

# STREAM Login Process

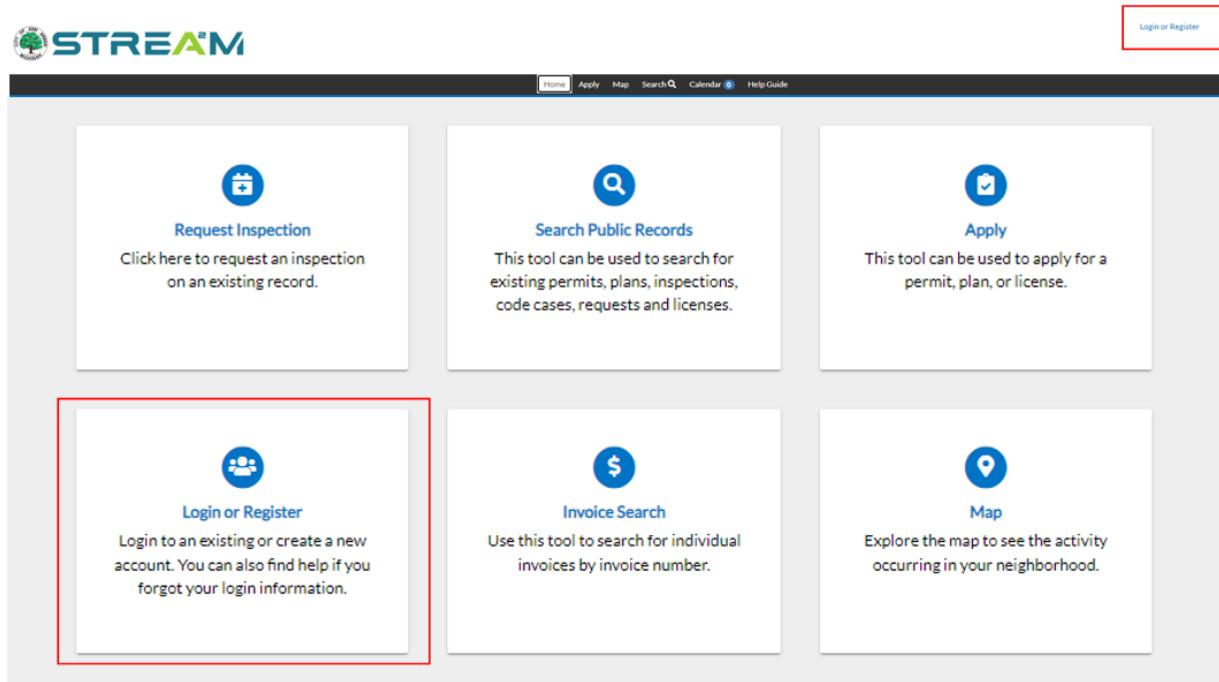
## Contents (Click on title to jump to page)

Accessing login/registration .....	2
Logging into Your Account.....	3
Logging in with Email Address.....	3
Logging in with Google.....	6
Logging in with Apple.....	7
Logging in with Microsoft.....	9
Logging in with Facebook .....	12
Troubleshooting Log In Issues.....	13

# Accessing login/registration

**Note:** If you have not yet registered, please see our help guide for Registering

1. Access the STREAM website by going to [stream.a2gov.org](http://stream.a2gov.org)
2. Launch the login/registration process either by clicking on “Login or Register” in the top right corner of the page, or by selecting the **Login or Register** tile located on the home page.

