# LOGGING IN TO THE WADEPS LEARNING ENVIRONMENT

## First time Login & Two-Factor Authentication (2FA) Setup

To ensure the security of your account and comply with best practices, WADEPS requires all users to complete two-factor authentication (2FA) every time you sign in. Follow the steps below to access your account and set up your authenticator app.

What is 2FA?

- Two-factor authentication (2FA) adds an extra layer of security to your account by requiring a verification code in addition to your username and password. This helps prevent unauthorized access even if someone knows your password.
- *2FA is now required by the FBI's Criminal Justice Information Services (CJIS) Security Policy. Even though WADEPS does not currently handle Criminal Justice Information (CJI), 2FA is a security best practice.*

## Step-by-Step: First-Time Login

- **(1) Get an Authenticator App**
  - Set Up an Authenticator App. **If you already have an authenticator, skip this step and go to Access the WADEPS Learning Environment.**
  - Common authenticator apps include, **Googe Authenticator**, **Microsoft Authenticator**, **Okta**, and more.
  - Use the authenticator that is recommended by your Agency.
- **(2) Access the WADEPS Learning Environment**
  - Go to report.test.wadeps.org
- **(3) Activate Your Account**
  - Select "Activate Account or Reset Password" to receive a one-time reset code via email.
  - Enter your email address.
    - **Officers:** Enter your email address on record with CJTC. *If your email address is not recognized, you likely need to update your student account with CJTC. There will be a delay before the updates are available in the learning environment.*
    - **Other Personnel:** Use your work email address. *If your email is not recognized, your agency may have to add you as a new user using the "Add New Users" feature in the Reporting Tool.*
  - Select Send Code

- **(4) Set Your Password**
  - Enter the reset code **sent to your email**.
  - Create a new password
  - Confirm password
  - Select Submit
- **(5) Sign in to Your Account**
  - Enter your email address again.
  - Enter your new password.
- **(6) Set Up 2FA**
  - A QR code and a text key will appear on the next screen.
  - **Do not scan this with your camera!**
- **(7) Connect the Authenticator App to WADEPS**
  - Open your authenticator app.
  - Select "Add Account" or "+"
  - Scan the QR code or enter the text key.
  - This adds WADEPS to your authenticator app.
  - Your app will now show a 6-digit code that changes every 30 seconds.
- **(8) Enter the Verification Code**
  - Return to the WADEPS Login Screen on your computer.
  - Type in the 6-digit code from the authenticator app.
  - You are now securely logged in!

## Troubleshooting Tip

If verification code does not work: Delete the saved login in your authenticator app.

Scan the QR Code again to re-enter code.

## Need assistance?

Submit an online help ticket for technical support at wadeps.org/contact-us.