OPI Secure Portal Frequently Asked (and Answered!) Questions

- ## Do I need to reset my password?
  - If you have never logged into this OPI Secure Portal, or if your password has expired (which happens every 60 days) you MUST RESET YOUR PASSWORD.

- ## How do I reset my password?
  - Click on the "Reset Password" link below the login button. You will see the following page appear:

Forgot your password?
To reset your password, start by entering your domain username.

Enter Username [   ] (Example : OPI\Jsmith)

Type the characters you see in the picture below.

thiqsn

[Letters are not case-sensitive]

Cancel   Continue

  - For your Username on the password reset page pictured above, type the domain name OPI\ in front of your username. Examples: OPI\JSmith, OPI\CPQ123 and so on.
  - Type the characters and press Continue.
  - Verify that your email address is correct on the page pictured below.
    - i. If it is correct, click Continue.
    - ii. If it is not, follow the instructions on the lower left. You will have to come back later to reset your password.

Get a verification code via email

Select your email address
[bdraur@mt.gov ▼]

Cancel   Continue

Email address incorrect? Contact the Program Owner to get it updated.

OPIHelpdesk@mt.gov

  - Retrieve your verification code from your email inbox and copy/paste or type it in the field on the following page.

Verification code has been sent to bdraur@mt.gov

Once you have received the code, Please enter it in the textbox below

[   ]   Resend Code

Cancel   Continue

- Reset your password per the rules on the page. Click Reset Password.

Reset Password

*New Password   [   ]

*Confirm New Password [   ]

Domain Password Policy Requirements
The maximum password age is 60 days
The minimum password length is 12 characters
No. of passwords remembered is 24 passwords
Must contain both upper and lowercase letters
Must include at least 1 number
Must contain at least one special character (!"#$%&'()*+,-./:;=?
@[\]^_`{|}~)

Cancel   Reset Password

- If all goes well, you will receive the following success message:

✓ Password reset successful for the following account(s)

   • MAPSTest1 - OPITEST

Back to home

Click on the OPI Secure Portal tab in your browser to return to the portal.

- Click on your OPI Secure Portal tab in your browser or select your bookmark to return to the portal to login.
- This bullet point applies to very few users within the OPI: If you're resetting your password for the test environment, use OPITEST\ in front of your username.

- ## **How do I log into the OPI Secure Portal Page?**

  - *Note*: When you log into the portal page (screenshot below), you WILL NOT put the domain name OPI\ in front of your username. You only use the OPI\ in front of your username to reset your password.

    # OPI Secure Portal

    Please see the **OPI Secure Portal Overview Webinar** for helpful information.

    👤 | username

    🔒 | password

    Login

    🔓 Reset Password
    📄 How to Reset Your Password and Other Frequently Asked Questions
    📄 User Access Request Forms

- What do I use for my Username to log in to the secure portal?
  - Use the OPI Username you use to log in to your OPI applications, e.g., GEMS, DCA, MAPS, Jobs4Teachers, MHSA, Montana Directory of Schools, MontCAS, TEDRS. Some applications, such as Infinite Campus or EGrants might have different usernames.
  - *Note*: Do not put the domain name (OPI\) you use for resetting your password in as part of your username to log into the portal.

- What do I use for my password to log in to the secure portal?
  - When you log in for the very first time to the portal, you need to reset your password (see #2). This OPI Secure Portal Password will be the password you use to access applications that have been converted to single sign-on. *Note*: The list of apps that have been converted is available on your portal page once you log in. See the screenshot below.
  - If you already reset your password, use that password to log in.

