



# DCHS Agiloft Provider User Guide

## MFA Setup & SSO Login Troubleshooting



# To get an Agiloft account...

DCHS Agiloft accounts are free but limited to providers with a valid [KC W9](#).

A provider may have as many staff accounts as they need. Once your organization has at least one Provider Account Manager, that account can add, remove, and manage staff accounts on its own.

More details and support resources can be found on this page:

<https://kingcounty.gov/en/dept/dchs/human-social-services/funding-opportunities-dchs/agiloft>

# If you need an Agiloft account

Follow these steps to determine how to get access.

## **Step 1: Check Whether Your Organization Has a Provider Account Manager -**

<https://kingcounty.gov/en/dept/dchs/human-social-services/funding-opportunities-dchs/agiloft>

Every organization using DCHS' Agiloft must have at least one **Provider Account Manager (PAM)** who manages:

- The organization's Agiloft profile
- User accounts
- Access permissions

Search for your organization in the Provider Account Manager directory.

**If your organization is not listed, skip to Step 3.**

# If you need an Agiloft account

## Step 2: Contact Your Provider Account Manager

If your organization **is listed**, email your PAM to request an Agiloft account.

Your PAM will:

- Create your user account
- Assign the correct user permissions

Once created, you can log in using your Microsoft authentication method (**See MFA Setup below**).

## Step 3: Become Your Organization's Provider Account Manager

If your organization **is not listed**, it does not yet have a PAM.

To become the PAM:

1. Complete the Provider Account Manager [request form](#)
2. Email it to **DCHSAgiloft@kingcounty.gov**
3. DCHS will verify your organization and create your PAM account

**Processing time:** typically 3 – 5 business days



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# Authentication Methods Used by Agiloft



Agiloft uses the **password and authentication method linked to your Microsoft account**. Depending on how your organization manages access, your login will use one of the following methods:

## 1. Multi-factor Authentication (MFA)

- Require user to provide two or more verification factors to access a resource—you provide a password and a temporary verification code (sent by text, email, or an authenticator app)
- MFA adds an extra layer of security by confirming your identity through multiple steps

## 2. Single Sign On (SSO)

- Allows users to access multiple resources using a single set of login credentials—you log in once, and don't have to log in to other applications

# MFA Setup (First-Time Login)

To access Agiloft, you must complete Microsoft MFA.

## Steps

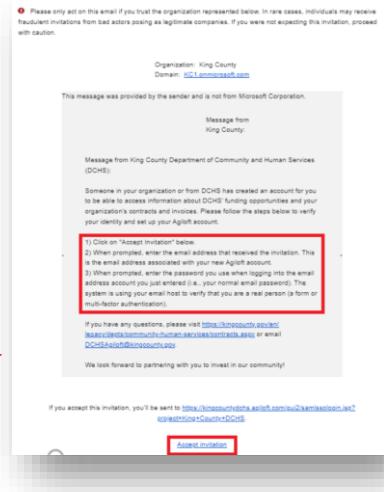
- Check your inbox (and spam/junk) for an email from **Microsoft** prompting MFA setup.
- Choose your authentication method:
  - **Microsoft Authenticator App**, or
  - **Text message** by selecting “I want to set up a different method.” – **(Most Preferred)**
  - Follow the prompts until MFA setup is complete.

If you did NOT receive an MFA email

- You may already have an existing Microsoft account OR Your email address has previously been authenticated with Microsoft.

In these cases:

- You **will not** receive a new MFA invitation
- Simply go directly to the [Agiloft login link](#) provided by your agency or in your onboarding email and sign in using your existing Microsoft credentials.

