Keystone Login User Guide
Version 12.0

Revision History

Date	Version	Description	Author
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
3/17/2023	11.0	Added User Unlock Account subsection under Log In section.	Matthew Pogacnik
6/5/2024	12.0	Updated One-Time Passcode instructions with Resend OTP information. Updated screenshots, minor edits throughout. Added Alt Text to images for accessibility.	Matthew Pogacnik

TABLE OF CONTENTS

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.

WELCOME PAGE

The Keystone Login welcome page displays the following information:

1. **Alert Messages** – This banner is used to push urgent information pertaining to Keystone Login. Alert messages may not always be active on the Welcome page.

> **Alert Message**
>
> New release to BETA; Please test your applications by August 15.

2. **Information** – This banner is used to post additional information which is not an alert. For example, the Information banner currently displays contact details for the Keystone Login Help Desk.
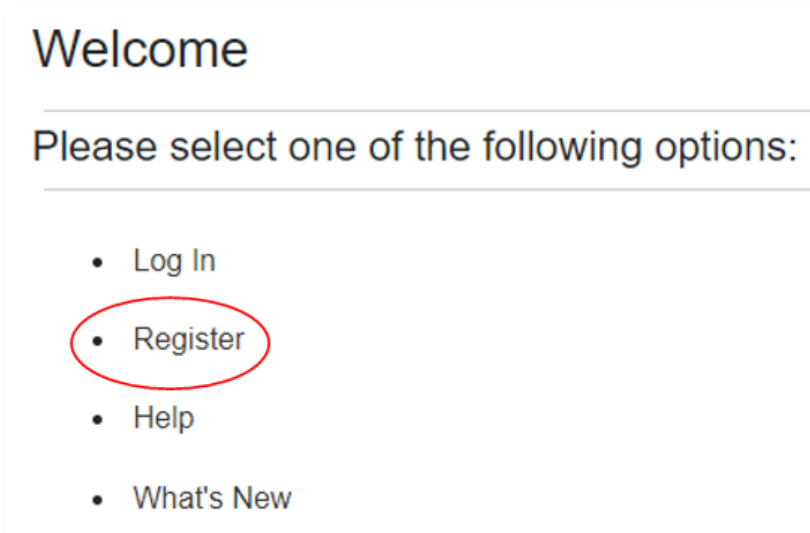
> **Information**
>
> Contact the Keystone Login Help Desk for all questions, concerns and issues with Keystone Login.

REGISTRATION

To register a new Keystone Login account, follow these steps:
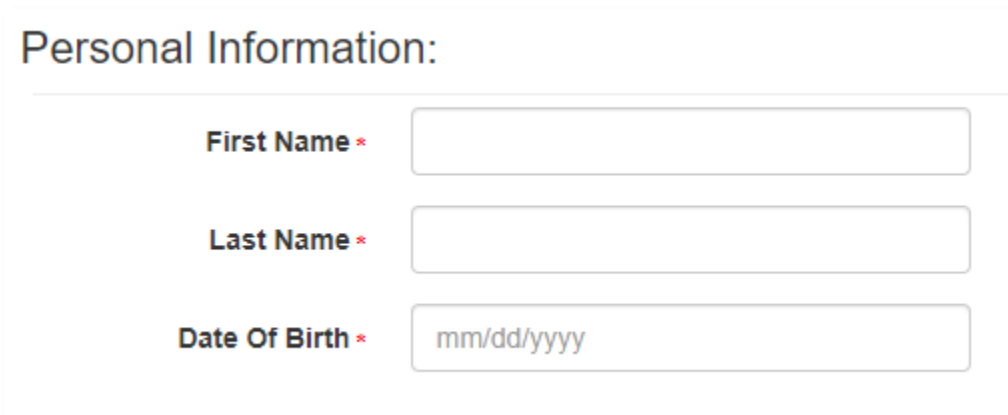
1. On the Welcome page, click Register.

2. Under the Personal Information section, complete the following fields:
   a. First name.
   b. Last name.
   c. Date of birth.

3. Under the Contact Information section:
   a. Click the checkbox to enable Enhanced Security for the account.
      i. This is an optional feature.
      ii. Contact information must be added to the account if Enhanced Security is active.
   b. Complete the following fields:
      i. Email address.
      ii. Mobile phone number.
         1. **Note:** Contact information helps make password resets and account updates easier by providing a One-Time Passcode (OTP) [see **Reset password by One-Time Password** for instructions].
         2. **Note:** 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.
   c. To verify the contact information, an email or SMS text will be sent containing an OTP at the end of the registration process.

Contact Information:

Enhanced Security	☐
Email	
Mobile Phone Number	###-###-####

4. Under the Login Information section, complete the following fields:
   a. Username.
      i. Usernames must be between 6 and 64 characters and should not contain spaces or special characters (e.g., /, ?, @, etc.).
      ii. Once registered, usernames cannot be changed.
   b. Password.
      i. Passwords must be between 12 and 128 characters.
      ii. Do not include any portion of your 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.).
   c. Confirm Password.

Login Information:

Username *	
Password *	
Confirm Password *	

5. Under the Security Questions section:
   a. Select three security questions from the drop-down menus.
   b. Answer each question in the spaces provided.
      i. Answers should be unique.
      ii. The same answer should not be used for multiple questions.
   c. Click Register.

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6. On the Verify One-Time Passcode screen:
   a. Enter the 6-digit code to complete the verification process. OTPs expire after 10 minutes.
   b. If you do not receive an OTP, click the Resend OTP button.
   c. 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:
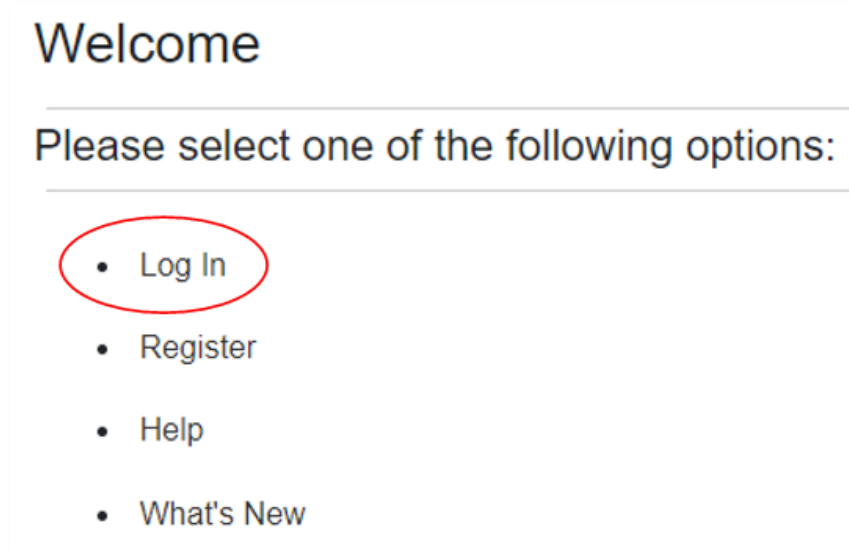
Phone One Time Passcode   ######

[Submit] [Cancel] [Resend OTP]

A message will notify you of a successful account creation.

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.

To link a Google account, follow these steps:

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
    ii. Automatic sign in

4. Click Register

Register as Social User

FirstName * [   ]

LastName *   [   ]

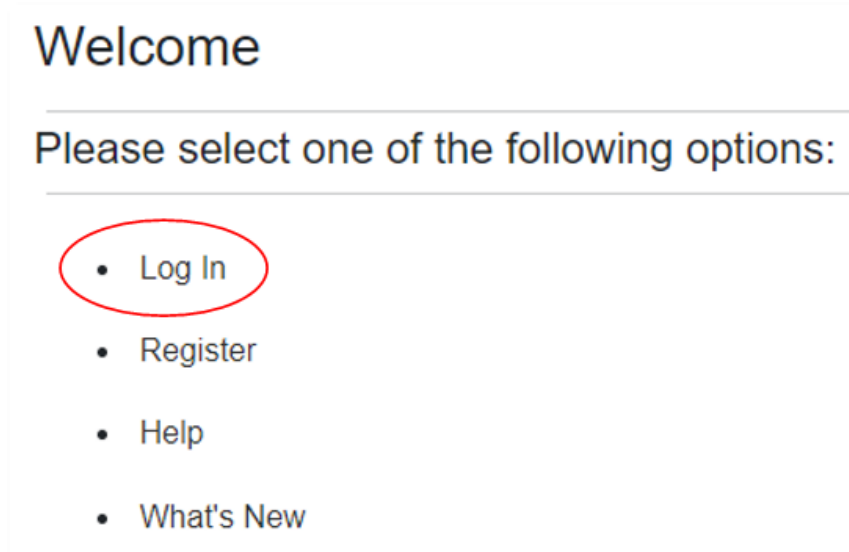Email *   [   ]

[Register] [Cancel]

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

LOG IN

To log in to your Keystone Login account, follow these steps:

1. On the Welcome page, click Log In.

2. On the Log In screen, complete the following fields:
    a. Username
    b. Password
3. Click Log In.

Log In

Username *

Password *

Log In   G   Sign in with Google

Forgot Username?
Forgot Password?
Migrate an existing PALogin account?
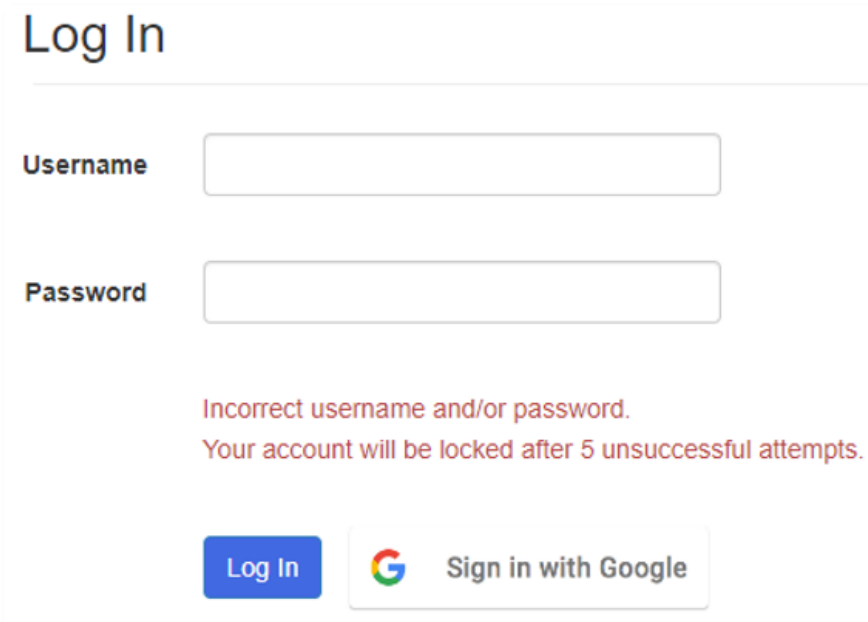Keystone Login FAQ
Do you think you already have a Keystone Login account?

