

Last Updated: 10/02/2020

# MO ACTS Login

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MISSOURI'S ADVANCED CONTACT TRACING SYSTEM



Missouri's Advanced Contact Tracing System

# Logging in to MO ACTS

## Missouri's Contact Tracing Platform

Section	Description
<a href="#">First MO ACTS Log In</a> Create a new Password	Follow these steps the first time you log in to MO ACTS to set up your account and enable your credentials
<a href="#">Typical MO ACTS Log In</a>	In this section you will learn how to log in to MO ACTS after you've completed initial log-in – including navigating the <b>Verify your Identity</b> and <b>Register your Mobile Phone</b> screens.
<a href="#">Set up Amazon Connect Log In</a>	Follow these steps to set up your Amazon Connect password.
<a href="#">Typical Amazon Connect Log In</a>	Follow these steps to log in to Amazon Connect in MO ACTS.
<a href="#">Log In Helpful Tips</a>	Helpful login tips for MO ACTS and Amazon Connect.

## MO ACTS Requirements

Make sure the system requirements below are met by your computer:

- **Operating System:** Windows 7 or MacOS El Capitan or newer
- **Strong Internet Connection**
- **Google Chrome as your web browser** (Firefox is an alternative browser option)  
*Need help setting Chrome as a default browser? Reference [this helpful article](#).*

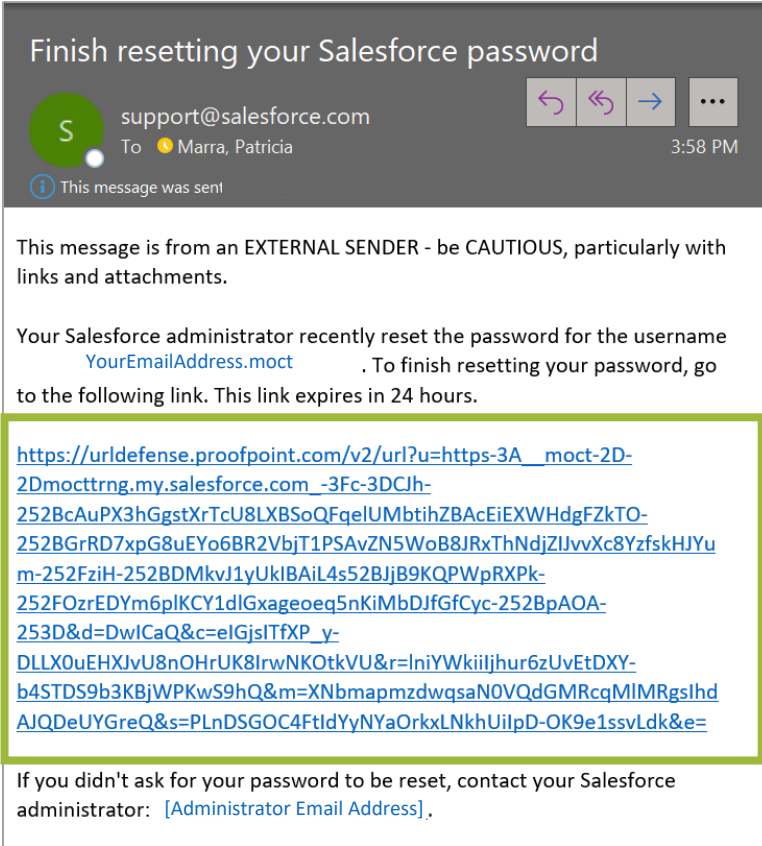


## First MO ACTS Log In | Create a New Password

Follow these steps the first time you log in to MO ACTS to set up your account and enable your credentials.

