

FFAVORS FAQs and Tips

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1. User Registration Tips

1.1 When creating a new user the Last Name and email address must be the same in FFAVORS and eAuthentication

1.2. When adding a new user in FFAVORS, the User ID filed is still a required field to be entered by the DLA System Administrator.

1.3. Most common issues with registration:

- a. New user selects the wrong link in the FFAVORS registration email
- b. New user does not select the “accept” within the notification from eAuthentication. This must be done within 7 days of the creation of the eAuthentication account.
- c. User enters a different last name/email address in eAuthentication than what is in WBSCM.
- d. After creating and activating the new account, the user fails to return to the Registration email that they received from FFAVORS@FNS.USDA.GOV and click the link in step three in order to complete the registration process.

1.4. Registration emails that are sent to users when their FFAVORS profile is created are for that specific user only and SHOULD NOT BE SHARED. If a user tries to register using another person’s registration email it will not work.

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2. Questions relating to Customer Account Creation

2.1 Q. Who can use eAuthentication?

A. Any public customer who would like to conduct business with the USDA can establish an eAuthentication account on this Web site. However, an account with Level 2 access is required to conduct official electronic business transactions with the USDA via the Internet. USDA Employees may register for a Public Customer eAuthentication Account ONLY when they would like to conduct PERSONAL business with the USDA. Do NOT register for a Customer Account if you need an Employee Account! Only Employee accounts can be used successfully for official business at USDA websites.

If you are a USDA Federal Employee, you should continue with the USDA eAuthentication [Employee Create an Account](#) process

2.2 Q. Do I have to submit an application for an account for Level 1 access and then submit another one for Level 2 access?

A. You only need a single account to do business with the USDA at any eAuthentication-protected website. However, an account with Level 2 access is required to conduct official electronic business transactions with the USDA via the Internet.

2.3 Q. I signed up for an eAuthentication account with Level 1 or 2 access. What is my next required step?

A. ALL levels of eAuthentication access require you follow the directions in the Confirmation email you received at the email address provided in your profile.

2.4 Q. How long do I have to respond to the Confirmation email?

A. You have a maximum of seven (7) days to respond to the Confirmation email, or your account will be deleted. You can respond by using the link provided in the Confirmation email.

2.5 Q. It's after the seven (7) day period and I didn't respond in time. What now?

A. After seven (7) days the account you created was deleted. You must start the entire process over to create a new eAuthentication account. You will need to use a new User ID. You cannot use your previously selected User ID. You must follow the instructions on your confirmation email within the required seven (7) day time frame.

2.6 Q. If my account is deleted because I didn't respond within the seven (7) day limit, can I use the same User ID?

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A. No, that User ID cannot be used again. You must create a new unique User ID.

2.7 Q. The Customer Profile won't accept the User ID I have created. Why?

A. The User ID is already in use by someone else. Since User IDs are required to be unique, you cannot use the same one.

2.8 Q. I don't see a confirmation email from the USDA, but I am within the seven (7) day window.

A. It is common that anti-spam software in your email software or at your email servers can interfere with the USDA's confirmation email message to you. Look in folders other than your "Inbox" such as "SPAM", "Junk Mail", "Bulk", or "Suspected SPAM". In addition, some Internet Service Providers include a service that captures suspected SPAM and maintains these files outside of your individual email account.

If after 24 hours you do not receive the confirmation email:

- Turn off your email provider's filters.
- Turn off your personal email filter settings.
- If it has been more than one day since the account was created and you have searched, but can't find the confirmation email, then be sure that you don't have any filters, forwarding, or anti-spam measures that might affect your incoming mail. Once you've completed that, then create a new account and be ready to respond to the confirmation email. Be advised that you will not be able to use the same User ID.

2.9 Q. I never found my first confirmation email, so as you suggested, I turned off my anti-spam and filters and created another account. It's been a day and still no confirmation email. What now?