User Unlock Account

Keystone Login users can unlock their account without contacting the Keystone Login Help Desk for assistance. To unlock an account, The unlock account process is detailed below:
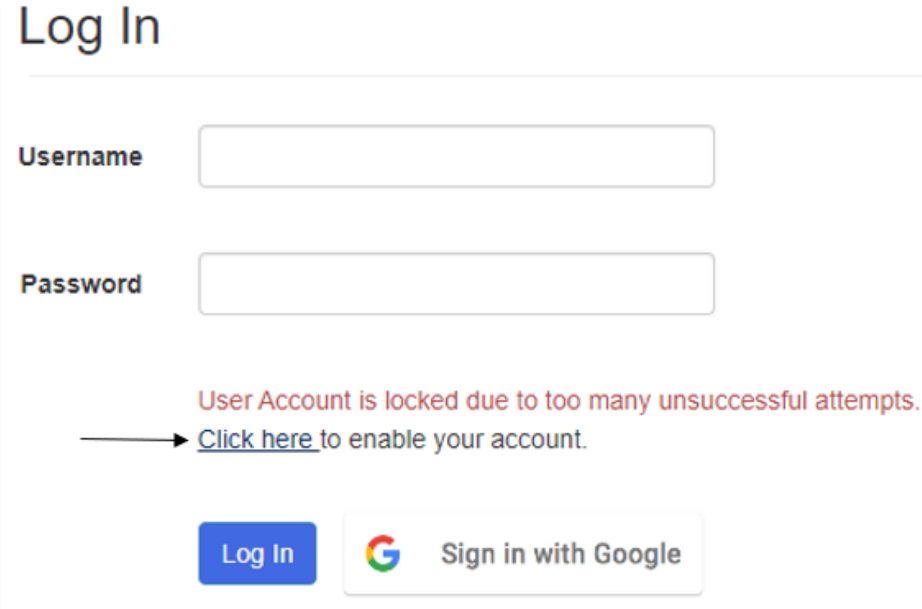
Users have five (5) attempts to enter the correct username and password combination. An alert will be displayed after four (4) unsuccessful attempts informing that the account will be locked after the fifth unsuccessful attempt.

After the fifth unsuccessful attempt, the alert will update to inform the user that the account is locked. To unlock the account, click the "Click here" link, as reflected in the figure below.

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The user must then answer the security questions, which were set during the account registration process. Enter the answers and click Submit to continue.

Security Questions

Please answer following security questions to proceed

Question	What was the last name of your third grade teacher
Answer	

Question	What is your favorite movie
Answer	

Question	What was the name of your favorite childhood pet
Answer	

Submit Cancel

If the answers are correct, the user will be sent to the Enable User Account screen. Click the Enable button to unlock the Keystone Login account.

Enable User Account

Click the button below to enable your user account: **M**

Enable Cancel

A new message will inform you that the account has been unlocked and restored to normal use. Click the "Click here" link, as reflected in the figure below, to return to the Log In screen.
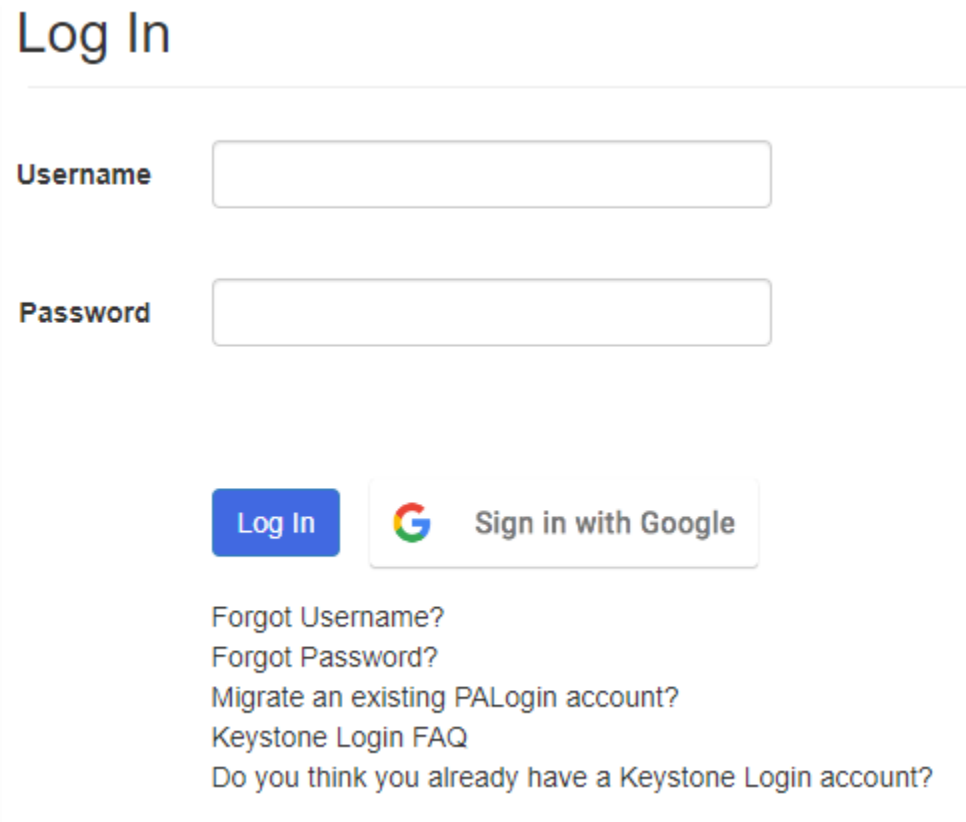
Enable User Account

Your account has been restored for normal use. Click here to return to the Login Page.
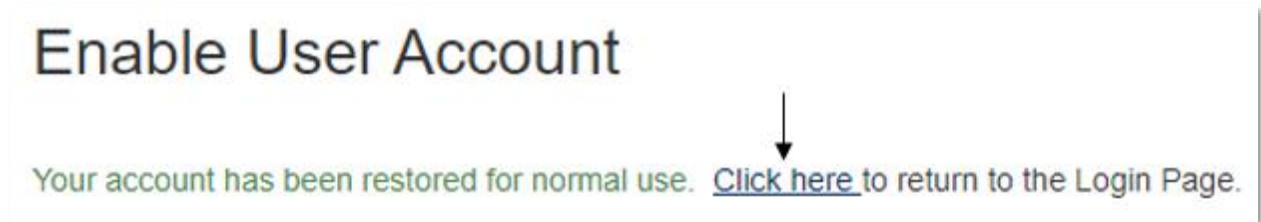
Once back at the Log In screen, the user can either attempt to log in again or follow the **Forgot Password** process if they do not remember the correct password.
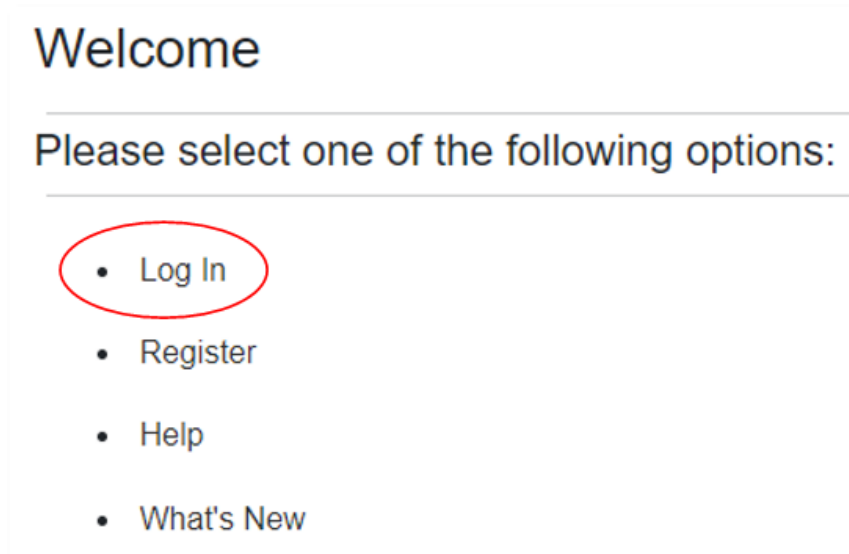
Log In

Username

Password

Log In   G 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

To retrieve a username, follow these steps:
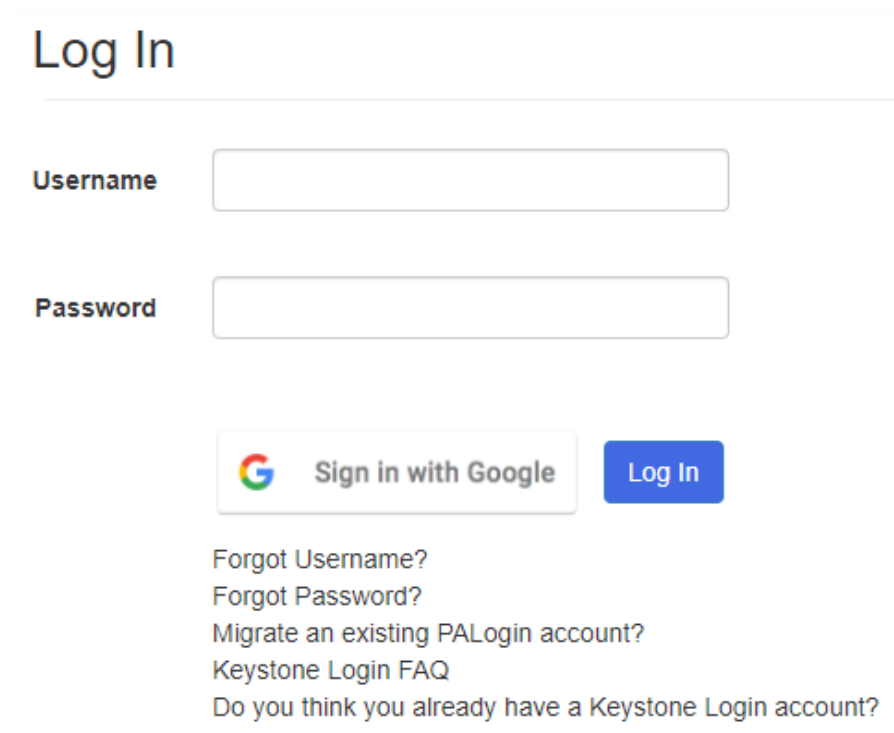
1. Click Log in on the Keystone Login Welcome page.

2. Click Forgot Username?

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 [   ]

[Submit] [Cancel]

An email will be sent to the associated email address to provide the registered username.

