

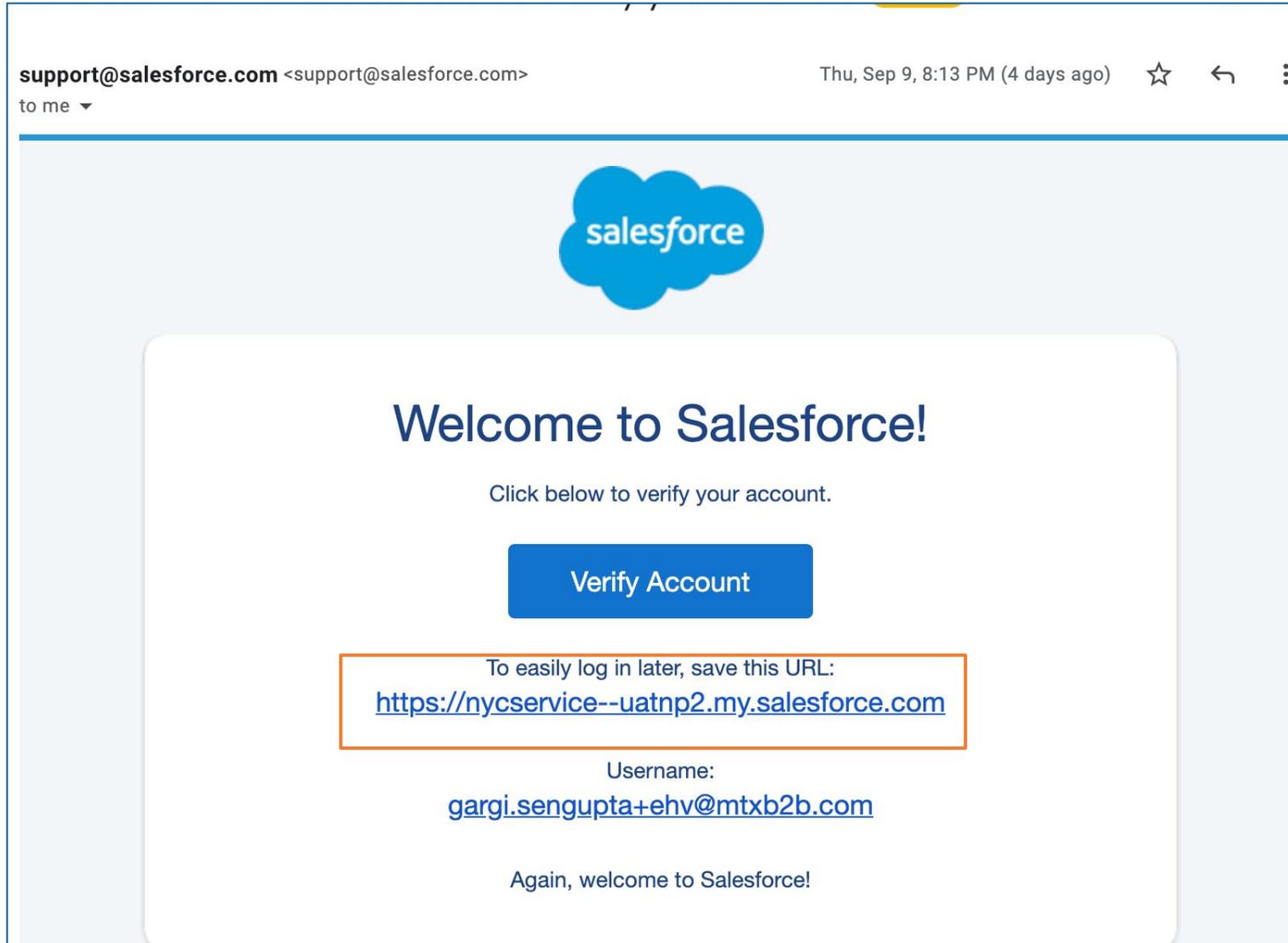


New York City Emergency Housing Voucher Program

Login & Password / Multi Factor Authentication (MFA) Quick Reference Guide



Account Verification Welcome Email



Instructions

- Once the user profile is created, recipient will receive an account verification email
- Click on the URL to go to the login page
- Note the username



Key Points

- It is advisable to use a Chrome browser
- EHV has been optimized for use on a PC format but should be accessible on mobile devices. However, the mobile experience is not optimized.

