



# Multi-factor Authentication (MFA) for BTS Confidential Data Systems

User Guide

December 2023

# Topics

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Overview

# **MULTI-FACTOR AUTHENTICATION (MFA), LOGIN.GOV, AND USER GUIDE**

# Multi-Factor Authentication (MFA)

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- A security measure that requires two or more methods, or factors, to verify your identity when accessing information technology systems.
- Authentication methods include using a password and a one-time code sent via email, phone call or SMS text message.
- Required to authenticate people who visit federal websites and applications.

BTS has updated its data systems to require MFA using **Login.gov**, a secure sign-in service provided by the U.S. General Services Administration.

# Login.gov Overview

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## Login.gov:

- Provides secure access to participating federal websites with a single Login.gov account.
- Offers multiple authentication factors.
- Is used by most websites within the U.S. Department of Transportation (USDOT), including BTS systems.
- Is free to users.

Learn more about Login.gov: [www.login.gov/about-us](https://www.login.gov/about-us)



# User Guide

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With the use of Login.gov, the login screen and authentication process for BTS systems has changed.

This user guide highlights how to use Login.gov to access the following BTS systems:

- FLOW Data Portal
- SafeOCS systems
- SafeMTS systems

NOTE: You must also request account access from BTS for these systems.

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User Guidance

# **LOGGING INTO A BTS SYSTEM**



# BTS Login Process Overview

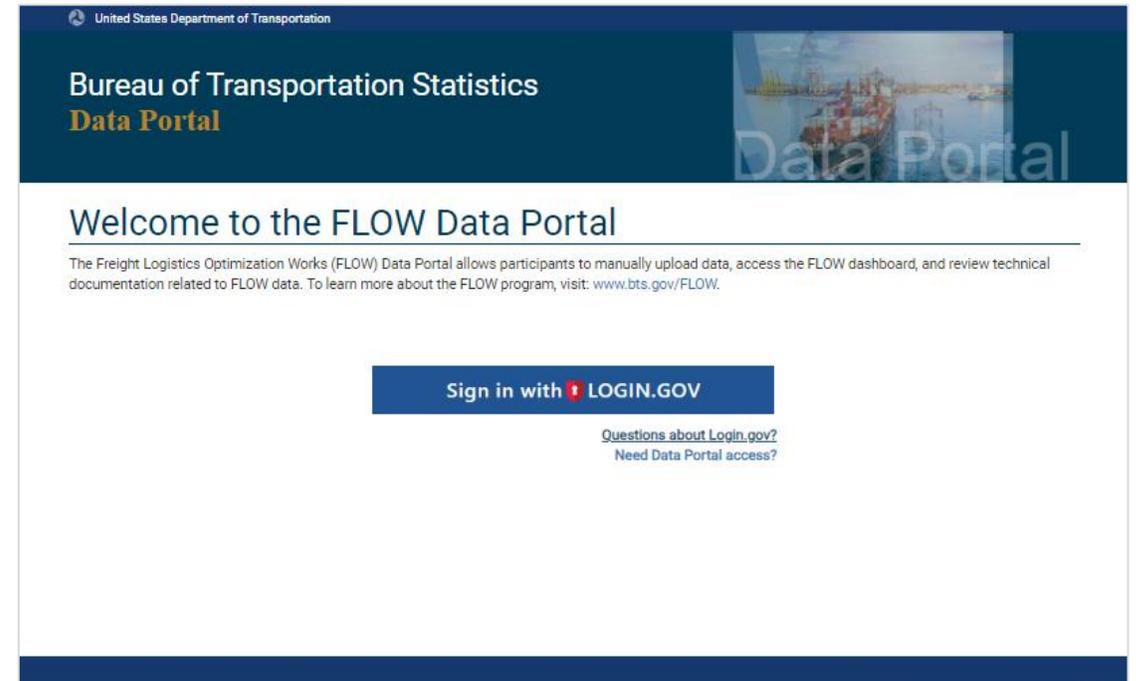
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- Request access to a BTS system (new users).
- Visit a BTS system page and click 'Login' (or similar).
- Enter Login.gov credentials or create an account.
- Return (automatically) to the BTS system.
- Use Login.gov to manage your user account, including password and other authentication methods.