FORGOT PASSWORD
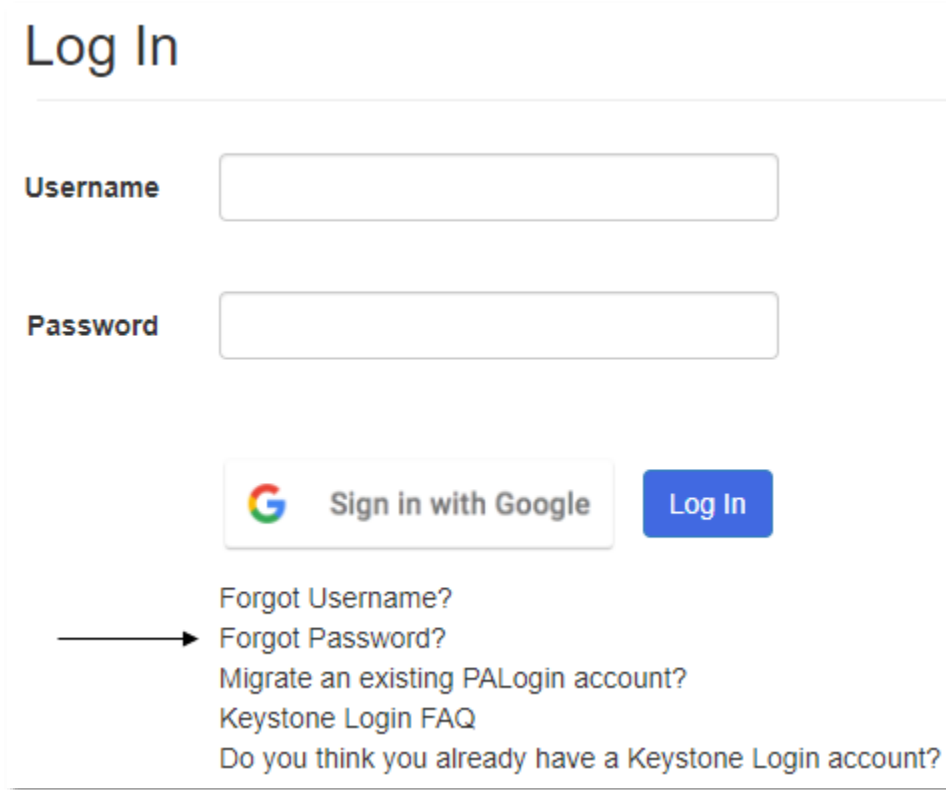
Reset password by One-Time Passcode

To reset a password using a One-Time Passcode (OTP), follow these steps:

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

2. Click Forgot Password

3. Enter the Keystone Login username and click Submit.

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   `######`

Submit   Cancel

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.
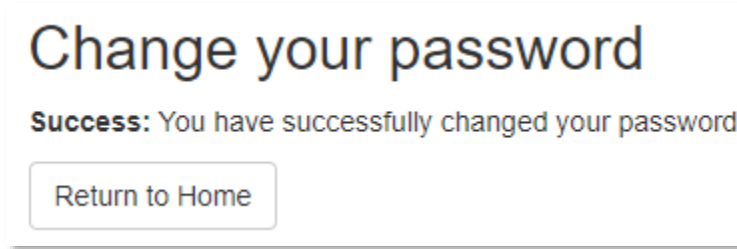
Change your password

Success: You have successfully changed your password

Return to Home

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

To reset a password using security questions, follow these steps:

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

2. Click Forgot Password

3. Enter the Keystone Login username and click Submit.

4. Select Reset by Security Questions and click Submit.

5. Answer each security question and click Submit.

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.
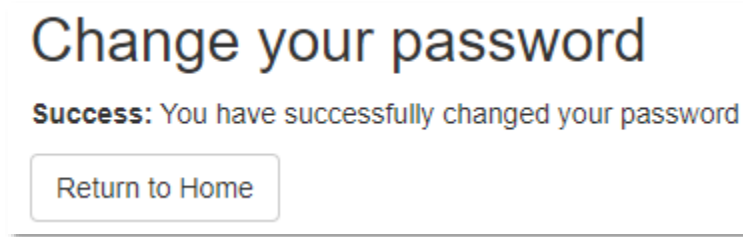
Change your password

Success: You have successfully changed your password
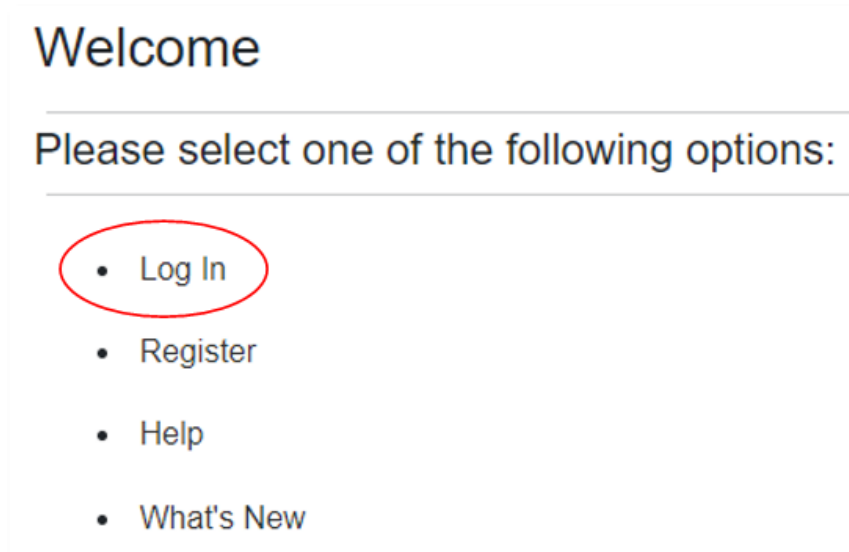
Return to Home

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.
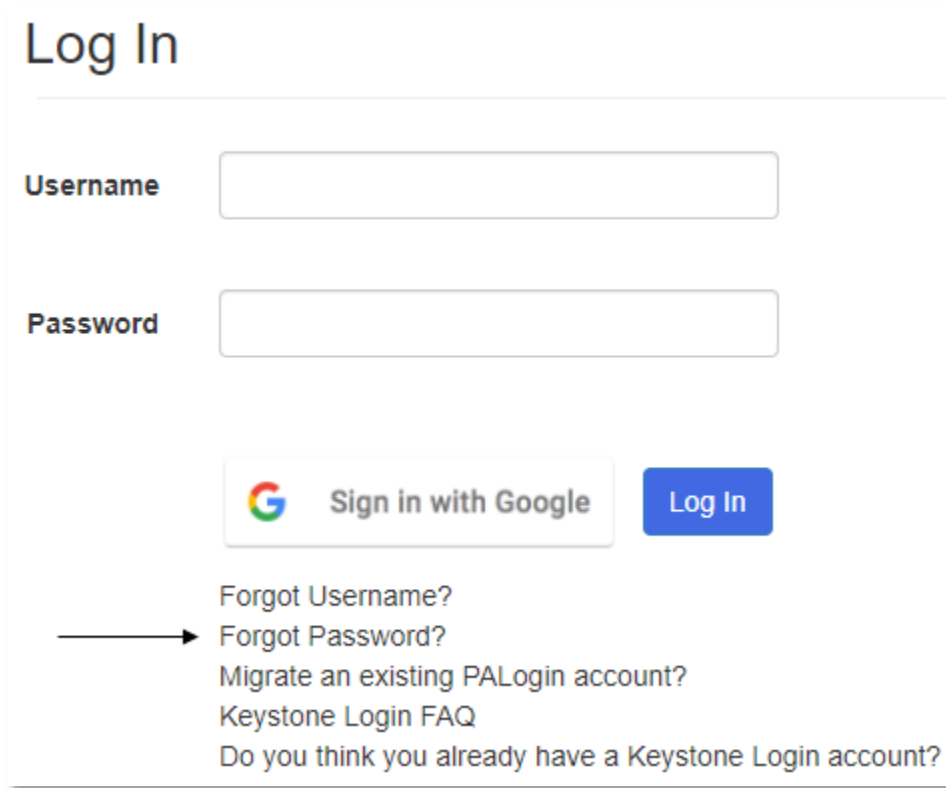
PALOGIN MIGRATION

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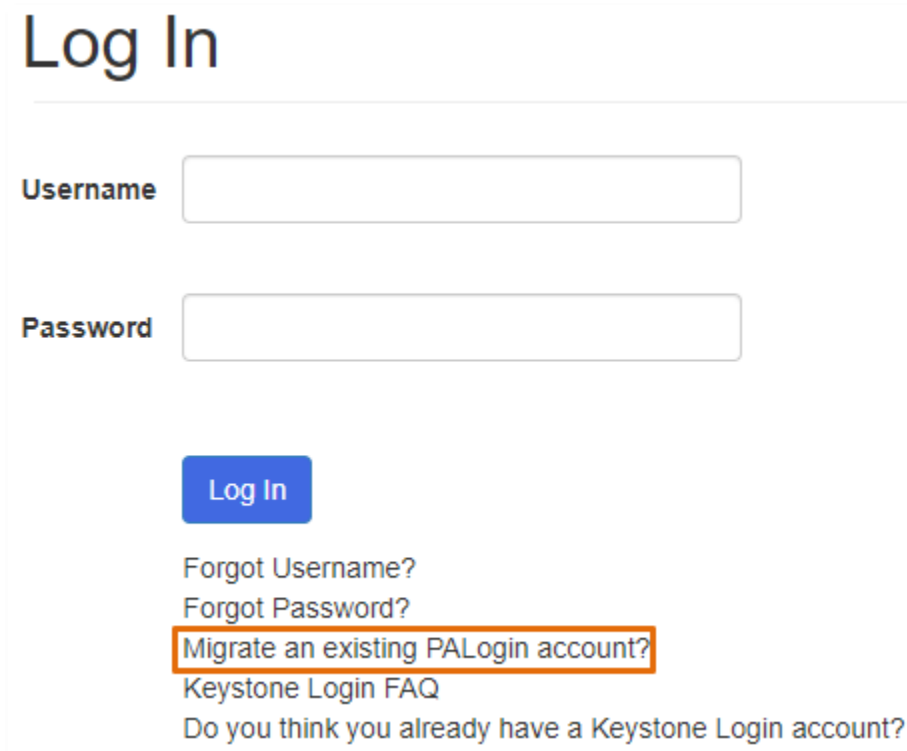
New Keystone Login users with an existing PALogin account

To migrate a PALogin account as a new Keystone Login user, follow these steps:

1. Click Log in on the Keystone Login Welcome page.

2. Click Migrate an existing PALogin account?
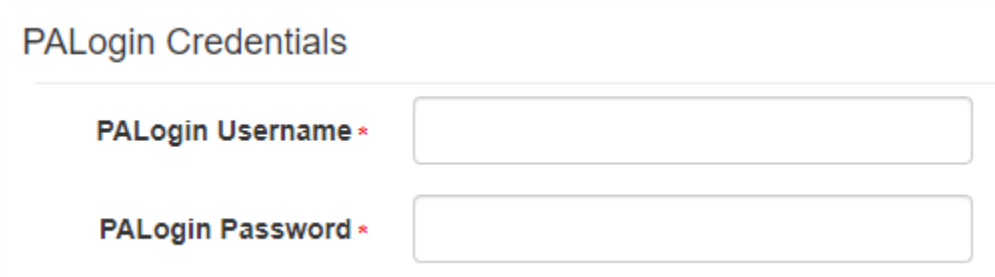
3. Click "I have not logged into Keystone Login before."

4. Enter the PALogin 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 PALogin account

To migrate a PALogin account as an existing Keystone Login user, follow these steps:

1. Click Log in on the Keystone Login Welcome page.
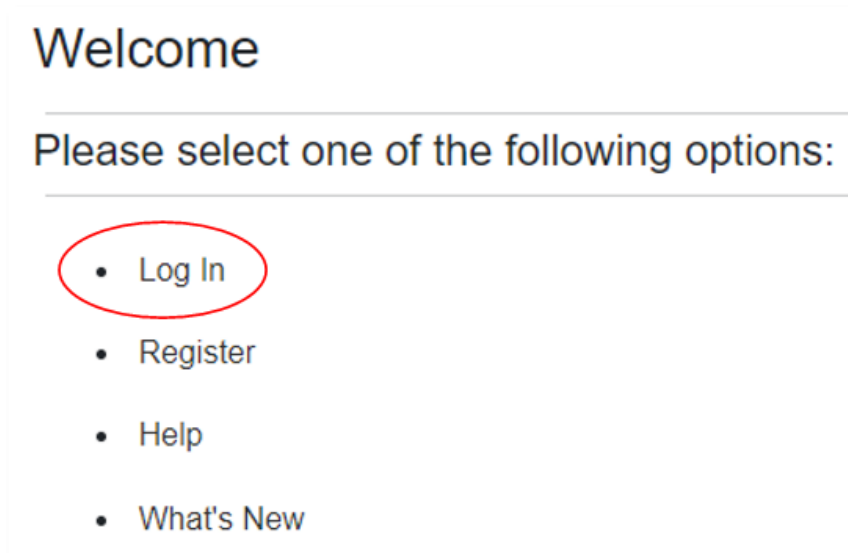
2. Click "Migrate an existing PALogin account?"

