LOGIN.KINGCOUNTY.GOV: CRIMES MFA INSTRUCTIONS

ABOUT

Login.KingCounty Applications Portal
This portal allows users to edit account and applications settings in one location. The portal allows admin users *(KC admins, app owners and group owners) to* set-up and manage applications and associated environments, groups and associated users.

ACCESSING (STANDARD USER)

Accessing the Portal
To access:

1. Go to: https://login.kingcounty.gov
2. Sign in with an existing account. (set-up by KC admin or group owner)

3. Once logged in you should see the Account Settings screen which is standard for all users.

Note: Your experience may vary depending on the application you are accessing. Please contact the Group Owner or App Administrator if you are having difficulties or need assistance.

ACCOUNT SETTINGS (STANDARD USER) [1]

Update profile information

1. From Applications Portal, Account Settings page, select "Profile".
2. Enter the information (first name, last name or display name) you wish to change.
3. Select "Save".

Update password

1. From Applications Portal, Account Settings page, select "Password".
2. Enter the current password.
3. Enter the new password.
4. Enter new password again to confirm.
5. Select "Save".

Applications Portal

Ada Lovelace

Profile
Update personal information

Password
Update password, security settings

Applications
access and edit applications

Password

Current Password

New Password

Confirm Password

SAVE

Update applications settings

You may be required to provide some specific information *(employee number, etc.)* when you sign up to use certain applications. Admins managing the application *(often a work supervisor or manager)* will give you access to use the app only after this information is confirmed. After sign-up, if you need to update this app setting, you can do so from your account's applications page.

To update app settings:

1. From Applications Portal, on the Account Settings page, select "Applications".
2. Next to the application you wish to update, select "App Settings". 3. This should reveal existing app settings
4. Update your existing app settings.
5. Select "Save".

Note: Should you have difficulty updating this information, please contact the Group/App Owner.

Applications Portal

Ada Lovelace

Profile

Update personal information

Password

Update password, security settings

Applications

access and edit applications

Applications

| A | **Playground_Test** | **App Settings** ⌄ |

| A | **Playground_Test** | **App Settings** ^ |

| **GivenName** | **Mail** | **Surname** |
| Ada | lovelacea@programmers.com | Lovelace |

CANCEL SAVE

CRIMES (ADULT) & MULTI-FACTOR AUTHENTICATION (MFA)

Accessing the CRIMES application through the Login.KC portal requires that you use Multi-Factor Authentication (MFA), which is a second method of verifying your identity - in addition to your username and password.

There are three available methods for MFA to access CRIMES: e-mail, phone (text or phone call), and Microsoft Authenticator.

These instructions will explain how to setup and use MFA to access CRIMES, for each method.

ACCESSING THE LOGIN.KC PORTAL & CRIMES APPLICATIONS

1) Go to: https://login.kingcounty.gov
2) Sign in with an existing account using your Sign in name and Password. Your account should already be set-up by a KC admin or group owner.
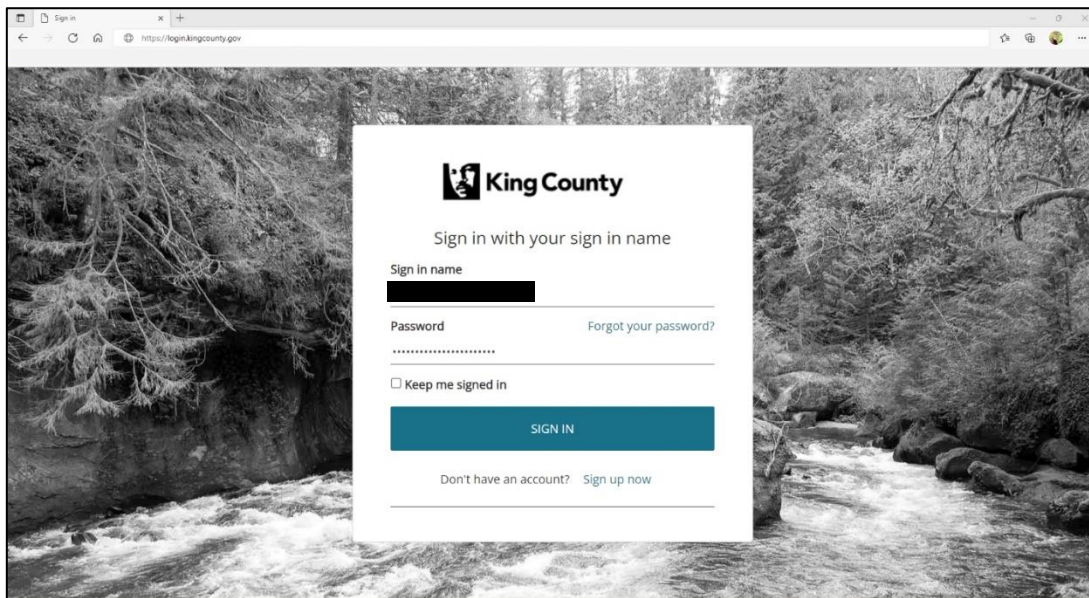
a. If you have logged out and are logging in *again* from within the portal, choose "Login with King County".

