



# Conexus Login User Guide

PIV/CAC Method

and

User ID & Password + TOTP Method

October 10, 2019

This record contains sensitive, but unclassified information designated as "Source Selection/Sensitive Information." No part of this record may be disclosed to persons without a "need to know." Unauthorized release may result in civil penalty or other action. Disclosure is governed by GSA Standards of Conduct (41 CFR 105-735) and 18 U.S.C. 1905.

**Table of Contents**

**1.0 Introduction ..... 1**

**2.0 Logging into Conexus Using Your PIV or CAC Card ..... 1**

**3.0 Logging into Conexus Using Your User ID & Password + Time-Based One-Time Password (TOTP) ..... 4**

## 1.0 Introduction

You may have only one Conexus account, and it will be associated with a specific work email address. However, you may access that Conexus account using two methods:

- PIV/CAC account
- User ID & Password + time-based one-time password (TOTP)

Your agency will determine the appropriate method for you.

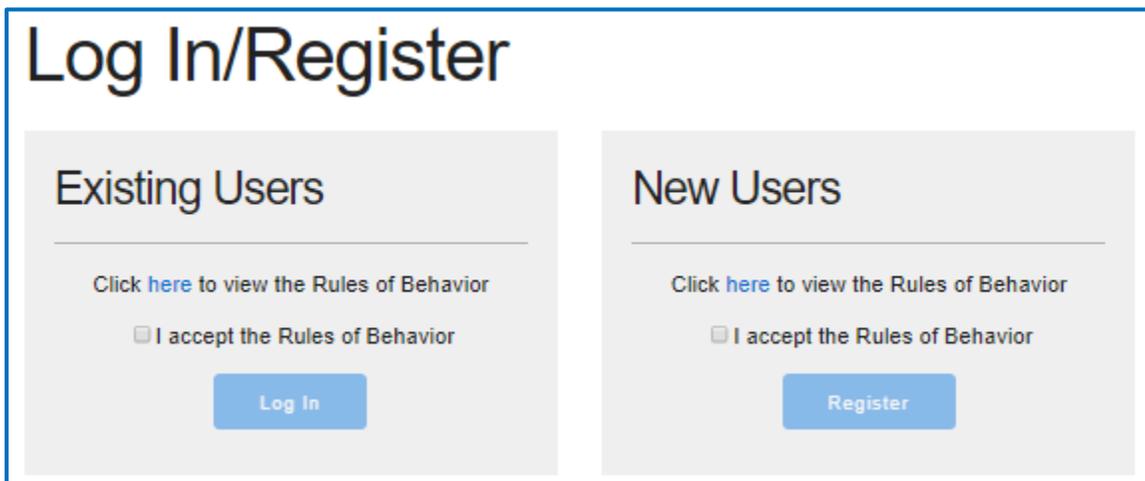
If you have any questions, contact the ITCSC Helpdesk at 855-482-4348 or email them at [ITCSC@gsa.gov](mailto:ITCSC@gsa.gov), Sunday from 8:00 PM ET through Friday at 8:30 PM ET.

## 2.0 Logging into Conexus Using Your PIV or CAC Card

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



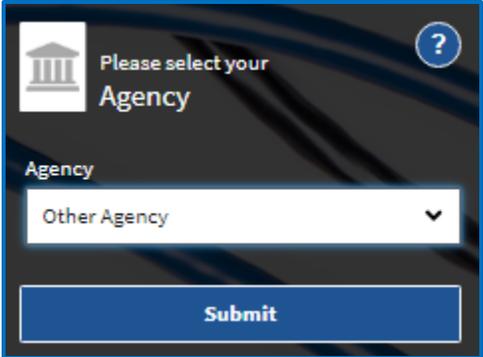
3. Click the **here** link to view the Rules of Behavior.



4. Check the box to accept the Rules of Behavior.
5. Click **Log In**.

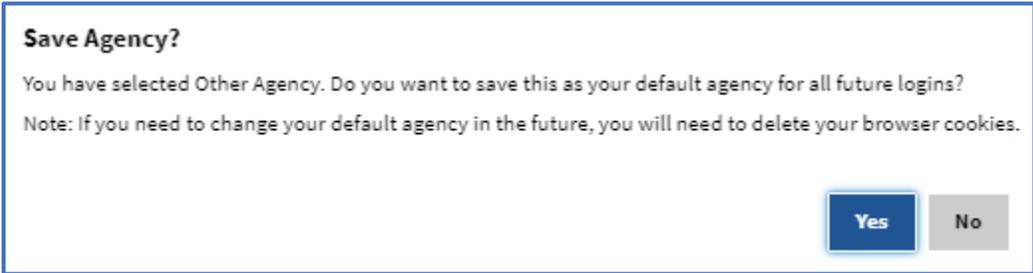
6. If you did not previously save an Agency selection:

a. Select your agency.

