



# Conexus Registration and Login User Guide

PIV/CAC Method, Login.gov Method,  
and User ID & Password + TOTP Method

July 24, 2023

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## 1.0 Introduction

As part of the changes being made to the methods for logging on to Conexus, a new way to register for a Conexus account has been established.

### 1.1 Registration Information

In order to register for a Conexus account, you must have either one of the following types of accounts:

- eAuth
- Login.gov

In order to know which type of account you should register for, pick one of the following:

- If you have a PIV/CAC credential, see the section below titled "Registering for an eAuth Account."
- If you do not have a PIV/CAC credential, see the section below titled "Registering for a Login.gov Account."

### 1.2 Login Information

After you have registered successfully for a Conexus account, you may log in to Conexus using one of the following three methods:

- PIV/CAC credential (using your eAuth account)
- Login.gov account
- User ID & Password + time-based one-time password (TOTP)

Your agency will determine the appropriate method for you. See the corresponding section in this document.

If you have any questions, email the Conexus Helpdesk at [conexus.help@gsa.gov](mailto:conexus.help@gsa.gov).

## 2.0 Registering for an eAuth Account

1. Go to the Conexus website: <https://conexus.gsa.gov>.
2. Click the **Log In** menu option on the main page.




3. Click the **here** link to view the Rules of Behavior.

 A screenshot of the 'Log In/Register' page. The title 'Log In/Register' is at the top. Below it is a section titled 'Existing/New Users'. A horizontal line separates this section from the content below. The content includes a link: 'Click [here](#) to view the Rules of Behavior'. Below this is a checkbox labeled 'I accept the Rules of Behavior'. At the bottom of this section is a blue button labeled 'Log In/Register'.


4. Check the box to accept the Rules of Behavior.
5. Click **Log In/Register**.
6. Select the corresponding agency from the drop-down menu:  
 If USDA, select **U.S. Department of Agriculture** and click **Submit**.  
 If not USDA, select **Other Agency** and click **Submit**.

 A screenshot of the 'Agency Selection' form. The title 'Agency Selection' is at the top left, and a help icon (?) is at the top right. Below the title is the instruction 'Please select your agency to continue.' followed by a drop-down menu. Below the menu is a checkbox labeled 'Remember my agency selection.' A 'Note' follows: 'Note: If you need to change your default agency in the future, you will need to delete your browser cookies.' At the bottom is a grey button labeled 'Submit'.

7. Whether USDA or Other Agency, click **Need an account?** (located near the top)




## USDA Federal Login




[Need an account?](#)


Not a USDA Federal Employee/Contractor? [Change user type](#)

Select an option to continue





**PIV/CAC**  
Enter PIV/CAC PIN







**MobileLinc**  
Confirm security challenge on mobile device






**PIV Exemption**  
I have a temporary PIV Exemption






## Non-USDA Federal Login




[Need an account?](#)


Not an Other Federal Employee/Contractor? [Change user type](#)

Select an option to continue





**PIV/CAC**  
Enter PIV/CAC PIN





**Login.gov**  
Enter Login.gov User ID and Password





**eAuth User ID**  
Enter User ID and Password

User ID [Forgot User ID](#)

Password [Forgot Password](#)

☐ Show Password

**Log In**

8. Select the corresponding button:

If USDA, select the **USDA Employee / Contractor** radio button and click **Continue**.

If not USDA, select the **Other Federal Employee / Contractor** radio button and click **Continue**.

**Account Registration ?**

**What type of user are you?**

☐ Customer

☐ USDA Employee / Contractor

☐ Other Federal Employee / Contractor

**Continue**

9. Click **Yes** to confirm that you have a working PIV or CAC card.

**Account Registration ?**

Do you have a working PIV or CAC card with reader?

**Yes** **No**

If you click **No**, then you may create a Login.gov account by clicking **Continue to Login.gov**.

**Non-USDA without PIV - Use Login.gov ?**

eAuth is now using Login.gov for non-USDA federal employees and contractors who do not have a PIV or CAC. Please click the Continue to Login.gov button to create your account.

**Continue to Login.gov** **Cancel**

10. Whether USDA or not, enter your business email address and click **Submit**.

**Internal Account Registration ?**  
**Please enter your business email address**  
Business Email Address  
  
**Submit**

**Account Registration - Non-USDA Federal Employee or Contractor ?**  
**Please enter your U.S. Federal email address**  
U.S. Federal Email Address  
  
**Submit**

11. After you receive a registration email, click the link.
12. Ensure your PIV/CAC card is inserted in your card reader and click **Continue**.

