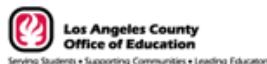## Email Notifications

Depending on your situation you may receive one or more of the following automatic email notifications sent from the BEST Advantage System.

New Users – BEST Authentication Single Sign-On Credentials

All new BEST Advantage System users – including those using BUD, FIN, and/or HCM – will receive an email message with their BEST Advantage User ID and a temporary password. These emails are generated automatically when a user is added to the BEST Advantage system for the first time.

From: DoNotReply_BESTAuthentication@lacoe.edu
Subject: BEST Authentication Single Sign-On Credentials

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Welcome to BEST Authentication, the single sign-on procedure that you will use to gain access to the BEST Advantage System. This procedure enables users to securely authenticate with multiple applications by logging in only once—with just one set of credentials (username and password). This procedure will provide for a more efficient and secure login method.

Please proceed to the BEST Portal and log in with your credentials below:

User Name: JANE.DOE.999@bestlogin.net
Password: "1Best!AD9575"

   Note: the double quotes (") around the password are not part of the password.

Please refer to the login instructions on the BEST Project Customer Resource Center (CRC), or if you need further assistance, contact the BEST Project Helpdesk at (562) 922-8888 or helpdesk@lacoe.edu.

This is a system-generated email. Please do not reply to this email.

Note: The User Name provided in this email is only for accessing the BEST Advantage system and is not the same ID you may use for other work applications or websites.

Note: The Password provided in the email will be displayed with double quotation marks. These quotation marks are *NOT* part of the password and should not be entered when logging in.

Existing Users – Password Reset

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Passwords that are lost or expired may be reset by the District ESS Lead (DEL) or, if the DEL is unable to assist, by the Help Desk. When this happens an email will be generated with the new login details.

From: DoNotReply_BESTAuthentication@lacoe.edu
Subject: BEST Authentication– Password Reset

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The password for the user associated with this email address has been changed using the password reset feature.

Please proceed to the BEST Portal and log in with your credentials below:

Name: JANE.DOE.999@bestlogin.net
Password: "5Best-ZH3597"

Note: the double quotes (") around the password are not part of the password.

If you did not make the request or need assistance, refer to the login instructions on the BEST Project Customer Resource Center (CRC), or if you need further assistance, contact the BEST Project Helpdesk at (562) 922-8888 or helpdesk@lacoe.edu.

This is a system-generated email. Please do not reply to this email.

Existing Users – New Application Access

When users are granted access to new applications (i.e. BUD, FIN, or HCM) they will receive an automatically generated email explaining this change.

From: DoNotReply_BESTAuthentication@lacoe.edu
Subject: BEST Authentication – New Application Entitlement

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Your account for BEST Authentication was updated with the following new application entitlement in Production:

BUD

If you need further assistance, contact the BEST Project Helpdesk at (562) 922-8888 or helpdesk@lacoe.edu.

This is a system-generated email. Please do not reply to this email.

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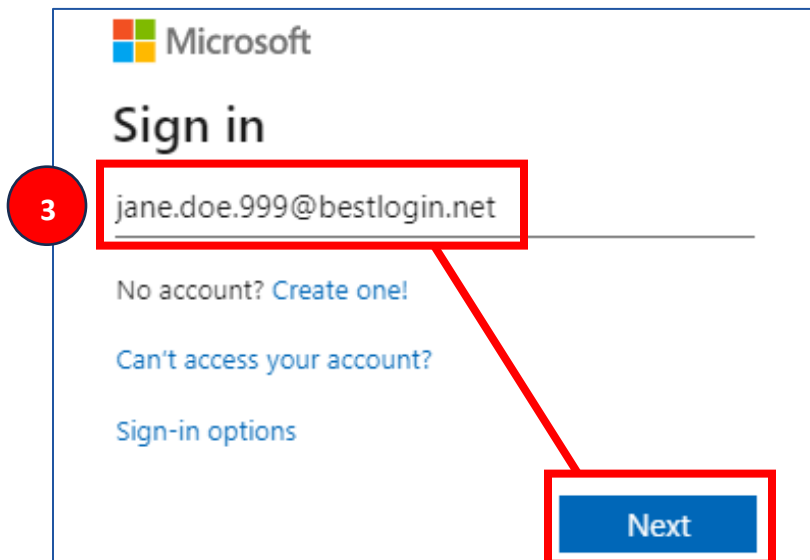BEST Authentication User Guide FT1

Logging In for the First Time

The following steps describe how to access and log into the BEST Advantage system for the first time.