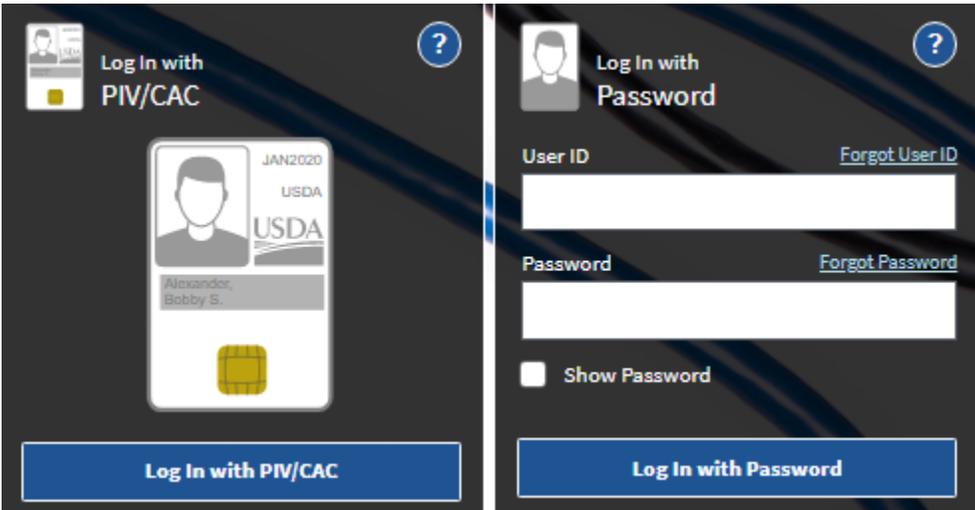


b. Click **Submit**.

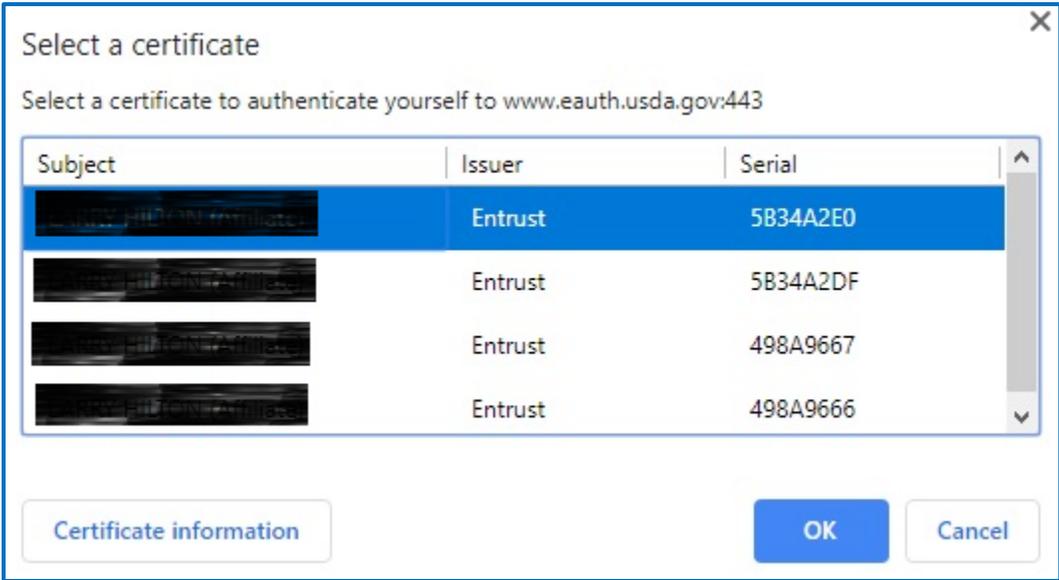
c. Click **Yes** or **No**, as you prefer.



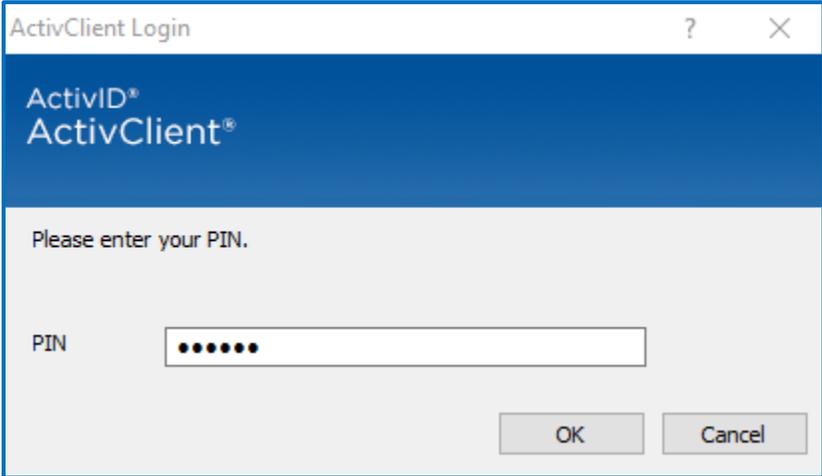
7. With your PIV/CAC smart card in your computer, click **Log In with PIV/CAC**.



