

TRACS Non-Federal Login Troubleshooting Job Aid

Updated 10/18/2021

This job aid provides troubleshooting information for logging in to TRACS as a non-federal user with a Login.gov account, including how to reset your login.gov password, delete your account and create a new one, and how to add authentication methods. Login.gov has a two-factor login process that requires both a password and an authentication method.

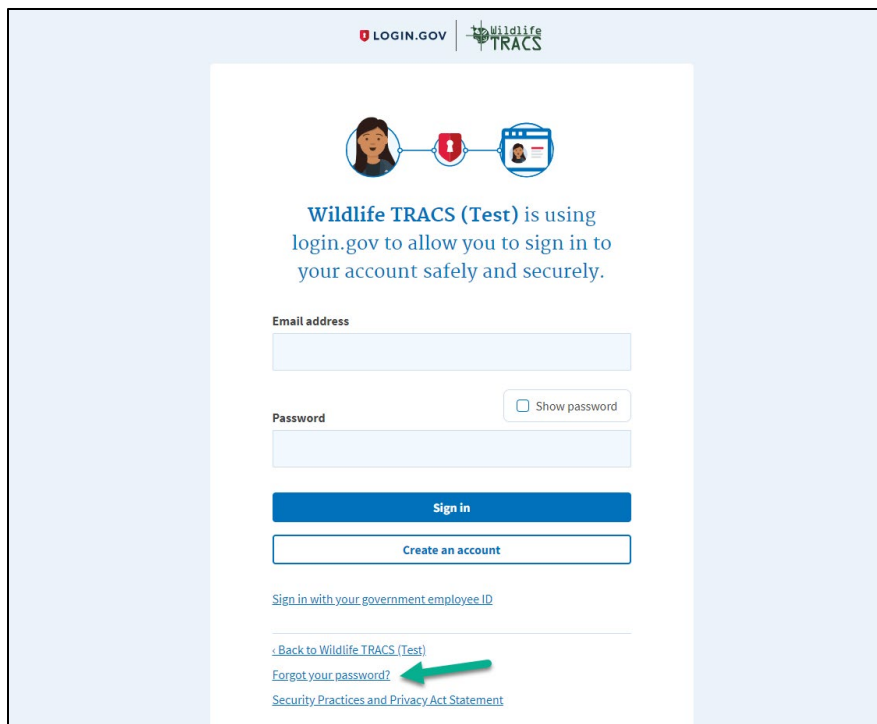
Tip: TRACS is designed to work best with the latest versions of Chromium or Firefox derived browsers (Google Chrome, Firefox or Microsoft Edge). Do NOT use Internet Explorer.

Steps to Reset Login.gov Password

1. From the TRACS login screen (<https://tracs.fws.gov>), Non-Federal users click "Sign-in with Login.gov".



2. To reset your password, click on the "Forgot your password" link.

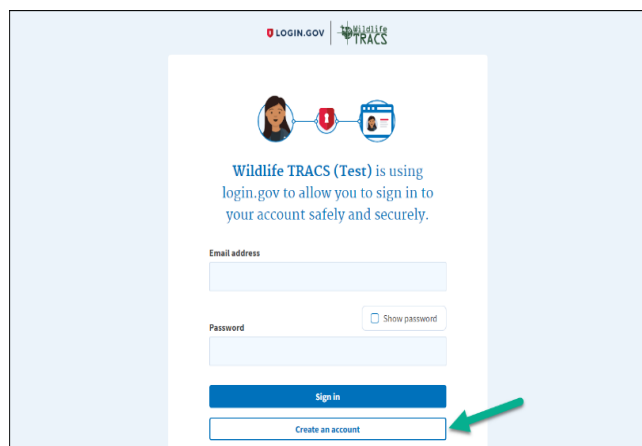


- a. You will receive a system-generated e-mail with a link to reset your password. If you do not see the email in your inbox, check your junk/spam folders. This link expires in 6 hours, so make sure you use it right away.
 - b. The link in the e-mail will re-direct you to the Reset Password screen. Fill out the form to change your password. Note: If you receive a password reset email and you did not initiate the reset procedure, contact the TRACS Help Desk immediately at tracs-helpdesk@fws.gov or call 1-844-408-7227.
3. After you enter your email and password, TRACS will open. If it has been a while since you logged in, the authentication window opens. You'll need to use the authentication method you set up when you created your account.