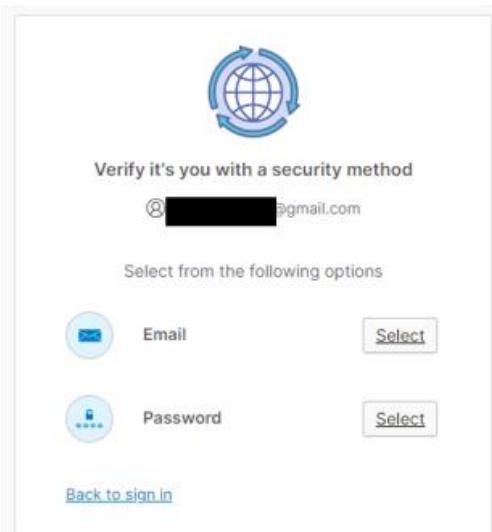


# Logging into Your Account

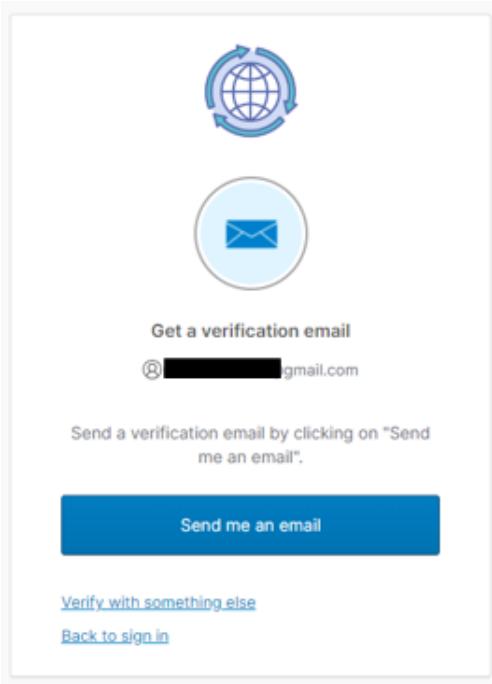
## Logging in with Email Address

1. Enter your email in the Email Address field
2. If you would like the website to remember you next time you log in, check the box under the Email Address field for “Keep me signed in”
3. Click “Next”

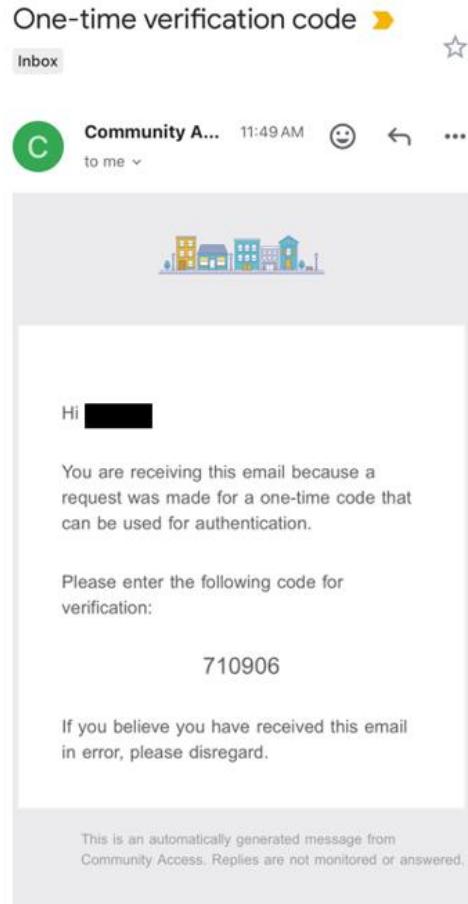
4. This will bring you to a second page asking how you would like to verify your account – via password or code sent to your email address.
5. Choose your preferred method, Email or Password.



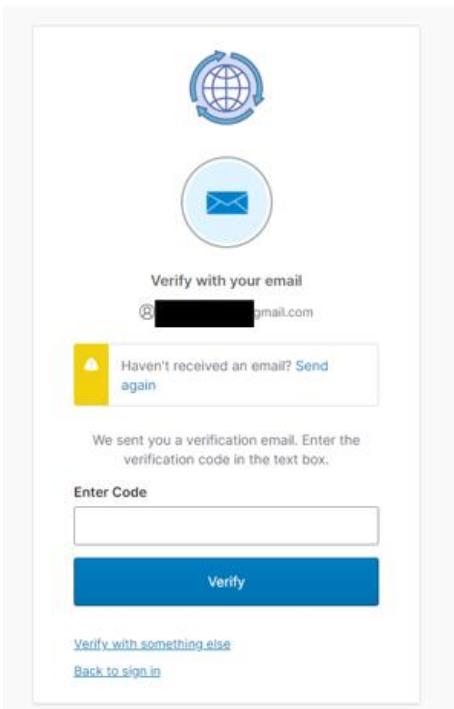
6. **VERIFY WITH EMAIL:**
  - a. If you select Email, you will be brought to a confirmation page confirming that you want an email, otherwise you can return to verify with something else (which brings you back to the prior screen so you can choose Password instead) or return to the sign in screen (where you can choose to log in using another method entirely).