**If you already have a Login.gov account or are creating one for the first time, ensure that you apply the same email address for both Login.gov and the BTS system.**

# Logging Into a BTS System

- Visit the page of the BTS system you wish to access.
- Click 'Sign in' or similar.
- Additional information about using Login.gov will appear when your cursor hovers over the login link.
- The FLOW Data Portal home page is depicted at right as an example. The location of the Login.gov sign-in button may vary depending on the BTS system you want to use.



# BTS Account Registration

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- If you do not already have an account for the BTS system you want to use, you must request access directly from the respective BTS team:
  - For FLOW, email [BTSDDataPortal@dot.gov](mailto:BTSDDataPortal@dot.gov).
  - For SafeOCS, email [safocs@dot.gov](mailto:safocs@dot.gov).
  - For SafeMTS, email [SafeMTS@dot.gov](mailto:SafeMTS@dot.gov).
- **When requesting/registering a new account, use the same email address for Login.gov and the BTS system.**



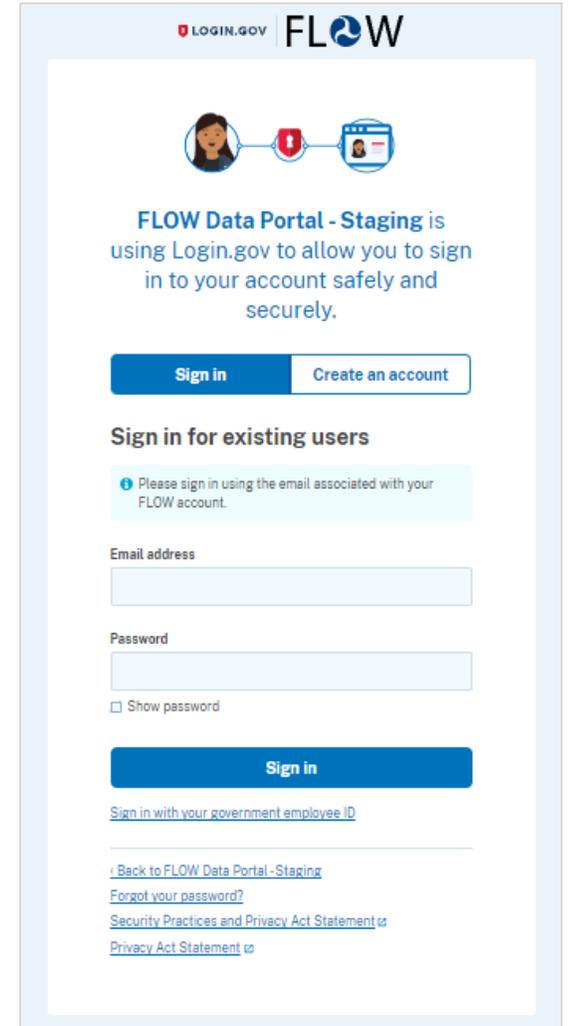
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User Guidance

