

# DPEA Case Portal Account Management Guide

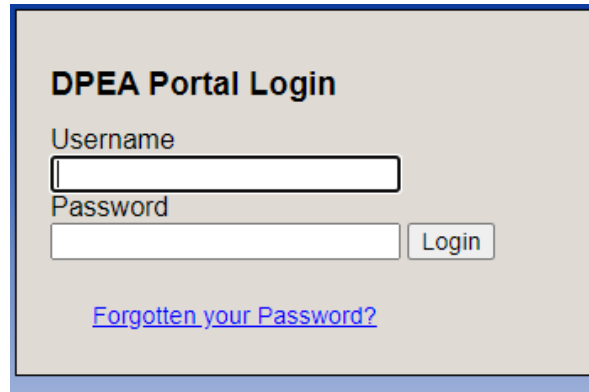
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# Login Process with Multi-Factor Authentication

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1. Access the login page - [Login \(scotland.gov.uk\)](https://scotland.gov.uk),
2. Enter your username and password, Select “Login”



The screenshot shows a login form titled "DPEA Portal Login". It contains two input fields: "Username" and "Password". To the right of the "Password" field is a "Login" button. Below the input fields is a blue hyperlink that reads "Forgotten your Password?".

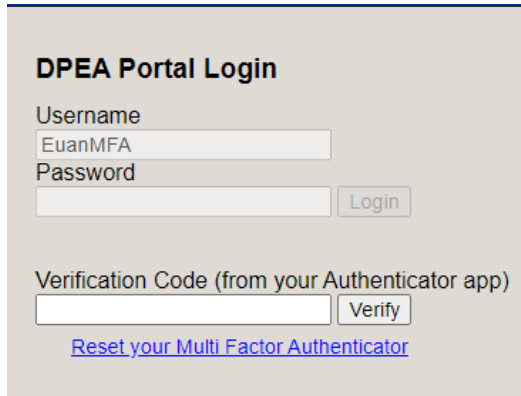
3. Access the authenticator app on your device
4. Access the DPEA entry
5. Enter the 6 digit code in the “Verification Code” field within 30 seconds
6. Select Verify
7. If entered correctly and in time, you will now be logged in
  - Please note you will be required to enter a verification code each time you login
  - If incorrectly entered the MFA or password or combination of both 3 times, your DPEA account will be locked. You will be required to reset your password in order for you to unlock your account using the [“Forgotten your Password”](#) link on the screen.

# Multifactor Authentication Reset

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You can reset your Multifactor Authentication, for example if you have changed authenticator app.

1. Enter Username and password and select Login
2. Select Reset your Multi Factor Authenticator



**DPEA Portal Login**

Username  
EuanMFA

Password

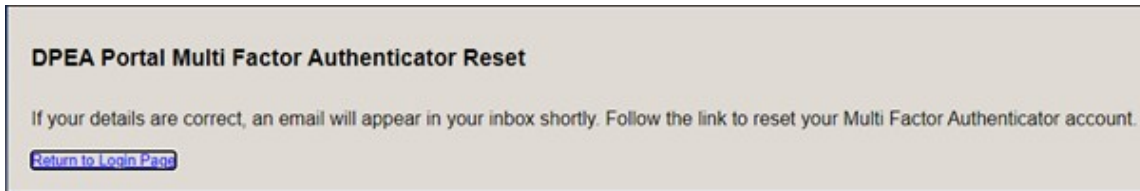
Verification Code (from your Authenticator app)

[Reset your Multi Factor Authenticator](#)

3. You will be presented with a page that says,

“If you have a valid registered email address, a link will be sent to you allowing you to reset your MFA key.

If you do not receive the email, please contact your system administrator.”

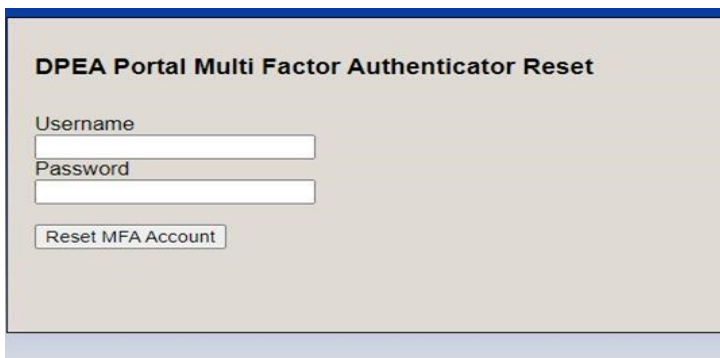


**DPEA Portal Multi Factor Authenticator Reset**

If your details are correct, an email will appear in your inbox shortly. Follow the link to reset your Multi Factor Authenticator account.

