SUDS Tip Sheet: How to Log in to the SUDS Community Portal for the First Time

Before You Begin

Please download the Salesforce Authenticator App from the Apple App Store for iPhone or Google Play for Android. The app icon looks like this:



IMPORTANT!

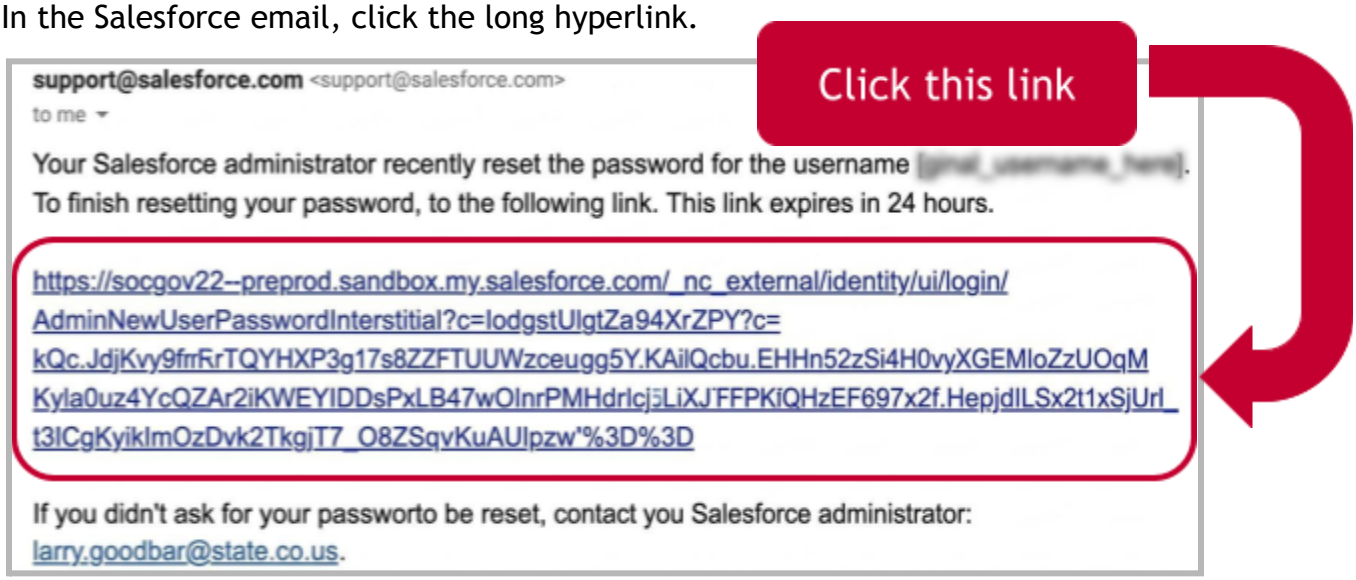
You **MUST** enable Push Notifications and Location access for the Salesforce Authenticator app to work. If you don't do this, you're login will fail.

Notification and Location options are typically listed within your phone's Settings.

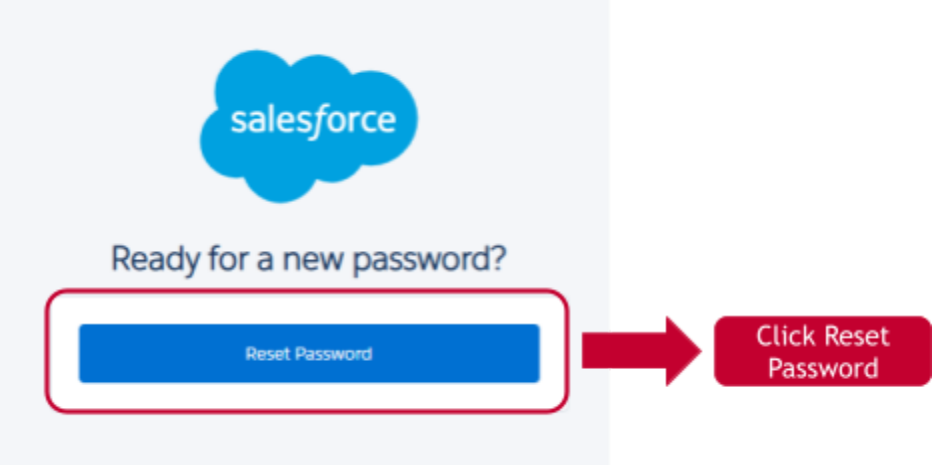
Create Your Password and Security Answer

To set up your new SUDS account, you'll get two emails: a Welcome email from the SUDS Help Desk and an account setup email from Salesforce. If you don't see the Salesforce email, check your spam or trash folders.

