Login.gov Authentication Training

External (Non-FTA) users

TAD-20

Federal Transit Administration

TBD

U.S. Department of Transportation
Federal Transit Administration

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 10th, 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 https://faces.fta.dot.gov/. 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 **personal email address** 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 John.Smith@abcd.com 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 https://faces.fta.dot.gov/ 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 John.Smith@abcd.com 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?	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: 1.Go to https://secure.login.gov/ 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" 3.If prompted, re-enter your password and authentication code 4.Enter the additional email address you would like to associate with your Login.gov account 5.Verify that new email address in the email sent to that inbox 6.Repeat these steps for each additional email addresses you would like to associate to your login.gov account 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

Frequently Asked Questions

Question	Answer
I already have an account in Login.gov. Should I create another account?	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. 1.Go to https://secure.login.gov/ 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" 3.If prompted, re-enter your password and authentication code 4.Enter the additional email address you would like to associate with your Login.gov account 5.Verify that new email address in the email sent to that inbox 6.Repeat these steps for each additional email addresses you would like to associate to your login.gov account 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
What if I have a Login.gov account with a different email address?	1.Go to https://secure.login.gov/ 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" 3.If prompted, re-enter your password and authentication code 4.Enter the additional email address you would like to associate with your Login.gov account 5.Verify that new email address in the email sent to that inbox 6.Repeat these steps for each additional email addresses you would like to associate to your login.gov account 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
What is "**connected accounts**" in Login.gov?	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 https://faces.fta.dot.gov/ and using your Login.gov logon information.

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 https://www.login.gov/help/trouble-signing-in/forgot-your-password/.
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 https://login.gov/help/manage-your-account/delete-your-account/.

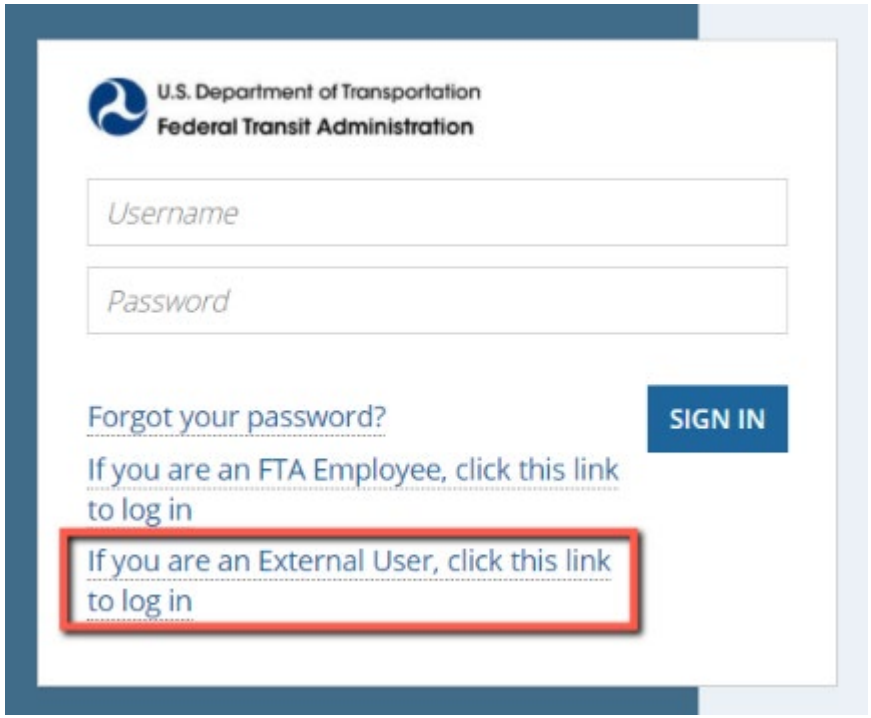
What happens If I enter an incorrect password multiple times?	• You will be unable to login for 10 minutes if you have:
	  • Incorrectly entered your password 6 times.
	  • Incorrectly entered your security code 3 times.
	  • Requested more than 10 security codes in a 5 minute time period.
	• After several unsuccessful attempts, a user will be locked out for 24hours. Visit https://www.login.gov/help/ for additional assistance if this occurs.

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 https://login.gov/help/manage-your-account/delete-your-account/.
Where can I find training materials?	You can visit https://www.transit.dot.gov/fta-web-policies/web-policies/fta-logingov to view training materials.
Where can I find additional Login.gov help?	Go to https://www.login.gov/help/ 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 FTAITHelpDesk@dot.gov.