Log In

Username [   ]

Password [   ]

[Log In]

Forgot Username?
Forgot Password?
Migrate an existing PALogin 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 PALogin username and password.

PALogin Credentials

Username * [   ]

Password * [   ]

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

Keystone Login Credentials

Username * [   ]

Password * [   ]

[Submit] [Cancel]

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

Keystone Login Migration Success

Your PALogin 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.

Welcome

Please select one of the following options:

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

2. Click Sign in with Google.
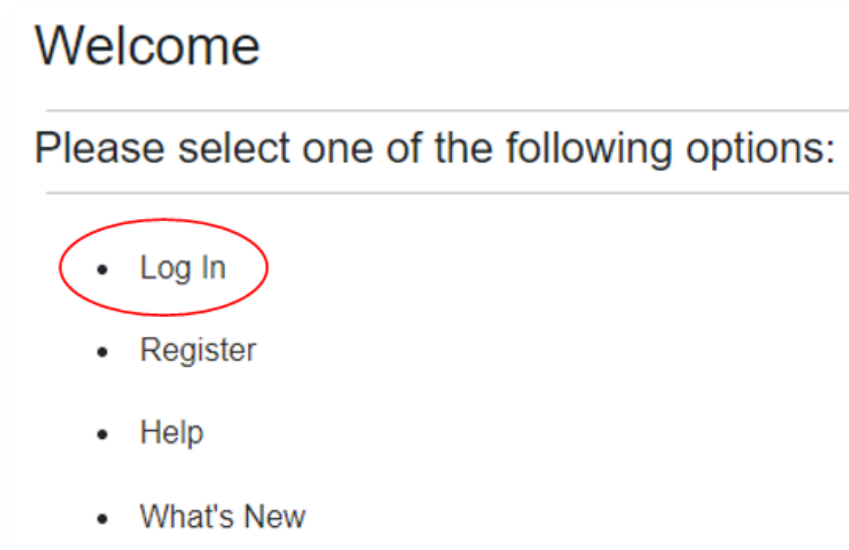
G Sign in with Google

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, follow these steps:

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:

First Name * [   ]

Last Name * [   ]

Date Of Birth * [mm/dd/yyyy   ]

3. Click the checkbox 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.

Contact Information:

Enhanced Security ☐

Email [   ]

Mobile Phone Number [###-###-####]

Note: 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.

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

Adding a Google account to an existing Keystone Login account

To add a Google account to an existing Keystone Login account, follow these steps:

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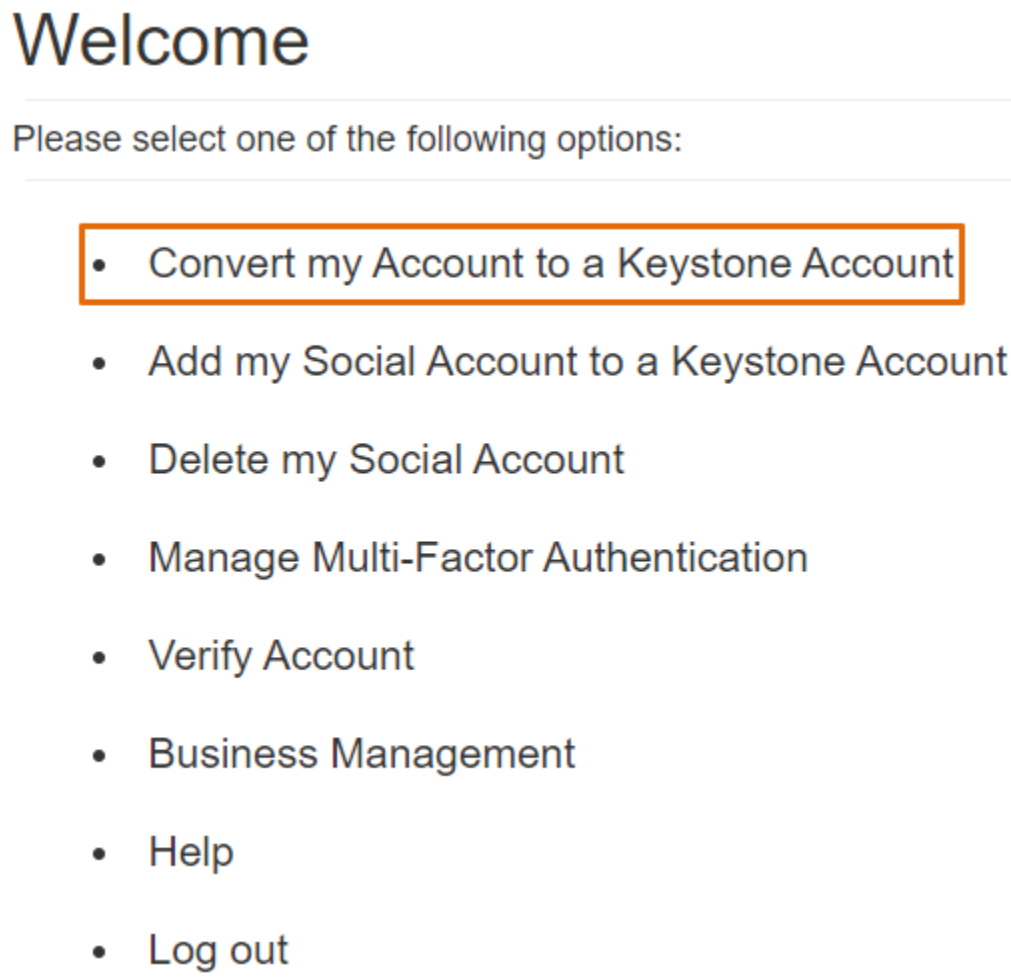
Welcome

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 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
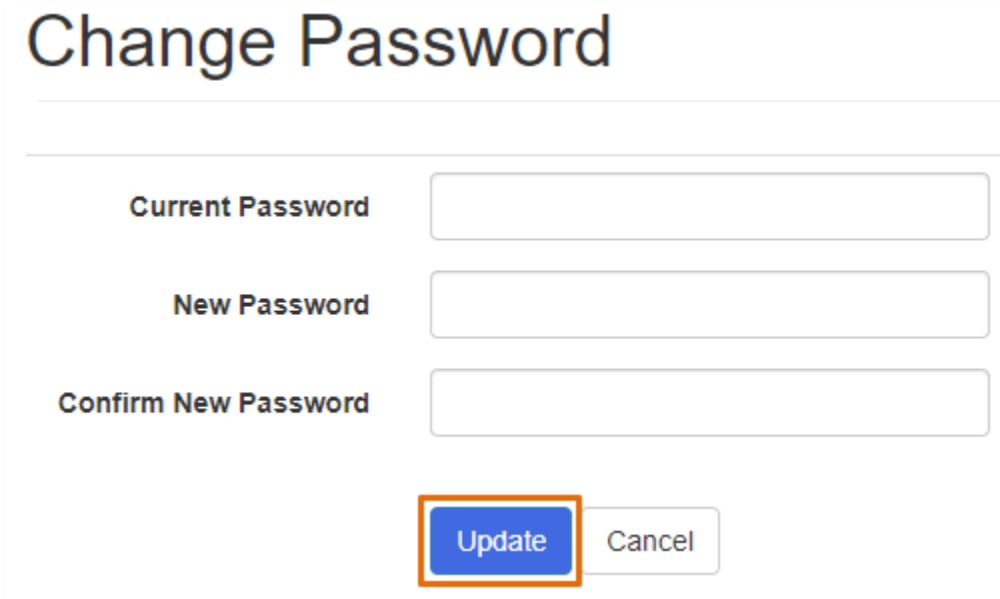
To change a Keystone Login password, follow these steps:

1. Click Change Password on the home page of your Keystone Login account.
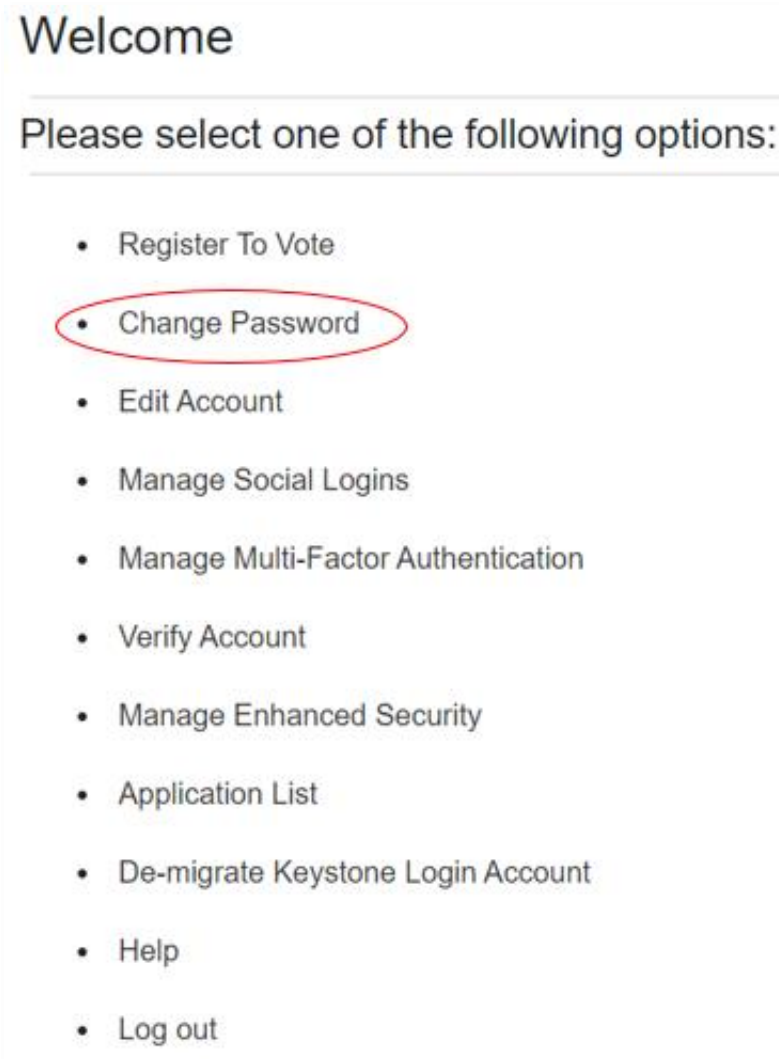
2. Enter the current password.
3. Enter a new password.
   a. Passwords must be between 12 and 128 characters.
   b. Do not include any portion of the username, first name, or last name in the password.
   c. The password must include any three of the following four criteria:

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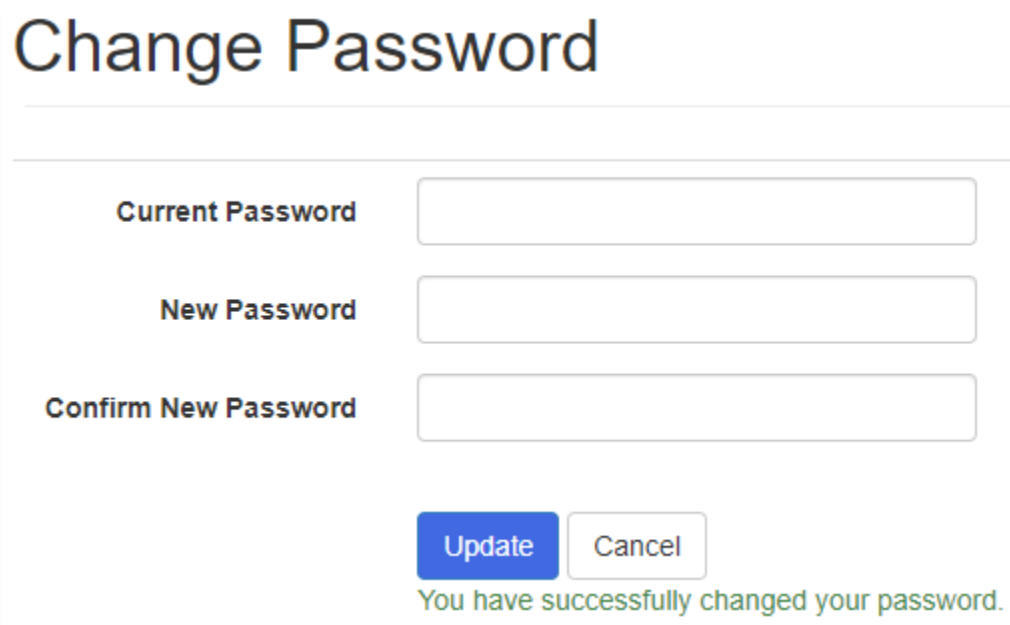
A message will be displayed notifying you of a successful change to the password.