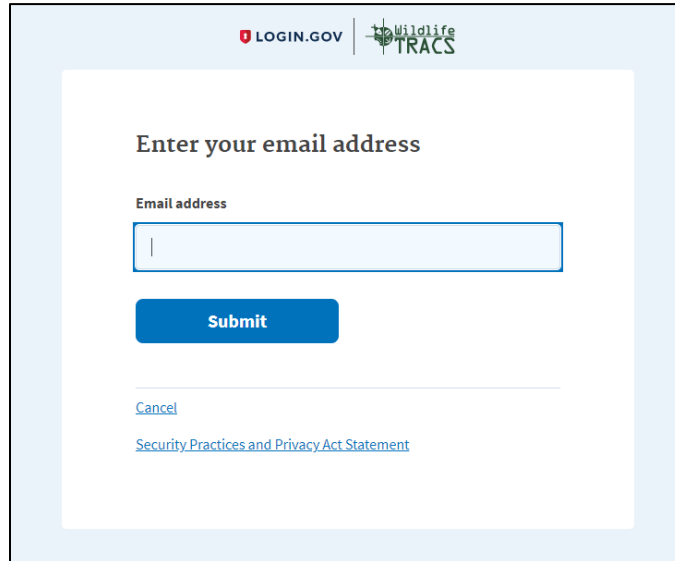
Steps to Delete a Login.gov Account and Create a New Account

If you lose your authentication codes or the authentication method is not working, you will need to delete your login.gov account, wait 24 hours and create a new Login.gov account. Your TRACS account will be accessible again after you set up your new Login.gov account, if you use the same email address associated with TRACS.

1. If you cannot access your authentication codes or the authentication method does not work, you will need to **delete your Login.gov account and start over**. Note: Your TRACS account will not be deleted – it will remain frozen until you have a Login.gov account again. Follow the steps to delete your login.gov account here: <https://www.login.gov/help/manage-your-account/delete-your-account/>
2. You will receive an email to confirm the deletion of your Login.gov account. After 24 hours you will be able to create a new account.
3. If your account needs to be created again, wait 24 hours after you've confirmed deletion. From the TRACS login screen (<https://tracs.fws.gov>), Non-Federal users click "Sign-in with Login.gov". Then select "Create an account".

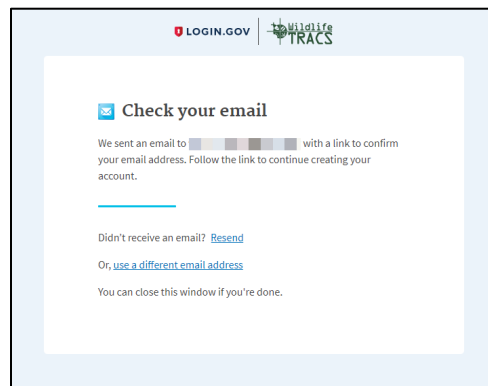


2. Enter your business email address - **MUST be the same email associated with your TRACS account.** Then click "Submit".



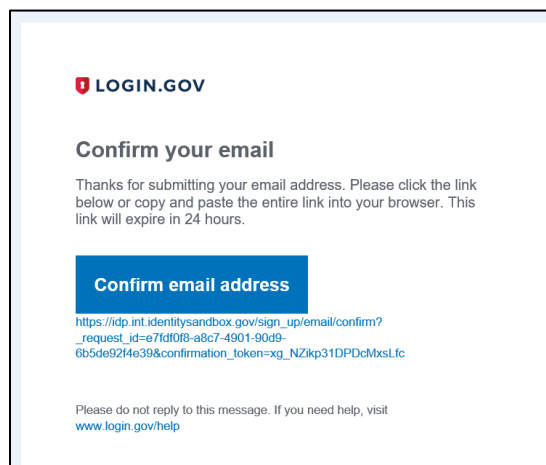
The screenshot shows a web form titled "Enter your email address" on the LOGIN.GOV Wildlife TRACS portal. At the top, there are logos for LOGIN.GOV and Wildlife TRACS. The form contains a text input field labeled "Email address" with a vertical cursor inside. Below the input field is a blue "Submit" button. At the bottom of the form, there are two links: "Cancel" and "Security Practices and Privacy Act Statement".

