

# Keystone Login User Guide

Version 10.0

## Revision History

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Author</b>
2/7/2020	1.0	Original document	Matthew Pogacnik
4/24/2020	2.0	Removed Reset by Email as an option for Forgotten Password	Matthew Pogacnik
8/27/2020	3.0	Added One-time passcode procedures; updated forgot password subsections	Matthew Pogacnik
9/17/2020	4.0	Added step to Registration, Reset Password by Security Questions, and Editing an Account sections to inform of using an email account to reset password by OTP; added password reset time to reset password subsections	Matthew Pogacnik
9/25/2020	5.0	Added registration email verification information	Matthew Pogacnik
1/28/2022	6.0	Added Home Page and De-Migrate sections	Matthew Pogacnik
7/27/2022	7.0	Added Enhanced Security, updated Registration procedure	Matthew Pogacnik
11/17/2022	8.0	Added additional subsections under MFA. Updated Username character limitations.	Matthew Pogacnik
12/14/2022	9.0	Updated contact information to include SMS Text option and compliance messaging	Matthew Pogacnik
1/24/2023	10.0	Updated Forgot Password and MFA sections. Created Appendix for MUSER and CWOPA domain information.	Matthew Pogacnik

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## **INTRODUCTION**

Keystone Login is an account management system for Commonwealth of Pennsylvania online services.

The Keystone Login portal provides the following capabilities: account creation and management, identity verification, authentication services and single sign-on (sign on once to access multiple applications), social media login (e.g., Google), and risk-based multi-factor authentication.

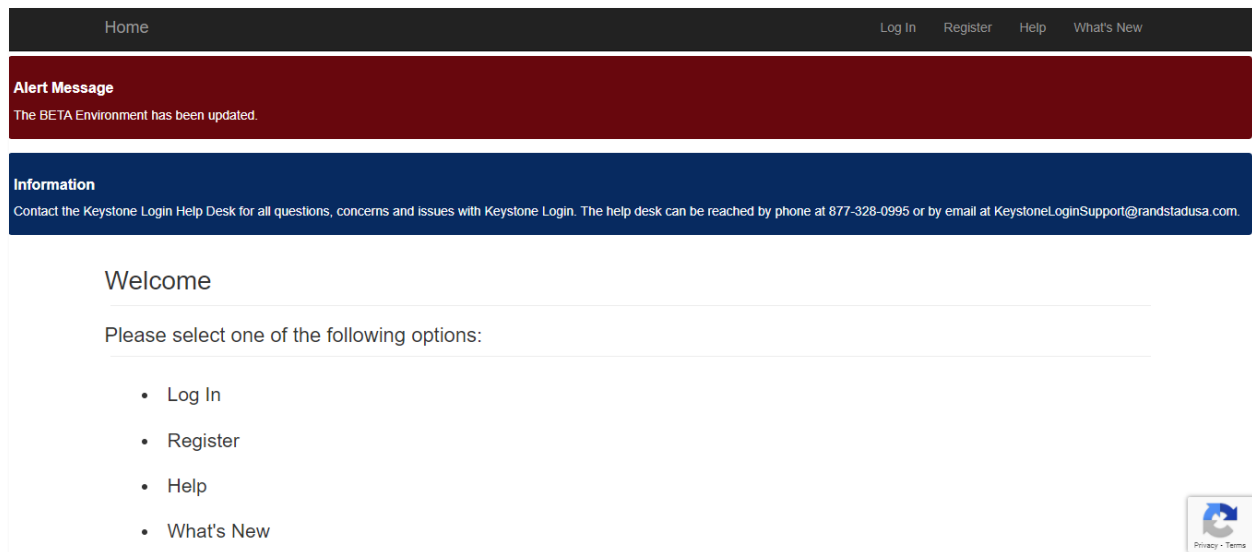
The images included in this document derive from a desktop session. Keystone Login can also be accessed via laptops, tablets, and mobile devices. While the instructions included in this document remain the same regardless of the device used to access Keystone Login, images may appear different on different devices.

## HOME PAGE

Users will be able to view two separate banners at the top of the Home page.

The red banner displays Alert Messages. Alert Messages are any active notices for users in Keystone Login.

The blue banner displays information. If users are experiencing any issues with Keystone Login which they are unable to resolve themselves, the Information banner provides contact information for the Keystone Login Help Desk.



Following these banners are the user options within Keystone Login. These options are:

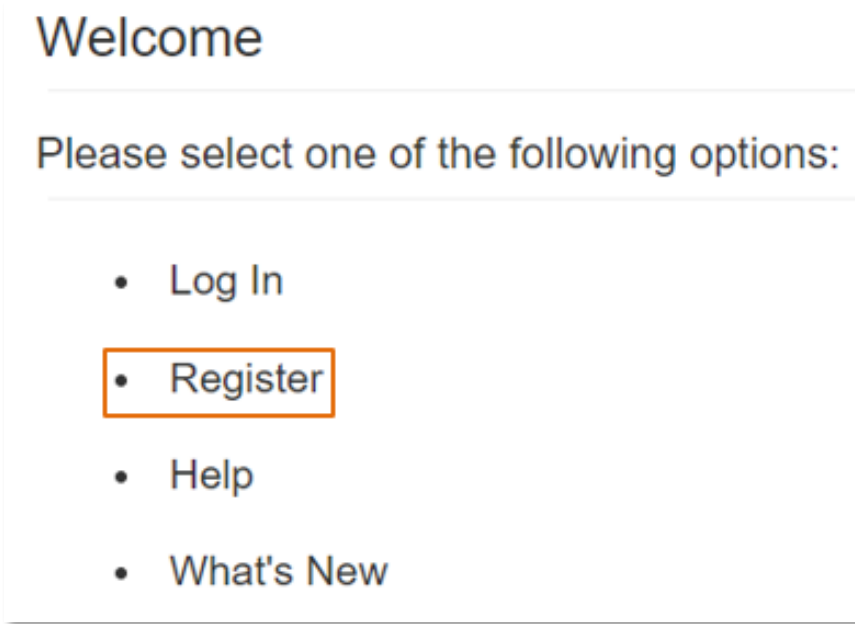
- **Log In**
- **Register**
- **Help**
- **What's New**

Further information regarding each option is present in the following sections.

## REGISTRATION

New users should follow these steps to register an account in Keystone Login:

1. Click Register on the Keystone Login Welcome page



>Welcome

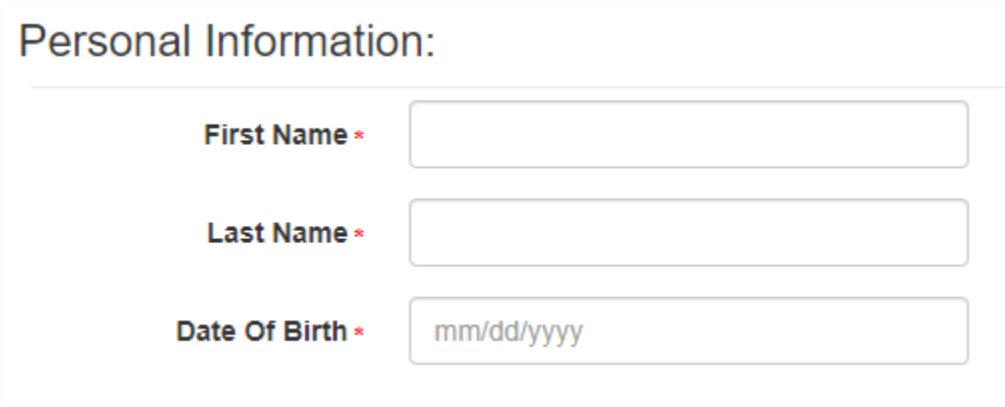
---

Please select one of the following options:

---

- Log In
- Register
- Help
- What's New

2. Enter first name, last name, and date of birth



Personal Information:

---

First Name \*

Last Name \*

Date Of Birth \*

3. Click the box to enable Enhanced Security for the account. This is an optional feature.
  - a. Contact information must be added to the account if Enhanced Security is active.
4. Enter an email address or mobile phone number
  - a. Contact information helps make password resets and account updates easier by providing a one-time passcode (see [Reset password by One Time Password](#) for instructions)
  - b. During registration, contact information must be validated. An email or SMS text containing an OTP will be sent and the 6-digit code must be entered to complete the verification process.
    - i. By providing a mobile number, users consent to receiving text messages from the Commonwealth of Pennsylvania (Keystone Login) for identity verification purposes. Messages are only sent as part of this process. Standard messaging and/or data rates may apply. To opt-out of text messages, users must edit their account and delete their mobile number or contact the Keystone Login Help Desk for assistance.

Contact Information:

<b>Enhanced Security</b> <input type="checkbox"/>	<b>Note:</b> Providing contact information helps to make password resets and account updates easier. If contact information is not provided, the only available methods for resetting a password are answering security questions or contacting the Keystone Login Help Desk.  By providing your mobile number, you consent to receiving text messages from the Commonwealth of Pennsylvania (Keystone Login) for identity verification purposes. Messages are only sent as part of this process. Standard messaging and/or data rates may apply. To opt-out of text messages, users must edit their account and delete their mobile number or contact the Keystone Login Help Desk for assistance.
<b>Email</b> <input type="text"/>	
<b>Mobile Phone Number</b> <input type="text" value="### ### ##"/>	

5. Enter a username for the Keystone Login account
  - a. Usernames must be between 6 and 64 characters and should not contain spaces or special characters (e.g., /, ?, @, etc.)
  - b. Once registered, the username cannot be edited
6. Enter a password for the Keystone Login account
  - a. Passwords must be between 12 and 128 characters
  - b. Do not include any portion of the username, first name, or last name in the password
  - c. The password must include any three of the following four criteria:
    - i. One uppercase letter (e.g., A, B, C, etc.)
    - ii. One lowercase letter (e.g., a, b, c, etc.)
    - iii. One number (e.g., 1, 2, 3, etc.)
    - iv. One special character (e.g., /, ?, @, etc.)
7. Confirm the password

**Login Information:**

---

**Username \***

**Password \***

**Confirm Password \***



8. Select three security questions from the drop-down menus
  - a. Answer each question in the spaces provided
  - b. Answers should be unique
  - c. The same answer should not be used for multiple questions
  - d. Security answers are case sensitive and can include spaces
9. Click Register

Security Questions:

<b>Security Question 1 *</b>	<input type="text" value="Select a security question"/>
<b>Security Answer 1 *</b>	<input type="text"/>
<b>Security Question 2 *</b>	<input type="text" value="Select a security question"/>
<b>Security Answer 2 *</b>	<input type="text"/>
<b>Security Question 3 *</b>	<input type="text" value="Select a security question"/>
<b>Security Answer 3 *</b>	<input type="text"/>

10. Enter the one-time passcode sent to the email address associated with the account
11. Click Submit

### Verify One Time Passcode

Please enter the one time passcode sent to your email address or phone number on file:

<b>One Time Passcode</b>	<input type="text" value="#####"/>
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

A message will be displayed notifying of a successful account creation.

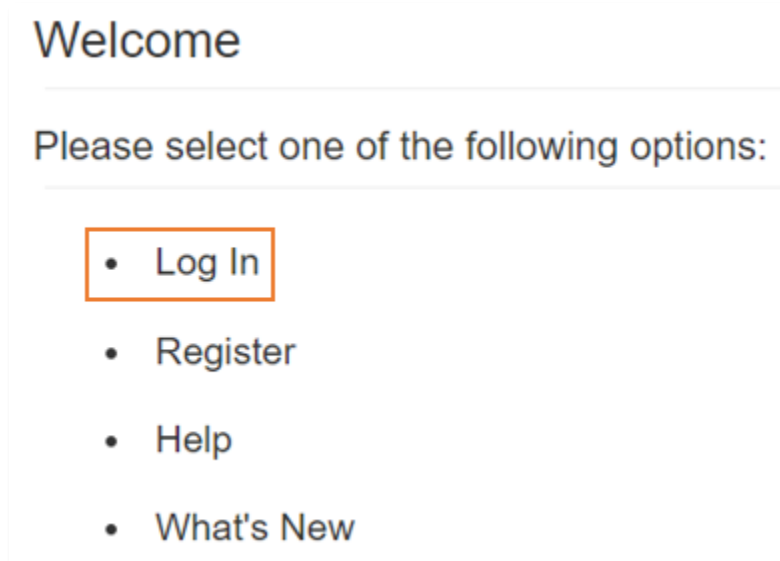
## Account Management Success

Your account has been created successfully. Please proceed to [Login](#).

## Linking a Google account with Keystone Login

Users may link a Google account with Keystone Login while registering as a new user. This is not a requirement; however, if the user would prefer this option, follow these steps to link a Google account:

1. Click Log In on the Keystone Login Welcome page



2. Click Sign in with Google



3. This action will prompt either:
  - i. Redirection to a Google sign in page, or;
  - ii. Automatic sign in
4. Click Register

## Register as Social User

**FirstName \*** John

**LastName \*** Smith

**Email**

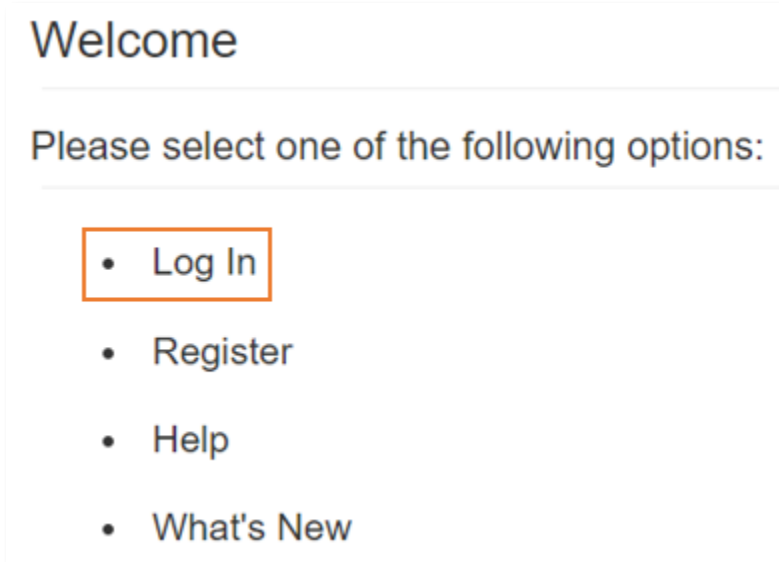
→

A message will be displayed notifying of a successful account creation.

