



# 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.

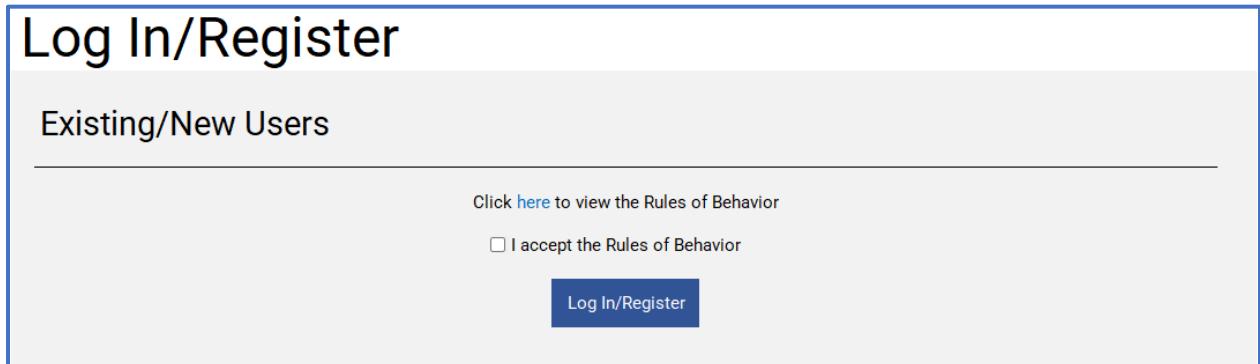
If you have any questions, email the Conexus Helpdesk at [conexus.help@gsa.gov](mailto:conexus.help@gsa.gov).

## 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.



Log In/Register

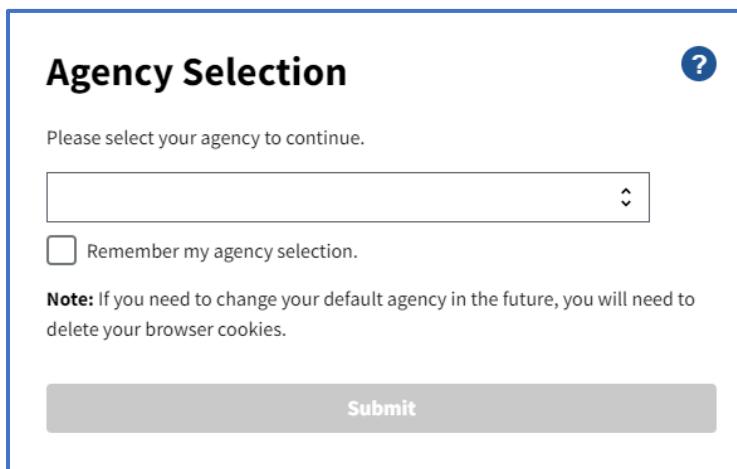
Existing/New Users

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

I accept the Rules of Behavior

**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**.



**Agency Selection** ?

Please select your agency to continue.

Remember my agency selection.

**Note:** If you need to change your default agency in the future, you will need to delete your browser cookies.

**Submit**

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

The screenshot shows the USDA Federal Login page. At the top left is the USDA logo and the title "USDA Federal Login". A blue question mark icon is in the top right corner. Below the title, there is a link "Need an account?" and a note "Not a USDA Federal Employee/Contractor? [Change user type](#)". A message "Select an option to continue" is displayed. Three options are listed in boxes with arrows:

- PIV/CAC**: Enter PIV/CAC PIN
- MobileLinc**: Confirm security challenge on mobile device
- PIV Exemption**: I have a temporary PIV Exemption

The screenshot shows the Non-USDA Federal Login page. At the top left is a building icon and the title "Non-USDA Federal Login". A blue question mark icon is in the top right corner. Below the title, there is a link "Need an account?" and a note "Not an Other Federal Employee/Contractor? [Change user type](#)". A message "Select an option to continue" is displayed. Three options are listed in boxes with arrows:

- PIV/CAC**: Enter PIV/CAC PIN
- Login.gov**: Enter Login.gov User ID and Password
- eAuth User ID**: Enter User ID and Password

Below these options are fields for User ID and Password. The User ID field is highlighted with a blue border. To the right of the User ID field is a "Forgot User ID" link. Below the User ID field is a Password field with a "Forgot Password" link to its right. A "Show Password" checkbox is located below the Password field. At the bottom is a large blue "Log In" button.

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.

Log In/Register

Existing/New Users

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

I accept the Rules of Behavior

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**.

Agency Selection

Please select your agency to continue.

Remember my agency selection.

