**Helpful hints for using MO Login and Online System for Child Abuse/Neglect Reporting (OSCR)**

\*\* For issues with MO Login in creating an account or resetting a password, users should call 1-800-392-8725 *Option #1*, M-F 7:30-5:30

\*\* For issues with the OSCR application, users should call the FACES Help Desk at 1-800-392-8725 *Option #3*, M-F 8-5.

**MO Login Accounts**

The following state agencies already have MO Login accounts and will use the format of userid@domain.state.mo.us to sign in to MO Login with the password they use to sign on their computer each morning.

* Domain of CDS (userid@cds.state.mo.us)
	+ Children’s Division (CD)
	+ Department of Health and Senior Services (DHSS)
	+ Department of Mental Health (DMH)
* Domain of BDS (userid@bds.state.mo.us)
	+ Department of Elementary and Secondary Education (DESE)
		- Includes email addresses of:
			* dese.mo.gov
			* msd.dese.mo.gov
			* vr.dese.mo.gov
			* msb.dese.mo.gov
* Domain of ADS (userid@ads.state.mo.us)
	+ Department of Corrections

The following state agencies will need to create a MO Login but can use their state email address to create this account. It is recommended they do not use the same password they use to sign on to their computers.

* Office of Child Advocate (oca.mo.gov)
* Courts (courts.mo.gov)
* Local Public Health Agencies (lpha.mo.gov)

**NOTE**: MO Login users in an ADS, BDS, or CDS group can lock themselves out of their Active Directory account if they enter their password incorrectly too many times on MO Login.