**Account Registration - PIV/CAC ?**  
Please ensure your PIV or CAC card is inserted in your card reader, and click Continue  
**Continue**

13. Select your authentication certificate.
14. Enter your PIN for your PIV/CAC.

### 3.0 Registering for a Login.gov Account

1. Go to the Conexus website: <https://conexus.gsa.gov>.
2. Click the **Log In** menu option on the main page.



3. Click the **here** link to view the Rules of Behavior.


A screenshot of the 'Log In/Register' page. The title 'Log In/Register' is at the top. Below it is a section titled 'Existing/New Users'. Under this section, there is a link that says 'Click [here](#) to view the Rules of Behavior'. Below that is a checkbox labeled 'I accept the Rules of Behavior'. At the bottom of this section is a blue button labeled 'Log In/Register'.

4. Check the box to accept the Rules of Behavior.
5. Click **Log In/Register**.
6. Select **Other Agency** from the drop-down menu and click **Submit**.


A screenshot of the 'Agency Selection' page. The title 'Agency Selection' is at the top left, with a question mark icon in a blue circle to its right. Below the title is the instruction 'Please select your agency to continue.' followed by a drop-down menu. Below the drop-down menu is a checkbox labeled 'Remember my agency selection.' Below that is a note: 'Note: If you need to change your default agency in the future, you will need to delete your browser cookies.' At the bottom of the form is a grey button labeled 'Submit'.



7. Click **Login.gov**.




## Non-USDA Federal Login




[Need an account?](#)


Not an Other Federal Employee/Contractor? [Change user type](#)

Select an option to continue





**PIV/CAC**  
Enter PIV/CAC PIN





**Login.gov**  
Enter Login.gov User ID and Password





**eAuth User ID**  
Enter User ID and Password

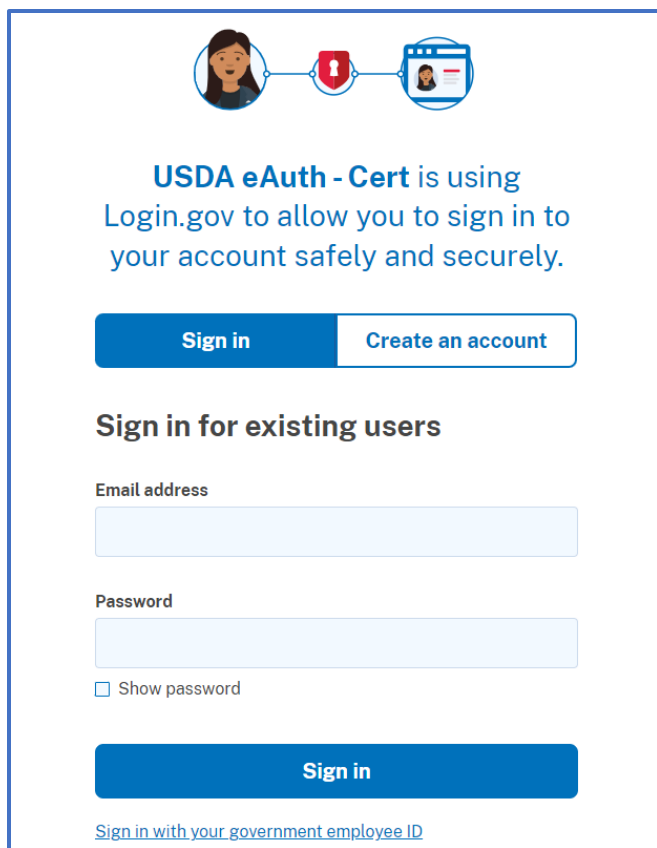
User ID [Forgot User ID](#)




Password [Forgot Password](#)

☐ Show Password

**Log In**

8. Click **Create an account**.



**USDA eAuth - Cert** is using  
 Login.gov to allow you to sign in to  
 your account safely and securely.

[Sign in](#)
[Create an account](#)

