How to Register on the FOIA/PAC Portal Site

To **register** as a **FOIA Officer**, **OMA Designee**, and/or **OMA Public Body Member**, do the following:

1. Click the **Register** button (upper-right corner of the window)
2. **Enter** and/or **select** information for each field in the three (3) sections of the registration form:

   Account Information

   a. Enter your valid **email address**
   b. Create a **password** at least **8 characters** total, and must include at least:
      - 1 lowercase letter
      - 1 uppercase letter
      - 1 number
      - 1 symbol

   Registration Information

   a. Enter your **Title** in the text field provided
   b. Select the applicable **Position**(s) you wish to register: **FOIA Officer, OMA Designee, OMA PB Member**
   c. Enter your **First Name, M.I.** *(optional)***, Last Name,** and, **Suffix,** if applicable
   d. Enter the **Public Body Name**
   e. Enter the **Street Address** (two lines of text is acceptable)
   f. Enter the **City**, **State** (prefilled with *Illinois*), and 5-digit **Zip Code** (9-digits is also acceptable)
   g. Enter your **Phone Number** and **Mobile Number** in the <u>pre-formatted</u> data-entry fields

   Security Information (needed to reset your Password)

   a. Enter a **Secret Question** in the text field provided
   b. Enter the **Secret Answer** in the text field provided

3. Click the **Register your account** button at the bottom of the form to save your *account information*

How to Login on the FOIA/PAC Portal Site for the First Time

After you successfully **register** with the **FOIA/PAC** portal site, and the **first** time you login, you will be prompted to set up a device for **multi factor authentication** (MFA). The recommended **MFA** option is the **Okta Verify - Push Notification**. This method is easy to set up and use. The **Okta** security software and these instructions will guide you through the set-up process.

From a computer

1. Click the **Log into the Portal** button (upper-right corner of the window), a **Continue to the Portal** window opens
2. Enter the **email address** [username] and **password** that you registered in the **text fields** provided
3. Click the **Sign In** button
   A **Set up multifactor authentication** window opens with a list of **MFA authentication "factors"**
4. Click the **Okta Verify** *Setup* button
   A **Setup Okta Verify** window opens on your **computer** screen
5. Click a **radio button** to select a **mobile device** from the available options
   The **Setup Okta Verify** window displays an additional **section** to the bottom of the window
6. Click the **Next** button, a **Setup Okta Verify** window opens that displays a **QR code**

Go to your mobile device

1. Download **Okta Verify** from the **App Store/Play Store** onto your **mobile device**
2. Click the **Open** button when the download is complete
   A **Welcome to Okta Verify** window opens
3. Click on the **Get Started** button, a **How it works** window opens
4. Click the **Next** button, a "**Ways to verify**" window opens with an **Add Account** button
5. Click the **Add Account** button, a **Choose Account Type** window opens that displays two options, **Organization** and **Other**
   Click **Organization,** a **Verify to Continue** window opens that displays two buttons, **Scan QR Code** and **Sign In**
6. Click the **Scan QR Code** button**,** a **Scan QR Code** window opens

If using an **iPhone**, follow steps in this column:	If using an **Android**, follow steps in this column:
A small "**Okta Verify**" **Would Like to Access the Camera** prompt with a **Don't Allow** button and an **OK** button, opens on top of the **Scan QR Code** window	A small "**Okta Verify**" **Would Like to Access the Camera** prompt with an **Allow** button and a **Deny** button, opens on top of the **Scan QR Code** window
7. Click the **OK** button to close the prompt and activate the **camera** on your **mobile device**	7. Click the **Allow** button *(Only this once)* to close the prompt and activate the **camera** on your **mobile device**
8. Using your **mobile device's camera,** scan the **QR Code** on your computer screen An "**Allow Push Notifications?**" window opens on your **mobile device** that displays two buttons, **Allow** and **Skip**	8. Using your **mobile device's camera**, scan the **QR Code** on your computer screen An **Account Added** window opens that displays the **email address** that you **registered** together with the following information:
9. Click the **Allow** button A small **"Okta Verify" Would Like to Send You Notifications** prompt appears on top of the "**Allow Push Notifications?**" window	• You can now securely sign in to the FOIA/PAC application
10. Click the **Allow** button	• Return to the FOIA/PAC instructions to continue
	• **Important**: Keep this app installed on your device. You'll need it to sign in.

An **Account Added** window opens that displays the **email address** that you **registered** together with the following information:

- You can now securely sign in to the FOIA/PAC application
- Return to the FOIA/PAC instructions to continue
- **Important**: Keep this app installed on your device. You'll need it to sign in.