Application/Account Set Up (MFA) - One Time

Salesforce Authenticator Prompt



Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the [App Store](#) or [Google Play](#) and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

Back

Connect

[Choose Another Verification Method](#)

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Instructions

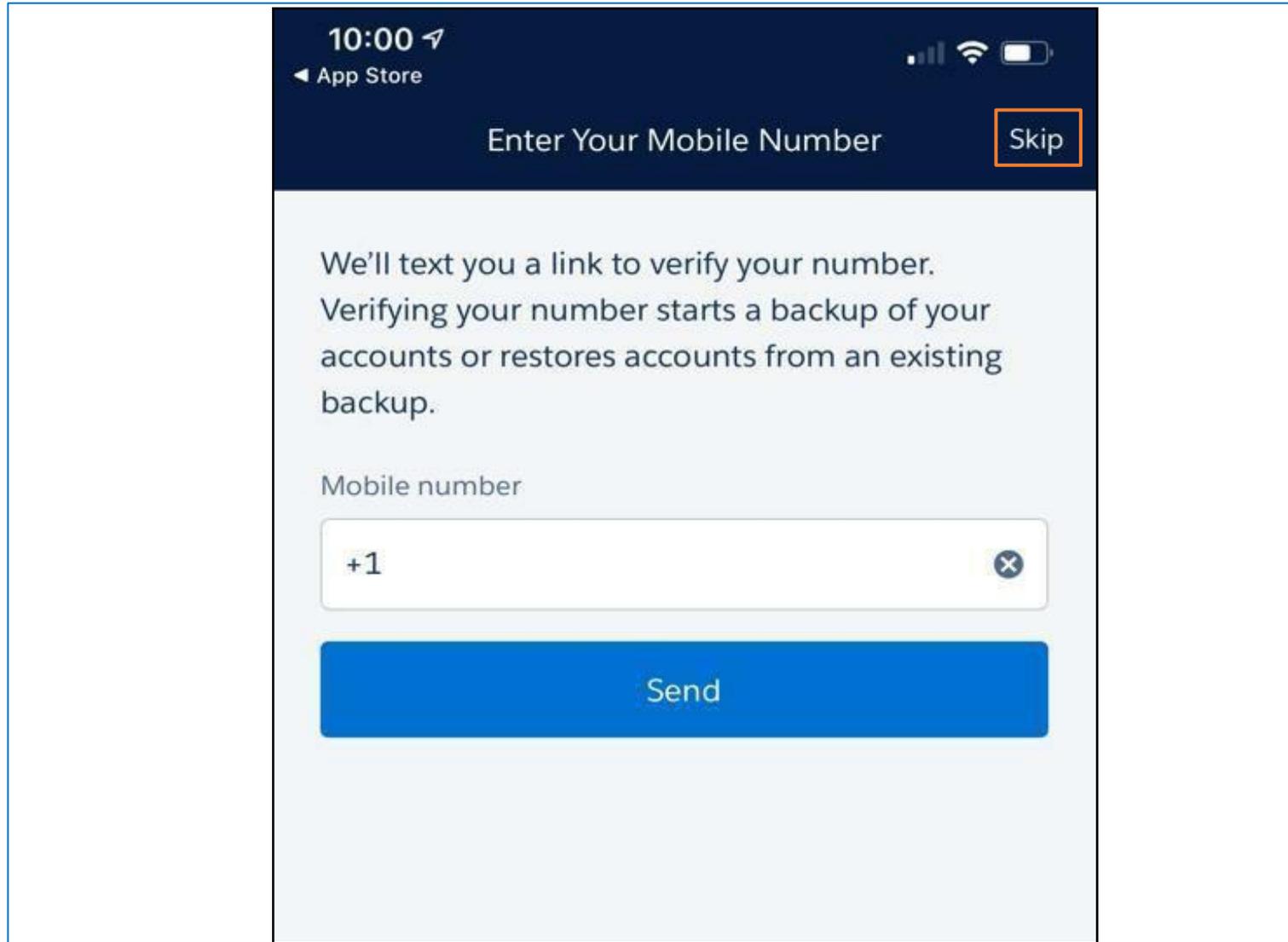
Upon initial login, following your initial password reset, you will be redirected to the screen shown on this slide to configure Multi Factor Authentication (MFA) for access to Salesforce



