FFAVORS FAQs and Tips

This document is intended to supply answers to commonly asked questions about FFAVORS and the eAuthentication access.

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FFAVORS FAQs and Tips

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. Registration process should start with an email received from FFAVORS@FNS.USDA.GOV with the subject line 'FFAVORS Web New Account'..

1.3. Most common issues with registration:

a. When completing eAuth registration page, user cannot use Internet Explorer 7. Internet Explorer 8 is recommended or IE 9 in compatibility mode.
b. eAuth registration email is blocked by users mail server. Need to allow emails from : eAuthHelpDesk@ftc.usda.gov and eems.support@ocio.usda.gov .
c. New user does not select the "ACTIVATE MY ACCOUNT" within the notification from eAuthentication. This must be done within 7 days of the creation of the eAuthentication account.
d. User enters a different last name/email address in eAuthentication than what is in FFAVORS.
e. Issue with the eAuthentication web site during the users registration process that requires user to contact the eAuth help Desk at 800-457-3642 option 1.

1.4. Once user has successfully accessed FFAVORS, they MUST continue to use the same eAuth ID. Users should not obtain a new ID and expect to have the same access. The eAuth ID is mapped to the users FFAVORS profile.

1.5. 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.

1.6. Allowing your computer to 'remember' your password. It is recommended not to utilize this feature unless you are completely comfortable with resetting the saved password as the eAuth password expires after 60 days.

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2. Questions relating to Customer Account Maintenance

2.1 How do I change my profile information?

A: You can modify your profile information by following these steps:

- Log into eAuthentication Identity Manager by going to https://www.eauth.usda.gov and selecting "Update your account" on the left.
    - If you have an Internal USDA eAuthentication account, please use your LincPass to log in.
- Click on the **"Home"** tab and select **"Modify My Profile."**

- Once you have finished modifying or viewing your information, click the **Submit** button in the bottom right corner of the screen.
- You can exit Identity Manager by either clicking the "Logout" link at the top or by closing your web browser.

2.2 How do I change the answers to my security questions?

A: Security questions assist in account protection and self-service. If you need to view or change the answers to your security questions, please follow these steps:

- Log into eAuthentication Identity Manager by going to https://www.eauth.usda.gov and selecting "Update your account" on the left
- Click on the **"Home"** tab and select **"Modify My Security Questions."**
- Once you have finished modifying or viewing your questions and answers, click the **Submit** button in the bottom right corner of the screen.
- You can exit Identity Manager by either clicking the "Logout" link at the top or by closing your web browser.

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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. Below the **Password** field, click the link for 'I forgot my' **Password**
4. Click the **Continue** button
5. Follow the steps for a Forgotten Password Reset.

A. You can visit the General Help and follow the instructions under 'Have you forgotten your User ID or password?'

3.2 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. Below the **Password** field, click the link for 'I forgot my' **User ID**
4. Fill in the requested information.
5. Click the **Continue** button.

You can visit the General Help and follow the instructions under 'Have you forgotten your User ID or password?'

Please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642 option 1 for further assistance.

3.3 Q. What are the criteria and rules governing user IDs within the eAuthentication system?

A: Please create a User ID that you will remember. Your User ID is NOT case sensitive:

User ID:

- No less than 6 characters
- No more than 20 characters
- Only special characters .-_@ are allowed
- No spaces allowed
- Cannot end with a period

3.4 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:***

- 12 - 24 characters long
- Have at least one uppercase letter (A, B, C, etc.)
- Have at least one lowercase letter (a, b, c, etc.)
- Have at least one of these special characters
    - 0 1 2 3 4 5 6 7 8 9
    - ! # $ % = + : ; ? ~ * -
- No spaces allowed

Restricted Information (Do Not Use)

- Dictionary Words
- Profile Information
- Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc
- Your password will expire after 60 days
- Your previous 24 passwords may not be re-used

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 Internet Explorer 8. 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**

4.2 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 at 800-457-3642 option 1.

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:

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. If you can access FFAVORS web, simple click on the link labeled 'Contact FFAVORS HelpDesk' or 'E-mail your Account Specialist' to send email to DLA.

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.

