Keystone Login User Guide
Version 1.1
# Revision History

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</tbody>
</table>
# TABLE OF CONTENTS

Registration................................................................................................................................. 3  
Linking a Google account with Keystone Login.............................................................. 6  
Log In........................................................................................................................................... 8  
Forgot Username................................................................................................................... 9  
Forgot Password.................................................................................................................... 11  
PA Login Migration.............................................................................................................. 14  
New Keystone Login users with an existing PA Login account .................. 14  
Current Keystone Login users with an existing PA Login account............... 17  
Social Account Management............................................................................................ 19  
Linking a Google account ............................................................................................... 19  
Converting a Google account ....................................................................................... 21  
Adding a Google account to an existing Keystone Login account .............. 24  
Account Self-Management............................................................................................... 26  
Change Password ............................................................................................................. 26  
Edit Account ....................................................................................................................... 28  
Social Account .................................................................................................................. 30  
Multi-Factor Authentication (MFA) .............................................................................. 34  
Verification ......................................................................................................................... 36  
Log out................................................................................................................................... 38
INTRODUCTION

Keystone Login is an account management system for Commonwealth of Pennsylvania online services. The Keystone Login portal (https://keystonelogin.pa.gov/) 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.
REGISTRATION

To register as a Keystone Login user through the portal:

1. Click Register on the Keystone Login Welcome page

   ![Welcome Screen]

2. Enter first name, last name, and date of birth
3. Enter an email address and mobile phone number
   a. Contact information is not required
   b. A valid email address is necessary for account information retrieval
4. Enter a username for the Keystone Login account
   a. Usernames must be between 6 and 20 characters and should not contain spaces or special characters (e.g., /, ?, @, etc.)
   b. Once registered, the username cannot be edited
5. 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.)
6. Confirm the password
7. 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
8. Click Register

A message will be displayed notifying of a successful account creation.
**Linking a Google account with Keystone Login**

To link a Google account with Keystone Login as a new user:

1. Click Log In on the Keystone Login Welcome page

![Welcome screen](image)

2. Click Sign in with Google

![Sign in with Google](image)

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](image)
A message will be displayed notifying of a successful account creation.
LOG IN

To log in to Keystone Login:

1. Click Log In on the Keystone Login Welcome page

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

For assistance recovering a Keystone Login username:

1. Click Log In on the Keystone Login Welcome page

![Welcome page](image1)

2. Click “Forgot Username?”

![Log In page](image2)

3. Enter the email address associated with the Keystone Login account
4. Click Submit
An email will be sent to the email address on file providing the registered username.
FORGOT PASSWORD

For assistance recovering a password, follow these steps:

1. Click Log In on the Keystone Login Welcome page

![Keystone Login Welcome page]

2. Click Forgot Password?

![Keystone Login page]

3. Enter the Keystone Login username
4. Click Submit
5. Select Reset by Security Questions

6. Answer each security question
7. Click Submit

a. Enter a new 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.)

b. Confirm the new password
c. Click Submit

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

![Welcome page](image1)

2. Click “Migrate an existing PALogin account?”

![Log In page](image2)

3. Click “I have not logged into Keystone Login before”

![Migrate account](image3)
4. Enter the PA Login username and 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
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

2. Click “Migrate an existing PALogin account?”

3. Click “I have an existing Keystone Login account”
4. Enter the PA Login username and password
5. Enter the Keystone Login username and password
6. Click Submit

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

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

   ![Welcome page](image)

2. Click Sign in with Google

   ![Sign in with Google](image)

Once logged in, two options will be displayed on the home page: “Convert my Account to a Keystone Account” (Pg. 20) or “Add my social account to a Keystone Account” (Pg. 23)
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

2. Enter first name, last name, and date of birth
3. Enter email address and mobile phone number
   a. Contact information is not required
   b. A valid email address is necessary for account information retrieval
4. Enter a username for the Keystone Login account
   a. Usernames must be between 6 and 20 characters and should not contain spaces or special characters (e.g., /, ?, @, etc.)
   b. Once registered, the username cannot be edited
5. 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.)
6. Confirm the password
7. 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
8. Click Register
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

2. Enter the Keystone Login username and password

3. Click Log In
A message will be displayed notifying of a successful account creation.
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

A message will be displayed notifying of a successful change to the 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
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 is not required
   b. A valid email address is necessary for account information retrieval
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.
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
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.
To delete a social user, follow these steps:

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

2. Answer each security question
3. Click Next
4. Click Delete
Multi-Factor Authentication (MFA)

To enable multi-factor authentication for additional security:

1. Click Manage Multi-Factor Authentication on the home page of your Keystone Login account

2. Click Verify Account

3. Select a verification provider from the following options: Pennsylvania Department of Transportation (Step 5) or Experian (Step 6)

4. Click Next
5. When selecting PennDOT:
   a. First name, last name, and date of birth should automatically populate
   b. Enter Driver’s License Number
   c. Click Validate
6. When selecting Experian:
   a. First name and last name should automatically populate
   b. Enter address, city, state, and zip code
   c. Click Next
   d. Answer each of the five verification questions
   e. Click Validate
7. Check the box next to “Enable Multi-Factor Authentication”
8. Click Update

9. Answer each security question in the spaces provided or enter the one-time passcode sent to the associated email address
10. Click Next

A message will be displayed notifying that Multi-Factor Authentication was enabled.
Verification

To verify the Keystone Login account:

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

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

3. Click Next
4. When selecting PennDOT:
   a. First name, last name, and date of birth should automatically populate
   b. Enter Driver’s License Number
   c. Click Validate
5. When selecting Experian:
   a. First name and last name should automatically populate
   b. Enter address, city, state, and zip code
   c. Click Next
   d. Answer each of the five verification questions
   e. Click Validate

A message will be displayed notifying of successful identity verification.
Log out

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