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# HOW-TO: LOG IN TO THE PORTAL FOR FIRST TIME USERS

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**FOR:** Public Users

**DESCRIPTION:** The log in process for first time portal users.

**PREREQUISITES:**

- The user must have a pre-existing user account in the FACT Accreditation Portal or the FACT Annual Compliance system (NAVEXOne®).
- The user must have knowledge of their FACT SSO username and password. To obtain this information, refer to [How-To: Reset My Password](#), IT.GDE.8.002.

**PROCESS:**

1. On account creation, an invitation email is sent to the email address associated with the new account:


**FACT Accreditation Portal User Account Request**

Organization Director has added you to FACT Example Organization as a Alternate Contact. To accept, complete the registration process.

Account Registration: <https://portal-test.factglobal.org?joinCode=GQPMVXVPTC&>

Organizational Access Code: GQPMVXVPTC

Sarah Litel-Smith  
Manager of Accreditation Services



**Foundation for the Accreditation of Cellular Therapy**  
6901 Dodge St. Suite 201 | Omaha, NE 68132  
phone 402.920.7014 | fax 402.920.7002  
sarah.litelsmith@factglobal.org

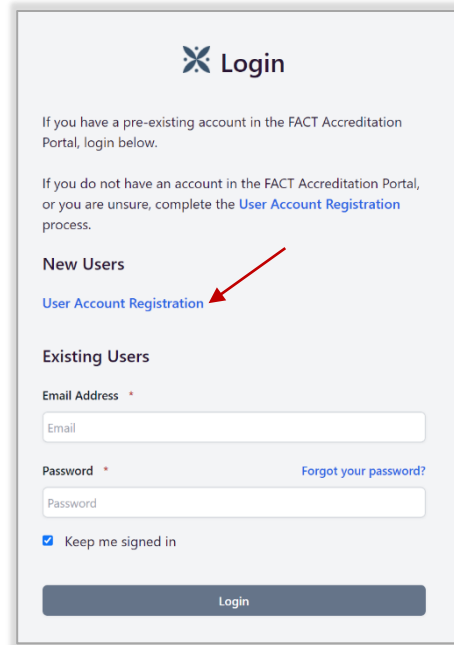
*This email was automatically generated by the FACT Accreditation Portal.*

Sample User Account Request Email

2. Select the *Account Registration* link.

- If you do not already have a FACT account, select **User Account Registration**, and proceed to step 4.

If you already have an account with FACT, enter your email address and password in the fields provided, select **Login**, and proceed to step 11.



New User Login

### User Account Registration

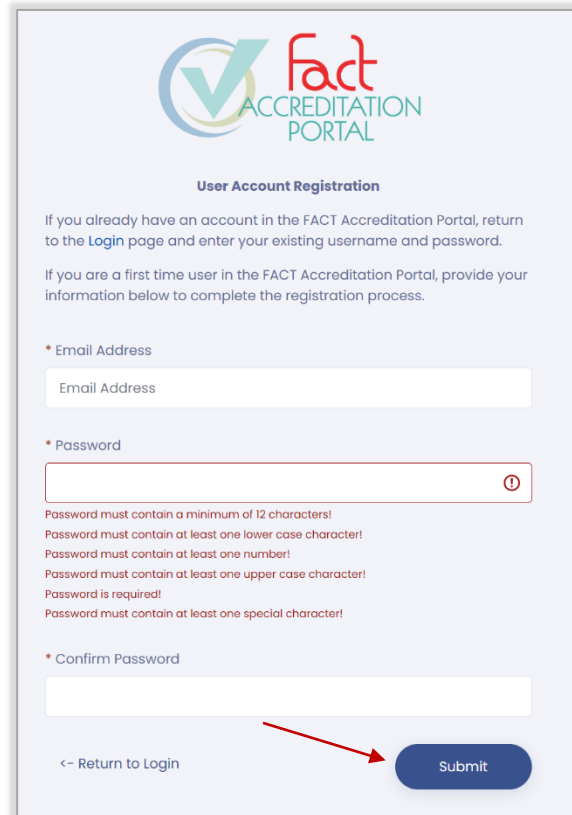
- On the *User Account Registration* page, enter your email address.
- Enter a password ensuring it meets the minimum password requirements.



