

Contents

New Accounts	1
Initial Log-in.....	2
Multiple Accounts	3
Log-in Errors.....	3
1. eAuthentication errors.....	4
2. FFAVORS Locked Error	5
3. FFAVORS Inactive Error	5
4. FFAVORS Login Failure	6
5. FFAVORS User Turnover/Sharing Accounts.....	7
6. Sample New User Emails.....	8

New Accounts

To add a new customer/vendor user to FFAVORS, a *DLA System Admin* will select **Add User** link from the **Application Users** section of the main portal page.

Once the user is added, an email will be systematically sent to the new user. With the migration to the new version of eAuth in June 2020, users will be instructed NOT to create a new eAuth account if they already have one. See sample emails in the last section of this document which explains how users with multiple FFAVORS profiles will use one eAuth ID to access all profiles.

For users that do not already have an eAuth account, they will follow instructions to create a new eAuth account, and then use the link in step 3 to bookmark and log into FFAVORS.

Users assigned to DLA/FNS-level roles require verified identity (formerly known as Level 2). New DLA/FNS users will also receive a system-generated email with additional instructions to verify identity. See second sample email in the last section of this document.

FFAVORS LOGIN TROUBLESHOOTING GUIDE

Initial Log-in

Before a user logs in for the first time, the FFAVORS profile will appear as follows:

USER ID	ROLE TYPE	NAME	INFO	EMAIL ADDRESS	LOCKED	EAUTH	LAST LOGIN	USER CREATE DT
100199	State Acct Rep	TEST, TEST	MO	test@test.com	<input type="checkbox"/>	N		7/30/2015 8:51:54 AM

- LOCKED = unchecked → profile not locked
- EAUTH = N → eAuth ID is not yet linked to the FFAVORS profile
- LAST LOGIN = <blank> → the profile has never been logged into
- USER CREATE DT = date/time (CST) the FFAVORS profile was created by the DLA System Admin

The first time a user logs into FFAVORS, the system will take the email address from the eAuth account and look for a FFAVORS profile that matches the email address on the FFAVORS profile.

If a match is found, the eAuth ID is linked to the FFAVORS profile, at which time the profile will have the following attributes:

USER ID	ROLE TYPE	NAME	INFO	EMAIL ADDRESS	LOCKED	EAUTH	LAST LOGIN	USER CREATE DT
00000	Customer	TEST - CUST1, USERS	OAK456	robin.g.frazier@fns.usda.gov	<input type="checkbox"/>	Y	5/27/2016 12:55:57 PM	6/4/2007 1:23:50 PM

- LOCKED = unchecked → profile not locked
- EAUTH = Y → eAuth ID is now linked to the FFAVORS profile
- LAST LOGIN → the last date/time (CST) the user logged in
- USER CREATE DT → will always remain the same

If more than one FFAVORS profile is found for the email address, the user will see the selection page described in the *Multiple Accounts* section below to choose which profile to log in as.

The match for email address is checked on each subsequent log-in, so if a user's email address changes, it needs to be updated on both sides – eAuth and FFAVORS.

Multiple Accounts

If a user orders for multiple schools, tribes or districts, separate FFAVORS accounts will need to be created for each. It is important that the same email address is used for each FFAVORS profile so that the user will be able to access them all using the same eAuth ID.

When a user with multiple accounts logs into FFAVORS, they will see a selection page (example below) for them to choose which customer they want to log in as. The screen provides instructions on how to switch to another profile without having to log out and back in.

Selection Page for Multiple FFAVORS Accounts

**You have successfully logged into FFAVORS; however, multiple user FFAVORS accounts were found.
Please select the FFAVORS User ID you wish to link to.**

You can return to this selection page by selecting the 'Switch' link in the top right-hand corner of any FFAVORS page. This allows you to switch between profiles without having to log out and log back in.

If a link does not exist for a FFAVORS ID, the customer is Inactive as noted in the Customer Code column. If you feel this is in error, please contact the FFAVORS help desk.

FFAVORS ID	Role	Customer Code	Name	Last Login
6734873	DLA Contracting Specialist			3/2/2020 9:41:44 AM
100297	Customer	OMO110	ALTON R-IV SD, MO	
100043	Customer	ONE003	ANSELMO MERNA SCHOOLS	3/2/2020 10:47:07 AM
14766	Customer	OGA003	BACON COUNTY	3/24/2020 1:47:39 PM
100189	Customer	YGA309	BACON'S ELEMENTARY	3/10/2020 10:38:00 AM
1	Customer	YFL096 - Inactive	MIDDLEBURG ELEMENTARY 0271	3/24/2020 11:15:41 AM

Please contact the FFAVORS help desk at SM.FN.ffavors@usda.gov if you need further assistance.