**Sign in for existing users**

Email address

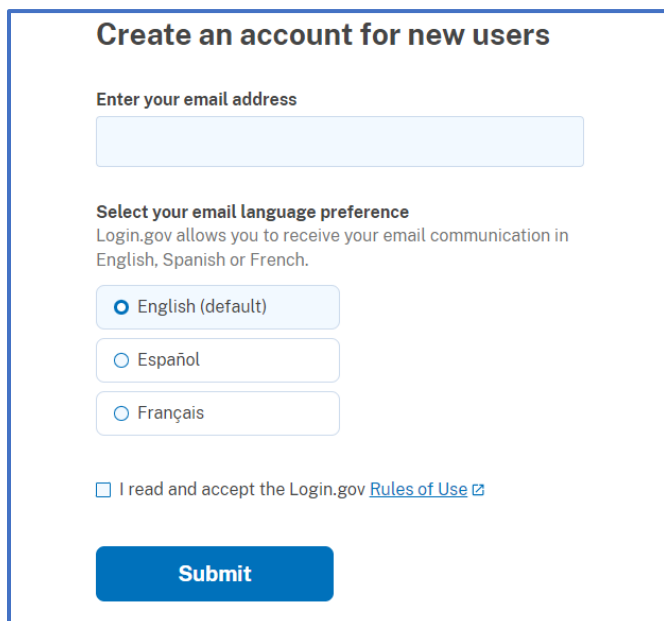
Password

☐ Show password

[Sign in](#)

[Sign in with your government employee ID](#)

9. Enter your email address, select a language, check the checkbox, and click **Submit**.



**Create an account for new users**

Enter your email address

**Select your email language preference**  
 Login.gov allows you to receive your email communication in English, Spanish or French.

☒ English (default)

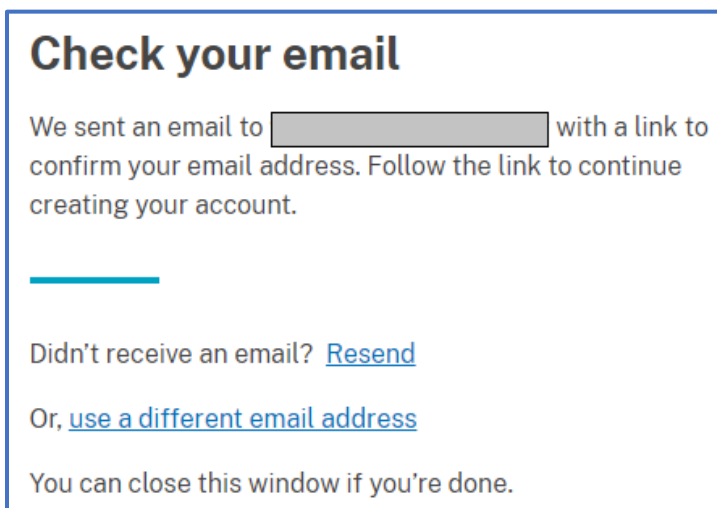
☐ Español

☐ Français

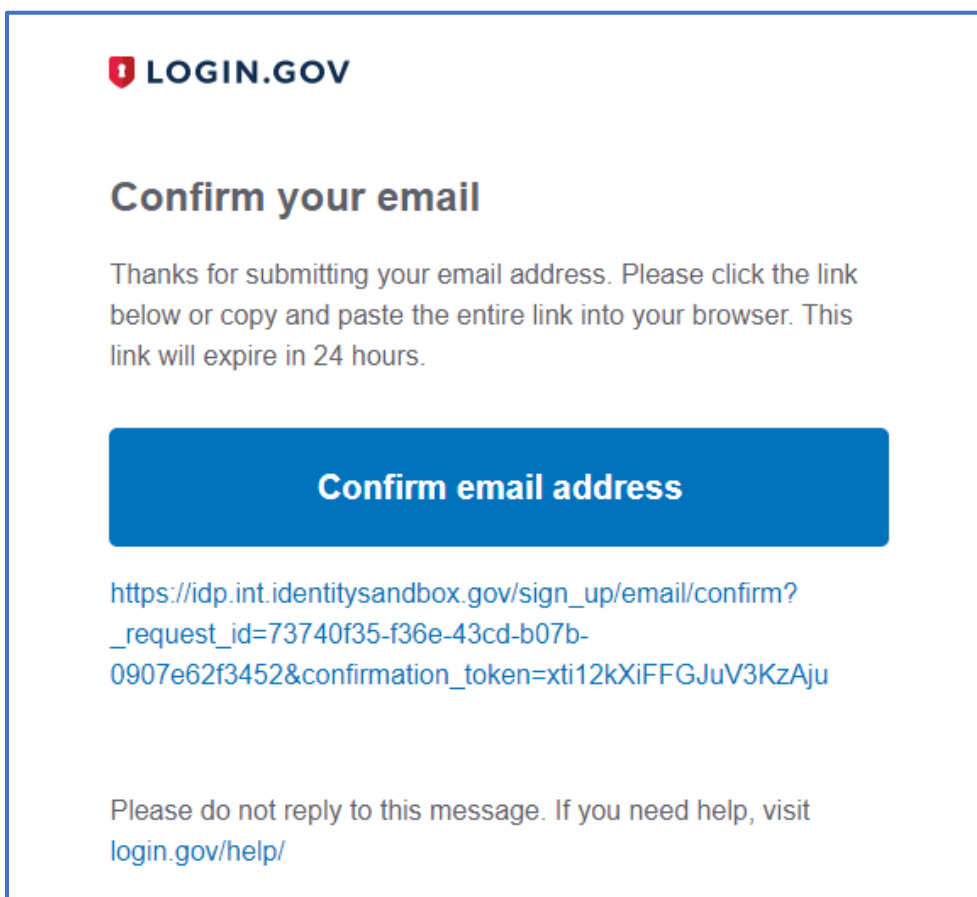
☐ I read and accept the Login.gov [Rules of Use](#)