## LOG IN

Once an account is registered, log in to Keystone Login by following these steps:

1. Click Log In on the Keystone Login Welcome page



>Welcome

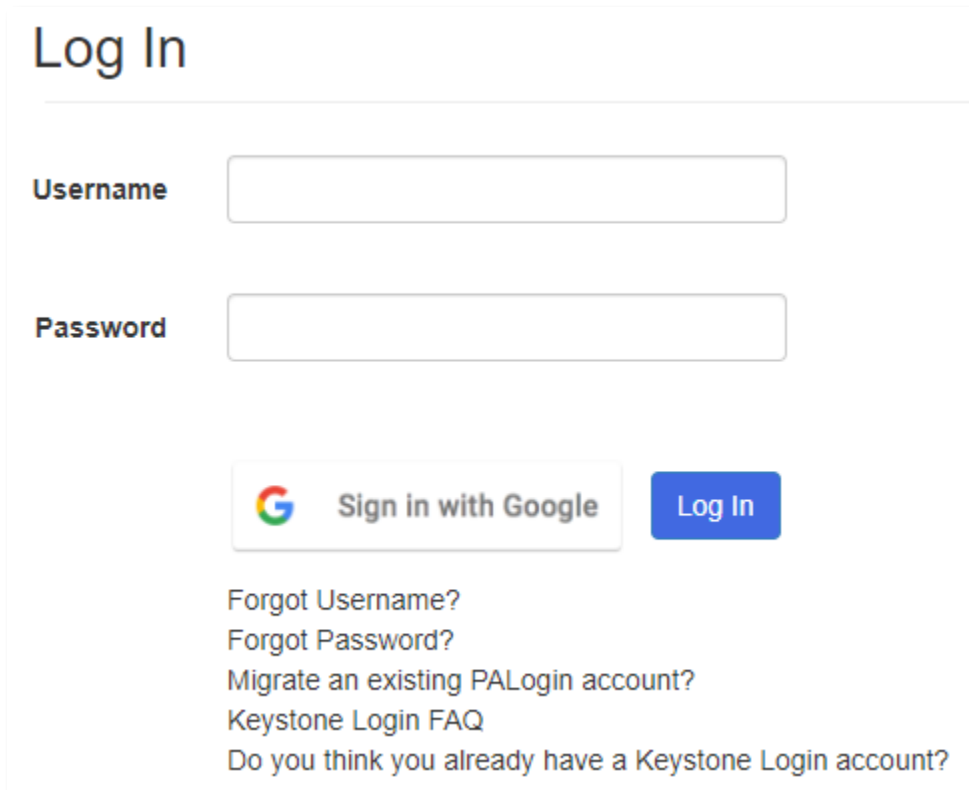
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Please select one of the following options:

---

- **Log In**
- Register
- Help
- What's New

2. Enter the Keystone Login username and password
3. Click Log In




Log In

---

Username

Password

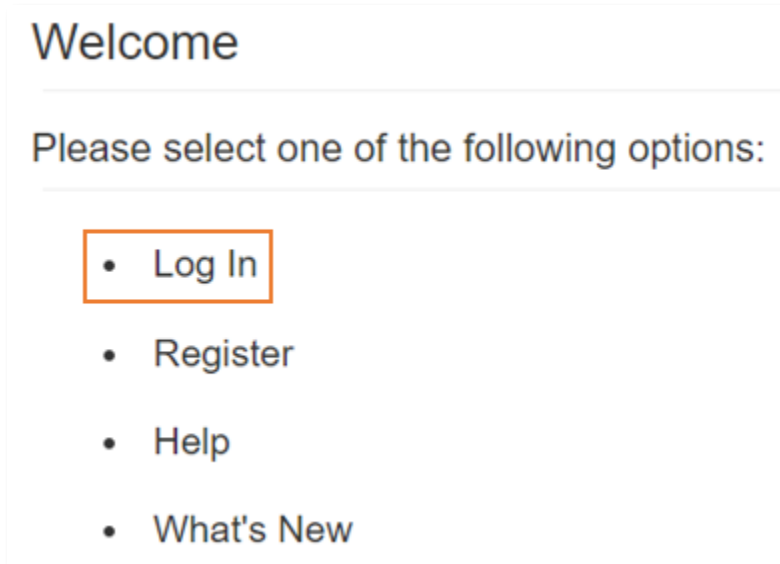
 Sign in with Google

[Forgot Username?](#)  
[Forgot Password?](#)  
[Migrate an existing PALogin account?](#)  
[Keystone Login FAQ](#)  
[Do you think you already have a Keystone Login account?](#)

## **FORGOT USERNAME**

For assistance recovering a Keystone Login username:

1. Click Log In on the Keystone Login Welcome page



>Welcome

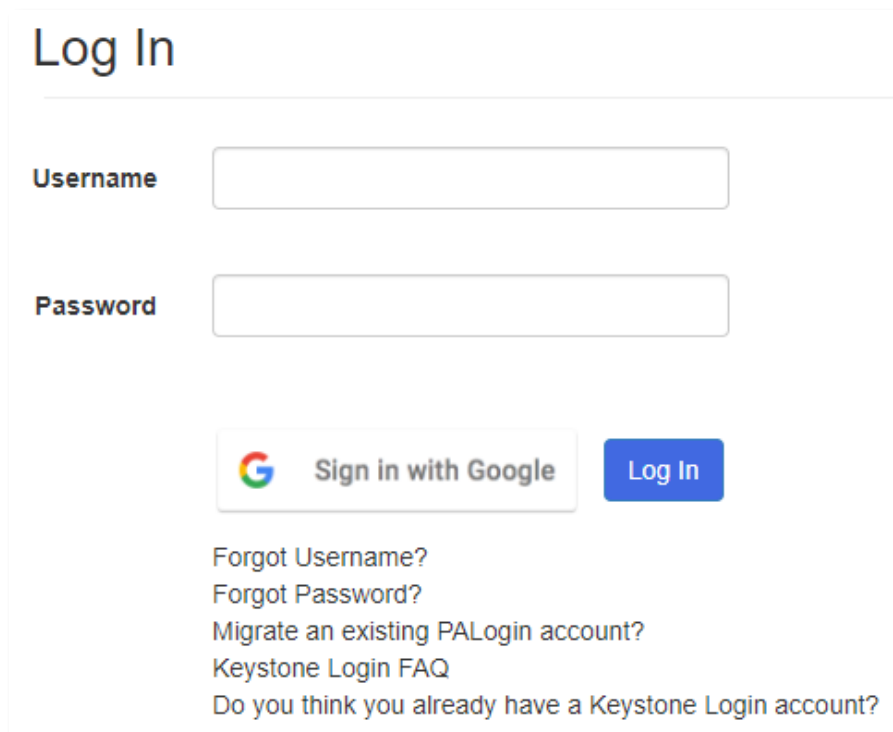
---

Please select one of the following options:

---

- **Log In**
- Register
- Help
- What's New

2. Click "Forgot Username?"




Log In

---

Username

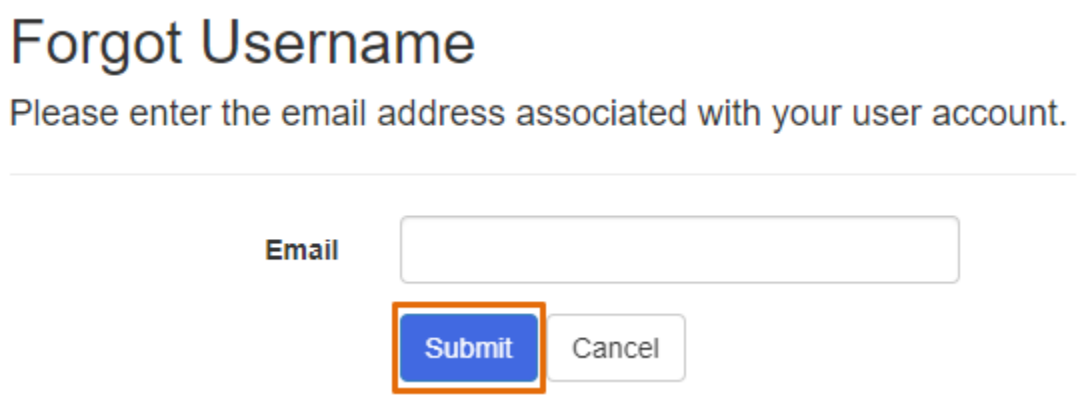
Password

 Sign in with Google

[Forgot Username?](#)  
[Forgot Password?](#)  
[Migrate an existing PALogin account?](#)  
[Keystone Login FAQ](#)  
[Do you think you already have a Keystone Login account?](#)

3. Enter the email address associated with the Keystone Login account

4. Click Submit



**Forgot Username**  
Please enter the email address associated with your user account.

Email

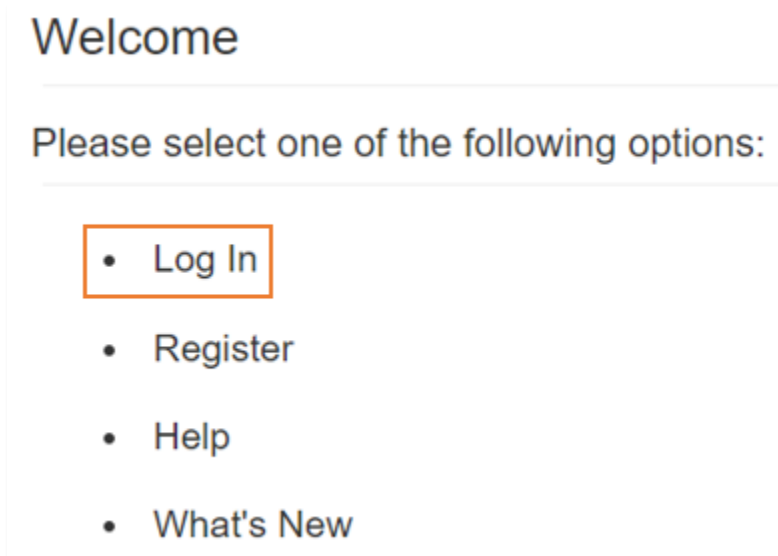
An email will be sent to the email address on file providing the registered username.

## **FORGOT PASSWORD**

### **Reset password by One-Time Passcode**

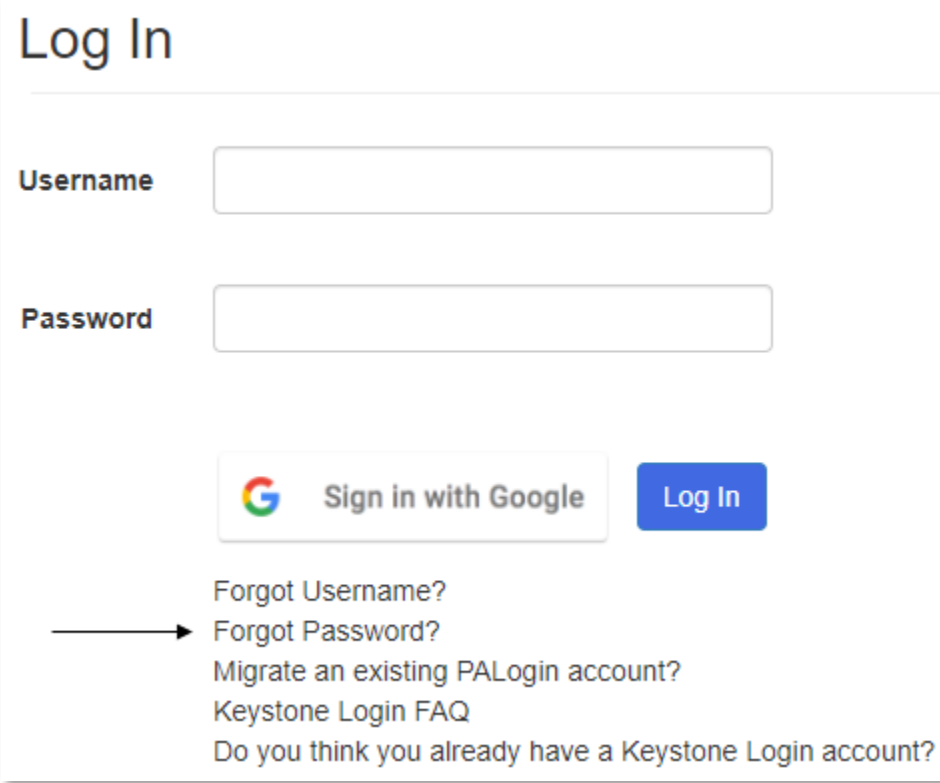
The following steps guide users through resetting their Keystone Login account password by using a one-time passcode:

1. On the Keystone Login welcome page, click Log In.





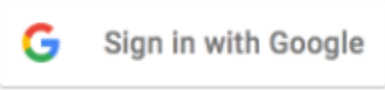

2. Click Forgot Password



**Log In**

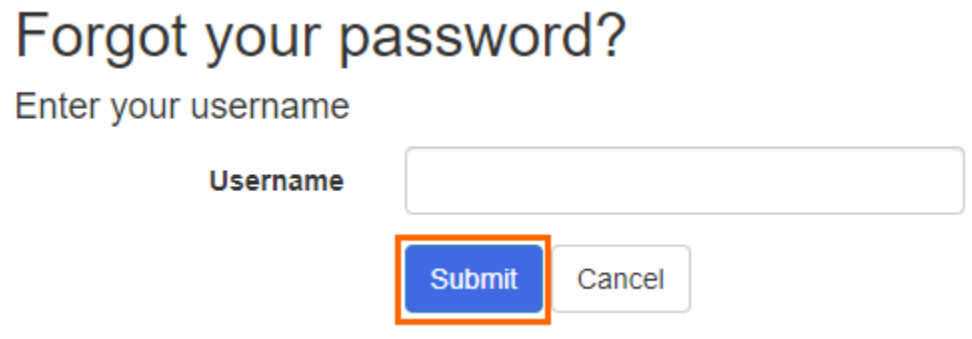
**Username**

**Password**

→ [Forgot Username?](#)  
[Forgot Password?](#)  
[Migrate an existing PLogin account?](#)  
[Keystone Login FAQ](#)  
[Do you think you already have a Keystone Login account?](#)

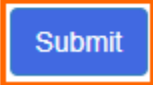

3. Enter the Keystone Login username and click Submit.



**Forgot your password?**

Enter your username

**Username**

4. If the username exists, any of the following scenarios can reflect depending on the account information listed:
  - a. If an email address and mobile phone number are listed on the account, the user will have three options to reset their password. The options are Reset by Security Questions, Reset One-Time Passcode via email address, and Reset by One-Time Passcode via SMS text.

## Password Reset

Select your password reset method

- Reset By Security Questions
- Reset by One Time Passcode via Email to this address: pog\*\*\*\*@gmail.com
- Reset by One Time Passcode via SMS Text to your phone ending in \*\*\*-\*\*\* -3865

Submit

Cancel

- b. If only a mobile phone number is listed on the account, the user will have two options to reset their password. The options are Reset by Security Questions or Reset by One-Time Passcode via SMS text.

## Password Reset

Select your password reset method

- Reset By Security Questions
- Reset by One Time Passcode via SMS Text to your phone ending in \*\*\*-\*\*\* -3865

Submit

Cancel

- c. If only an email address is listed on the account, the user will have two options to reset their password. The options are Reset by Security Questions or Reset by One-Time Passcode via Email

## Password Reset

Select your password reset method

- Reset By Security Questions
- Reset by One Time Passcode via Email to this address: pog\*\*\*\*@gmail.com

Submit

Cancel

- d. If the account has no mobile number or email address listed, only the Reset by Security Questions option will be displayed. See the [Reset Password by Security Questions](#) section for further instructions.

## Password Reset

Select your password reset method

- Reset By Security Questions

Submit

Cancel

5. When clicking either of the reset by One-Time Passcode options, a 6-digit passcode will be sent to your mobile number or email address. Enter the code and click Submit.
  - a. Please note that the code will only be valid for 10 minutes.

#### Verify One Time Passcode

Please enter the one-time passcode sent to your selected verification method. If two fields are listed, you must provide two separate one-time passcodes:

Phone One Time Passcode

6. If the code is input incorrectly, you will receive a validation error. You have three attempts to correctly enter the code. After three failures, you will be instructed to restart the process.

#### Verify One Time Passcode

Please enter the one time passcode sent to your email address or phone number on file:

One Time Passcode

Due to several unsuccessful attempts, the passcode is now invalid. [Click here to restart this process.](#)

7. Once validated, enter a new password
  - a. Passwords must be between 12 and 128 characters
  - b. Do not include any portion of the username, first name, or last name in the password
  - c. Passwords must include any three of the following four criteria:
    1. One uppercase letter (e.g., A, B, C, etc.)
    2. One lowercase letter (e.g., a, b, c, etc.)
    3. One number (e.g., 1, 2, 3, etc.)
    4. One special character (e.g., /, ?, @, etc.)
8. Confirm the password and click Submit

## Change your password

**The password must pass these rules:**

- Must be between 12 to 128 characters in length.
- Do not include any of your username, your first name, or your last name.

**The password must pass 3 out of 4 of these rules:**

- One uppercase letter.
- One lowercase letter.
- One numeric number.
- One non-character (such as !, #, %, ^, etc).