Note: for vendors that are subcontracting for other vendors, consider using Adjacent Zone functionality in FFAVORS rather than creating separate FFAVORS profiles.

Log-in Errors

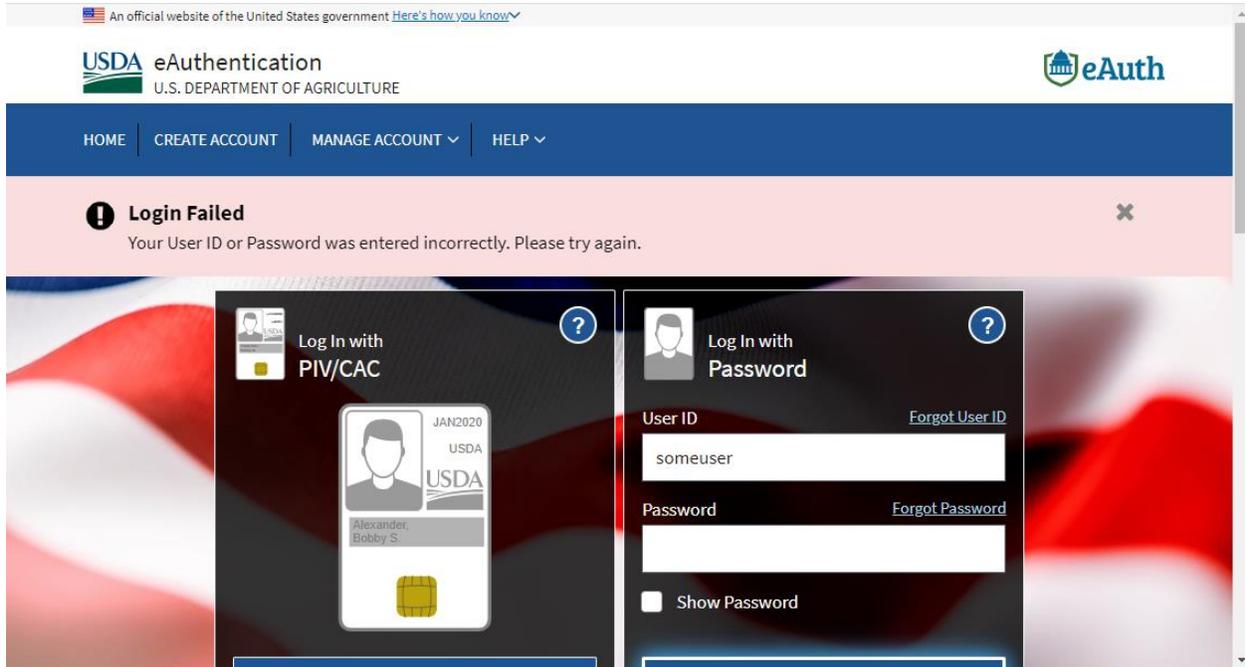
There are various errors users could encounter when attempting to log in. To help troubleshoot, the following information is important to gather from the user:

- Is this the first time they are logging into FFAVORS? If so, check to see if a FFAVORS profile has been created for them, has the correct email address, and if they have followed all the instructions and steps in the new user email. If they need the new user email re-sent, the *DLA System Admin* can do this using the 'Re-send eAuth Email' button on the Users screen.
- Is the error on an *eAuthentication* screen or on a *FFAVORS* screen? See below for how to troubleshoot both types.
- Ask the user for the specific error message and a screen print of the error if possible.
- Verify the user is accessing FFAVORS using the *FFAVORS Login* link on this page: <http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors>
- You can request additional assistance from the USDA FFAVORS help desk by emailing them at: **SM.FN.FFAVORS@usda.gov**