**Note:** If you need to change your default agency in the future, you will need to delete your browser cookies.

Submit

7. Click **Login.gov**.

The screenshot shows the Non-USDA Federal Login page. At the top, there's a logo of a green building and the text "Non-USDA Federal Login". A question mark icon is in the top right corner. Below the logo, there are links for "Need an account?" and "Not an Other Federal Employee/Contractor? Change user type". A message says "Select an option to continue". Three options are listed in boxes:

- PIV/CAC**: Enter PIV/CAC PIN
- Login.gov**: Enter Login.gov User ID and Password
- eAuth User ID**: Enter User ID and Password

The "eAuth User ID" section is highlighted with a blue border around the "User ID" input field. Below it, there are fields for "User ID" (with a "Forgot User ID" link) and "Password" (with a "Forgot Password" link). There's also a "Show Password" checkbox and a large blue "Log In" button at the bottom.

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.

## Check your email

We sent an email to [REDACTED] with a link to confirm your email address. Follow the link to continue creating your account.

Didn't receive an email? [Resend](#)

Or, [use a different email address](#)

You can close this window if you're done.

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



## Confirm your email

Thanks for submitting your email address. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours.

**Confirm email address**

[https://idp.int.identitysandbox.gov/sign\\_up/email/confirm?  
\\_request\\_id=73740f35-f36e-43cd-b07b-  
0907e62f3452&confirmation\\_token=xti12kXiFFGJuV3KzAju](https://idp.int.identitysandbox.gov/sign_up/email/confirm?_request_id=73740f35-f36e-43cd-b07b-0907e62f3452&confirmation_token=xti12kXiFFGJuV3KzAju)

Please do not reply to this message. If you need help, visit [login.gov/help/](#)

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

USA -

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**

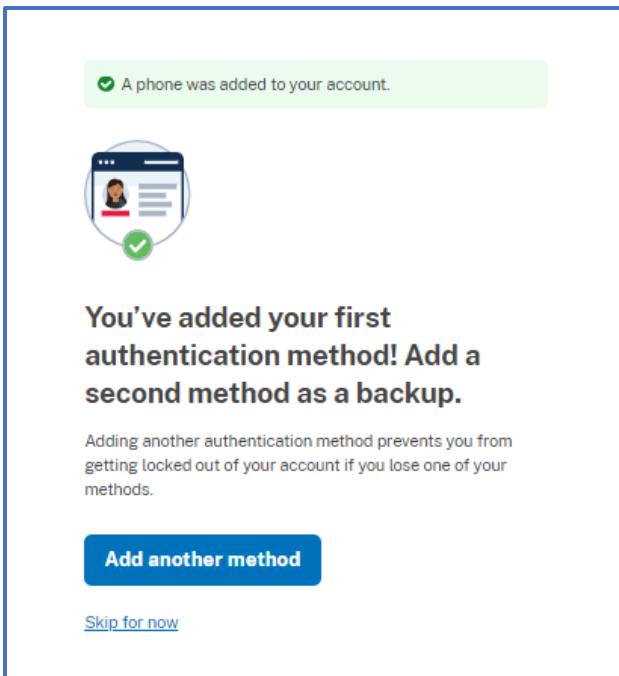
We sent a text (SMS) with a one-time code to   This code will expire in 10 minutes.

One-time code  
Example: 123456

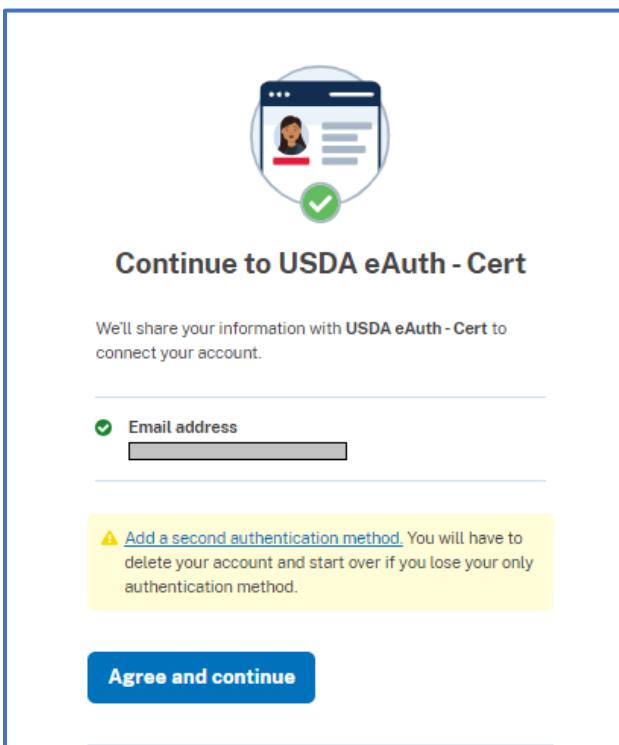
Remember this browser

**Submit**

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



17. If you opted to skip the second authentication method, click **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, the section "Existing/New Users" is shown. A link "Click here to view the Rules of Behavior" is present. A checkbox labeled "I accept the Rules of Behavior" is followed by a "Log In/Register" button.