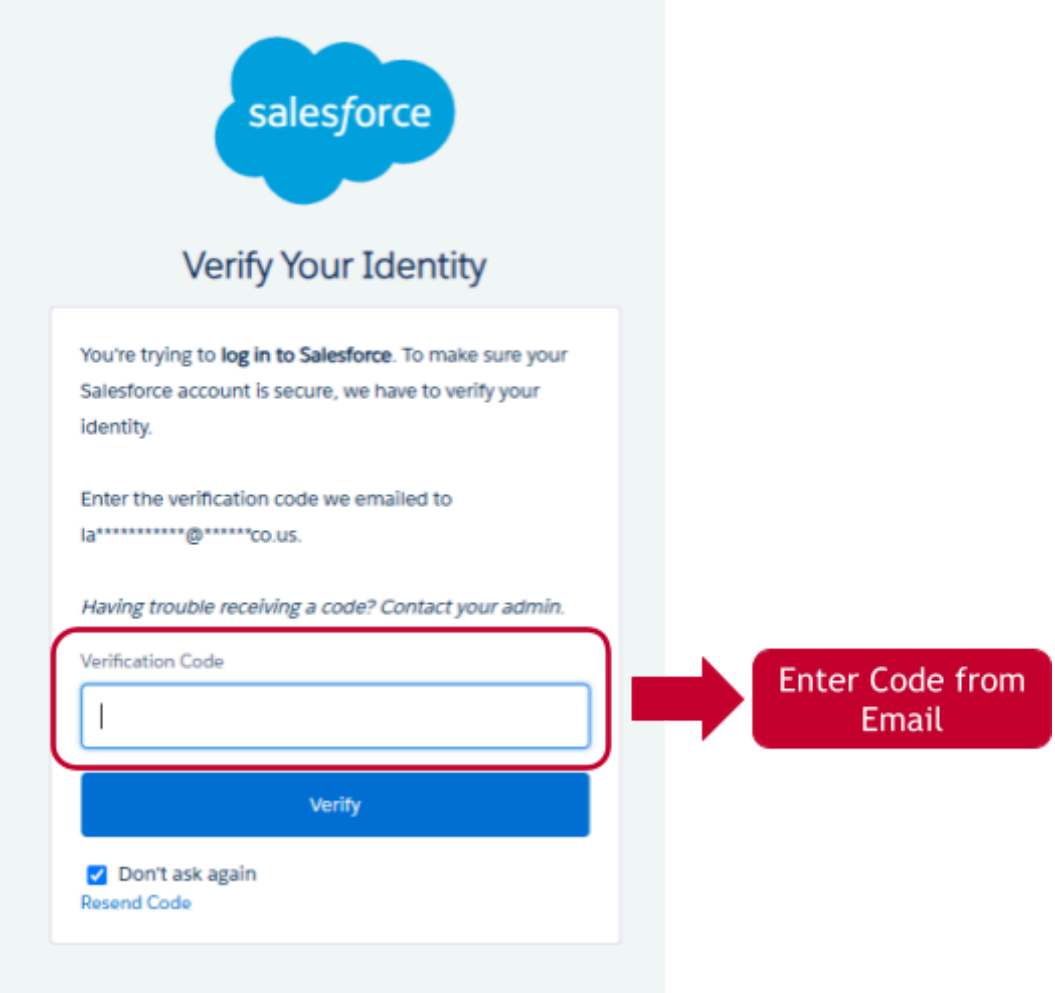
1. In the Salesforce email, click the long hyperlink.



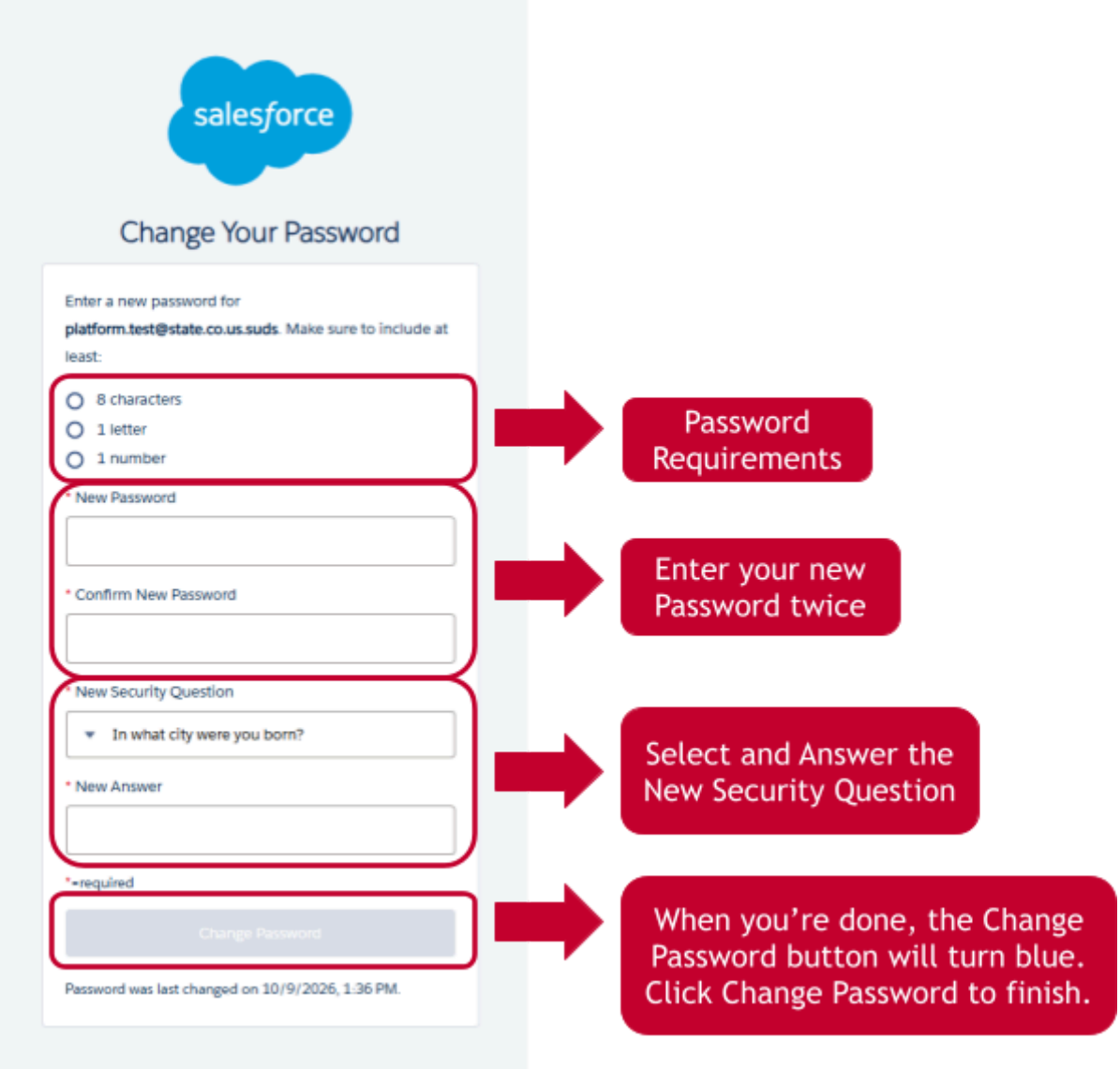
2. Click the **Reset Password** button.