Key Points

- You'll need to set up the Salesforce Authenticator App to proceed with account setup
- Download and install the Salesforce Authenticator mobile app from Google Play or the App Store to a supported Android or iOS device
- Follow the instructions on the screen (refer to subsequent pages)

Step 1: Salesforce Authenticator App Set Up (On Mobile Device)



Instructions

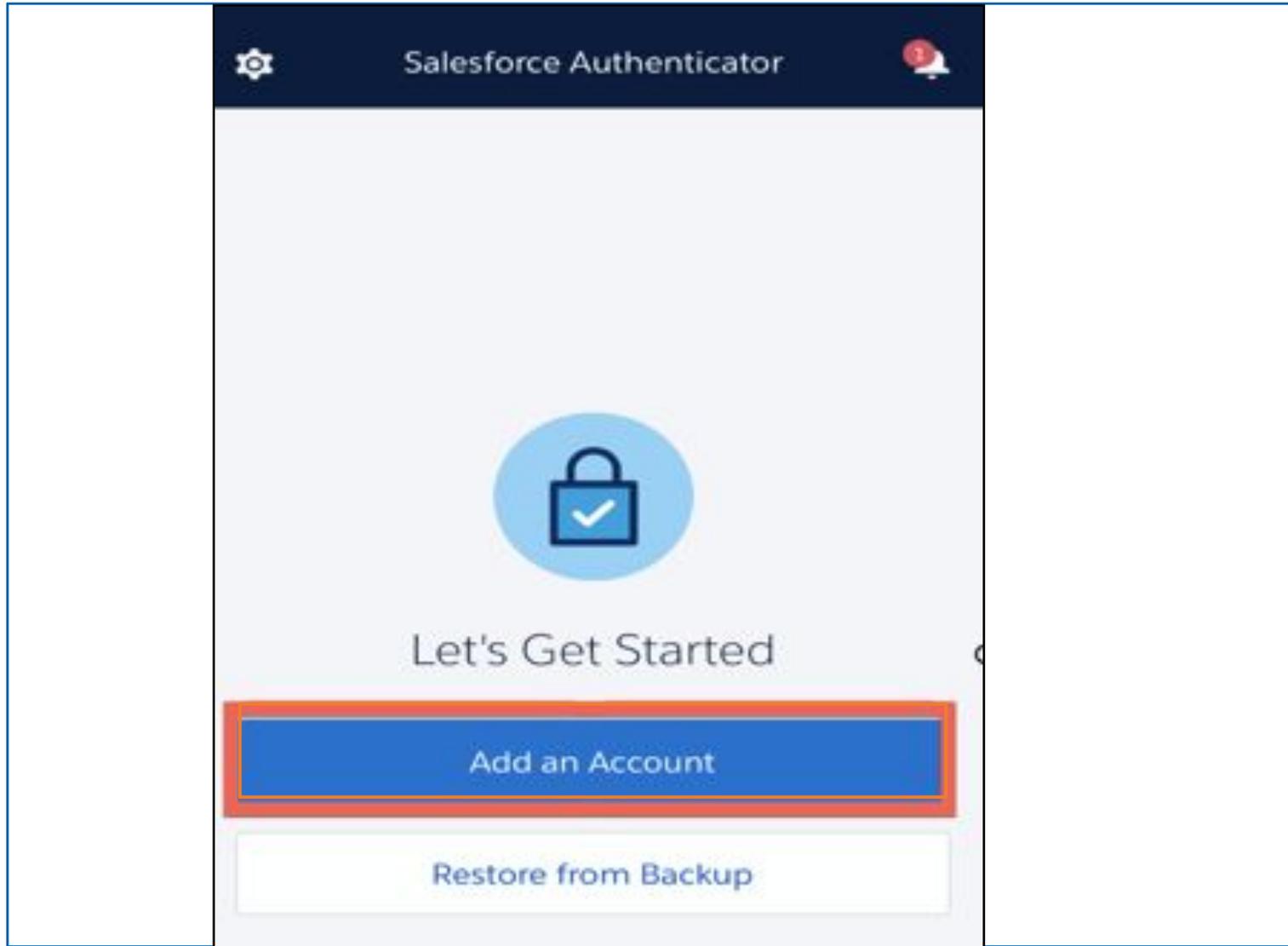
Once the App is downloaded and installed on your mobile device, enter your mobile phone number when prompted. Click 'Send'. You will receive an SMS with a link to verify your mobile number. This phone number will be used to backup your account.