# **LOGIN.GOV REGISTRATION AND MANAGEMENT**

# Registering for Login.gov

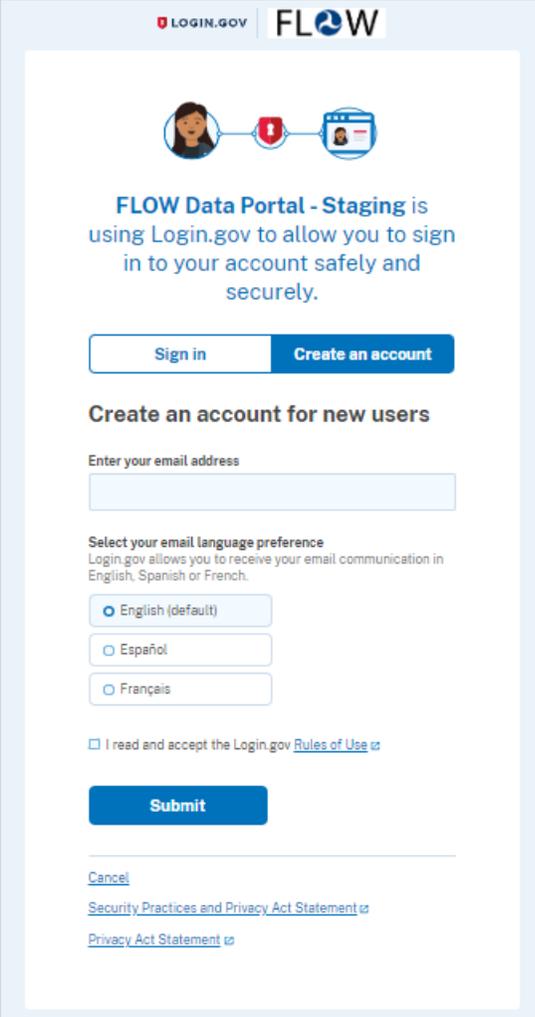
- If you do not already have a Login.gov account, you must create one before you can access a BTS system.
- Registering for a Login.gov account (at <https://secure.login.gov/>) is a one-time task.
- To begin, select 'Create an account' button below the email and password fields of the window that opens when you attempt to log into a BTS system.
- Use the same email address you used to request BTS system access.



The screenshot shows the 'FLOW Data Portal - Staging' login page. At the top, it says 'LOGIN.GOV FLOW'. Below that is a diagram showing a person's profile, a red shield icon, and a computer monitor icon. The main heading reads: 'FLOW Data Portal - Staging is using Login.gov to allow you to sign in to your account safely and securely.' There are two buttons: 'Sign in' and 'Create an account'. Below these is a section for 'Sign in for existing users' with a note: 'Please sign in using the email associated with your FLOW account.' There are input fields for 'Email address' and 'Password', with a 'Show password' checkbox. A 'Sign in' button is at the bottom. At the very bottom, there are links for 'Sign in with your government employee ID', 'Back to FLOW Data Portal - Staging', 'Forgot your password?', 'Security Practices and Privacy Act Statement', and 'Privacy Act Statement'.

