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:

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

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This email was automatically generated by the FACT Accreditation Portal.

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.
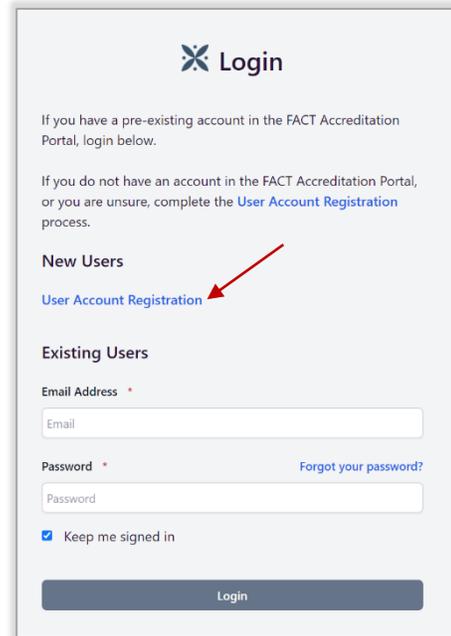
**New User Login**

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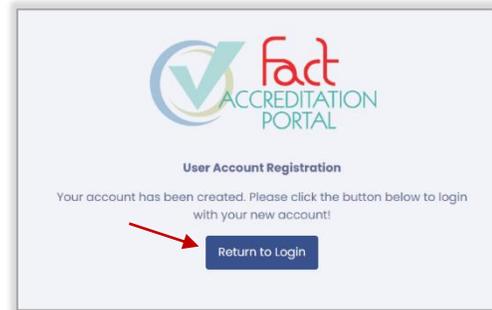
> **Password Complexity Requirements:**
>
> - Must be between 12 and 256 characters in length.
> - Must contain both upper- and lower-case characters.
> - Must contain at least one non-alphanumeric character.
> - Must contain at least one number.
> - Must not match the previous 5 passwords.

6. Select **Submit.**
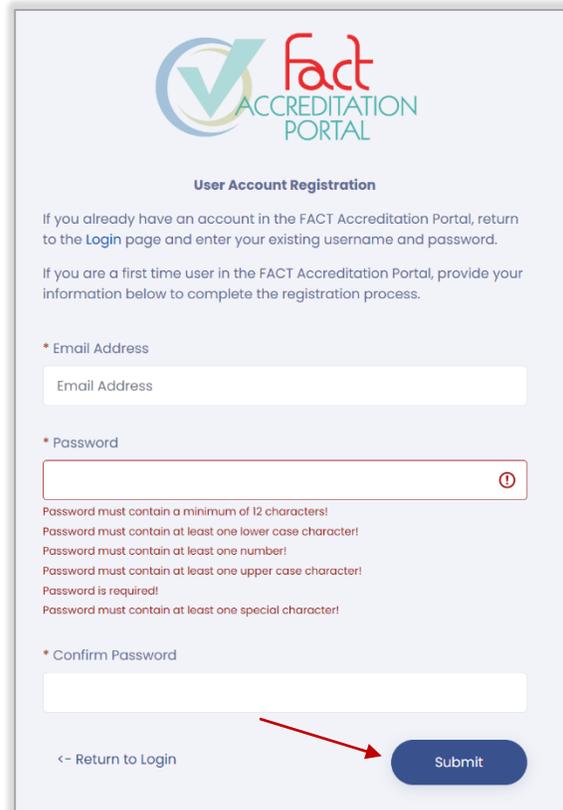
User Account Registration Form
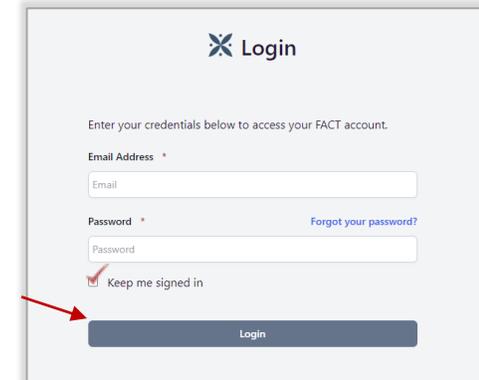
7. Select *Return to Login*.

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*.
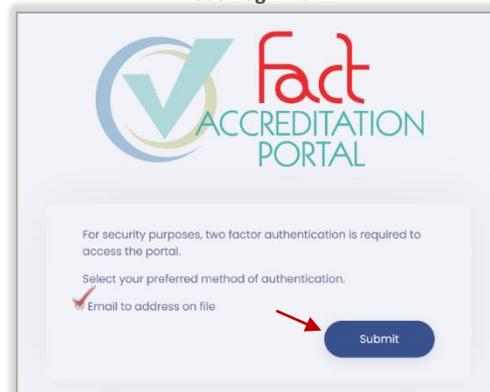

SSO Login Form

Two Factor Authentication

The portal prompts you to perform two-factor authentication.
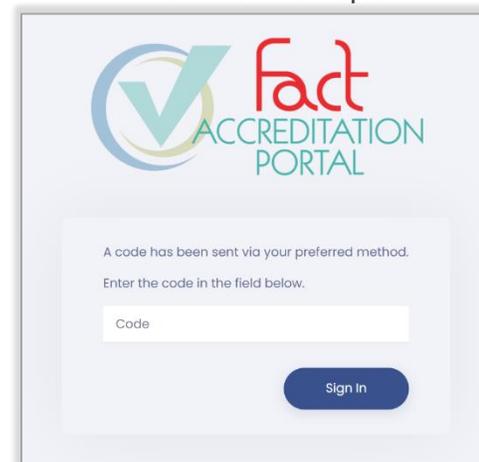
11. Select *Email to address on file.*

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.

