

QUICK REFERENCE GUIDE

# My Co-op End-User Quick Reference Guide – Initial Sign-on

# Contents

Sign on to My Co-op and set up multifactor authentication (MFA) .....	3
Launch applications in My Co-op .....	7
Need assistance?.....	8

# Sign on to My Co-op and set up multifactor authentication (MFA)

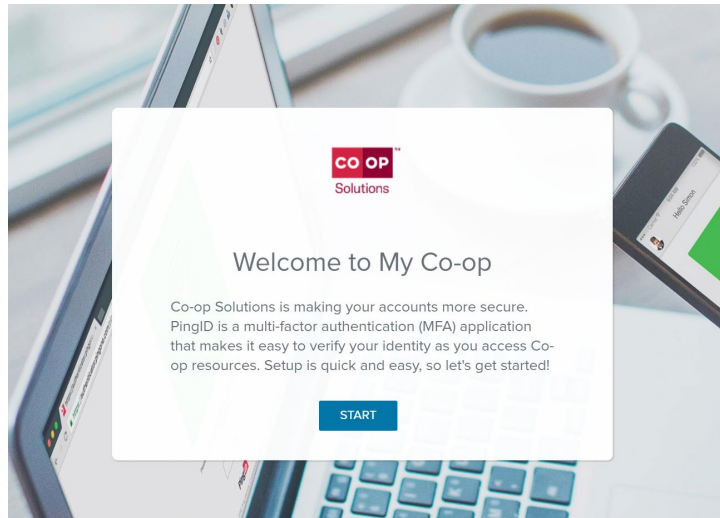
This guide contains instructions for end users signing on to My Co-op for the first time. For additional details about this process and other information, see the My Co-op End-User Guide, which can be found at <https://insights.co-opfs.org/myco-op-resources> or in the Knowledge Center application within My Co-op.



- **You will receive an email with sign-on information.** Included will be your username (your email address). Your temporary password will follow in a separate communication. The temporary password expires after 5 days.
  1. Go to the login screen: <https://sso.my.coop.org/mycoop>
  2. Type the username and temporary password, and click **Sign On**.

3. At the next screen, type your username and current (temporary) password again so you can reset your password. Then click **Submit**.

A Welcome screen appears.

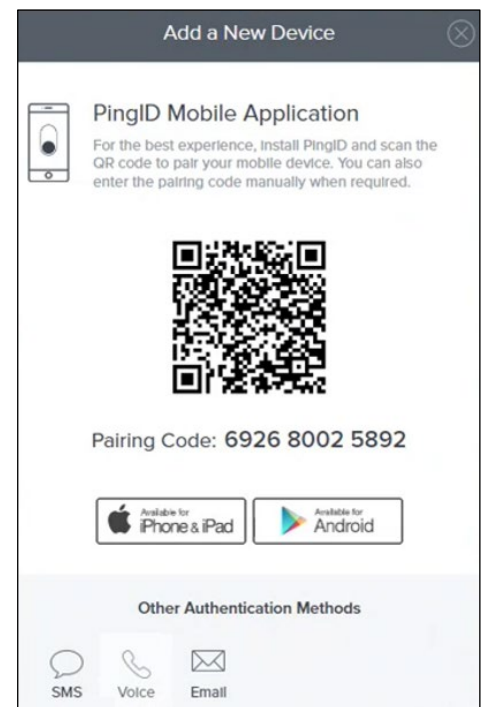
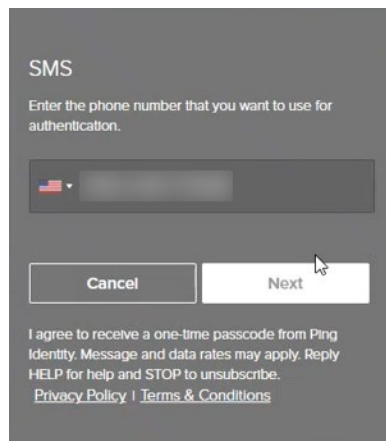


4. Click **Start** to begin your multifactor (MFA) setup.
5. At the bottom of the Add a New Device screen, select a device that you want to receive your authentication passcode on.

- **SMS** – “Short Message Service,” which is text message
- **Voice** – The *voice* option requires you to answer the phone before the call goes to voicemail, or else you will need to select **Re-Select Authentication Preference** or **Resend Passcode** for a new passcode.
- **Email** – Passcodes arrive via email.

You will be prompted to enter your phone number or email to use for authentication.

6. Enter your phone number or email address, and click **Next**.



A notification is sent to your device.

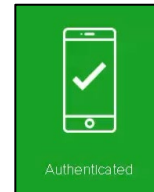
If you have email set as your device:

MFA emails come from “Ping Identity” or “PingID.”

If you do not receive an email, check your email’s spam filter and add the domain “@pingidentity.com” to your safe senders list.