**Password Strength: Invalid**



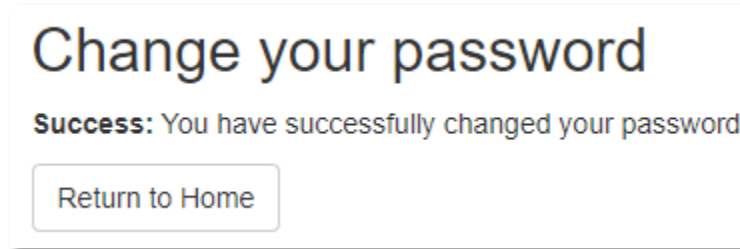
**New password \***

**Confirm new password \***

Submit

Cancel

9. If successful, a message will reflect notifying of the change to the password

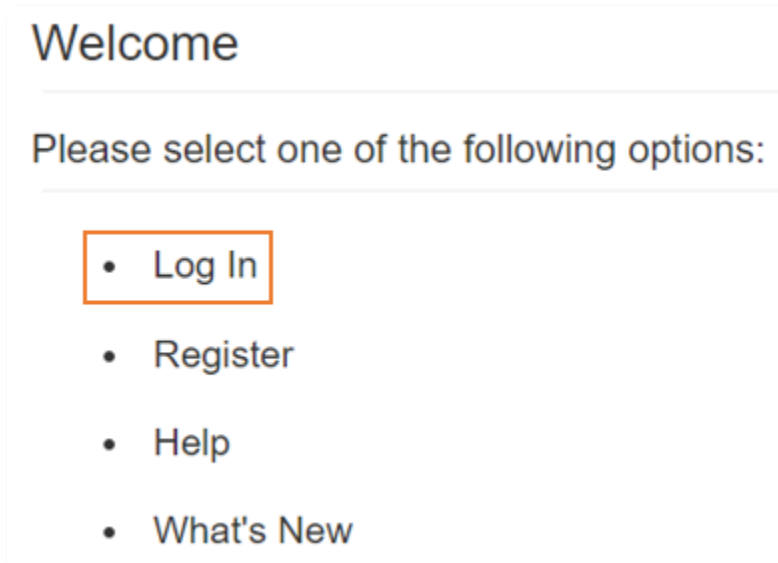


Once finished, attempt to log in with the new password for verification. Please note that password resets may take up to an hour to propagate across all servers.

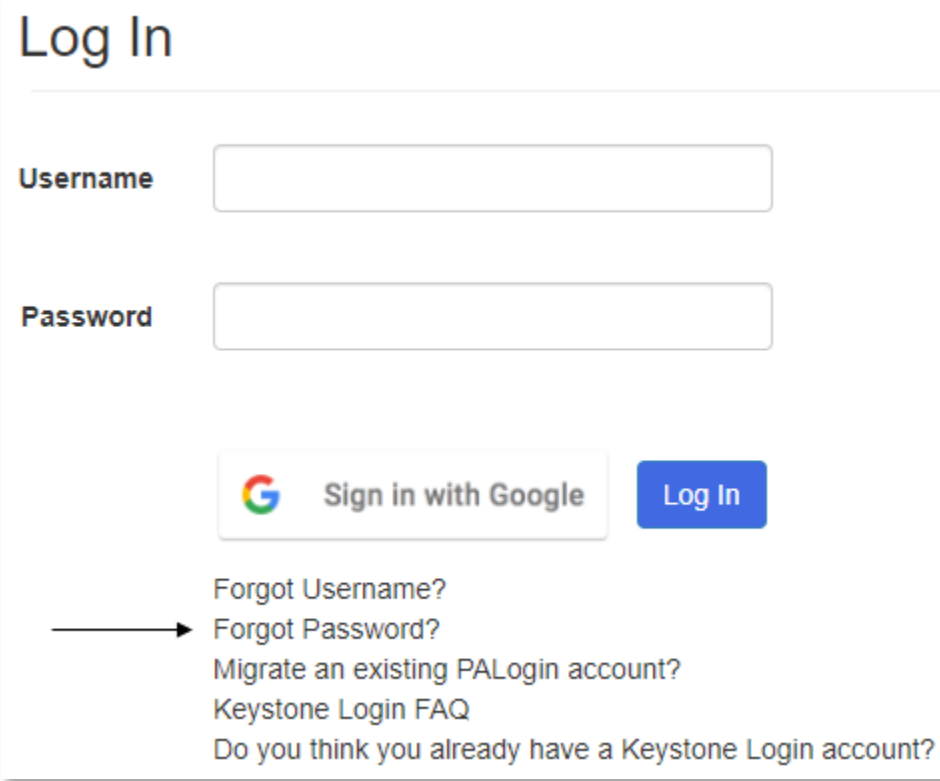
## Reset password by Security Questions

The following steps guide users through resetting their Keystone Login account password by answering security questions:

1. From the Welcome page of Keystone Login, click Log In.



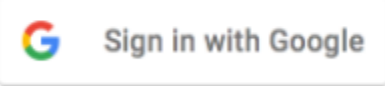

2. Click Forgot Password



**Log In**

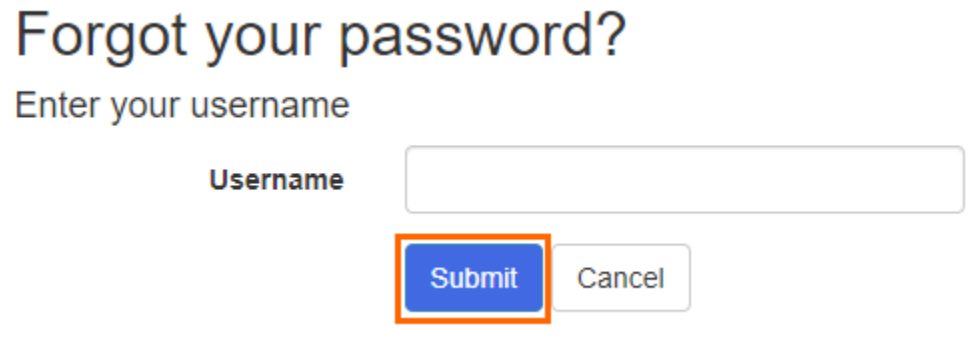
**Username**

**Password**

→ [Forgot Username?](#)  
[Forgot Password?](#)  
[Migrate an existing PAMLogin account?](#)  
[Keystone Login FAQ](#)  
[Do you think you already have a Keystone Login account?](#)

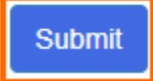

3. Enter the Keystone Login username and click Submit



**Forgot your password?**

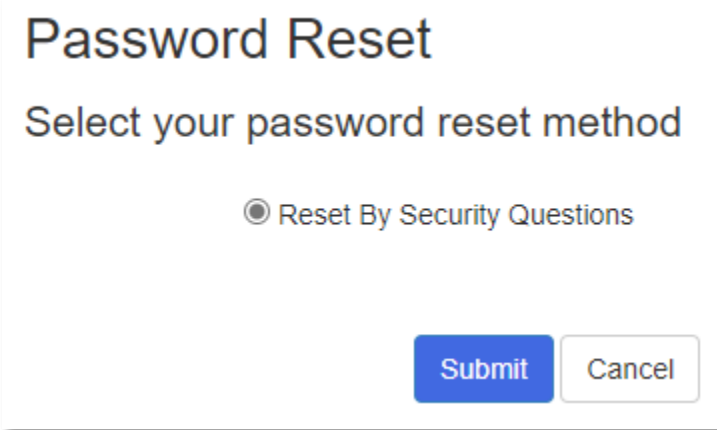
Enter your username

**Username**



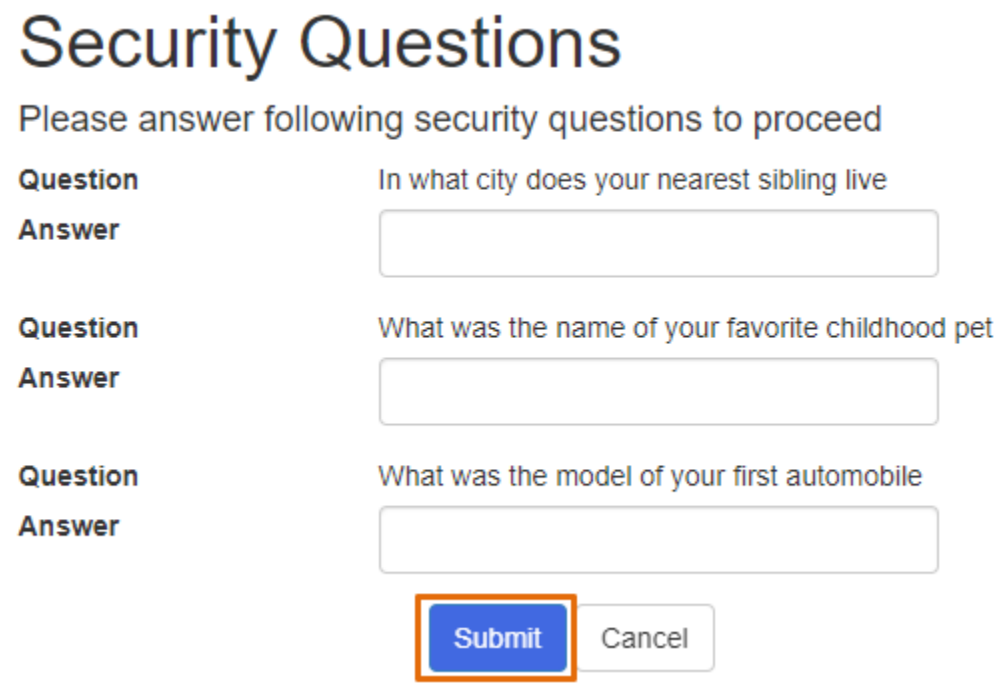
4. Select Reset by Security Questions and click Submit.



**Password Reset**  
Select your password reset method

Reset By Security Questions

5. Answer each security question and click Submit.



**Security Questions**  
Please answer following security questions to proceed

<b>Question</b>	In what city does your nearest sibling live
<b>Answer</b>	<input type="text"/>
<b>Question</b>	What was the name of your favorite childhood pet
<b>Answer</b>	<input type="text"/>
<b>Question</b>	What was the model of your first automobile
<b>Answer</b>	<input type="text"/>

6. Enter a new password
  - a. Passwords must be between 12 and 128 characters
  - b. Do not include any portion of the username, first name, or last name in the password
  - c. Passwords must include any three of the following four criteria:
    - i. One uppercase letter (e.g., A, B, C, etc.)
    - ii. One lowercase letter (e.g., a, b, c, etc.)
    - iii. One number (e.g., 1, 2, 3, etc.)
    - iv. One special character (e.g., /, ?, @, etc.)
7. Confirm the password and click Submit

## Change your password

**The password must pass these rules:**

- Must be between 12 to 128 characters in length.
- Do not include any of your username, your first name, or your last name.

**The password must pass 3 out of 4 of these rules:**

- One uppercase letter.
- One lowercase letter.
- One numeric number.
- One non-character (such as !, #, %, ^, etc).

**Password Strength: Invalid**



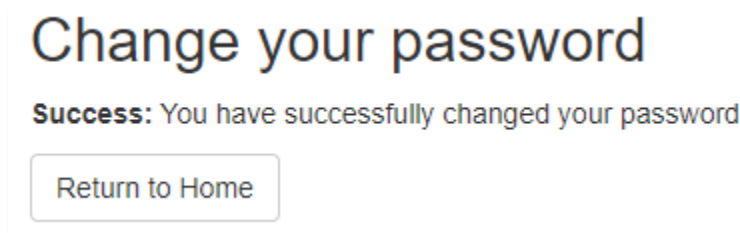
**New password \***

**Confirm new password \***

Submit

Cancel

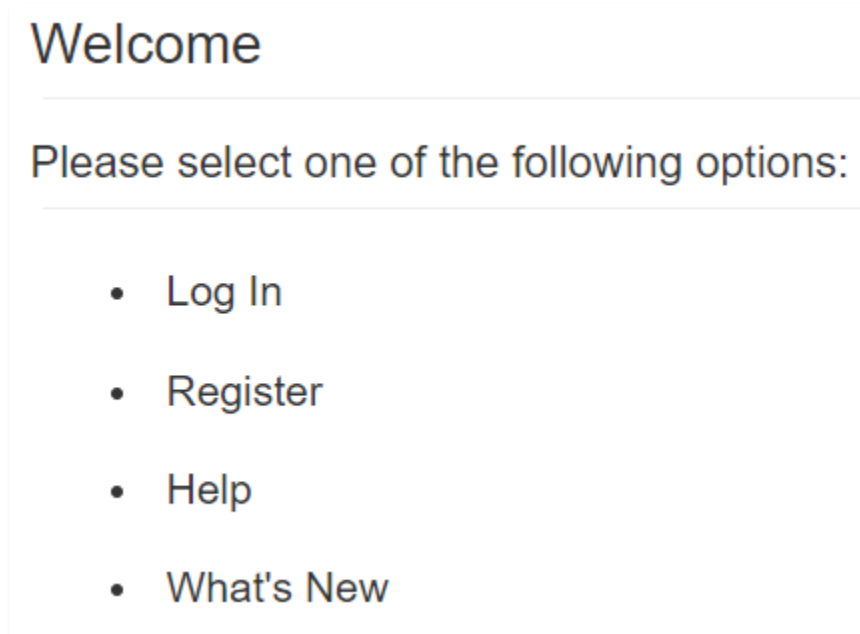
8. A message will reflect notifying of a successful change to the password.



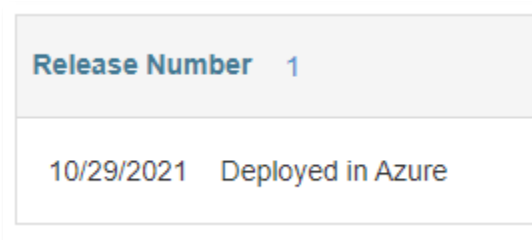
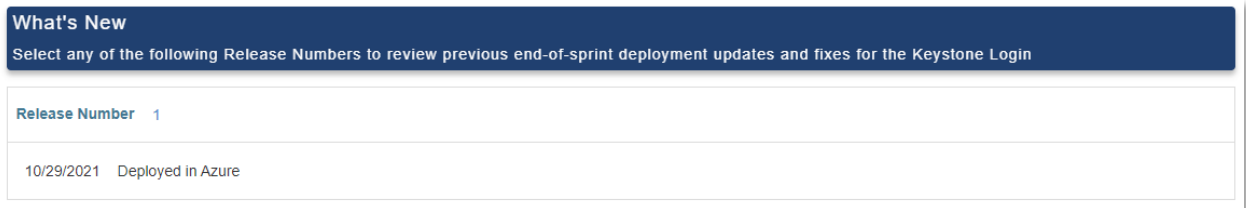
Once finished, attempt to log in with the new password for verification. Please note that password resets may take up to an hour to propagate across all servers.

## WHAT'S NEW

To review previous end-of-sprint deployment updates and fixes for Keystone Login, click the What's New option on the Welcome screen.



Users may click on any available release number to open the details and read the updates and fixes deployed in a given release.

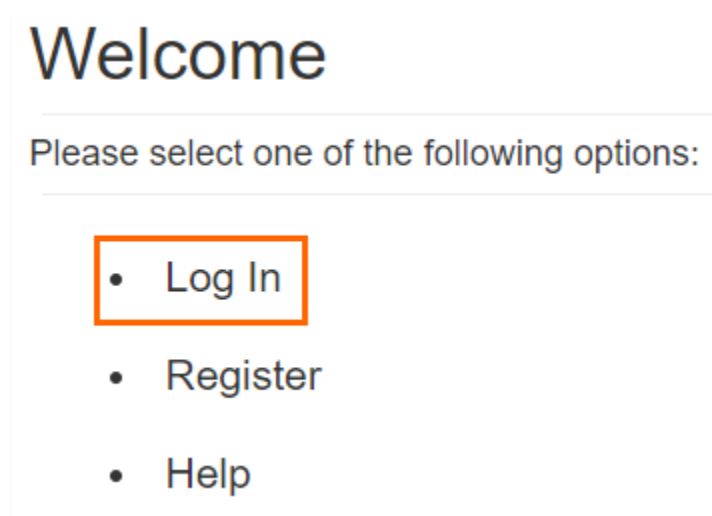


## PA LOGIN MIGRATION

PA Login users must migrate their accounts to Keystone Login to maintain account activity history within the applications. The ability to create a new PA Login account ended effective December 21, 2019.