3) Once signed in, you will see the Applications Portal screen that is standard for all users.
4) From the Applications Portal, select "Crimes-Adult-App"
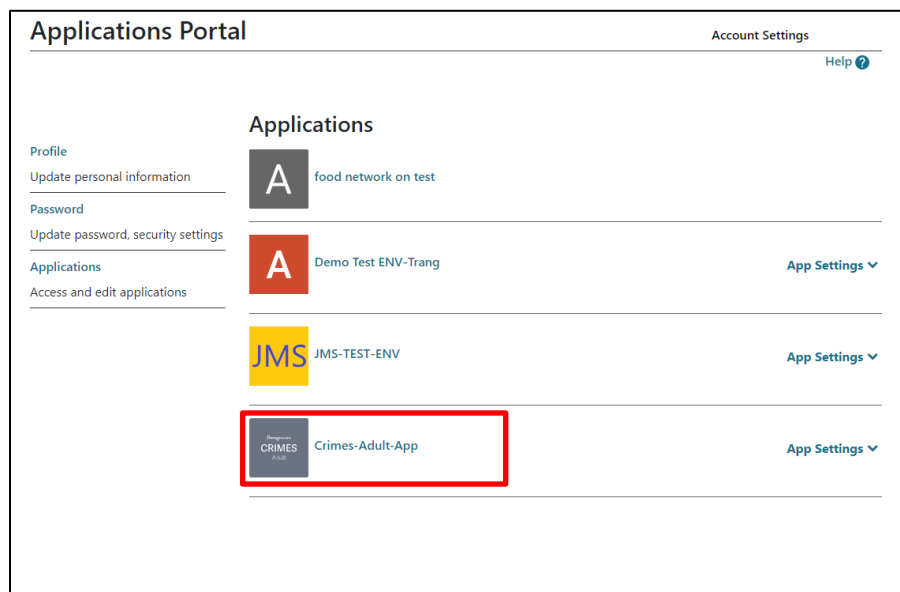
MULTI-FACTOR AUTHENTICATION (MFA) METHODS

## Using E-mail for MFA to Access CRIMES

1) On the "Please Select an MFA Method" screen, choose "Email" from the drop-down list.
   a) Click "Continue."

2) Note that your e-mail address is auto-filled with your user account in the system and you cannot change it.
   a) Click "Send Verification Code."
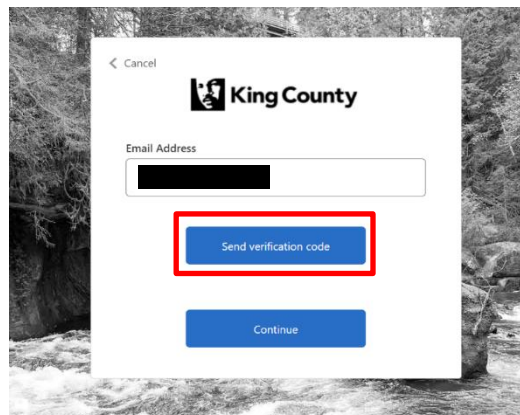
3) Check your email for a message from sender "Microsoft on behalf of King County B2C Prod" with the subject "King County B2C Prod account email verification code".
4) Open the email and copy or note the six-digit verification code.
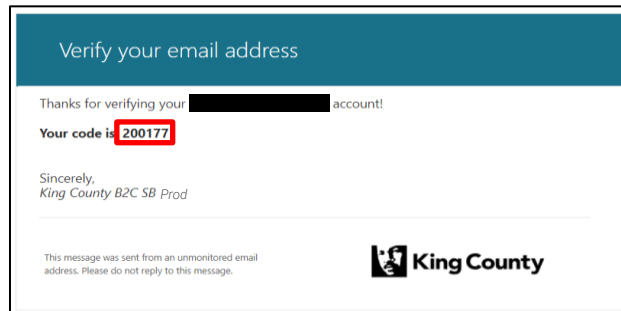
5) Return to the portal and paste or enter your six-digit code into the box labeled "Verification Code".
6) Click the "Verify Code" button.
7) Once your code has been verified, on the next screen, click "Continue".

8) You are now logged into the application.

Using Phone Text (SMS) for MFA to Access CRIMES: FIRST LOGIN

1) These instructions explain how to use a text (SMS) to your cellphone to access CRIMES for the *first time*
2) On the "Please Select an MFA Method" screen,
   a. Choose "Phone" from the drop-down list.
   b. Click "Continue."
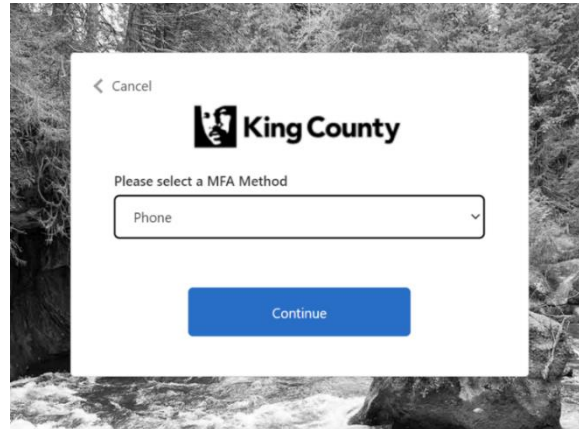
3) On the next screen, in the "enter a number below that we can send a code via SMS or phone you to authenticate you," enter your cellphone number.
   a. Select "United States (+1)" from the "Country Code" dropdown list.
   b. In the "Phone Number" box, enter your cellphone number, including area code.
   c. You can enter digits only, or use hyphens, e.g., "2061234567 or 206-123-4567"
4) Click "Send Code."

