Keystone Login User Guide
Version 6.0
# Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/7/2020</td>
<td>1.0</td>
<td>Original document</td>
<td>Matthew Pogacnik</td>
</tr>
<tr>
<td>4/24/2020</td>
<td>2.0</td>
<td>Removed Reset by Email as an option for Forgotten Password</td>
<td>Matthew Pogacnik</td>
</tr>
<tr>
<td>8/27/2020</td>
<td>3.0</td>
<td>Added One Time Passcode procedures; updated forgot password subsections</td>
<td>Matthew Pogacnik</td>
</tr>
<tr>
<td>9/17/2020</td>
<td>4.0</td>
<td>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</td>
<td>Matthew Pogacnik</td>
</tr>
<tr>
<td>9/25/2020</td>
<td>5.0</td>
<td>Added registration email verification information</td>
<td>Matthew Pogacnik</td>
</tr>
<tr>
<td>1/28/2022</td>
<td>6.0</td>
<td>Added Home Page, My Organization, and De-Migrate sections</td>
<td>Matthew Pogacnik</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

Home Page ........................................................................................................................................... 3
Registration ............................................................................................................................................ 4
Linking a Google account with Keystone Login ................................................................. 8
Log In ..................................................................................................................................................... 10
Forgot Username ............................................................................................................................ 12
Forgot Password ............................................................................................................................ 14
  Reset password by One Time Passcode .................................................................................... 14
  Reset password by Security Questions ...................................................................................... 18
What’s New ........................................................................................................................................ 22
PA Login Migration .......................................................................................................................... 23
  New Keystone Login users with an existing PA Login account .............................................. 23
  Current Keystone Login users with an existing PA Login account ........................................ 27
Social Accounts ............................................................................................................................... 29
  Linking a Google account ........................................................................................................ 29
  Converting a Google account ................................................................................................. 31
  Adding a Google account to an existing Keystone Login account ....................................... 34
Account Self-Management ............................................................................................................. 36
  Change Password ..................................................................................................................... 36
  Edit Account ............................................................................................................................ 38
  Manage Social Account ......................................................................................................... 40
Multi-Factor Authentication (MFA) ................................................................................................. 44
Verification ..................................................................................................................................... 47
My Organization ............................................................................................................................. 49
De-Migrate Keystone Login Account .......................................................................................... 61
Log out .............................................................................................................................................. 64
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 page with options: Log In, Register, Help, What's New]

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

![Personal Information form with fields for First Name, Last Name, and Date Of Birth]
3. Enter an email address and mobile phone number
   a. Contact information is not required
   b. You can reset the password using a one-time passcode by providing a valid email address (see Reset password by One Time Password for instructions)
   c. During registration, if you provide an email address, it must be validated. An email containing a One Time Passcode will be sent to the email address provided and you will need to enter the 6-digit code to complete the verification process.
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

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
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

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

2. Click "Forgot Username?"
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

Reset password by One Time Passcode

If a valid email address is associated with an account, users may access the account using a one-time passcode by following these steps:

1. Go to the Keystone Login homepage
2. Click Log In
3. Click Forgot Password
4. Enter a username and click Submit

5. If the username exists and the account has an associated email address, two reset password options will be displayed: Reset by One Time Passcode or Reset by Security Questions
6. If the account has no email address listed, only the Reset by Security Questions option will be displayed
7. Click the Reset by One Time Passcode option
8. A 6-digit passcode will be sent to your email
9. Enter the code and click Submit. Note that the code will only be valid for 10 minutes.

10. 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.

11. Once the code is validated, you will be navigated to the Change Password screen
12. 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.)

13. Confirm the password

14. Click Submit

15. If successful, a message will be displayed notifying of the change to the password

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

If there is no email address associated with an account, users can only access the account by answering security questions:

1. Follow the identity validation procedure
2. You can reset the password using a one-time passcode by providing a valid email address (see Edit Account for instructions)
3. From the Welcome page of Keystone Login, click Log In

4. Click Forgot Password?
5. Enter the Keystone Login username
6. Click Submit

7. Select Reset by Security Questions
8. Answer each security question
9. Click Submit

Security Questions
Please answer following security questions to proceed

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In what city does your nearest sibling live</td>
<td></td>
</tr>
<tr>
<td>What was the name of your favorite childhood pet</td>
<td></td>
</tr>
<tr>
<td>What was the model of your first automobile</td>
<td></td>
</tr>
</tbody>
</table>

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. 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.)

b. Confirm the password
c. Click Submit
10. A message will be displayed notifying of a successful change to the password.