### **New Keystone Login users with an existing PA Login account**

1. Click Log In on the Keystone Login Welcome page



2. Click "Migrate an existing PALogin account?"

## Log In

Username

Password

[Forgot Username?](#)  
[Forgot Password?](#)  
[Migrate an existing PLogin account?](#)  
[Keystone Login FAQ](#)  
[Do you think you already have a Keystone Login account?](#)

3. Click "I have not logged into Keystone Login before"

## PLogin to Keystone Login Migration

Please select one of the following

- I have not logged into Keystone Login before
- I have an existing Keystone Login account

4. Enter the PA Login username and password

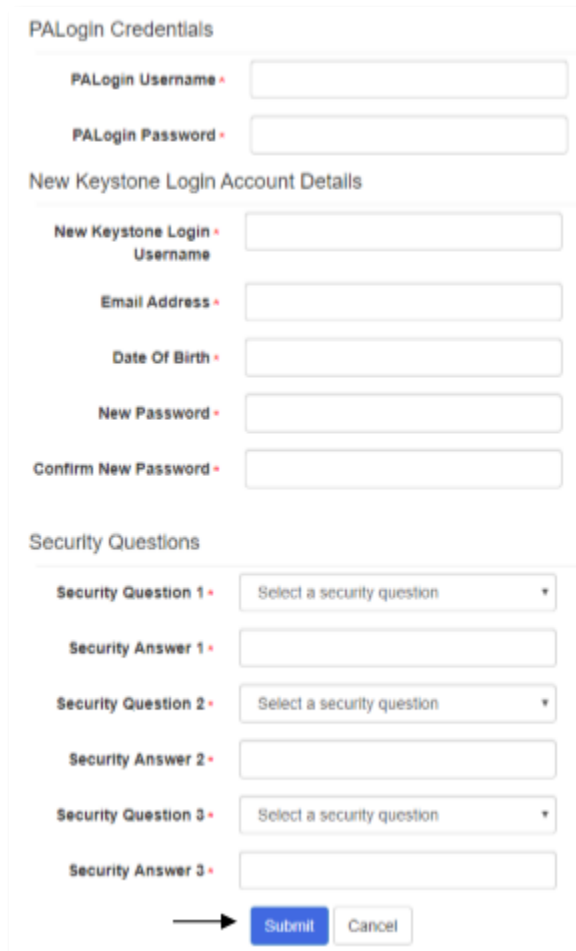
### PLogin Credentials

**PLogin Username \***

**PLogin Password \***

5. Enter the new Keystone Login account details

- a. Username
  - b. Email address
  - c. Date of birth
  - d. Password
    - i. Passwords must be between 12 and 128 characters
    - ii. Do not include any portion of the username, first name, or last name in the password
    - iii. The password must include any three of the following four criteria:
      1. One uppercase letter (e.g., A, B, C, etc.)
      2. One lowercase letter (e.g., a, b, c, etc.)
      3. One number (e.g., 1, 2, 3, etc.)
      4. One special character (e.g., /, ?, @, etc.)
6. Select three security questions from the drop-down menus
- a. Answer each question in the spaces provided
  - b. Answers should be unique
  - c. The same answer should not be used for multiple questions
  - d. Security answers are case sensitive and can include spaces
7. Click Submit



The screenshot shows a web form titled "PAM Login Credentials". It is divided into three main sections:

- PAM Login Credentials:** Contains two input fields: "PAM Login Username" and "PAM Login Password".
- New Keystone Login Account Details:** Contains five input fields: "New Keystone Login Username", "Email Address", "Date Of Birth", "New Password", and "Confirm New Password".
- Security Questions:** Contains three sets of fields. Each set includes a dropdown menu for "Security Question" (with the placeholder text "Select a security question") and a text input field for "Security Answer".

At the bottom of the form, there is a blue "Submit" button and a grey "Cancel" button. An arrow points to the "Submit" button.

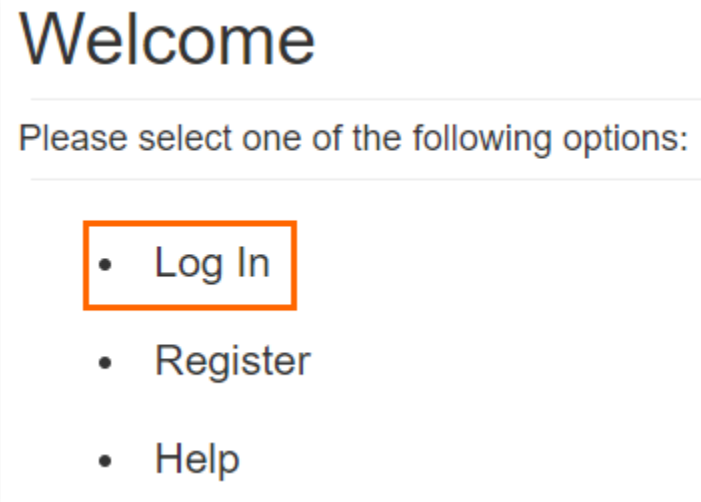
A message will be displayed notifying of a successful account migration.



## Current Keystone Login users with an existing PA Login account

Follow these steps to migrate a PA Login account:

1. Click Log In on the Keystone Login Welcome page

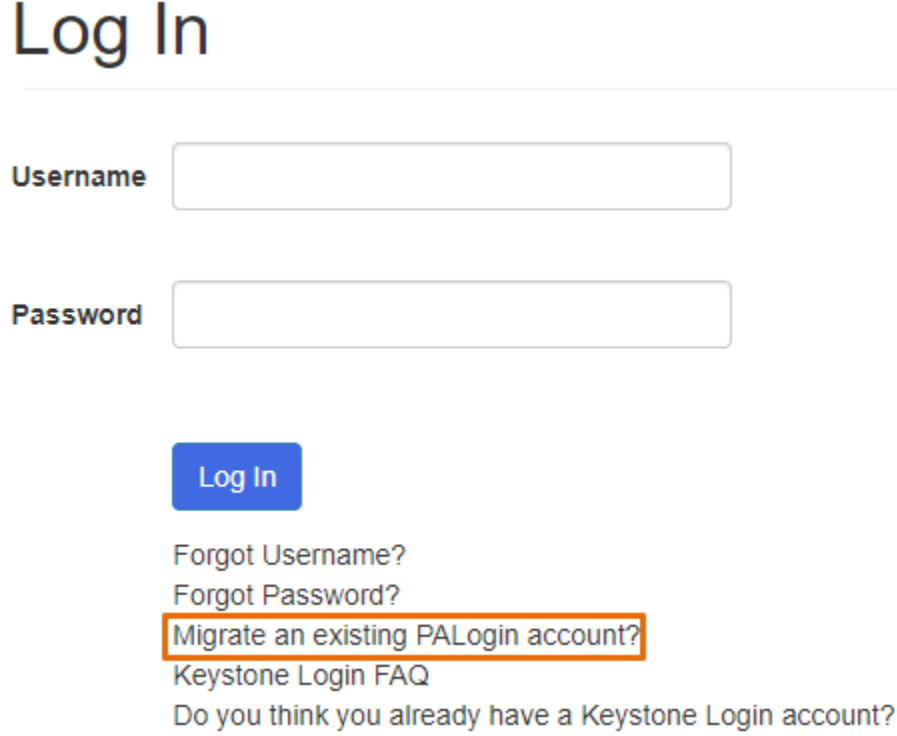


>Welcome

Please select one of the following options:

- **Log In**
- Register
- Help

2. Click "Migrate an existing PLogin account?"



Log In

Username

Password

**Log In**

[Forgot Username?](#)

[Forgot Password?](#)

**[Migrate an existing PLogin account?](#)**

[Keystone Login FAQ](#)

[Do you think you already have a Keystone Login account?](#)

3. Click "I have an existing Keystone Login account"

## PALogin to Keystone Login Migration

Please select one of the following

- I have not logged into Keystone Login before
- I have an existing Keystone Login account

4. Enter the PA Login username and password

PALogin Credentials

<b>Username *</b>	<input type="text"/>
<b>Password *</b>	<input type="password"/>

1. Enter the Keystone Login username and password
2. Click Submit

Keystone Login Credentials

<b>Username *</b>	<input type="text"/>
<b>Password *</b>	<input type="password"/>
<input type="button" value="Submit"/>	<input type="button" value="Cancel"/>

A message will be displayed notifying of a successful account migration.

### Keystone Login Migration Success

Your PAMLogin account has been successfully migrated with a new Keystone Login account. Please click here to Log in

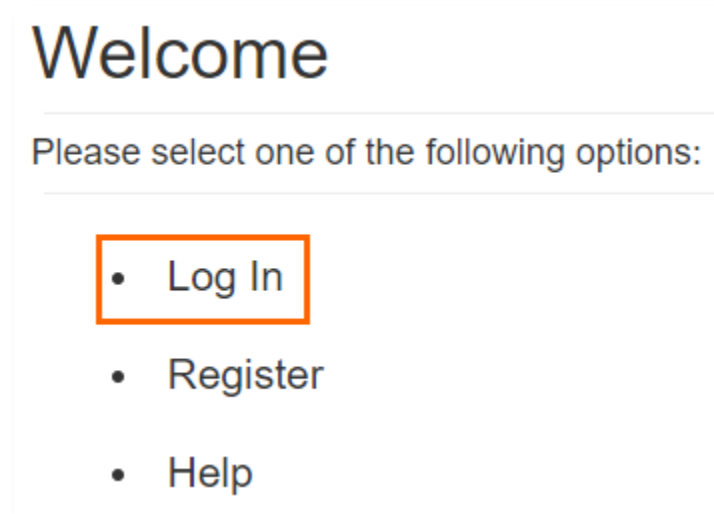
## SOCIAL ACCOUNTS

Social accounts provide easier access for users. Rather than create an account with a new username and password, users may link an existing Google account to Keystone Login.

### Linking a Google account

To link a Google account with Keystone Login, follow these steps:

1. Click Log In on the Keystone Login Welcome page



2. Click Sign in with Google



Once logged in, two options will be displayed on the home page: "Convert my Account to a Keystone Account" or "Add my social account to a Keystone Account"

## Welcome

---

Please select one of the following options:

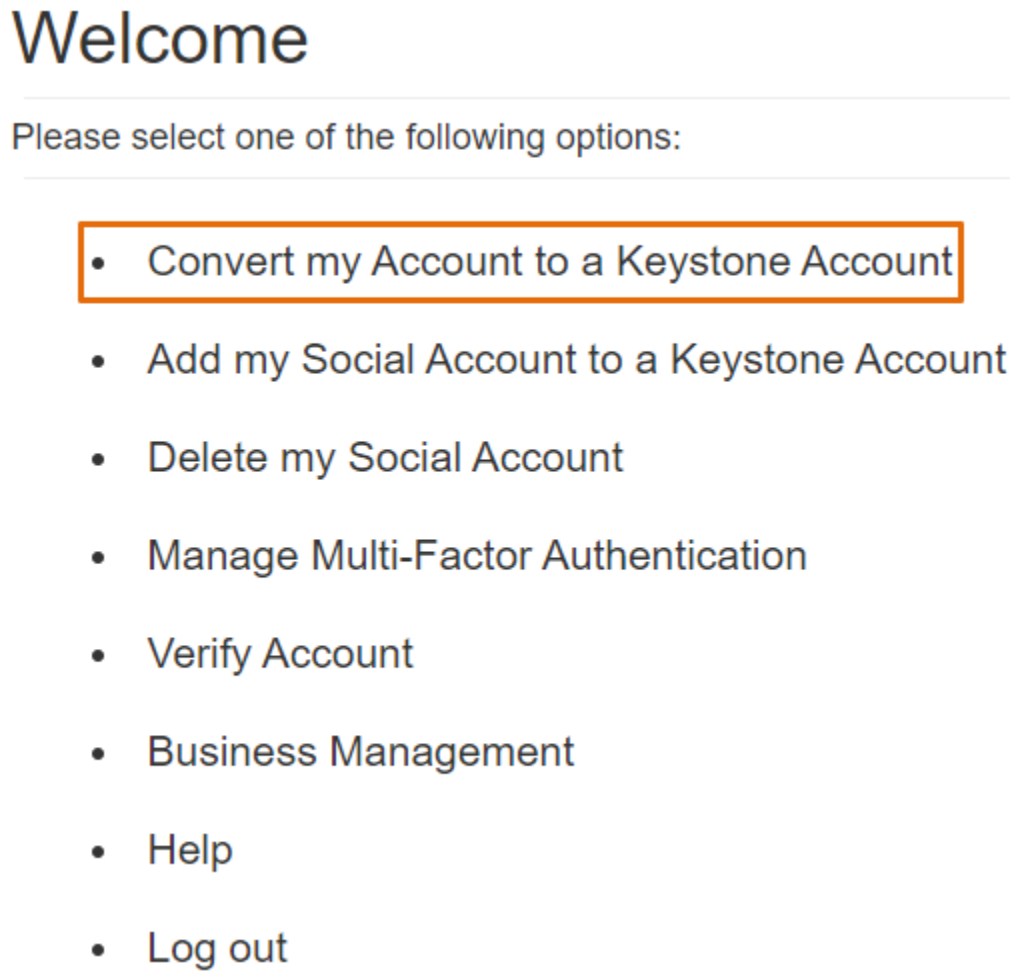
---

- Convert my Account to a Keystone Account
- Add my Social Account to a Keystone Account
- Delete my Social Account
- Manage Multi-Factor Authentication
- Verify Account
- Help
- Log out

## Converting a Google account

To convert a social account to Keystone Login:

1. Click Convert my Account to a Keystone Account on the home page of your Keystone Login account



**Welcome**

---

Please select one of the following options:

---

- **Convert my Account to a Keystone Account**
- Add my Social Account to a Keystone Account
- Delete my Social Account
- Manage Multi-Factor Authentication
- Verify Account
- Business Management
- Help
- Log out

2. Enter first name, last name, and date of birth

**Personal Information:**

<b>First Name *</b>	<input type="text"/>
<b>Last Name *</b>	<input type="text"/>
<b>Date Of Birth *</b>	<input type="text" value="mm/dd/yyyy"/>

3. Click the box to enable Enhanced Security for the account. This is an optional feature.
  - a. Contact information must be added to the account if Enhanced Security is active.
4. Enter an email address or mobile phone number
  - a. Contact information helps make password resets and account updates easier by providing a one-time passcode (see [Reset password by One Time Password](#) for instructions)
  - b. During registration, contact information must be validated. An email or SMS text containing an OTP will be sent and you the 6-digit code must be entered to complete the verification process.

**Contact Information:**

<b>Enhanced Security</b> <input type="checkbox"/>	<p><b>Note:</b> Providing contact information helps to make password resets and account updates easier. If contact information is not provided, the only available methods for resetting a password are answering security questions or contacting the Keystone Login Help Desk.</p> <p>By providing your mobile number, you consent to receiving text messages from the Commonwealth of Pennsylvania (Keystone Login) for identity verification purposes. Messages are only sent as part of this process. Standard messaging and/or data rates may apply. To opt-out of text messages, users must edit their account and delete their mobile number or contact the Keystone Login Help Desk for assistance.</p>
<b>Email</b> <input type="text"/>	
<b>Mobile Phone Number</b> <input type="text" value="### ### ##"/>	

5. Enter a username for the Keystone Login account
  - a. Usernames must be between 6 and 64 characters and should not contain spaces or special characters (e.g., /, ?, @, etc.)
  - b. Once registered, the username cannot be edited
6. Enter a password for the Keystone Login account
  - c. Passwords must be between 12 and 128 characters
  - d. Do not include any portion of the username, first name, or last name in the password
  - e. The password must include any three of the following four criteria:
    - i. One uppercase letter (e.g., A, B, C, etc.)
    - ii. One lowercase letter (e.g., a, b, c, etc.)
    - iii. One number (e.g., 1, 2, 3, etc.)
    - iv. One special character (e.g., /, ?, @, etc.)
7. Confirm the password

**Login Information:**

---

**Username \***

**Password \***

**Confirm Password \***

8. Select three security questions from the drop-down menus
  - a. Answer each question in the spaces provided
  - b. Answers should be unique
  - c. The same answer should not be used for multiple questions
  - d. Security answers are case sensitive and can include spaces
9. Click Register