7. Enter the code that you received, and click **Verify**.

When your device is authenticated, a confirmation appears:



8. Type a new password, then type it again to confirm, and click **Submit**.

Your password must have the following characteristics:

**Password requirements**

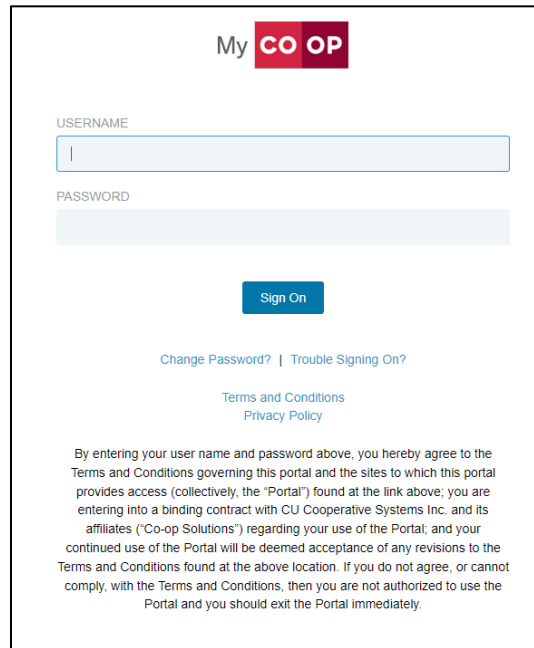
- At least 8 characters
- At least 1 special character
- At least 1 number
- At least 1 lowercase letter
- At least 1 uppercase letter
- Password not used previously in the last year
- No more than 2 duplicate characters

*You have successfully set up multifactor authentication and changed your temporary password!*

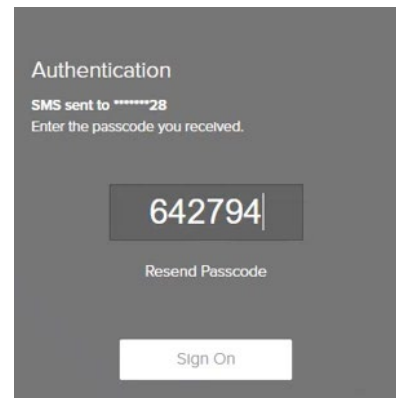
9. Click **Continue**.

*You receive an email notification since your password was changed.*

10. Type the new password you just set up, and click **Sign On**.



The image shows a sign-on form for My CO-OP. At the top is the My CO-OP logo. Below it are two input fields: 'USERNAME' and 'PASSWORD'. A blue 'Sign On' button is centered below the fields. Underneath the button are links for 'Change Password?' and 'Trouble Signing On?'. Further down are links for 'Terms and Conditions' and 'Privacy Policy'. At the bottom, there is a paragraph of legal text: 'By entering your user name and password above, you hereby agree to the Terms and Conditions governing this portal and the sites to which this portal provides access (collectively, the "Portal") found at the link above; you are entering into a binding contract with CU Cooperative Systems Inc. and its affiliates ("Co-op Solutions") regarding your use of the Portal; and your continued use of the Portal will be deemed acceptance of any revisions to the Terms and Conditions found at the above location. If you do not agree, or cannot comply, with the Terms and Conditions, then you are not authorized to use the Portal and you should exit the Portal immediately.'



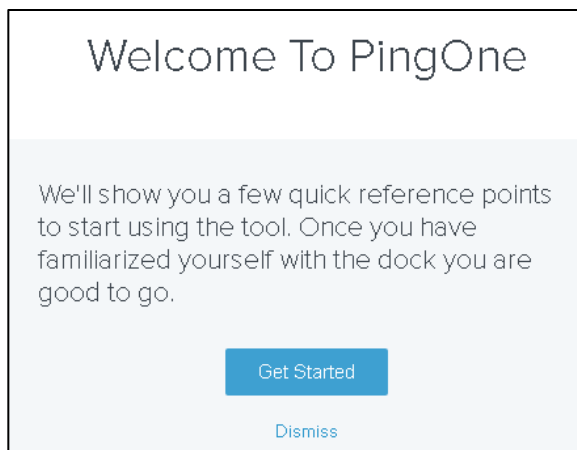
The image shows an authentication screen with a dark grey background. At the top, it says 'Authentication'. Below that, it says 'SMS sent to \*\*\*\*\*28' and 'Enter the passcode you received.'. A large white box contains the passcode '642794'. Below the box is a 'Resend Passcode' link. At the bottom is a white 'Sign On' button.

An MFA passcode is sent to the device you specified.

11. Type the code, and click **Sign On**.

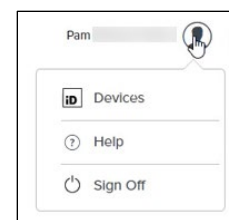
A Welcome to PingOne box appears.

- To take the tour, click **Get Started**, or click **Dismiss**.