5.2 Q. If I am unsure of who to contact, is there a general email address that I can send a question to?

A: Yes, you can send questions to FFAVORS@FNS.USDA.GOV.

5.3 Q. How do I access FFAVORS web?

A: Follow the these steps:

Please note that the recommended browser for eAuth/FFAVORS is Internet Explorer 8. If using Internet Explorer 9, you will need to set compatibility (add *usda.gov* on Tools/Compatibility View Settings menu).

- **Log into USDA FFAVORS Web**
  - Navigate to: http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors
  - Select the **Log into FFAVORS web** link under the 'I want to' section.
  - On the eAuthentication Login page, enter your eAuth ID and password in the User ID and Password fields.
  - Click the button [LOGIN].
- If you have multiple FFAVORS accounts, you will be prompted to choose from a list which FFAVORS account you want to be associated to the eAuth ID you logged in as. This will only occur the first time you log in for a given eAuth ID. Only accounts not previously associated will appear as viable options.

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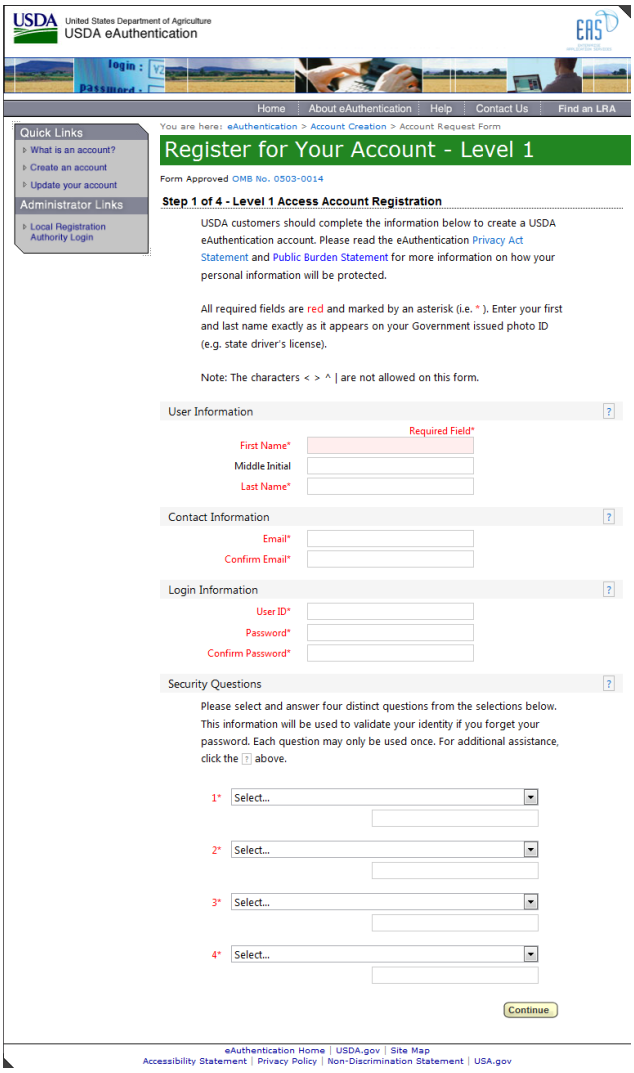
6. Steps to obtain the eAuth Level 1 ID for FFAVORS

6.1: Obtaining eAuth Level 1 ID

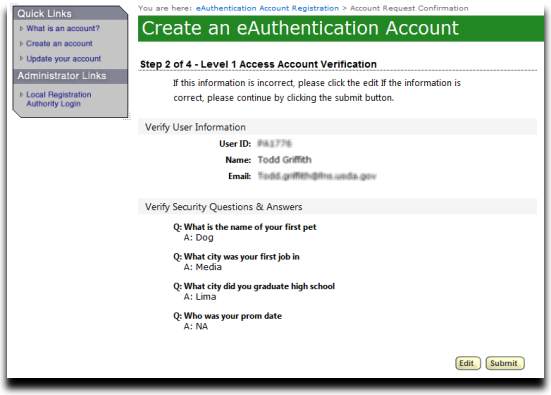
Access this link

https://identitymanager.eems.usda.gov/registration/selfRegistrationForm.aspx?level=1