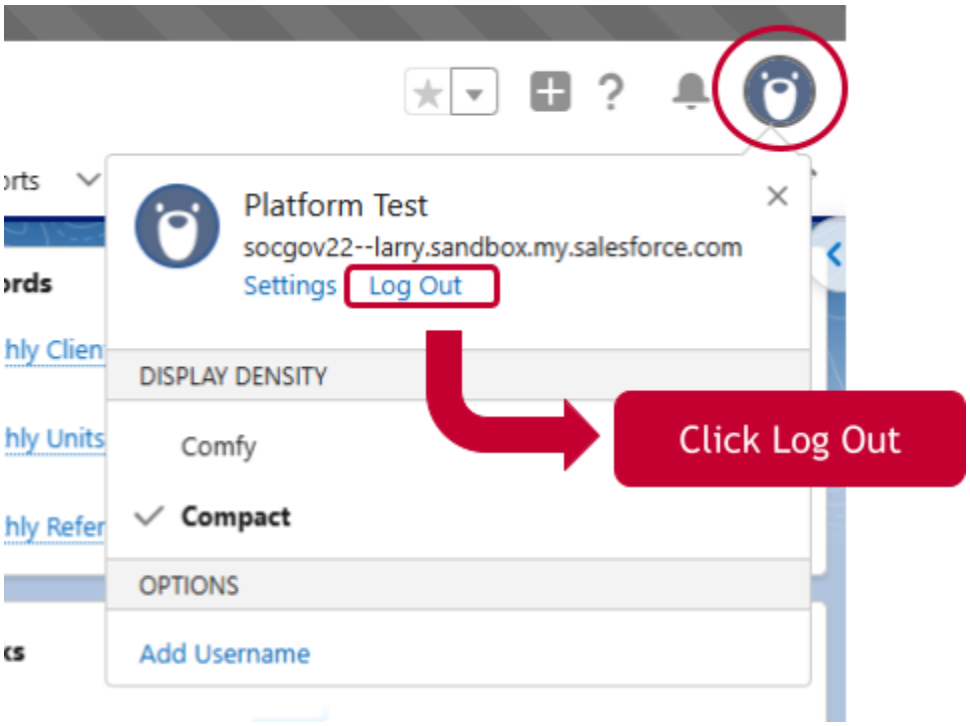
3. If you receive the **Verify Your Identity** prompt, check your email for the code. Enter the code into the empty field and click **Verify**.



4. Next, you will see the **Change Your Password** prompt. Create a password that meets the requirements: 8 characters, including 1 letter and 1 number. You will also need to select a **New Security Question** and **New Answer**. Once you are done, click **Change Password**.



5. Once SUDS finishes loading, click your profile picture (the bear icon) in the top-right corner, then click **Log Out**. You'll need to log back in to SUDS to set up your multi-factor authentication (MFA).