# 1. Create a Login.gov Account

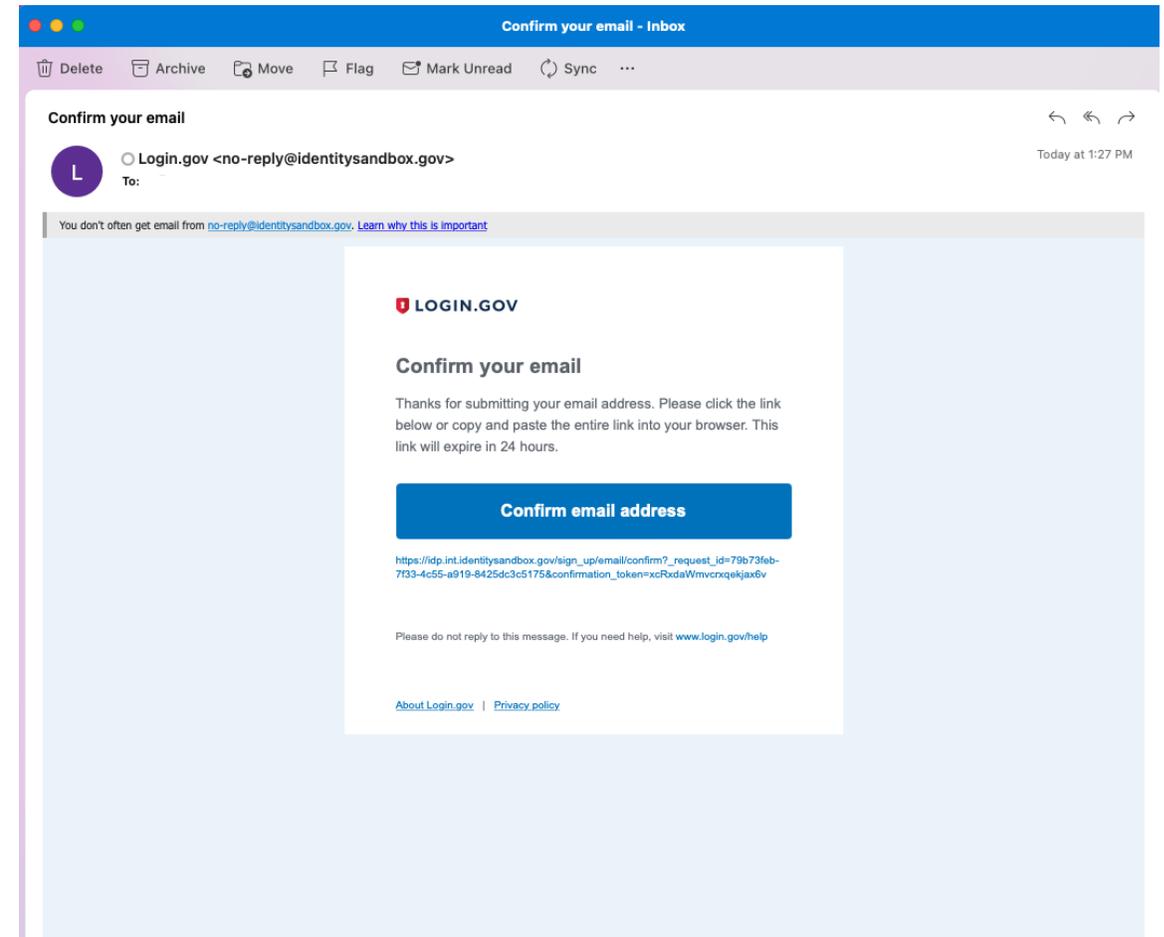
- Enter your email address and check the rules of use box.
- Click on the 'Submit' button.
- **Use the same email address that you use for your BTS system account.**
- Learn more: [www.login.gov/help/get-started/create-your-account](https://www.login.gov/help/get-started/create-your-account)



The screenshot shows the 'Create an account' page for the FLOW Data Portal. At the top, there are logos for 'LOGIN.GOV' and 'FLOW'. Below the logos is a diagram showing a person icon connected to a red shield icon, which is connected to a computer monitor icon. The main heading reads 'FLOW Data Portal - Staging is using Login.gov to allow you to sign in to your account safely and securely.' There are two buttons: 'Sign in' and 'Create an account'. Underneath, it says 'Create an account for new users' and 'Enter your email address' with a text input field. Below that, it asks to 'Select your email language preference' with three radio button options: 'English (default)', 'Español', and 'Français'. There is a checkbox for 'I read and accept the Login.gov Rules of Use'. A large blue 'Submit' button is at the bottom. At the very bottom, there are links for 'Cancel', 'Security Practices and Privacy Act Statement', and 'Privacy Act Statement'.