[Submit](#)


10. An email will be sent to the email address you specified.



11. After the email is received, open the email and click **Confirm email address**.



12. Enter a **Password** to be used for the account and click **Continue**.

 You have confirmed your email address

## Create a strong password

Your password must be **12 characters** or longer. Don't use common phrases or repeated characters, like abc or 111.

Password

Confirm password


☐ Show password


Continue


13. Select the authentication method that you prefer and click **Continue**. For these instructions, we have chosen **Text or voice message**.


### Authentication method setup


Add another layer of security by selecting a multi-factor authentication method. We recommend you select at least (2) two different options in case you lose one of your methods.

☐  **Authentication application**  
Download or use an authentication app of your choice to generate secure codes.

☐  **Text or voice message**  
Receive a secure code by (SMS) text or phone call.

☐  **Backup codes**  
A list of 10 codes you can print or save to your device. When you use the last code, we will generate a new list. Keep in mind backup codes are easy to lose.

☐  **Security key**  
A physical device, often shaped like a USB drive, that you plug in to your device.

☐  **Government employee ID**  
PIV/CAC cards for government and military employees. Desktop only.


**Continue**

14. If you selected the Text or voice message option, enter your **Phone number** and click **Send code**.

### Get your one-time code

We'll send you a one-time code each time you sign in.

**Phone number**



**How you'll get your code**

☒ Text message (SMS)
 ☐ Phone call

You can change this anytime. If you use a landline number, select "Phone call."

**Send code**

Message and data rates may apply. Do not use web-based (VOIP) phone services or premium rate (toll) phone numbers.

[Mobile terms of service](#)

---

[◀ Choose another option](#)

15. When the code is received, enter it and click **Submit**.

### Enter your one-time code

We sent a text (SMS) with a one-time code to +  . This code will expire in 10 minutes.

**One-time code**  
Example: 123456

☐ Remember this browser

**Submit**

16. You may add another authentication method, or you may click **Skip for now**.

A phone was added to your account.

**You've added your first authentication method! Add a second method as a backup.**

Adding another authentication method prevents you from getting locked out of your account if you lose one of your methods.

Add another method

[Skip for now](#)

17. If you opted to skip the second authentication method, click **Agree and continue**.

**Continue to USDA eAuth - Cert**

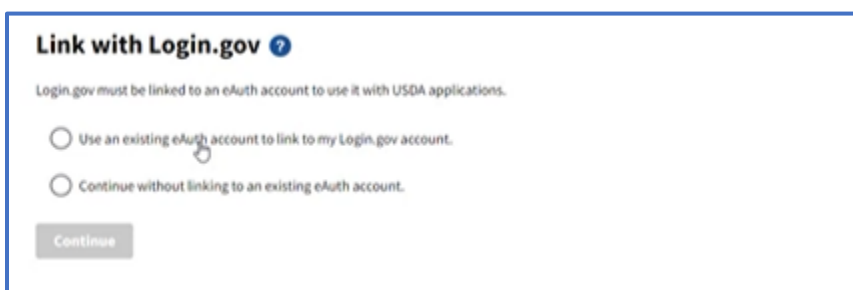
We'll share your information with **USDA eAuth - Cert** to connect your account.

Email address

[Add a second authentication method](#). You will have to delete your account and start over if you lose your only authentication method.

Agree and continue

18. If the option is displayed to link your Login.gov account with eAuth, select the bottom radio button: **Continue without linking to an existing eAuth account** and click **Continue**.