8. Select your authentication certificate and click **OK**.



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



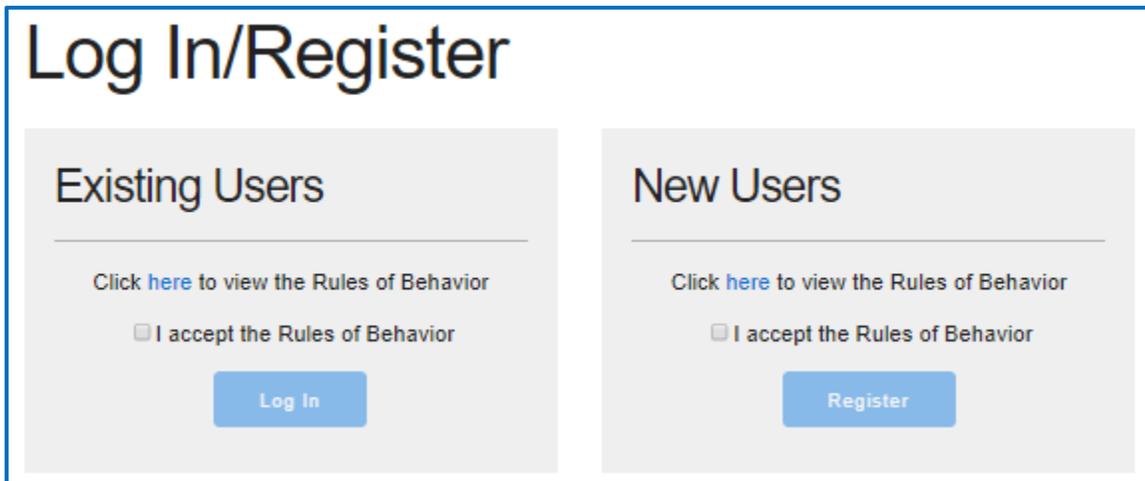
You will now be logged in and see the Conexus Dashboard. You may perform any Conexus activities that your permissions allow you to perform.