Accessing the BEST Advantage System

1. Access the BEST Portal at https://bestportal.lacoe.edu.
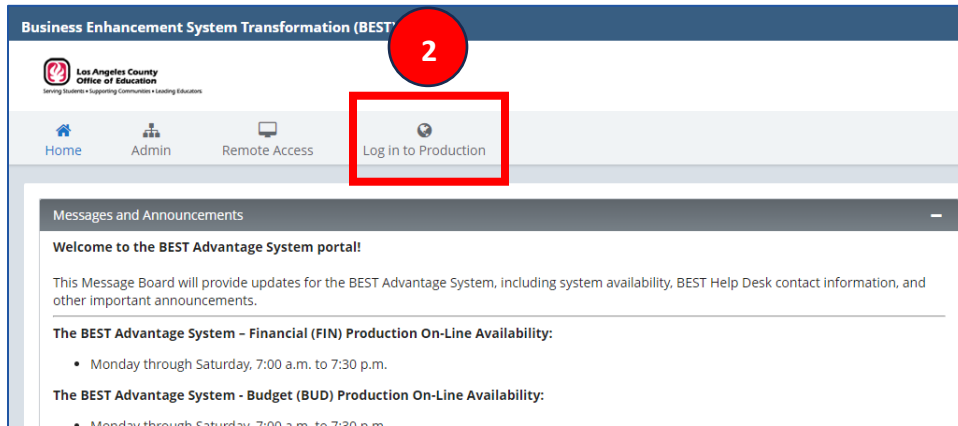
2. Click the **Log in to Production** button at the top of the page.

3. Enter your BEST Authentication user ID that you received via email and click the **Next** button.

> **Reminder:** The User Name provided in this email is only for accessing the BEST Advantage system and is not the same ID you may use for other work applications or websites.

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4. Enter the temporary password that you received via email and click the **Sign in** button.
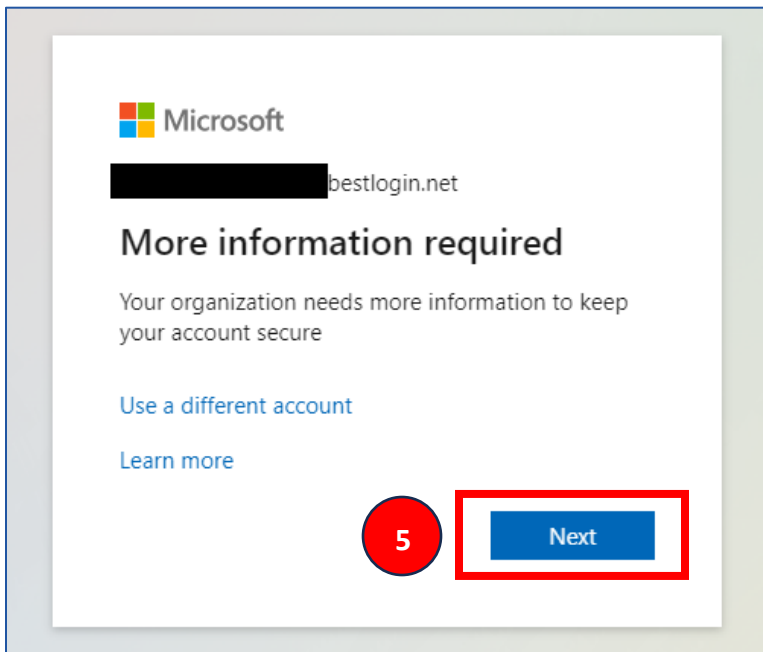
> **Reminder:** Do *NOT* include the double quotation marks from the email when entering your temporary password.

