

ALNBS User Login and Multi-Factor Authentication Setup Guide

Step-by-step instructions that help you set up, verify, and confirm the extra security steps needed to keep your account safe.

Overview

The Alabama NEDSS Base System (ALNBS) uses Multi-Factor Authentication (MFA) to better protect our sensitive health data. While standard authentication confirms who you are, MFA adds an extra layer of security by requiring a second form of verification. This process ensures we meet state security standards and keep patient information safe.

Part 1: Initial Login

For the initial login, you are provided with an ALNBS user name and a temporary password. To access ALNBS, navigate your web browser to <https://alnbs.adph.state.al.us>, and enter your user name and password.

Step 1: Reset Password

Once you login with the temporary password, you are prompted to update it immediately before you are allowed to advance. Passwords are required to be 14 characters in length.

When selecting a new password, consider using a passphrase or a combination of multiple unrelated words that only you would know. Including a mix of uppercase and lowercase letters, numbers, and symbols adds additional protection. Avoid any details that could be easily guessed or publicly associated with you, such as names, dates, or common phrases. A strong password should be difficult for others or automated tools to predict. A password manager is highly recommended for creating and storing strong, unique passwords.

Step 2: Verify Email Address

Next, you are required to verify the email address we have on file. Verifying your email ensures that you—and only you—have access to your ALNBS account.

Change Password

Enter a new password (at least 14 characters) and confirm it. Both fields must match, and grade must be at least "Reasonable".

Enter a new password... Show

Confirm the new password... Show

Grade: **Very weak**

Length: 0

Unique characters: 0

Lowercase Uppercase Digits Symbols Spaces Unicode

Save

► Show technical details

Password entropy estimates how many different guesses an attacker would have to try to hit your password—the higher it is, the harder it is to crack. You raise entropy mainly by making passwords longer and by mixing character types, but length contributes the most. Use at least 14 characters, avoid reusing passwords across sites, and prefer unique passphrases (for example, several uncommon words with punctuation). A password manager can help you create and remember strong, unique passwords.

Verify Your Email Address

john.doe@adph.state.al.us

To help protect your account, we need to confirm that we can reach you at this email address. Verifying your email ensures you can receive important security notifications and that only authorized users receive account access. Please click Verify below to complete this step.

Verify

It allows us to securely send you password reset links and important system alerts.

You only have a few minutes to verify your email address before the link expires. Once you have done so, you will be directed to a web browser with a message confirming that verification is complete.

Step 3: Accept Memorandum of Understanding (MOU)

During your initial login, and annually thereafter, you are prompted to review and accept the MOU to maintain your ALNBS access. Afterwards, you are directed to your ALNBS profile page. From there, you can easily navigate to the ALNBS dashboard.

Part 2: Future Logins

For each subsequent login, the Two-Step Verification screen displays after you enter your user name and password. To secure your account using Multi-Factor Authentication (MFA), you can choose between receiving codes via email or using a dedicated authenticator app.

Email Address

After selecting the Email Address option, the system sends a code to the verified email address on file. You must enter the code into the box provided. Copy and paste is recommended for quick access.

Authenticator App

Using an authenticator app provides a secure and convenient way to complete Multi-Factor Authentication (MFA). Instead of receiving a code by email, the app generates a temporary verification code directly on your device.

To get started, you will complete a one-time enrollment process. Once you select the Authenticator App option, you must complete the MFA process to ensure your account is enrolled successfully.

Two-Step Verification

This additional verification step is required to complete login. Select an option below. You will not be able to access ALNBS until you have completed this verification step.

Choose a method to receive your code.



Authenticator app (TOTP)

Open your authenticator app to view your one-time code.



Email code

Send a one-time code to your verified address.

Having trouble accessing your app or email? [Contact Support](#). Never share your code with anyone.

Two-Step Verification

This additional verification step is required to complete login. Select an option below. You will not be able to access ALNBS until you have completed this verification step.

Enter the 6-digit code. Codes expire shortly.

Enter verification code

Paste is allowed.

Verify

Step 1: Install an Authenticator App

If you do not already have one installed, download an Authenticator App on your device. Common options include:

- Google Authenticator
- Microsoft Authenticator
- Proton Authenticator
- Duo Mobile

These apps are available in the Apple App Store and Google Play Store.

Step 2: Begin Enrollment

After selecting Authenticator App on the Two-Step Verification screen, the system will display a QR code. This QR code securely links your ALNBS account to your authenticator app.

Step 3: Scan the QR Code

Open your authenticator app and choose the option to add a new account or scan a QR code. Use your phone's camera to scan the QR code displayed on the ALNBS enrollment screen. Once scanned, the app will automatically create an account entry for ALNBS and begin generating verification codes.

Step 4: Enter the Verification Code

Your authenticator app will display a 6-digit verification code that refreshes every 30 seconds. Enter the current code into the verification field on the ALNBS enrollment page and select Verify.

Step 5: Complete Enrollment

Once the code is accepted, your authenticator app will be successfully linked to your account. For future logins, simply open the authenticator app and enter the current verification code when prompted.

Troubleshooting

If you cannot access your authenticator app or email verification code:

- Check that your device's time and date are set correctly.
- Contact the ALNBS Support team at alnedsssupport@adph.state.al.us if you are unable to complete MFA.