FFAVORS LOGIN TROUBLESHOOTING GUIDE

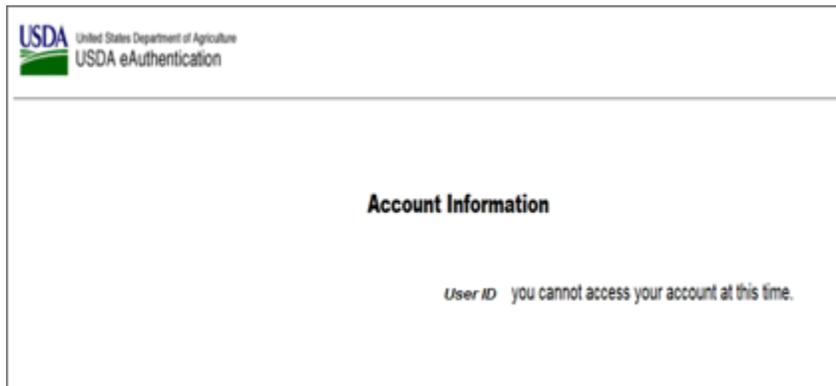
1. eAuthentication errors

If the user sees a **Login failed** message on an eAuthentication screen, then it is a problem with the eAuth ID/password they used, or their eAuth profile.



For the above error, besides verifying they are using the correct ID/password, the user can utilize the 'forgot' ID or password links. The eAuthentication help desk does not reset passwords.

If a user creates an eAuth ID but does not activate it, or eAuth has a problem with the activation, the user may see something similar to the below. If the user can find the email they received from eAuthentication, they can follow instructions to activate; otherwise, they can contact the eAuthentication Help Desk at: **800-457-3642**, and choose option 1.



FFAVORS LOGIN TROUBLESHOOTING GUIDE

2. FFAVORS Locked Error

If the user logs in and sees the below message on a FFAVORS screen, their FFAVORS profile is locked.



The screenshot shows the FFAVORS WEB interface. At the top left is the USDA logo. The title is "Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)". The date is "Date: Friday, June 10, 2016". The main message is "Account Locked." in red. Below the message, it says "Please contact your FFAVORS representative, or the FFAVORS help desk at:" followed by the email address "ffavors@fns.usda.gov" and an "OK" button.

Users can be explicitly locked by a *DLA System Admin* or systematically locked by FFAVORS if the user has not logged into FFAVORS in the last 13 months (LAST LOGIN more than 13 months ago). Systematic locking occurs on the first day of each month.

To resolve, a *DLA System Admin* can unlock the user's FFAVORS profile. The user should be reminded to login before the first day of the next month, otherwise the batch job will lock their profile again.

USER ID	ROLE TYPE	NAME	INFO	EMAIL ADDRESS	LOCKED	EAUTH	LAST LOGIN	USER CREATE DT
FL15370	District Acct Rep	MILLER, FRAN	SEMINOLE COUNTY, FL	test@test.com	<input checked="" type="checkbox"/>	Y	5/31/2016 6:34:56 AM	9/3/2008 8:35:31 PM

3. FFAVORS Inactive Error

If the user logs in and sees the below message on a FFAVORS screen, the customer they belong to is inactive.



The screenshot shows the FFAVORS WEB interface. At the top left is the USDA logo. The title is "Fresh Fruits And Vegetables Order Receipt System (FFAVORS WEB)". The date is "Date: Friday, June 10, 2016". The main message is "Customer is Inactive." in red. Below the message, it says "Please contact your FFAVORS representative, or the FFAVORS help desk at:" followed by the email address "ffavors@fns.usda.gov".

FFAVORS LOGIN TROUBLESHOOTING GUIDE

If the customer was inadvertently inactivated, you can contact technical support and ask that the customer be re-activated. The DoDAAC need to be checked before it can be re-activated.

If the customer is correctly inactivated, the user is no longer allowed to log in and their user profile should be locked. If the user is now supporting a different customer, their FFAVORS profile can be changed to a different customer. Both locking and changing a customer reference is performed by a *DLA System Admin*.

<u>CUST CODE</u>	<u>CUST TYPE</u>	<u>CUSTOMER</u>	<u>STATE</u>	<u>COUNTY CODE</u>	<u>REGION CODE</u>	<u>BUDGET PROGRAM</u>	<u>INACTIVE</u>
YFLK37	School	BEAR LAKE ELEMENTARY	FL	015	012	NSLP	<input checked="" type="checkbox"/>

4. FFAVORS Login Failure

If the user logs in and sees the below screen, it means the email address assigned to their eAuth account does not match any email addresses on any active FFAVORS profiles. If eAuth email needs to be corrected, the user can change it on their eAuth profile; if FFAVORS email needs to be corrected, a *DLA System Admin* can update the user's FFAVORS profile.