#### Password Complexity Requirements:

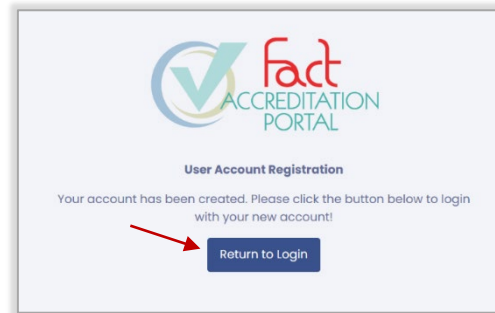
- Must be between 12 and 256 characters in length.
- Must contain both upper- and lower-case characters.
- Must contain at least one non-alphanumeric character.
- Must contain at least one number.
- Must not match the previous 5 passwords.

- Select **Submit**.



User Account Registration Form

7. Select **Return to Login**.



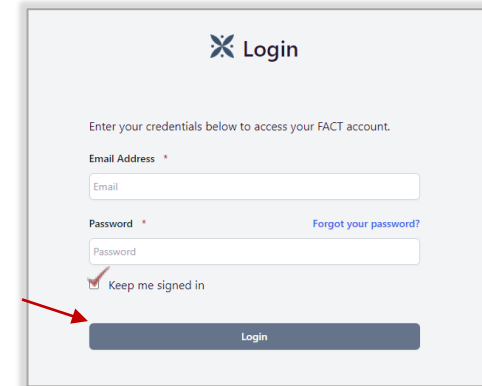
User Account Registration Complete

### Login

8. Enter your email address and password to log in.

9. Select **Keep me signed in** to allow FACT SSO to recall your email address and log in to other systems.

10. Select **Login**.



SSO Login Form

### Two Factor Authentication

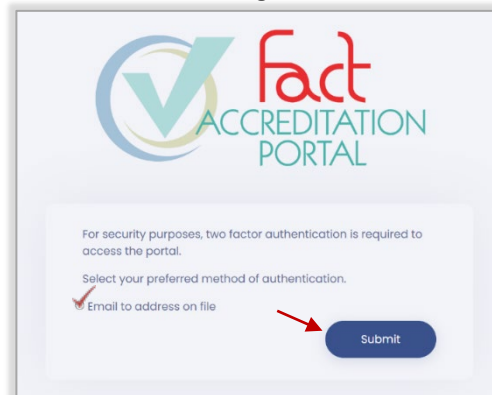
The portal prompts you to perform two-factor authentication.

11. Select **Email to address on file**.

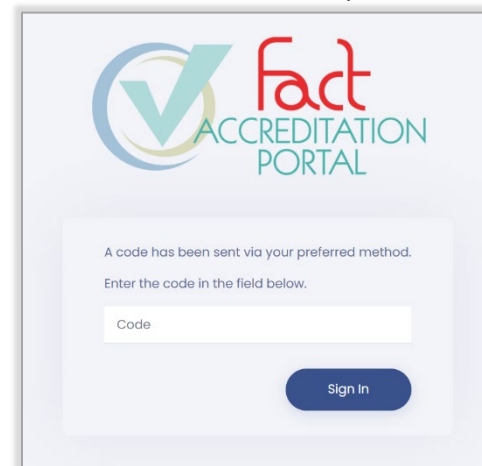
12. Select **Submit**.

13. The portal verification code form displays and an email with a verification code is sent to your email address. The email will be sent from [portal@factglobal.org](mailto:portal@factglobal.org).

*Do not close this window.*



Two Factor Authentication Options



Verification Code Form



14. Locate your FACT Accreditation Portal Account Verification email. The *Verification Code* is in the email.

**FACT Portal Account Verification**

Verify your account by entering this code in the Verify Account window:

Verification Code: QXJER1

Thank you,



**Foundation for the Accreditation of Cellular Therapy**

6901 Dodge St, Suite 201 | Omaha, NE 68132

phone 402.920.7001 | fax 402.920.7002

*This email was automatically generated by the FACT Accreditation Portal.*

**Portal Verification Code Email**

15. Return to the portal and enter the verification code.

16. Select **Sign In** to complete the verification process.

If you would like to receive verification codes as a text message on a mobile device in the future, complete the log in process and then proceed to page 5 of this guide.