- b. Once you click “Send me an email,” an email will be sent to the email address listed containing a confirmation code. The login screen will proceed to the next page on which you can enter the code.
- c. Note that the email comes from “Community Access Identity,” email address [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com) and looks like this:

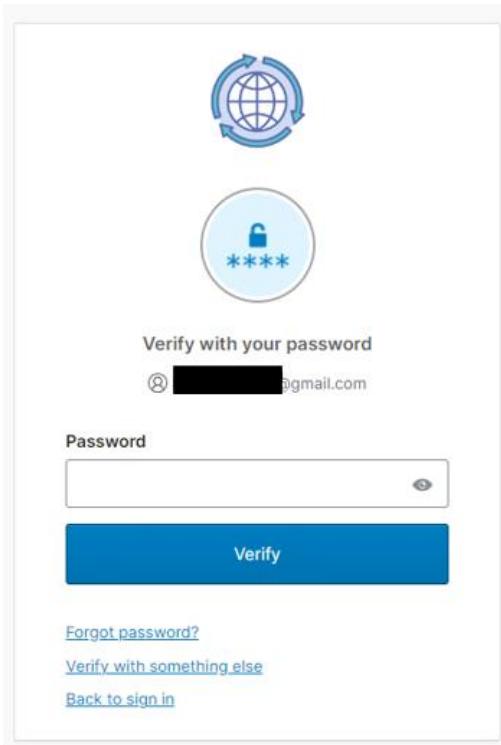


- d. Return to your browser window and enter the code into the Code field to verify your login:
- e. Note: If you wait too long to submit the code, your session will expire and you will need to request a new code.



**7. VERIFY WITH PASSWORD:**

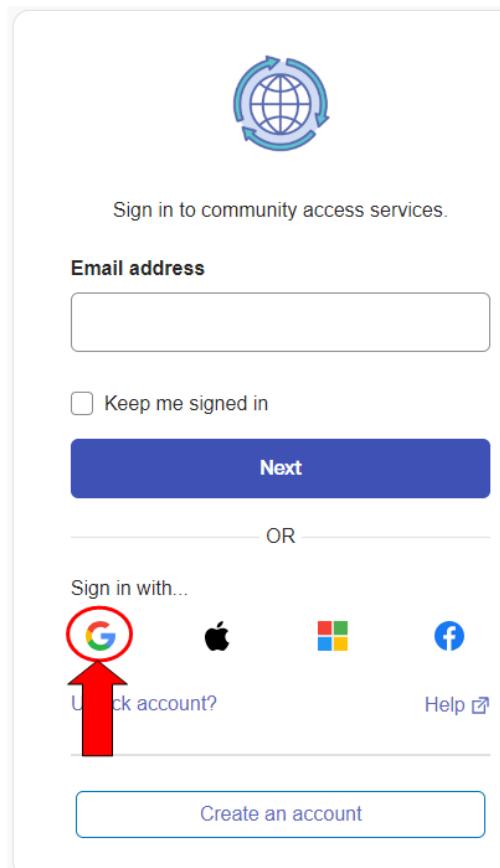
- a. If you select verify with password, you will be brought to the password screen where you can enter the password you set upon creating your account.
- b. If you have forgotten your password, choose “Forgot password?” underneath the Verify button to launch the password reset process.
- c. If you prefer to get a code sent to your email, choose “Verify with something else” to verify with a code sent to your email instead.