3. You'll get a message to check your email.



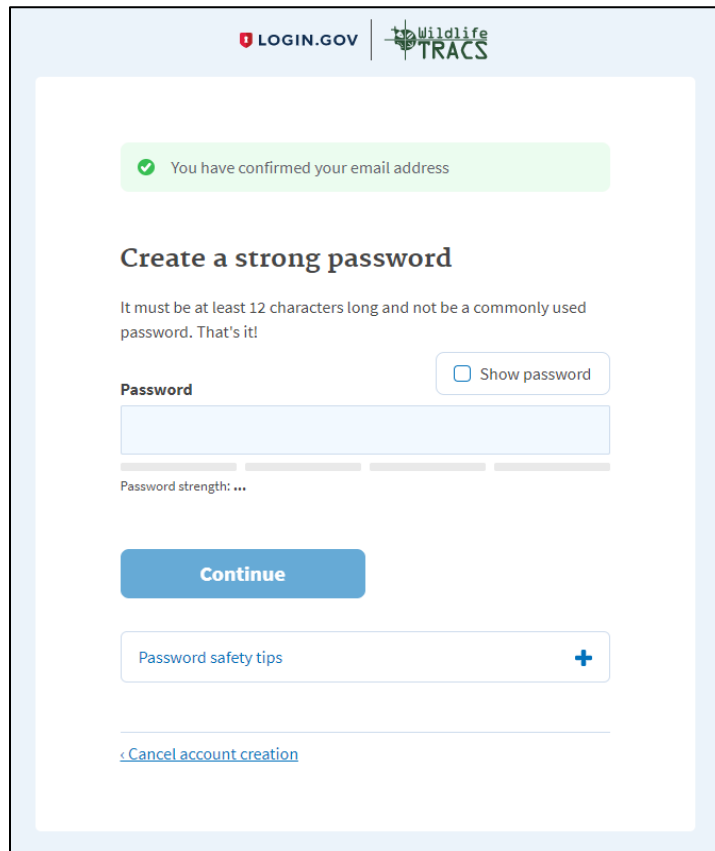
The screenshot shows a message titled "Check your email" on the LOGIN.GOV Wildlife TRACS portal. The message text reads: "We sent an email to [redacted] with a link to confirm your email address. Follow the link to continue creating your account." Below this text is a blue "Resend" link. Further down, there is another blue link that says "Or, use a different email address". At the bottom, it says "You can close this window if you're done."

- a. Check your email for the confirmation message (check your spam/junk folder if it is not found). On the Login.gov screen, click "Resend" if needed. In the email, click "Confirm email address".



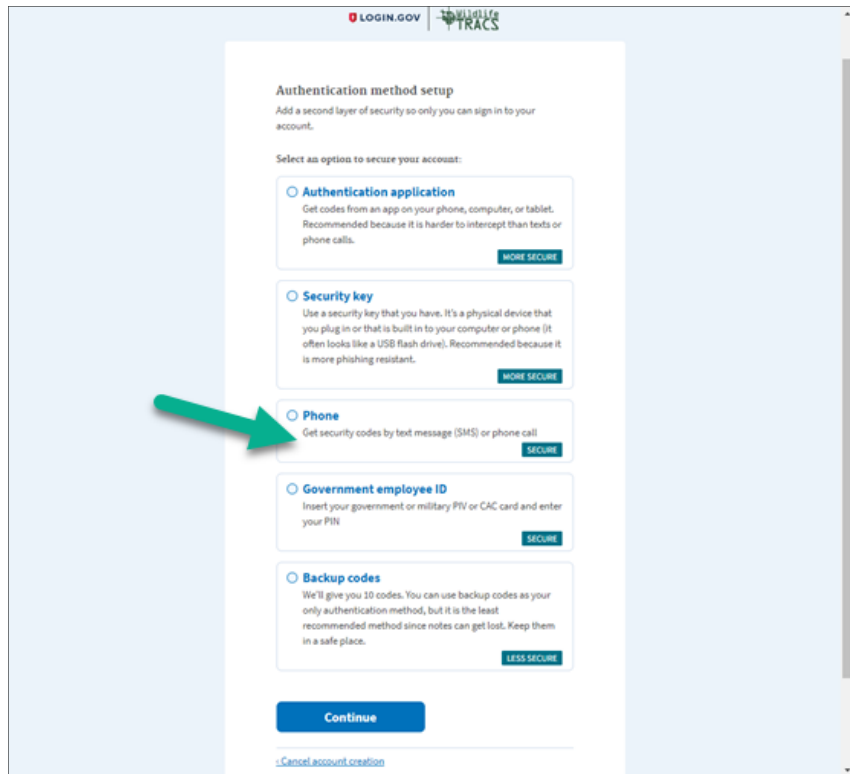
The screenshot shows a confirmation message titled "Confirm your email" on the LOGIN.GOV portal. The message text reads: "Thanks for submitting your email address. Please click the link below or copy and paste the entire link into your browser. This link will expire in 24 hours." Below this text is a blue button labeled "Confirm email address". Underneath the button is a long URL: https://idp.int.identitysandbox.gov/sign_up/email/confirm?_request_id=e7fd0f8-a8c7-4901-90d9-6b5de92f4e39&confirmation_token=xg_NZikp31DPDcMxsLfc. At the bottom, it says "Please do not reply to this message. If you need help, visit www.login.gov/help".

