Risk-Based Authentication
Login User Guide - COMPASS
For Citizen Users
(Accessing via Internet)
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Slide</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBA Login</td>
<td>3</td>
</tr>
<tr>
<td>Verification</td>
<td>5</td>
</tr>
<tr>
<td>Accessing COMPASS</td>
<td>9</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>11</td>
</tr>
<tr>
<td>Additional Support</td>
<td>12</td>
</tr>
</tbody>
</table>
• Click **My COMPASS Account**.
Enter your user credentials on the login screen.
Click **Login**.
How would you like to verify your account?

• If you choose Security Questions, continue to Section A.
• If you choose Personal Information, continue to Section B.
• If you choose Email Security Code, continue to Section C.

• Click Start for your desired verification option.

Note: You can click the Help link any time during the verification process for assistance with this new authentication process.
Enter the answers your personalized security questions when prompted.
• Click Next.

Note: If your answers are entered incorrectly too many times, your account will be temporarily locked.
• Enter your date of birth when prompted.
• Enter your SSN when prompted.
• Click Submit.
• Enter the email security code sent to your registered email address. This will be a six digit numeric code.
• Click **Submit**.

Note: If your code is entered incorrectly too many times, your account will be temporarily locked.
Select the type of computer you are using to access COMPASS based on the criteria below:

a) Select **Private** if you are logging in from your personal laptop.

b) Select **Public** if you are logging in from any public computer such as a library or a hotel business center.

- Click **Select**.
Access to the COMPASS application has been granted.
Frequently Asked Questions

Q: Where can I find my security code?
A: Your security code has been emailed to your registered email address. If our emails are not in your Inbox or Spam folder, then we may have the incorrect email. Please call the help desk to update your email address.

Q: What can I do if I’ve forgotten my security answers?
A: You can reset your security questions by calling the help desk.

Q: What happens if my login session was timed out?
A: You will have to complete the login process again. If you choose to verify your identity with a Security Code, please enter the most recent security code sent to you.

Note: Additional answers to common troubleshooting questions can be found on the Frequently Asked Questions page on DHS.
If you have additional questions and/or are continuing to experience issues, please email the help desk at RA-PWDHSMFAPHELPDESK@pa.gov for additional support.