- You will receive an email from [support@salesforce.com](mailto:support@salesforce.com) with the subject: **Finish resetting your Salesforce password**
- Open the email
- Click on the **site link**

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The screenshot shows an email interface. At the top, it says "Finish resetting your Salesforce password". The sender is "support@salesforce.com" and the recipient is "Marra, Patricia". The time is "3:58 PM". Below the header, there is a warning: "This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments." The main body of the email says: "Your Salesforce administrator recently reset the password for the username [YourEmailAddress.moct](#). To finish resetting your password, go to the following link. This link expires in 24 hours." A long URL is highlighted in a green box: [https://urldefense.proofpoint.com/v2/url?u=https-3A\\_\\_moct-2D-2Dmocttrng.my.salesforce.com\\_-3Fc-3DCJh-252BcAuPX3hGgstXrTcU8LXBSOQFqelUMbtihZBAcEiEXWHdgFZkTO-252BG RD7xpG8uEYo6BR2VbjT1PSAvZN5WoB8JRxThNdjZlJvvXc8YzfskHJYu m-252FziH-252BDMkvJ1yUkIBaIL4s52BjB9KQPWpRXPk-252FOzrEDYm6pIKCY1dGxageoeq5nKiMbDjfgfCyc-252BpAOA-253D&d=DwlCaQ&c=eIGjslTfXP\\_y-DLLX0uEHXJvU8nOHRUK8lrwNKotkVU&r=lniYWkiiljhur6zUvEtDXY-b4STDS9b3KBjWPKwS9hQ&m=XNbmazpmzdwqsaN0VQdGMRcQmIMRgsihdAJQDeUYGreQ&s=PLnDSGOC4FtldYyNYaOrkxLNkhUilpD-OK9e1ssvLdk&e=](https://urldefense.proofpoint.com/v2/url?u=https-3A__moct-2D-2Dmocttrng.my.salesforce.com_-3Fc-3DCJh-252BcAuPX3hGgstXrTcU8LXBSOQFqelUMbtihZBAcEiEXWHdgFZkTO-252BG RD7xpG8uEYo6BR2VbjT1PSAvZN5WoB8JRxThNdjZlJvvXc8YzfskHJYu m-252FziH-252BDMkvJ1yUkIBaIL4s52BjB9KQPWpRXPk-252FOzrEDYm6pIKCY1dGxageoeq5nKiMbDjfgfCyc-252BpAOA-253D&d=DwlCaQ&c=eIGjslTfXP_y-DLLX0uEHXJvU8nOHRUK8lrwNKotkVU&r=lniYWkiiljhur6zUvEtDXY-b4STDS9b3KBjWPKwS9hQ&m=XNbmazpmzdwqsaN0VQdGMRcQmIMRgsihdAJQDeUYGreQ&s=PLnDSGOC4FtldYyNYaOrkxLNkhUilpD-OK9e1ssvLdk&e=)

If you didn't ask for your password to be reset, contact your Salesforce administrator: [\[Administrator Email Address\]](#).

**NOTE:** You may receive another email from support@salesforce.com with the subject "Verify your identity in Salesforce"; but no verification code should be requested so please ignore this email

- Your default browser will open a **Change your Password** screen

**NOTE:** We recommend using Google Chrome to access MO ACTS powered by Salesforce (Firefox is an alternative browser option)



- Enter your desired MO ACTS Password in the **New Password** field  
**NOTE:** Follow the outlined considerations to create a secure password
- Re-enter your password in the **Confirm New Password** field
- Select your **Security Question**
- Enter your **answer** for the Security Question
- Click the **Change Password** button

The screenshot shows the Salesforce 'Change Your Password' interface. At the top is the Salesforce logo and the title 'Change Your Password'. Below this, the user is prompted to 'Enter a new password for YourEmailAddress.moct' and to 'Make sure to include at least:'

- 10 characters (checked)
- 1 letter (checked)
- 1 number (checked)

Numbered callouts on the left side of the form indicate the following steps:

- 8:** The 'New Password' field, which shows a strength indicator of 'Good'.
- 9:** The 'Confirm New Password' field, which shows a 'Match' indicator.
- 10:** The 'Security Question' dropdown menu, currently set to 'In what city were you born?'.
- 11:** The 'Answer' field, containing the text 'Columbia'.
- 12:** The 'Change Password' button.