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" page. The title "Agency Selection" is at the top, along with a question mark icon for help. A note says "Please select your agency to continue." Below is a dropdown menu with a "Remember my agency selection" checkbox. 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." A "Submit" button is at the bottom.

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

The screenshot shows the USDA Federal Login page. At the top left is the USDA logo and the text "USDA Federal Login". A question mark icon is in the top right corner. Below the logo, there are two links: "Need an account?" and "Not a USDA Federal Employee/Contractor? [Change user type](#)". A message "Select an option to continue" is displayed. Three options are listed in boxes:

- PIV/CAC**: Enter PIV/CAC PIN. It features a small icon of a card with a lock.
- MobileLinc**: Confirm security challenge on mobile device. It features a small icon of a smartphone with a blue and green screen.
- PIV Exemption**: I have a temporary PIV Exemption. It features a small icon of a shield with a lock.

The screenshot shows the Non-USDA Federal Login page. At the top left is the Non-USDA Federal Login logo and the text "Non-USDA Federal Login". A question mark icon is in the top right corner. Below the logo, there are two links: "Need an account?" and "Not an Other Federal Employee/Contractor? [Change user type](#)". A message "Select an option to continue" is displayed. Three options are listed in boxes:

- PIV/CAC**: Enter PIV/CAC PIN. It features a small icon of a card with a lock.
- Login.gov**: Enter Login.gov User ID and Password. It features a small icon of a red padlock.
- eAuth User ID**: Enter User ID and Password. It features a small icon of a green padlock.

Below the options are login fields:

User ID [Forgot User ID](#)

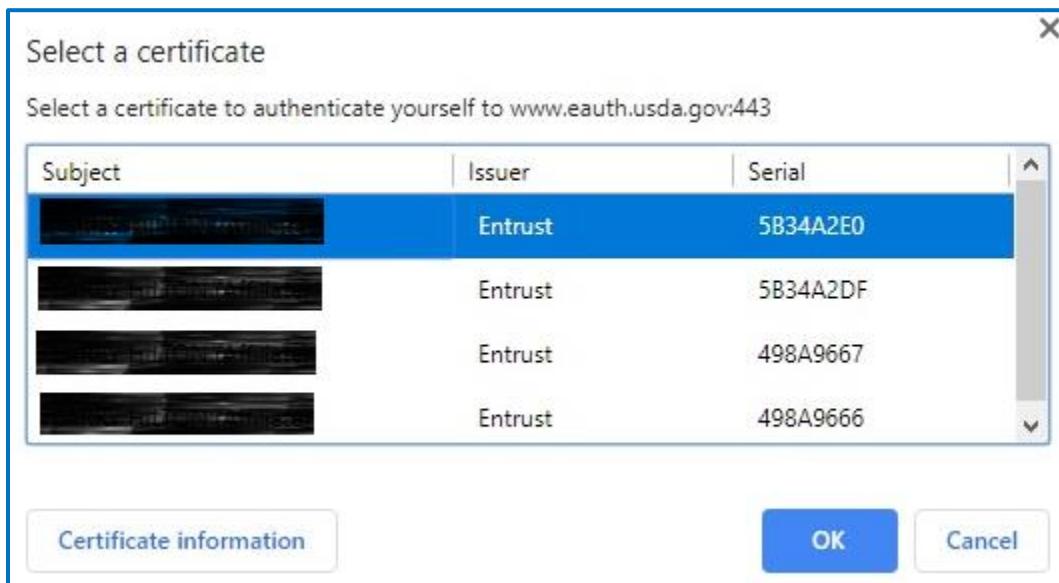
Password [Forgot Password](#)

