

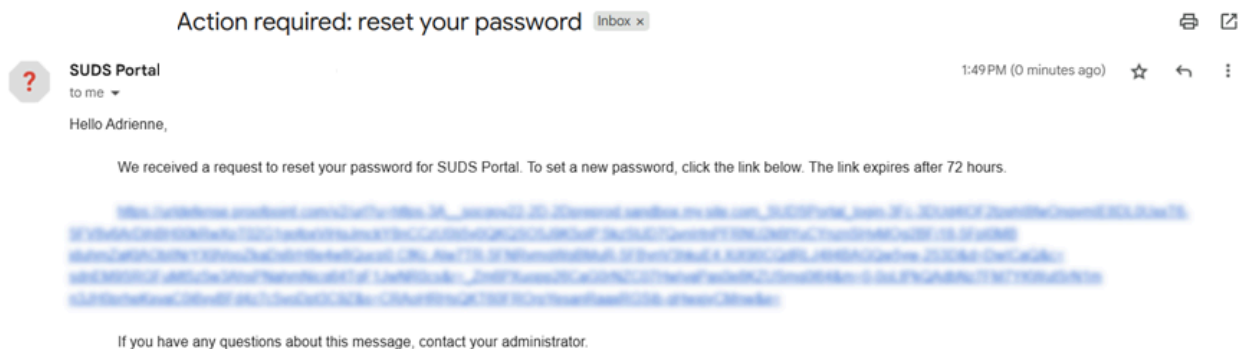


SUDS Tip Sheet: How to Log in to the SUDS Community Portal for the First Time

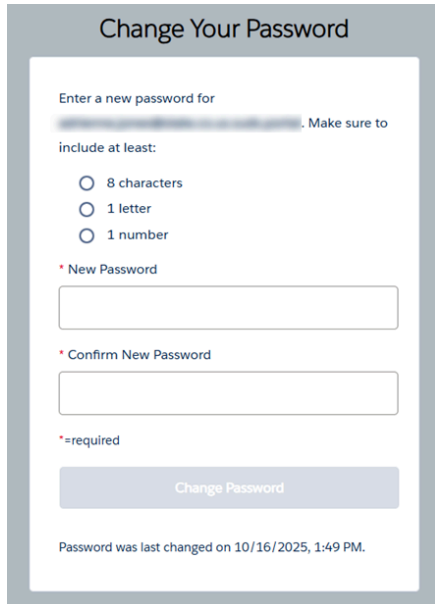
1. Before you begin, please ensure you have downloaded the Salesforce Authenticator App from the [Apple App Store](#) for iPhone or [Google Play](#) for Android. The app icon looks like this:



2. The SUDS Data Team will send you an email from the SUDS Portal to set up your account. Click on the password reset link in the email.

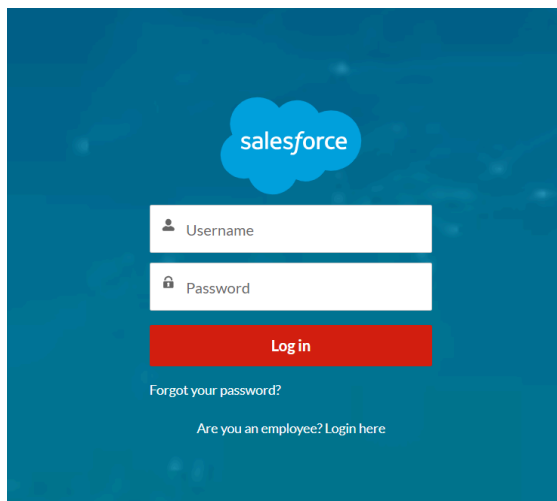


- Using your new SUDS Portal username, which ends in **.portal**, follow the prompts to create a new password.