At the bottom of the form, it states: 'Password was last changed on 7/6/2020, 6:10 AM.'

After this, your new user ID and password will be successfully set, and you will reach the MO ACTS homepage - <https://moct.my.salesforce.com/>.

# MO ACTS Log In | Typical Process

Follow these steps to access your MO ACTS account.

1. Open **Google Chrome** browser
2. Enter the MO ACTS web page  
<https://mact.my.salesforce.com/>
3. Enter your MO ACTS **Username**  
(format will be **YourEmailAddress.mact**)
4. Enter your **Password**
5. Click the **Log in** button

The screenshot shows the Salesforce login interface. At the top is the Salesforce logo. Below it are two input fields: 'Username' containing 'YourEmailAddress.mact' and 'Password' with masked characters. A blue 'Log In' button is below the password field. A 'Remember me' checkbox is checked. At the bottom are links for 'Forgot Your Password?' and 'Use Custom Domain'. Green callout boxes with numbers 3, 4, and 5 highlight the Username field, Password field, and Log In button respectively.

6. You will be taken to the MO ACTS homepage.

Two additional prompts may appear during login based on your account, device and browser settings.

## VERIFY YOUR IDENTITY PROMPT

After your first time logging in, you may be asked to **Verify your Identity**. If that occurs:

1. Check your email for a **Verification Code**
2. Enter it on the page where it was prompted.

The screenshot shows a 'Verify Your Identity' prompt. It explains that the user is logging in to Salesforce and needs to verify their identity. It asks for a verification code sent to the user's email (example: ja\*\*\*\*\*@\*\*\*\*\*re.com). A 'Verification Code' input field is highlighted with a green callout box containing the number 2. Below the input field is a blue 'Verify' button. At the bottom, there is a 'Don't ask again' checkbox which is checked, and a 'Resend Code' link.

3. If you typically use the same browser or device to access MO ACTS, you can choose the **Don't ask again** checkbox, prompting MO ACTS to remember this device so you will not need to enter the Verification Code with every login.

This is a close-up of the bottom portion of the verification prompt. It shows a blue 'Verify' button and a 'Don't ask again' checkbox which is checked. Below the checkbox is a 'Resend Code' link. A green callout box with the number 3 highlights the 'Don't ask again' checkbox.



## REGISTER YOUR MOBILE PHONE PROMPT

After your first log in, you may be invited to **Register your Mobile Phone**. This will trigger MO ACTS to send you an SMS with a verification code when it sees a login using your username from a new device or browser. Registration is optional and can be skipped.

1. To register – enter your mobile phone number in the **Mobile Phone number** field
2. To skip registration once – click **Remind Me Later**
3. To skip registration altogether, click **I Don't Want to Register my Phone**

Register Your Mobile Phone

Make it easy to verify your identity when you log in to Salesforce. Any time we have to verify it's you, we can text a code to your registered phone.

Country  
United States (+1)

Mobile Phone Number

Register

Remind Me Later  
I Don't Want to Register My Phone

Register

Remind Me Later

I Don't Want to Register My Phone



# Log into Amazon Connect

## Account Set Up



Follow these steps to set your Amazon Connect Account.

1. You will receive an email with the subject: **Your MO ACTS Amazon Connect Credentials**
2. Click on the **Login URL link** in the email

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Your MO ACTS Amazon Connect Credentials

Sarah or Ryan @accenture.com  
To Test, User 9:

  Missouri Department of Health and Senior Services  
CONTACT TRACING PROGRAM

Randall W. Williams, MD, FACOG  
Director

**NOTE – THIS IS AN INFORMATIONAL EMAIL. PLEASE DO NOT CLICK ON THE LINKS CONTAINED BELOW OR ATTEMPT TO SET UP YOUR ACCOUNT PRIOR TO TRAINING.**

Dear MO ACTS User,

We are pleased to share the information for your Amazon Connect account - the phone component of MO ACTS (Missouri Advanced Contact Tracing System). This is **one of two credential emails** you will receive for the **production version MO ACTS**. The other email will come from [support@salesforce.com](mailto:support@salesforce.com).

