MO ACTS Login

MISSOURI'S ADVANCED CONTACT TRACING SYSTEM

Missouri
DHSS
Department of Health
and Senior Services

MO ACTS

Missouri's Advanced Contact Tracing System

Logging in to MO ACTS

Missouri's Contact Tracing Platform

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)
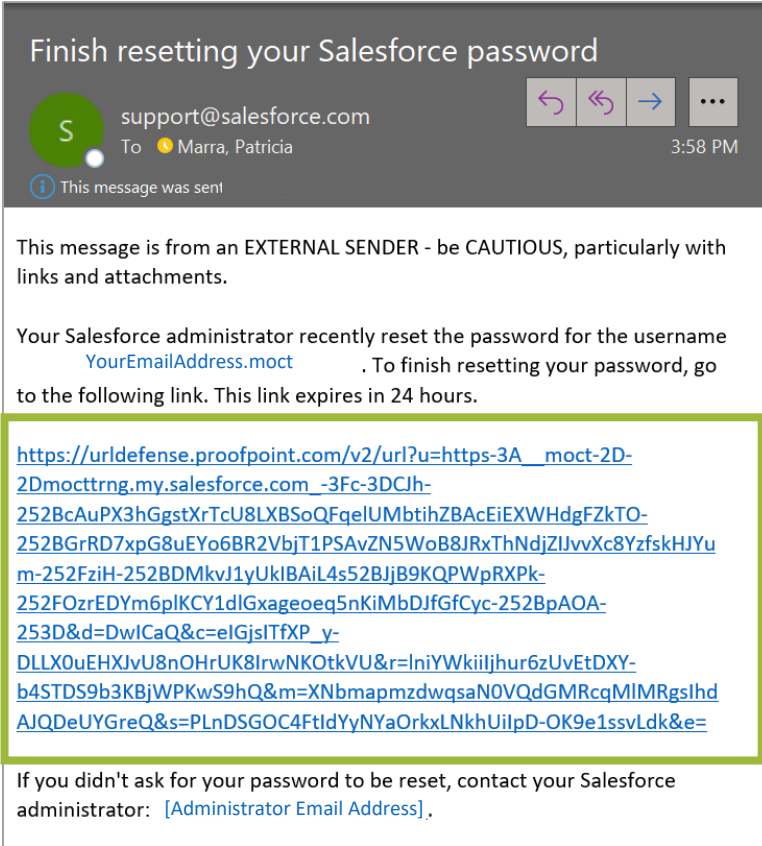 *Need help setting Chrome as a default browser? Reference this helpful article*.

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** with the subject: **Finish resetting your Salesforce password**
- Open the email
- Click on the **site link**

Finish resetting your Salesforce password

S   support@salesforce.com
To   Marra, Patricia   3:58 PM
This message was sent

This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments.

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.

3

https://urldefense.proofpoint.com/v2/url?u=https-3A__moct-2D-2Dmocttrng.my.salesforce.com_-3Fc-3DCJh-252BcAuPX3hGgstXrTcU8LXBSoQFqelUMbtihZBAcEiEXWHdgFZkTO-252BGrRD7xpG8uEYo6BR2VbjT1PSAvZN5WoB8JRxThNdjZIJvvXc8YzfskHJYum-252FziH-252BDMkvJ1yUkIBAiL4s52BJjB9KQPWpRXPk-252FOzrEDYm6plKCY1dlGxageoeq5nKiMbDJfGfCyc-252BpAOA-253D&d=DwICaQ&c=eIGjsITfXP_y-DLLX0uEHXJvU8nOHrUK8IrwNKOtkVU&r=lniYWkiiIjhur6zUvEtDXY-b4STDS9b3KBjWPKwS9hQ&m=XNbmapmzdwqsaN0VQdGMRcqMlMRgsIhdAJQDeUYGreQ&s=PLnDSGOC4FtIdYyNYaOrkxLNkhUiIpD-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

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://moct.my.salesforce.com/
3. Enter your MO ACTS **Username**
   (format will be **YourEmailAddress.moct**)
4. Enter your **Password**
5. Click the **Log in** button

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.

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.