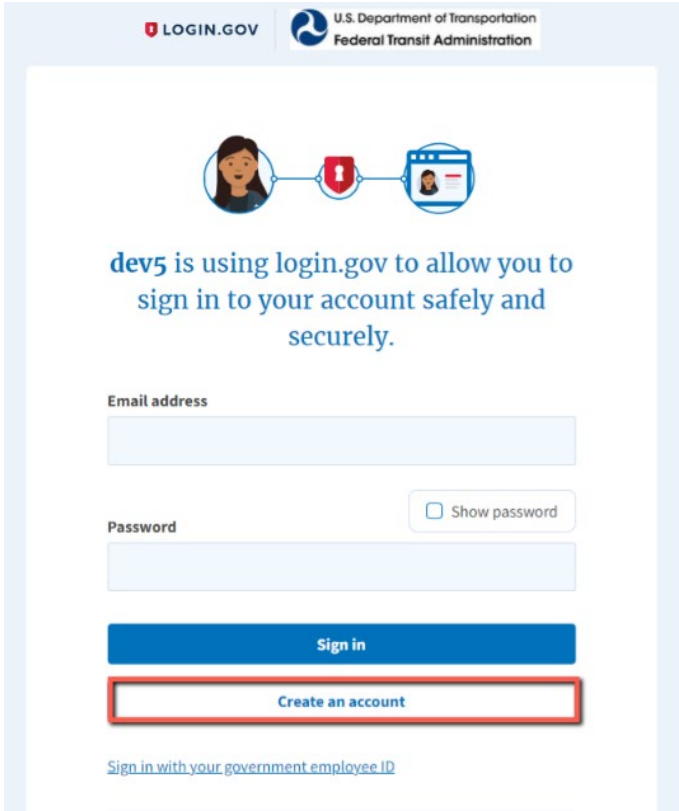
DEMO SLIDES

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.