- b. The password page will open. Enter a strong password and click "Continue". Your password should not be a commonly used password. It must be a minimum of 12 characters and contain a combination of lower and upper case characters, and contain at least one non-alphanumeric character, such as: #*\$%! . Numeric characters are optional.

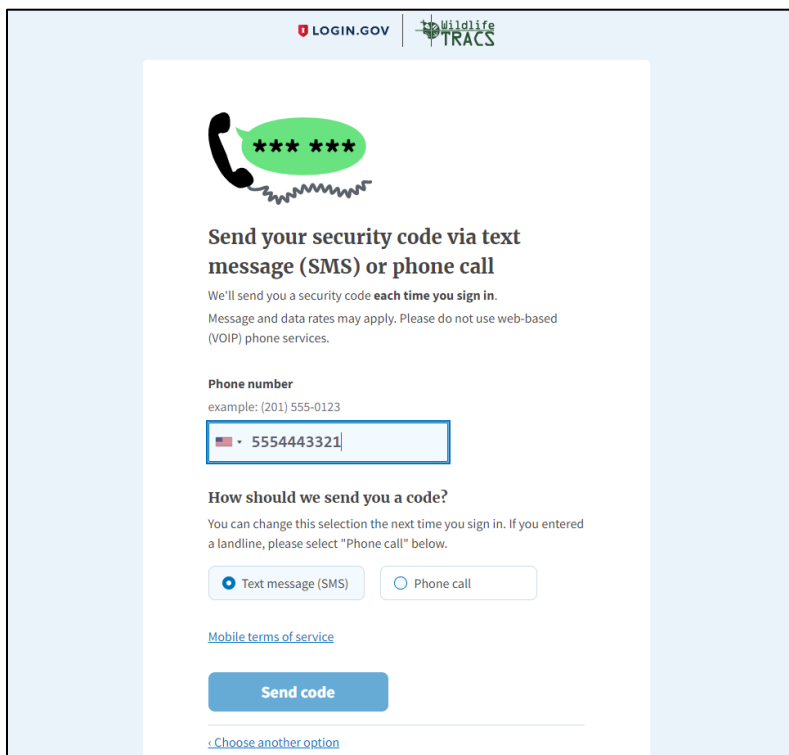


The screenshot shows the Login.gov interface for Wildlife TRACS. At the top, there are logos for LOGIN.GOV and Wildlife TRACS. A green notification bar at the top left states "You have confirmed your email address" with a checkmark icon. Below this, the heading "Create a strong password" is displayed. A sub-heading reads: "It must be at least 12 characters long and not be a commonly used password. That's it!". There is a "Password" label and a text input field. To the right of the input field is a "Show password" button with a checkbox. Below the input field, there is a "Password strength: ..." indicator with three bars. A blue "Continue" button is positioned below the strength indicator. At the bottom of the form area, there is a "Password safety tips" link with a plus sign icon. Below the form area, there is a link to "Cancel account creation".