11. Click the **Done** button
An **Okta Verify** window opens on your **mobile device** that displays:

> **foia.pac.okta.com**
> **email address**
> **6-digit number**

You can close **Okta Verify** on your **mobile device** if you wish
Observe, a**n Okta Verify** icon has been added to your **mobile device's** screen

9. Click the **Done** button
An **Okta Verify** window opens on your **mobile device** that displays:

> **foia.pac.okta.com**
> **email address**
> **6-digit number**

You can close **Okta Verify** on your **mobile device** if you wish
Observe, a**n Okta Verify** icon has been added to your **mobile device's** screen

Return to your Computer

1. Return to the **Set up multifactor authentication** window, **Okta Verify** is now **checked**
2. Scroll down and click the **Finish** button at the bottom of the list
The focus moves you to the **FOIA/PAC** portal's *main window*
Your **name** and **Log Out** link appear in the upper-right corner of the portal's *main window,* and you are now logged in to the portal
Log Out of the **FOIA/PAC** application

How to Login on the FOIA/PAC Portal Site

From a computer

1. Click the **Log into the Portal** button (upper-right corner of the window), a **Continue to the Portal** window opens
2. Enter the **email address** [username] and **password** that you **registered** in the text fields provided
3. Click the **Sign In** button, an **Okta Verify** window opens on your **computer** with a **Send Push** button
4. Click the **Send Push** * button
   * **NOTE**:   Optionally, select the **Send push automatically** check box for <u>future</u> **notifications** to pop up automatically on your device.

Go to your mobile device

An **Okta Verify** *notification* window opens on your **mobile device** asking the <u>question</u>, ***"Did You Just Try to Sign In?"*** (The *notification* also includes a <u>city</u>, <u>state</u>, & <u>United States</u> under the question.)

1. Confirming your *identity*, do <u>one</u> of the following:
   * Press on the **Okta Verify** *notification*, OR
   * Press on the **Okta Verify** icon

   Both options open a "***Did You Just Try to Sign In?***" window

2. <u>Tap</u> the "**Yes, It's Me"** button to confirm your identity, OR click the "**No, It's Not Me"** button if you did not attempt to log in to the portal (<u>be sure to report any suspicious activity</u>)

   The **FOIA/PAC** portal automatically opens after you confirm your identity

   NOTE: If the portal does not open <u>after</u> you click the "**Yes, It's Me"** button, see the TecMFA **OktaVerify** instructions below. ******

TecMFA OktaVerify **

* On your computer, **Okta Verify** periodically prompts users with a **TecMFA Okta Verify** window on their **computer**. The window displays a **number**.
* On your **mobile device**, a **Verify the Sign-in Attempt** window opens that displays three (3) <u>boxed</u> **numbers**. <u>Tap</u> the **number** that <u>matches</u> what you see on your **computer's** *sign in* window.
* As soon as your identity is confirmed, you gain access to the application.

How to View and/or Edit Your Profile Information

Viewing your Profile

Click the **Training/Registration Portal > View your profile information** menu option, which opens the page where you can view the *account information* that you entered when you **registered** with the **FOIA/**PAC portal site.

Editing your Profile

Click the **Training/Registration Portal > View your profile information** menu option, which opens the page where you can view and edit the *account information* that you entered when you registered with the **FOIA/PAC** portal site.

In the **Account Information** section, you can modify your **email address** and **password**

1. Click the **Edit** button to the left of the **Account Information** heading--the **Edit** button is replaced with a **Save** button and a **Cancel** button

Email address:	Select your current **email address** in the E**mail** text field, and while selected, begin typing your *new* **email address** (typing replaces your selected text)
	NOTE: If you change your **email address**, you are <u>required</u> to change your **password**
Password:	Enter a *new* **password** in the **Password** text field, and then <u>re-enter</u> the *new* **password** in the **Re-type Password** text field

Passwords must be at least **8 characters** total, and must include at least:
- 1 lower case letter
- 1 upper case letter
- 1 number
- 1 symbol

2. Click the **Save** button to save your changes **OR** click the **Cancel** button to discard your changes
3. <u>**Logging out**</u> and <u>**logging back in**</u> is required, whenever you change your **password**

In the **Registration Information** section, you can modify information, such as your **contact information** and what **FOIA/OMA positions** you hold in your organization

1. Click the **Edit** button to the left of the **Registration Information** heading--the **Edit** button is replaced with a **Save** button and a **Cancel** button
2. Replace the data in whatever fields are necessary:
    a. **Title** text field
    b. Check/Uncheck the **Position**(s) you wish to add/remove from your profile: **FOIA Officer, OMA Designee, OMA PB Member**
    c. **First Name, M.I., Last Name,** and, if applicable, **Suffix**
    d. **Public Body Name**
    e. **Street Address** (allows for two lines of text)
    f. **City**, **State** (prefilled with *Illinois*), and/or *5-digit* **Zip Code** (*9digits* is also acceptable)
    g. **Phone Number** and **Mobile Number** (fields are pre-formatted)
3. Click the **Save** button to save your changes **OR** click the **Cancel** button to discard your changes

Security Information

1. Click the **Edit** button to the left of the **Security Information** heading--the **Edit** button is replaced with a **Save** button and a **Cancel** button
2. Replace the data in the following fields:

      a. Enter a *new* **Secret Question** in the text field provided

      b. Enter a *new* **Secret Answer** in the text field provided **Title** text field