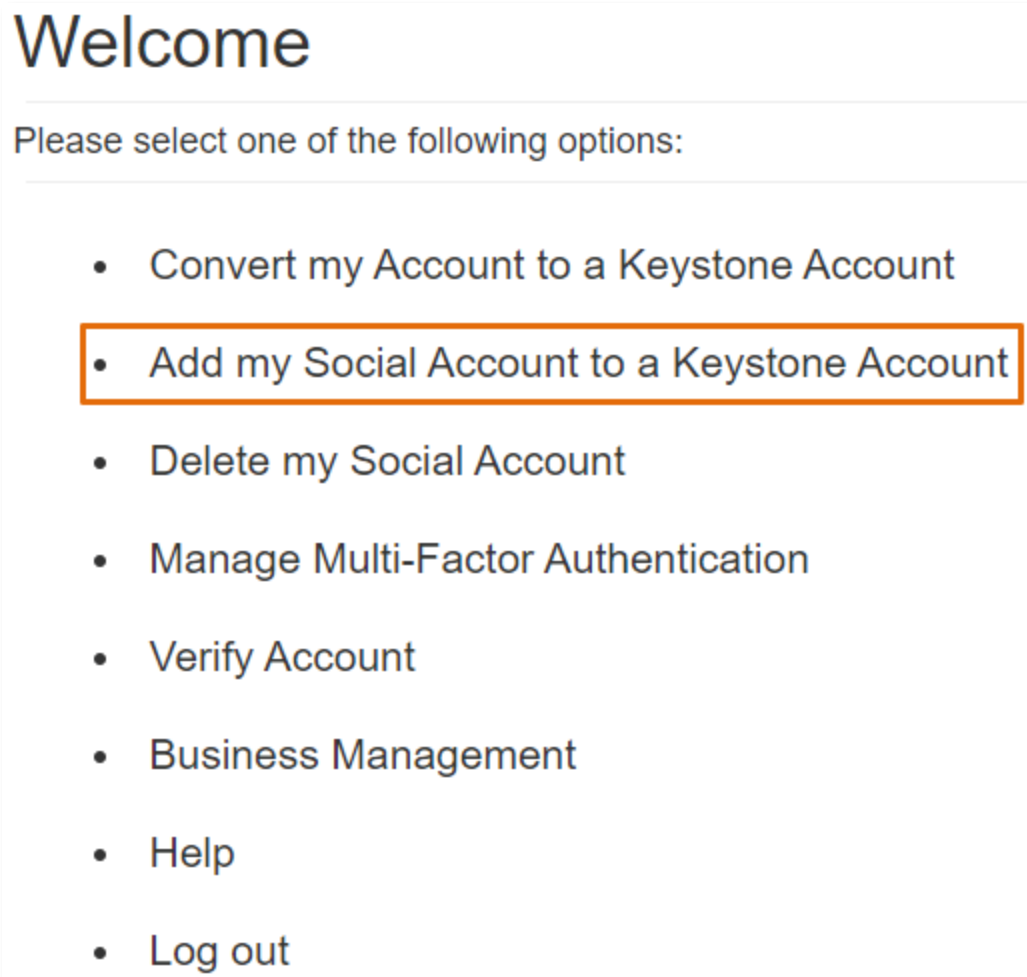
**Security Questions:**

<b>Security Question 1 *</b>	<input type="text" value="Select a security question"/>
<b>Security Answer 1 *</b>	<input type="text"/>
<b>Security Question 2 *</b>	<input type="text" value="Select a security question"/>
<b>Security Answer 2 *</b>	<input type="text"/>
<b>Security Question 3 *</b>	<input type="text" value="Select a security question"/>
<b>Security Answer 3 *</b>	<input type="text"/>



## Adding a Google account to an existing Keystone Login account

1. Click Add my Social Account to a Keystone Account on the home page of your Keystone Login account



The screenshot shows a 'Welcome' page with a list of options. The option 'Add my Social Account to a Keystone Account' is highlighted with an orange border.

Welcome

Please select one of the following options:

- Convert my Account to a Keystone Account
- Add my Social Account to a Keystone Account
- Delete my Social Account
- Manage Multi-Factor Authentication
- Verify Account
- Business Management
- Help
- Log out

2. Enter the Keystone Login username and password
3. Click Log In

## Add Social Account to Keystone Account

Username

Password

Log In

A message will be displayed notifying of a successful account creation.

### Account Management Success

Your account has been created successfully. Please proceed to [Login](#).

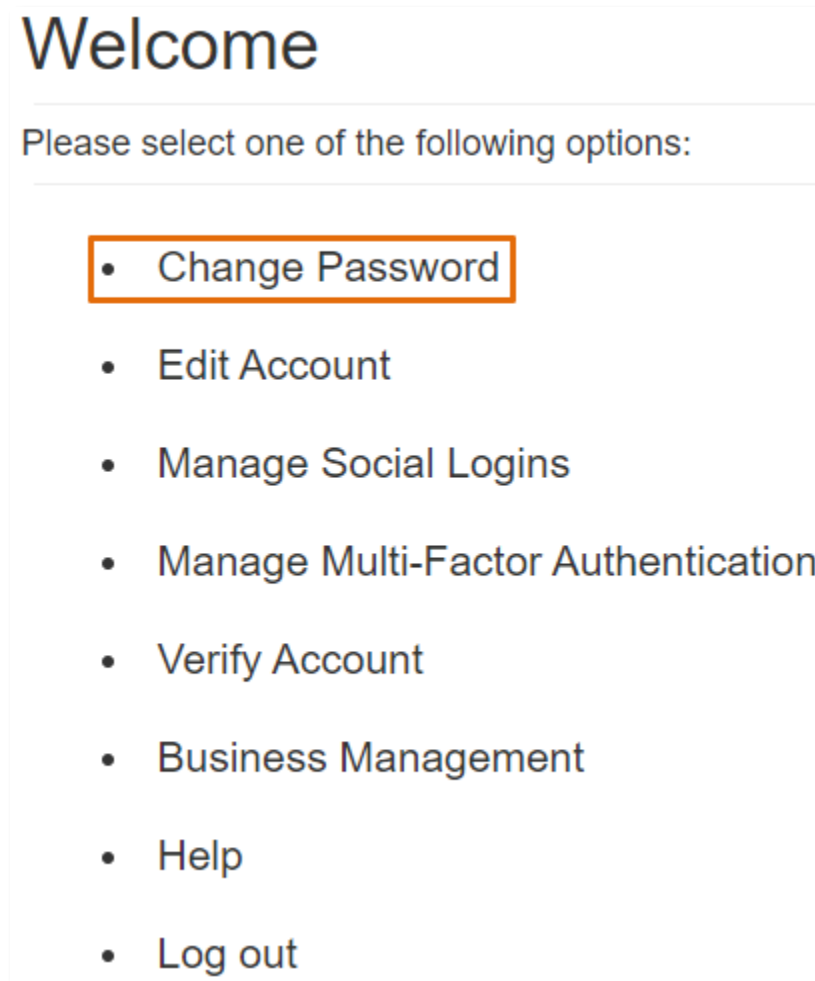
## ACCOUNT SELF-MANAGEMENT

After logging in to the Keystone Login account, the following options are available for account self-management:

### Change Password

To change the password for Keystone Login:

1. Click Change Password on the home page of your Keystone Login account



2. Enter the current password
3. Enter a new password
  - a. Passwords must be between 12 and 128 characters
  - b. Do not include any portion of the username, first name, or last name in the password
  - c. The password must include any three of the following four criteria:
    - i. One uppercase letter (e.g., A, B, C, etc.)
    - ii. One lowercase letter (e.g., a, b, c, etc.)

- iii. One number (e.g., 1, 2, 3, etc.)
  - iv. One special character (e.g., /, ?, @, etc.)
4. Confirm the new password
  5. Click Update

## Change Password

---

<b>Current Password</b>	<input type="text"/>
<b>New Password</b>	<input type="text"/>
<b>Confirm New Password</b>	<input type="text"/>

A message will be displayed notifying of a successful change to the password.

## Change Password

---

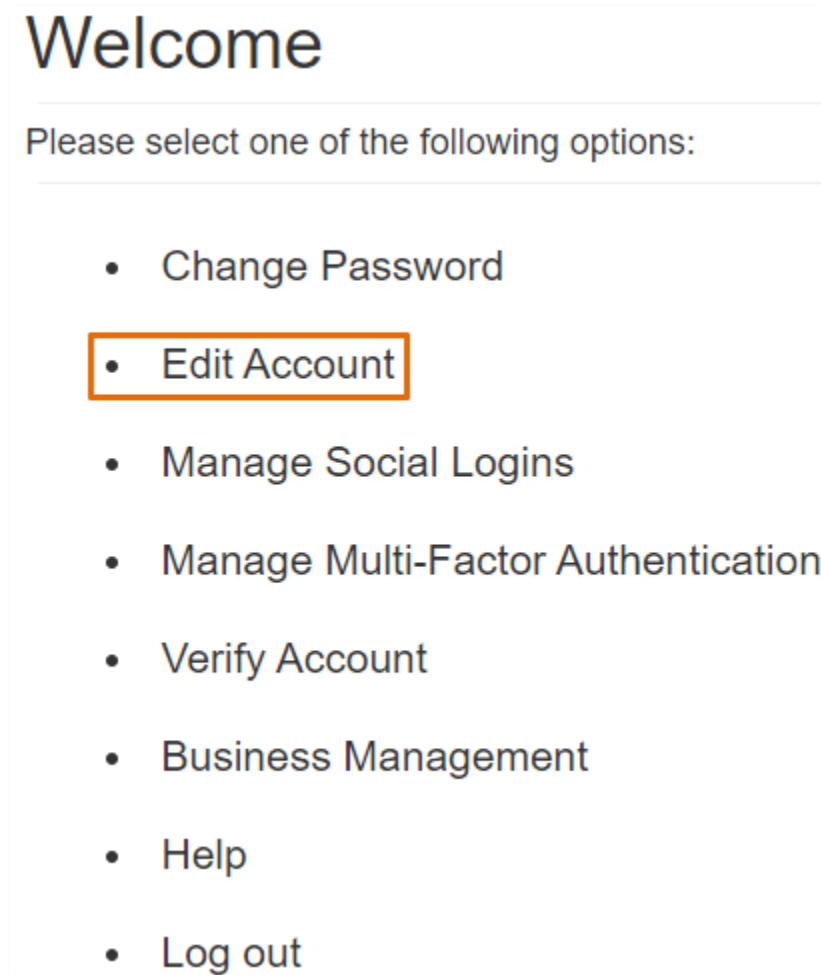
<b>Current Password</b>	<input type="text"/>
<b>New Password</b>	<input type="text"/>
<b>Confirm New Password</b>	<input type="text"/>

You have successfully changed your password.

## Edit Account

To change any personal information associated with the Keystone Login account:

1. Click Edit Account on the home page of your Keystone Login account



2. Answer each security question
3. Click Submit

## Security Questions

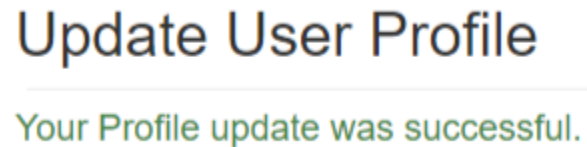
Please answer the following security questions.

In what city does your nearest sibling live?	<input type="text"/>
What was the model of your first automobile?	<input type="text"/>
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

4. Adjust the first name, last name, date of birth, if applicable
5. Adjust the email address and mobile phone number, if applicable
  - a. Contact information helps make password resets and account updates easier by providing a one-time passcode (see [Reset password by One Time Password](#) for instructions)
  - b. When adding contact information, an email or SMS text containing an OTP will be sent and the 6-digit code must be entered to complete the verification process.
    - i. By providing a mobile number, users consent to receiving text messages from the Commonwealth of Pennsylvania (Keystone Login) for identity verification purposes. Messages are only sent as part of this process. Standard messaging and/or data rates may apply. To opt-out of text messages, users must edit their account and delete their mobile number or contact the Keystone Login Help Desk for assistance.

6. Adjust the security questions and answers, if applicable
  - a. Answer each question in the spaces provided
  - b. Answers should be unique
  - c. The same answer should not be used for multiple questions
  - d. Security answers are case sensitive and can include spaces
7. Click Update

A message will be displayed notifying of successful updates to the profile.

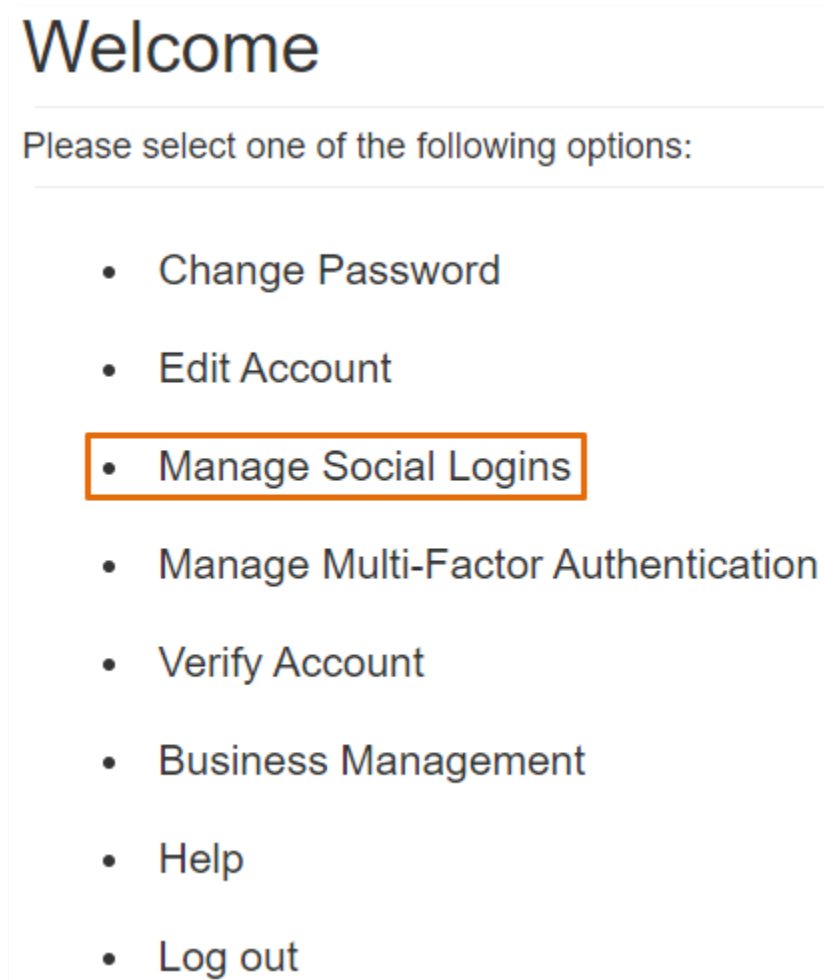


Update User Profile  
Your Profile update was successful.

## Manage Social Account

To change the Google account information:

1. Click Manage Social Logins on the home page of your Keystone Login account



2. Answer each security question
3. Click Next



## Security Questions

Please answer the following security questions.

In what city does your  
nearest sibling live?

What was the model of  
your first automobile?

Submit

Cancel

4. Open a separate tab in your browser and log out of the Google account
5. Once logged out of the Google account, click Change my Google Login
  - a. Enter the Google account credentials
  - b. This action will prompt redirection to Keystone Login
6. Verify the email address
7. Click Register

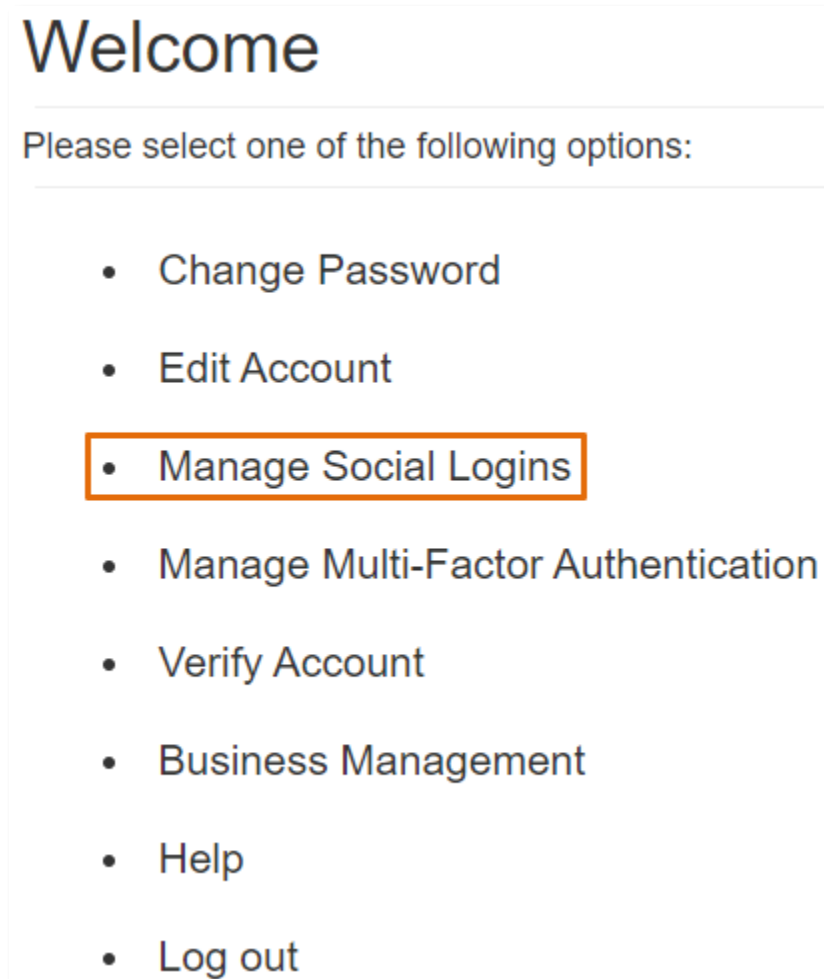
A message will be displayed notifying of a successful update to the account.