[Return to Login Page](#)

4. An email will then be sent with a link that must be activated within 5 minutes.
5. Activating the link within the timeframe will present the user with a page that will ask them to confirm their username and password then click the reset 'MFA Key' button.



**DPEA Portal Multi Factor Authenticator Reset**

Username

Password

6. If the username and password is valid, the user's MFA key will be reset and they will then be asked to follow the current login procedure again.
7. The portal will then allow the user to re-scan a new QR code or set up an account using the manual Key.

**DPEA Portal Login**


Username

Password

**Enable authenticator**

You must use an authenticator application on your mobile device to continue the login process. Please complete the following steps -

1. Install a two factor authenticator app like Microsoft Authenticator (for Windows Phone, Android and IOS) or Google Authenticator (for Android and IOS). Other apps are available - it is important to choose one that uses a Time-based One-time Password Algorithm (TOTP).
2. Scan the QR Code below or enter the key into your two factor authenticator app.
3. Once you have scanned the QR Code or input the key below, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation textbox below.



Manual Key: **GEZDMNBZG4RWND8**

Verification Code (from your Authenticator app)

## Locked Account

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- If you enter an incorrect password 3 times, your account will become locked. Please contact [dpeaitfinance@gov.scot](mailto:dpeaitfinance@gov.scot) to get the account unlocked

## Forgotten Password

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- If you have forgotten your password, you can reset it by selecting Forgotten Your Password.

**DPEA Portal Login**

Username

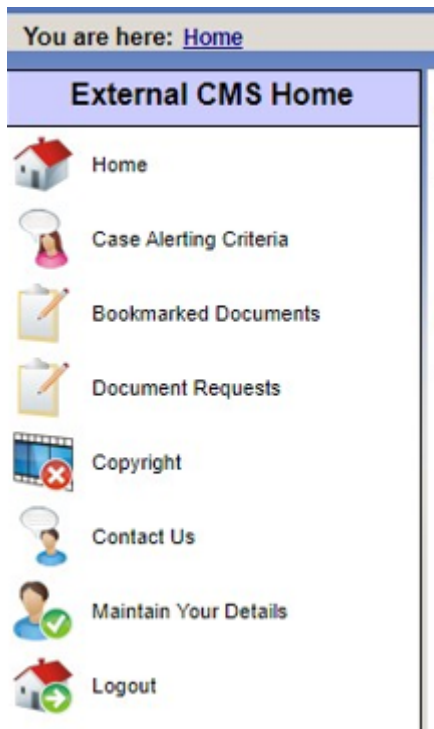
Password

[Forgotten your Password?](#)

- Enter your username (your email address) and select Continue. An email will be sent with a link to allow you to reset your password.
- Contact [dpeaitfinance@gov.scot](mailto:dpeaitfinance@gov.scot) with any issues with your account

# Maintain Your Details

- To update or delete your account select the Maintain Your Details section



- In this section you can change your password, change the default text size, update your email address and phone number. To update the details, enter the new information and then press SAVE

## Change Your Password

The password should be at least 12 characters long and must satisfy ALL of the following rules

- 1) At least one English lowercase character (a-z)
- 2) At least one English uppercase character (A-Z)
- 3) At least one numeral (0-9)
- 4) At least one non-alphanumeric character (i.e. characters other than a-z, A-Z, 0-9), excepting the less than < and more than > characters

Current Password   
New Password   
Password Confirmation

[Save](#)

## Set Your Favoured Screen Text Size

Default Text Size

[Save](#)

## Update Your Contact Details

Email   
Telephone

[Save](#)

## Delete Your Account

Click the "Delete Account" button on the right to delete your account and remove all associated information from the system.

[Delete Account](#)

# Delete Account

To delete your account, select "Delete Account" (see above) and then "Confirm Delete". This will permanently delete your account and you will need to register again to use the website.

Please confirm you want to delete this account and all associated information. [Confirm Delete](#) [Cancel Delete](#)