- You will need to go through the password reset process any time your password expires in the secure portal, which is every 60 days.
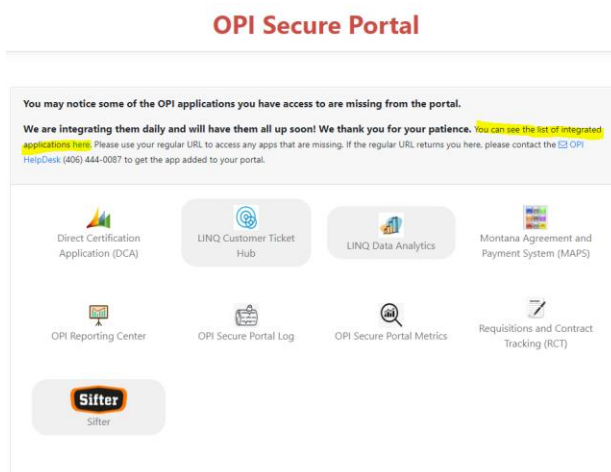
- You may have other applications that are not in the OPI Secure Portal. Use your regular credentials for those applications from their regular URLs and login pages. Common applications that have not yet been converted include MAEFAIRS, Transportation, SPED, Infinite Campus, GEMS (however, GEMS uses the same login and password as the portal), Advanced Drivers Ed. All applications that will be converted to single sign-on should be completed by the end of March 2023.

- What happens when I log in successfully?
  - You will see a portal personalized just for you with all applications for which you are authorized. Click on the system you wish to use then begin working away! You can go back to the portal at any time and go into another application if needed.

- What happens when I log in <u>un</u>successfully?
  - You will get a message that your username could not be logged in. Try all the usual tricks to log in – carefully try again one key at a time, search your brain for what the correct credentials might be, don't look for a piece of paper with it written down because you shouldn't ever have it written down. If none of your old tricks works, you can reset your password using the link on the page. It's possible your password has expired (see #2). If you cannot remember your username, you will need to submit a helpdesk ticket to retrieve it. You can use the Helpdesk Email link on this page to do so.
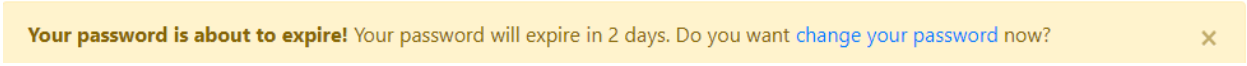
- How will I know if my password has expired?
  - If you see the following message after having assured you have typed in the correct username and password, it is likely your password has expired. It is also possible that you have locked yourself out. Try resetting your password. If that doesn't work, wait 30 minutes and try again, as your account will remain locked for 30 minutes.
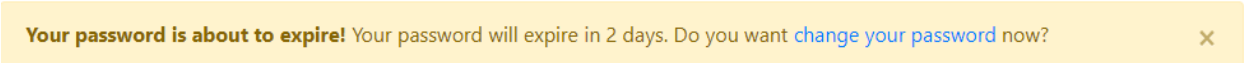
  dca9 could not be logged in.

- How will I know if my password is about to expire?
  - You will see the following message inside your personalized portal beginning at 10 days until expiration. You can click on the link in the message to change it, or you can use the Reset Password link on the OPI Secure Portal login page.

  Your password is about to expire! Your password will expire in 2 days. Do you want change your password now?   ✕

- What should I do if I see the message that my password will expire in XX days?
  - The message will provide a countdown beginning 10 days prior to expiration. You can continue with the password you have or change it by clicking on the "change your password" link, which will take you to the same password reset function that you can access from the portal login page.

Your password is about to expire! Your password will expire in 2 days. Do you want change your password now?   ✕

- What happens if I try to change my password more than once in 24 hours?

  Your account will be locked. You will get an error message like the following screenshot. Contact the OPI Helpdesk to reset your password.

  ✕ Password reset failed for the following account(s)
  - CP8034 -OPITEST
    1.
    2.
    3.
    4.
    5.
    6.

  Try again | Back to home
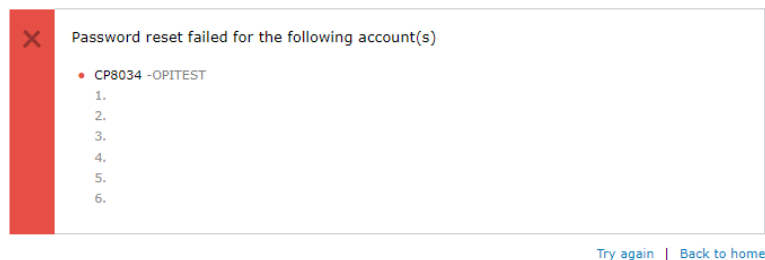
- Will the system automatically log me out of the portal and applications?
  - The portal and applications will automatically log you out after the amount of time specified under the state security rules.