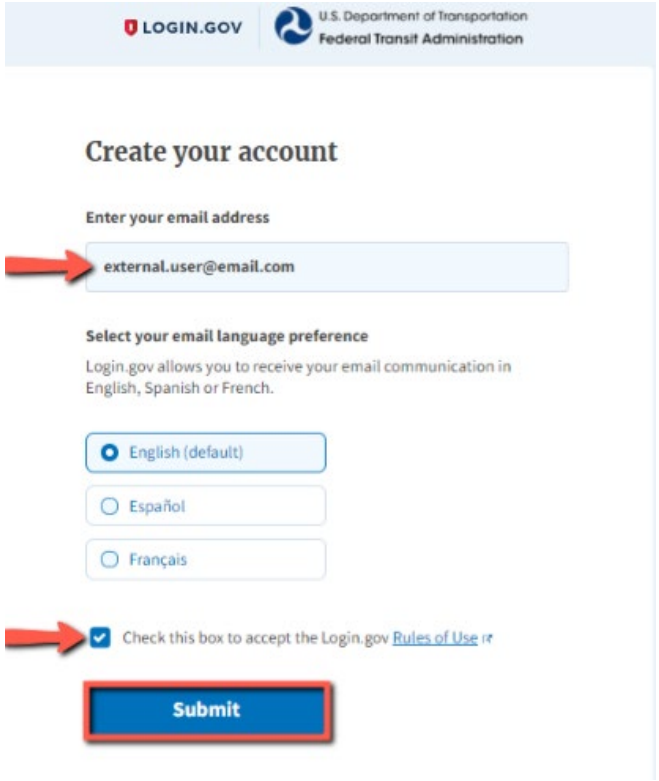


3. Click on Create an account.

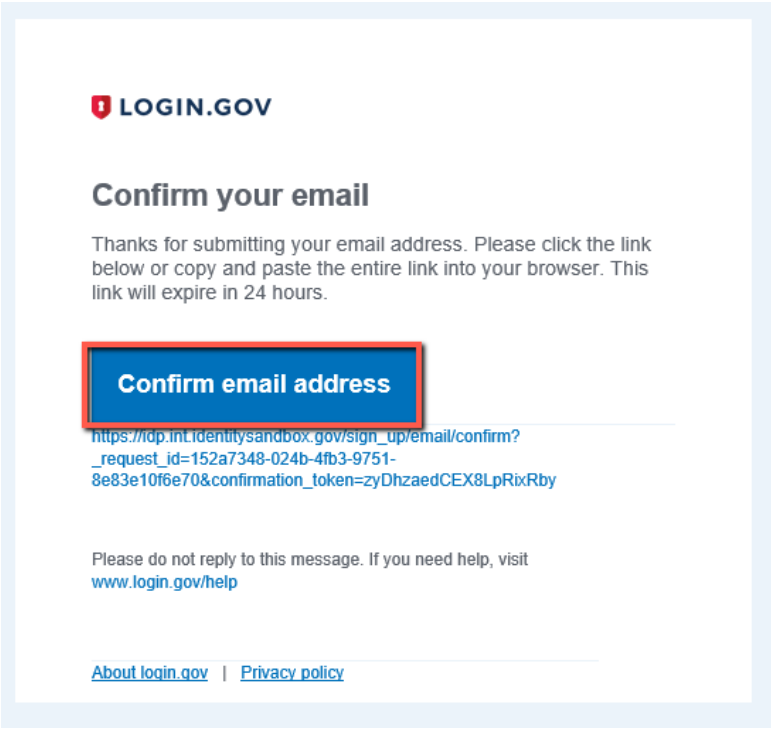


Creating Login.gov Account

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

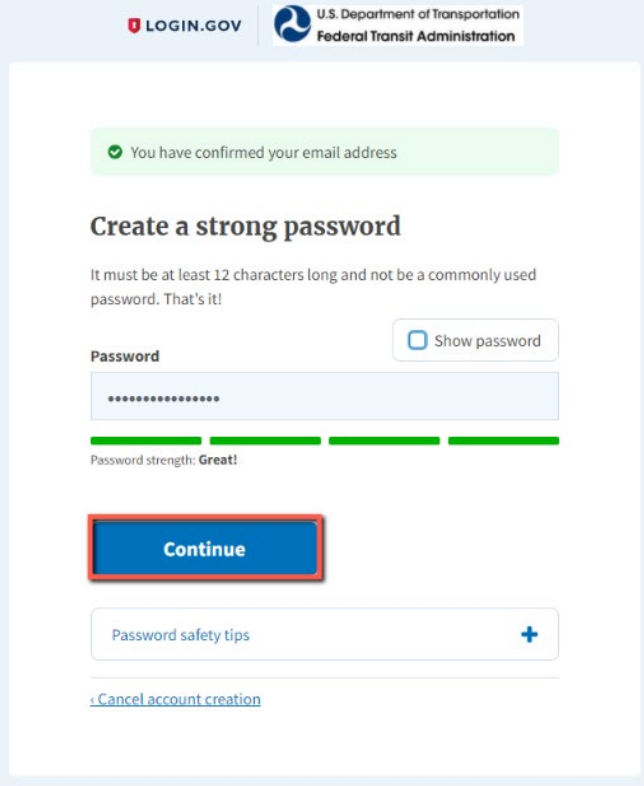


5. Look for “Confirm Your Email” email from Login.gov and click on Confirm email address.

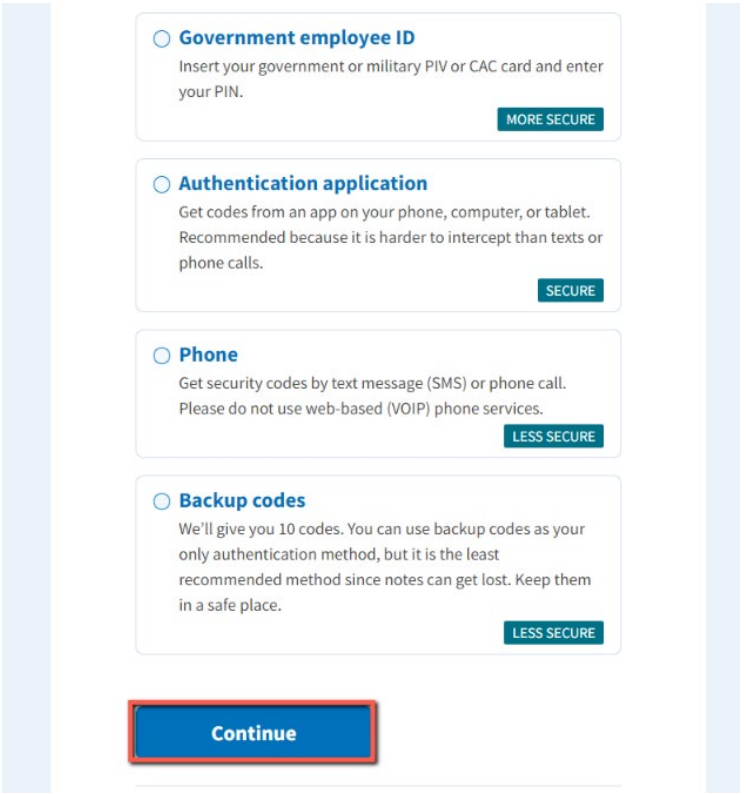


Setting up Login.gov Account

6. Create a strong password.



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



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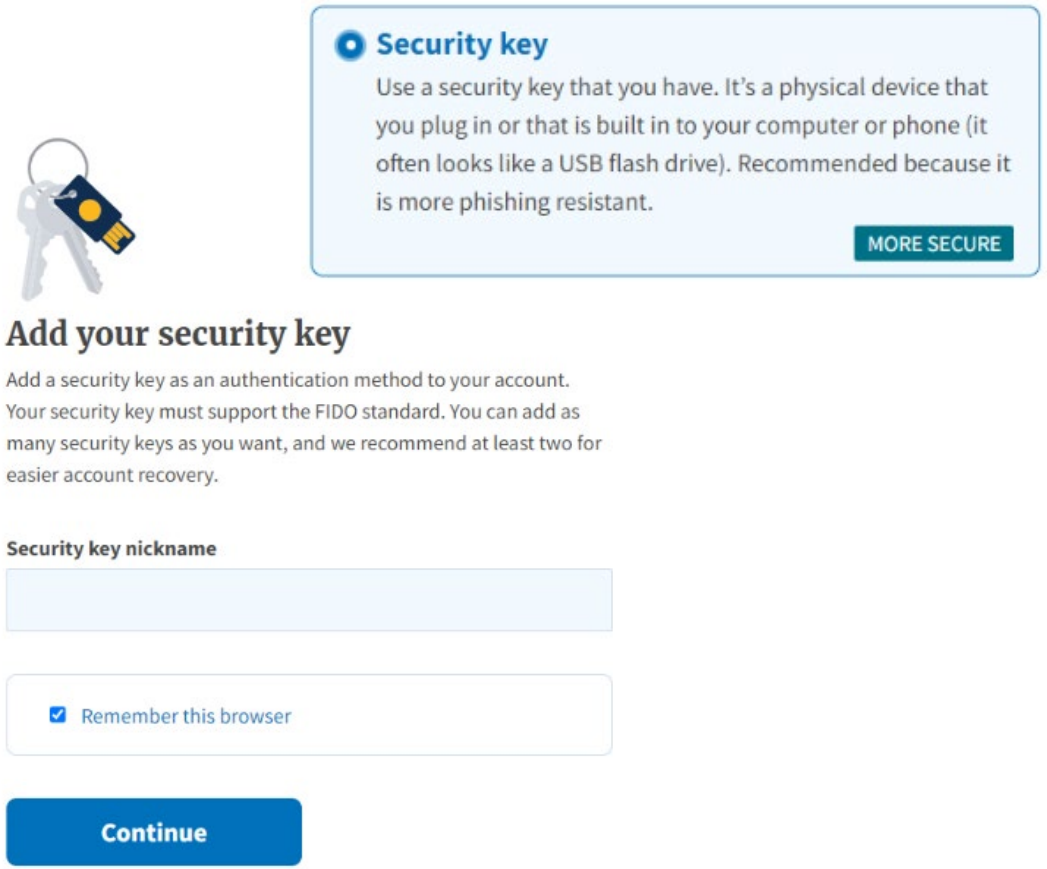
Authentication Methods – Security Key