5. A message will appear stating that initial information is required. Click the Next button to continue with the Multi-Factor Authentication (MFA) setup.
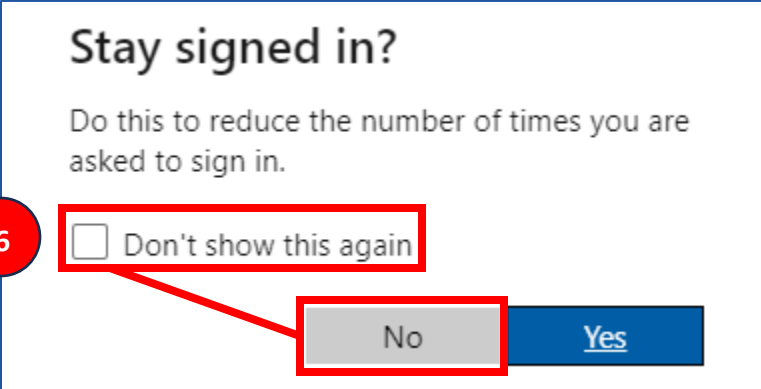
> **Note:** Additional details for completing this one-time setup are provided in BEST Multi-Factor Authentication guide.

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6. When prompted to stay signed in, select the **Don't show this again** option and click the **No** button.

Multi-Factor Authentication (MFA) Setup

The BEST Advantage System requires Multi-Factor Authorization (MFA) in order to log in. By requiring both a traditional password (something you know) and a second factor - such as a one-time use code sent to your smartphone (something you have) - the system can better protect your account and the sensitive information it contains.

When you log into the BEST Advantage system for the first time you will see a screen prompting you to set up Microsoft Authenticator.
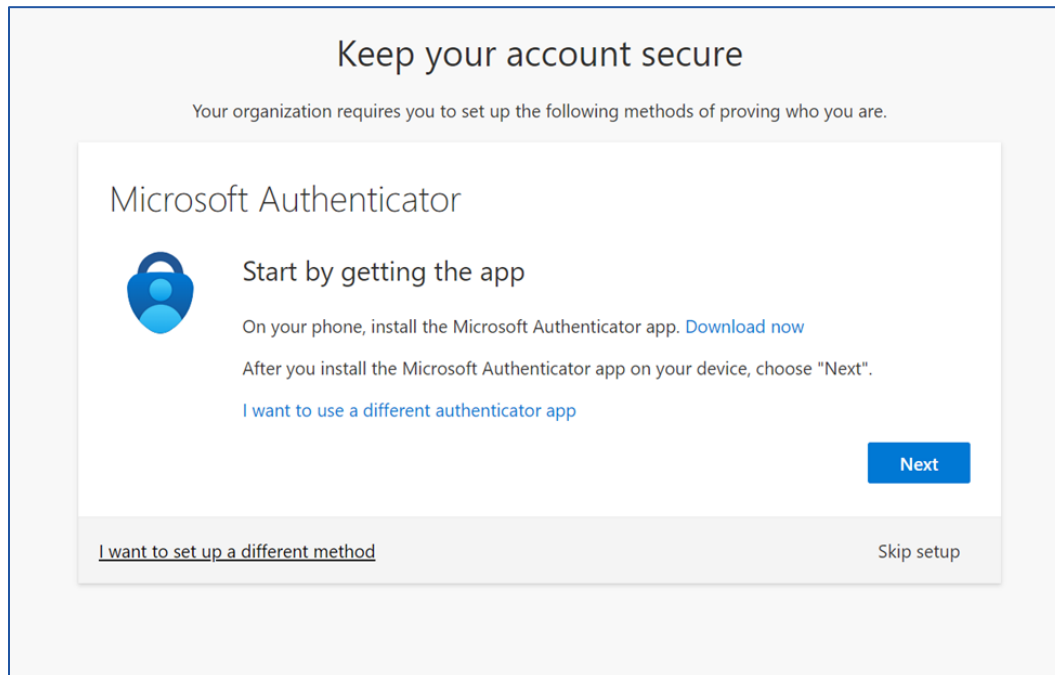
You will need to set up at least one method of multi-factor authentication. You can choose from the following options:

- Use the Microsoft Authenticator app on your mobile device (Recommended)
- Have Microsoft send a code to your phone via text message or phone call

> **Important:** You may be presented with an option to use security questions as an alternative to the methods listed above; however, this authentication method will soon be discontinued and will not be supported long-term. You are strongly encouraged to set up one of the methods listed above.

