

OneLogin Portal Guide

You are required to set up the OneLogin Portal (Single-Sign-On) to access several COA systems (e.g., Gmail, myCourses, MyService, etc.) in one location with 2-Factor Authentication (2FA). Each time you log into the OneLogin Portal, you will use your COA username and password and complete the 2-Factor Authentication by either:

- Accepting phone notifications,
- Entering a code, or
- Answering security questions.

1) Do you need to Reset your Password or Activate your Account?

New students - You are required to activate your account.

- If **YES** - Visit <https://mypassword.albemarle.edu/sspr/public/forgottenpassword>
- If **NO** - Go to the next question.

2) Have you set up the OneLogin Portal to access your COA accounts?

- If **YES** - You are ready to log into Gmail, myCourses, MyService, etc. at <https://albemarle.onelogin.com/>
- If **NO** - You will need to set up the "Authentication Factor" by following the instructions below.
NOTE: You will need access to your phone and a computer simultaneously.
 - [Instructions for Faculty/Staff/Students](#)
 - [Instructions for High School/Early College Students Only](#)

NOTE: Do not uninstall the app (listed within the instructions) on your phone. The app provides the "Accept" notification and/or authentication code you will need each time you log into the OneLogin Portal.

Transfer your Authentication to a new phone

If you have already set up the OneLogin Portal and have a new phone, you will need to transfer your Authentication. [Instructions to Transfer OneLogin Authentication to New Phone](#)

Need Assistance?

Submit a help desk ticket at <https://mysupport.albemarle.edu/>

- *For Students:* 10: Student Support > 35: 2 Factor Authentication
- *For Employees:* 20: Employee Support > 75: 2 Factor Authentication