### 3.0 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.

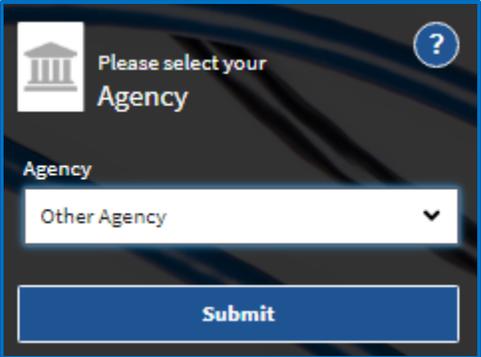


3. Click the **here** link to view the Rules of Behavior.

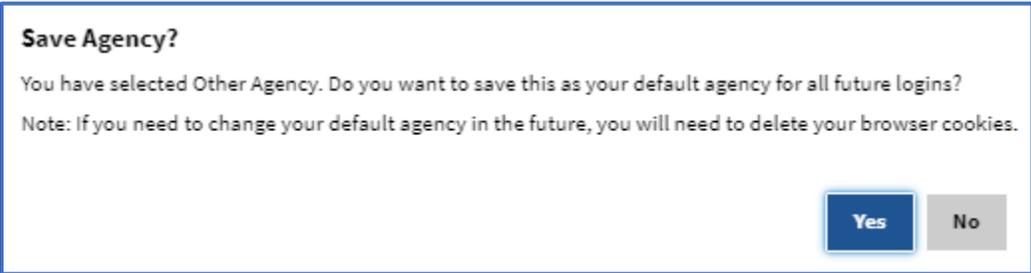


4. Check the box to accept the Rules of Behavior.
5. Click **Log In**.

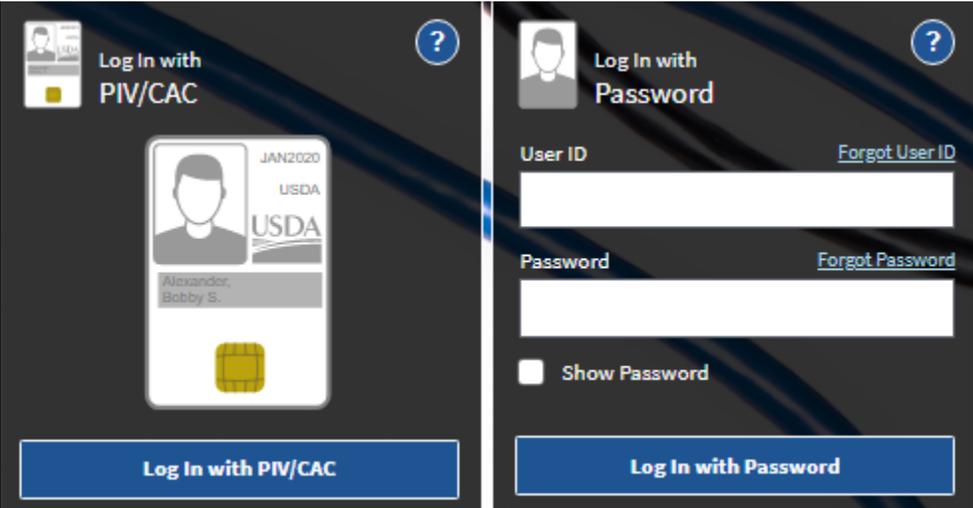
- 6. If you did not previously save an Agency selection:
  - a. Select your agency.



- b. Click **Submit**.
  - c. Click **Yes** or **No**, as you prefer.



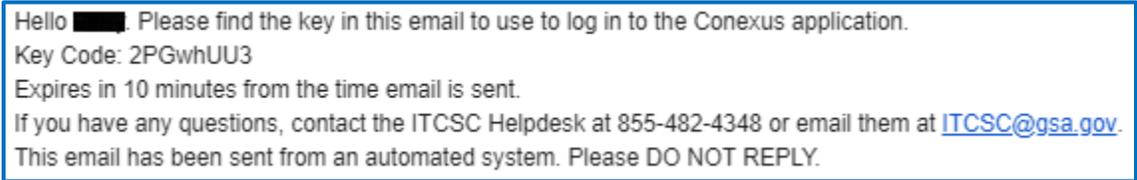
- 7. Under the Log In with Password heading, enter the **User ID** and **Password** that you created.



- 8. Click **Log In with Password**.

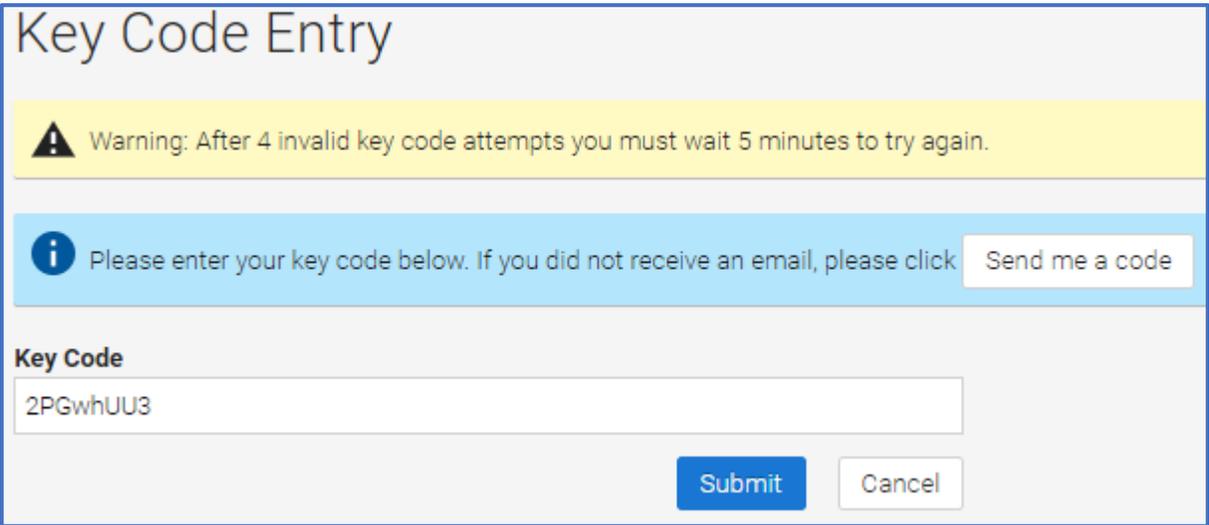
Because Conexus requires two-factor authentication, you will see the Key Code Entry screen. Conexus will send a key code via email.

- 9. 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.*

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



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.*