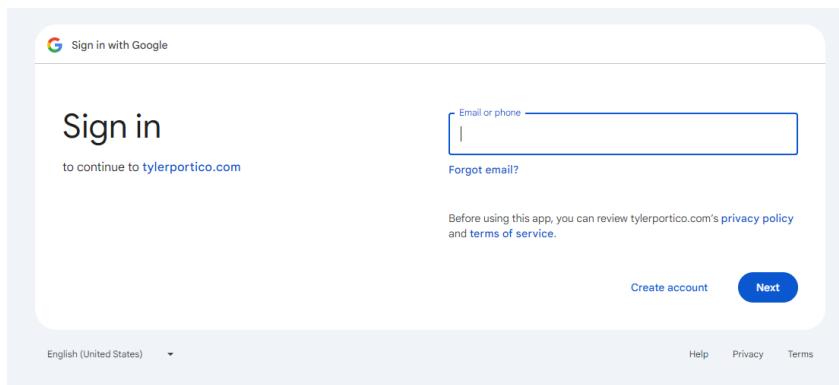
If you prefer to log in another way entirely, choose “Back to sign in” to return to the main login page and see all of your options

## Logging in with Google

1. Once you have created an account using a google email account, you can use google to log in for future site visits. To do so, select “Sign in with Google” from the main log in page.



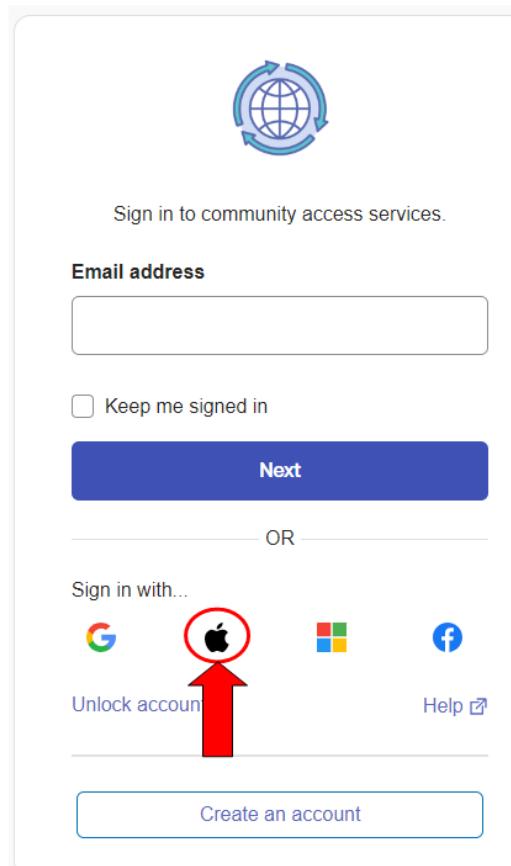
2. This will bring you to a google sign in screen. Note that our login process is powered by tylerportico so you will see that title throughout this process.



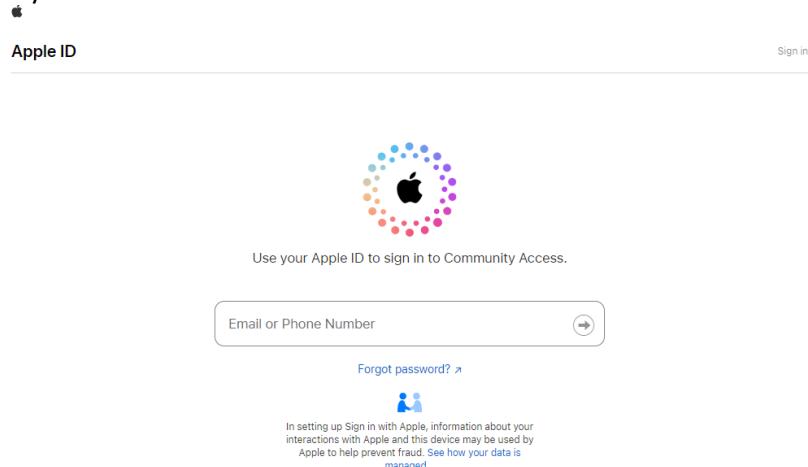
3. Proceed to sign in using your google credentials. Once complete, you will be redirected back to STREAM.