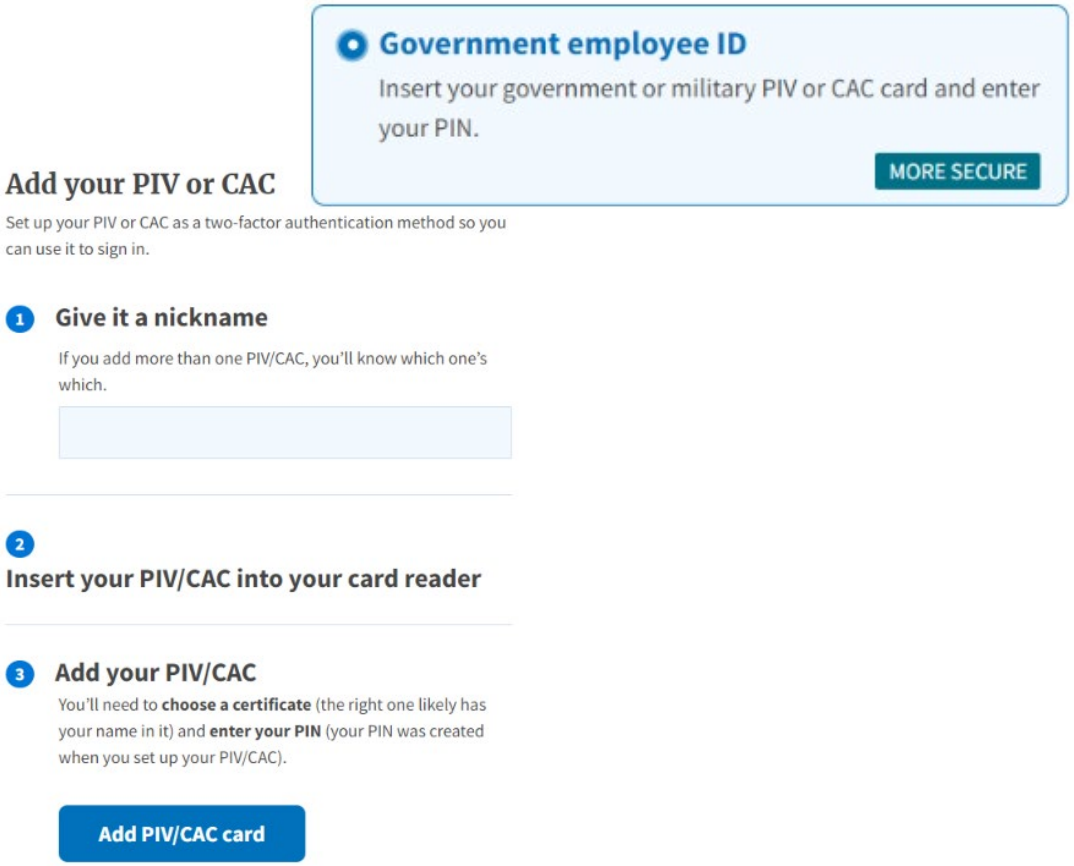


A security key is typically an external physical device, like a USB, that you plug into your computer. The key is linked to your accounts and will only grant access to those accounts once the key is plugged in and activated.