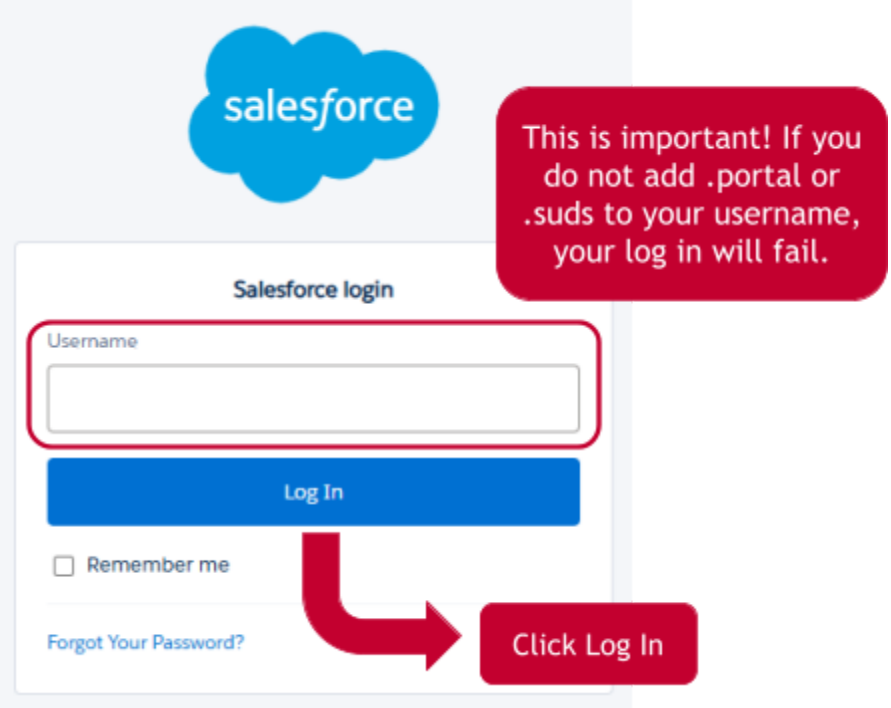
Register the Salesforce Authenticator App for MFA

1. Go to the SUDS Login page. The URL is in the "Welcome" email from the SUDS Help Desk.

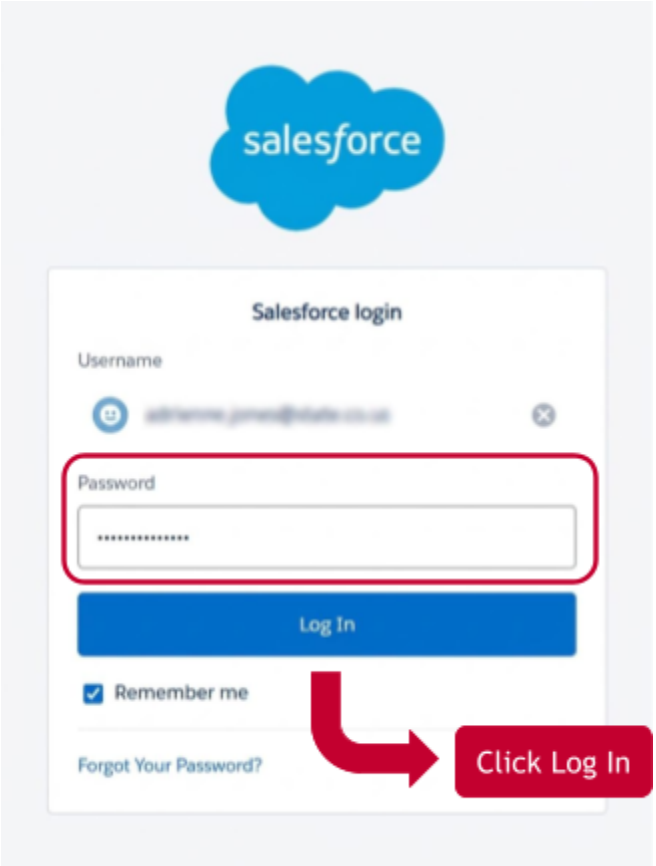
   Platform Users (System Admins): https://socgov22.lightning.force.com

   Portal Users: https://socgov22.my.site.com/SUDSPortal

2. On the login page, enter your **Username**, including any suffix at the end such as **.suds** or **.portal**. The suffix will be in your "Welcome" email. Click **Log In**.