5) Check your phone's text message app for the six-digit verification code.
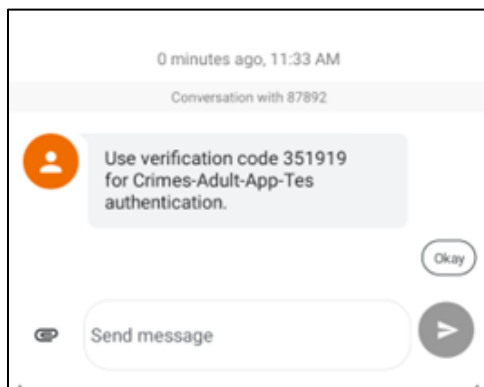
6) On the next screen on your computer, "Enter your verification code below or Send a new Code" field, enter the six-digit verification code from the Crimes-App text service.
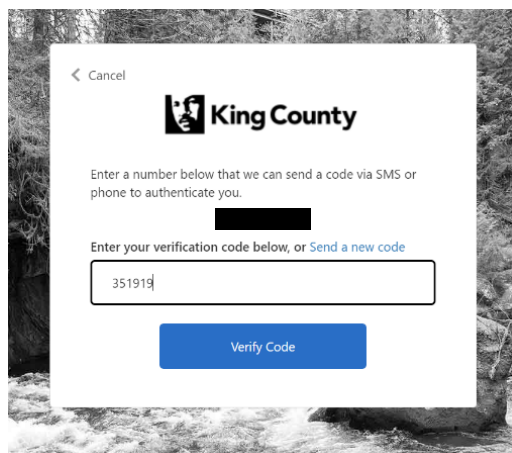
7) Click the "Verify Code" button.
   a. This sets your phone's model and carrier details and the phone number associated with your identity.
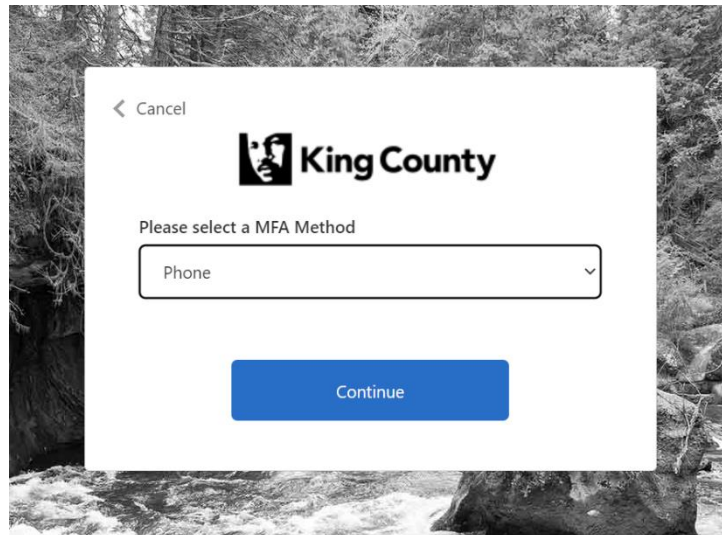
8) You are now logged into the application.
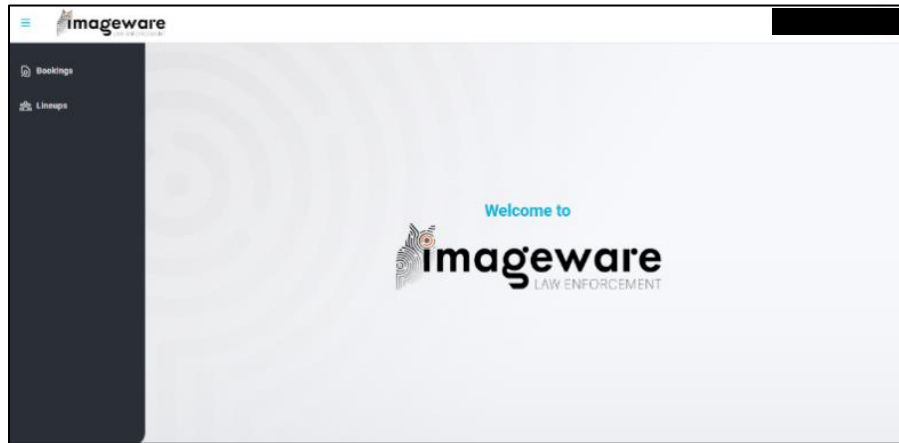
Using Phone Text (SMS) for MFA to Access CRIMES: AFTER FIRST LOGIN