Key Points

This is an optional step. We recommend that you avoid this step, and tap 'Skip' in the upper right corner

Step 2: Salesforce Authenticator App Set Up (On Mobile Device)



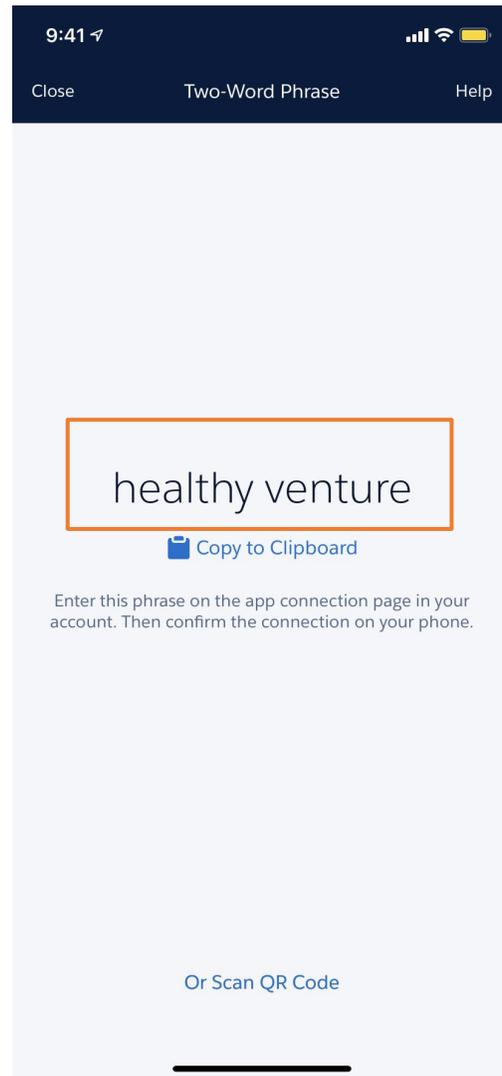
Instructions

Click 'Add an Account' in the Salesforce Authenticator application on your smartphone.

Key Points

No Key Points

Step 3: Salesforce Authenticator App Set Up (On Mobile Device)



Instructions

You will be brought to a page where a unique key (two word phrase) is displayed. Type in this key in the desktop application. (Refer to next slide)

Key Points

- This key expires 5 minutes after being generated.

Step 4: Salesforce Login Screen PC



Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the [App Store](#) or [Google Play](#) and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

[Back](#) [Connect](#)

[Choose Another Verification Method](#)

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Instructions

- Enter the two word phrase on your desktop screen to setup your account
- Click 'Connect'



