

COMPASS - Multi-factor Authentication (MFA) for CWOPA Users (Accessing via Internet)

What is MFA?

MFA is an enhanced security feature to protect identity data of citizens when accessed and administered by users of the Department of Human Services (DHS) and Business/Community Partners.



Why the change?

MFA has been implemented to ensure the identity of citizens are protected on state agency sites.



How does MFA work?

Multi-factor authentication is based on multiple factors such as something user know, something user have and something user are.

The solution uses more than one factor to authenticate the user's identity.



How does my login experience change?

The process is very simple, quick, and intuitive. You will set-up 3 security questions with answers and a 6 digit security PIN associated with your account. The process should only take a moment to complete (after 1st log in).



MFA security applies to ...



MFA only applies to CWOPA users accessing COMPASS via the Internet. CWOPA users accessing via the Commonwealth intranet will not be prompted for MFA.

The Process Flow



Click on URL to access the log-in page of application and log in

Set-up (1st time only) or Answer Security Questions

Select Security Option (Private vs. Public)

Set-up (1st time only) or Enter 6 digit Security PIN

Successfully access application

Need help?

Refer to the complete end user guide for further instructions and additional information and the FAQ document.

[COMPASS CWOPA MFA User Guide](#)

[COMPASS CWOPA FAQ](#)