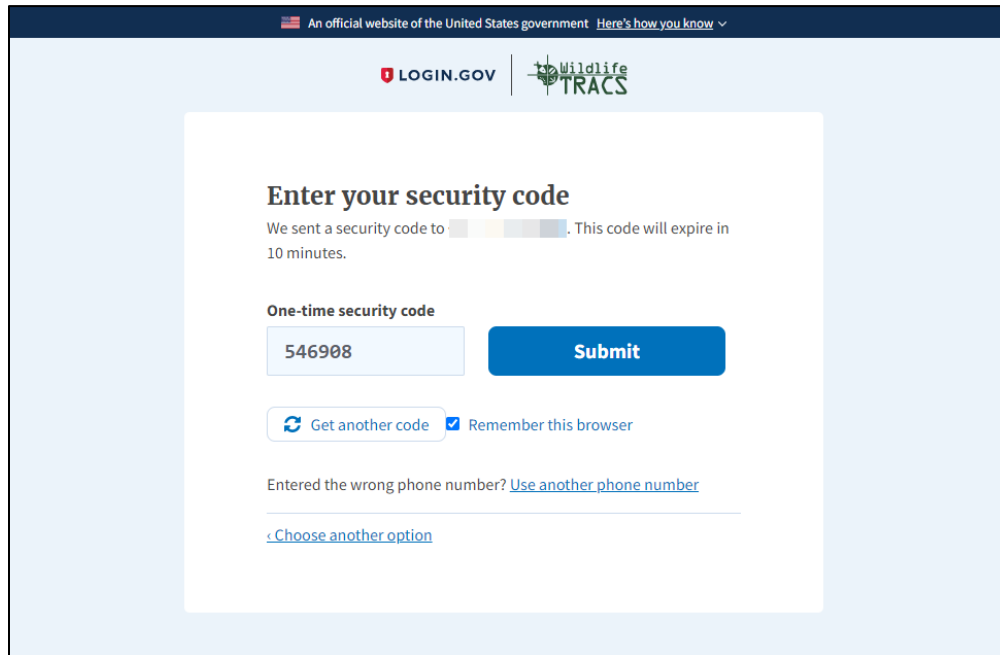
- c. Login.gov requires a two-factor login with a password and an additional authentication method. Please select either phone (for SMS text messages or a phone call) or the authenticator app. We recommend using the "phone" option with a cell phone (standard U.S. phone number only) that can receive SMS text messages as your backup, or if you have a landline, select the phone call option.
- Note: Users from Guam may use their cell or landline phone if it has the area code 671 by selecting "Guam" from the Country list.
 - Users from CNMI cannot use a phone with the area code 670 as it not recognized by Login.gov. If you do not have a phone with a standard U.S. number without the area code 670, then use the "Authentication application" method instead. An authentication app is available for your computer or browser if you do not have a smart phone or tablet.



- d. Enter your cell phone number and select "text message (SMS)" as the method for receiving a code. Click "send code". Check your cell phone for the code and enter it within 10 minutes.



- e. Enter your security code before it expires in 10 minutes. Select “get another code” if the time has elapsed. After entering the code, select “Submit”.



An official website of the United States government [Here's how you know](#) ✓

LOGIN.GOV | Wildlife TRACS

Enter your security code

We sent a security code to [redacted]. This code will expire in 10 minutes.

One-time security code

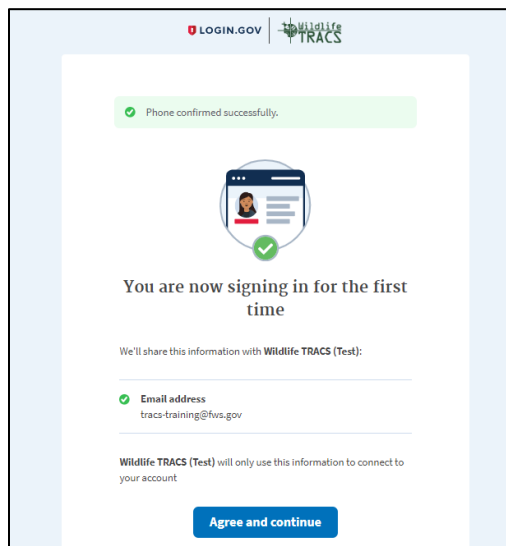
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Remember this browser

Entered the wrong phone number? [Use another phone number](#)


[Choose another option](#)

- f. Click “agree and continue”.



LOGIN.GOV | Wildlife TRACS

✓ Phone confirmed successfully.



You are now signing in for the first time

We'll share this information with Wildlife TRACS (Test):

✓ Email address
tracs-training@fws.gov

Wildlife TRACS (Test) will only use this information to connect to your account

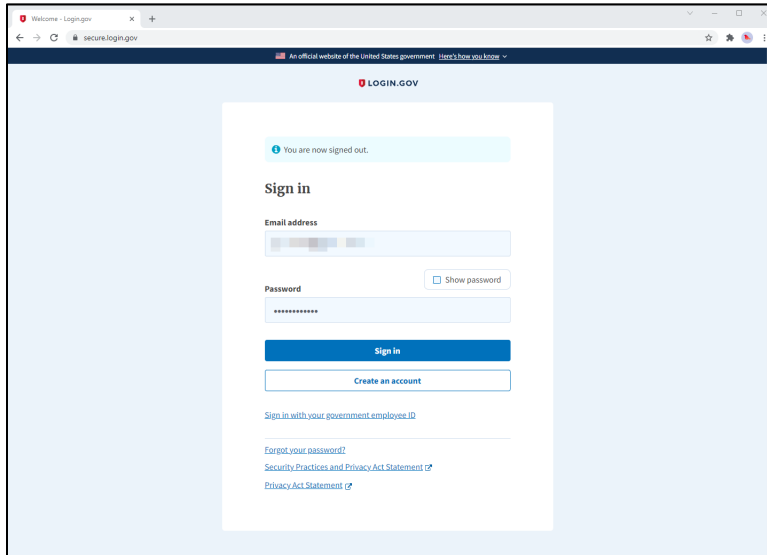
- g. You should be redirected to TRACS and be logged in. If the site does not open, close your browser window and open a new one and go to: <https://tracs.fws.gov/login>