Key Points

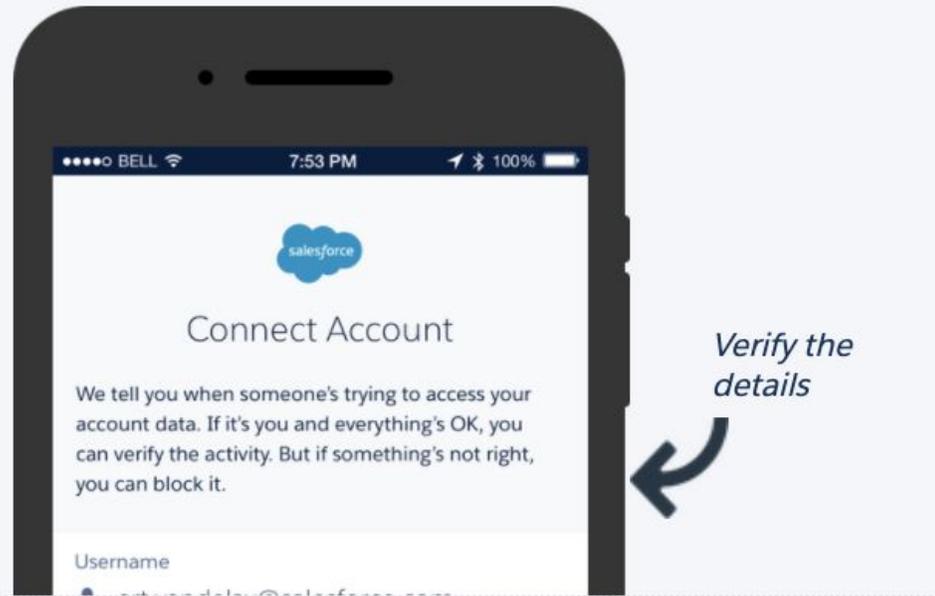
No Key points

Step 5: Salesforce Login Screen PC



Check Your Mobile Device

Use Salesforce Authenticator to verify the connection to your gargi.sengupta@mtxb2b.com Salesforce account.



Instructions

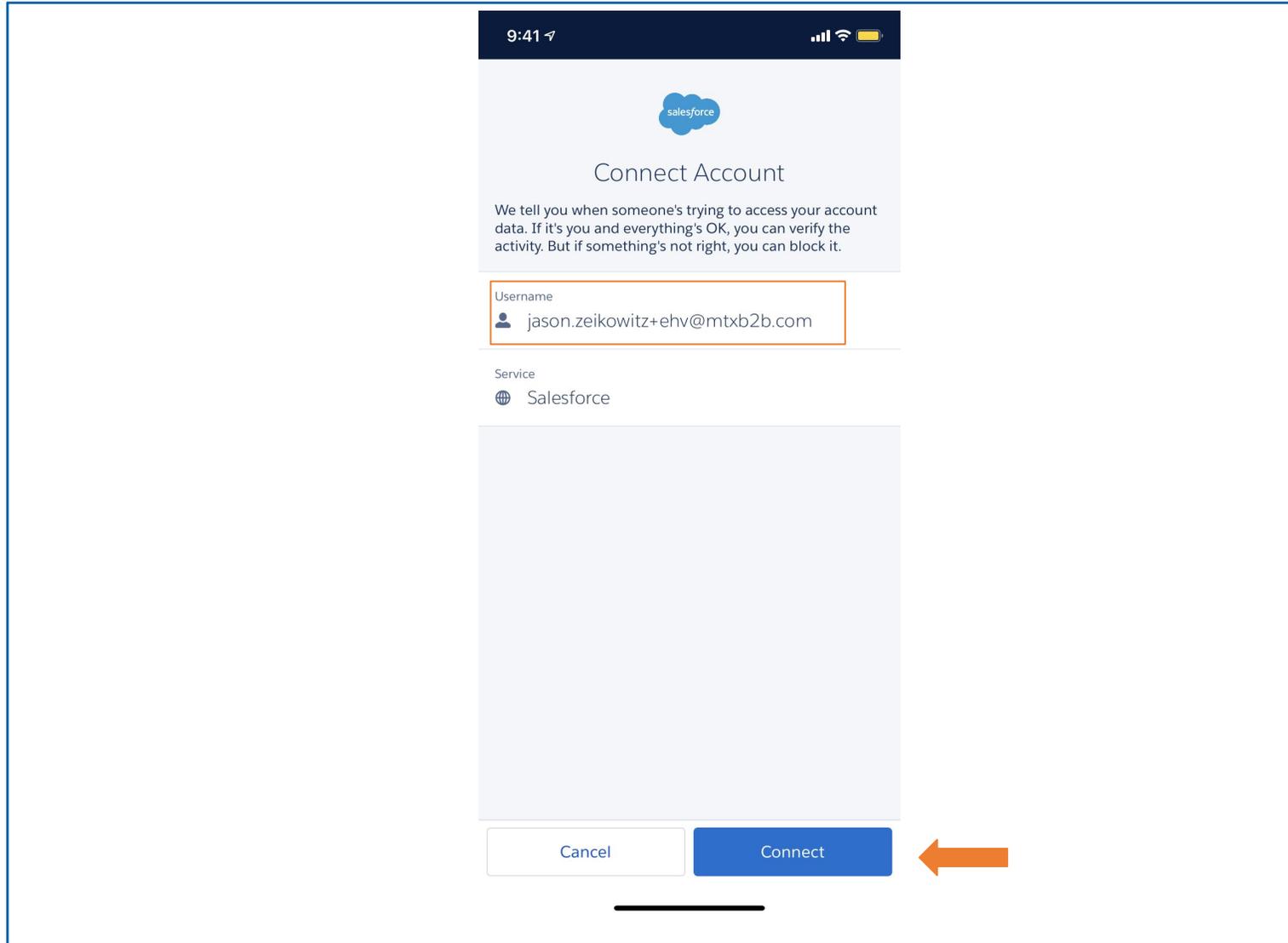
You will see this message on your desktop