A. Email the eAuthHelpDesk@ftc.usda.gov and explain the situation in detail. Provide your first and last names and the User ID for any accounts you created. Since you now have multiple accounts, please identify the single account that you wish to use and authorize the Help Desk to disable the others.

2.10 Q. I can't get the link in the Confirmation email to work. What now?

A. At the bottom of the Confirmation email is long string of alphabetic and numeric characters. Copy and paste the entire string of characters into the address window of your browser and press the Enter key.

2.11 Q. I couldn't get either the link in the Confirmation email or the long string technique to work. What now?

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A. We suggest you forward the entire Confirmation email you received to the ITS Service Desk for troubleshooting at eAuthHelpDesk@ftc.usda.gov. Please include your User ID and the date you attempted to confirm your email.

2.12 Q. I signed up for an account with Level 1 access and confirmed my email address. What now?

A. Your account is ready to use! You can access any USDA application that requires an account with Level 1 access.

2.13 Q. I signed up for an account with Level 2 access and confirmed my email address. What now?

A. You must visit a local USDA Service Center in person for identity proofing. ([Find an LRA](#)) Take your government-issued photo ID to the nearest USDA Service Center most convenient to you for identity proofing

The government-issued photo IDs that are accepted for eAuthentication Level 2 account activation are:

- State- or Province-issued Driver's License or Photo Identification card from the United States or Canada
- US Military or US Federal Government employment PIV/CAC (Smart) identification card (DoD, DoS, DHS, etc.)
- Valid passport from one of the following countries: Andorra, Australia, Austria, Belgium, Bermuda, Brunei, Canada, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Mariana Islands, the Marshall Islands, Mexico, Micronesia, Monaco, the Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovak Republic, Slovenia, South Korea (Republic of Korea), Spain, Sweden, Switzerland, the United Kingdom or the United States of America.

Note: Your first and last names must appear exactly as they appear on your government issued photo ID that you present at the Service Center.

2.14 Q. I logged into my Level 2 account and was prompted to answer questions. Why did this happen?

A. USDA eAuthentication is trying to make it easier for all customers to retrieve their forgotten password and increase account security. The security questions and answers are a way to make your information more personal (memorable) and more difficult to research.

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If you forget your password in the future, you will now be asked to answer these questions instead of entering your original security attributes.

2.15 Q. How do I locate my nearest USDA Service Center?

A. Please browse to <http://offices.sc.egov.usda.gov/locator/app?type=lra>. This site will help you to identify a USDA Service Center with an LRA, and will provide you with contact information and map directions to help you find it.

2.16 Q. I am a federal employee from an agency other than the USDA, why would I need to register for an account with Level 1 or 2 access?

A. Two possible reasons for you to obtain an eAuthentication account would be: 1) you would like to conduct personal business transactions with the USDA or 2) you need to access a Web site protected by eAuthentication that requires an eAuthentication account with Level 2 access.

2.17 Q. Are there detailed instructions for creating an account and password that meets NIST standards?

A. Yes. For step-by-step instructions of the eAuthentication account registration process please view the [Registration Job-Aid](#).

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3. Questions relating to your password or User ID

3.1 Q. I have an account with Level 1 access. I've forgotten my password. How do I obtain a password reset?

A. Please follow the steps below to reset your forgotten password:

1. Go to link : [Home](#)
2. Click on **Update your account** in the **Quick Links** box.
3. Click the **I Agree** button on the **warning** page
4. Below the **Password** field, click on the **Forgot your Password?** Link
5. Follow the steps to reset your forgotten password

For more information, please review the [Reset My Forgotten Password User Guide - Level 1 Account User Guide](#).

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 for further assistance. Include your User ID, First name, Last name, and email address.

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3.2 Q. I have an account with Level 2 access. I've forgotten my password. How do I obtain a password reset?