## Account Management Success

Your account has been created successfully. Please proceed to [Login](#).

## Deleting a social account

1. Click Manage Social Logins on the home page of your Keystone Login account



2. Answer each security question
3. Click Next

## Security Questions

Please answer the following security questions.

**In what city does your  
nearest sibling live?**

**What was the model of  
your first automobile?**

**Submit**

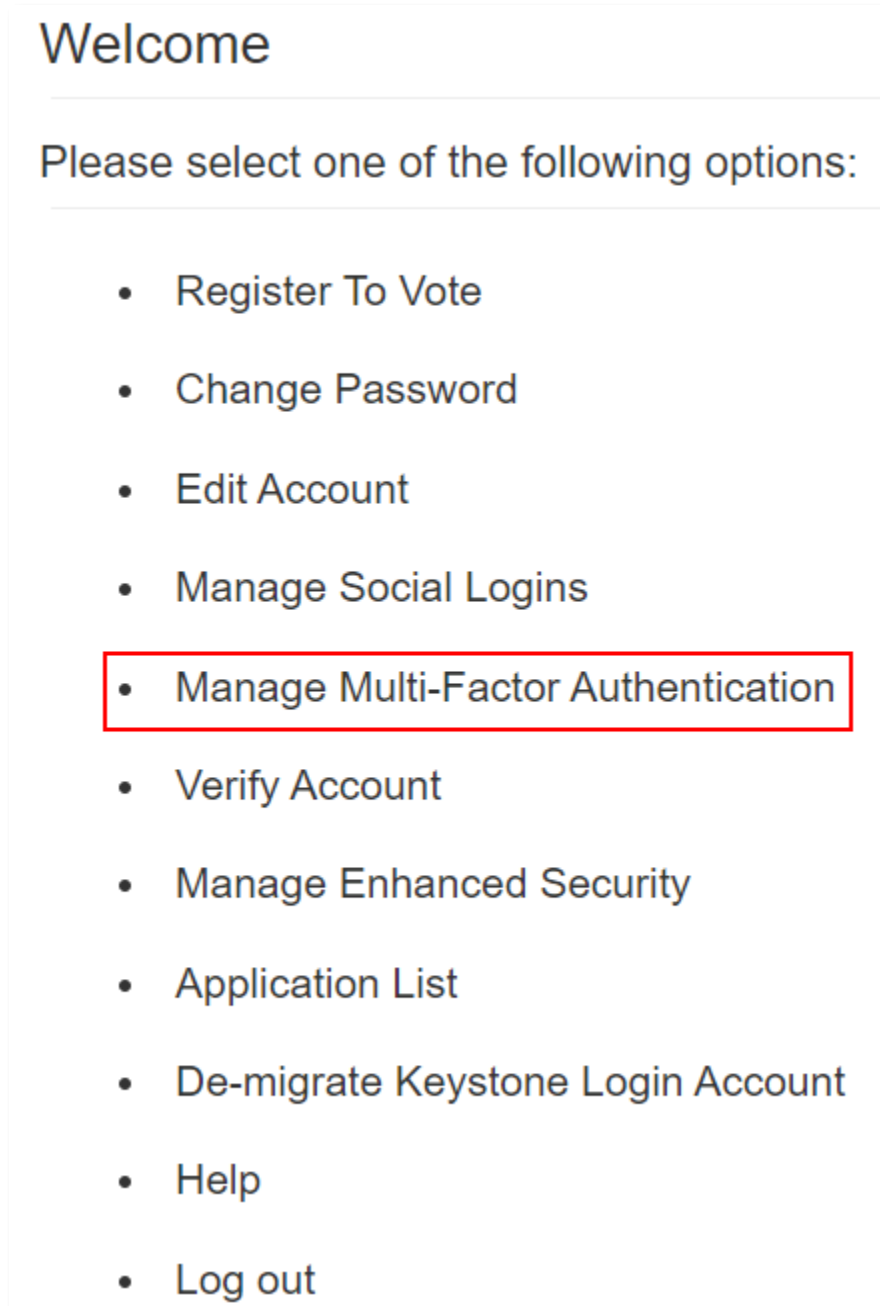
Cancel

4. Click Delete

## Multi-Factor Authentication (MFA)

The following steps guide users enabling multi-factor authentication (MFA) on their Keystone Login account. Enabling MFA provides an additional level of account security:

1. On the Keystone Login Welcome page, click Manage Multi-Factor Authentication, as reflected below:



Welcome

---

Please select one of the following options:

---

- Register To Vote
- Change Password
- Edit Account
- Manage Social Logins
- **Manage Multi-Factor Authentication**
- Verify Account
- Manage Enhanced Security
- Application List
- De-migrate Keystone Login Account
- Help
- Log out

2. Click the box next to "Enable Multi-Factor Authentication," as reflected below:

## Manage Keystone Multi-Factor Authentication

Thank you for your interest in enabling Multi-Factor Authentication. Please check the box below to enable Multi-Factor Authentication:

Enable Multi-Factor Authenticaiton

3. Enter the one-time passcode sent to the email address on file. Click Next.

## One Time Passcode

Please enter the one time passcode sent to your email address on file:

Email One Time  
Passcode

- a. If no contact information is listed on the account, the user must verify their identity using either the PennDOT or Experian verification services, as reflected below. See the Verification section for more information regarding these processes.

## Manage Keystone Multi-Factor Authentication

Thank you for your interest in enabling Multi-Factor authentication. You must verify your identity by using either the PennDOT verification service or Experian verification service.

- [Verify Account](#)

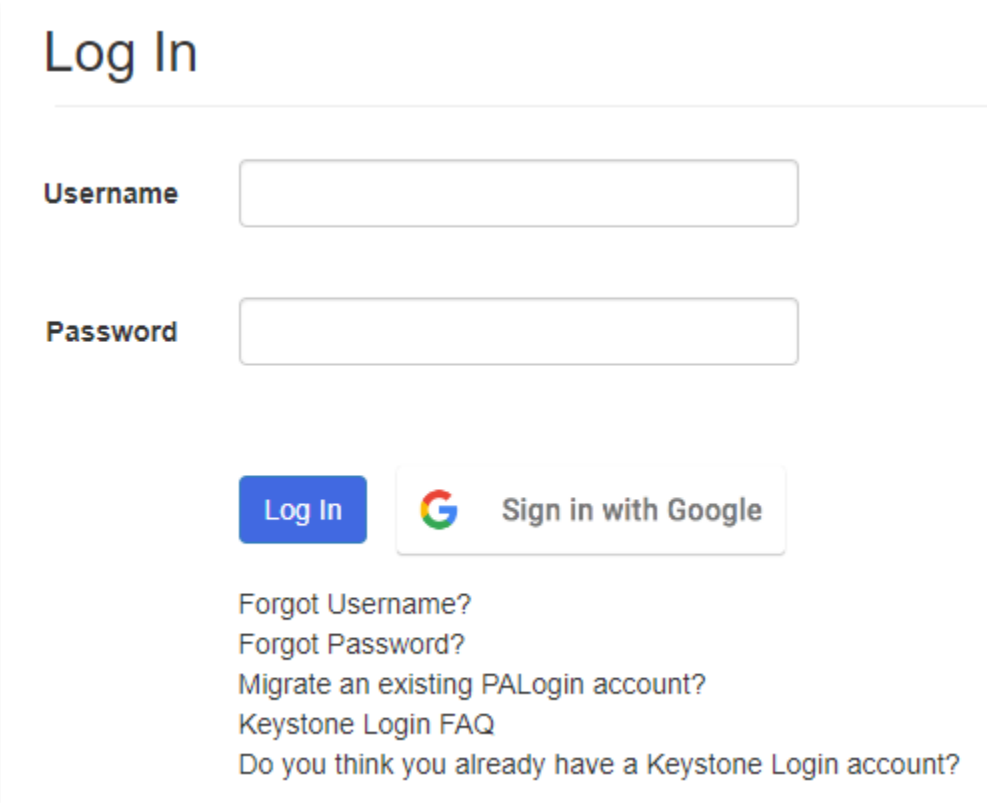
A message will appear notifying the user that MFA is enabled on the account, as reflected below.

## Multi-Factor Authenticaiton

Multi-Factor Authentication was enabled.

## Login process when user navigates from application requiring MFA

1. Enter the Keystone Login username and password in the fields reflected below. Click Log In.



The image shows a login form titled "Log In". It contains two input fields: "Username" and "Password". Below the fields are two buttons: a blue "Log In" button and a "Sign in with Google" button with the Google logo. At the bottom of the form, there are several links: "Forgot Username?", "Forgot Password?", "Migrate an existing PAM login account?", "Keystone Login FAQ", and "Do you think you already have a Keystone Login account?".

2. Select to receive a one-time passcode by either email or SMS text, as reflected below. Skip to step three (3) for email instructions. Skip to step five (5) for SMS text instructions.

### One-Time Passcode Options

The application you are attempting to access requires you to verify your identity using a one-time passcode (OTP). Please provide either an email address or text-capable phone number.

Verify with email address: lou\*\*\*\*@myemail.com

Verify with mobile number: \*\*\*-\*\*\*-9315

- a. If only one contact method is listed on the account, that option will be the only one listed on this screen, as reflected below.

### One-Time Passcode Options

The application you are attempting to access requires you to verify your identity using a one-time passcode (OTP). Please provide either an email address or text-capable phone number.

Verify with email address: enb\*\*\*\*@pa.gov

3. Click the button to have a one-time passcode sent to the email address on file, as reflected below. Click Submit.

### One-Time Passcode Options

The application you are attempting to access requires you to verify your identity using a one-time passcode (OTP). Please provide either an email address or text-capable phone number.

Verify with email address: lou\*\*\*\*@myemail.com

Verify with mobile number: \*\*\*-\*\*\*\*-9315

4. Enter the OTP sent to the email address listed, as reflected below. Click Submit.

### Verify One Time Passcode

Please enter the one-time passcode sent to your selected verification method. If two fields are listed, you must provide two separate one-time passcodes:

Email One Time Passcode

#####

5. Click the button to have a one-time passcode sent to the mobile number on file, as reflected below. Click Submit.

### One-Time Passcode Options

The application you are attempting to access requires you to verify your identity using a one-time passcode (OTP). Please provide either an email address or text-capable phone number.

Verify with email address: lou\*\*\*\*@myemail.com

Verify with mobile number: \*\*\*-\*\*\* -9315

By choosing this option, you consent to receiving a text message from the Commonwealth of PA. Standard data rates may apply.

Submit

Cancel

6. Enter the one-time passcode sent to the mobile number listed, as reflected below. Click Submit.

### Verify One Time Passcode

Please enter the one-time passcode sent to your selected verification method. If two fields are listed, you must provide two separate one-time passcodes:

Phone One Time Passcode

#####

Submit

Cancel



## Adding an email address as a verification method when navigating from an application

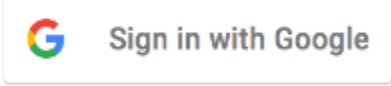
1. Enter the Keystone Login username and password in the fields reflected below. Click Log In.

### Log In

---

**Username**

**Password**

[Log In](#) 

[Forgot Username?](#)  
[Forgot Password?](#)  
[Migrate an existing PLogin account?](#)  
[Keystone Login FAQ](#)  
[Do you think you already have a Keystone Login account?](#)

2. If an email address is not on file and you would like to add one to your Keystone Login account, select Add an email address as an OTP option. Enter the email address in the field provided, as reflected below. Click Submit.

### One-Time Passcode Options

The application you are attempting to access requires you to verify your identity using a one-time passcode (OTP). Please provide either an email address or text-capable phone number.

- Add an email address as an OTP option

Email

- Add a text-capable phone number as an OTP option

3. Enter the answers to the security questions set up during the registration process, as reflected below. Click Next.

## Security Questions

Please answer the following security questions:

**Question** In what city does your nearest sibling live?

**Answer**

**Question** What was the name of your favorite childhood pet?

**Answer**

**Question** What was the model of your first automobile?

**Answer**

4. Enter the one-time passcode sent to the email address on file, as reflected below. Click Submit.

#### Verify One Time Passcode

Please enter the one-time passcode sent to your selected verification method. If two fields are listed, you must provide two separate one-time passcodes:

Email One Time Passcode

## Adding a phone number as a verification method when navigating from an application

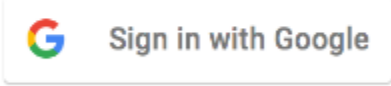
1. Enter the Keystone Login username and password in the fields reflected below. Click Log In.

### Log In

---

**Username**

**Password**

[Log In](#) 

[Forgot Username?](#)  
[Forgot Password?](#)  
[Migrate an existing PLogin account?](#)  
[Keystone Login FAQ](#)  
[Do you think you already have a Keystone Login account?](#)

2. If a phone number is not on file and you would like to add one to your Keystone Login account, select Add a text-capable phone number as an OTP option. Enter the phone number in the field provided, as reflected below. Click Submit.

## One-Time Passcode Options

The application you are attempting to access requires you to verify your identity using a one-time passcode (OTP). Please provide either an email address or text-capable phone number.

- Add an email address as an OTP option
- Add a text-capable phone number as an OTP option

**Phone Number**

123-456-7890

By providing your mobile number, you consent to receiving text messages from the Commonwealth of Pennsylvania (Keystone Login) for identity verification purposes. Messages are only sent as part of this process. Standard messaging and/or data rates may apply. To opt-out of text messages, users must edit their account and delete their mobile number or contact the Keystone Login Help Desk for assistance.

Submit

Cancel

3. Enter the answers to the security questions set up during the registration process, as reflected below. Click Next.

## Security Questions

Please answer the following security questions:

**Question** In what city does your nearest sibling live?  
**Answer**

**Question** What was the name of your favorite childhood pet?  
**Answer**

**Question** What was the model of your first automobile?  
**Answer**

4. Enter the one-time passcode sent to the mobile number on file, as reflected below. Click Submit.

#### Verify One Time Passcode

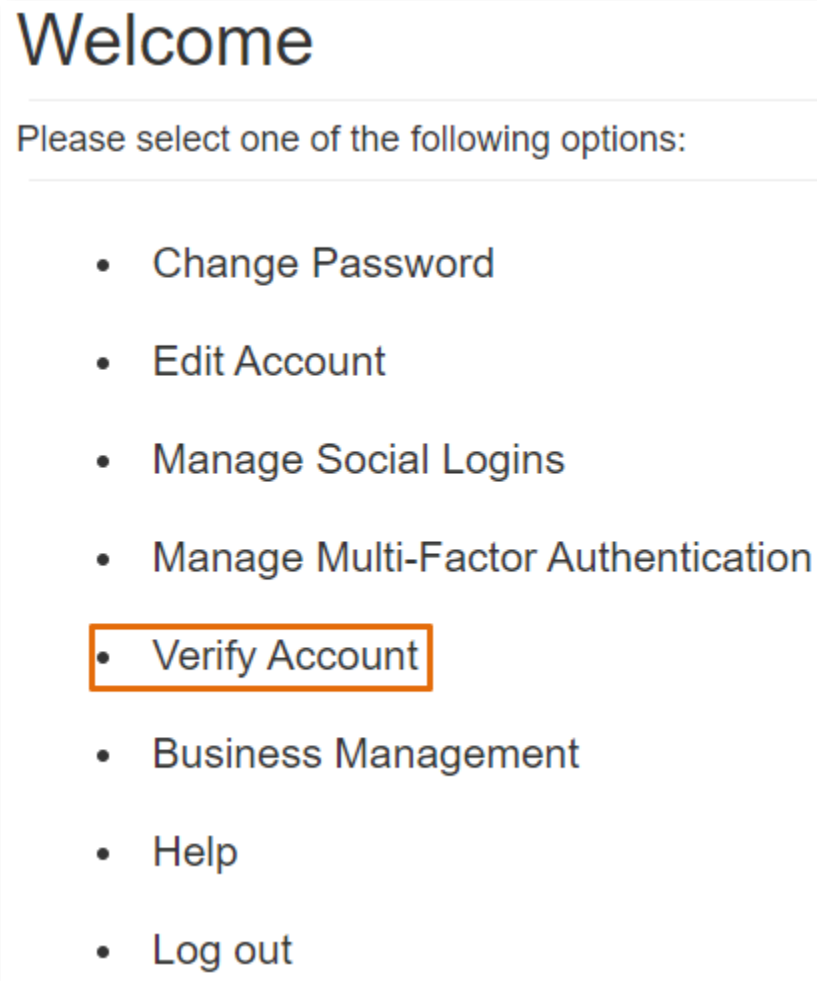
Please enter the one-time passcode sent to your selected verification method. If two fields are listed, you must provide two separate one-time passcodes:

Phone One Time Passcode

## Verification

To verify the Keystone Login account:

1. Click Verify Account on the home page of your Keystone Login account



The screenshot shows a user interface for account management. At the top, the word "Welcome" is displayed in a large, dark font. Below it, a horizontal line separates the header from the main content. The text "Please select one of the following options:" is centered above a list of menu items. The list includes "Change Password", "Edit Account", "Manage Social Logins", "Manage Multi-Factor Authentication", "Verify Account", "Business Management", "Help", and "Log out". The "Verify Account" option is highlighted with a thin orange rectangular border.