Key Points

No Key Points

Step 6: Salesforce Authenticator App Set Up (On Mobile Device)



Instructions

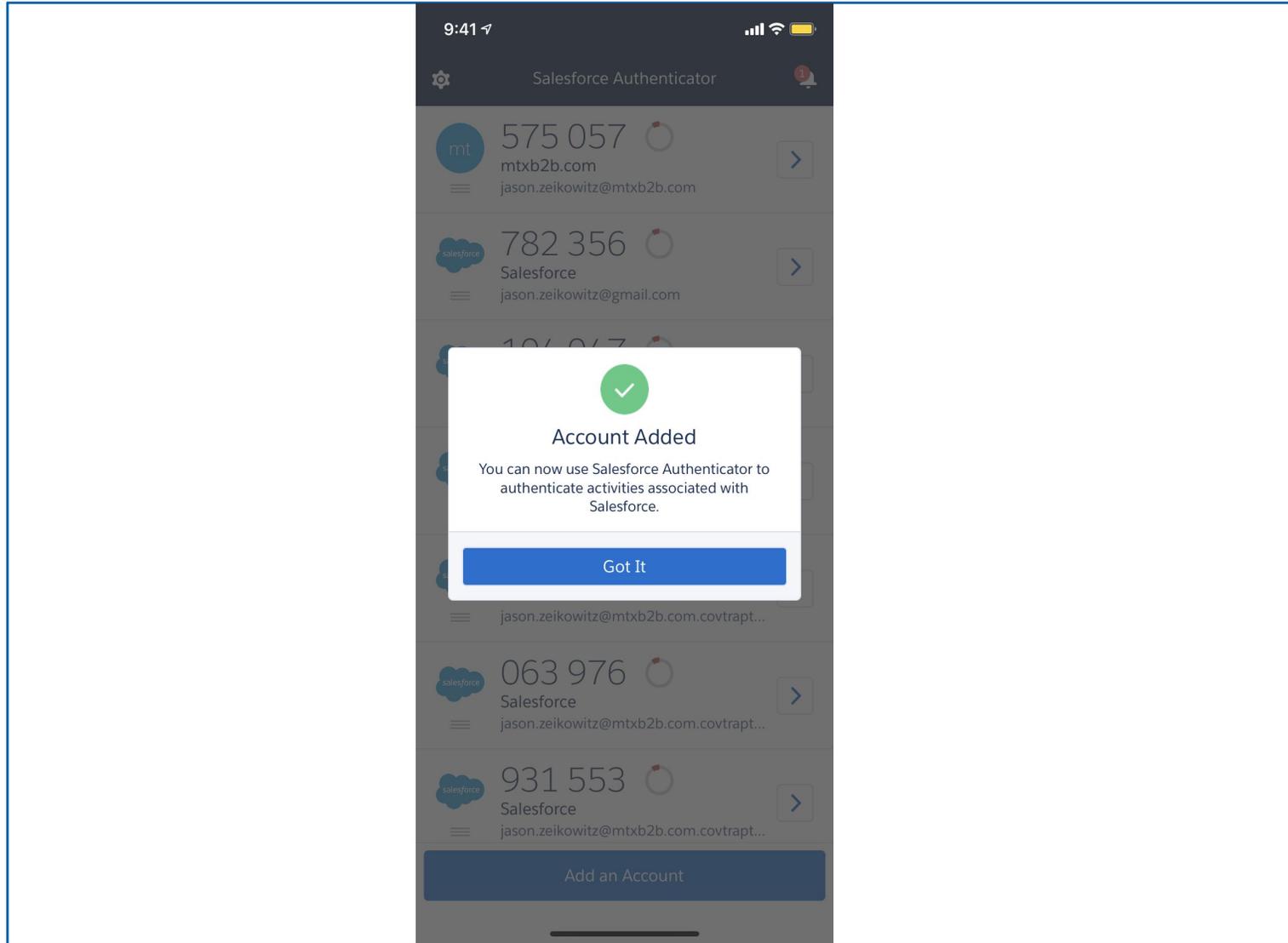
On the Salesforce Authenticator application on your phone, click 'Connect' to verify the authorized login.