A. Please follow the steps below to reset your forgotten password:

1. Go to link : [Home](#)
2. Click on **Update your account** in the **Quick Links** box.
3. Click the **I Agree** button on the **warning** page
4. Below the **Password** field, click on the **Forgot your Password?** link
5. Follow the steps to reset your forgotten password

For more information, please review the [Reset My Forgotten Password User Guide - Level 2 Account User Guide](#).

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 for further assistance. Include your User ID, First name, Last name, and email address.

3.3 Q. I cannot remember my User ID. How can I recover it?

A. Please follow the steps below to recover your User ID:

1. Go to link : [Home](#)
2. Click on **Update your account** in the **Quick Links** box.
3. Click the **I Agree** button on the **warning** page
4. Below the **User ID** field, click on the **Forgot your User ID?** link
5. Follow the steps to retrieve your forgotten User ID.

For more information, please review the [Retrieve My Forgotten User ID User Guide](#).

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 for further assistance.

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3.4 Q. What are the "Reset My Forgotten Password" feature and the new "Retrieve My Forgotten User ID" feature?

A. We have developed a new process to make it easier for you to reset your forgotten password and retrieve your forgotten User ID. The new process to reset your password utilizes questions that you may select, and which only you know the answers to. The new process for retrieving your User ID will allow you to go online and follow the simple steps for getting your User ID without the assistance of the Help Desk. An email will be sent to your email address on record

The following are components of the new features:

- New security questions that make it easier for you to retrieve your password.
- Online functionality for you to retrieve your User ID.
- Enhanced Security

New security questions that make it easier for you to retrieve your password.

Online functionality for you to retrieve your User ID.

Enhanced Security

Read the following documentation and walk through the steps for resetting your password and retrieving your User ID:

- [Self-Service Reset My Forgotten Password User Guide - Level 1 Accounts](#)
- [Self-Service Reset My Forgotten Password User Guide - Level 2 Accounts](#)
- [Self-Service Retrieve My Forgotten User ID User Guide](#)

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 for further assistance.

3.5 Q. How will the "Reset My Forgotten Password" feature and the new "Retrieve My Forgotten User ID" feature affect me?

A. The eAuthentication system will eventually prompt you to select your choice of security questions, and to provide answers to them. This is a quick and easy process that increases security for all USDA eAuthentication accounts, and only takes about ten minutes of your time

3.6 Q. Why am I being prompted to answer new security questions when logging into my eAuthentication account?

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A. To ensure a higher level of security for your account information, the eAuthentication team is redesigning the "Reset My Forgotten Password" components of the eAuthentication system. You will be prompted to do this only once. Thereafter, the system will provide you with opportunities to update this information if you wish to do so. Please choose and answer six (6) security questions from the list of questions provided. Continue through the steps to the completion page.

3.7 Q. Why does the eAuthentication system require such complicated passwords?

A. eAuthentication protects web sites that involve submitting personal and private information as well as financial transactions via the Internet. eAuthentication security standards are consistent with those established by the National Institutes for Standards and Technology (NIST), which determines the standards for the Federal Government.

3.8 Q. Why is the complexity of my password important to Protecting Privacy at USDA?

A. The USDA eAuthentication Service enables USDA customers to confidently share data and conduct official business transactions with USDA electronically via the Internet.

To learn more about Protecting Privacy at USDA, read the [Privacy Presentation for End Users](#).

3.9 Q. What are the criteria and rules governing passwords within the eAuthentication system?

A. Please create a password that you will remember. Your password is case sensitive:

All passwords in eAuthentication (for Level 1 and Level 2 accounts) must adhere to the following criteria: ***Required Character:***

- 9 to 12 characters long
- Have one uppercase letter (A, B, C, etc.)
- Have one lowercase letter (a, b, c, etc.)
- At least 1 of these characters
 - 0 1 2 3 4 5 6 7 8 9
 - ! # \$ % = + : ; , ? ~ * -

Restricted Information (Do Not Use)