Note: If TRACS does not open, you may be pending approval by your agency's user administrator. Contact your agency's user administrator or the TRACS help desk for assistance at tracs-helpdesk@fws.gov or call 1-844-408-7227.

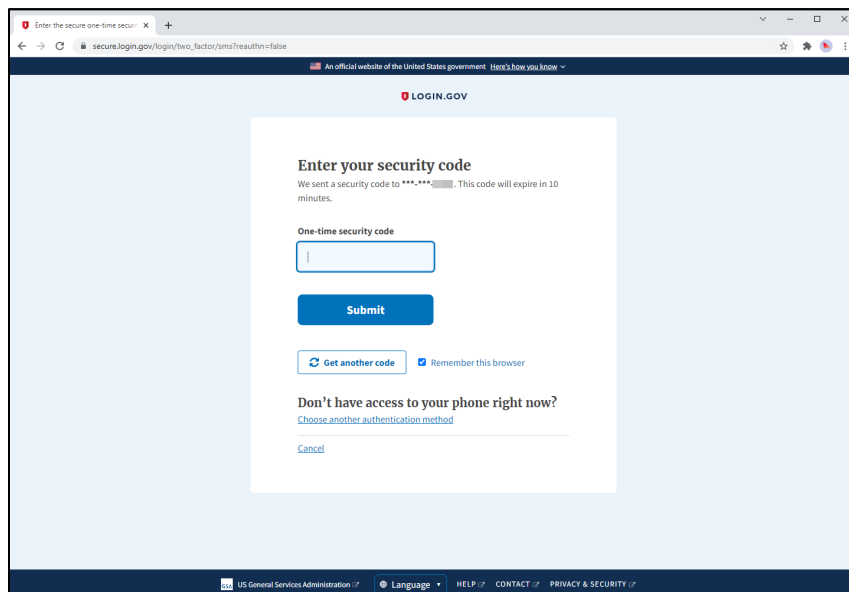
Steps to Add Additional Authentication Methods

We recommend setting up additional authentication methods as a backup in case your primary method is not available (ex. you forgot your cell phone).

1. To edit or add to your authentication methods, open a new browser and sign in to your Login.gov account directly (instead of going through TRACS) at <https://secure.login.gov/>
 - a. Note: If the page displays the TRACS logo, then you will need to clear your browser's cache first (instructions here: <https://clear-my-cache.com/en/windows.html>)