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

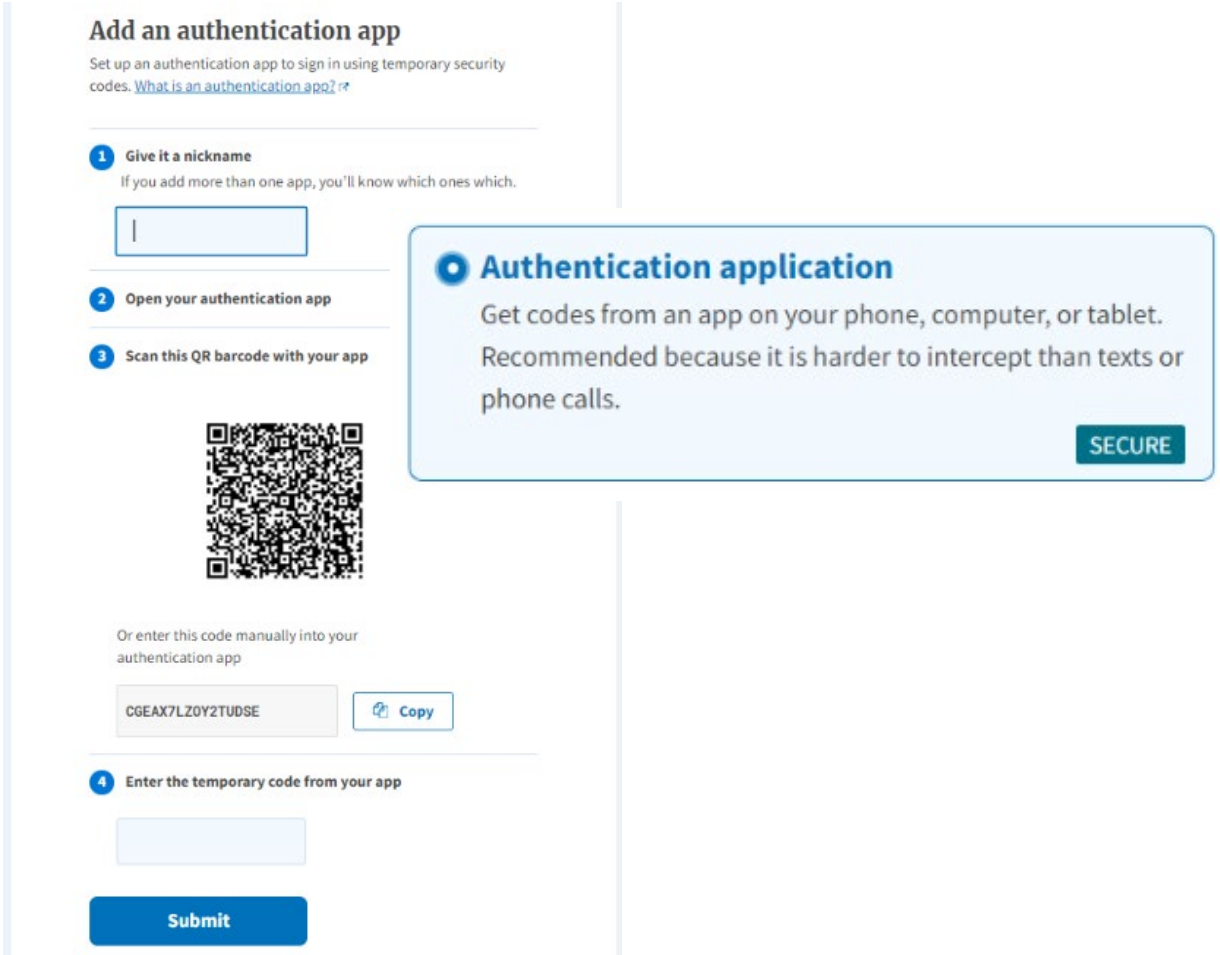
To use this secure option for login.gov authentication, plug the key into a USB port and assign the key a name to identify it with your login.gov account. The next step will ask you to activate your key. This is generally done by pressing a button on the key itself.

Authentication Methods – Gov’t Employee ID



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



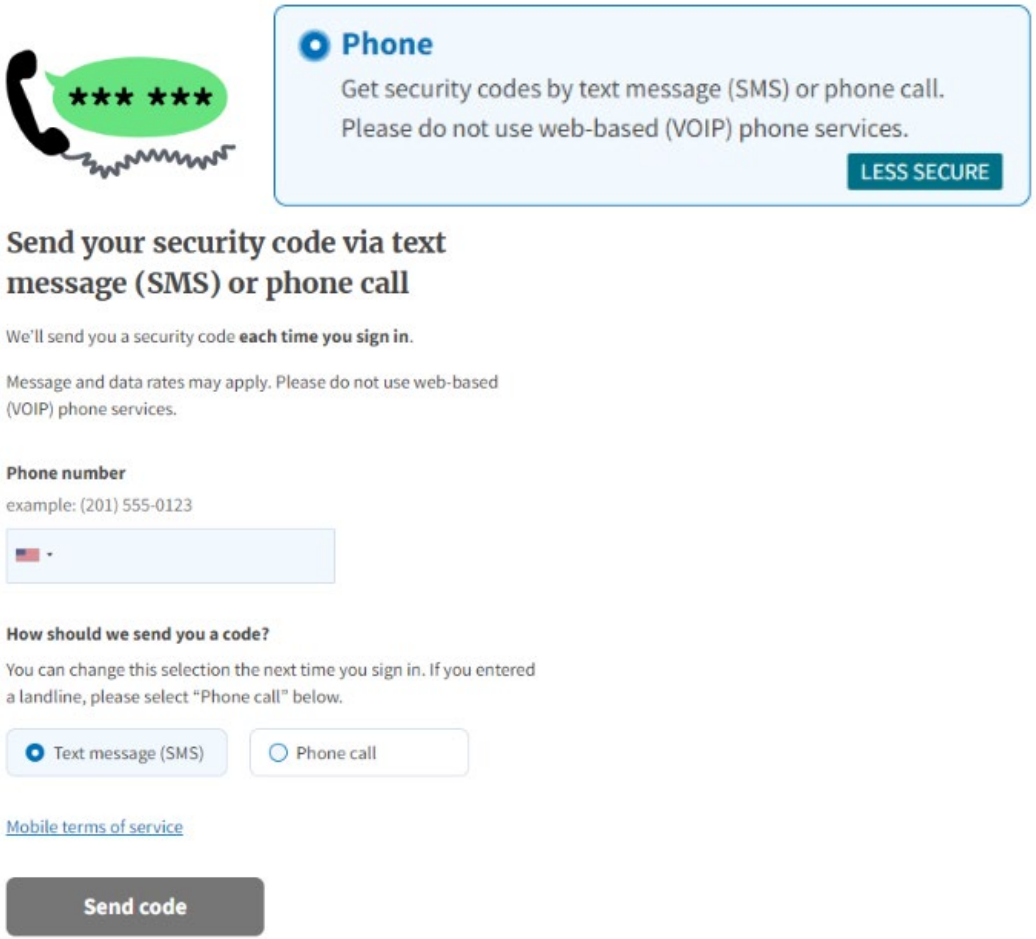
Authentication applications are downloaded to your device and generate secure, six-digit codes you use to sign into your accounts.