**Please DO NOT take any action on the below information until instructed to do so during MO ACTS training.** We will walk you through the account set up and login process during your respective training session.

Below are key details you will need to reference **during the MO ACTS training**:

Login URL: <https://moprodconnect.awsapps.com/connect/login>

User ID (case sensitive):

In good health,  
The MO ACTS team

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3. Your chrome browser will launch the Amazon Connect Log in site
4. Enter your **Username**
5. Click the **Forgot Password?** link

4

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6. Fill in the characters that you see in the validation image
7. Click the **Recover Password** button

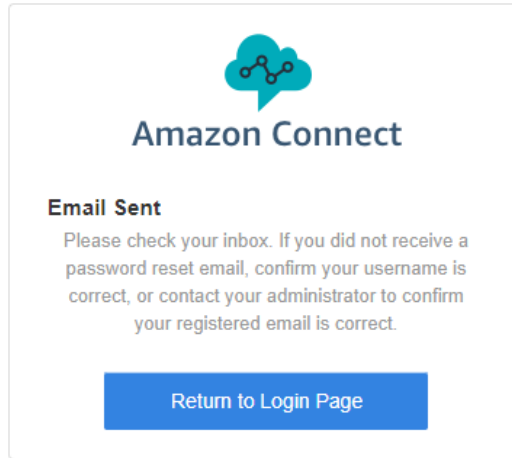
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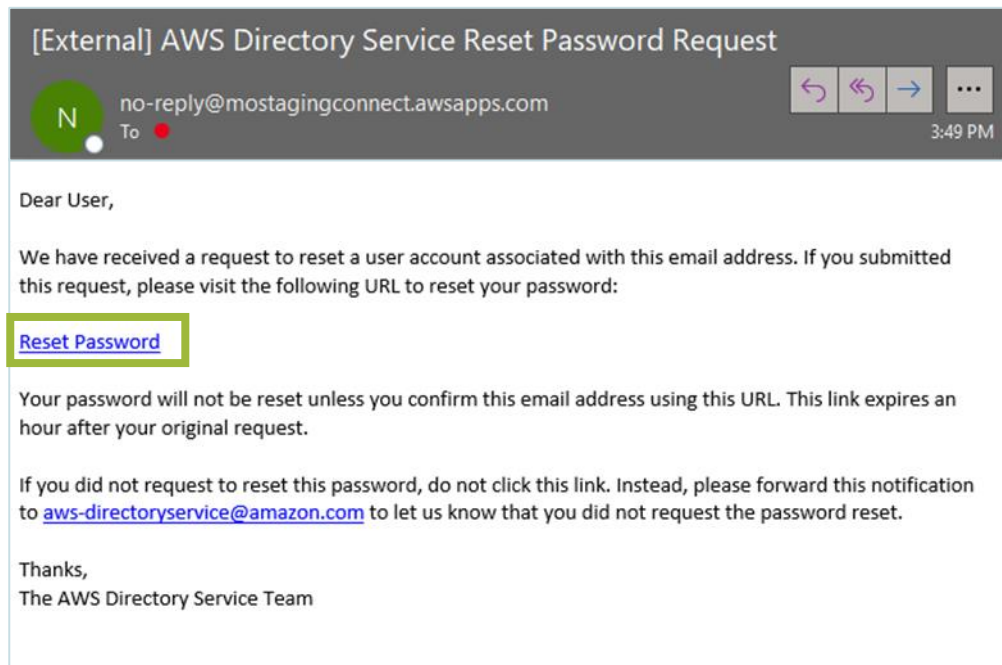




- A new page will load asking you to check your inbox.  
**NOTE:** You can close this webpage, there is no need to select **Return to Login Page**.