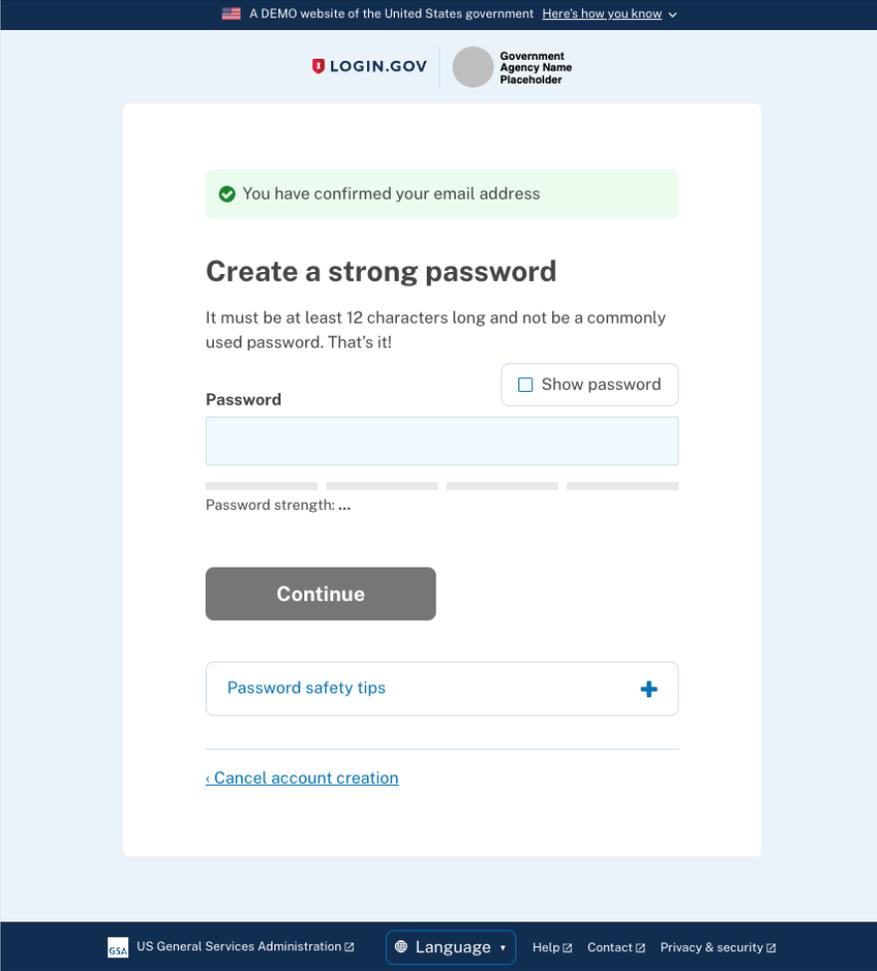
## 2. Confirm your email address

- Check your email inbox for a message from Login.gov.
- If you don't receive your Login.gov account confirmation email and can't find it in your email's spam or junk folders, visit <https://login.gov/help>.



# 3. Create your password

- Create a Login.gov password.
- Ensure the password uses at least 12 characters.
- Ensure the password is different from others you use for other accounts such as your bank account or email, to help prevent identity theft easier.



A screenshot of the Login.gov password creation interface. At the top, it says "A DEMO website of the United States government" and "Here's how you know". The "LOGIN.GOV" logo is visible, along with a "Government Agency Name Placeholder". A green confirmation message states "You have confirmed your email address". The main heading is "Create a strong password", followed by the instruction: "It must be at least 12 characters long and not be a commonly used password. That's it!". There is a "Show password" checkbox. Below is a "Password" input field. A "Password strength: ..." indicator is present. A "Continue" button is located below the input field. At the bottom of the form, there is a "Password safety tips" link with a plus sign and a "Cancel account creation" link.