- 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



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.

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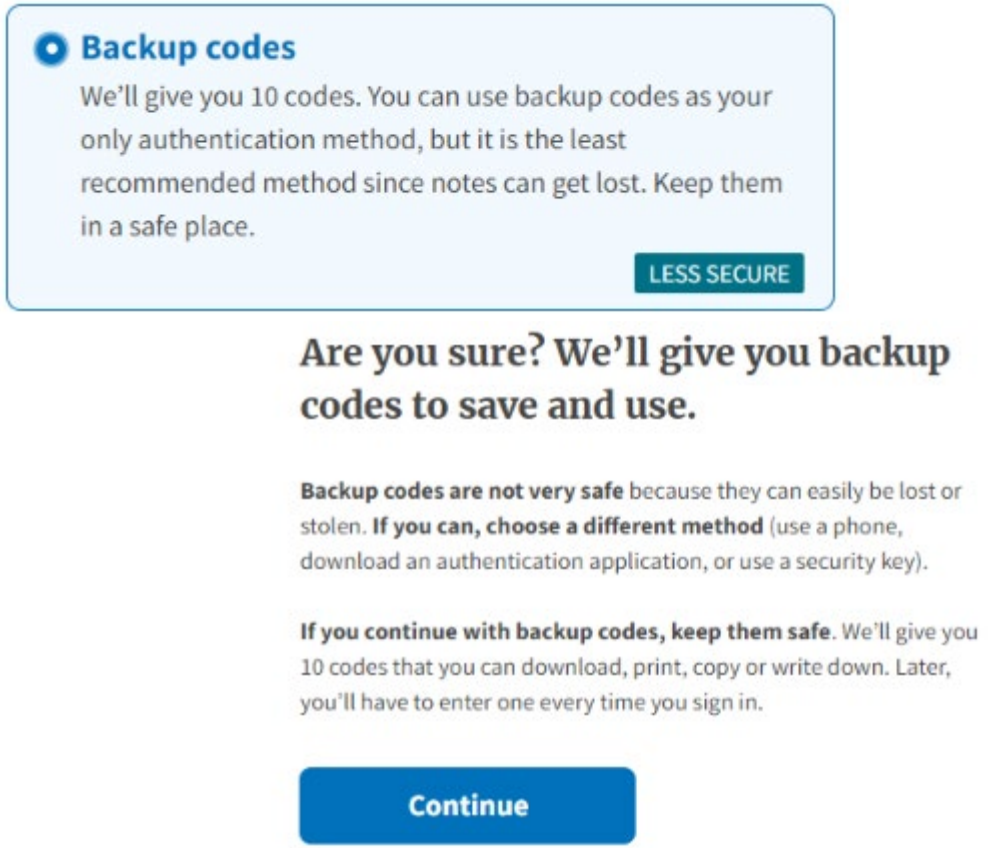
Authentication Methods – Backup Codes



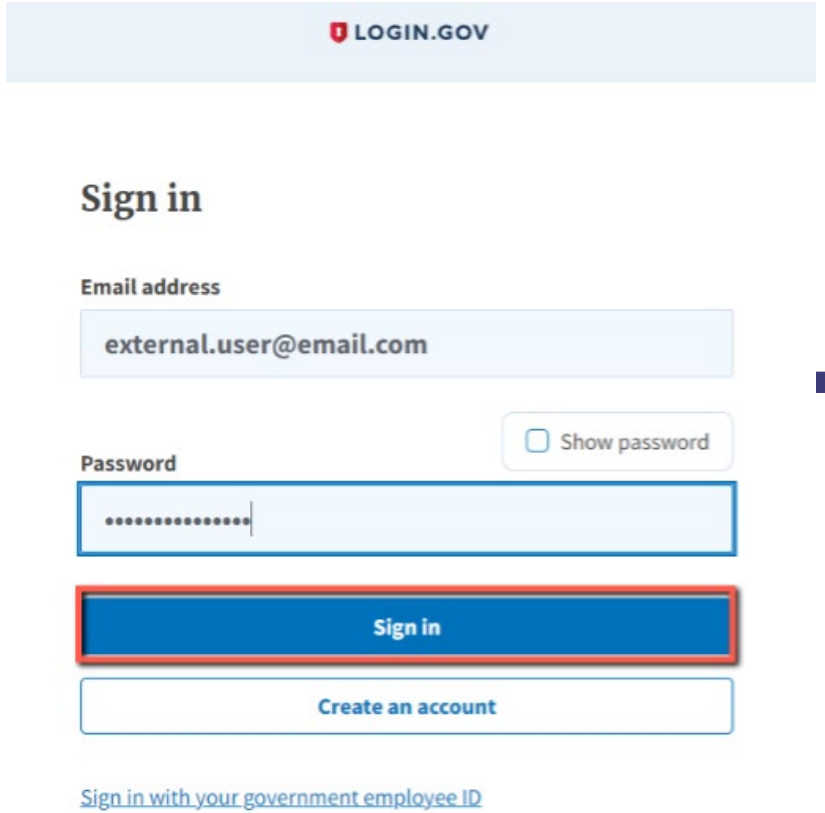
Backup codes are an accessible option for users who do not have access to a phone that can either be direct-dialed or receive text messages. However, backup codes are the least secure option for two-factor authentication.