Edit Account

To change personal information on a Keystone Login account, follow these steps:

1. Click Edit Account 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
- Manage Enhanced Security
- Application List
- De-migrate Keystone Login Account
- Help
- Log out
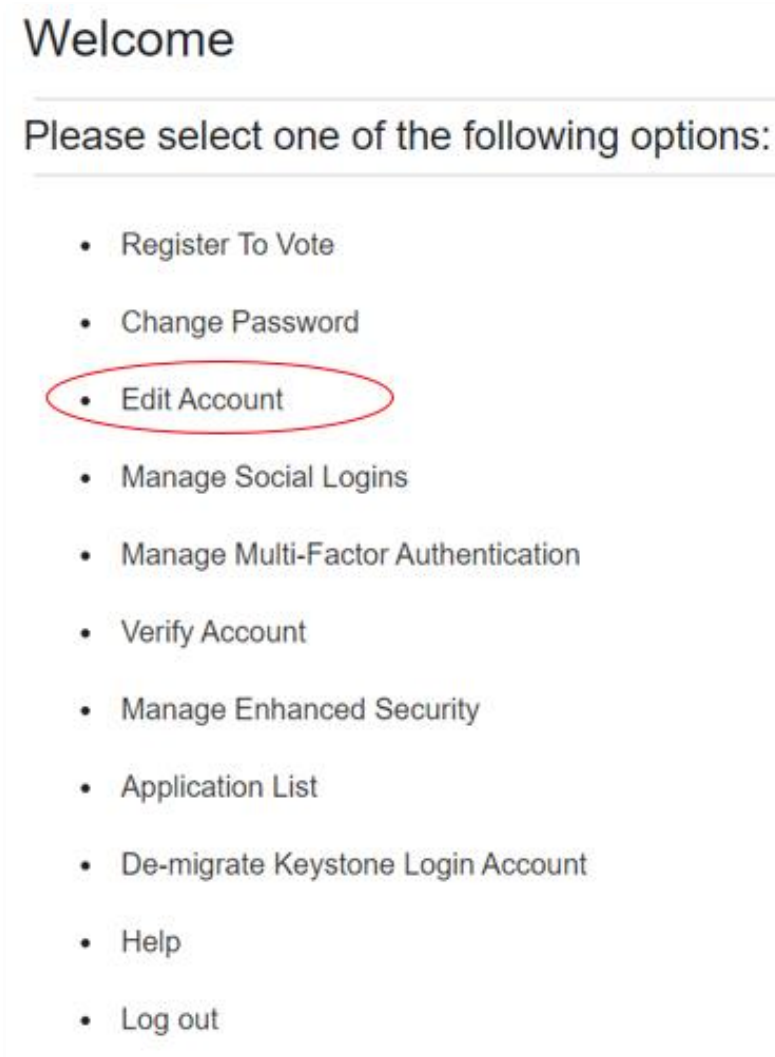
2. Answer each security question.
3. Click Submit

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. 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. **Note:** 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.
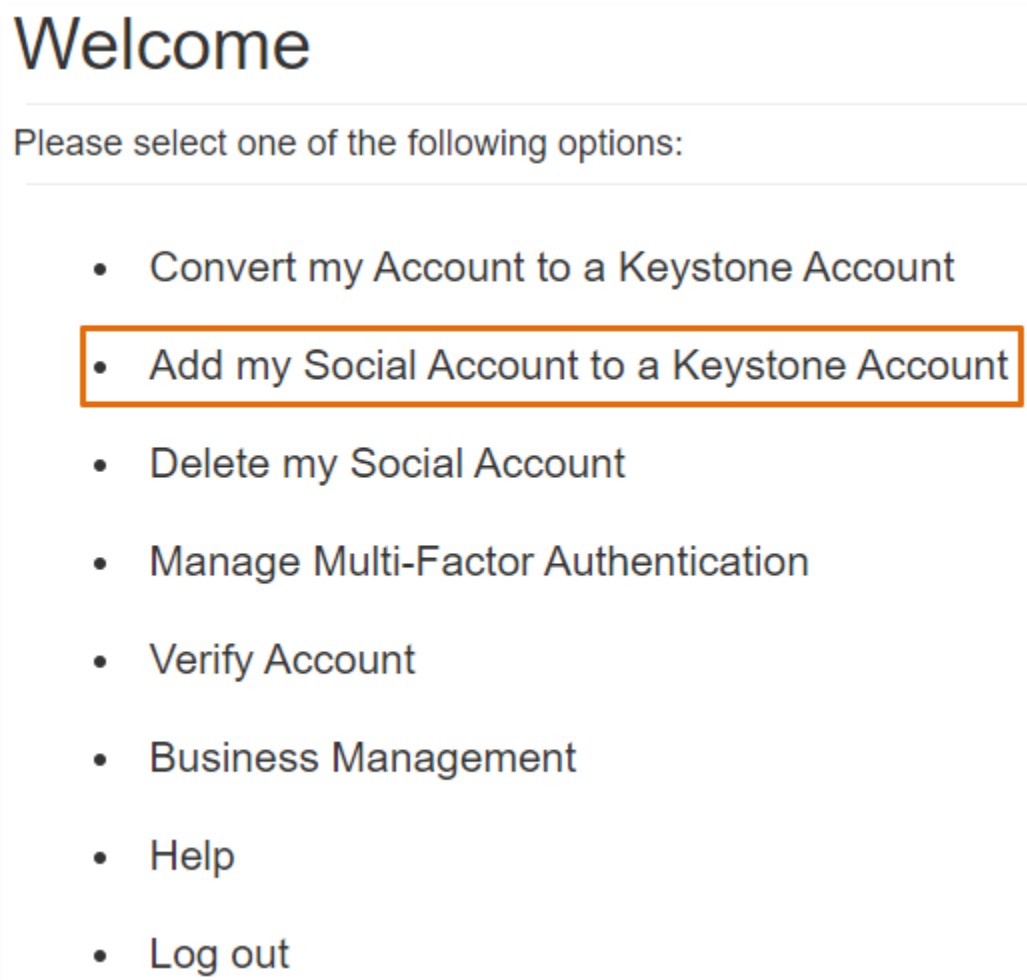   d. Security answers are case sensitive and can include spaces.
7. Click Update

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

Manage Social Account

To change Google account information, 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

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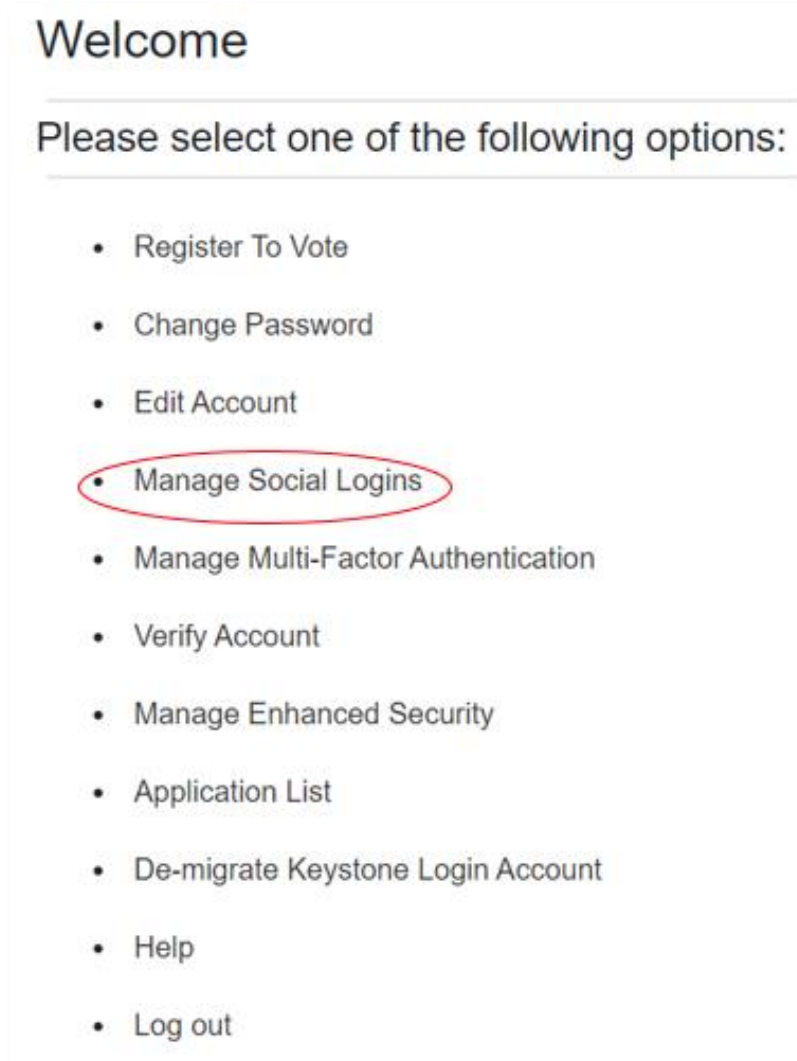
4. Open a separate tab in your browser and log out of the Google account.
5. Once logged out of the Google account, click Change my Google Login
   a. Enter the Google account credentials.
   b. This action will prompt redirection to Keystone Login
6. Verify the email address.
7. Click Register

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

Deleting a social account

To delete a Google account from a Keystone Login account, follow these steps:

