HSIN | Homeland Security Information Network

Accessing HSIN for the First Time
Registration Quick Reference Guide

You have been nominated to a HSIN site. Basic information has been provided by a Site Nominator and uploaded into HSIN to initiate the account creation and validation process. To complete the process, you will be requested to create your HSIN account, establish your access credentials, and provide security questions. In addition, you will also be required to complete an online identity proofing screening. This enhanced registration process makes HSIN secure. The extended profile allows for users to receive more relevant targeted content through HSIN. This quick reference guide provides instructions on how to complete the simple nine-step process to establish a HSIN account. **If you need assistance with your account, contact your Site Owner or the HSIN Help Desk at (866) 430-0162 or HSIN.HelpDesk@hq.dhs.gov. For other HSIN-related questions, please send an e-mail to HSIN.Outreach@hq.dhs.gov.**

Overview of the HSIN Registration Process

NOMINATION → IDENTITY PROOFING → AUTHENTICATION → BUILDING A USER PROFILE → VALIDATION → HSIN CENTRAL

Step 1: Invitation to Join

Upon nomination, you will receive an e-mail with a unique link that will prompt you to complete your registration. The initial steps in the process include:

- Building the access and security credentials portion of your HSIN user profile
- Answering identity proofing questions

Step 2: HSIN Account Registration (Part I)

You will be requested to answer a series of questions that will be used to establish your login information, verify your identity, and allow you to reset your password if you become locked out of the system. Profile information requested during registration is presented by subject and includes:

A. Contact Information for Identity Proofing
Basic contact information provided by your Site Nominator will be pre-populated by the system. Additional information will be requested to facilitate identity proofing.

B. Password Set-Up
There are strong password requirements in HSIN; this helps keep HSIN secure.

C. Password Reset Questions
Select and answer questions that will be used to verify your identity if you chose to reset your password or when you call the HSIN Help Desk.

D. Passcode Set-Up for Two-Factor Authentication
Enter an e-mail address, phone number that can receive text messages (SMS), and/or a phone number for phone calls as part of the two-factor

authentication login process for HSIN. Two-factor authentication is an enhanced security feature requiring users to enter a unique one-time passcode in addition to their username and password. The one-time passcode is provided through the delivery method you specify (e-mail, text message, or voice) when logging in to HSIN.

Step 3: Terms of Service

After reading the Terms of Service, click the "I have read and understood the above Terms of Service" checkbox and then click continue.

Step 4: Identity Proofing

You will need to answer a series of questions that will be used to confirm your identity to create your account. The questions are based on information about you available in secure commercial databases. If you are unsuccessful at answering your identity proofing questions, you will be given three attempts within 24 hours to answer the questions correctly before your account is locked.

Step 5: Email Verification

You will receive an e-mail verifying that you have completed the first part of building your user profile and you will be prompted to log in to HSIN to complete the registration process.

Step 6: Login to HSIN

To enter HSIN, enter the username and password you created in Step 2. You will then be presented with options for receipt of the one-time passcode via e-mail, text message, or voice.

Once you receive the one-time passcode, enter the code and before submitting, check the box that says, "Check this box if this is a trusted computer..." *(See Figure 1).* Selecting this box means you will not be required to receive a another one-time passcode while on that computer to regain access for a period of 12 hours. For security purposes you will be required to enter your Username and Password.

Confirm Your Identity

To confirm your identity, please follow the steps below.

1. Enter your one-time pass code. The pass code has been delivered to your:
   a. Email jXXX@hq.dhs.gov.
2. Check the box to register your computer, if you want to avoid future authentication challenges.
3. Press **Submit** to continue.

Important: Having trouble authenticating? Depending on the method you selected this may be due to a number of reasons such as Internet connectivity, system availability, carrier issues, voice issues, etc. Select another authentication method.

Enter Pass Code: _____

☐ Check this box if this is a trusted computer for you and you want to register this computer for future account access. If you check this box, you will not have to enter this pass code again for the next 12 hours.

Submit

Figure 1: One-time passcode checkbox

Remember, for security purposes, always use single sign out to leave HSIN if you are going to be away from your computer for even a few minutes.

Step 7: HSIN Account Registration (Part II)

The second part of building your HSIN user profile requires you to complete six tabs of information: Contact, Employment, Location, Interests, Supervisor, and Affiliation. This information is visible to other HSIN users and will be used to identify content relevant to you. At any point of this process, you can save the information you have entered and come back at a later time to complete your profile. Once you have completed all of the tabs, you will need to submit and confirm your profile information to access your Communities of Interest (COIs).

Step 8: Approval by Validator

An authorized Validator, identified by your Site Owner, will review your registration and confirm your access to HSIN and your HSIN COIs.

Step 9: Access HSIN Central

Once approved, you will be notified by e-mail and will be able to log in to HSIN. HSIN Central is the landing page for HSIN that provides access to general HSIN program information, announcements, alerts, and important news. We recommend you keep HSIN Central as your landing page so you can stay abreast of the latest HSIN news and developments.

For more information, contact the HSIN Outreach Team at **HSIN.Outreach@hq.dhs.gov** or visit our website at **www.dhs.gov/hsin**.

Scan the QR code* or visit our website to learn more about how HSIN can help support your mission.

* You must have a QR code reader installed on your mobile device.