Please note that you will not be able to skip setup as the BEST Advantage System requires you to use Multi-Factor Authentication.

Detailed instructions for setting up multi-factor authentication are included in the BEST Multi-Factor Authentication Guide. Once set up, you may be prompted to use your selected MFA method to generate a one-time authentication code when you log into the system.

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Accessing BEST Advantage Applications

After successfully logging in you will see a confirmation screen. Click the **Here** button to continue.
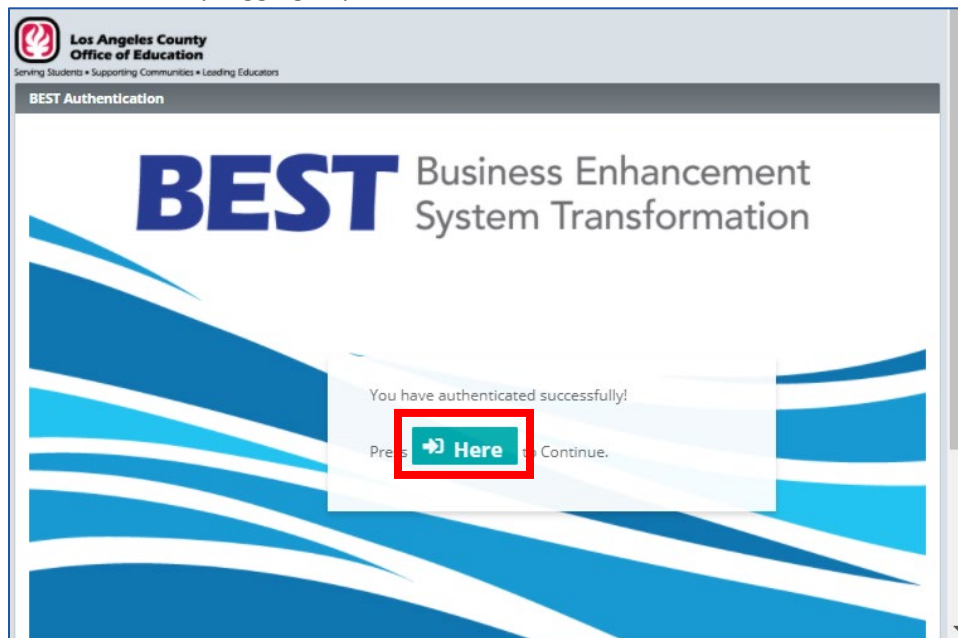
The Applications screen will be displayed. To access an application, click on the corresponding tile.
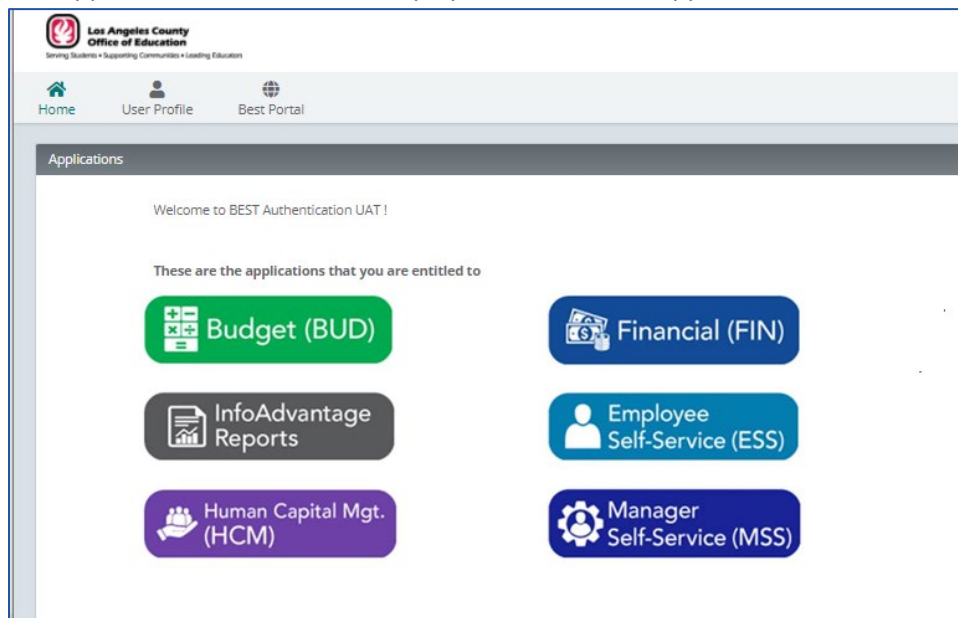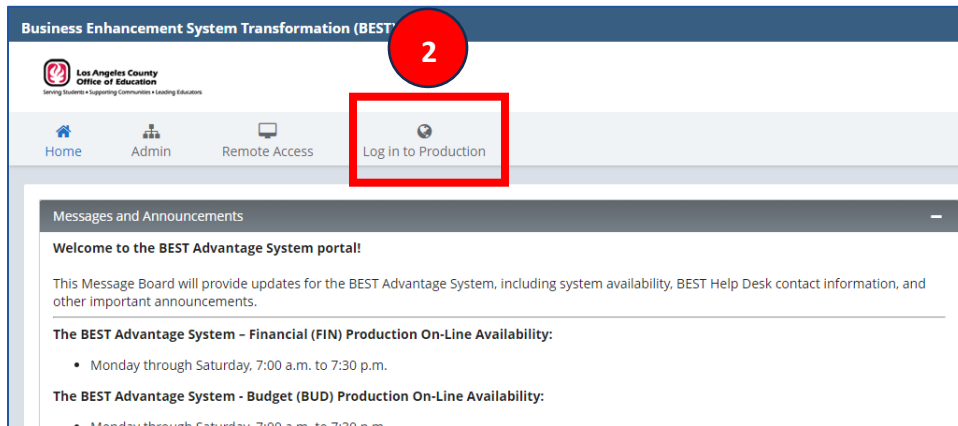