- Navigate to your inbox and check for an email titled **"AWS Directory Service Reset Password Request"**
- Click **Reset Password**



11. Fill in your **New Password**
12. Confirm your **New Password** by re-entering it.
13. Click the **Reset Password** button

Amazon Connect

Please reset your **mostagingconnect** credentials

Username  
PMarra

New Password  
Minimum 8 Characters

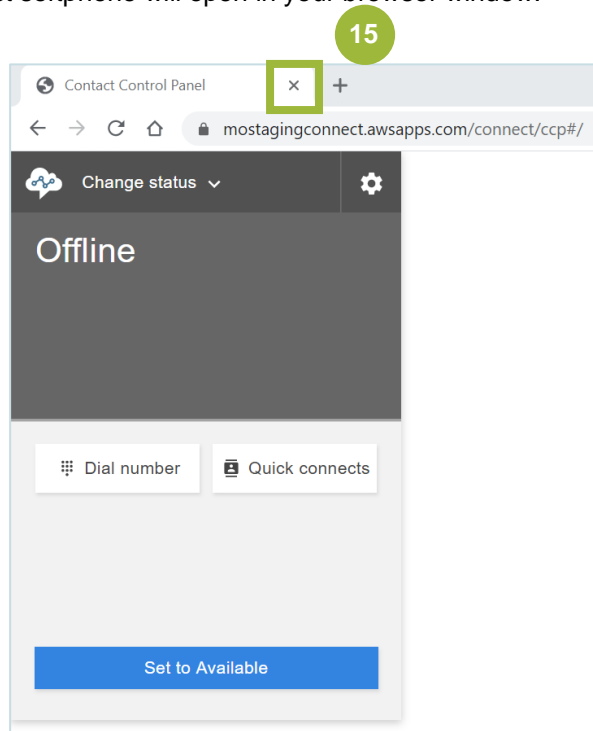
Confirm new password

Reset Password

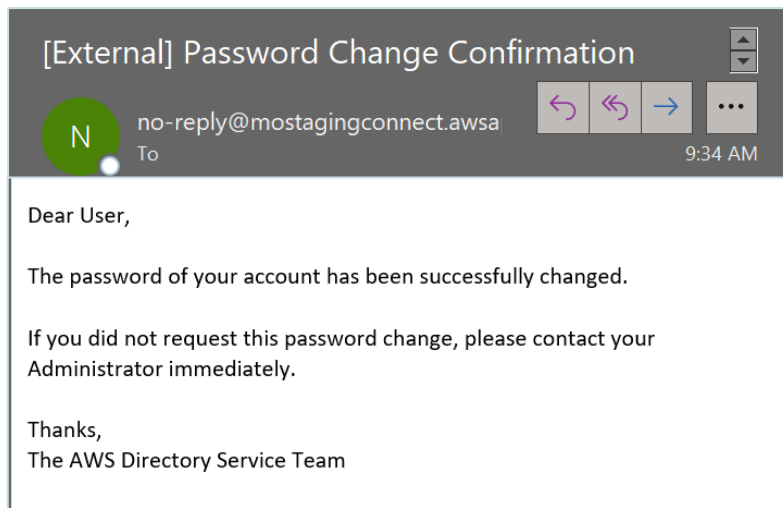
Passwords should include:

- Between 8 and 64 characters
- A lowercase character
- An uppercase character
- A number
- A special character

14. The Amazon Connect softphone will open in your browser window.
15. **Close** this window



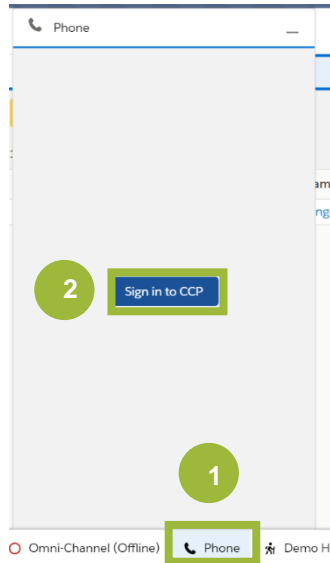
16. You will receive an **email confirmation** that your password has been changed