These instructions explain how to use a text (SMS) to your cellphone to access CRIMES after you've already set up the text (SMS) method for the first time.
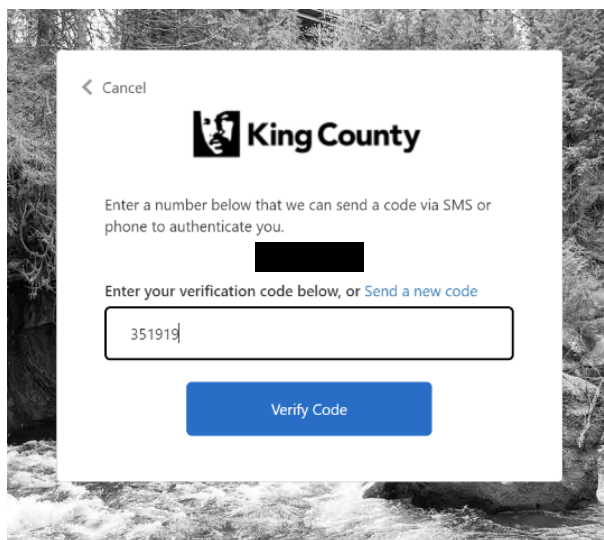
1) On the "Please Select an MFA Method" screen, choose "Phone" from the drop-down list.
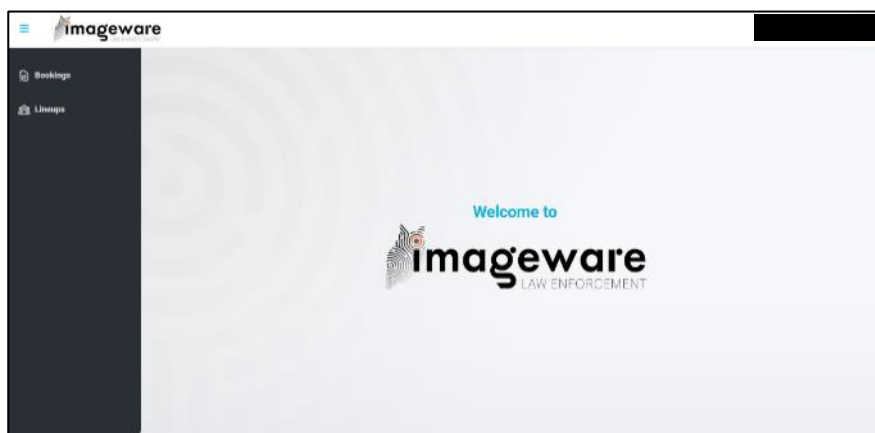2) Click "Continue."

3) On the next screen, the system will show a partially masked number that is the phone number already stored in your authentication configuration for you.
4) Click the "Send Code" button
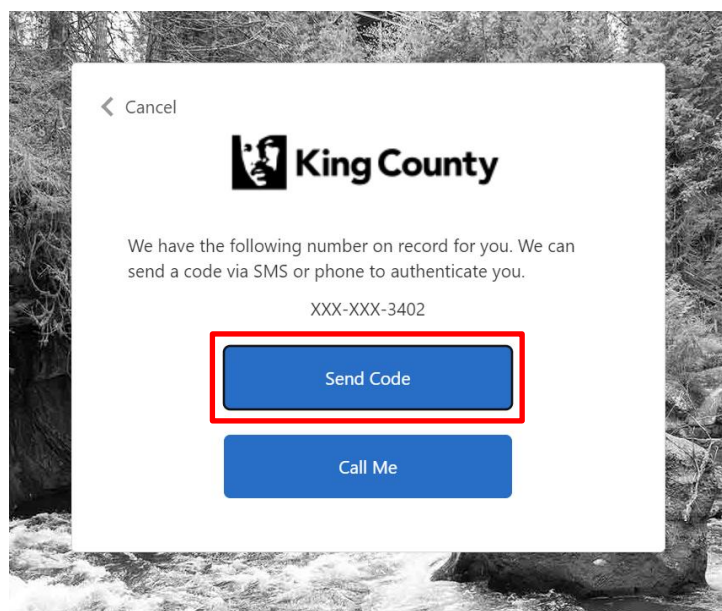
5) On the next screen on your computer, enter the six-digit verification code that was texted to your cellphone into the box.
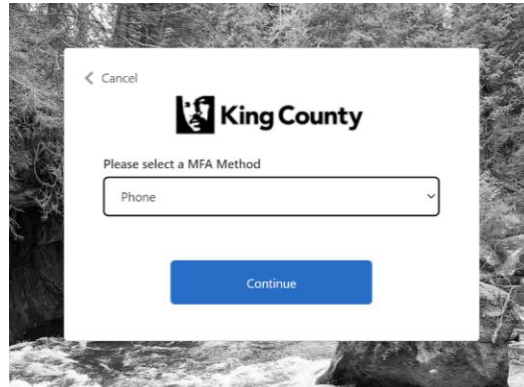6) Click the "Verify Code" button.

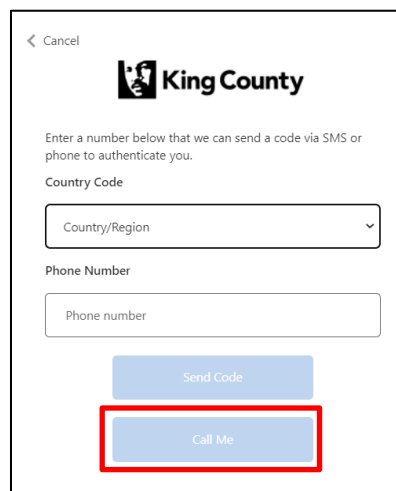7) You will be logged into the application.

Using a Phone Call for MFA to Access CRIMES: FIRST LOGIN

These instructions explain how to use a phone call to your cellphone to access CRIMES for the *first time.*

1) On the "Please Select an MFA Method" screen, choose "Phone" from the drop-down list.
2) Click "Continue."

3) On the next screen, select "United States (+1)" from the "Country Code" dropdown list.
   a. In the "Phone Number" box, enter your cellphone number, including area code. You can enter digits only, or use hyphens, e.g., "2061234567 or 206-123-4567"
4) Click the "Call me" button.