**Link with Login.gov** ?

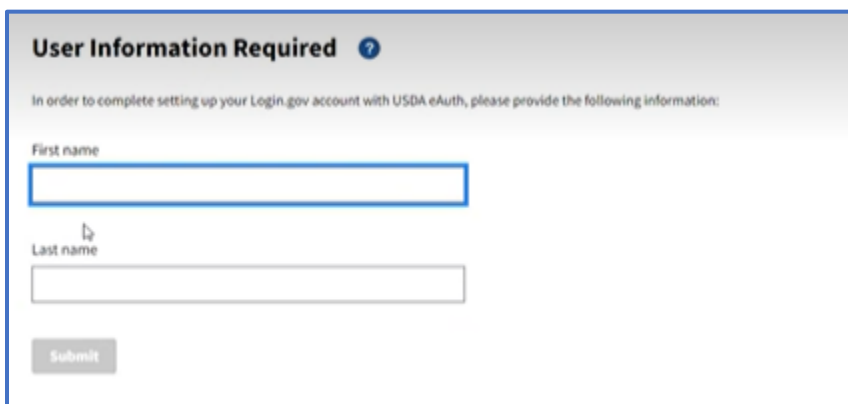
Login.gov must be linked to an eAuth account to use it with USDA applications.

☐ Use an existing eAuth account to link to my Login.gov account.

☒ Continue without linking to an existing eAuth account.

Continue

19. Enter your **First name** and **Last name** and click **Submit**.



**User Information Required** ?

In order to complete setting up your Login.gov account with USDA eAuth, please provide the following information:

First name

Last name

Submit



## 4.0 Logging into Conexus Using Your PIV or CAC Credential

1. Go to the Conexus website: <https://conexus.gsa.gov>.
2. Click the **Log In** menu option on the main page.




3. Click the **here** link to view the Rules of Behavior.

 A screenshot of the 'Log In/Register' page. The title 'Log In/Register' is at the top. Below it is a section titled 'Existing/New Users'. In the center of this section, there is a link that says 'Click [here](#) to view the Rules of Behavior'. Below this link is a checkbox with the text 'I accept the Rules of Behavior'. At the bottom of the section is a blue button labeled 'Log In/Register'.


4. Check the box to accept the Rules of Behavior.
5. Click **Log In/Register**.
6. Select the corresponding agency from the drop-down menu:
  - If USDA, select **U.S. Department of Agriculture** and click **Submit**.
  - If DOJ, select **U.S. Department of Justice** and click **Submit**.
  - If not USDA, select **Other Agency** and click **Submit**.

 A screenshot of the 'Agency Selection' form. The title 'Agency Selection' is at the top left, with a question mark icon in a circle at the top right. Below the title is the instruction 'Please select your agency to continue.' followed by a drop-down menu. Below the drop-down menu is a checkbox with the text 'Remember my agency selection.' At the bottom of the form is a grey button labeled 'Submit'. A note at the bottom states: 'Note: If you need to change your default agency in the future, you will need to delete your browser cookies.'

7. Whether USDA or Other Agency, click **PIV/CAC**




## USDA Federal Login




[Need an account?](#)


Not a USDA Federal Employee/Contractor? [Change user type](#)

Select an option to continue





**PIV/CAC**  
Enter PIV/CAC PIN







**MobileLinc**  
Confirm security challenge on mobile device






**PIV Exemption**  
I have a temporary PIV Exemption






## Non-USDA Federal Login




[Need an account?](#)


Not an Other Federal Employee/Contractor? [Change user type](#)