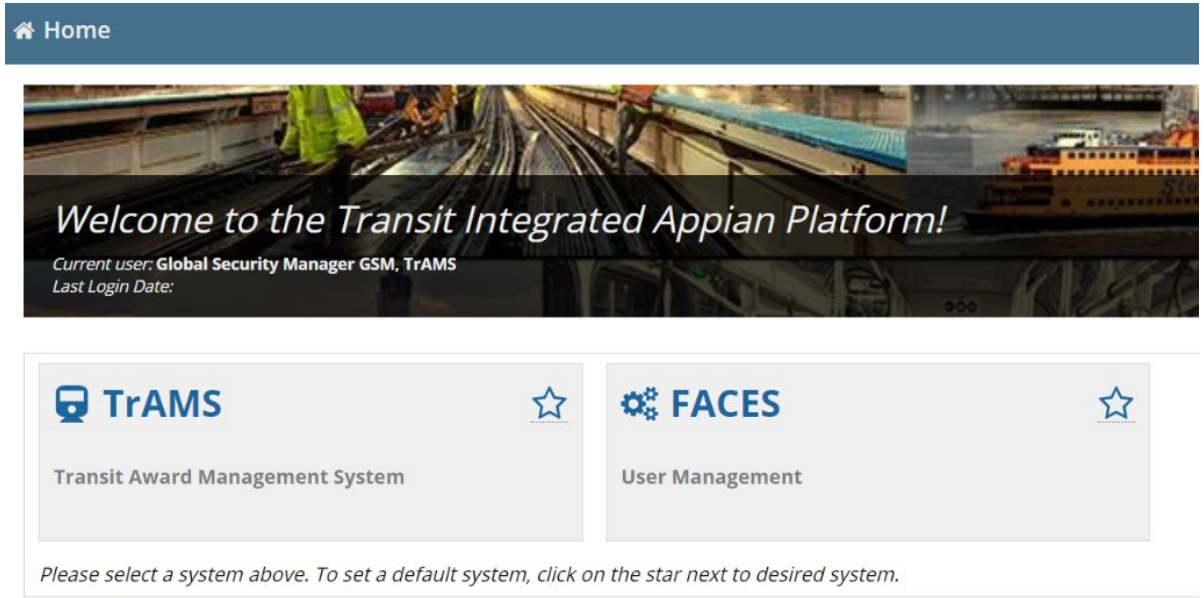
login.gov will generate a set of ten codes. Backup codes must be printed or written down which makes them more vulnerable to theft and phishing.

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

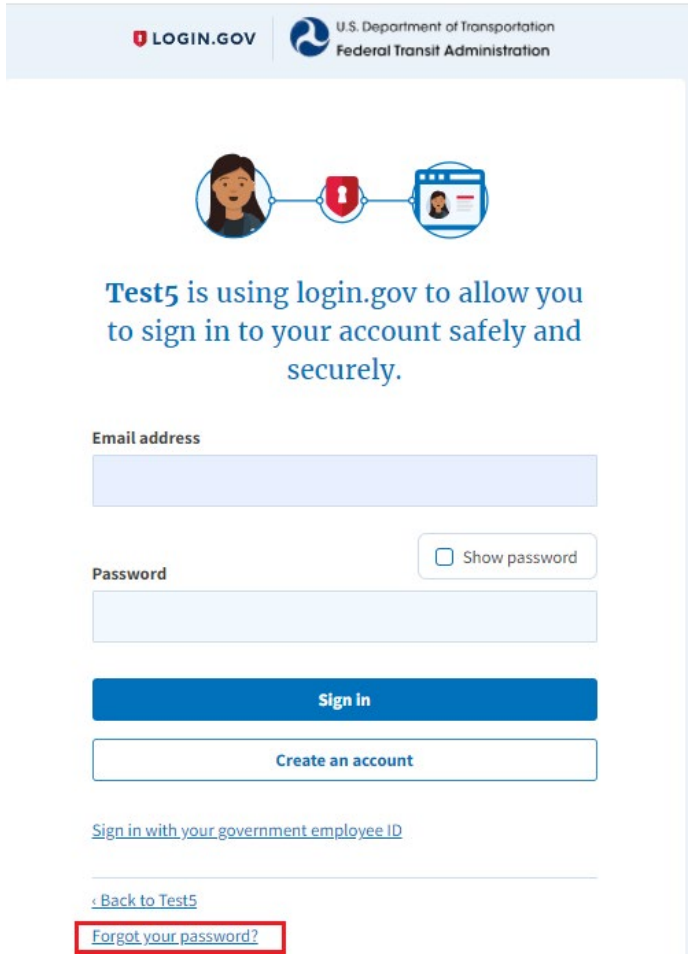
8. Sign in using credential you just created