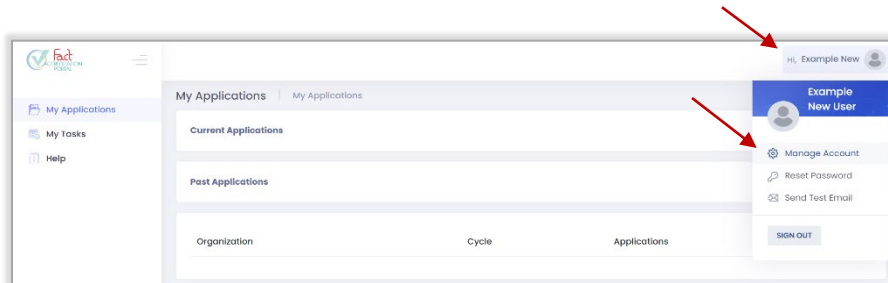


The screenshot shows the FACT Accreditation Portal interface. At the top is the logo. Below it, a message states: "A code has been sent via your preferred method. Enter the code in the field below." There is a text input field containing the code "QXJER1". At the bottom right of the input area is a blue "Sign In" button.

### Optional: Text Message Verification Code Setup

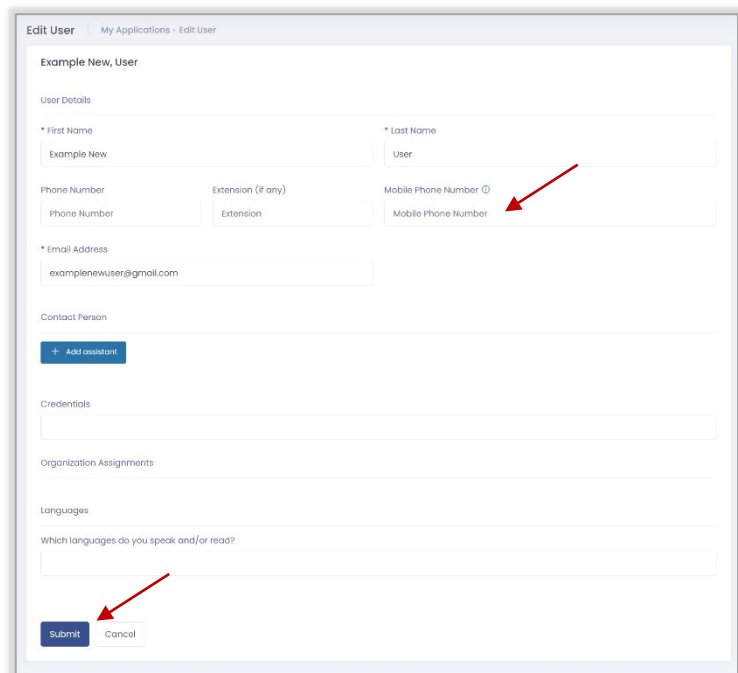
To receive text message verification codes, you must have a mobile phone number associated with your account.

17. After you have logged in, select your name in the top right corner and select **Manage Account**.



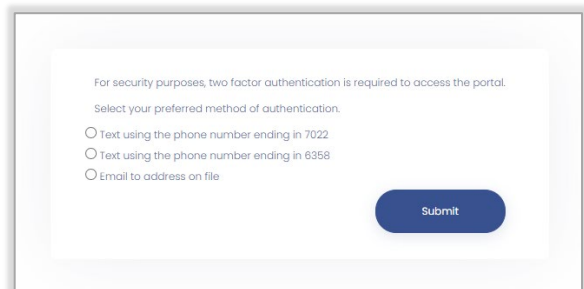
User Dashboard - User Menu

18. Enter your mobile phone number and select **Submit**.



Edit User Form

19. During the two-factor authentication log in process, if a phone number has been added to your User Account, you will have the option to receive your verification code via text message or email.



Two Factor Authentication Options