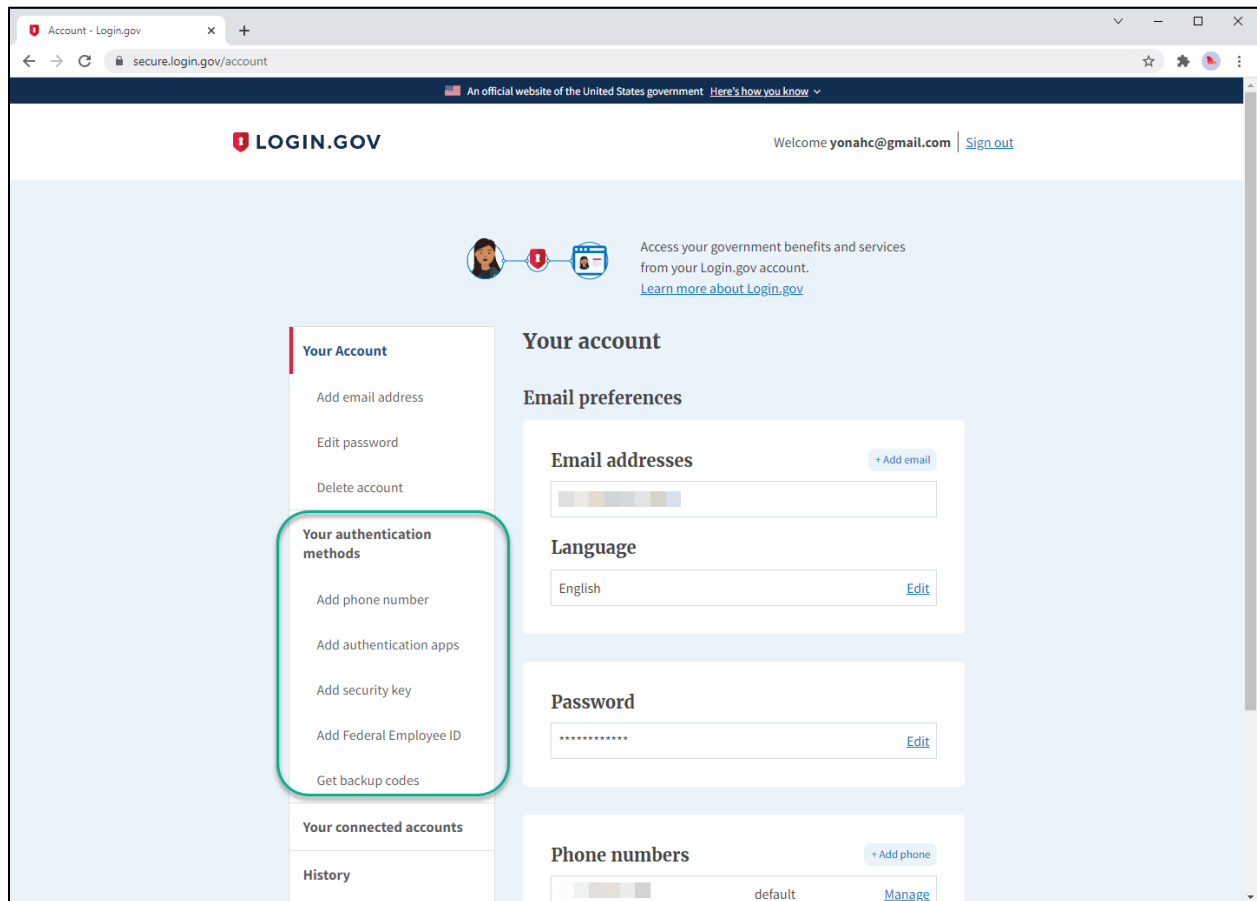


- b. The authentication page will open. Note: You must have your primary authentication method available to set up additional methods. Enter the code and click 'Submit'.