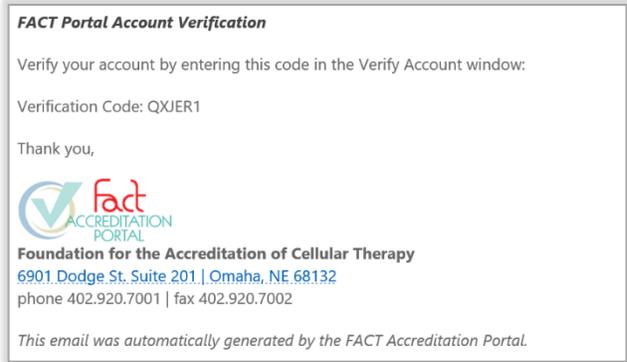   *Do not close this window.*

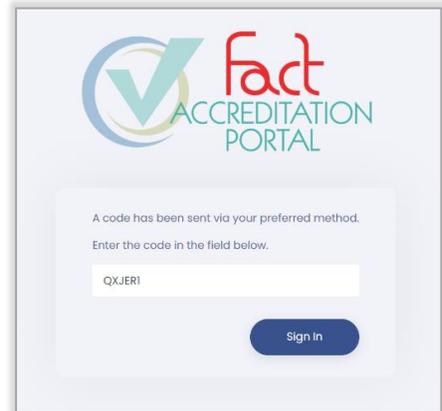**Two Factor Authentication Options**

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.

A code has been sent via your preferred method.
Enter the code in the field below.

QXJER1

Sign In

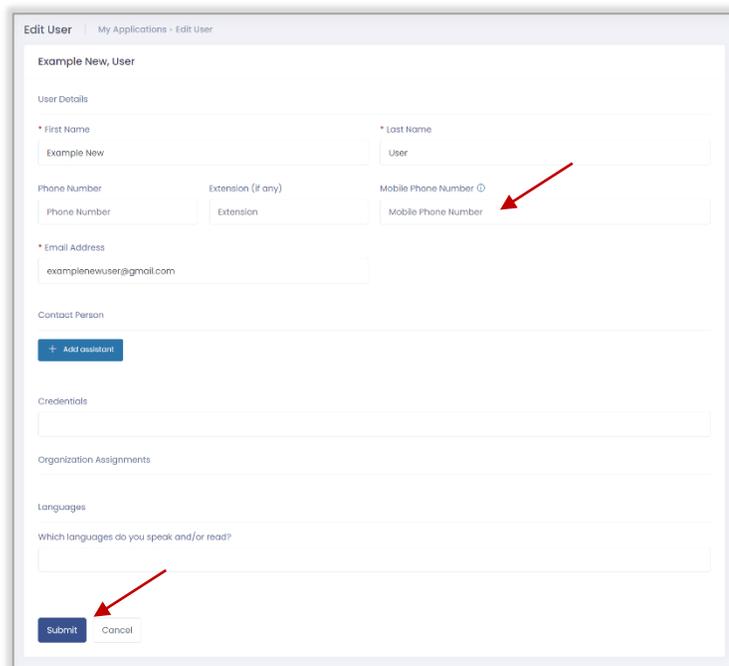**Optional: Text Message Verification Code Setup**

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

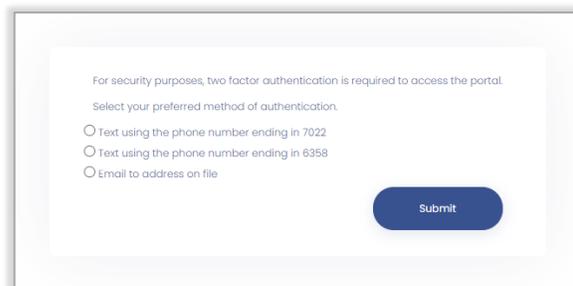17. After you have logged in, select your name in the top right corner and select *Manage Account.*
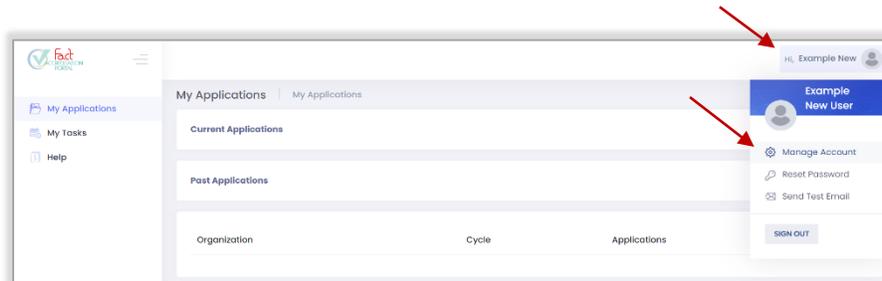
User Dashboard - User Menu

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