Key Points

You will see your account on your mobile screen

Account Added Message: Mobile Device



Instructions

You will see this message on your mobile screen

Key Points

No Key Points

Logged in to EHV Case Tracker: PC

The screenshot displays the NYC EHV Case Tracker interface. At the top, there is a search bar and navigation tabs for 'CAPS Eligibility', 'NYCHA/HPD Eligibility', 'Housing Search/Inspection', and 'Leasing Move-In'. The main content area is divided into two columns. The left column shows 'Case Information' and 'Post-EHV Point of Contact Details'. The right column shows 'New Event', 'Case Team', and 'Case Comments (3+)'. The case number 00138773 is visible in the top right corner.

Case Information	
Case Owner	SONAL Agarwal Caseworker
Client Name	Shivam Wahal
Client Preferred Name	
Client Preferred Language	English
Provider Name	
Site Name	Shivam Wahal
Shelter Building Name	Shivam Test shelter account
HPD Assigned Housing Navigator Required	<input checked="" type="checkbox"/>

Post-EHV Point of Contact Details	
Point of Contact Name	
Point of Contact Title	
POC Relationship to the Household	
Point of Contact Telephone	

Case Comments (3+)	
Created D...	9/17/2021, 8:49 AM
Comment:	Case Comment 4
Created D...	9/17/2021, 8:48 AM
Comment:	Case Comments 3
Created D...	9/17/2021, 8:48 AM
Comment:	Case Comments 2

Instructions

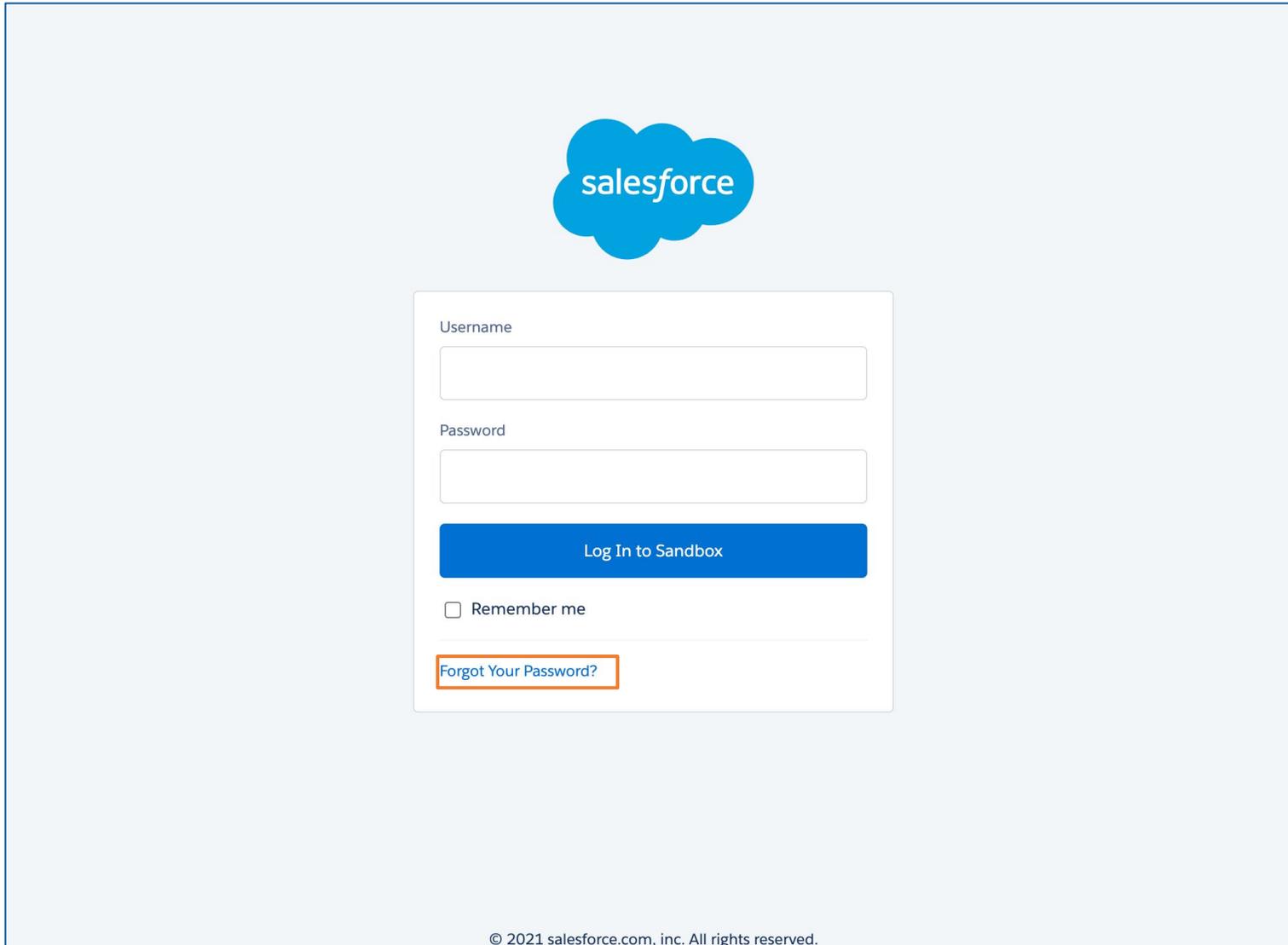
You are now logged in to the EHV Case Tracker on your desktop