6.2: Complete screen. Click [Continue] button

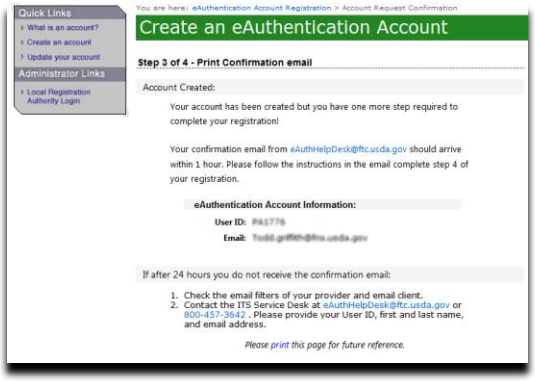


6.3: Verify data entered. If ok, click [Submit]



If you get any error returned instead of the above, 'Step 2 of 4' message, close browser and try in 20 minutes. If still have error page, please contact the eAuth Help Desk at 800-457-3642 option 1.

6.4: If no issues where found such as Dictionary of profile words used, you will receive the confirmation screen below:



If you get any error returned instead of the above, 'Step 3 of 4' message, close browser and try in 20 minutes. If still have error page, please contact the eAuth Help Desk at 800-457-3642 option 1

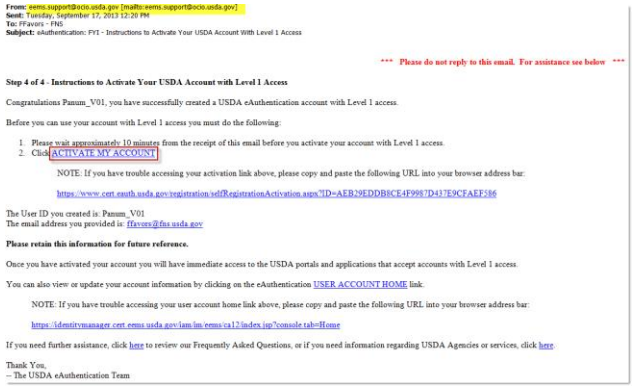
As mentioned in the screen above. Confirmation email is sent to the email addressed used in Step 2 above. The email will come from one of two email addresses: eAuthHelpDesk@ftc.usda.gov or eems.support@ocio.usda.gov .

If not received within a day:

Check other folders such as SPAM, JUNK, …

If not found: **CALL 800-457-3642 option 1**

6.5: Email is received.



From: eems.support@ocio.usda.gov [mailto:eems.support@ocio.usda.gov]
Sent: Tuesday, September 17, 2013 12:20 PM
To: FFavors - FNS
Subject: eAuthentication: FYI - Instructions to Activate Your USDA Account With Level 1 Access

*** Please do not reply to this email. For assistance see below ***

Step 4 of 4 - Instructions to Activate Your USDA Account with Level 1 Access

Congratulations Panum_V01, you have successfully created a USDA eAuthentication account with Level 1 access.

Before you can use your account with Level 1 access you must do the following:

1. Please wait approximately 10 minutes from the receipt of this email before you activate your account with Level 1 access.
2. Click ACTIVATE MY ACCOUNT

NOTE: If you have trouble accessing your activation link above, please copy and paste the following URL into your browser address bar:

https://www.cert.eauth.usda.gov/registration/selfRegistrationActivation.aspx?ID=AEB29EDDB8CE4F9987D437E9CFAEF586

The User ID you created is: Panum_V01
The email address you provided is: ffavors@fns.usda.gov

Please retain this information for future reference.

Once you have activated your account you will have immediate access to the USDA portals and applications that accept accounts with Level 1 access.

You can also view or update your account information by clicking on the eAuthentication USER ACCOUNT HOME link.

NOTE: If you have trouble accessing your user account home link above, please copy and paste the following URL into your browser address bar:

https://identitymanager.cert.eems.usda.gov/iam/im/eems/ca12/index.jsp?console.tab=Home

If you need further assistance, click here to review our Frequently Asked Questions, or if you need information regarding USDA Agencies or services, click here.