- Prior to automatic logout, you will see a message that your session is about to time out. Click on "Continue?" to stay logged in. If you don't click on this message, the page will return to the OPI Secure Portal Login page, and you can log back in at any time.

Your session is about to time out! Continue?

- What is Single Sign-On?
  - Single Sign-on uses of technology that allows you to log in in one place, one time, with one set of credentials to access multiple authorized systems/applications.

- What is a secure portal?
  - A secure portal is a secure page where you can log in using a username and password that opens the door, so to speak, using encrypted information, to your personalized user experience for the OPI computer applications/systems you are authorized to access.

- Your portal is customized for you; the personalized portal will not contain the same apps for everyone because not everyone has access to all of the same applications.
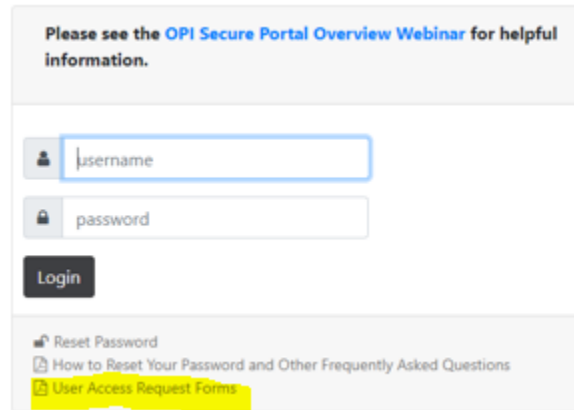
- How do I request access to a system?
  - Select the form for your system under the "User Request Forms" link below the login button on this page. Follow the instructions on the page to submit the form to the appropriate entity. If you don't see a user access request form for the system you wish to access, contact the system owner. If you have been asked by the system owner to use a form that is different than the one at this link, or to use a different process, please follow their instructions. Access request forms are provided here for convenience and do not supersede the forms or process the system owner may have established.

- What should I do if my personalized portal doesn't display an OPI application to which I should have access?
 - Write up a helpdesk ticket that explains the situation. If you have previously filled out a user access request form for the application that has been approved by the system owner, the security team will add the application to your portal. If you have not previously filled out a user access request form, the security team will request you to do so before granting you access.

- What should I do if my personalized portal displays an OPI application to which I do not have access?
  - Write up a helpdesk ticket that explains the situation. The security team will remove your access to the specified application.

- How do I sign out of the portal?
  - Click the sign out button in the upper right-hand corner of the portal page. Alternatively, you can also close the browser. If you do neither of these actions, you will be automatically logged out after the amount of time specified under the state security rules.

- What does the gray shadowing around an application mean?
  - The gray shadow behind an application icon indicates the application has not been converted to single sign on and will require you to use the login you have always used for the system. We provide the link on your portal to reduce the number of URLs you need to remember. You can still access the system through your saved URL if you wish.
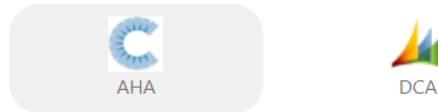
- Why don't my previous credentials to log into GEMS work?
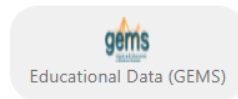
  - If you reset your password for the OPI Secure Portal, that also resets your GEMS password. Simply login to GEMS with the same password as you use for the OPI Secure Portal login.

- How do I sign out of my applications?
  - Click the Logout button. You will return to the OPI Secure Portal if the application is using single sign on. Alternatively, you can also close the browser. If you do neither of these actions, you will be automatically logged out after the amount of time specified under the state security rules.

- How do I access apps that aren't part of the secure OPI portal?
  - Use the URL you have always used to access the application and login as you are accustomed.

- How do I send feedback about the way the portal functions?
  - Use the "Send Feedback" link on the footer of the portal page.
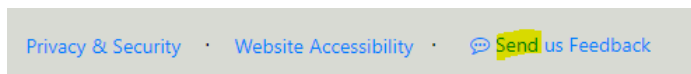
- What do I do to make the application open in a new tab?
  - You can right-click on the icon and choose from the menu to open in a new tab.
  - You can use CTRL-click to open in a new tab.

- Is there a webinar I can watch/listen to that provides an overview to the system?
  - OPI Secure Portal Overview Webinar