Select an option to continue





**PIV/CAC**  
Enter PIV/CAC PIN





**Login.gov**  
Enter Login.gov User ID and Password





**eAuth User ID**  
Enter User ID and Password

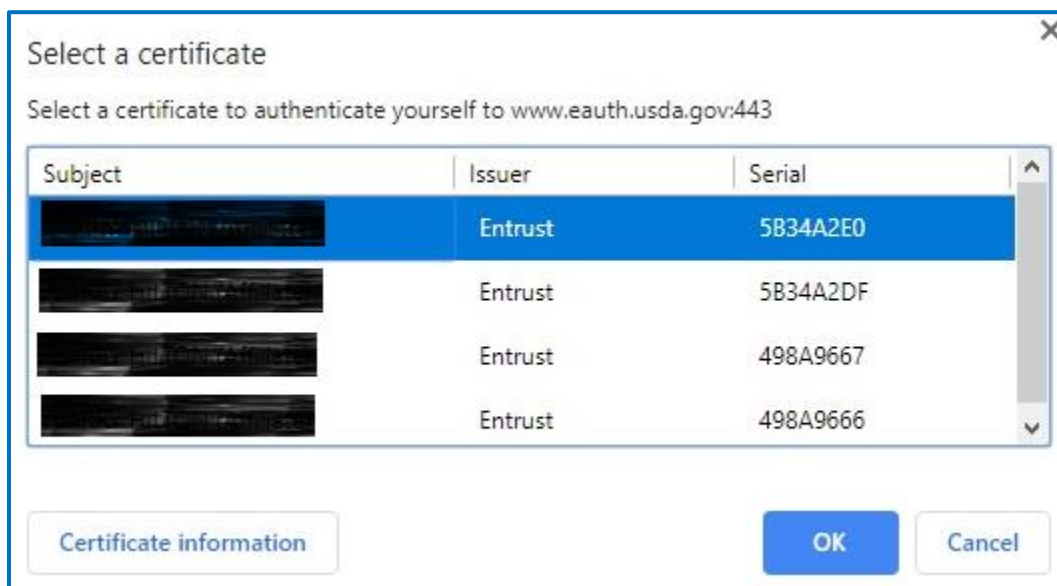
User ID [Forgot User ID](#)

Password [Forgot Password](#)

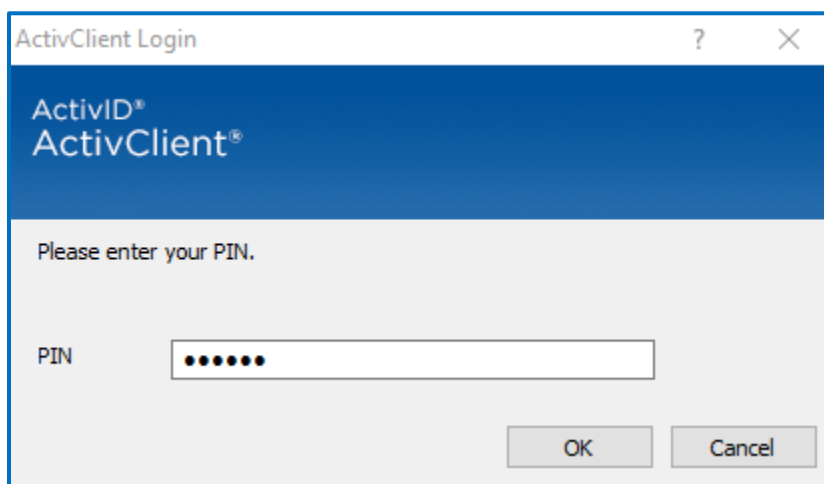
☐ Show Password

**Log In**

7. Select your authentication certificate and click **OK**. Please note that some users have multiple certificates, and others may only have one. The key is to make sure to select the certificate for authentication.



8. Enter your credentials and click **OK**.



You will now be logged in and see the Conexus Dashboard. You may perform any Conexus activities that your permissions allow you to perform.

## 5.0 Logging into Conexus Using Your Login.gov Account

1. Go to the Conexus website: <https://conexus.gsa.gov>.
2. Click the **Log In** menu option on the main page.




3. Click the **here** link to view the Rules of Behavior.

A screenshot of the 'Log In/Register' page. The title 'Log In/Register' is at the top. Below it is a section titled 'Existing/New Users'. Under this section, there is a link that says 'Click [here](#) to view the Rules of Behavior'. Below the link is a checkbox with the text 'I accept the Rules of Behavior'. At the bottom of this section is a blue button labeled 'Log In/Register'.


4. Check the box to accept the Rules of Behavior.
5. Click **Log In/Register**.
6. Select **Other Agency** from the drop-down menu and click **Submit**.

A screenshot of the 'Agency Selection' page. The title 'Agency Selection' is at the top left, and a question mark icon is at the top right. Below the title is the instruction 'Please select your agency to continue.' followed by a drop-down menu. Below the drop-down menu is a checkbox with the text 'Remember my agency selection.' Below the checkbox is a note: 'Note: If you need to change your default agency in the future, you will need to delete your browser cookies.' At the bottom of the form is a grey button labeled 'Submit'.

