### Authentication application

Get codes from an app on your phone, computer, or tablet. Recommended because it is harder to intercept than texts or phone calls.

SECURE

Authentication applications are downloaded to your device and generate secure, six-digit codes you use to sign into your accounts.

- » Google Authenticator
- » Authy
- » LastPass
- » 1Password
- » OTP Manager
- » Authenticator

This method offers more security than phone calls or text messaging against phishing, hacking, or interception.

A one-time passcode generated by the application each time you sign in to login.gov.



# Authentication Methods – Phone



## ☒ Phone

Get security codes by text message (SMS) or phone call.  
Please do not use web-based (VOIP) phone services.

LESS SECURE

### Send your security code via text message (SMS) or phone call

We'll send you a security code **each time you sign in**.

Message and data rates may apply. Please do not use web-based (VOIP) phone services.

#### Phone number

example: (201) 555-0123



#### How should we send you a code?

You can change this selection the next time you sign in. If you entered a landline, please select "Phone call" below.

☒ Text message (SMS)

☐ Phone call

[Mobile terms of service](#)

Send code

If you choose to use this less secure option, enter a phone number at which you can receive phone calls or text messages. If you only have a landline, you must receive your security code by phone call. *Login.gov cannot send security codes to extensions or voicemails.*

A unique security code is sent to that phone number each time you sign in to your login.gov account. Each security code expires after ten minutes and can only be used once.

After you receive the code, type it into the "one-time security code" field.

You will receive a new security code each time you sign in to your login.gov account.



# Authentication Methods – Backup Codes

## • Backup codes

We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place.

LESS SECURE

**Are you sure? We'll give you backup codes to save and use.**

**Backup codes are not very safe** because they can easily be lost or stolen. **If you can, choose a different method** (use a phone, download an authentication application, or use a security key).

**If you continue with backup codes, keep them safe.** We'll give you 10 codes that you can download, print, copy or write down. Later, you'll have to enter one every time you sign in.

Continue

Backup codes are an accessible option for users who do not have access to a phone that can either be direct-dialed or receive text messages. However, backup codes are the least secure option for two-factor authentication.

login.gov will generate a set of ten codes. Backup codes must be printed or written down which makes them more vulnerable to theft and phishing.

After you sign in with your username and password, you will be prompted for a code. Each code may be used only once. When the tenth code has been used you will be prompted to download a new list.



# Sign In to Login.gov

8. Sign in using credential you just created



## Sign in

Email address

external.user@email.com

Password

.....

☐ Show password

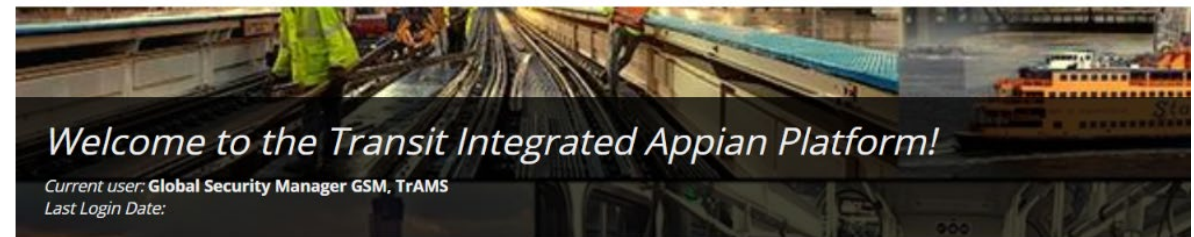
Sign in

Create an account

[Sign in with your government employee ID](#)



Home



 TrAMS

Transit Award Management System



 FACES

User Management



Please select a system above. To set a default system, click on the star next to desired system.






FEDERAL TRANSIT ADMINISTRATION



# Forgot password

<https://www.login.gov/help/trouble-signing-in/forgot-your-password/>





Test5 is using login.gov to allow you to sign in to your account safely and securely.

Email address

Password ☐ Show password

[Sign in](#)


[Create an account](#)

[Sign in with your government employee ID](#)

[Back to Test5](#)

[Forgot your password?](#)





## Forgot your password?

Don't know your password? Reset it after confirming your email address.

Email

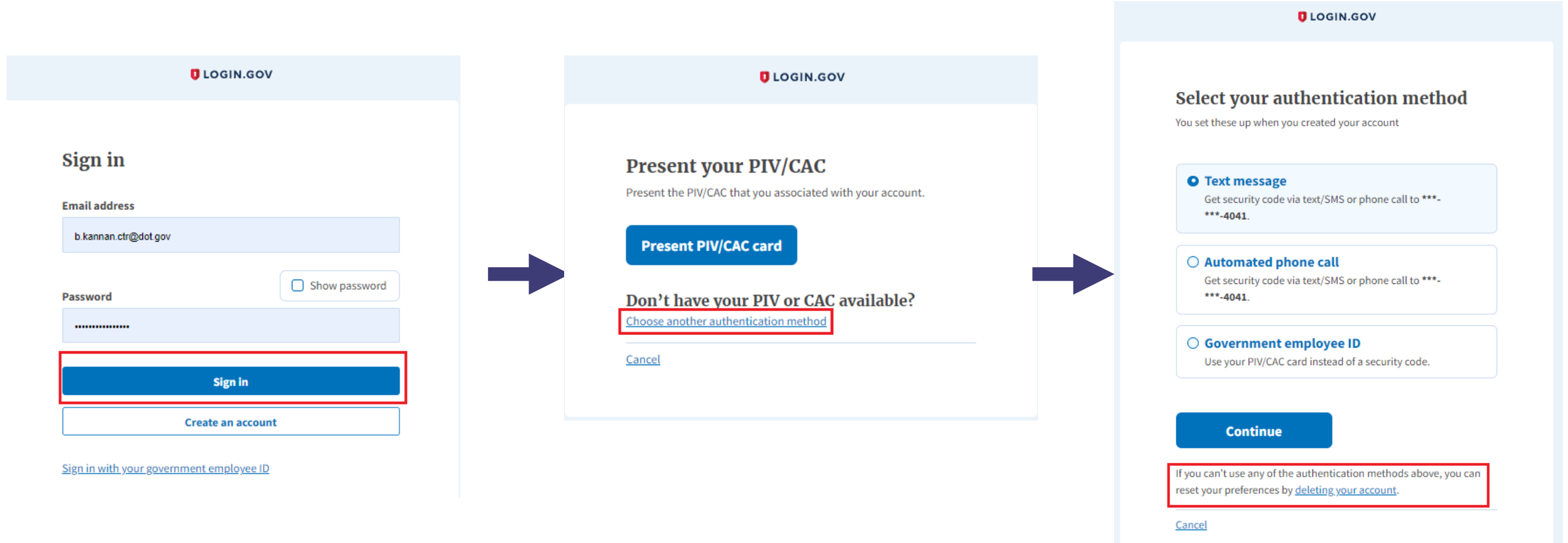
[Continue](#)

[Cancel](#)



# How to reset my account

<https://www.login.gov/help/manage-your-account/delete-your-account/>



# Questions







[TRANSIT.DOT.GOV](https://www.transit.dot.gov)



FEDERAL TRANSIT ADMINISTRATION