



# COMMONWEALTH of VIRGINIA

## OFFICE OF CHILDREN'S SERVICES

*Administering the Children's Services Act*

Scott Reiner, M.S.  
Executive Director

### ADMINISTRATIVE MEMO #23-1

**To:** All Registered Users of the CSA Local Government Reporting, Account Management System, and CANVaS 2.0 Application

**From:** Preetha Agrawal, Chief Information Officer

**Date:** January 3, 2023

**Subject:** Multi-Factor (OKTA) Integration to OCS applications

In order to maintain the required standards for information technology and data system security, the following OCS applications will now utilize multi-factor (OKTA) authentication:

1. Local Government Reporting
2. CANVaS 2.0
3. Account Management System

Users of these systems will not be able to log in to any of the named systems or register in OKTA until they have received the OKTA welcome email on January 5, 2023.

1. For COV\* users with an agency-provided email address (ending in ".virginia.gov")

*(Agencies within the Commonwealth of Virginia (COV\*) network, whose users are managed through the VITA Active Directory domain, are considered COV agencies/users. If you are in this category, there is no need to register. You can use your existing COV credentials (email address and network password) to log into OCS system).*

2. For any Non-COV\* agency employee (using an agency assigned business email address) or any external user), you must complete a one-time registration process before using OCS systems for the first time on January 6, 2023.

To register, follow the instructions in the email you will receive. Registration is a multi-step process as follows:

1. Once you receive the email, begin the registration process.
2. After registration is initiated, you will receive another email with your username and that requires you to click an enclosed activation link.

3. Complete the activation by setting up a password.
4. Finish by setting up your Multi-Factor Authentication
5. You are now ready to log into OCS applications!

Due to the above listed integration process; users will not have access to OCS applications on January 5, 2023.

Questions may be directed to: [csa.office@csa.virginia.gov](mailto:csa.office@csa.virginia.gov) using the subject line: OKTA Conversion