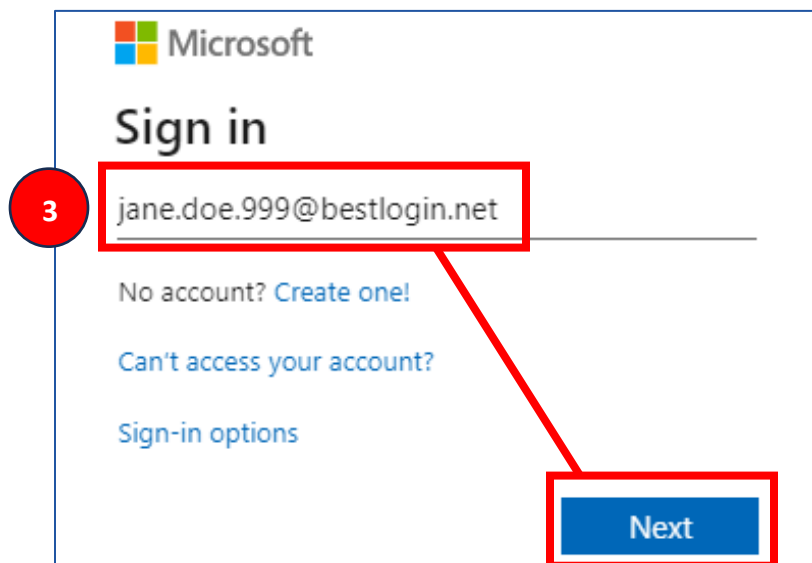> **Note:** You will only see tiles for the BEST Advantage applications for which you have access.

Resetting a Forgotten Password

If you have forgotten your BEST Advantage login password, you can reset it by completing the following steps.

1. Access the BEST Portal at https://bestportal.lacoe.edu.

2. Click the **Log in to Production** button at the top of the page.
3. Enter your BEST Authentication user ID that you received via email and click the **Next** button.

> **Reminder:** The User Name provided in this email is only for accessing the BEST Advantage system and is not the same ID you may use for other work applications or websites.

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4. When prompted to enter your password, click the **Forgot my password** link.

5. Enter your BEST Authentication username and enter the code displayed on the screen, then click the **Next** button.

6. Select one of the MFA methods you had previously set up for your account.

   A. If you choose to receive a text message or call, enter the phone number associated with your account, then click the **Text** or **Call** button to receive your code

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B. If you choose to use the authentication app, open the app on your phone to display the code.