1. Click Manage Social Logins 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
- Manage Enhanced Security
- Application List
- De-migrate Keystone Login Account
- Help
- Log out
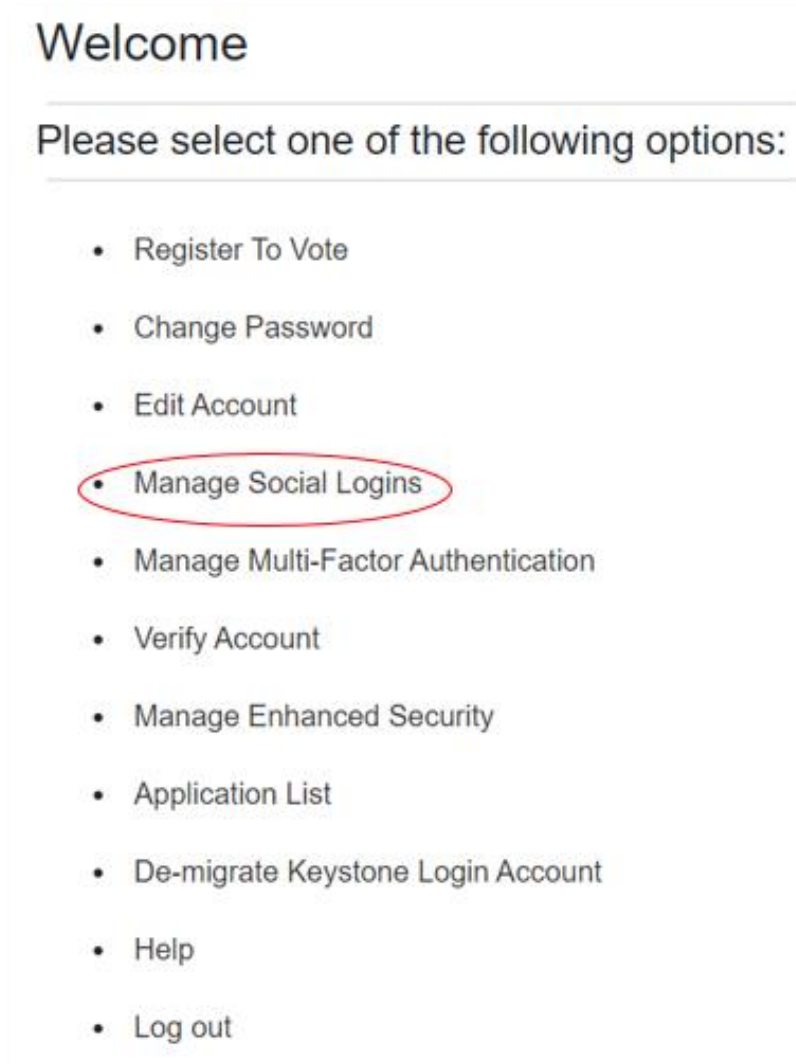
2. Answer each security question.
3. Click Next

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)

Enabling Multi-Factor Authentication (MFA) provides an additional level of account security. To enable MFA on a Keystone Login account, follow these steps:

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

55
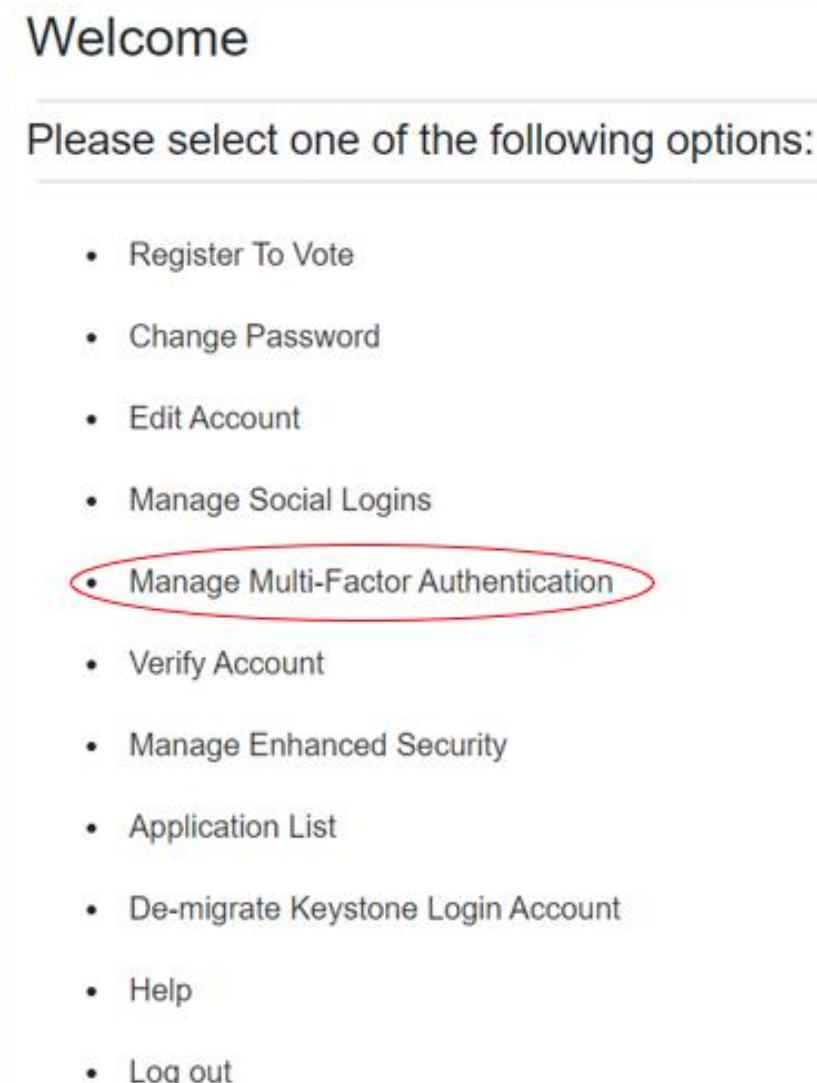
2. Click the checkbox next to "Enable Multi-Factor Authentication," as reflected below:

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 ☐

[Update] [Cancel]

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

[Next] [Cancel]

   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.
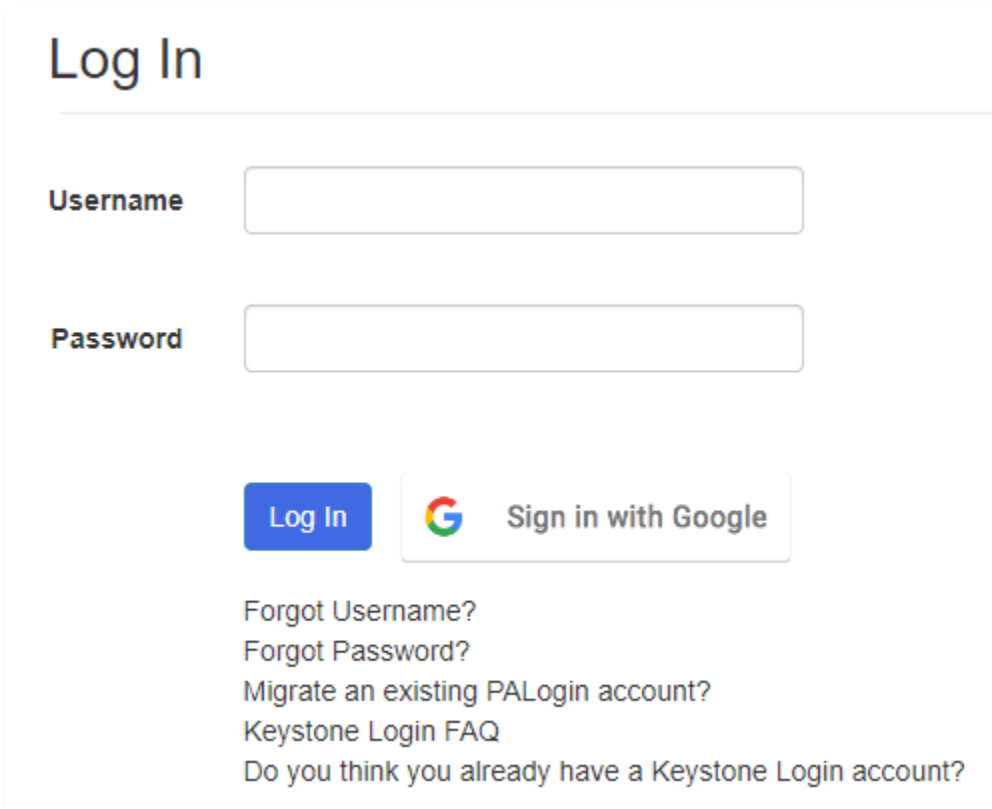
- Verify Account

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

Login process when user navigates from application requiring MFA.

To log in to Keystone Login when MFA is enabled, follow these steps:

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

Log In

Username	
Password	

Log In   G   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?

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

Submit   Cancel

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

[Submit] [Cancel]

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

[Submit] [Cancel]

4. On the Verify One-Time Passcode screen:
    a. Enter the 6-digit code to complete the verification process. OTPs expire after 10 minutes.
    b. If you do not receive an OTP, click the Resend OTP button.
    c. 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   [######]

[Submit] [Cancel] [Resend OTP]

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] [Resend OTP]

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

To add an email address as a verification method when navigating from an application, follow these steps:

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

Log In

Username

Password

Log In   **G** 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?

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 a One-Time Passcode (OTP) option.
3. Enter the email address in the field provided, as reflected below.
4. 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

[Submit] [Cancel]

5. Enter the answers to the security questions set up during the registration process, as reflected below.
6. 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

Next   Cancel

7. On the Verify One-Time Passcode screen:
   a. Enter the 6-digit code to complete the verification process. OTPs expire after 10 minutes.
   b. If you do not receive an OTP, click the Resend OTP button.
   c. 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   ######

Submit   Cancel   Resend OTP

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

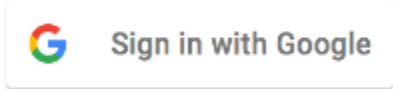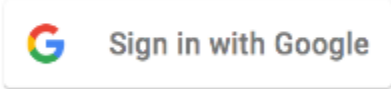To add a phone number as a verification method when navigating from an application, follow these steps:

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

Log In

Username

Password

Log In   **G** 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?

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 a One-Time Passcode (OTP) option.
3. Enter the phone number in the field provided, as reflected below.
4. 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]

5. Enter the answers to the security questions set up during the registration process, as reflected below.
6. 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

[Next] [Cancel]

7. On the Verify One-Time Passcode screen:
   a. Enter the 6-digit code to complete the verification process. OTPs expire after 10 minutes.
   b. If you do not receive an OTP, click the Resend OTP button.
   c. 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] [Resend OTP]

Verification

To verify the Keystone Login account, follow these steps:

1. Click Verify Account 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
- Manage Enhanced Security
- Application List
- De-migrate Keystone Login Account
- Help
- Log out

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

Citizen Verification

Please choose a verification provider from the list below:

⦿ Department of Transportation (PennDOT)

○ Experian

[Next] [Cancel]

PennDOT

When selecting PennDOT, follow these steps:

1. The First name, Last name, and Date of birth fields should automatically populate.
2. Enter your Driver's License Number.
3. Click Validate.

Citizen Verification

First Name * [   ]

Last Name * **Doyle**

Date Of Birth * [mm/dd/yyyy   ]

Drivers License Number * [   ]

[Validate] [Cancel]

Experian

When selecting Experian, follow these steps:

1. The First name and Last name fields should automatically populate.
2. Enter the Address, City, State, and Zip Code in the appropriate fields.
3. 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.

First Name *		
Last Name *		
Social Security Number	###-##-####	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.
Address Line 1 *		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.
Address Line 2 *		
City *		
State *	AL ˅	
Zip Code *		

[Next] [Cancel]

4. Answer each of the verification questions using the radio buttons.
5. 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

[Validate] [Cancel]

6. If an answer to a verification question is incorrect, an error message will appear on screen. Restart the verification process.

Verification attempt failed. Please try again.

7. The account will be locked for 24 hours if you exceed the maximum number of attempts to answer the Experian questions.