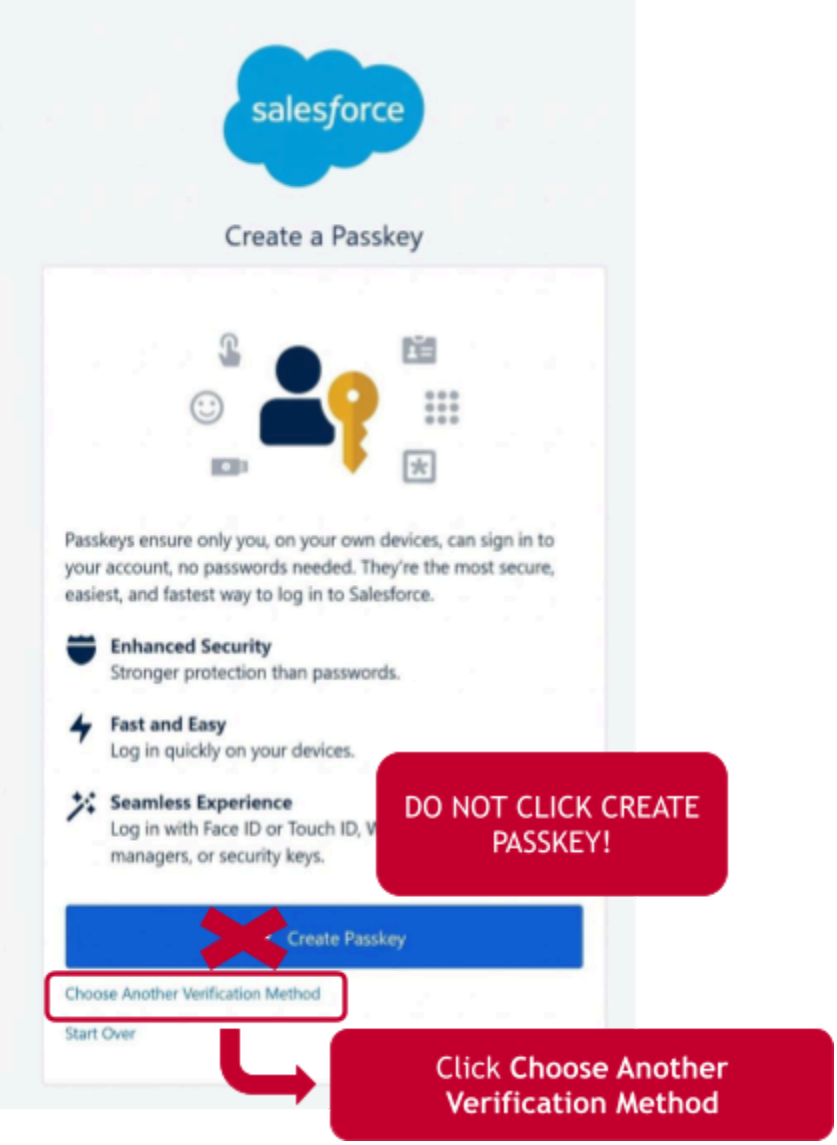


3. Enter your **Password,** then click **Log In.**

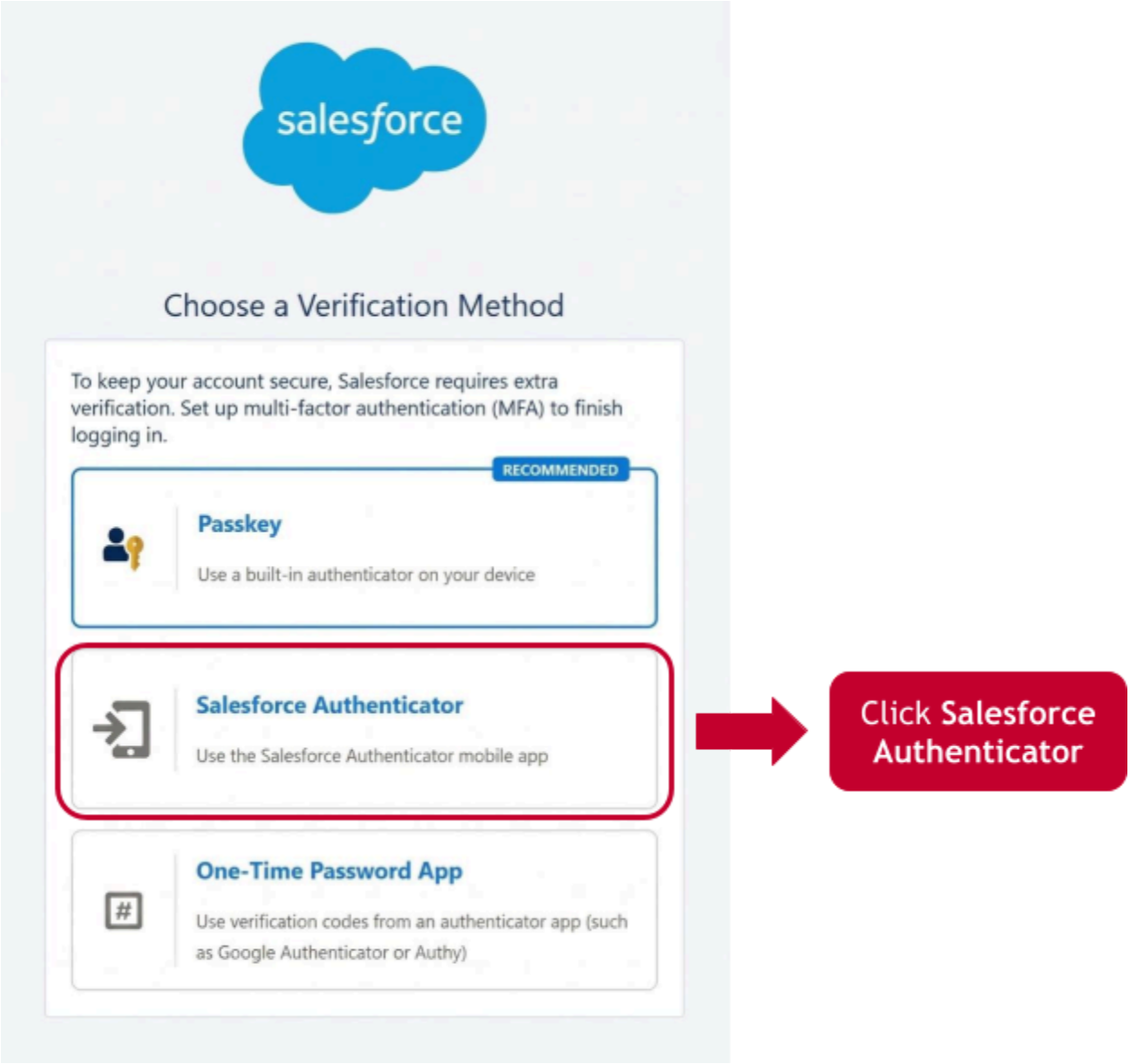


4. If you receive a **Verify Your Identity** prompt (Step 3 in the previous section), check your email for a verification code from Salesforce, enter it in the empty field, and click **Verify**.