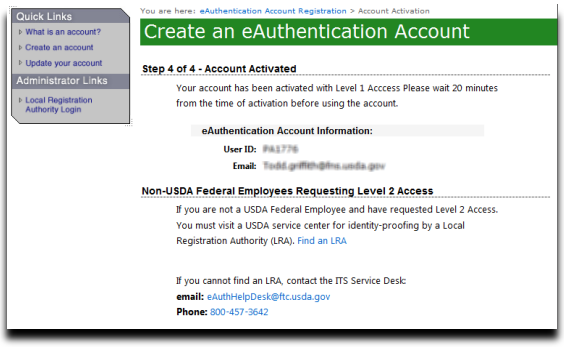
Thank You,
-- The USDA eAuthentication Team

6.6: Click on the link in the email labeled: Activate My Account

If the link within the email does not working, copy and paste the URL into the browser, as mentioned in the email.

6.7: Successful Activation

If the activation worked you will receive the screen:



Quick Links
- What is an account?
- Create an account
- Update your account

Administrator Links
- Local Registration Authority Login

You are here: eAuthentication Account Registration > Account Activation

Create an eAuthentication Account

Step 4 of 4 - Account Activated

Your account has been activated with Level 1 Acccess Please wait 20 minutes from the time of activation before using the account.

eAuthentication Account Information:

User ID: [redacted]
Email: [redacted]

Non-USDA Federal Employees Requesting Level 2 Access

If you are not a USDA Federal Employee and have requested Level 2 Access. You must visit a USDA service center for identity-proofing by a Local Registration Authority (LRA). Find an LRA

If you cannot find an LRA, contact the ITS Service Desk:
email: eAuthHelpDesk@ftc.usda.gov
Phone: 800-457-3642

If receiving error message saying an error has occurred or other, call 800-457-3642 option 1

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7. Login Issues encountered

7.1 Are there any potential error conditions I might encounter that have solutions?

A: Yes, there are some potential error conditions that a user could hit when attempting to access FAVORS web. The three most common are outlined below with the appropriate resolutions.

Access Issue 1: Server Error in '/Login' Application

What user will see:

```
Server Error in '/Login' Application.

Client found response content type of 'text/html; charset=utf-8', but expected 'text/xml'.
The request failed with the error message:
--
<html>
  <head>
    <title>Runtime Error</title>
    <style>
     body {font-family:"Verdana";font-weight:normal;font-size: .7em;color:black;}
     p {font-family:"Verdana";font-weight:normal;color:black;margin-top: -5px}
     b {font-family:"Verdana";font-weight:bold;color:black;margin-top: -5px}
     H1 { font-family:"Verdana";font-weight:normal;font-size:18pt;color:red }
     H2 { font-family:"Verdana";font-weight:normal;font-size:14pt;color:maroon }
     pre {font-family:"Lucida Console";font-size: .9em}
     .marker {font-weight: bold; color: black;text-decoration: none;}
     .version {color: gray;}
     .error {margin-bottom: 10px;}
     .expandable { text-decoration:underline; font-weight:bold; color:navy; cursor:hand; }
    </style>
  </head>
```

Cause: Newer versions of Internet Explorer are not currently compatible with FFAVORS.

Resolution: This error will be corrected by allowing Internet Explorer to run USDA.GOV web sites in Compatibility mode.

Compatibility Mode:

Open Browser (IE)
Hold the [Alt] key and hit 'T'
Gray window under Tools opens
Click 'Compatibility View Settings'
In the window labeled 'Add this website' enter/ensure you see usda.gov
Click the [Add] button
Click the [Close] button
Log into FFAVORS http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors

Access Issue 2: User enters User ID and Password and clicks the [Login] button but stays on same page.

What user will see: The eAuth Login page is returned and typically the password box will be blank.

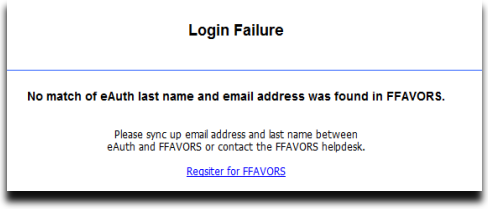
Cause: This could one of two items. First, user needs to access FFAVORS from the URL http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors then select 'Log into FFAVORS web'.