## Logging in with Apple

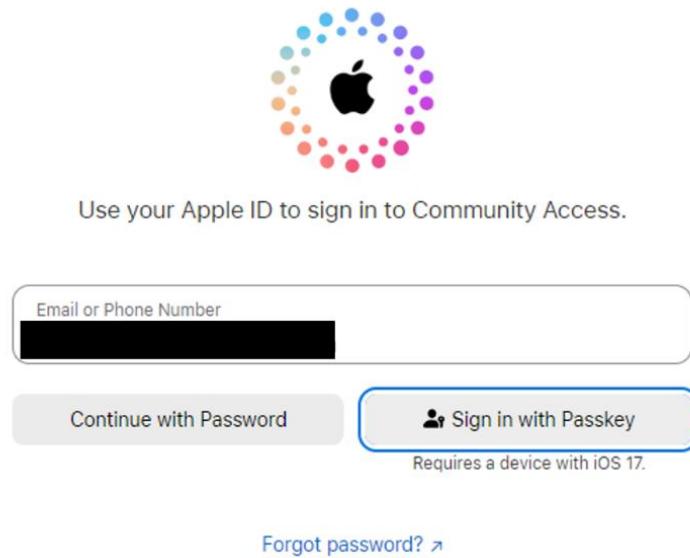
- Once you have created an account using an email account that is also affiliated with an Apple account, you can use your apple account to log in for future site visits. To do so, select “Sign in with Apple” from the main log in page.



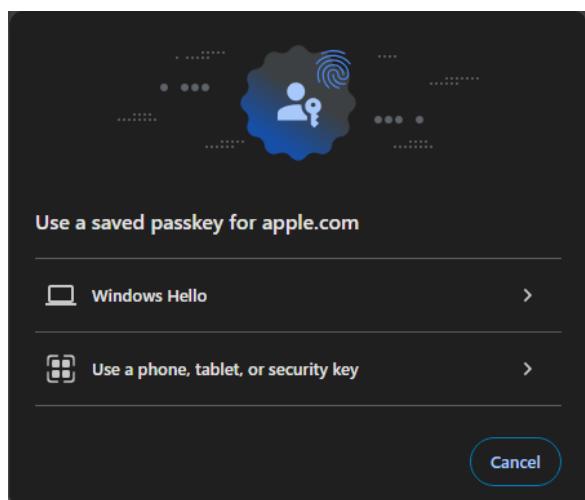
- This will bring you to an Apple sign in screen. Note that the STREAM website is also known as “Community Access”



3. Enter your email address or phone number and use the enter key or right arrow to proceed.
4. Two new icons will now appear below the email/phone field: Continue with Password or Sign in with Passkey



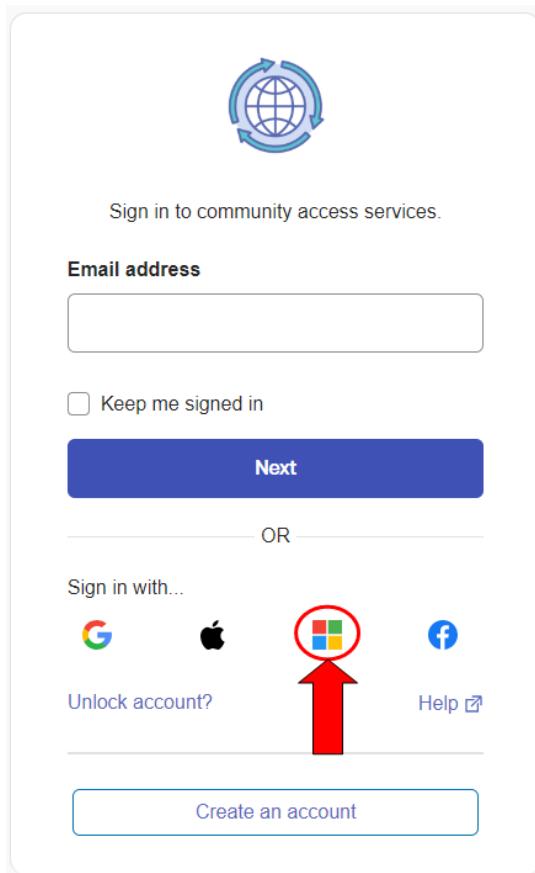
5. **CONTINUE WITH PASSWORD**
  1. This will bring you to a password field where you can enter your Apple password. Once you are logged in you will be redirected to STREAM.
6. **SIGN IN WITH PASSKEY**
  2. You will be prompted to choose whether you are using a passcode from Windows or a phone/tablet key.



