

# LOGGING IN TO WADEPS

## 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.*

### Important

If you used the learning environment, you will need a separate account in your 2FA or MFA application for the live environment.

Some agencies are experiencing issues with MFA setup due to quarantine and block-by-agency filters. We are working closely with individual agencies to resolve these. If you encounter any challenges, please don't hesitate to reach out.

## 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 the next step: Access the WADEPS Reporting Tool.**
  - Common authenticator apps include, **Google Authenticator, Microsoft Authenticator, Okta**, and more.
  - Use the authenticator that is recommended by your Agency.
- **(2) Access the WADEPS Reporting Tool**
  - Go to **[report.wadeps.org](https://report.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 and secure!

### 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.

### Troubleshooting Tip

Some agency spam protection protocols have quarantined the incoming email with the WADEPS account activation code. If you do not receive the verification code, please ask your IT department to unblock [admin@wadeeps.org](mailto:admin@wadeeps.org) and then try activating your account again.