If user still experiences same result, follow resolution steps.

Resolution: Verify the browser version used is up to date. For IE, set browser to 'Compatibility Mode', Chrome and Firefox need to be at current versions of these browsers.

Access Issue 3: FFAVORS Login Failure

What user will see:

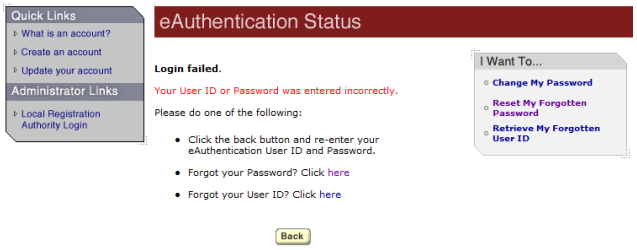


Cause: The last name and/or email data do not match between the FFAVORS application and eAuth.

Resolution: Verify what was used to create the eAuth ID and then Contact your FFAVORS account rep to verify or email FFAVORS@fFNS.USDA.GOV the issue. Once both systems are brought in alignment, user will gain access.

Access Issue 4: eAuthentication 'Login failed' message

What the user will see:



Cause: This has three possible reasons ranging from user mistyping ID or password, Registration steps not complete or system issue with eAuthentication.

Resolution: Follow the steps below.

a) Verify the ID and Passwords were entered correctly (DO NOT CUT & PASTE)

b) Verify user successfully completed the steps above to obtian and Activate eAuth user ID

   a. Click here for the entire process

c) Try accessing the 'Update your account' link to see if ID and password will access the EEMS Identity Manager pages.

   a. To access EEMS, see document titled 'How to access EEMS Identity Manager' found on the FFAVORS landing page.

d) If user can access EEMS but not FFAVORS

a. Possible compatibility issue:

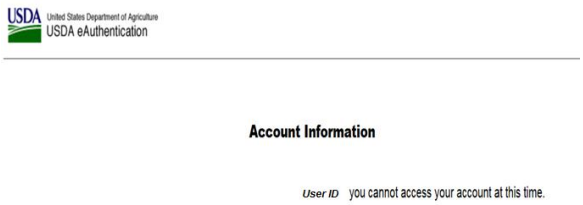
1. Open Browser (IE)
2. Hold the [Alt] key and hit 'T'
3. Gray window under Tools opens
4. Click 'Compatibility View Settings'
5. In the window labeled 'Add this website' enter/ensure you see usda.gov
6. Click the [Add] button
7. Click the [Close] button
8. Log into FFAVORS http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors

b. If still cannot access FFAVORS

Most likely an error occurred within eAuth that prevented the user ID from syncing to the appropriate sub systems. User must call help desk to resolve at 800-457-3642 option 1.

e) If still can't get into either EEMS or FFAVORS call eAuth HD 800-457-3642 option 1.

Access Issue 4: ….. you cannot access your account at this time.



Cause: eAuthentication user ID has not been successfully activated.

Resolution: Go you final email from eems and click the ACTIVATE MY ACCOUNT link in step two. If email was not received, contact the eAuthentication help desk at 1-800-457-3642 option 1 and request the ID be activated.

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8. eAuthentication Check Browser and Settings

8.1 Identify the version of Internet Explorer you are using:

1) Open Internet Explorer

If you are not able to locate the IE icon on your Windows Start Menu or Desktop you can click on Start – then Run and type in "iexplore.exe" to run Internet Explorer directly.

2) Press ALT-H to access the Help menu

3) Select "About Internet Explorer" from the help menu.

This screen should help you identify the version of Internet Explorer you are using.

8.2 Set Compatibility Mode for your IE version

IE 10

To turn on Compatibility View

1. See if the **Compatibility View** button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Tap or click the **Compatibility View** button to display the site in Compatibility View.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button again. Or, you can clear the entire list of sites using Compatibility View by deleting your browsing history.