Show Password

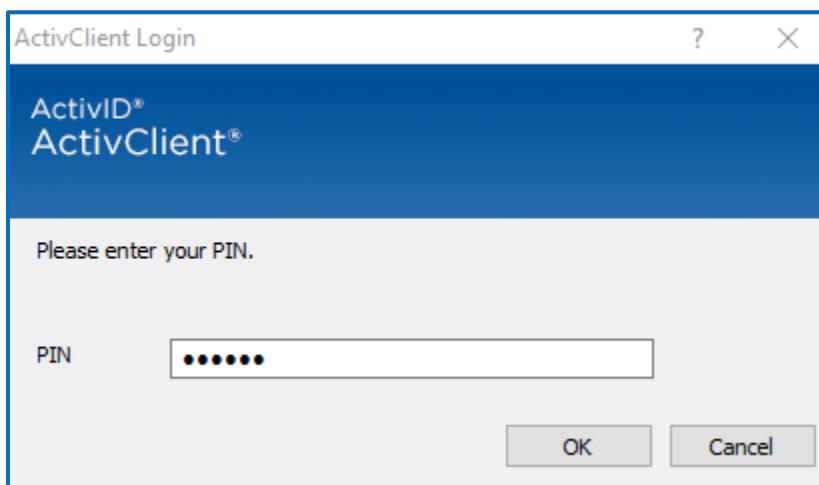
**Log In**

## Source Selection/Sensitive Information - For Authorized Release Only

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.

Log In/Register

Existing/New Users

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

I accept the Rules of Behavior

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**.

Agency Selection

Please select your agency to continue.

Remember my agency selection.

**Note:** If you need to change your default agency in the future, you will need to delete your browser cookies.

Submit

7. Click **Login.gov**.

The screenshot shows the Non-USDA Federal Login page. At the top, there's a logo of a green building and the text "Non-USDA Federal Login". A question mark icon is in the top right corner. Below the logo, there are links for "Need an account?" and "Not an Other Federal Employee/Contractor? Change user type". A message says "Select an option to continue". Three options are listed: 1) "PIV/CAC" with a PIV/CAC icon, "Enter PIV/CAC PIN" and a right-pointing arrow. 2) "Login.gov" with a lock icon, "Enter Login.gov User ID and Password" and a right-pointing arrow. 3) "eAuth User ID" with a lock icon, "Enter User ID and Password". The "eAuth User ID" section is highlighted with a blue border around the "User ID" input field. Below this, there are "User ID" and "Forgot User ID" fields, a "Password" field and "Forgot Password" link, a "Show Password" checkbox, and a large blue "Log In" button.

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



**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. 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.

### Log In/Register

Existing/New Users

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

I accept the Rules of Behavior

**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**.

**Agency Selection** ?

Please select your agency to continue.

Remember my agency selection.

**Note:** If you need to change your default agency in the future, you will need to delete your browser cookies.

**Submit**

A screenshot of the "Agency Selection" page. It has a title bar with a question mark icon. Below it is a message: "Please select your agency to continue." A dropdown menu is shown with a downward arrow. There is a checkbox labeled "Remember my agency selection." A note at the bottom says: "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 large grey "Submit" button.

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](#)

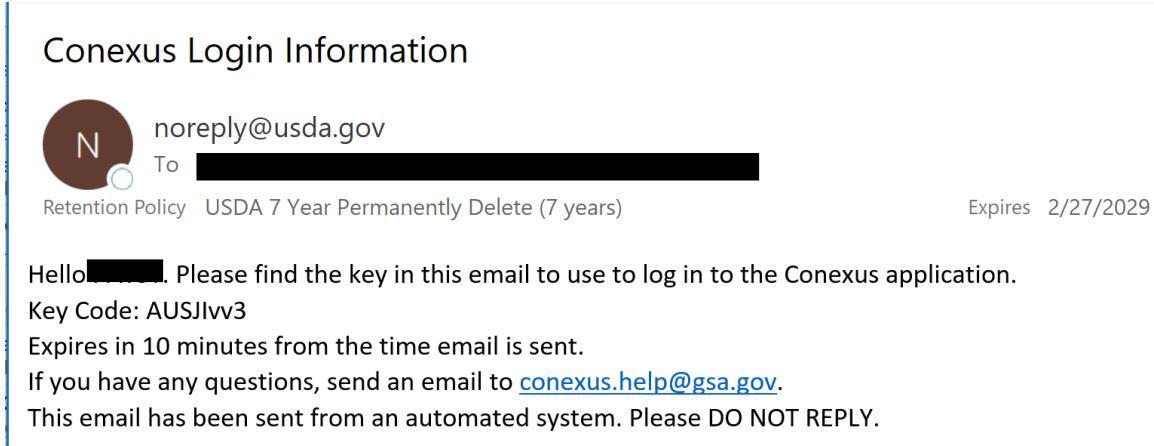
Password [Forgot Password](#)

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 a web form titled "Key Code Entry". It includes the following elements:

- A yellow warning box: **⚠ Warning: After 4 invalid key code attempts you must wait 5 minutes to try again.**
- A blue input field placeholder: **Please enter your key code below. If you did not receive an email, please click [Send me a code](#)**
- A text input field containing the key code: **AUSJlvv3**
- Two buttons at the bottom: **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.

Source Selection/Sensitive Information - For Authorized Release Only

*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.*