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
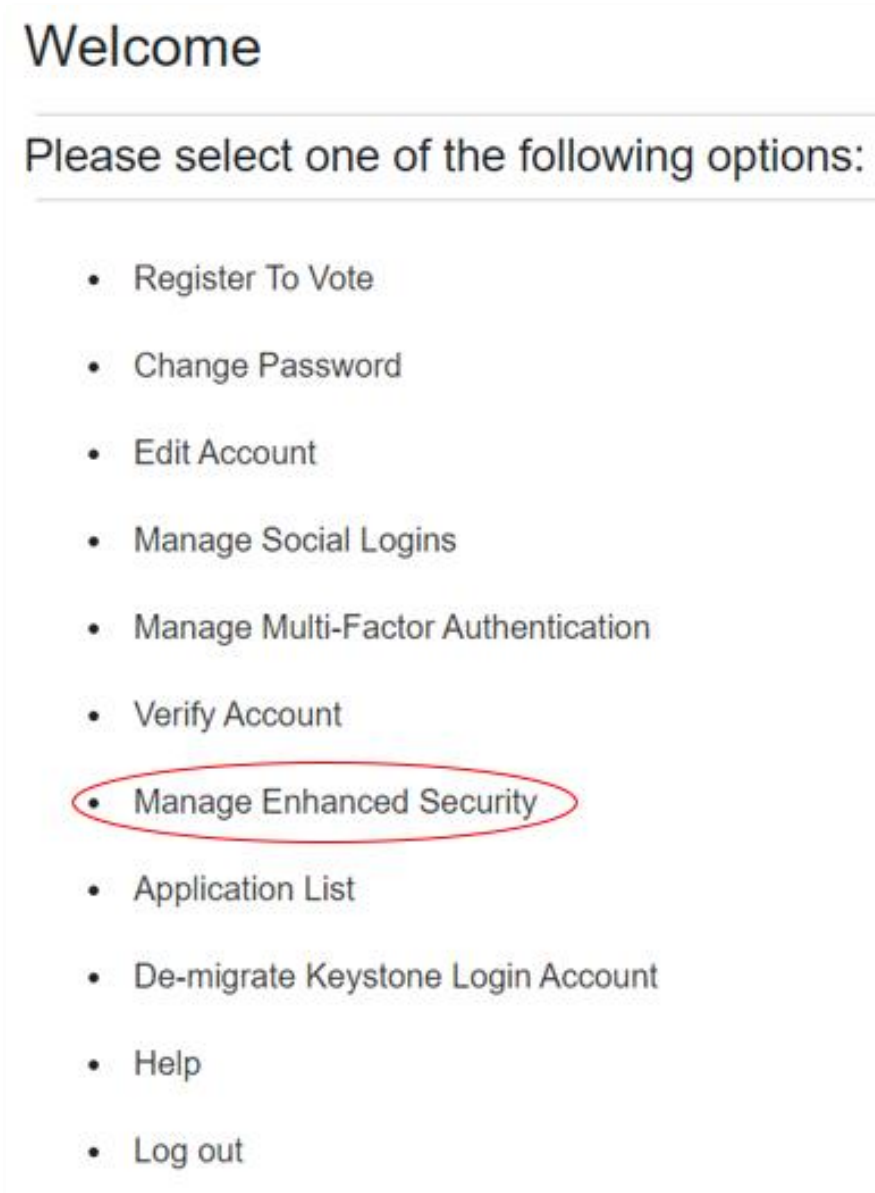
A message will be displayed notifying you of a successful identity verification.

Enhanced Security

Enabling Enhanced Security

To enable Enhanced Security on a Keystone Login account, follow these steps:

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
- 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 selected verification method. If two fields are listed, you must provide two separate one-time passcodes:

Email One Time Passcode   ######

Submit   Cancel   Resend OTP

4. On the following screen, click the checkbox labeled Enhanced Security.

Enhanced Security ☑

5. 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. Click Update.

A message will appear notifying you that Enhanced Security is enabled.

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.
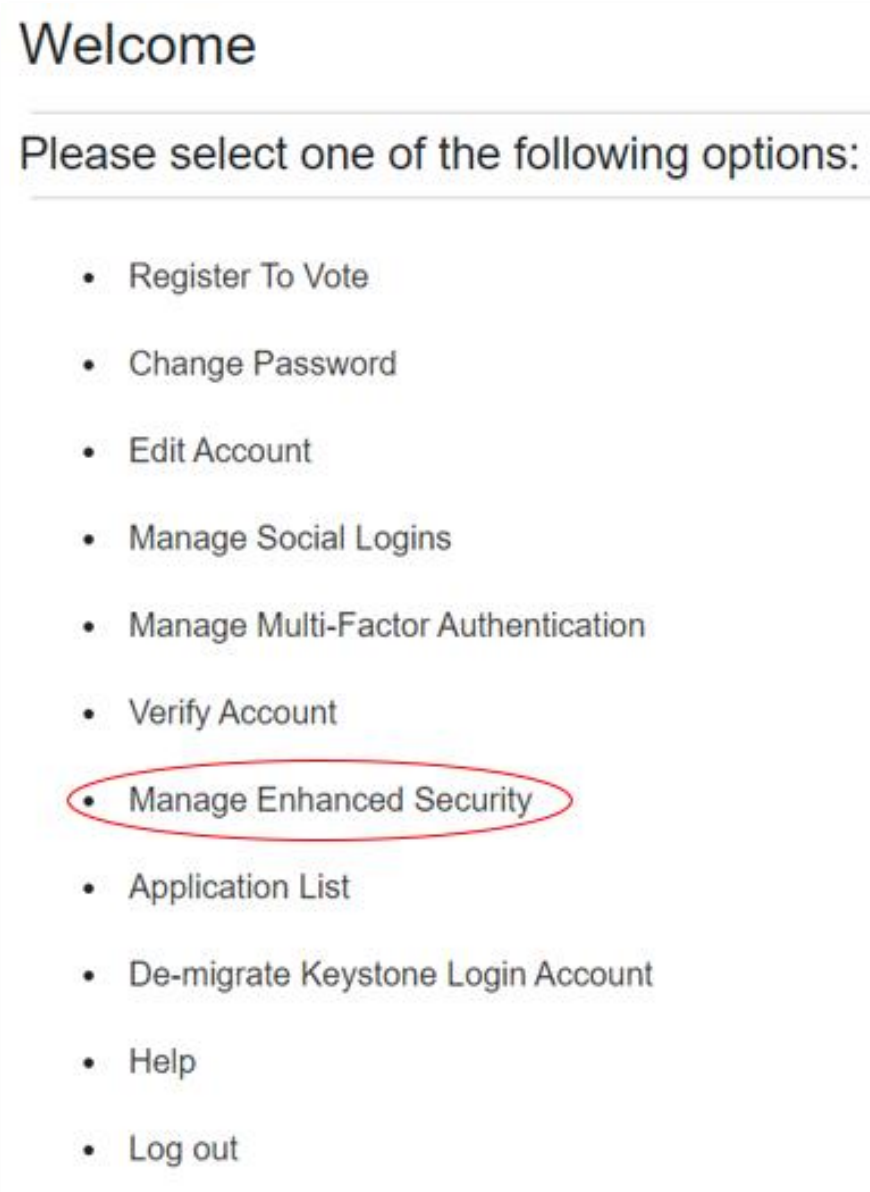
Change Password

Current Password *	
New Password *	
Confirm New 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.

☑ Do not re-use your previous ten (10) passwords.

☑ Do not use any dictionary words as your password.

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

Update   Cancel

Disabling Enhanced Security

To disable Enhanced Security on a Keystone Login account, follow these steps:

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

- 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 checkbox 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.

Application List

The Application List allows users to view agency applications associated with their account. To view the application list, follow these steps:

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
- Manage Enhanced Security
- Application List
- De-migrate Keystone Login Account
- Help
- Log out
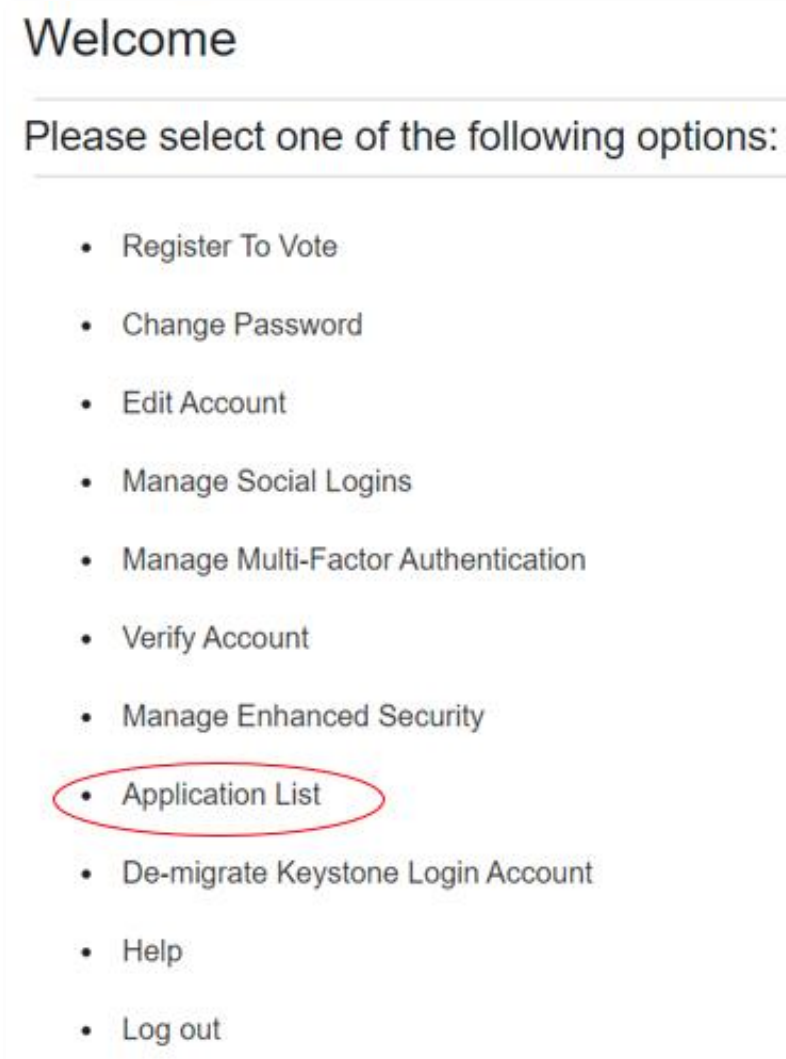
2. The Application List default setting is grouped by None, and applications are listed alphabetically.