5) Answer the phone call from the system, [usually an (855) number.]
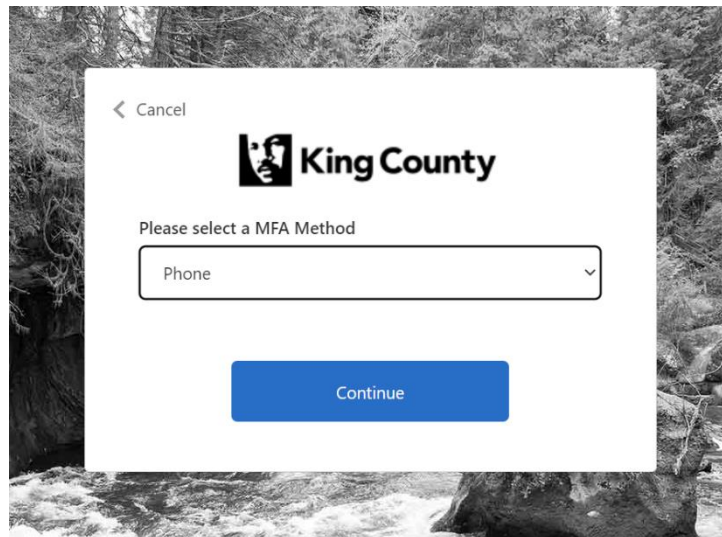6) Press the pound "#" sign when prompted.

7) The system will announce that your identity is verified and say "Goodbye."
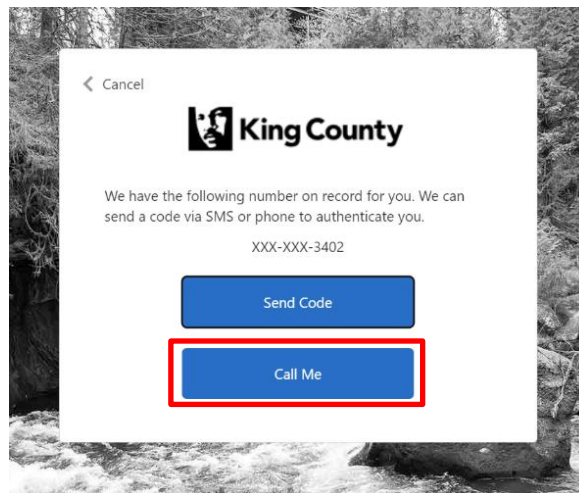8) You will be logged into the application.
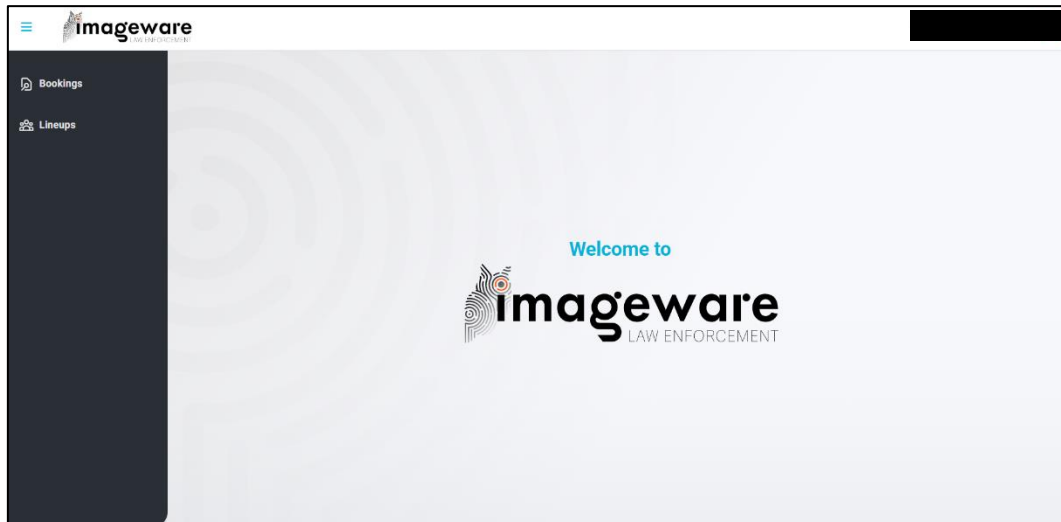
Using a Phone Call for MFA to Access CRIMES: AFTER FIRST LOGIN

These instructions explain how to use a phone call to your cellphone to access CRIMES *after* the first time. Your phone number already will have been stored in the system with your identity.
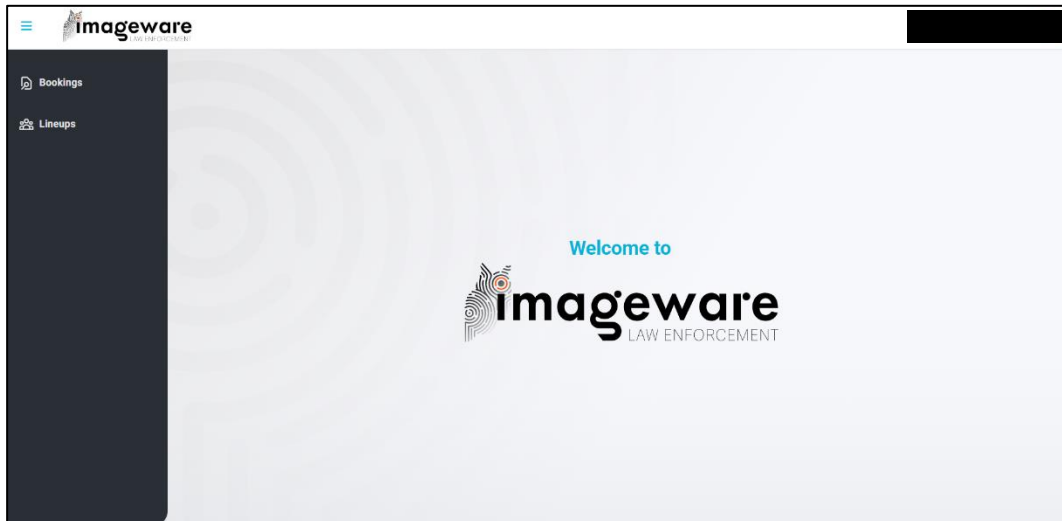
1) On the "Please Select an MFA Method" screen, choose "Phone" from the drop-down list.
2) Click "Continue."