11. Once finished, attempt to log in with the new password for verification
    a. 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 PA Login account?”
3. Click “I have not logged into Keystone Login before”

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

   ![Welcome page screenshot]

2. Click “Migrate an existing PALogin account?”

   ![Log In page screenshot]
3. Click “I have an existing Keystone Login account”

![Keystone Login Migration](image)

4. Enter the PA Login username and password

![PA Login Credentials](image)

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

![Keystone Login Credentials](image)

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

![Migration Success](image)
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](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” or “Add my social account to a Keystone Account”
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

   Personal Information:

   First Name *
   Last Name *
   Date Of Birth * mm/dd/yyyy

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

   Contact Information:

   Email
   Mobile Phone Number **** **** ****

4. Enter a username for the Keystone Login account
   c. Usernames must be between 6 and 20 characters and should not contain spaces or special characters (e.g., /, ?, @, etc.)
   d. Once registered, the username cannot be edited

   Login Information:

   Username *
   Password *
   Confirm Password *
5. Enter a password for the Keystone Login account
   e. Passwords must be between 12 and 128 characters
   f. Do not include any portion of the username, first name, or last name in the password
   g. 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
   h. Answer each question in the spaces provided
   i. Answers should be unique
   j. The same answer should not be used for multiple questions
   k. 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. You can reset the password using a one-time passcode by providing a valid email address (see [Reset password by One Time Password](#) for instructions)
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 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.
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
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

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:
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 verification questions
   e. Click Validate

A message will be displayed notifying of successful identity verification.
My Organization

Adding an Organization

Click **My Organization** on the home page

Next, click Add a New Organization

My Organizations

Add A New Organization

Organization Associations

No organization found.

Tasks

No task assigned!
Enter the Business Information, including business name, Tax ID, contact first and last name, business phone number and email.
Enter the Business Physical Address information

Business Physical Address Information

Street Address*

City*

State*

Zip Code*

Country*
Enter the mailing address information for the business and click Submit.
Search for the main contact for the business by either Keystone Login username or email address

Add Organization Main Contact

Search for the user that will act as the main administrator for the organization. The admin can be changed later. The user should have an account with Keystone Login. Search by username or email.

Search by username or email

Keystone Login Username

Email Address

Search

Once a name has been returned, verify the information, and click Add Main Admin

<table>
<thead>
<tr>
<th>FirstName</th>
<th>LastName</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matthew</td>
<td>Pogacnik</td>
<td></td>
</tr>
</tbody>
</table>

Add Main Admin

A message will appear indicating that the creation process for the organization has been completed.

Confirmation

A verification email has been sent to the Organization email provided. Please open the email and click on the verification link to complete the Organization creation process. The main contact can also see the verification task on his/her dashboard under task.

Click the link below to go to the My Organization dashboard.

My Organization Dashboard
Confirm Registration

Once a business has been created, the business contact must confirm the registration. To do so, click **My Organization** on the home page.

Confirming the registration appears as a task. Click Yes under the Options column.

The following message will appear to verify a successful registration.

If the registration is declined, the following message will appear.
Administrator Options

The organization administrator will have the ability to view and edit the organization information input during the registration process. They can also add and remove associates and delete the organization from Keystone Login.
Adding an Associate

Click **My Organization** on the home page.

Under Organization Associations, click Manage Associates.

Next, click Add a New Associate.
Search the associate either by Keystone Login username or email address. Once a name has been returned, verify the information, and click Add New Associate.

<table>
<thead>
<tr>
<th>FirstName</th>
<th>LastName</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matthew</td>
<td>Pogacnik</td>
<td></td>
</tr>
</tbody>
</table>

The following message will appear to indicate that the associate has been added to the organization. An email will be sent to the email address on file to inform the associate to confirm their association.

Confirmation
The new associate has been added and an email has been sent to him/her for confirmation. Click the link below to go to the My Organization dashboard.

My Organization Dashboard
Managing Associates

Click **My Organization** on the home page.

Under Organization Associations, click Manage Associates.

To change the associate’s role to Administrator, click the Change Role button. **Note:** Do not change the Administrator’s role to associate until another Administrator has been established.

The following message will appear to inform that the user role was successfully updated.

To remove an associate from the organization, click the Remove button.

The following message will appear to inform that the user was successfully removed.
Associate View

When an associate is added to an organization, they must first confirm the association. Click **My Organization** on the home page.

Confirming the association appears as a task. Click Yes under the Options column.

The following message will appear to verify a successful association.

If the association is declined, the following message will appear.

Once an association has been established, the option to view business details will appear on the main My Organizations page.
Delete organization

To delete an organization from Keystone Login, click **My Organization** on the home page.

Under Organization Associations, click Delete Organization.

Confirm the decision by clicking Delete.

The following message will appear to confirm a successful deletion.

**Confirmation**
Completed successfully!
Click the link below to go to the My Organization dashboard.
**My Organization Dashboard**
De-Migrate Keystone Login Account

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

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

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.)
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.

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