

MEMORANDUM

To: Law Enforcement and Government Agency Heads and IT Personnel
Law Firm IT Personnel
Registered CJIS20 Website Users.

From: Greg Morris, CJIS Director

Date: October 9, 2026

Subject: Upcoming Changes to the Login Process – Multifactor Authentication

We are pleased to announce an upcoming change to the CJIS20 web portal login process. To improve the security of our systems and protect sensitive Criminal Justice Information (CJI), we will be supplementing the traditional username-and-password login process with multifactor authentication (MFA).

With MFA, you will use your username and password along with an additional verification method, such as an authentication app, security code, or other approved method required by the FBI Criminal Justice Information Services (CJIS) Security Policy. This additional layer of security helps protect your account and sensitive information, even if your password is compromised.

What you need to know:

- MFA enrollment will be required for all CJIS20 registered website users.
- You will receive instructions on how to set up your MFA method before the change takes effect.
- After enrollment, you will be prompted to complete an additional verification step when logging in.
- The CJIS20 Support Team will be available to assist with setup and to troubleshoot any login issues.

Please complete the MFA enrollment as soon as you receive the instructions. Do not share your password or authentication code with anyone.

We appreciate your cooperation as we make this required security improvement. If you have questions or need assistance, please contact our support team at cjiswebhelp@ca.cjis20.org.