7. Enter the code provided, then click the **Next** button.

8. Enter and confirm a new password for your account, then click the **Finish** button.

9. A message will display confirming that your password has been reset. Click the **click here** link to return to the login screen to access your account.


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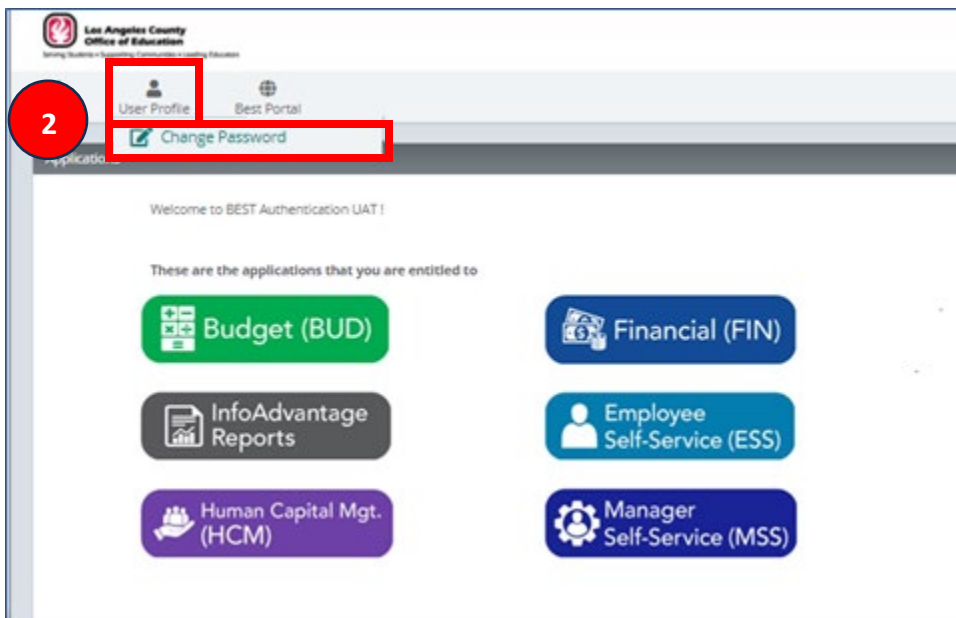BEST Authentication User Guide FT1

Changing a Password

If you know your password and would like to change it, you can do so at any time by following these steps.

1. Access the BEST Portal at https://bestportal.lacoe.edu and log in normally.
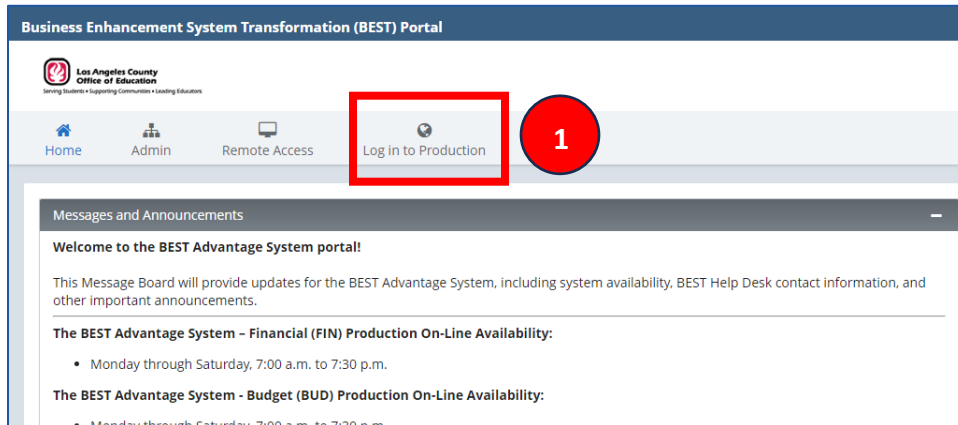
2. Once logged in, click the **User Profile** option at the top of the page and select the **Change Password** option from the drop-down menu.

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3. Enter your existing Password.

4. Enter a new password, then retype the new password to confirm the spelling.
5. When finished, click the Save button.
6. A confirmation page will be displayed to confirm that your password has been changed successfully. Click the **Continue** button to return to the main menu.

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