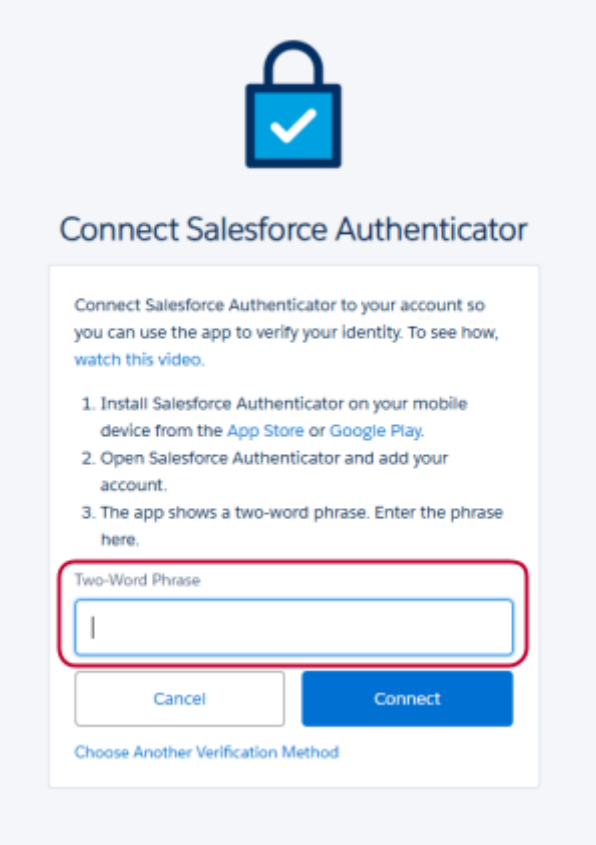
5. At this point, the **Create a Passkey** prompt will appear. Do not click **Create a Passkey**. Click **Choose Another Verification Method** at the bottom of the screen.



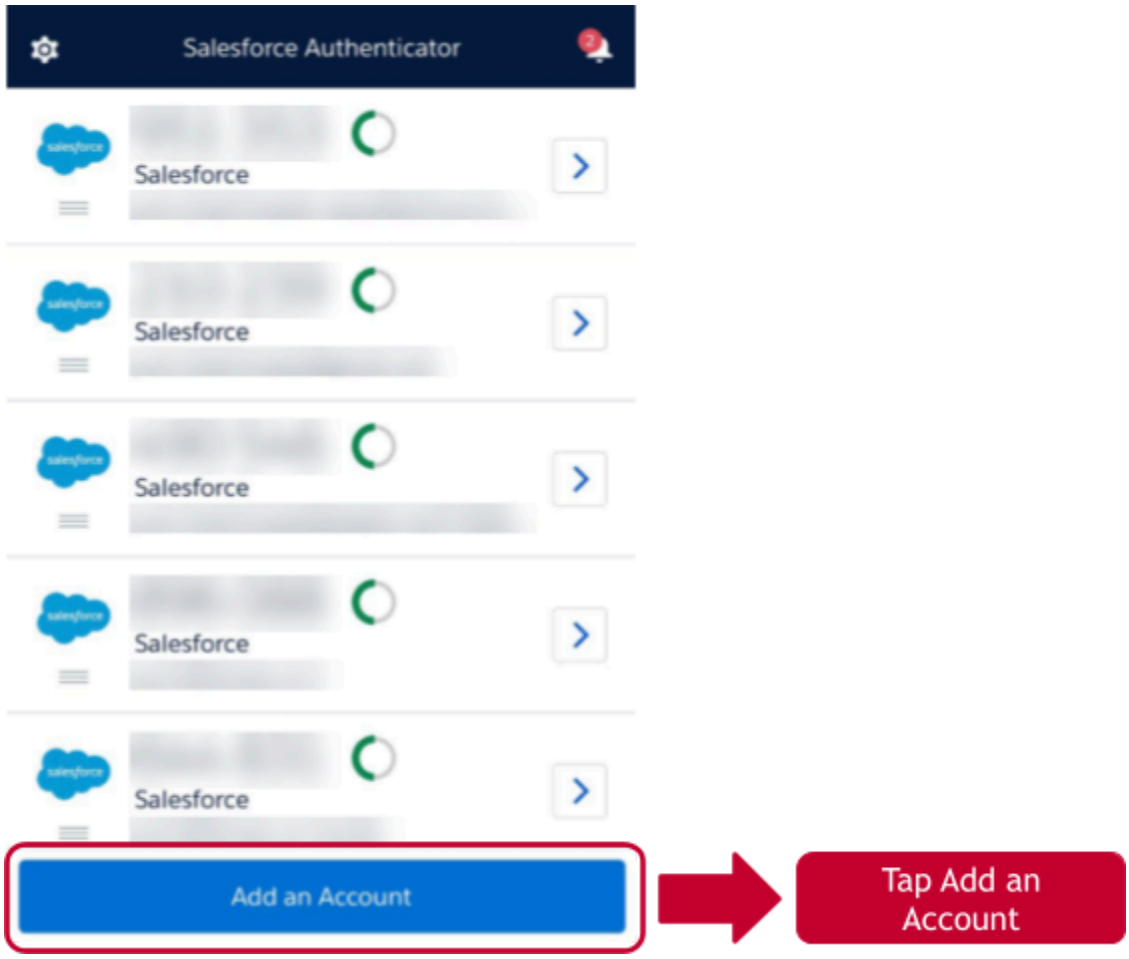
6. On the next screen, select **Salesforce Authenticator**.