3) On the next screen, the system will show a partially masked number. This is the phone number already stored in your profile.
4) Click the "Call me" button.

5) Answer the phone call from the system, [usually an (855) number.]
6) Press the pound "#" sign when prompted.
7) The system will announce that your identity has been verified and say, "Goodbye."
8) You will be logged into the application.

## Using Authenticator on your Mobile Device for MFA to Access CRIMES: FIRST LOGIN

1) On "Please Select an MFA Method" screen, choose "Microsoft Authenticator" from the drop-down list.
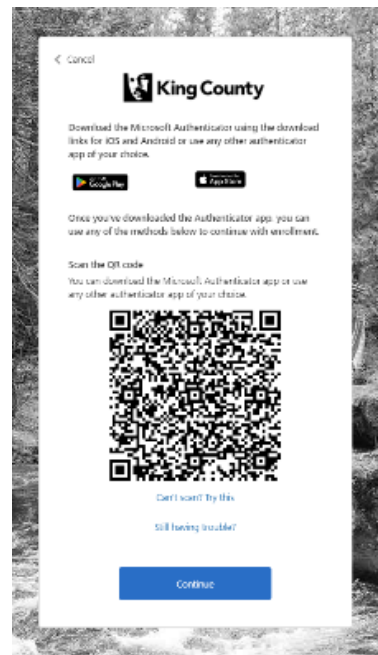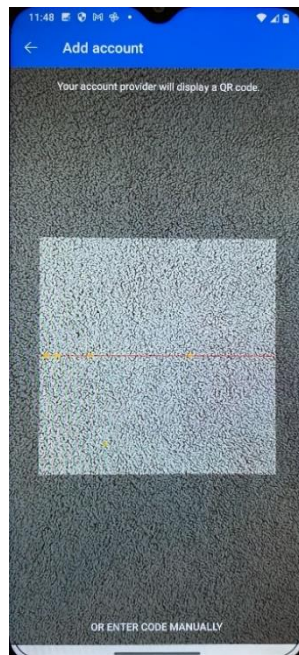2) Click "Continue."
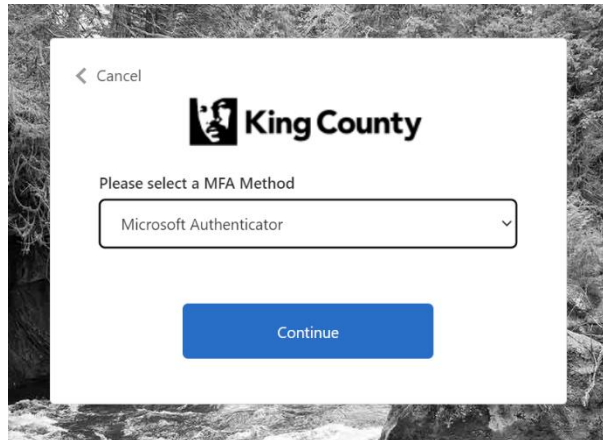
3) On your phone, open the Microsoft Authenticator app.
4) To setup/add the "King County B2C Prod" account to Microsoft Authenticator on your phone:
   a. Tap the "+" symbol in the upper right-hand corner of your phone screen.
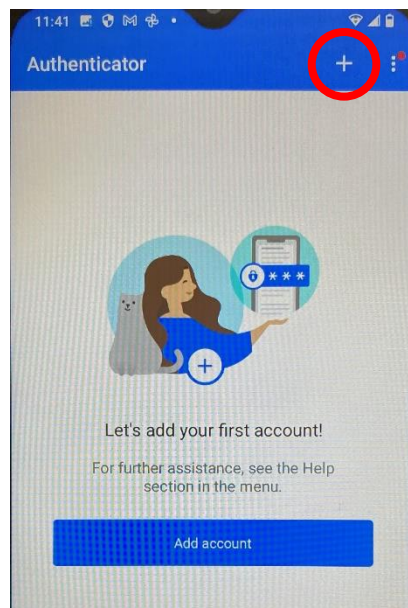
b. On the next "Add Account" screen, tap the second option, "Work or School Account."

c. In the pop-up window "Add work or school account", tap "Scan a QR Code."
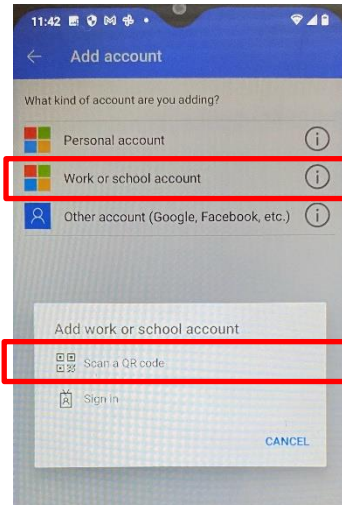
d. On the next screen, use your phone to scan the QR code that appears on your desktop in the KC.Login portal.

e. This will setup/add the "King County B2C Prod" account to the list of accounts in your phone's Microsoft Authenticator app.

