

# HOW-TO: LOGIN

**FOR:** All Users

**DESCRIPTION:** The portal login process and basic navigation using the application tiles.

**PREREQUISITES:**

- The user must have a user account.
- The user must be assigned to an organization.
- The user's organization must have at least one active Eligibility, Compliance, Annual, or Renewal application.

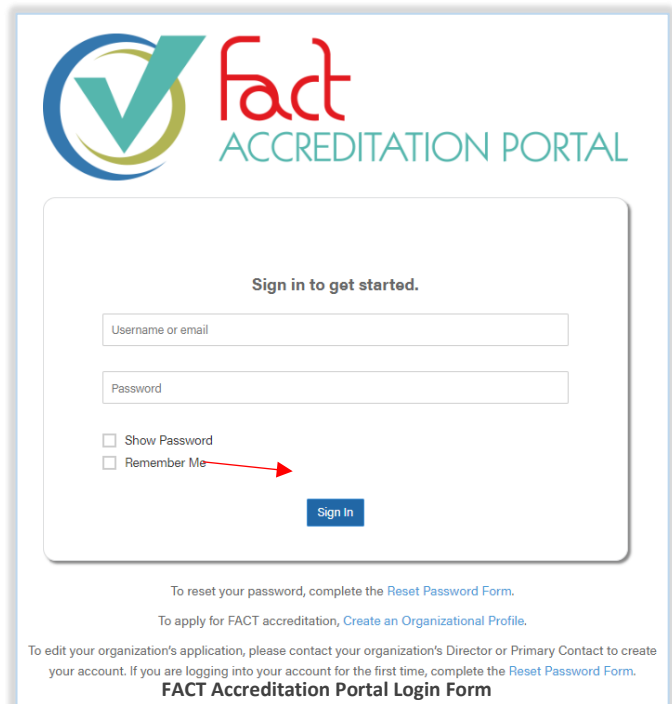
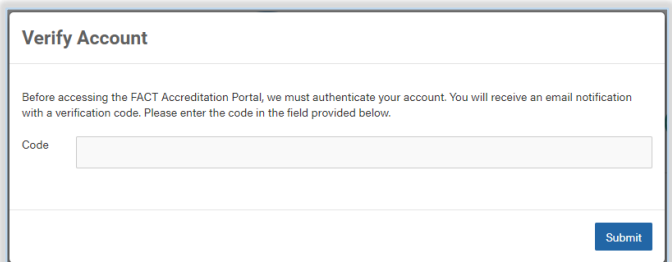
**PROCESS:**

1. On the [FACT Accreditation Portal](#) homepage, enter your email address and password.
2. As needed, select **Show Password** to confirm the password is entered correctly.
3. Select **Remember Me**, for the system to recall your email address.

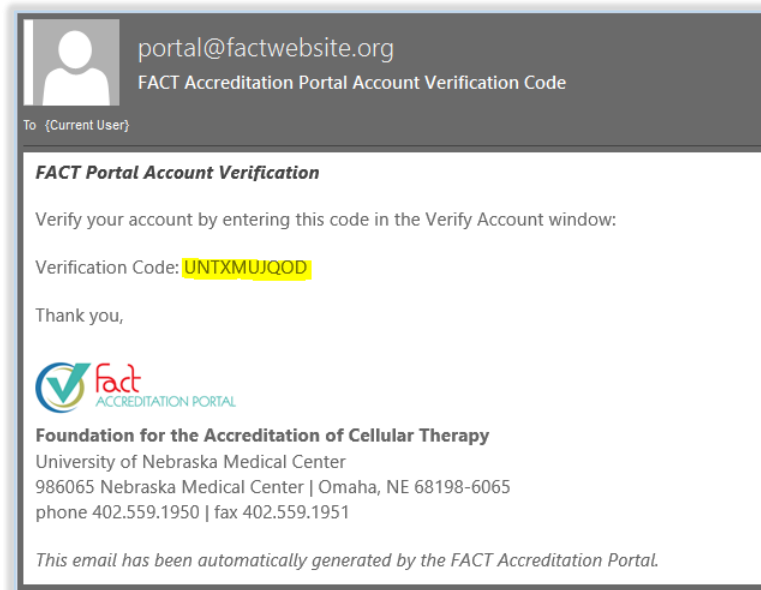
*Note: The system will recall your email address until the next time you clear your browser cache.*

4. Select **Sign In**.

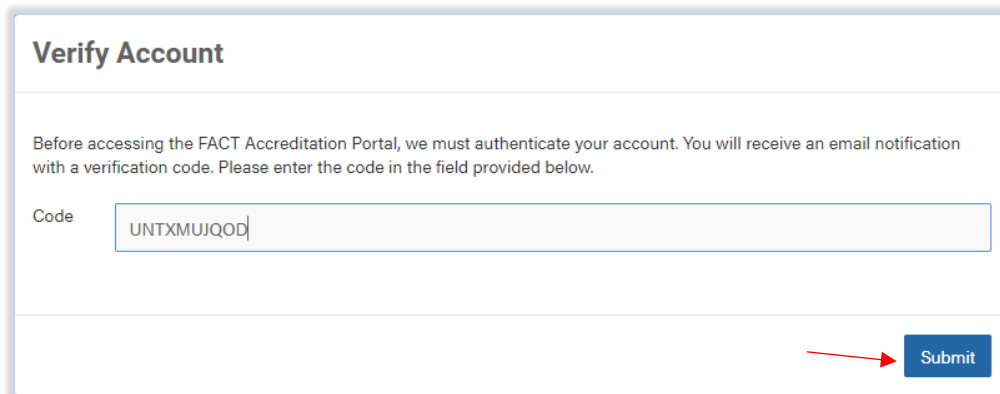
If this is your first time logging in, you are logging in from a different computer, or you have cleared your cache recently, the portal will prompt you to provide a one-time verification code. Do not close this window. The verification code is sent to your email.

A screenshot of the FACT Accreditation Portal login page. At the top is the logo. Below it is a white box with the heading "Sign in to get started." It contains two input fields: "Username or email" and "Password". Below the password field are two checkboxes: "Show Password" and "Remember Me", with a red arrow pointing to the "Remember Me" checkbox. A blue "Sign In" button is at the bottom right of the box. Below the box are three lines of text: "To reset your password, complete the [Reset Password Form](#)." "To apply for FACT accreditation, [Create an Organizational Profile](#)." and "To edit your organization's application, please contact your organization's Director or Primary Contact to create your account. If you are logging into your account for the first time, complete the [Reset Password Form](#)." The title "FACT Accreditation Portal Login Form" is at the bottom.A screenshot of the "Verify Account" form. The title "Verify Account" is at the top. Below it is a paragraph: "Before accessing the FACT Accreditation Portal, we must authenticate your account. You will receive an email notification with a verification code. Please enter the code in the field provided below." There is a "Code" label and an input field. A blue "Submit" button is at the bottom right.

5. Access your email and locate the verification code in the FACT Accreditation Portal Account Verification email.



6. Enter the verification code.



The screenshot displays a web form titled 'Verify Account'. The form includes an introductory message: 'Before accessing the FACT Accreditation Portal, we must authenticate your account. You will receive an email notification with a verification code. Please enter the code in the field provided below.' Below this message is a text input field labeled 'Code' containing the text 'UNTXMUJQOD'. At the bottom right of the form, there is a blue 'Submit' button, which is highlighted by a red arrow.

7. Select Submit to complete the verification process.