Welcome

Please select one of the following options:

- Change Password
- Edit Account
- Manage Social Logins
- Manage Multi-Factor Authentication
- **Verify Account**
- Business Management
- Help
- Log out

2. Select a verification provider from the following options: Pennsylvania Department of Transportation (Step 4) or Experian (Step 5)
3. Click Next

## Citizen Verification

Please choose a verification provider from the list below:

Department of Transportation (PennDOT)

Experian



## PennDOT

First name, last name, and date of birth should automatically populate  
Enter Driver's License Number  
Click Validate

### Citizen Verification

<b>First Name *</b>	<input type="text"/>
<b>Last Name *</b>	Doyle
<b>Date Of Birth *</b>	<input type="text" value="mm/dd/yyyy"/>
<b>Drivers License Number *</b>	<input type="text"/>

## Experian

First name and last name should automatically populate  
Enter address, city, state, and zip code  
Click Next

### Citizen Verification

This system performs a soft inquiry which will not impact your credit score because it is not linked to an application for credit. This above information was found at <https://www.experian.com/blogs/ask-experian/what-is-a-soft-inquiry>, please visit that site for more information.

Verification attempt failed. Please try again.

<b>First Name *</b>	<input type="text"/>	
<b>Last Name *</b>	<input type="text"/>	
<b>Social Security Number</b>	<input type="text" value="###-##-####"/>	The likelihood of getting verified increases if you provide the social security number of the person getting verified. The Commonwealth of PA recommends providing this information if possible.
<b>Address Line 1 *</b>	<input type="text"/>	Verification with address requires that you use the residential address of the person that is verifying. Do not use a business address, P.O. Box, or other type of non-residential address.
<b>Address Line 2 *</b>	<input type="text"/>	
<b>City *</b>	<input type="text"/>	
<b>State *</b>	<input type="text" value="AL"/>	
<b>Zip Code *</b>	<input type="text"/>	
	<input type="button" value="Next"/>	<input type="button" value="Cancel"/>

Answer each of the verification questions  
Click Validate

## Citizen Verification

- 1.\* According to our records, you currently own/lease, or have owned/leased within the past year, one of the following vehicles. Please select the vehicle that you purchased or leased prior to March 2013 from the following choices.
- CHRYSLER SEBRING
  - KIA SEPHIA
  - MITSUBISHI ECLIPSE
  - DODGE 400
  - NONE OF THE ABOVE/DOES NOT APPLY
- 2.\* Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'.
- INTERNATL HARVESTER
  - JORDANS LOBSTER FARM
  - VOLT SERVICE GROUP
  - FACET
  - NONE OF THE ABOVE/DOES NOT APPLY
- 3.\* Using your date of birth, please select your astrological sun sign of the zodiac from the following choices.
- LIBRA
  - LEO
  - TAURUS
  - VIRGO
  - NONE OF THE ABOVE/DOES NOT APPLY
- 4.\* Which of the following represents the last four digits of your cellular phone number?
- 5521
  - 7066
  - 2438
  - 7551
  - NONE OF THE ABOVE/DOES NOT APPLY

Verification attempt failed. Please try again.

## 24-hour Locked Out User

Your account has been locked for 24 hours due to exceeding the maximum number of attempts to successfully answer the Experian questions. To immediately unlock your account, please call the help desk at 877-328-0995.

[Back to Home](#)

A message will be displayed notifying of successful identity verification.

## Citizen Verification

---

**Identity verification was successful.**

---

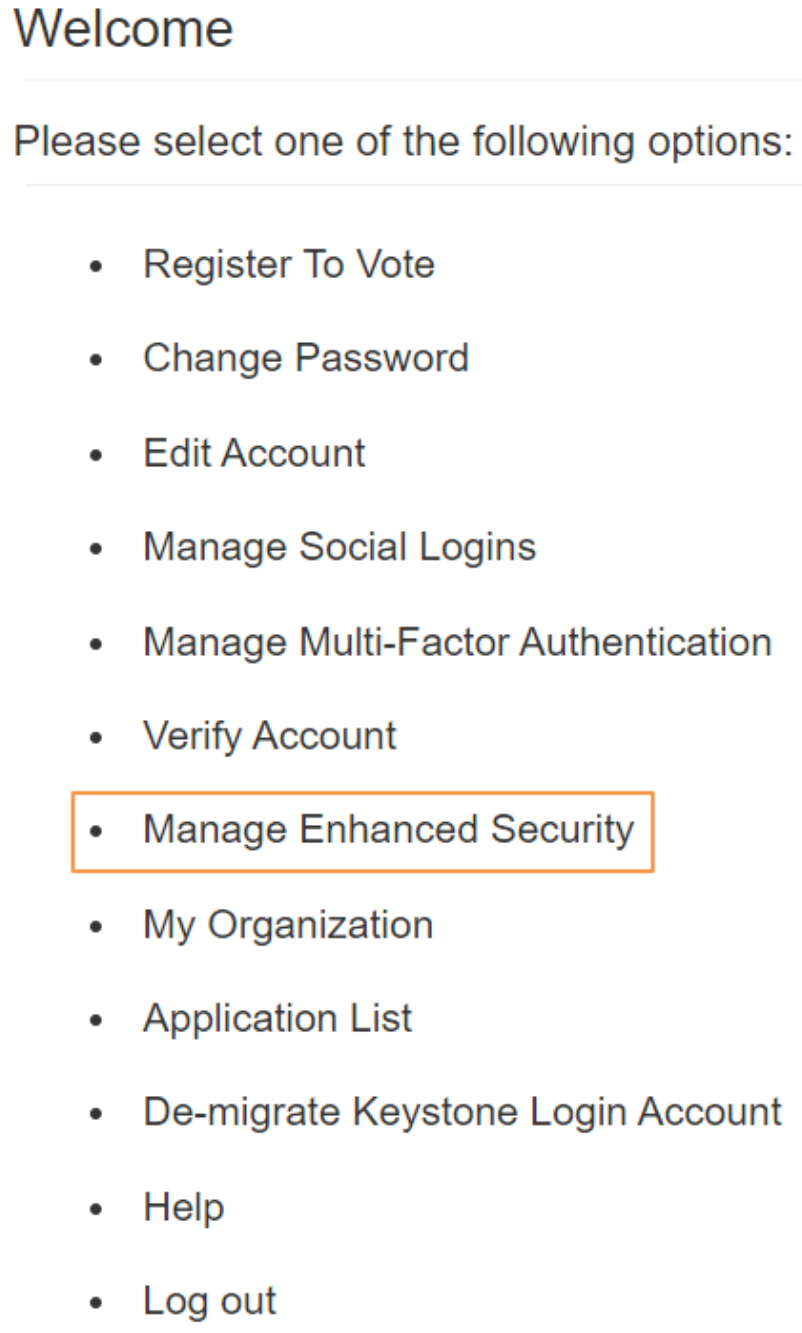
[Back to Home](#)

## Enhanced Security

### Enabling Enhanced Security

To enable Enhanced Security for a Keystone Login account:

1. Click Manage Enhanced Security on the Welcome page



Welcome

---

Please select one of the following options:

---

- Register To Vote
- Change Password
- Edit Account
- Manage Social Logins
- Manage Multi-Factor Authentication
- Verify Account
- **Manage Enhanced Security**
- My Organization
- Application List
- De-migrate Keystone Login Account
- Help
- Log out

2. Enter the one-time passcode sent to the email address associated with the account.
3. Click Submit.

### Verify One Time Passcode

Please enter the one time passcode sent to your email address or phone number on file:

One Time Passcode

Submit

Cancel

4. On the following screen, click the box labeled 'Enhanced Security.'

Enhanced Security



5. Next, enter a new Keystone Login password
  - a. Passwords must be between 12 and 128 characters
  - b. Do not include any portion of the username, first name, or last name in the password
  - c. Passwords must include any three of the following four criteria:
    - i. One uppercase letter (e.g., A, B, C, etc.)
    - ii. One lowercase letter (e.g., a, b, c, etc.)
    - iii. One number (e.g., 1, 2, 3, etc.)
    - iv. One special character (e.g., /, ?, @, etc.)
6. Confirm the password

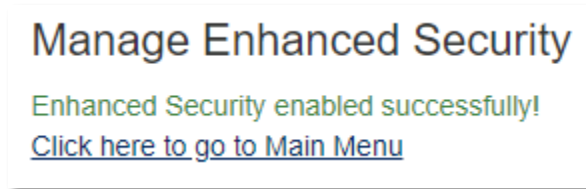
New Password

Confirm New Password

7. When finished, click the Update button on the bottom of the page.

Update

A message will appear notifying that Enhanced Security is enabled.



**Please note:** When Enhanced Security is enabled, the password creation criteria include two new rules:

- Passwords cannot be reused. Up to 10 previous passwords will be rejected if entered.
- Dictionary words cannot be included in the password.

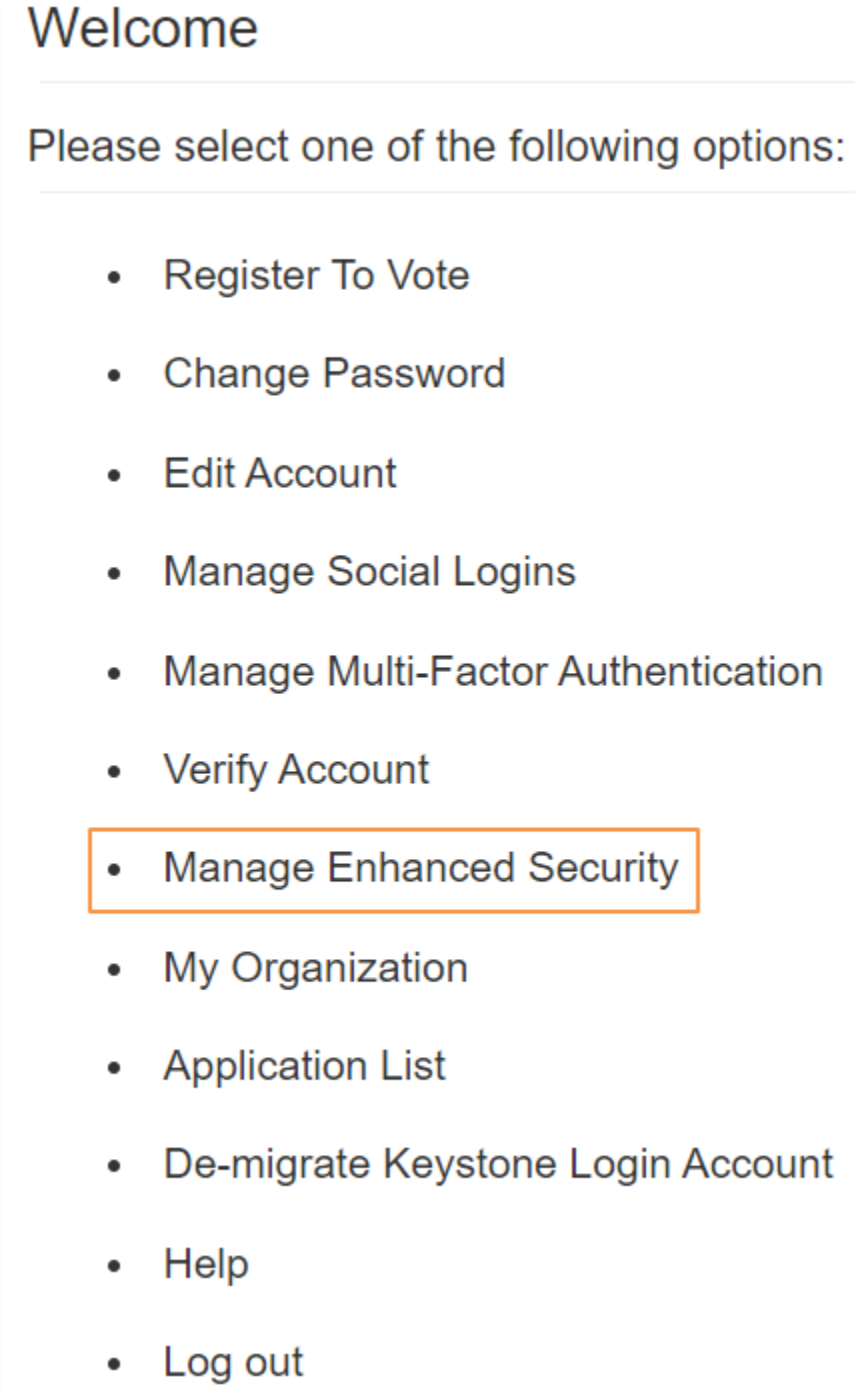
Change Password

Current Password *	<input type="text"/>	<b>The password must pass these rules:</b> <input type="checkbox"/> Must be between 12 to 128 characters in length. <input type="checkbox"/> Do not include any of your username, your first name, or your last name. <input checked="" type="checkbox"/> Do not re-use your previous ten (10) passwords. <input checked="" type="checkbox"/> Do not use any dictionary words as your password.  <b>The password must pass 3 out of 4 of these rules:</b> <input type="checkbox"/> One uppercase letter. <input type="checkbox"/> One lowercase letter. <input type="checkbox"/> One numeric number. <input type="checkbox"/> One non-character (such as !, #, %, ^, etc).  <b>Password Strength: Invalid</b> <input type="text"/>
New Password *	<input type="text"/>	
Confirm New Password *	<input type="text"/>	

## Disabling Enhanced Security

To disable Enhanced Security for a Keystone Login account:

1. Click Manage Enhanced Security on the Welcome page



>Welcome

---

Please select one of the following options:

---

- Register To Vote
- Change Password
- Edit Account
- Manage Social Logins
- Manage Multi-Factor Authentication
- Verify Account
- **Manage Enhanced Security**
- My Organization
- Application List
- De-migrate Keystone Login Account
- Help
- Log out



2. Enter the one-time passcode sent to the email address associated with the account.
3. Click Submit.

### Verify One Time Passcode

Please enter the one time passcode sent to your email address or phone number on file:

One Time Passcode

Submit

Cancel

4. On the following screen, click the box labeled 'Enhanced Security.'
5. Click the blue 'Update' button on the bottom of the page

### Manage Enhanced Security

Please uncheck the box below and click the Update button to disable Enhanced Security.

Enhanced Security

Update

Cancel

A message will appear notifying that Enhanced Security is disabled.