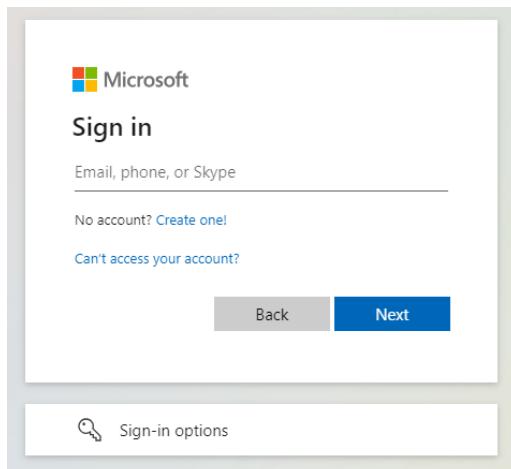
3. If you choose a phone/tablet passkey, the screen will turn into a QR code. Once you open the camera on your phone and scan that QR code, your phone will use Face ID to sign you in.
4. Once you are signed in, you will be redirected to STREAM.

## Logging in with Microsoft

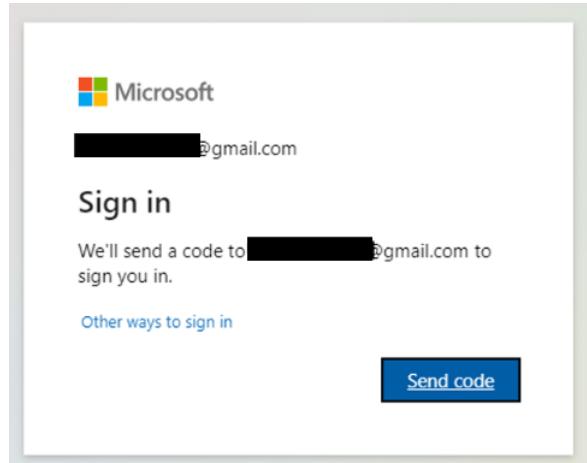
1. Once you have created an account using an email account that is also affiliated with a Microsoft account, you can use your Microsoft account to log in for future site visits. To do so, select “Sign in with Microsoft” from the main log in page.



2. This will bring you to the Microsoft login page. If you don't have a Microsoft account, you can create one at this time.



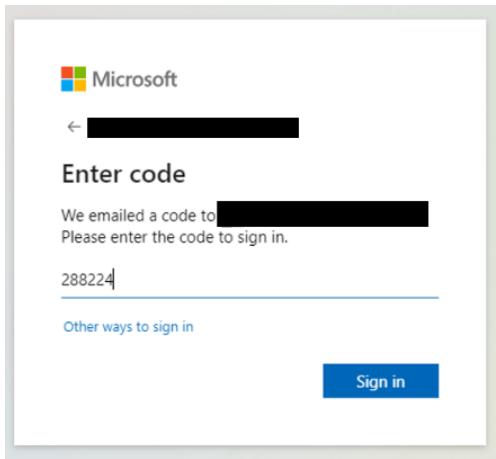
3. Once you enter your email, phone, or skype information and click Next, Microsoft will let you know where they will send the verification code for you to sign in. Click “Send Code” to confirm that you are ready for the code.



