

## 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 pre-formatted 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 <b>iPhone</b> , follow steps in this column:	If using an <b>Android</b> , follow steps in this column:
A small <b>“Okta Verify” Would Like to Access the Camera</b> prompt with a <b>Don’t Allow</b> button and an <b>OK</b> button, opens on <u>top</u> of the <b>Scan QR Code</b> window	A small <b>“Okta Verify” Would Like to Access the Camera</b> prompt with an <b>Allow</b> button and a <b>Deny</b> button, opens on <u>top</u> of the <b>Scan QR Code</b> window
7. Click the <b>OK</b> button to close the prompt and activate the <b>camera</b> on your <b>mobile device</b>	7. Click the <b>Allow</b> button ( <b>Only this once</b> ) to close the prompt and activate the <b>camera</b> on your <b>mobile device</b>
8. Using your <b>mobile device’s camera</b> , <u>scan</u> the <b>QR Code</b> on your <b>computer</b> screen An <b>“Allow Push Notifications?”</b> window opens on your <b>mobile device</b> that displays two buttons, <b>Allow</b> and <b>Skip</b>	8. Using your <b>mobile device’s camera</b> , <u>scan</u> the <b>QR Code</b> on your <b>computer</b> screen An <b>Account Added</b> window opens that displays the <b>email address</b> that you <b>registered</b> together with the following information:
9. Click the <b>Allow</b> button A small <b>“Okta Verify” Would Like to Send You Notifications</b> prompt appears on <u>top</u> of the <b>“Allow Push Notifications?”</b> window	<ul style="list-style-type: none"> <li>• You can now securely sign in to the FOIA/PAC application</li> <li>• Return to the FOIA/PAC instructions to continue</li> <li>• <b>Important:</b> Keep this app installed on your device. You’ll need it to sign in.</li> </ul>
10. Click the <b>Allow</b> button	

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, an **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, an **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 future 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 question, **“Did You Just Try to Sign In?”** (The *notification* also includes a city, state, & United States under the question.)

1. Confirming your *identity*, do one of the following:
  - Press on the **Okta Verify notification**, OR
  - Press on the **Okta Verify** iconBoth options open a **“Did You Just Try to Sign In?”** window

2. Tap 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 (be sure to report any suspicious activity)

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

**NOTE:** If the portal does not open after 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) boxed numbers. Tap the **number** that matches 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 **Email** 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 required to change your **password**

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**Password:** Enter a *new password* in the **Password** text field, and then re-enter 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. **Logging out** and **logging back in** 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 signing in?** link at the bottom of the window
3. Click on the **Forgot password?** link, a **Reset Password** window opens
4. Enter your registered 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 tap 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 Tap 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 tap 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. Tap 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 after 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) boxed numbers. Tap the **number** that matches 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 view and edit 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** requires 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*