### Manage Enhanced Security

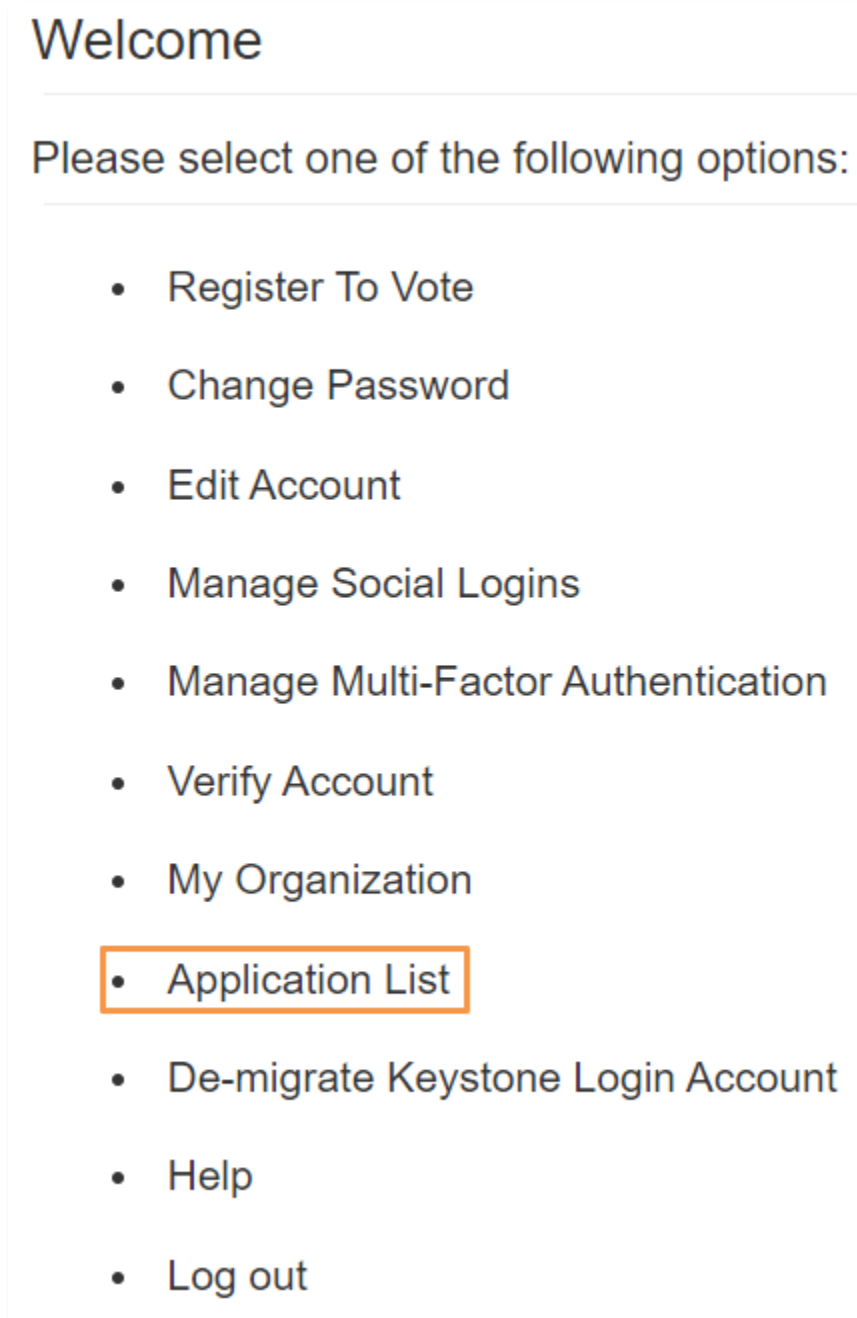
Enhanced Security disabled successfully!

[Click here to go to Main Menu](#)

## Application List

The Application List allows users to view agency applications associated with their account. To view this list,

1. Click Application List on the home page of your Keystone Login account



Welcome

---

Please select one of the following options:

---

- Register To Vote
- Change Password
- Edit Account
- Manage Social Logins
- Manage Multi-Factor Authentication
- Verify Account
- My Organization
- **Application List**
- De-migrate Keystone Login Account
- Help
- Log out


- The Application List default setting is grouped by 'None' and applications are listed alphabetically.

List of Applications

Grouping: None | Agency | Delivery Center

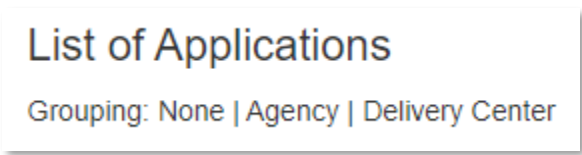
Show  entries      Search:

Previous  2 3 4 5 ... 10 Next

Application	Image	Description	URL
Admin Portal		Admin Portal	<a href="https://apps.beta.dced.pa.gov/AdminPortal">https://apps.beta.dced.pa.gov/AdminPortal</a>
Appalachian Bat Count		Application will have landowner and volunteers entering survey information for approved sites to determine bat populations that will span several years	<a href="https://pgcdata.beta.pa.gov/EmergenceSurvey">https://pgcdata.beta.pa.gov/EmergenceSurvey</a>
BRC Grants		DCNR BRC Grants	<a href="http://brcgrants.dcnr.beta.pa.gov">http://brcgrants.dcnr.beta.pa.gov</a>
BRENT		Integrated Business One-Stop Shop customer portal for business development and registration that supports the GO-TIME innovation initiative requirements by implementing a single sign-on login (Keystone Login) and customer account management.	<a href="https://apps.beta.dced.pa.gov">https://apps.beta.dced.pa.gov</a>
Business One-Stop Shop		Integrated Business One-Stop Shop customer portal for business development and registration that supports the GO-TIME innovation initiative requirements by implementing a single sign-on login (Keystone Login) and customer account management.	<a href="https://apps.dced.beta.pa.gov/brent">https://apps.dced.beta.pa.gov/brent</a>
Business Partner Portal		The Office of the Budget Business Partner Portal is an application presented by the Office of the Budget to allow Business Partners to quickly and easily find important information regarding such services as Borrower Loans reports, Vendor reports, Contract information, Customer information. Currently, only Borrower Loan report services are available.	<a href="https://www.bpp.ob.beta.pa.gov/">https://www.bpp.ob.beta.pa.gov/</a>
CAPTOR		Correction And Parole Total Online Repository – Line of business app 1) <a href="https://captor.cor.beta.pa.gov/dashboard/#/login/main">https://captor.cor.beta.pa.gov/dashboard/#/login/main</a> (dashboard module) 2) <a href="https://captor.cor.beta.pa.gov/paroleui">https://captor.cor.beta.pa.gov/paroleui</a> (Parole case notes) 3) <a href="https://www.fcims.beta.pa.gov/FACTMSWeb/Common/wfLogin.aspx?ReturnUrl=%2fFACTMSWeb%2fDefault.aspx">https://www.fcims.beta.pa.gov/FACTMSWeb/Common/wfLogin.aspx?ReturnUrl=%2fFACTMSWeb%2fDefault.aspx</a> (old Module FACTMS) 4) More under pipeline to deploy	<a href="https://captor.cor.beta.pa.gov">https://captor.cor.beta.pa.gov</a>
Charities		This application will help the DOS to digitalize the paper filing of charities with option to file online.	<a href="http://qa.rf.web.beta.pa.gov/Charities/External/#/page/login">http://qa.rf.web.beta.pa.gov/Charities/External/#/page/login</a>
CIPP		PCCD County Intermediate Punishment Program	<a href="https://cipp.pccd.beta.pa.gov">https://cipp.pccd.beta.pa.gov</a>
CIS		PCCD Constables Information System	<a href="https://www.pccd.cis.beta.pa.gov/">https://www.pccd.cis.beta.pa.gov/</a>

Showing 1 to 10 of 94 entries      Previous  2 3 4 5 ... 10 Next

- To navigate the list, users may sort by Agency or Delivery Center. These options are located under the List of Applications header:



## Agency view:

Show  entries      Search:

Previous 1 2 **3** 4 5 ... 10 Next

Agency / Application	Image	Description	URL
<b>DCNR</b>			
DCNR Grants Portal		DCNR Grants Portal	<a href="https://grants.dcnr.uat.pa.gov">https://grants.dcnr.uat.pa.gov</a>
EDWIN Subscriptions		DCNR EDWIN Subscriptions	<a href="http://edwin.dcnr.beta.pa.gov">http://edwin.dcnr.beta.pa.gov</a>
Explore PA Trails		Provides a searchable database and interactive map where public users can log on to submit photos and reviews of Pennsylvania recreational trails.	<a href="https://Trails.dcnr.beta.pa.gov">https://Trails.dcnr.beta.pa.gov</a>
FDC Projects Portal		DCNR External web portal to DCNR Facility Design and Construction	<a href="https://apps.dcnr.uat.beta.pa.gov/fdcprojects">https://apps.dcnr.uat.beta.pa.gov/fdcprojects</a>
Legal Contracts		Provides external authentication and e-Signature functionality to a broad range of applications for the Department of Conservation and Natural Resources.	<a href="https://apps.dcnr.pa.gov/legalcontractstest">https://apps.dcnr.pa.gov/legalcontractstest</a>
<b>DEP</b>			
GreenPort		DEP application	<a href="https://www.dep.pa.gov/Pages/default.aspx">https://www.dep.pa.gov/Pages/default.aspx</a>
PA Preferred		PA Preferred program website	<a href="https://uat.papreferred.com/">https://uat.papreferred.com/</a>
<b>Department of Banking and Securities</b>			
DOBS Portal Beta site		DOBS Portal Beta site	<a href="https://www.portal.beta.dobs.pa.gov">https://www.portal.beta.dobs.pa.gov</a>
DOBS Portal Development Site		DOBS Portal Development Site	<a href="https://www.portal.dev.dobs.pa.gov">https://www.portal.dev.dobs.pa.gov</a>
Securities Compliance Conference Registration		Users will be able to log in using the Keystone ID and register for our Securities Compliance Conference in October 2019	<a href="http://www.secure.beta.pa.gov">http://www.secure.beta.pa.gov</a>

Showing 21 to 30 of 94 entries      Previous 1 2 **3** 4 5 ... 10 Next

## Delivery Center view:

### List of Applications

Grouping: None | Agency | Delivery Center

Show  entries

Search:

Previous 1 2 **3** 4 5 ... 10 Next

Delivery Center / Agency / Application	Image	Description	URL
<b>Conservation and Environment</b>			
<b>DCNR</b>			
EDWIN Subscriptions		DCNR EDWIN Subscriptions	<a href="http://edwin.dcnr.beta.pa.gov">http://edwin.dcnr.beta.pa.gov</a>
Explore PA Trails		Provides a searchable database and interactive map where public users can log on to submit photos and reviews of Pennsylvania recreational trails.	<a href="https://Trails.dcnr.beta.pa.gov">https://Trails.dcnr.beta.pa.gov</a>
FDC Projects Portal		DCNR External web portal to DCNR Facility Design and Construction	<a href="https://apps.dcnr.uat.beta.pa.gov/fdcprojects">https://apps.dcnr.uat.beta.pa.gov/fdcprojects</a>
Legal Contracts		Provides external authentication and e-Signature functionality to a broad range of applications for the Department of Conservation and Natural Resources.	<a href="https://apps.dcnr.pa.gov/legalcontractstest">https://apps.dcnr.pa.gov/legalcontractstest</a>
<b>DEP</b>			
GreenPort		DEP application	<a href="https://www.dep.pa.gov/Pages/default.aspx">https://www.dep.pa.gov/Pages/default.aspx</a>
PA Preferred		PA Preferred program website	<a href="https://uat.papreferred.com/">https://uat.papreferred.com/</a>
<b>Employment, Banking, and Revenue</b>			
<b>Department of Banking and Securities</b>			
DOBS Portal Beta site		DOBS Portal Beta site	<a href="https://www.portal.beta.dobs.pa.gov">https://www.portal.beta.dobs.pa.gov</a>
DOBS Portal Development Site		DOBS Portal Development Site	<a href="https://www.portal.dev.dobs.pa.gov">https://www.portal.dev.dobs.pa.gov</a>
Securities Compliance Conference Registration		Users will be able to log in using the Keystone ID and register for our Securities Compliance Conference in October 2019	<a href="http://www.secure.beta.pa.gov">http://www.secure.beta.pa.gov</a>
<b>Department of State</b>			
Charities		This application will help the DOS to digitalize the paper filing of charities with option to file online.	<a href="http://qa.rf.web.beta.pa.gov/Charities/External/#/page/login">http://qa.rf.web.beta.pa.gov/Charities/External/#/page/login</a>

Showing 21 to 30 of 94 entries

Previous 1 2 **3** 4 5 ... 10 Next

## De-Migrate Keystone Login Account

To separate a previously migrated PLogin account from a Keystone Login account, follow these directions:

Select the “De-migrate Keystone Login Account” option from the main menu.

- De-migrate Keystone Login Account

Verify your identity with the One-Time Passcode (OTP) and click submit (This will occur only if the Keystone Login user has an email address).

### Verify One Time Passcode

Please enter the one time passcode sent to your email address or phone number on file:

One Time Passcode

Alternatively, if no email address is on file, verify your identity by answering security questions and click submit.

## Security Questions

Please answer the following security questions:

**Question** In what city does your nearest sibling live?  
**Answer**

**Question** In what city or town did you meet your spouse/significant other?  
**Answer**

**Question** In what city or town did your parents meet?  
**Answer**

Click the “De-migrate” button.

## De-migrate Keystone Login

Your Keystone Login with the username **kitestalpha** is currently linked to PA Login credentials with the username **termX1**. Click to de-migrate button below to sever the relationship between the two accounts.

A message will be displayed notifying of a successful de-migration. Click the link to return to the Home page.

## Keystone Login De-Migration Success

Your Keystone Login account has been successfully de-migrated. Please [click here](#) to return to the home page



## Log out

To log out your Keystone Login account, click Log out on the home page.

# Welcome

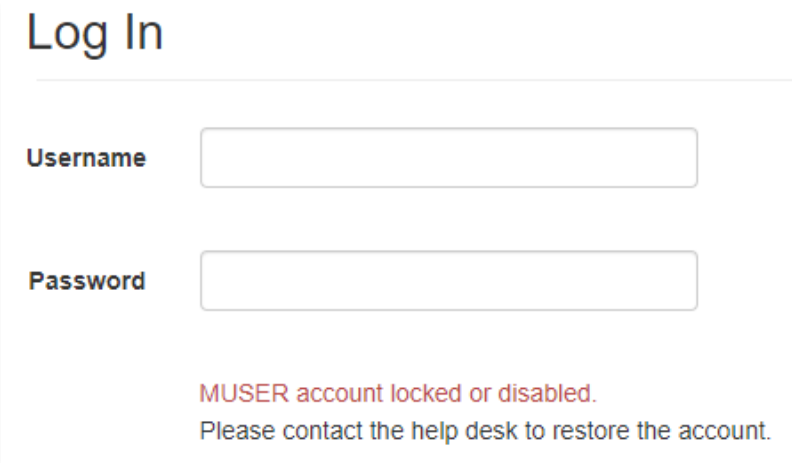
Please select one of the following options:

- Change Password
- Edit Account
- Manage Social Logins
- Manage Multi-Factor Authentication
- Verify Account
- Business Management
- Help
- **Log out**

## APPENDIX

### MUSER and CWOPA domains

MUSER and CWOPA user accounts are more restrictive than Keystone accounts. If a MUSER or CWOPA user forgets their password, the only available method of account retrieval is contacting the Keystone Login Help Desk for assistance. Users will see the error message reflected below if the entered password is incorrect or the account is locked.



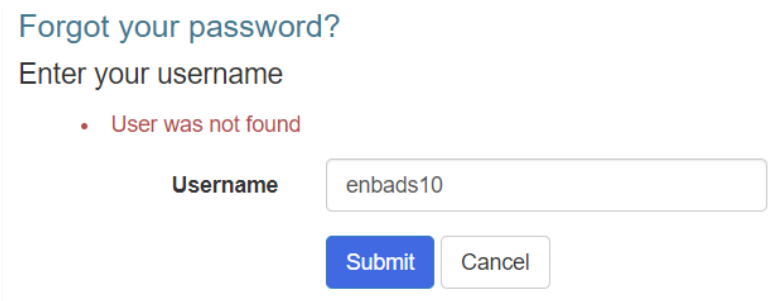
**Log In**

**Username**

**Password**

**MUSER account locked or disabled.**  
Please contact the help desk to restore the account.

If a MUSER or CWOPA user attempts to follow the Forgot Password process, they will receive a User not found error message, as reflected below:



**Forgot your password?**  
Enter your username

- **User was not found**

**Username**

**Submit** **Cancel**

When MUSER and CWOPA users are logged in to their Keystone Login account, the correct domain will reflect on the menu bar at the top of the screen, as reflected by the examples below:



Home Register To Vote enbads10 (CWOPA) Help Log out

Home Register To Vote mtest (MUSER) Help Log out

The Welcome page of the Keystone Login account will also display a limited number of options, as reflected below:

## Welcome

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Please select one of the following options:

---

- Register To Vote
- Application List
- De-migrate Keystone Login Account
- Help
- Log out