List of Applications

Grouping: None | Agency | Delivery Center

Show 10 ∨ entries   Search: [   ]   Previous | 1 | 2 | 3 | 4 | 5 | ... | 10 | Next

| Application ▲	Image	Description	URL
Admin Portal		Admin Portal	https://apps.beta.dced.pa.gov/AdminPortal
Appalachian Bat Count		Application will have landowner and volunteers entering survey information for approved sites to determine bat populations that will span several years	https://pgcdata.beta.pa.gov/EmergenceSurvey
BRC Grants		DCNR BRC Grants	http://brcgrants.dcnr.beta.pa.gov
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.	https://apps.beta.dced.pa.gov
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.	https://apps.dced.beta.pa.gov/brent
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.	https://www.bpp.ob.beta.pa.gov/
CAPTOR		Correction And Parole Total Online Repository – Line of business app 1) https://captor.cor.beta.pa.gov/dashboard/#/login/main (dashboard module) 2) https://captor.cor.beta.pa.gov/paroleui (Parole case notes) 3) https://www.fctms.beta.pa.gov/FCTMSWeb/Common/wfLogin.aspx?ReturnUrl=%2fFCTMSWeb%2fDefault.aspx (old Module FCTMS) 4) More under pipeline to deploy	https://captor.cor.beta.pa.gov
Charities		This application will help the DOS to digitalize the paper filing of charities with option to file online.	http://qa.rf.web.beta.pa.gov/Charities/External/#/page/login
CIPP		PCCD County Intermediate Punishment Program	https://cipp.pccd.beta.pa.gov
CIS		PCCD Constables Information System	https://www.pccdcis.beta.pa.gov/

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

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

List of Applications

Grouping: None | Agency | Delivery Center

Agency view:

Show 10 entries			Search:		Previous 1 2 **3** 4 5 … 10 Next
Agency / Application ▲	**Image**	**Description**		**URL**	
DCNR					
DCNR Grants Portal		DCNR Grants Portal		https://grants.dcnr.uat.pa.gov	
EDWIN Subscriptions		DCNR EDWIN Subscriptions		http://edwin.dcnr.beta.pa.gov	
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.		https://Trails.dcnr.beta.pa.gov	
FDC Projects Portal		DCNR External web portal to DCNR Facility Design and Construction		https://apps.dcnr.uat.beta.pa.gov/fdcprojects	
Legal Contracts		Provides external authentication and e-Signature functionality to a broad range of applications for the Department of Conservation and Natural Resources.		https://apps.dcnr.pa.gov/legalcontractstest	
DEP					
GreenPort		DEP application		https://www.dep.pa.gov/Pages/default.aspx	
PA Preferred		PA Preferred program website		https://uat.papreferred.com/	
Department of Banking and Securities					
DOBS Portal Beta site		DOBS Portal Beta site		https://www.portal.beta.dobs.pa.gov	
DOBS Portal Development Site		DOBS Portal Development Site		https://www.portal.dev.dobs.pa.gov	
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		http://www.secure.beta.pa.gov	

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 [10 ∨] entries   Search: [   ]   Previous   1   2   **3**   4   5   ...   10   Next

| Delivery Center / Agency / Application ▲	Image	Description	URL
Conservation and Environment			
DCNR			
EDWIN Subscriptions		DCNR EDWIN Subscriptions	http://edwin.dcnr.beta.pa.gov
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.	https://Trails.dcnr.beta.pa.gov
FDC Projects Portal		DCNR External web portal to DCNR Facility Design and Construction	https://apps.dcnr.uat.beta.pa.gov/fdcprojects
Legal Contracts		Provides external authentication and e-Signature functionality to a broad range of applications for the Department of Conservation and Natural Resources.	https://apps.dcnr.pa.gov/legalcontractstest
DEP			
GreenPort		DEP application	https://www.dep.pa.gov/Pages/default.aspx
PA Preferred		PA Preferred program website	https://uat.papreferred.com/
Employment, Banking, and Revenue			
Department of Banking and Securities			
DOBS Portal Beta site		DOBS Portal Beta site	https://www.portal.beta.dobs.pa.gov
DOBS Portal Development Site		DOBS Portal Development Site	https://www.portal.dev.dobs.pa.gov
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	http://www.secure.beta.pa.gov
Department of State			
Charities		This application will help the DOS to digitalize the paper filing of charities with option to file online.	http://qa.rf.web.beta.pa.gov/Charities/External/#/page/login

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 PALogin account from a Keystone Login account, follow these steps:

1. Select the "De-migrate Keystone Login Account" option from the main menu.
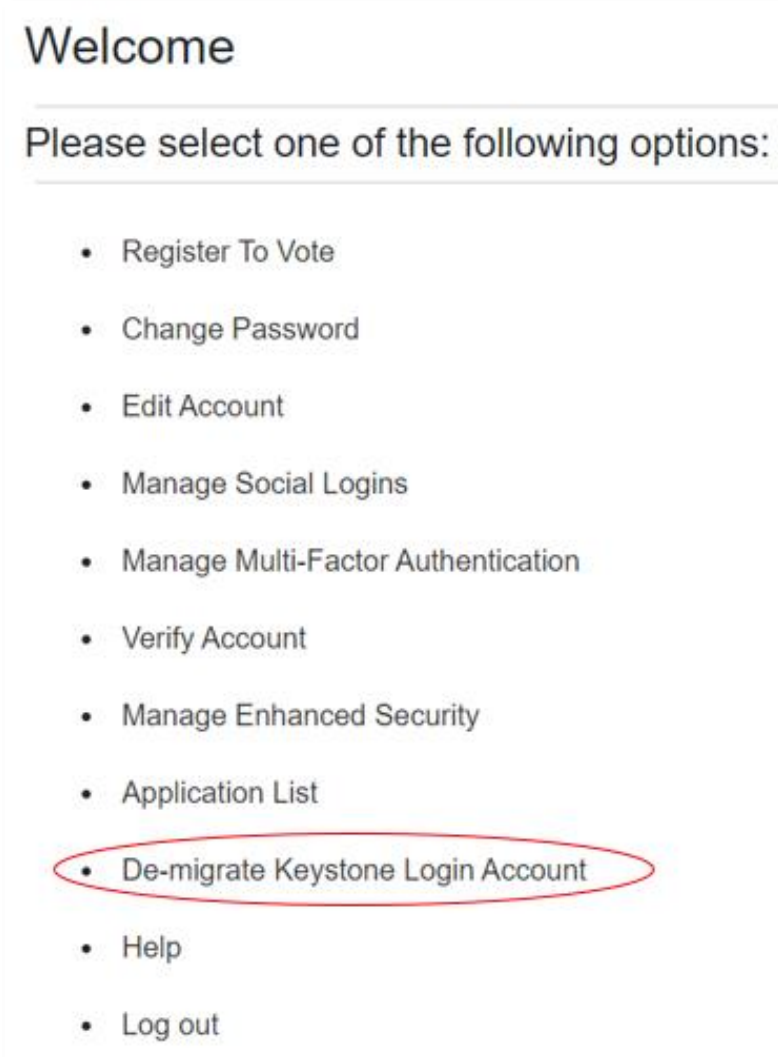
2. If an email address is on file, verify your identity with a One-Time Passcode (OTP).
3. On the Verify One-Time Passcode screen:
   a. Enter the 6-digit code to complete the verification process. OTPs expire after 10 minutes.
   b. If you do not receive an OTP, click the Resend OTP button.
   c. Click 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   ######

[Submit]   [Cancel]   [Resend OTP]

4. 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

[Next]   [Cancel]

5. Click the "De-migrate" button.

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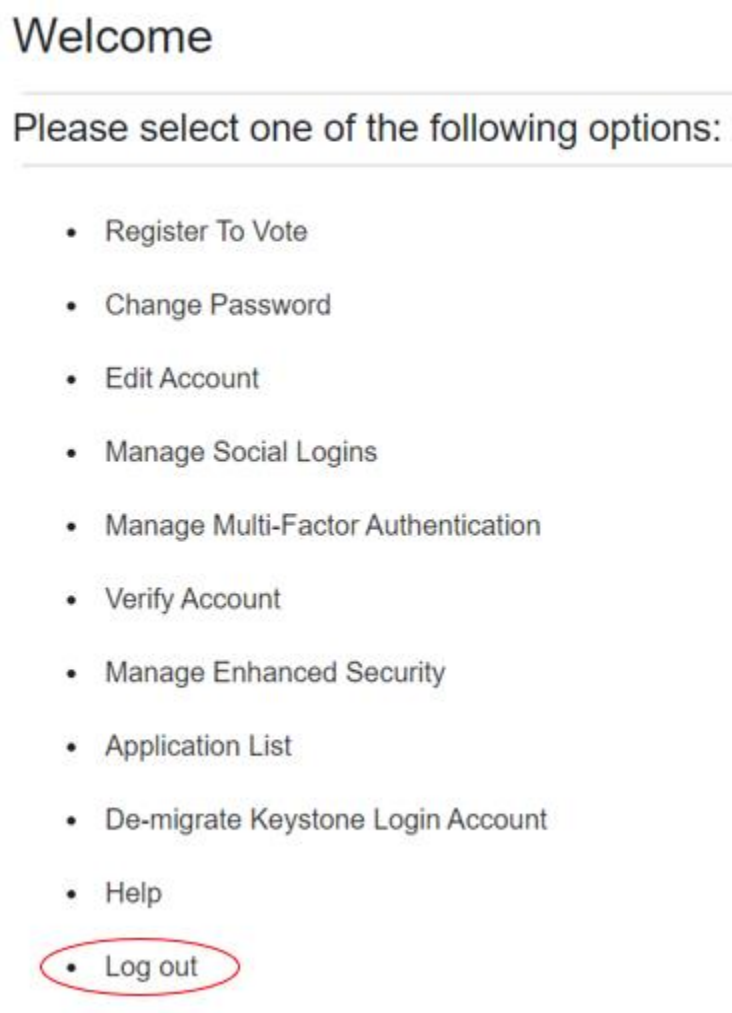
Your Keystone Login with the username **kltestalpha** is currently linked to PA Login credentials with the username **termX1**. Click to de-migrate button below to sever the relationship between the two accounts.

De-migrate   Cancel

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

Log out

To log out of the Keystone Login account, follow this step:

1. On the welcome page, click Log out.
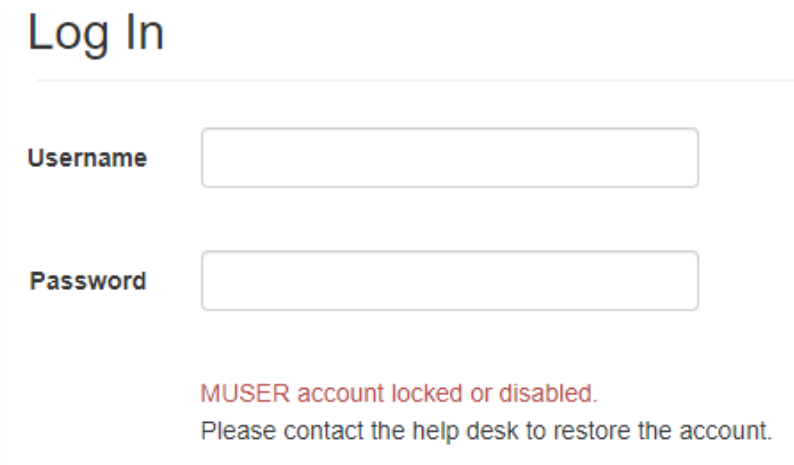
APPENDIX

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.
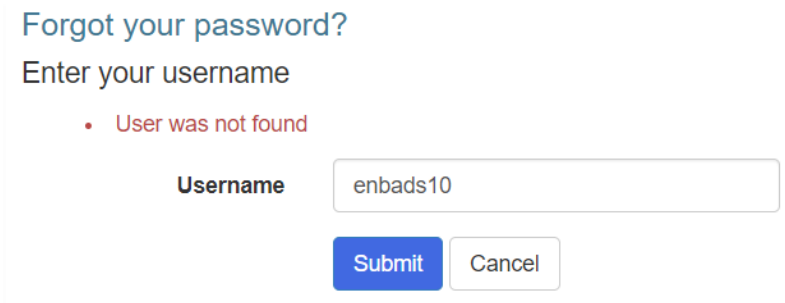

If a MUSER or CWOPA user attempts to follow the Forgot Password process, they will receive a User not found error message, as reflected below:

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:

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

Welcome

Please select one of the following options:

- Register To Vote

- Application List

- De-migrate Keystone Login Account

- Help

- Log out