Key Points

No Key Points

Password Reset

Login Page



The image shows a Salesforce login page. At the top center is the Salesforce logo, which consists of a blue cloud shape with the word "salesforce" in white lowercase letters. Below the logo is a white login form with a light gray border. The form contains the following elements: a "Username" label above a text input field; a "Password" label above a text input field; a blue button with the text "Log In to Sandbox"; a checkbox labeled "Remember me"; and a link labeled "Forgot Your Password?" with a red border. At the bottom of the page, there is a copyright notice: "© 2021 salesforce.com, inc. All rights reserved."

Instructions

- Go to the EHV Login Page
- You will need to enter your username
- Click 'Forgot Your Password' to trigger the reset process

Key Points

- Password has to be reset while logging in for the first time
- If you are having issues with your password reset, please contact your agency's established Delegated Admin for assistance

Password Reset Link

Sandbox: Finish resetting your Salesforce password External Inbox x

QA_SUPPORT@salesforce.com <qa_support@salesforce.com> Thu, Sep 9, 8:15 PM (8 days ago) ★ ↩ ⋮
to me ▾

Salesforce recently received a request to reset the password for the username gargi.sengupta+ehv@mtxb2b.com. To finish resetting your password, go to the following link. This link expires in 24 hours.

https://nycservice--uatnp2.my.salesforce.com/secure/forgotpassword.jsp?r=00D3R0000008fit0053R000000WHrqCjwKMwoPMDbEM1lwMDAwMDA4Zml0Eg8wMkczZDAwMDAwMDBaUm4aDzAwNTNSMDAwMDAwV0hycRjDtZTYvC8SEnbHuSwNe9qdd9OoMa5QccaDOH1wsPC-JyGKNfnRil5g-KzShCRoZ2-cdl8UmE8wJBDmvaSBErPbrkIshra_s6-7pkRsZ9EqgsgZVnfmfkAq42eyl7n9GPS&display=page&fpot=cf1b8f0f-8d15-43e0-819b-003bd8525246674212dc-73e2-420e-be24-2350945cabe1

If you didn't ask for your password to be reset, contact your Salesforce administrator.

↩ Reply ↗ Forward

Instructions

- You will receive a password reset link to their registered email address
- Click on the URL to go to password reset page

Key Points

The reset link is usually valid for 24 hours

Setting Password



Change Your Password

Enter a new password for shubha+nycservice@mtxb2b.com.uatnp2. Make sure to include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number

* New Password

 Good

* Confirm New Password

 Match

Security Question

▼ What was your childhood nickname?

* Answer

Instructions

- Set a password according to the conditions stated
- Select a security question and set an answer.
- Scroll down and click '**Change Password**'



Key Points

- You can choose from multiple security questions
- Select a question with an answer you are not likely to forget (in case you need to reset password in future)
- You will need to perform a one time MFA to log in (for the first time only)



This concludes the Login & Password/MFA QRG

THANK YOU