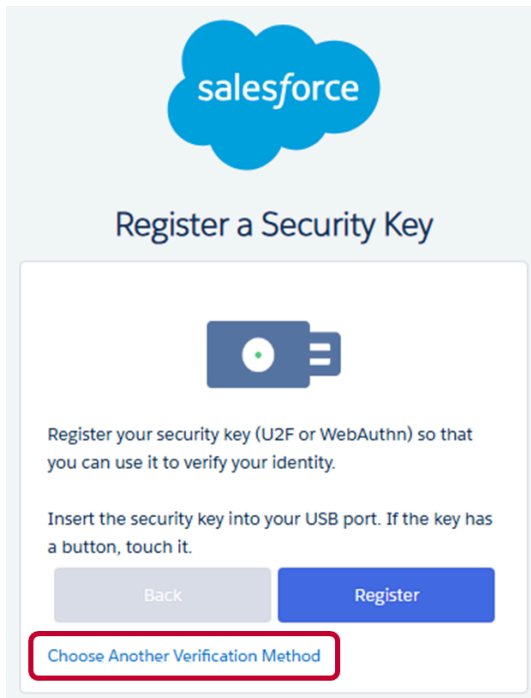
The screenshot shows a web form titled "Change Your Password". At the top, it says "Enter a new password for [redacted]. Make sure to include at least:" followed by three radio button options: "8 characters", "1 letter", and "1 number". Below these are two required text input fields labeled "New Password" and "Confirm New Password". A "Change Password" button is at the bottom, and a footer note states "Password was last changed on 10/16/2025, 1:49 PM."

- You will return to the login screen (socgov22.my.site.com/SUDSPortal). Enter your username and the password you just created.

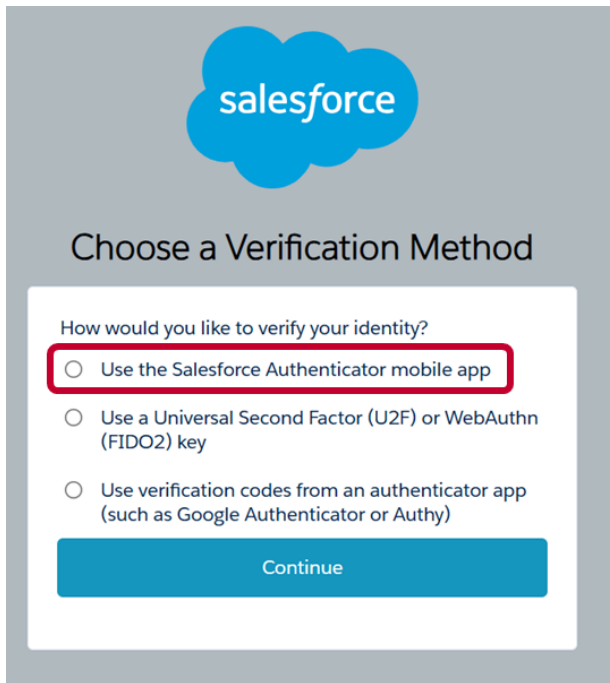


The screenshot shows the Salesforce login interface. It features the Salesforce logo at the top, followed by two input fields for "Username" and "Password". A red "Login" button is positioned below the fields. At the bottom, there are links for "Forgot your password?" and "Are you an employee? Login here".

5. A new screen will appear asking you to Register a Security Key. Click on “Choose Another Verification Method.”

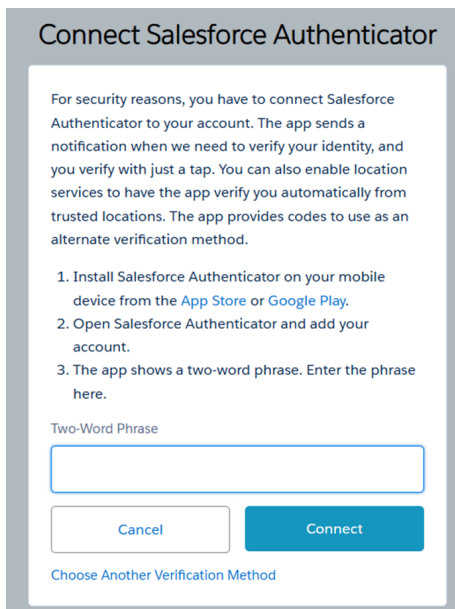


6. A new screen will appear asking how you want to authenticate your account. Select “Use the Salesforce Authenticator mobile app.”