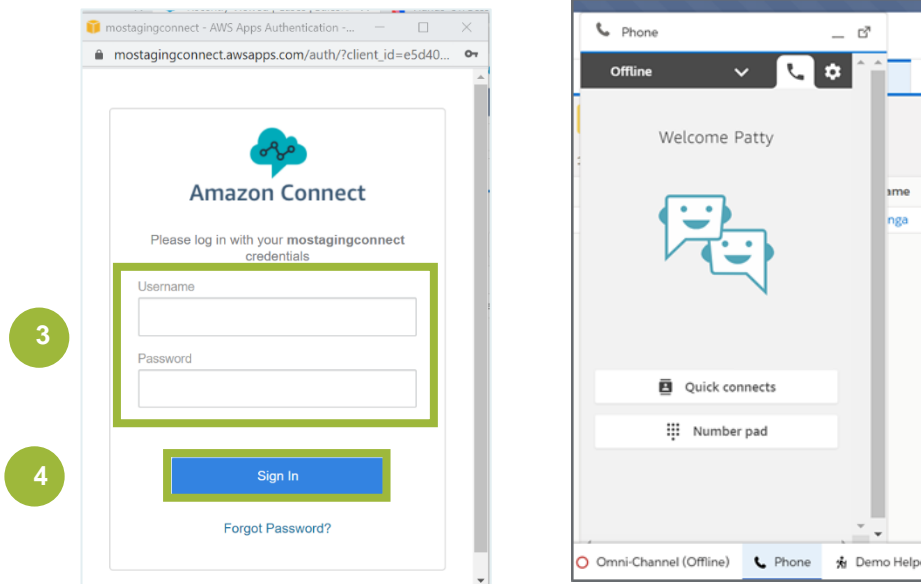
# Log into Amazon Connect

## Typical Log In

1. In your MO ACTS application window, click the **Phone** button
2. Click the **Sign in to CCP** button



3. Enter your **Username** and **Password**
4. Click the **Sign in** button



After this, you should successfully log in.



# Log In Helpful Tips

## MO ACTS Support tips

Here are some support tips when troubleshooting MO ACTS access issues:

- ❑ **Check the browser**

MO ACTS will work best in a Google Chrome browser.  
If Chrome is not an option, use Firefox

- ❑ **Check the URL**

The URL for the production environment of MO ACTS is <https://mact.my.salesforce.com/>  
The URL could include other words (like lightning), but should only have mact – not macttrng or other combinations

For instructions on how to save this link as a favorite, click [here](#)

- ❑ **Check the log in credentials**

The user ID will follow the format EmailAddress.mact  
If you are not sure what your user ID is, look for an email from support@salesforce.com

## Amazon Connect Support tips

Here are some support tips when troubleshooting Amazon Connect access issues:

- ❑ **Check the browser**

Your Amazon Connect softphone will work best in a Google Chrome browser.  
If Chrome is not an option, use Firefox

- ❑ **Confirm you have plugged a headset into the computer**

A red error indicating that the browser cannot access the microphone will appear until the browser is given permission to access the microphone

Plugging a headset in to the same device you are accessing MO ACTS from will trigger the browser to request permission to access the microphone – at which point, you should select allow permission in order to place outbound calls from MO ACTS through Amazon Connect

- ❑ **Confirm that the pop-ups are enabled (click [here](#) for instructions)**

Make sure these two URLs are listed to Allow Pop-Ups:

MO ACTS: <https://mact.my.salesforce.com/>

Amazon Connect: <https://moprodconnect.awsapps.com/connect/login>

- ❑ **[Clear the cache](#) in case you formerly blocked pop-ups or disallowed the microphone access**

- ❑ **Refer to [this article](#) for more details on using your microphone in Chrome.**