Login Failure

**No match of eAuth email address found in FFAVORS.
Your eAuth email address is: test@dla.com**

For first time users accessing FFAVORS, your DLA Account Specialist must first establish a user profile in FFAVORS. Once added to FFAVORS, an email is sent to the user with step-by-step instructions on how to create an eAuthentication (eAuth) account, and then how to log into FFAVORS.

If you wish to be added to FFAVORS, please send your name, contact information, state, and organization (such as school, district or vendor name) to the FFAVORS Help Desk noted below. The help desk will forward your information on to the appropriate DLA contact.

If you are an existing user, this login failure likely means the email address on your eAuth profile does not match your email address in FFAVORS. For assistance, please send your name, contact information, organization and description of your problem to the FFAVORS Help Desk noted below.

You can email the FFAVORS Help Desk at: SM.FN.ffavors@usda.gov.

Users can view/change their email address in eAuth by selecting the below eAuth link and logging in using the same ID/password used for FFAVORS. Under *Manage Account* menu, select *Update Account* and view/update the email address on the *Modify My Profile* page. Note that only Level 1 (non-DLA) roles are allowed update their email address.

<https://www.eauth.usda.gov/eauth/b/usda/login>

5. FFAVORS User Turnover/Sharing Accounts

FFAVORS/eAuth security policy prohibits users from sharing IDs/profiles. If a user is found to be sharing, or has 'taken over' an existing user's profile, the existing user's profile should be locked and a new profile can be created for them as described in the *New Accounts* section of this document.

To create a new FFAVORS profile with the same attributes as an existing user, the *DLA System Admin* can use the **Create New User As** button on the Users screen. This will open a new user screen copying over similar attributes (primarily location information).

If a user does not receive or cannot locate the system generated email sent when their profile was initially created, the *DLA System Admin* can re-send the instructions by using the **Re-send eAuth email** button on that user's profile page.

6. Sample New User Emails

New User Email for Customers/Vendors:

Welcome! You have been added as a User to FFAVORS.

Please read the following information and instructions carefully and completely before proceeding.

To access FFAVORS, you must first obtain a User ID and password from USDA's eAuthentication (eAuth) System.

Important:

- The email address on your eAuth account and FFAVORS account must match exactly. If the last name or email address listed here is incorrect, please contact the FFAVORS Help Desk noted at the bottom of this email, and have the information corrected before you proceed. Your current FFAVORS information is:
 - **Last Name:** <User's Last Name shown here>
 - **Email Address:** <User's Email address shown here>
- If you currently have an eAuth account to access FFAVORS or another USDA application AND you are using the same email address, you will skip STEPS 1 and 2 below. Using your existing eAuth account, proceed to STEP 3 to log into FFAVORS.
 - Note: eAuth no longer allows multiple eAuth IDs to be created using the same email address. If you are accessing multiple organizations in FFAVORS, you will now use one eAuth ID (if you have more than one, select one to use going forward). Once logged into FFAVORS, you will be presented with a page to select which profile you wish to continue as; you will also be able to 'Switch' to your other profile(s) using the link at the top right-hand corner of all FFAVORS pages, without having to log out and back in.
- If you do not currently have an eAuth account OR you are using an email address different from your other eAuth account, proceed to STEP 1.

STEP 1:

Registering for a USDA eAuth account is easy. Using the link and instructions in this Step, a registration email will be sent for you to confirm. Proceed to STEP 2 right away to confirm. If you do not confirm within 30 minutes, the confirmation expires and you will need to repeat STEP 1.

Remember: the email address entered in this step must match the email address that is in FFAVORS, shown above. If it doesn't match, contact the FFAVORS help desk at the bottom of this email.

Select this link to begin:

https://ffavors.fns.usda.gov/FFAVORS_WEB/USDAProduce/default.aspx

- On the eAuth login page, select CREATE ACCOUNT
- Choose 'Customer' for type of user and select Continue
- Enter email address and select Submit

STEP 2:

From your email box, confirm the registration email described in STEP 1. If you did not receive the email, check junk/spam folders. Selecting 'Confirm' in the registration email directs you to a screen to enter your name and set a password (see password requirements below).

Password:

- Must be minimum 12 characters
- Cannot contain the following special characters / \ @ ^ () [] { } " > < & ' . _ ` |
- Cannot be a commonly used password (for example: Password123!)
- Restricted Information (Do Not Use)
 - Dictionary Words
 - Profile Information, such as name or email
 - Private information, such as date of birth or mother's maiden name

Upon successful completion, you will be notified your registration is complete. **Your eAuth User ID is your email address.** Proceed to STEP 3.