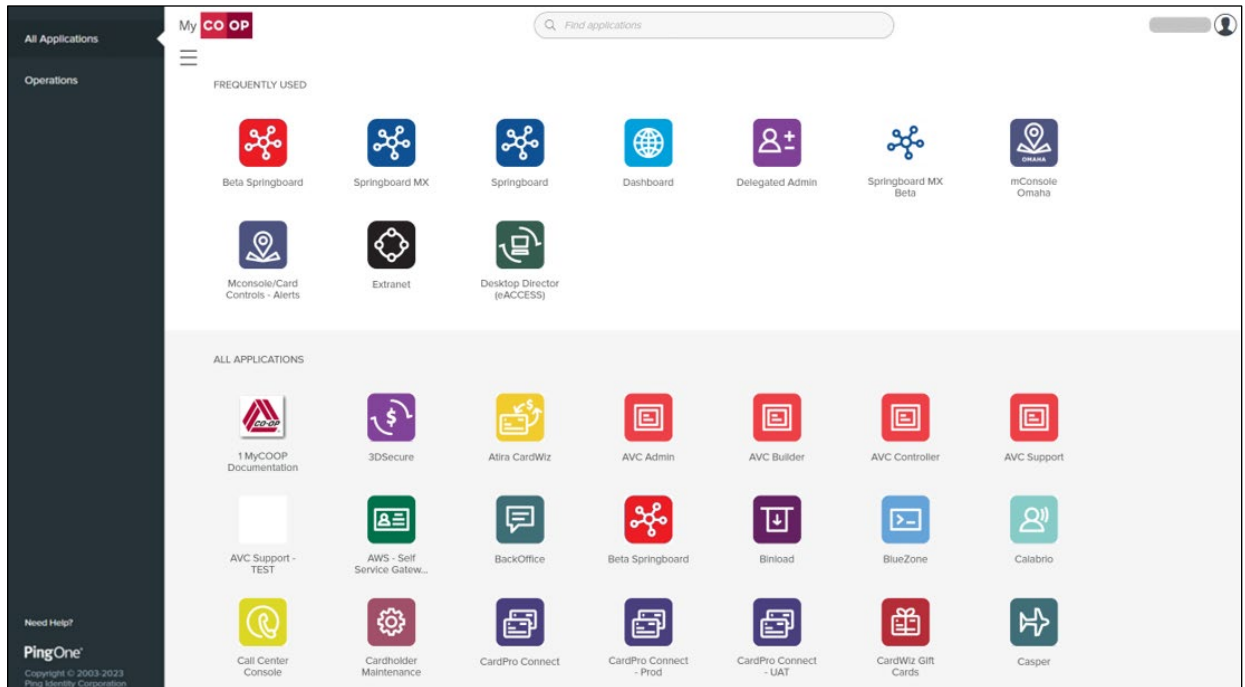
The image shows a 'Welcome To PingOne' box with a light blue background. The title 'Welcome To PingOne' is at the top. Below it is a paragraph: 'We'll show you a few quick reference points to start using the tool. Once you have familiarized yourself with the dock you are good to go.'. At the bottom are two buttons: 'Get Started' (blue) and 'Dismiss' (light blue).

*You can take the tour any time. Select **Help** after clicking your name and profile in the upper right corner.*



The image shows a user profile menu. At the top is the name 'Pam' and a profile icon. Below it are three menu items: 'Devices' with a device icon, 'Help' with a question mark icon, and 'Sign Off' with a power icon.

The My Co-op main page appears.



## Launch applications in My Co-op

### Important notes about browsers

Some applications work only in specific browsers.

#### The following applications are browser-specific:

- **BlueZONE** – Can be accessed only in Edge
- **Extranet** – Can be accessed only in Edge
- **StarView** (inside Desktop Director) – Can be accessed only in Chrome and Edge

These applications work only in the browsers specified, whether or not My Co-op is used to access them. If the specified browser is not used, some of these apps may not work at all, and some may lose functionality. If a login screen appears for these apps in another browser, copy and paste the URL into the specified browser to access them. For all applications not specified in this note, you can use any browser.

#### Additional Note

##### **My Co-op can be used in *multiple* browsers at the same time.**

You do not need to log out of My Co-op and close one browser in order to open it in another browser. Typically a user prefers a favorite browser they are most comfortable with. If you open another session of My Co-op in a different browser (for example, you're working in Chrome but want to also open My Co-op in Edge), you don't need to log out of My Co-op in the first browser (Chrome) or even close that browser. You can just open another browser and sign on to My Co-op there as well.

## Launch an application in My Co-op

*The My Co-op main screen stays open when you launch an application. The application opens in a separate window.*

On the My Co-op main page, perform the following for an application you have existing credentials to use:

- **Select the application.**
  - **The application opens in a new window.**  
(Some applications allow you to sign on without entering your credentials. These applications are connected via technology called SAML.)  
-OR-
  - **If prompted by the application, enter your username and password for that app.**  
(If a pop-up from your browser offers to save your password for the app, select **Never**. This is the best practice for your information security.)

You can begin working in the app.

## Need assistance?

More information is available in the full *My Co-op End-User Guide*.

You can also contact the My Co-op administrator at your financial institution. If you do not know who your administrator is, contact Client Care at 800-782-9042, option 5 or email [clientcare@coop.org](mailto:clientcare@coop.org).