7. Click **Login.gov**.




## Non-USDA Federal Login




[Need an account?](#)


Not an Other Federal Employee/Contractor? [Change user type](#)

Select an option to continue





**PIV/CAC**  
Enter PIV/CAC PIN





**Login.gov**  
Enter Login.gov User ID and Password





**eAuth User ID**  
Enter User ID and Password

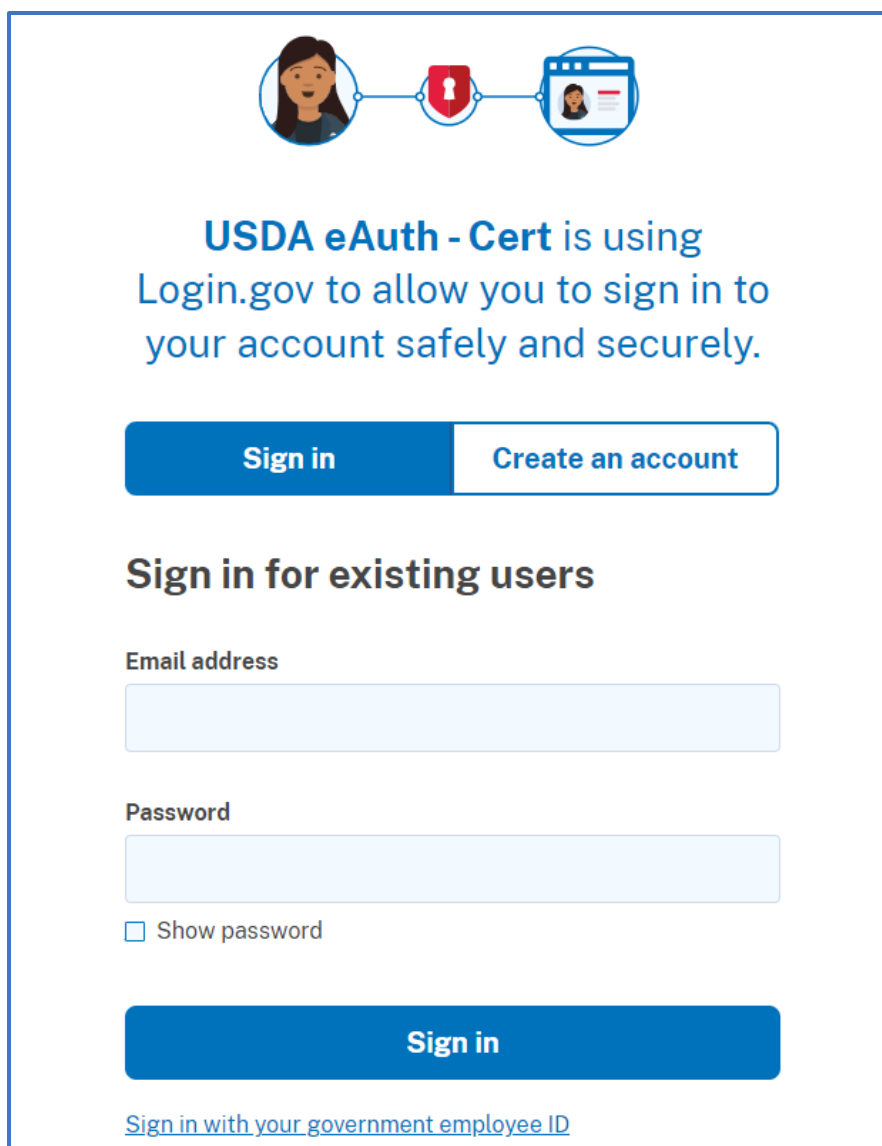
User ID
[Forgot User ID](#)

Password
[Forgot Password](#)

☐ Show Password

**Log In**

8. Enter your **Email address** and **Password**, and click **Sign in**.



The image shows a login interface for USDA eAuth - Cert. At the top, there is a diagram with three icons: a person's head, a shield with a keyhole, and a computer monitor displaying a login screen, all connected by lines. Below this, the text reads: "USDA eAuth - Cert is using Login.gov to allow you to sign in to your account safely and securely." There are two buttons: "Sign in" (blue) and "Create an account" (white with blue border). Below these buttons, the heading "Sign in for existing users" is displayed. Underneath, there are two input fields: "Email address" and "Password". Below the password field is a checkbox labeled "Show password". At the bottom, there is a large blue "Sign in" button. Below the button is a link: "Sign in with your government employee ID".

9. Depending on which authentication method you selected when registering for the Login.gov account, you will be prompted to become authenticated, such as by receiving a text and entering a code.