5) To use Microsoft Authenticator to sign into the CRIMES application:
   a. In the Microsoft Authenticator app, confirm you see the "King County B2C Prod" account.
   b. Tap "King County B2C Prod."
   c. At the same time, on your desktop, click "Continue" to authenticate.
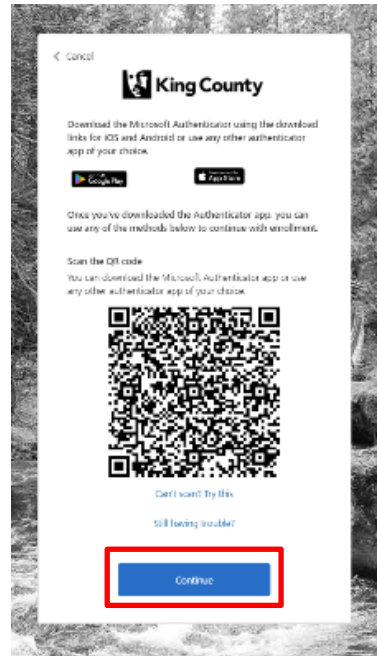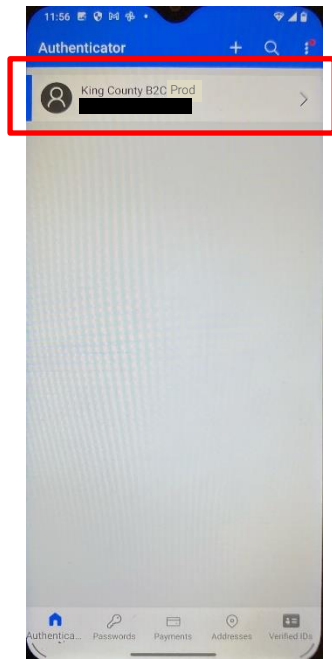
   a. Your phone's Microsoft Authenticator app will display the OTP (*one-time password code)* in the "King County B2C Prod" account.
   b. In the KC.Login portal, "Enter the verification code from your authenticator app" into the box.
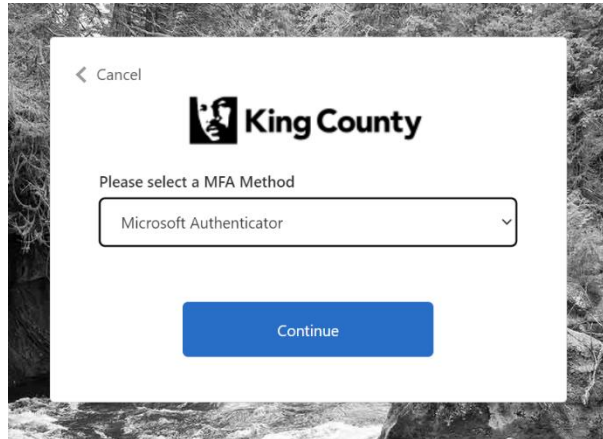   c. Click "Verify" before the time runs out.
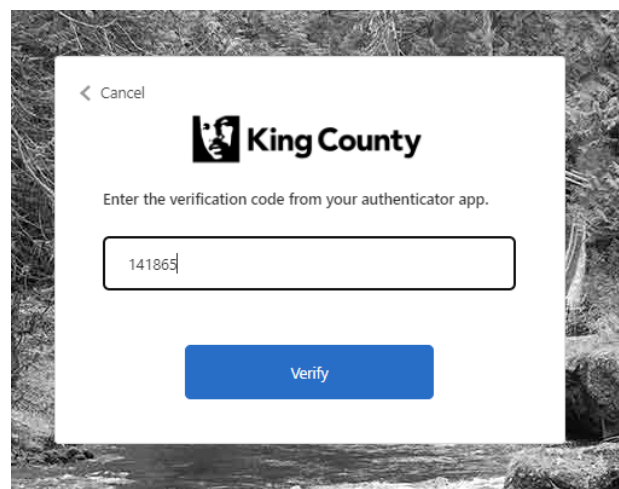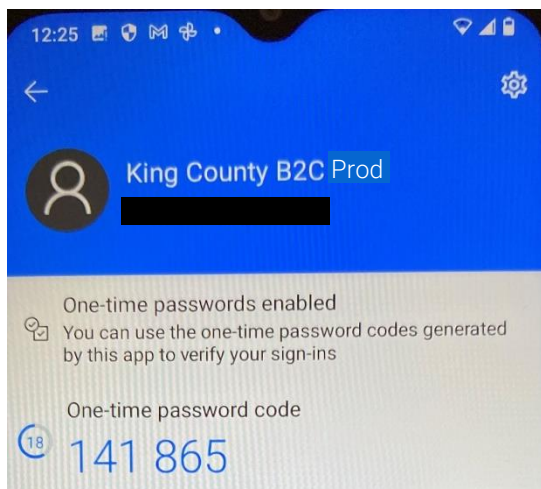
6) Once your *One Time Passcode* has been verified, the system will log you into the application.

Using Authenticator on your Mobile Device for MFA to Access CRIMES: AFTER FIRST LOGIN

1) On "Please Select an MFA Method" screen, choose "Microsoft Authenticator" from the drop-down list.
2) Click "Continue."