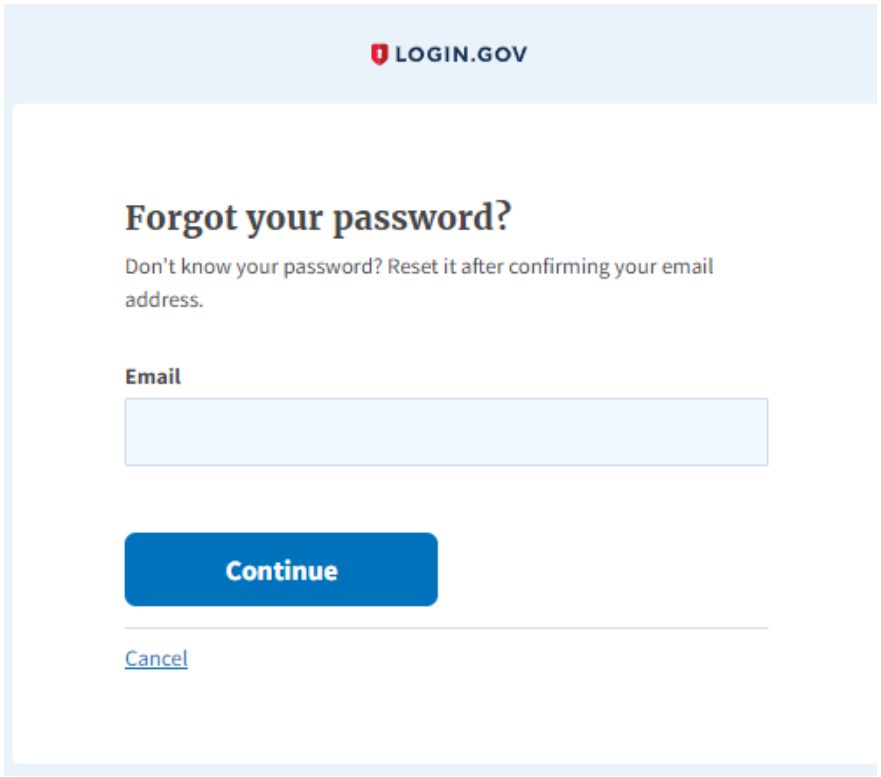




Forgot password

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





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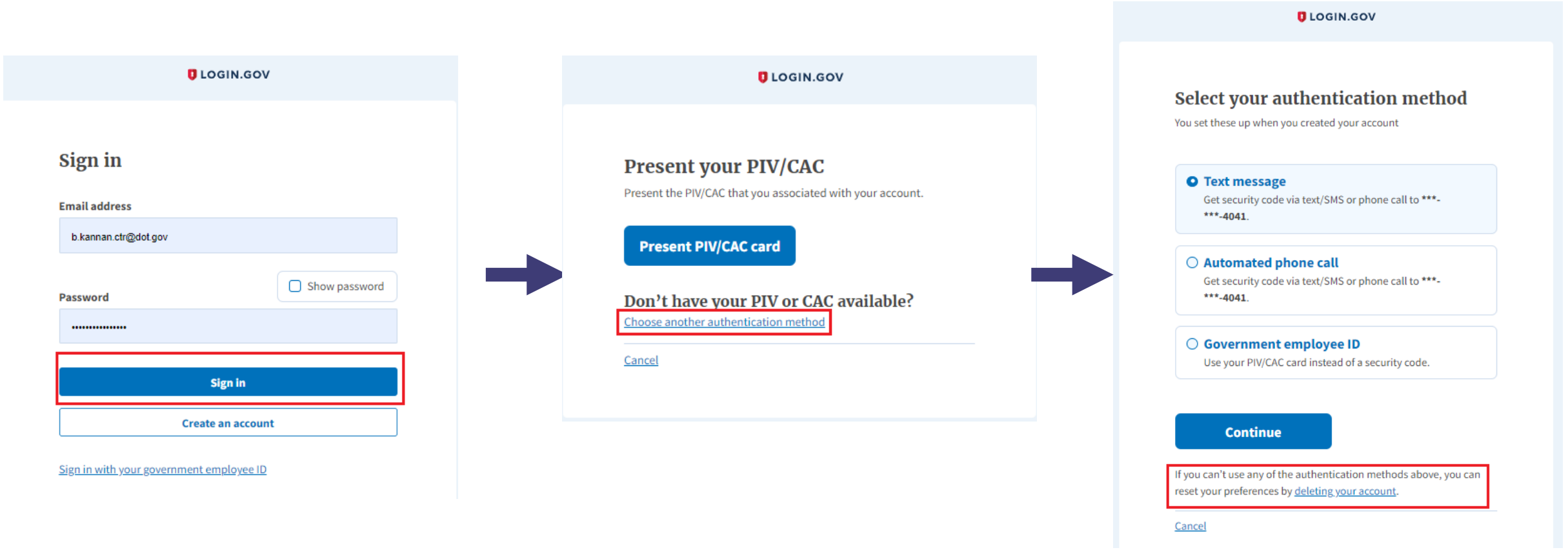
How to reset my account

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



Questions

TRANSIT.DOT.GOV