# 4. Choose a Second Authentication Method

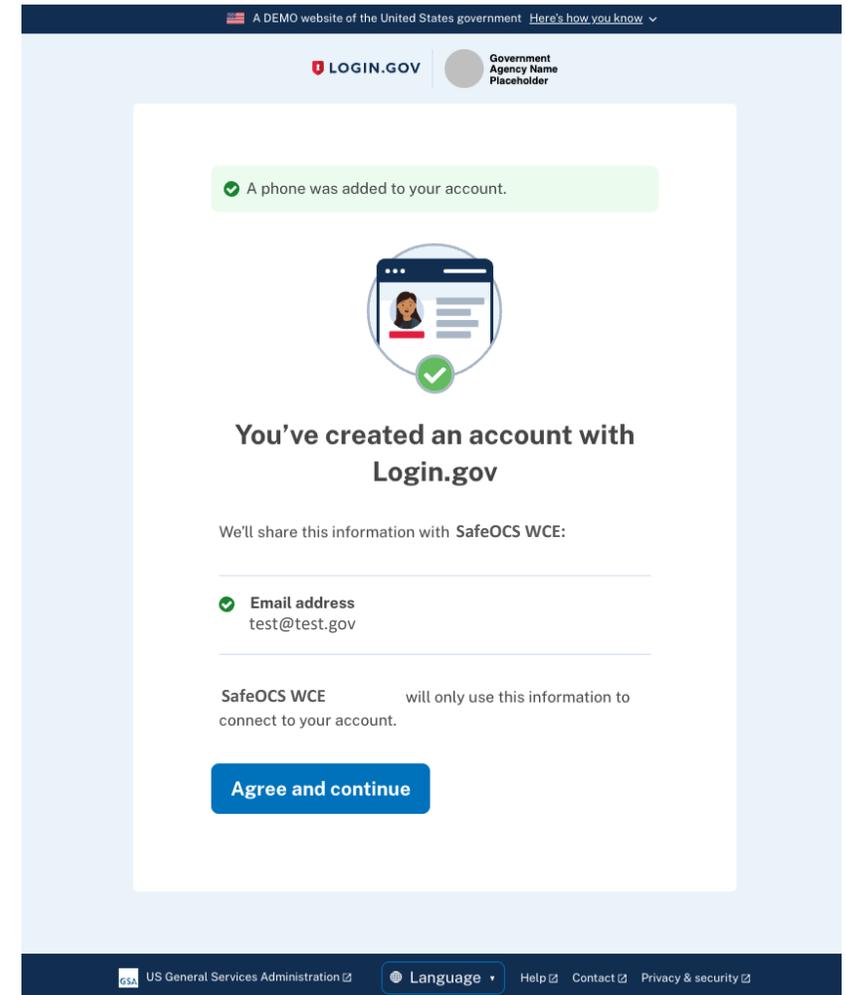
- Identify a secondary authentication method to keep your account secure.
- Consider additional methods for your account to have a backup if you lose access to your primary authentication method.

Learn more: [www.login.gov/help/get-started/authentication-methods](https://www.login.gov/help/get-started/authentication-methods)

-  **Face or Touch Unlock**  
Use your device to verify your identity. We do not store your fingerprints or images. Recommended since it prevents phishing.
-  **Security key**  
A physical device, often shaped like a USB drive, that you plug in to your device.
-  **Government Employee ID**  
PIV/CAC cards for government and military employees. Desktop only.
-  **Authentication Application**  
Download or use an authentication app of your choice to generate secure codes.
-  **Text or Voice Message**  
Receive a secure code by (SMS) text or phone call.
-  **Backup Codes**  
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.

# 5. Receive account confirmation

- Once you have authenticated, click 'Agree and continue'.
- You can now use your Login.gov credentials to sign into the BTS system for which you have an account.
- You can also add additional authentication methods, email addresses or update your information on the Login.gov account page.



# Managing Your Login.gov Account

From your Login.gov account you can:

- Add other email addresses, manage your password, or delete your account.
- Choose additional authentication methods.
- Review which systems are connected to Login.gov.

Learn more: [www.login.gov/help/manage-your-account/overview](https://www.login.gov/help/manage-your-account/overview)

A PIV/CAC card was added to your account.

**Your Account**

- Add email address
- Edit password
- Delete account

**Your authentication methods**

- Add phone number
- Add authentication apps
- Add face or touch unlock
- Add security key
- Add federal employee ID
- Get backup codes

**Your connected accounts**

**History**

- Forget all browsers

**Customer support**

**Your account**

**Email preferences**

**Email addresses**

benjamin.irwin.ctr@dot.gov

+ Add new email

**Language**

English [Edit](#)

**Password**

\*\*\*\*\* [Edit](#)

**Phone numbers**

+1 202-510-6874 [Manage](#)

+ Add phone

**Federal employee ID**

DOT PIV [Delete](#)

+ Add ID

# Other Resources

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[About Login.gov](#)

[Login.com Help Page](#)

[How to Create Your Account](#)

[Authentication Methods](#)

[Managing Your Login.gov Account](#)

[Login.gov Password Assistance](#)

[FLOW Data Portal](#)

[SafeOCS Portal](#)

[SafeMTS Portal](#)