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

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:

   ![Sample User Account Request Email]

   Sample User Account Request Email

2. Select the Account Registration link.
3. 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.

User Account Registration

4. On the User Account Registration page, enter your email address.

5. 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.

6. Select Submit.
7. Select **Return to Login**.

**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**.

**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**.

   *Do not close this window.*
14. Locate your FACT Accreditation Portal Account Verification email. The Verification Code is in the 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.
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](image1)

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

![Edit User Form](image2)

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](image3)