## 6.0 Logging into Conexus Using Your User ID & Password + Time-Based One-Time Password (TOTP)

1. Go to the Conexus website: <https://conexus.gsa.gov>.
2. Click the **Log In** menu option on the main page.




3. Click the [here](#) link to view the Rules of Behavior.

A screenshot of the 'Log In/Register' page. The title 'Log In/Register' is at the top. Below it is a section titled 'Existing/New Users'. Under this section, there is a link that says 'Click [here](#) to view the Rules of Behavior'. Below that is a checkbox labeled 'I accept the Rules of Behavior'. At the bottom of this section is a blue button labeled 'Log In/Register'.


4. Check the box to accept the Rules of Behavior.
5. Click **Log In/Register**.
6. Select **Other Agency** from the drop-down menu and click **Submit**.

A screenshot of the 'Agency Selection' page. The title 'Agency Selection' is at the top left, with a question mark icon in a blue circle to its right. Below the title is the instruction 'Please select your agency to continue.' followed by a drop-down menu. Below the drop-down menu is a checkbox labeled 'Remember my agency selection.' Below that is a note: 'Note: If you need to change your default agency in the future, you will need to delete your browser cookies.' At the bottom of the form is a grey button labeled 'Submit'.

7. Enter your **User ID** and **Password**, and click **Log In**.




## Non-USDA Federal Login




[Need an account?](#)

Not an Other Federal Employee/Contractor? [Change user type](#)


Select an option to continue

**PIV/CAC**  
Enter PIV/CAC PIN

>

**Login.gov**  
Enter Login.gov User ID and Password

>

**eAuth User ID**  
Enter User ID and Password

User ID

[Forgot User ID](#)

Password

[Forgot Password](#)

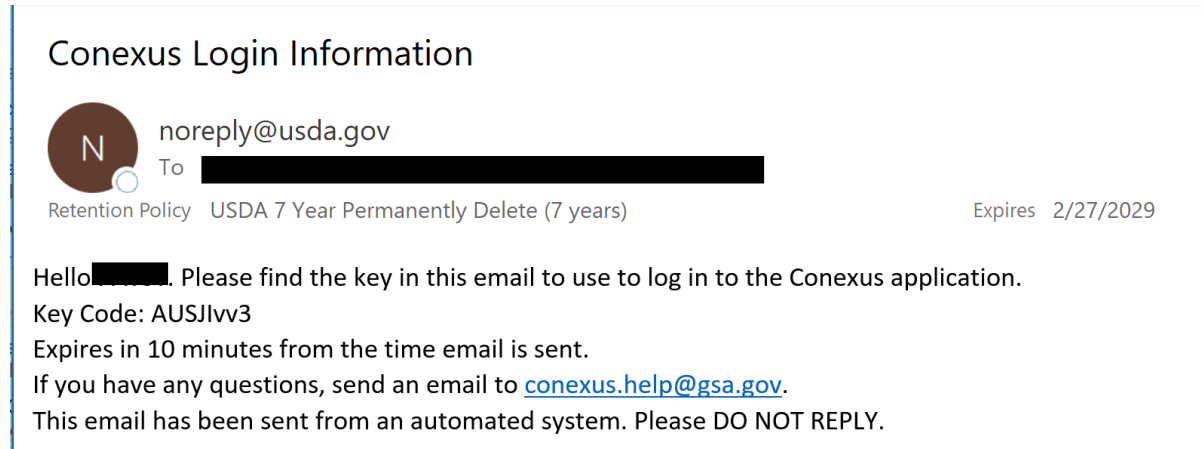
☐ Show Password

**Log In**



Because Conexus requires two-factor authentication, you will see the Key Code Entry screen. Conexus will send a key code via email.

8. Watch the email account that you associated with the User ID and Password. An email will arrive that will look similar to this:



*Note: You only have **10 minutes** to enter the code after the email was sent. If you are delayed, click **Send me a code** to send a new code.*

9. After you receive the email, enter the Key Code and click **Submit**.

The screenshot shows the "Key Code Entry" screen. At the top, there is a title "Key Code Entry". Below the title, there is a yellow warning banner that says: "Warning: After 4 invalid key code attempts you must wait 5 minutes to try again." Below the warning, there is a blue information banner that says: "Please enter your key code below. If you did not receive an email, please click [Send me a code](#)". Below the information banner, there is a text input field labeled "Key Code" with the text "AUSJlvv3" entered. At the bottom right, there are two buttons: "Submit" and "Cancel".

You will now be logged in and see the Conexus Dashboard. You may perform any Conexus activities that your permissions allow you to perform.

*Note: Whenever you access Conexus with your User ID and Password, you will always need to enter a Key Code. You will receive an email each time. If you cannot find the email that was sent or if the key code has expired (after waiting 10 minutes), click [Send me a code](#) to receive a new code.*