

# How to Log In

To log into the application, please complete the following steps:

- 1 Enter your User ID** Click “Continue.”  
 Your User ID will be your Crown Services, Inc. Employee ID. You can find your Employee ID on your paystubs or by contacting your local hiring office.
- 2 Enter your PIN**  
 Click “Login.”
- 3 If you are a new user,**  
 you may be asked to provide basic personal information, including address, phone and email options.
- 4 If you are a returning user,**  
 you may be asked to review existing profile information, including contact methods, and indicate your primary address, email, and phone preferences. NOTE: It is possible that some returning users may be treated like first-time users if they choose “Forgot User ID or PIN” or if our protocols identify a need for additional screening.
- 5 Next,**  
 you may be challenged to verify your identity via the One-Time Passcode (OTP) process.
- 6 Screen prompts**  
 will walk you through the process to deliver an OTP that will be sent via phone, text (SMS), or email. You may select the delivery method, and you must remain in the application (do not log out, do not close browser) while waiting for an OTP to be sent. Passcodes are sent in “real time,” and you should enter the received passcode immediately into the application you are trying to access.
- 7 If you cannot receive an OTP**  
 via a real-time method, an OTP may be sent via U.S. Mail. Please keep in mind that it may take several days for you to receive the passcode. You will have 12 days from the generation date to receive and input the code.
- 8 Once your identity is verified,**  
 you may be prompted to reset your PIN. You may also be asked if you’d like us to remember the device you are on to make future logins easier. Select “Yes” if you are logging on from a device you use frequently. Select “No” if you are logging on from a public device, or one you do not plan on using in the future. Once you have successfully logged into your account, you will be directed to the Main Menu.
- 9 If your identity cannot be verified,**  
 you will be directed back to your employer for further assistance.

Thanks! Now a bit more information...

Please provide your personal contact preferences. This information will be used to verify your identity and help with login if you forget your password in the future. Please ensure the information provided is readily accessible, as it may be used for delivery of a one-time passcode. [Learn More](#)

3

Primary Phone \*  
+1

Alternate Phone  
+1

Primary Email \*

Home Address \*  
City  
State  
Zip  
Country

Back Continue

Additional information needed to validate your identity

Please select one of the following numbers so that we can send you a one-time passcode. Please note, you must have immediate access to the number you select.

5

\*\*\*\*\*0384  
\*\*\*\*\*0350  
None of the above

For help on this program please send HELP to 35260. Standard message and data rates may apply. One-time passcode delivery available only in US, Canada and limited Puerto Rico and US Virgin Islands markets. 1 msg/req/ret. For additional information please see our Terms and Conditions and Privacy Policy

Please enter the one-time passcode that was sent to \*\*\*-\*\*\*-455

6

Enter one-time passcode:  
Didn't receive a one-time passcode?

Back Continue

Pin Reset

As a security measure, please reset your PIN. Please note, your new PIN must be unique and may not be your employer assigned PIN

8

Current PIN  
New PIN  
Re-enter New PIN

Save