7. The **Connect Salesforce Authenticator** prompt will appear on your computer. This prompt asks for a **Two-Word Phrase.**

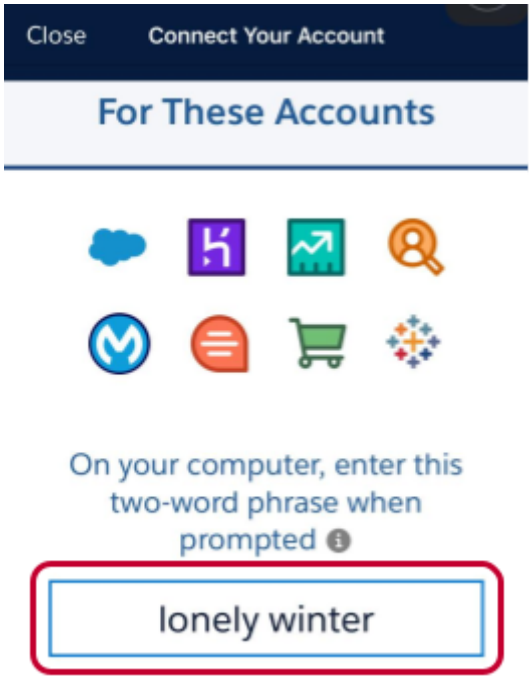


8. Open the Salesforce Authenticator app on your phone. You'll see a prompt to **Add an Account**. Tap **Add an Account**.