If the confirmation email you received states your email is already registered, you will be directed to links to retrieve your User ID and/or reset your password.

STEP 3:

Log into FFAVORS using the 'FFAVORS Login' link on this page:

<https://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors>

Note: for future use, please bookmark the above page. Do not bookmark FFAVORS pages after you have logged in.

If you have any questions, please contact the FFAVORS help desk at: SM.FN.ffavors@usda.gov

FFAVORS LOGIN TROUBLESHOOTING GUIDE

New User Email for DLA/FNS roles.

Welcome! You have been added as a User to FFAVORS.

Please read the following information and instructions carefully and completely before proceeding.

To access FFAVORS, you must first obtain a User ID and password from USDA's eAuthentication (eAuth) System.

Important:

- The email address on your eAuth account and FFAVORS account must match exactly. If the last name or email address listed here is incorrect, please contact the FFAVORS Help Desk noted at the bottom of this email, and have the information corrected before you proceed. Your current FFAVORS information is:
 - **Last Name:** <User's last name shown here>
 - **Email Address:** <User's email address shown here>
- If you currently have an eAuth account to access FFAVORS or another USDA application AND you are using the same email address, you will skip STEPS 1 and 2 below. Using your existing eAuth account, proceed to STEP 3 to log into FFAVORS.
 - Note: eAuth no longer allows multiple eAuth IDs to be created using the same email address. If you are accessing multiple organizations in FFAVORS, you will now use one eAuth ID (if you have more than one, select one to use going forward). Once logged into FFAVORS, you will be presented with a page to select which profile you wish to continue as; you will also be able to 'Switch' to your other profile(s) using the link at the top right-hand corner of all FFAVORS pages, without having to log out and back in.
- If you do not currently have an eAuth account OR you are using an email address different from your other eAuth account, proceed to STEP 1.

STEP 1:

Registering for a USDA eAuth account is easy. Using the link and instructions in this Step, a registration email will be sent for you to confirm. Proceed to STEP 2 right away to confirm. If you do not confirm within 30 minutes, the confirmation expires and you will need to repeat STEP 1.

Remember: the email address entered in this step must match the email address that is in FFAVORS, shown above. If it doesn't match, contact the FFAVORS help desk at the bottom of this email.

Select this link to begin:

https://ffavors.fns.usda.gov/FFAVORS_WEB/USDAProduce/default.aspx

- On the eAuth login page, select CREATE ACCOUNT
- Choose 'Other Federal Employee / Contractor' for type of user and select Continue
- Enter email address and select Submit

STEP 2:

From your email box, find the registration email described in STEP 1. If you did not receive the email, check junk/spam folders.

Select 'Continue Registration' in the email. When asked if you have a working PIV or CAC card with a reader, consider the following:

- If you choose 'Yes', your personal information will be retrieved from your PIV/CAC card, making the verification process easy. However, choosing this option means you will only be able to log into FFAVORS using your PIV/CAC card. You will not be able to log into FFAVORS from a device that cannot accommodate a card reader.
- If you choose 'No', you will need to enter your personal information, but this option will have you create a password, and you will be able to log into FFAVORS from devices without a card reader. See option noted in STEP 3 to link your eAuth to your PIV/CAC afterwards to allow both login options.

Continue the online verification process. When choosing a password, keep the following rules in mind.

Password:

- Must be minimum 12 characters
- Cannot contain the following special characters / \ @ ^ () [] { } " > < & ' . _ ` |
- Cannot be a commonly used password (for example: Password123!)
- Restricted Information (Do Not Use)
 - Dictionary Words
 - Profile Information, such as name or email
 - Private information, such as date of birth or mother's maiden name

Upon successful completion, you will be notified your registration is complete. **Your eAuth User ID is your email address.** Proceed to STEP 3. If the confirmation email you received states your email is already registered, you will be directed to links to retrieve your User ID and/or reset your password.

STEP 3:

Log into FFAVORS using the 'FFAVORS Login' link on this page:

<https://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors>

Note: for future use, please bookmark the above page. Do not bookmark FFAVORS pages after you have logged in.

If you linked your PIV/CAC card in STEP 2, you will use that option when logging into FFAVORS. If not, use your ID/password from STEP 2; you can link your PIV/CAC card to eAuth using the 'Update Account' menu under MANAGE ACCOUNT on the eAuth login screen to have both login options.

If you have any questions, please contact the FFAVORS help desk at: SM.FN.ffavors@usda.gov