

# PIV Login Quick Reference Guide

## PIV Users can only login with Internet Explorer

### What is PIV and who uses it?

PIV stands for Personal Identity Verification. FEMA employees or contractors are required to have a PIV card to access computers and certain systems. If you use one of the qualifying systems, and you are an owner of a PIV card, you will be required to login to the system using your PIV card once the application is enabled for PIV authentication.

### What is the Personal Identity Verification Single Sign-On Implementation?

Personal Identity Verification Single Sign-On (PIV SSO) is implemented in accordance with Homeland Security Presidential Directive 12 (HSPD-12) to harden applications with an enterprise PIV SSO solution for 76 FEMA applications identified as high value assets by the FEMA Chief Information Officer. Twelve Risk MAP applications are being affected:

- Mitigation Planning Portal (MPP)
- Mitigation Action Tracker (MAT)
- Coordinated Needs Management Strategy (CNMS)
- Floodmaps File eXchange (FFX)
- Cooperating Technical Partners (CTP)
- Flood Hazard Determination (FHD)
- Mapping Information Platform (MIP)
- Risk MAP SharePoint Portal
- Hazus SharePoint Portal
- File Trail
- CFAS (File Vista)
- Project Planning and Purchasing Portal (P4)

### If I don't have a PIV, how will this release affect me?

If you use one of the systems noted above and you do not have a FEMA email address and a PIV card, you will continue to use a username and password login to access the application. Similarly, if you have received your PIV card and PIN but have not yet received a FEMA email address, you will also be

required to sign in to the application using your existing login credentials.

### Will I still be required to put in my username and password to access the applications?

All other users (i.e., users without a FEMA email address) will be required to use their username and password to access the application.

PIV card users will be required to enter their PIV PIN to access FEMA applications.

### I forgot my PIV card. What should I do?

Contact the Enterprise Service Desk (ESD) at 1-888-457-3362 or [FEMA-Enterprise-Service-Desk@fema.dhs.gov](mailto:FEMA-Enterprise-Service-Desk@fema.dhs.gov). They will provide instructions on next steps.

### What is a PIV card PIN?

A PIV Personal Identification Number (PIN) is a six to eight digit number the user creates when they receive their FEMA badge.

### I don't know my PIN. How do I find my PIN or reset my PIN?

Visit your Badging Office, Access Control Office, or Temporary PIV Card Station during their normal hours of operation to have your PIN reset. No appointment is necessary.

### Will PIV Implementation affect corresponding SharePoint sites?

PIV Implementation will not have any effect on SharePoint sites, it will only change the login procedures. View the SharePoint PIV Guide for SharePoint login procedures.

### I am able to login to my workstation, but the application will not open. What should I do?

Contact the FEMA Map Information eXchange (FMIX) at 877-FEMA-MAP (877-336-2627) or email [FEMAMapSpecialist@riskmapcds.com](mailto:FEMAMapSpecialist@riskmapcds.com).

**NOTE:** PIV Users can only be associated with **one** "fema.dhs.gov" email address on each application

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## CTP Login:

1. When logging into the CTP site the following login screen will appear.

The screenshot shows the CTP logo at the top left. Below it are two login options. The 'NON-PIV User' option is highlighted with a red border and contains a form with fields for 'USERNAME:' and 'PASSWORD:', and a 'Login' button. The 'PIV User' option is also highlighted with a red border and contains an image of a PIV card, the text 'Login with your PIV or CAC', 'Remember to plug in your PIV/CAC card', and a 'Login with PIV' button.

If you have questions or comments on this database, please contact the [CTP Database Administrator](#).  
If you need a password reset, or are locked out, click [here](#).

- A. PIV Users will be required to select the “**Login with PIV**” button and will then be prompted to provide their PIN.
  - a. Once the PIV User has provided their PIN, they will be logged into the CTP.
  - b. If the PIV User has not inserted their PIV card, they will receive the following message.

An attempt to authenticate with a client certificate failed.  
A valid client certificate is required to make this connection.
- B. Non-PIV Users will login using their current credentials and select “**Login.**”

Non-PIV Users are required to change their password and set a challenge question and answer. **Users will only be prompted to change their password and set a challenge question the first time they login after PIV Implementation is deployed.**

- a. After users login with their current credentials, users will see the following message.



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- b. Once users have selected the link in their email, they will be redirected to the following screen, where they are required to setup a challenge question. Once the user has created their challenge question and answer, select the “Submit” button.



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### Set Secret Question

Users can unlock their account by entering a correct challenge answer to their secret question.

**Username:**  
oldUser8

**Secret Question:** In which department did you first work? ▼

**Answer:**

- c. Once the user has set up their challenge question, they are required to change their password with the following requirements:
- Eight characters
  - A combination of alphabetic, numeric, and special characters

Once the user has entered their new password, select the “Submit” button. The user will then be automatically be logged into the CTP site.



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### Change Password

Password should be 8 characters long. Include a number, a letter, and a special character. Password cannot be the same as the last 8 passwords.

**Username:** ██████████

**Current Password:**

**New Password:**

**Confirm Password:**

**Note:** The CTP site is not a self-registering application; therefore, the registration process for the CTP site will not be affected by the PIV implementation.