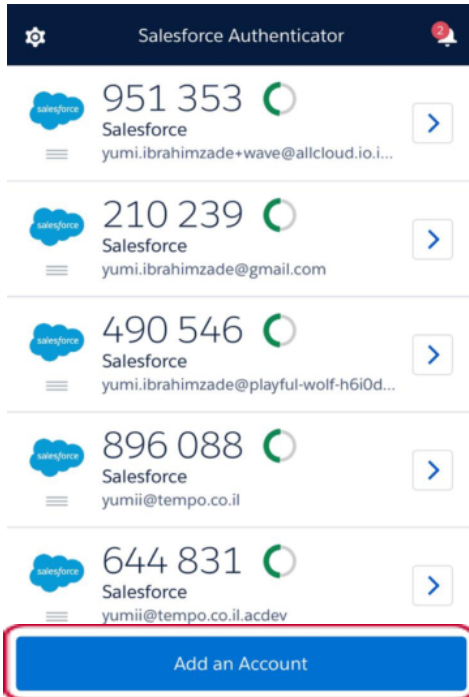
The screenshot shows the Salesforce logo at the top. Below it, the heading "Choose a Verification Method" is displayed. The main content area asks "How would you like to verify your identity?" and lists three options with radio buttons. The first option, "Use the Salesforce Authenticator mobile app", is highlighted with a red rectangular border. The other two options are "Use a Universal Second Factor (U2F) or WebAuthn (FIDO2) key" and "Use verification codes from an authenticator app (such as Google Authenticator or Authy)". At the bottom of the form is a blue "Continue" button.

7. The Connect Salesforce Authenticator Screen will open.

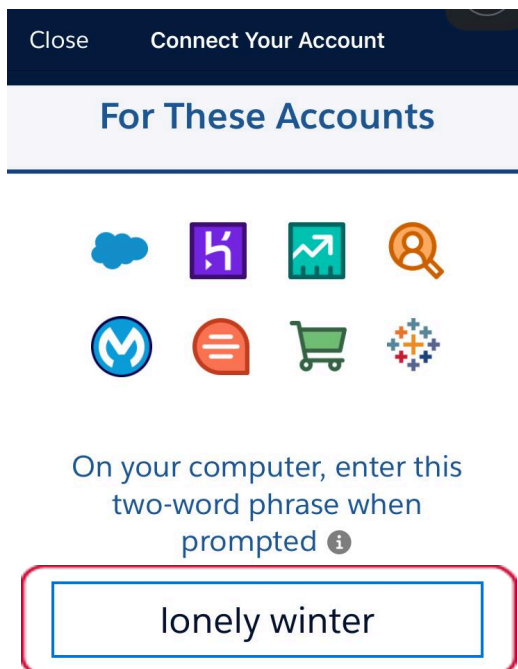


The screenshot shows the "Connect Salesforce Authenticator" screen. It contains a paragraph of text explaining the security requirements and benefits of the app. Below the text is a numbered list of three steps: 1. Install Salesforce Authenticator on your mobile device from the App Store or Google Play. 2. Open Salesforce Authenticator and add your account. 3. The app shows a two-word phrase. Enter the phrase here. Underneath the list is a text input field labeled "Two-Word Phrase". At the bottom, there are two buttons: "Cancel" and "Connect". A link "Choose Another Verification Method" is located at the very bottom of the screen.

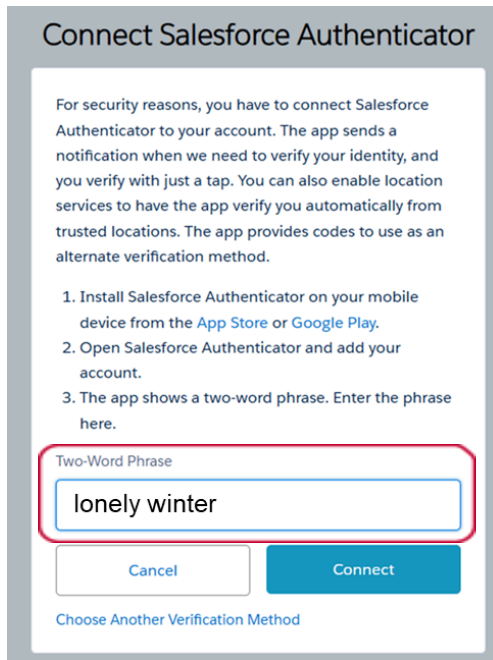
8. Open the Salesforce Authenticator app on your mobile phone.
9. Click on Add an Account.




10. A Two-Word Phrase will appear on your phone.



11. Enter the two-word phrase shown on your phone into the two-word field on the SUDS Portal screen.



12. Click Connect.
13. A new screen will appear on your phone saying you are connected.
14. You should be logged into the SUDS Portal.
15. Go to the upper right-hand corner of your screen and click on the  icon.
16. Click Log Out.
17. Return to the login screen and log in again to ensure your connection to SUDS is set up.
18. You will receive another email from the SUDS portal stating you've added a new verification to your SUDS Portal account.
19. You are set to start work in the new SUDS Portal.

THE SUDS PORTAL URL

<https://socgov22.my.site.com/SUDSPortal>

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: 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#

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#

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