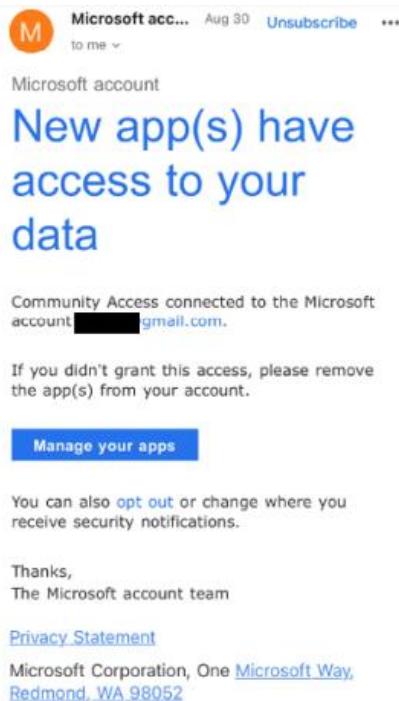
4. Once you click “Send code” you will receive an email with the code from Microsoft.



5. Enter the code in your browser window and click “Sign In”

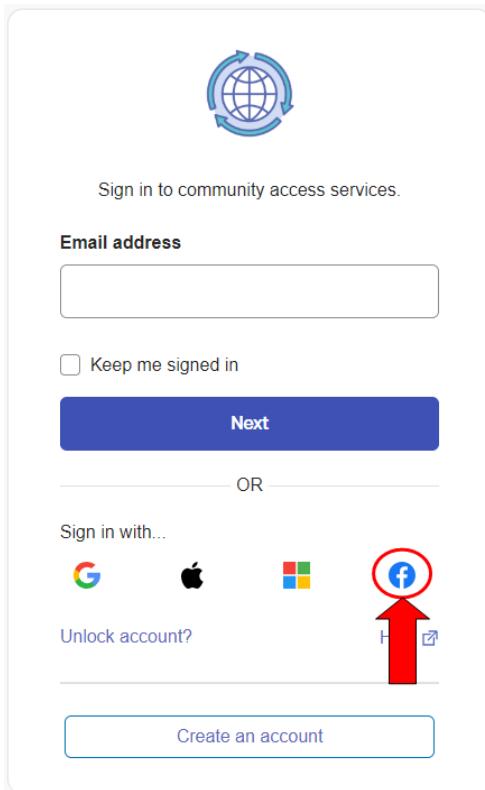


6. You will then be redirected back to STREAM
7. Microsoft will send you an email alerting you that a new app (Community Access) has been given access to your data. Note that Community Access is the name of the new login portal so this is a legitimate alert.

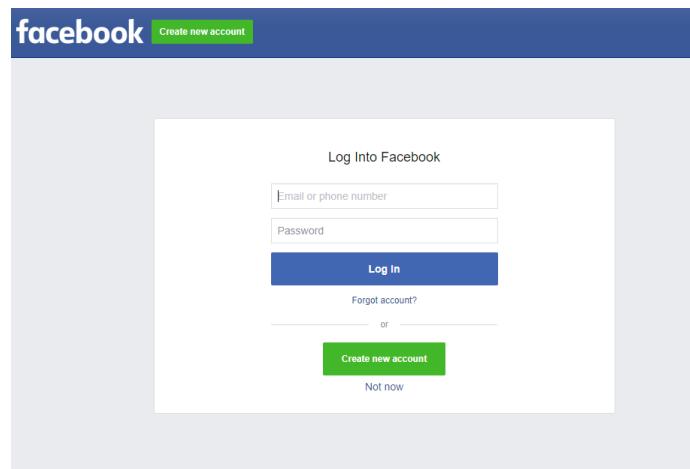


## Logging in with Facebook

1. Once you have created an account using an email account that is also affiliated with a Facebook account, you can use your Facebook account to log in for future site visits. To do so, select “Sign in with Facebook” from the main log in page.



2. This will bring you to the main facebook login screen:



3. Proceed through the steps to log into your facebook account. You may be prompted to grant access to Tyler Portico or Community Access.
4. Once you have successfully logged in, you will be routed back to the STREAM homepage.

# Troubleshooting Log In Issues

Please see the help guide for Login and Registration Issues