IE 8, 9

Option 1:

To turn on Compatibility View

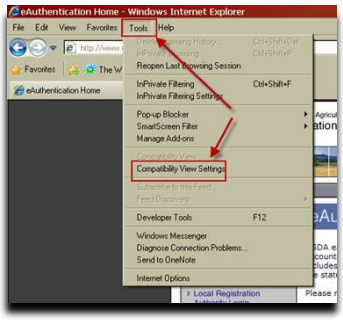
1. See if the **Compatibility View** button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
2. Tap or click the **Compatibility View** button to display the site in Compatibility View.

Once you turn on Compatibility View, Internet Explorer will automatically show that site in Compatibility View each time you visit. You can turn it off by tapping or clicking the button again. Or, you can clear the entire list of sites using Compatibility View by deleting your browsing history.

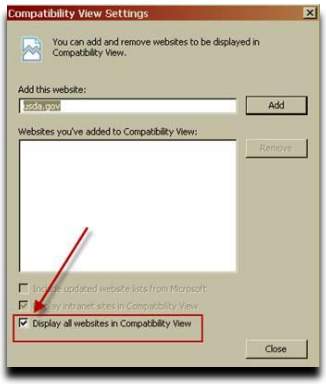
Option 2:

Browse to https://www.eauth.usda.gov/

1) Press ALT-T to access the Tools Menu and select “Compatibility View Settings”.



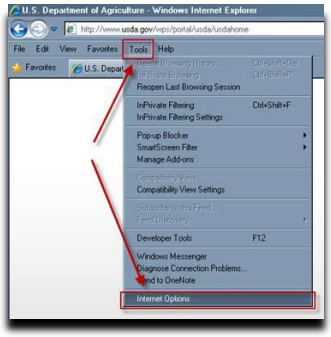
Click the check box for “Display all websites in Compatibility View” then click the Close button



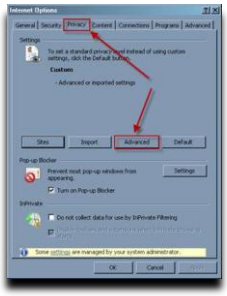
2) Continue on and complete the settings changes for all versions of Internet Explorer 5.5 and higher.

IE 5.5 and Higher

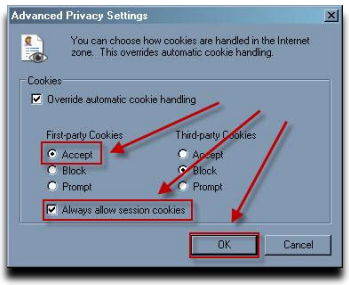
1) Press ALT-T to access the “Tools” menu and select “Internet Options”.



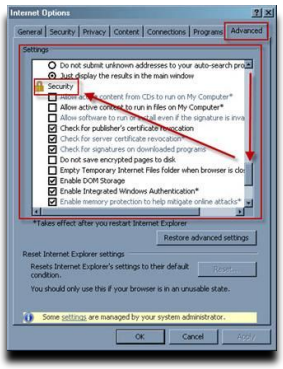
2) Select the “Privacy” tab and click on “Advanced”



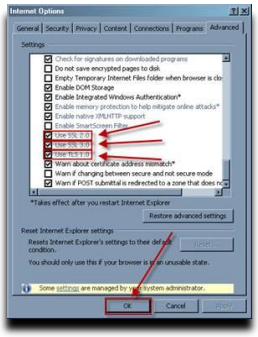
3) Under "First-Party Cookies" click "Accept". Check the box next to "Always allow session cookies". Click "OK".



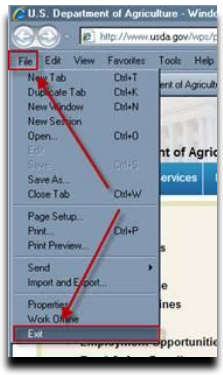
4) Select the "Advanced Tab" and scroll down in the "Settings" window to the "Security" section.



5) Check the boxes next to "Use SSL 2.0", "Use SSL 3.0" and "Use TLS 1.0" then click OK.



6) Press ALT-F to access the File Menu and select Exit.



7) Access the FFAVORS Home Page at http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors and log into FFAVORS.

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