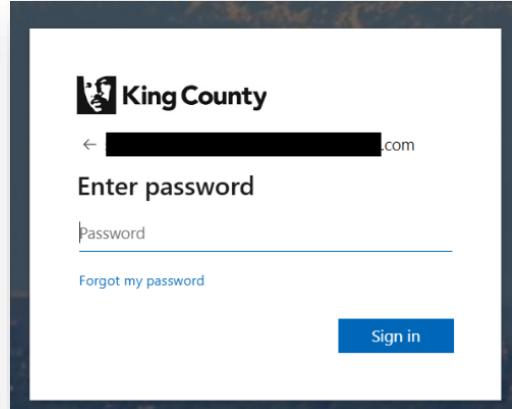


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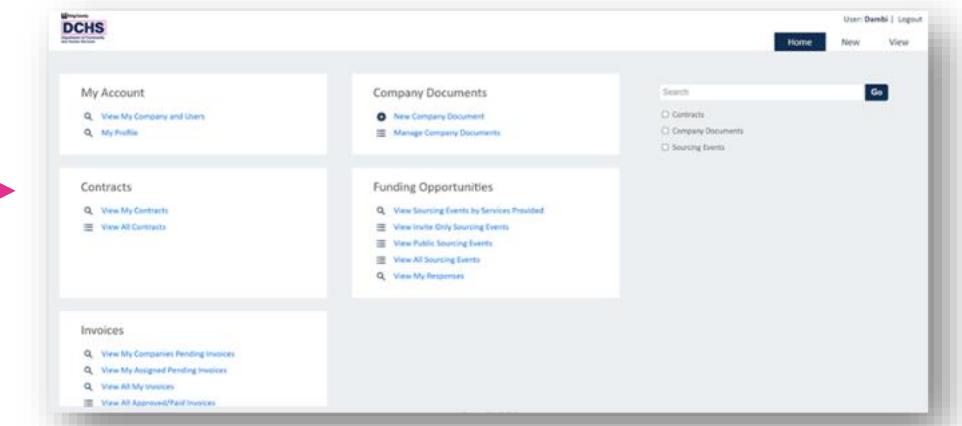
# Agiloft SSO Login Steps

## How to log in:

1. Open the Agiloft login link provided
2. Enter the **same email address** and email's password used for your Agiloft account
3. Complete MFA when prompted
4. You will be redirected into Agiloft →



The image shows a screenshot of the Agiloft SSO login page. At the top, there is a King County logo and a URL placeholder '← [REDACTED].com'. Below that is a field labeled 'Enter password' with a 'Password' placeholder. There is also a 'Forgot my password' link and a 'Sign in' button at the bottom right.



# Common Access Issues & Fixes

## **Issue: “User not found” or login loop**

- Confirm your account has been created and you’re using the correct email address

## **Issue: MFA not prompting**

- Try an Incognito/InPrivate browser window (Chrome, Edge, etc...)

## **Issue: No MFA email**

- Check spam/junk
- You may already have a Microsoft account → try logging in directly

# Common Access Issues & Fixes

## Issue: User account does not exist in tenant 'King County'

- Even if your Agiloft account was created recently, it may be linked to an existing Microsoft Entra account from previous system access.
- If your Entra account has not been used for over one year, it may be automatically set to ***Inactive***.
- When this happens, you may see a “**user not found**” or similar login error.
- To resolve this, we may need to submit a KC IT support ticket to request that your Entra account be reactivated.

Once your Entra account is active again, you should be able to log in to Agiloft successfully.

# Common Access Issues & Fixes

## Issue: 'Your account is blocked'

- What this means:
  - Your account has been flagged as an "At-Risk User" under your organization's security policies.
  - You may see an error asking you to contact your organization administrator or IT support.
- What to do:
  - Contact your organization's IT or security team.
  - Let them know your account is blocked due to a risk flag in the home tenant.
  - Ask them to review and secure your account based on their internal policies.

Once your IT team has completed the required security steps, you should be able to log in to Agiloft without any further issues.



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# Recommended Links for Self-Troubleshoot

Here are the most user-friendly Microsoft pages:

- ◆ **MFA Setup (Official Microsoft Guide) – RECOMMENDED**

<https://support.microsoft.com/en-us/office/set-up-your-microsoft-365-sign-in-for-multi-factor-authentication-ace1d096-61e5-449b-a875-58eb3d74de14>

- ◆ **Common MFA Problems & Fixes – RECOMMENDED**

<https://support.microsoft.com/en-us/account-billing/common-problems-with-two-step-verification-for-a-work-or-school-account-63acbb9b-16a1-47b9-8619-6a865e8071a5>

- ◆ **Troubleshoot Microsoft Authenticator App – RECOMMENDED**

<https://support.microsoft.com/en-us/account-billing/troubleshoot-problems-with-microsoft-authenticator-a3a74493-566b-4c2e-b949-a2789bac0fd3>

- ◆ **How end users can perform account recovery in Microsoft Entra ID – RECOMMENDED**

[How End Users Can Set Up Account Recovery for Microsoft Entra ID - Microsoft Entra ID | Microsoft Learn](https://learn.microsoft.com/en-us/entra/identity/recover-account)

# Still Need Help?

Please email DCHS Agiloft Support at [DCHSAgiloft@kingcounty.gov](mailto:DCHSAgiloft@kingcounty.gov) with:

- *Screenshot of the error*
- *Email address used to log in*
- *Name of your organization*
- *Brief description of what you were trying to do*

We'll follow up as soon as possible.

**Please allow 4–5 business days for us to review and respond.**





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