3. Click the **Save** button to save your changes OR the **Cancel** button to discard your changes

Taking the FOIA & OMA Training

1. To start the **FOIA** or **OMA** training, click on the **Training/Registration Portal > Training** link and select the applicable training module from the menu:

   - **Start New XXXX – FOIA Training** and **Start New XXXX – OMA Training**
     a. Initially, only the **FOIA** and **OMA** training modules are displayed in the **Training** menu.
     b. The components of the training modules include a training **outline** to the left and a **content pane** to the right. The information displayed in the **content pane** is associated with the selected **outline** item. Some **outline** items may consist of multiple pages of information.
     c. **Click** the *navigation arrow(s)* above the training **outline** to advance to the **next page** or return to a **previous page**.
     d. Throughout the training, you will encounter *hypothetical questions* that you must answer correctly before you can continue. **Click** the *radio button* to select best **answer** to the **question**. If you choose an incorrect **answer**, the application returns you to the related **question** and **answer** page where you can review the **information** and **question** before selecting the next best **answer**.
     e. If you need to **stop** your training, you can **resume** your training at any time. The **application** keeps track of where you left off.

   - **Resume XXXX – FOIA Training** OR **Resume XXXX - OMA Training**
     a. The **application** adds the **Resume XXXX – FOIA Training** OR **Resume XXXX - OMA Training** links above the "**start new**" **Training** menu options. Select the appropriate "**resume**" training module to continue your training.

How to View Training Information

1. Click the **Training/Registration Portal > Review your training results** menu option to take you to a page where you can **view** all the training you have taken. You can also do the following by using the **icons** in the **Action** column to the right of the row for a specific test:
   a. **Resume** any training not completed by clicking the **arrow** icon
   b. **Discard** an incomplete training by clicking the **x** icon
   c. **View** and/or **print** a **certificate** by clicking the **Generate a Certificate of Completion** icon

How to Recover Your FOIA/PAC Password

1. From the **FOIA/PAC portal's** *main window*, click the **Login to the Portal** button
   A **Continue to the Portal** sign-in window opens
2. Click the **Help singing in?** link at the bottom of the window
3. Click on the **Forgot password?** link, a **Reset Password** window opens
4. Enter your <u>registered</u> **email address** in the **Email** text field
5. Click the **Reset via Email** button, an **Email sent!** window opens
6. Click the **Back to sign in** button, the focus returns to the **Continue to the Portal** sign-in window

Open your Email Application

1. A system-generated **Okta** email appears in your **Inbox** with **[EXTERNAL] Account password reset** in the **Subject** line
2. **Open** the **email** and scroll down and <u>tap</u> the blue **Reset Password** button
   An **Answer Forgotten Password Challenge** window opens that displays the **Secret Question** that you created during registration
3. Enter your **Secret Answer** (*case sensitive*) in the text field provided, and <u>Tap</u> the blue **Reset Password** button, a **Reset your Okta password** window opens
4. Enter your *new password* in the **New password** text field
5. Enter your *new password* in the **Repeat password** text field, and then <u>tap</u> the blue **Reset Password** button
6. On your **computer**, an **Okta Verify** window opens, click with a blue **Send Push** button
   A second **Okta** email is sent to you notifying you that your **Password Changed**
7. On your **mobile device**, a "***Did You Just Try to Sign In?***" window opens
8. <u>Tap</u> the "**Yes, It's Me"** button to confirm your identity
   The **FOIA/PAC** portal automatically opens after you confirm your identity
9. Log out and then log back in the portal with your *new* **password**

NOTE: If the portal does not open <u>after</u> you click the "**Yes, It's Me"** button, see the TecMFA **OktaVerify** instructions below. **✷✷**

TecMFA OktaVerify ✷✷

- Periodically, **Okta Verify** prompts users with a **TecMFA Okta Verify** window on their **computer**. The window displays a **number**.
- On your **mobile device**, a **Verify the Sign-in Attempt** window opens displaying three (3) <u>boxed</u> **numbers**. <u>Tap</u> the **number** that <u>matches</u> what you see on your **computer's** *sign in* window.
- As soon as your identity is confirmed, you gain access to the application.

How to Change Your FOIA/PAC Password

1. Click the **Training/Registration Portal > View your profile information** menu option
   An **Account Information** page opens where you can <u>view</u> and <u>edit</u> your **profile**
2. Click the **Edit** button to the left of the **Account Information** heading
   The **Edit** button is replaced with a **Save** button and a **Cancel** button
3. In the **Password** section, enter your *new* **password** in both the **Password** field and **Re-type Password** field
   Passwords - must be at least 8 characters total, and must include at least:
   - 1 lower-case letter
   - 1 upper-case letter
   - 1 number
   - 1 symbol
4. Click the **Save** button to save your changes
5. Changing your **password** <u>requires</u> you to log out and log back in with your *new* **password**

Logging Out of the FOIA/PAC Application

1. Click the **Log Out** link from application's main window
   The focus returns to the portal's *main window*