- Dictionary Words
- Profile Information

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- Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc
- Your password will expire after 180 days

Click [here](#) to learn more about creating a strong password for your eAuth account

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4. Questions relating to Web Browsers

4.1 Q. What kind of browser do you recommend using?

A. It is recommended that you use either Internet Explorer or Netscape. Internet Explorer should be 5.5 or higher; Netscape should be 7.01 or higher. Also, it is recommended that you use a browser that supports 128-bit encryption, accepts cookies, and is Javascript enabled

For further information about your program and/or download instructions, please access the following sites:

For Internet Explorer - <http://www.microsoft.com/windows/ie/default.asp>

For Netscape - <http://channels.netscape.com/ns/browsers/default.jsp>

4.2 Q. I use America On Line (AOL) and I am still having trouble. What should I do?

A. If you are using an AOL browser and/or email client, please follow the steps provided below:

1. Connect to the AOL Program
2. Once connected, minimize your AOL browser window
3. Open a new Internet Explorer or Netscape window
4. Validate that you are running a compatible version of the software
5. Click on the "Help" button from the menu bar
6. Select the "About" feature for your program from the drop down menu
7. Review the dialog box that will display the version of the software that you are currently running
8. If you are running an out dated version of the software, install new a version of Internet Explorer or Netscape as applicable

4.3 Q. I use WebTV and I am having trouble. What should I do?

A. If you are using WebTV, please note that this is not compatible with many USDA sites. Thus, we do not provide support when it is used. Please use an alternate program (e.g. Internet Explorer, Netscape.)

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4.4 Q. Can I access USDA applications using a wireless device and what kinds of devices are supported?

A. It is possible to access some USDA applications that are protected by the eAuthentication system using wireless devices. This type of access is not formally supported by the eAuthentication system using wireless devices. However, it is possible to login to the system using wireless devices that have Internet browser with JavaScript support. For example, some Black Berry devices using the Black Berry web browser or Internet browser can login to the system when JavaScript support is enabled for the browser.

4.5 Q. What kind of Black Berry device browsers do you recommend using?

A. Black Berry and Internet browsers.

4.6 Q. I get a JavaScript error message when trying to login to an application protected by eAuthentication using a Black Berry wireless device. What can be done?

A. The eAuthentication system does not formally support wireless devices. A JavaScript error may be displayed when you scroll to and click the “Login” button on the eAuthentication page. You can use the following work around. Browse to the eAuthentication login page and type in your user ID and password in the fields provided. After you have typed in your password, do not scroll down to the Login button. If you have typed in your password, do not scroll down to the Login button. If you have moved to the Login button, scroll backward to place the browser cursor focus to the password field. With the cursor still on the Password field, use the keypad of the device and press the Enter key.

4.7 Q. I keep getting re-directed back to the login screen after I click the “Login” button.

A. Enabling “Compatibility View” in Internet Explorer may resolve this issue. If it does not, please contact the eAuthentication helpdesk.

To set Compatibility View in IE 8:

1. Start Internet Explorer 8
2. On the Tools menu, click Compatibility View Settings
 - i. Note: If Compatibility View Settings is not available, you may need to contact your network administrator for assistance.
3. Select the box that says Display all websites in Compatibility View and then click Close

To set Compatibility View in IE 9:

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Click the Compatibility View icon on the IE9 menu OR follow the steps for IE8 (above). Note: If the IE9 menu is not displayed, press the ALT key on your keyboard to display it

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5. FFAVORS web specific questions

5.1 Q. Who do I contact now with FFAVORS web questions

A. Your DLA account representatives are still the go to people for your questions concerning FFAVORS Web. They will be able to assist you as they have and if not, they will know where and how to direct your questions.

The one area they cannot help will be with questions concerning your eAuthentication IDs and passwords to get into the system. All questions concerning that topic need to be addressed with the eAuthentication help desk. Look at the questions under [question 2](#) of this document for possible answers for these.