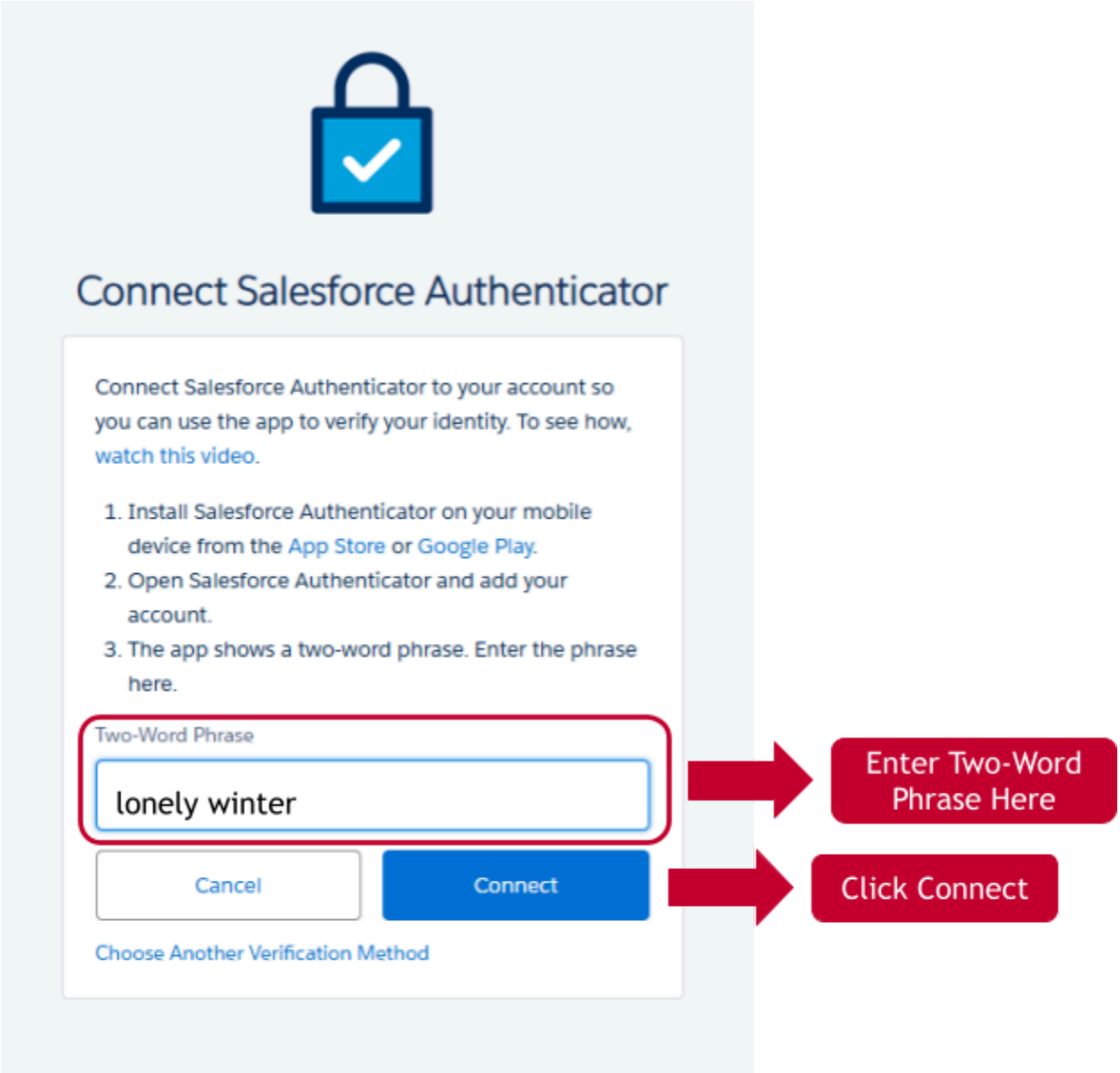


Note: If this is your first/only Salesforce account, your phone screen will be blank.

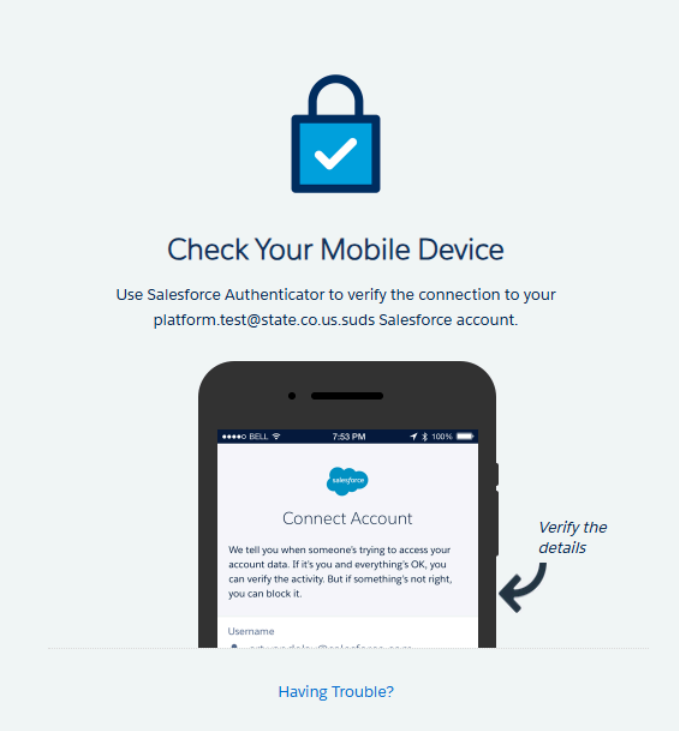
9. After you tap **Add an Account** on your phone, a new screen will appear with the **Two-Word Phrase**. This is an example:



10. Return to your computer and enter the **Two-Word Phrase** displayed on your phone.



11. Your computer will now display a **Check Your Mobile Device** screen.



12. On your phone, you will receive a new prompt asking you to **Connect**. Tap **Connect**.
13. On your computer screen, a green checkmark will briefly display, then you will be fully logged into SUDS.

Additional Tips

1. For Portal Users: Delete any existing SUDS bookmarks you may have and bookmark the new portal link: https://socgov22.my.site.com/SUDSPortal
    a. Bookmark instructions by browser:
        i. Chrome
        ii. Edge
        iii. Safari
        iv. Firefox
2. Do you save your password in your browser? Most browsers and password managers cannot distinguish between the previous SUDS link and the new Portal link. Delete any

saved SUDS passwords. **The SUDS Help Desk team does not recommend saving passwords to your browser.**

3. The SUDS Help Desk cannot see your password—do not share your password with the SUDS Help Desk team.

When to Contact the SUDS Help Desk

1. You created a Passkey.
2. You've been locked out of SUDS.
3. You got a new phone.

SUDS Help Desk Email

cdhs_sudshelpdesk@state.co.us

SUDS Office Hours

Could you use some extra SUDS support? Please come to one of our open office hours, held twice a month. This is a space to drop in and ask any questions you may have about SUDS. Dates and times are also listed on our website at sudscolorado.org.

SUDS Office Hours: First Thursday of Each Month at 9:00 AM
Video call link: https://meet.google.com/zmz-qgxm-tdd
Or dial: (US) +1 502-410-3888 PIN: 800 442 334#

SUDS Office Hours: Fourth Tuesday of Each Month at 2:00 PM
Video call link: https://meet.google.com/mag-pocb-evu
Or dial: (US) +1 316-512-3890 PIN: 250 517 917#

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