3) On your phone, open the Microsoft Authenticator app.
   a. Tap "King County B2C Prod."
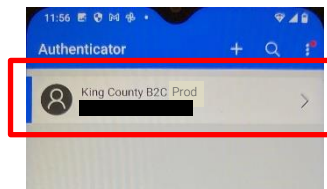
   b. Your phone's Microsoft Authenticator app will display the OTP (*one-time password code)* in the "King County B2C Prod" account.
   c. In the KC.Login portal, "Enter the verification code from your authenticator app" into the box.
   d. Click "Verify" before the time runs out.
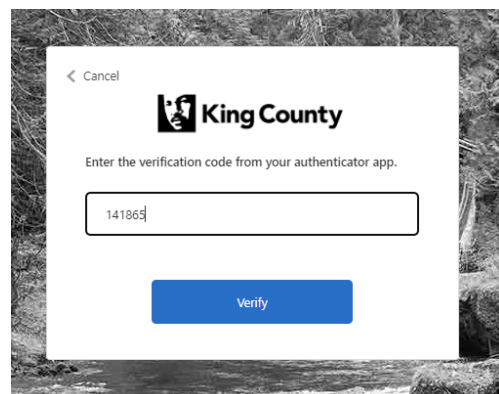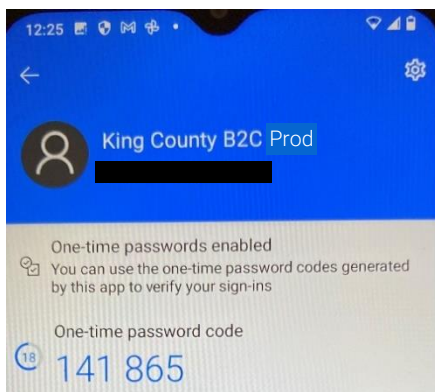
4) Once your *One Time Passcode* has been verified, the system will log you into the application.
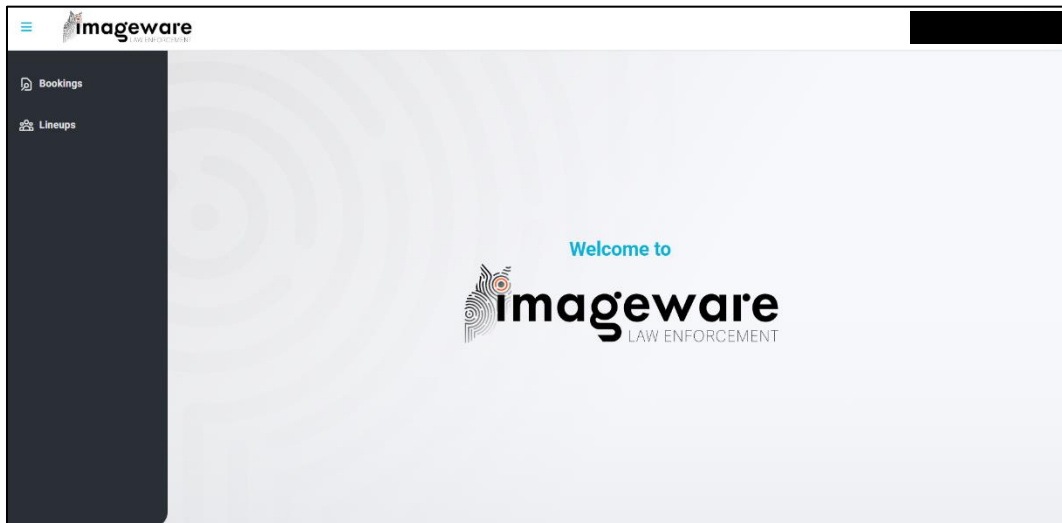
Troubleshooting: Error with MS Authenticator Passcode

If you repeatedly see the following error when inputting an OTP (one time password code) into the "Enter the verification code from your authenticator app" box, take the following steps:
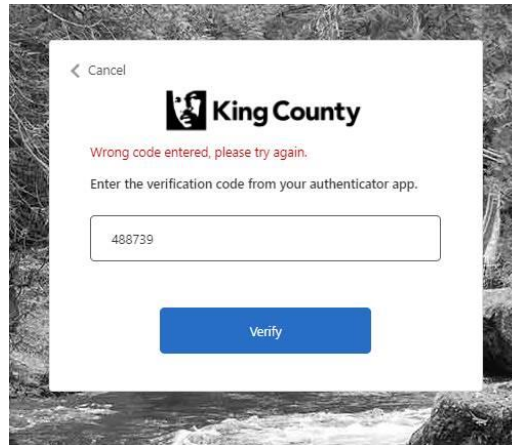
1) Delete your King County B2C Prod account from your Microsoft Authenticator app.
    a. Tap on the "King County B2C Prod" account.
    b. Tap the settings / cog icon in the upper right-hand corner of your screen.
    c. On the next screen, tap "Remove Account."

2) Contact your Group Owner first, and have them contact KCIT HelpDesk (https://blue.kingcounty.gov/about/contact) and let them know you are receiving this error in the KC.Login portal.
    a. Ask them to "Remove your MS Authenticator method from the user's KC.Login profile" and provide the user's e-mail address.
3) Once Steps 1 and 2 are complete:
    a. Follow the instructions in the Using Authenticator on your Mobile Device for MFA to Access CRIMES: FIRST LOGIN