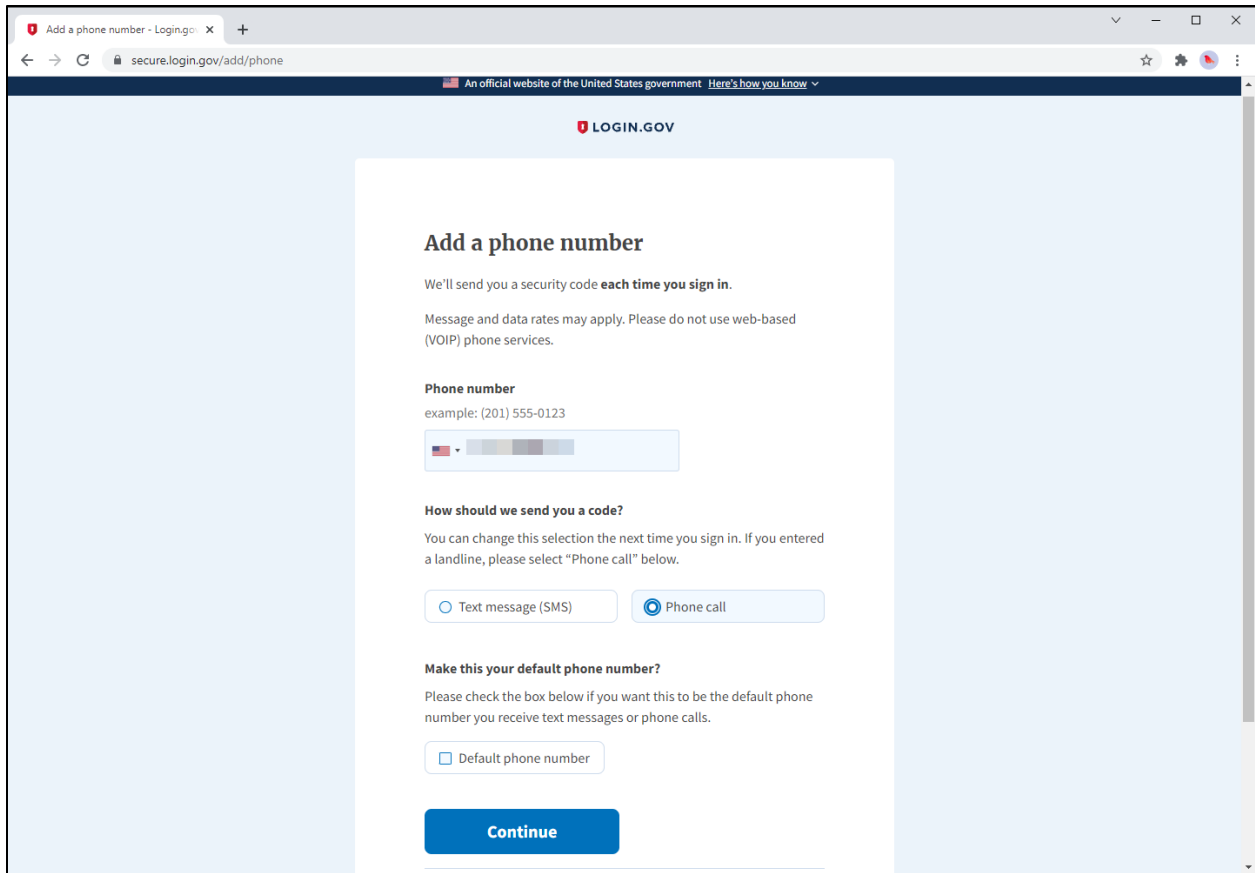


2. Once logged in, the account page will display. On the left side bar, select an authentication method to add, such as another phone number (cell phone with SMS text or landline with phone message), authentication app, and/or backup codes. We do not recommend using the security key and the Federal Employee ID is only for federal staff.

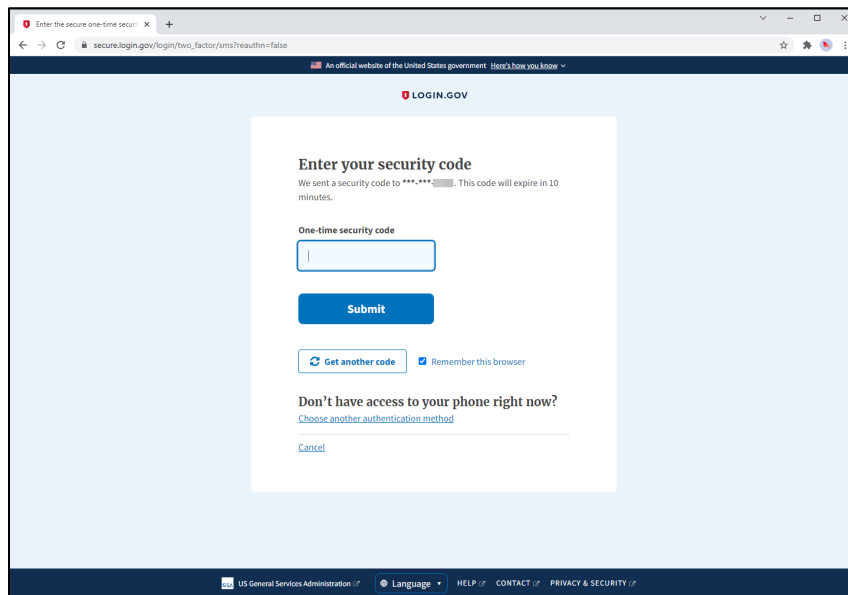
To learn more about the various methods visit: <https://www.login.gov/help/get-started/authentication-options/>



3. Select 'Add Phone Number' on the left side.
 - a. Enter your alternate phone number and select the method as 'Text message (SMS)' or for a landline select 'Phone Call'. Note: You must have this phone available to complete the set up. Then click continue.
 - Note: Users from Guam may use their cell or landline phone if it has the area code 671 by selecting "Guam" from the Country list.
 - Users from CNMI cannot use a phone with the area code 670 as it not recognized by Login.gov. If you do not have a phone with a standard U.S. number without the area code 670, then use the "Authentication application" method instead. An authentication app is available for your computer or browser if you do not have a smart phone or tablet.



- b. You will receive a text message or phone call to the phone number added. Enter the security code you received via text or phone call. Click 'Submit'.



- c. The phone number will display on your account page.