SERDP & ESTCP Management System (SEMS)

Account Setup and Multi-Factor Authentication (MFA) Setup Guide

(UPDATED WINTER 2021)
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Overview

Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) has now been enabled for The SERDRP and ESTCP Management System (SEMS). MFA is an authentication method that requires more than one verification method for users when signing into the system.

Standard accounts (not linked to CAC card):
When you log into your SEMS account, you will be required to enter your email address and password, as well as a verification code. To receive the code, a one-time setup of the MFA verification method is required. This guide explains how to create an account and setup the MFA verification method.
Homepage
SERDP and ESTCP Management System (SEMS)

Helping manage a large and diverse research portfolio

1. SIGN IN
   If you already have an account.

2. CREATE ACCOUNT
   If you are a new user.

3. CREATE DOD CAC ACCOUNT
   If you are a new user and wish to link your CAC to your SEMS account.

Explore Program Areas

Achieving sustainable solutions in all areas
Existing User

The SERDP and ESTCP Management System (SEMS) has upgraded its login process to improve usability. Following this upgrade, you will need to reactivate your account and reset your password. You should have received an email with subject of ‘Account Update’ with instructions.

If you did not receive this email, or need login assistance, please contact sems@serdp-estcp.org
New User

You must create an account in order to access The SERDP and ESTCP Management System (SEMS). There are two ways to set up an account.

Standard Login: use the ‘Create Account’ option from the homepage. This uses an email address and password, as well as an MFA verification method, in order to allow access.

DoD CAC Login: use the ‘Create DOD CAC Account’ option from the homepage. This will link your CAC card to the account you create. CAC login is not required. DoD users may use the standard login.

Note: CAC Accounts do not require an MFA verification method. However, if you choose to login with your registered email address and password, you will be prompted to set up an MFA verification method.
Create Account
Create Account
Fill out the register form and select ‘Create Account’

<table>
<thead>
<tr>
<th>SALUTATION</th>
<th>FIRST NAME *</th>
<th>LAST NAME *</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PHONE *</th>
<th>ORGANIZATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>(999)999-9999</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EMAIL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PASSWORD</th>
<th>CONFIRM PASSWORD</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15 character minimum with at least 1 uppercase, lowercase, number, and special character.

**CREATE ACCOUNT**

Already have an Account?

Account confirmation
An email will be sent to the registered email address. Click the link provided in the email to confirm your account.

Once logged in, you will be prompted to set up MFA for your account.
Create DoD CAC Account
Create an Account
Fill out the register form below

CAC
C=US, O=U.S. Government, OU=DoD, OU=PKI, OU=CONTRACTOR, CN=[Redacted]

SALUTATION
FIRST NAME *
LAST NAME *

PHONE *
(999)999-9999

ORGANIZATION

EMAIL

PASSWORD

CONFIRM PASSWORD
15 character minimum with at least 1 uppercase, lowercase, number, and special character.

CREATE ACCOUNT

Already have an Account?

Confirm your CAC card certificate is displayed

Account confirmation
An email will be sent to the registered email address. Click the link provided in the email to confirm your account.

Sign in
Select ‘Sign-in with PIV/CAC card’ when signing into the site

Create Account
Fill out the register form and select ‘Create Account’
Setup MFA Verification Method

Once you have setup an account, you will be prompted to setup the MFA verification method upon first login. You can select one of the available methods in the table below. How you receive the verification code will depend on the verification method you select.

<table>
<thead>
<tr>
<th>Verification Method</th>
<th>Verification Code/Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Okta Verify</td>
<td>Use a push notification sent to the Okta Verify mobile app</td>
</tr>
<tr>
<td>Google Authenticator</td>
<td>Single use code from the Google Authenticator mobile app</td>
</tr>
<tr>
<td>SMS Authentication</td>
<td>Single use code sent to your phone via text message</td>
</tr>
</tbody>
</table>

- You may change the verification method after setup
- You may setup more than one verification method. This is a good idea if you have concerns about one method not working, or you change phone number or mobile device.
Login to SEMS Account
Select Verification Method

One time setup of MFA verification method is required.

- You may change the verification method after setup
- You may setup more than one verification method. This is a good idea if you have concerns about one method not working, or you change phone number or mobile device.
Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account.

1. Setup Okta Verify
   - Okta Verify
     Use a push notification sent to the mobile app.

2. Setup Google Authenticator
   - Google Authenticator
     Enter single-use code from the mobile app.

3. Setup SMS Authentication
   - SMS Authentication
     Enter a single-use code sent to your mobile phone.
Okta Verify
Select device type

1. Select iPhone
2. Download Okta Verify from the App Store onto your mobile device.

Select 'Next'

Next
Scan barcode to register the SEMS site.
Verification of enrolled factor

Select 'Setup' for another MFA factor if desired

Select 'Finish' to complete the MFA setup process and login to the SEMS site
Google Authenticator
Select device type

1. iPhone
2. Android

Select 'Next'

Next
1. Scan barcode to register the SEMS site.
2. Select 'Next'.
1. Enter code generated by Google Authenticator
2. Select ‘Verify’
Verification of enrolled factor

Select 'Setup' for another MFA factor if desired

Select 'Finish' to complete the MFA setup process and login to the SEMS site
SMS Authentication
Select country. This sets the country code for phone number field below

1. Enter phone number
2. Select 'Send Code'
3. Select 'Send Code'
Enter code that was sent to your phone

Select 'Verify'
Verification of enrolled factor

1. Select 'Setup' for another MFA factor if desired

2. Select 'Finish' to complete the MFA setup process and login to the SEMS site

Enrolled factors

- SMS Authentication

Additional optional factors

- Okta Verify
  - Use a push notification sent to the mobile app.
  - Setup

- Google Authenticator
  - Enter single-use code from the mobile app.
  - Setup

Finish
After MFA Setup

The next time you log into SEMS, after you enter your email address and password, you will be prompted to enter the code received by the verification method that you have setup for your account. If you have multiple MFA factors setup, one will be presented as the default. You can choose which MFA factor to use (see below).

NOTE: For SMS Authentication, a code is not automatically sent. You must click the ‘Send Code’ button to send a code to your mobile device.
Managing MFA Verification Method
Manage MFA
Select this to manage your MFA verification method(s)
Reset All Factors
Select to reset all MFA factors that have been enrolled for your account. You will be prompted to confirm this action.

Reset
Select to confirm that all MFA factors for your account will be reset