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

1

Register

Remind Me Later

I Don't Want to Register My Phone

Register

2 Remind Me Later

3 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

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

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

8. 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.**
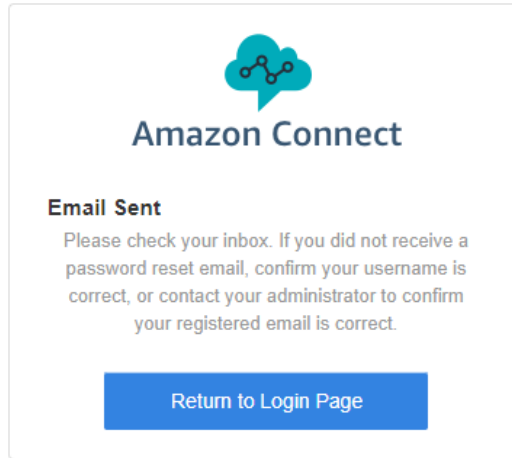
9. Navigate to your inbox and check for an email titled **"AWS Directory Service Reset Password Request"**
10. Click **Reset Password**
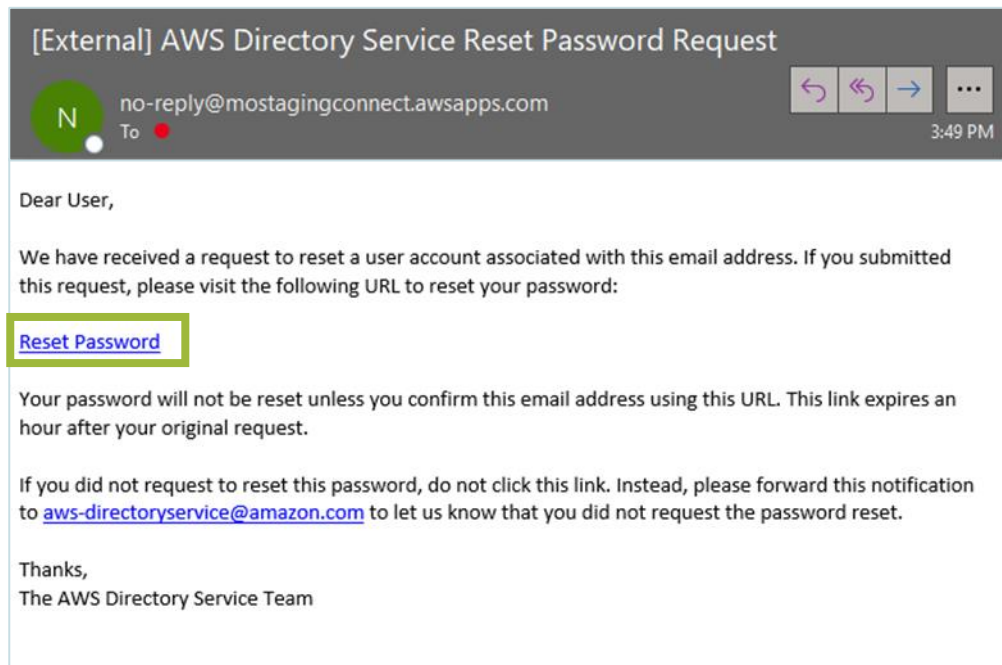
11. Fill in your **New Password**

12. Confirm your **New Password** by re-entering it.

13. Click the **Reset Password** button

14. The Amazon Connect softphone will open in your browser window.

15. **Close** this window
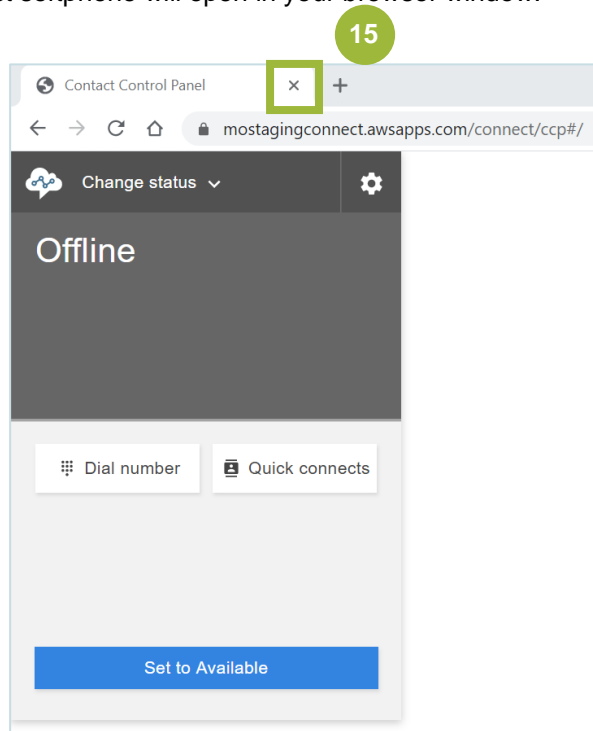
16. You will receive an **email confirmation** that your password has been changed

[External] Password Change Confirmation

N   no-reply@mostagingconnect.awsa
     To   9:34 AM

Dear User,

The password of your account has been successfully changed.

If you did not request this password change, please contact your Administrator immediately.

Thanks,
The AWS Directory Service Team
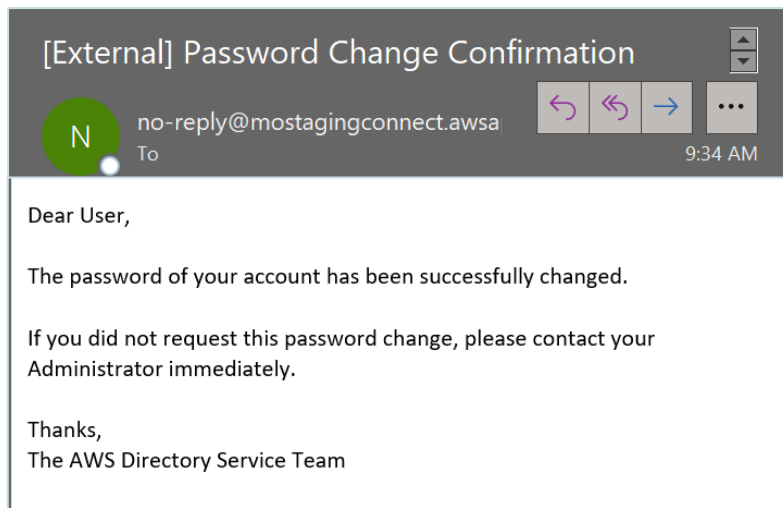
Log into Amazon Connect

Typical Log In

1. In your MO ACTS application window, click the **Phone** button
2. Click the **Sign in to CCP** button
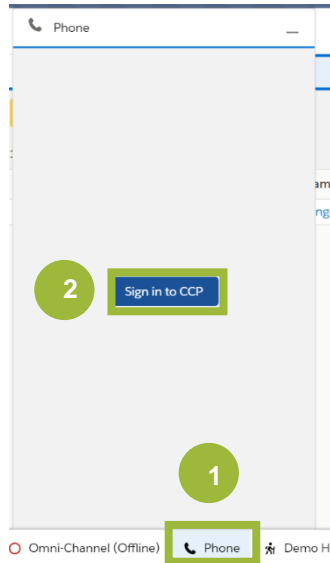
3. Enter your **Username** and **Password**
4. Click the **Sign in** button

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://moct.my.salesforce.com/
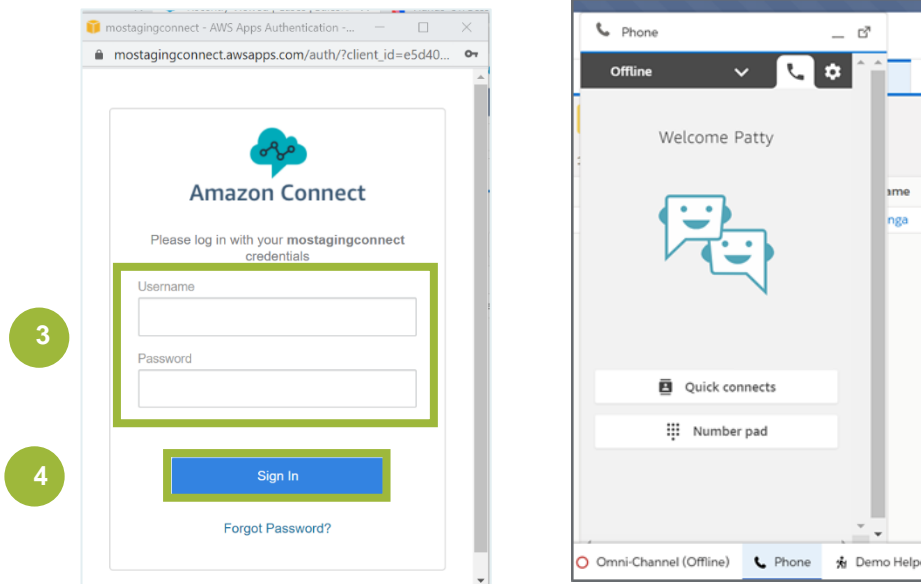The URL could include other words (like lightning), but should only have moct – not mocttrng or other combinations
For instructions on how to save this link as a favorite, click here

- [ ] **Check the log in credentials**

The user ID will follow the format EmailAddress.moct
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://moct.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.**